

## Enhancing the travelling experience

*Encalm Hospitality specializes in curating and delivering standout experiences in airport meet and greet services. We caught up with Vikas Sharma, CEO, Encalm Hospitality to know more about the company.*

### TTI News



Vikas Sharma

A leader-par-excellence with an undying devotion toward bringing in a change, Sharma comes with an extensive experience of 25 years in the hospitality industry having both national and international associations. His corporate journey began with a renowned brand like The Oberoi Grand and since then there has been no looking back for him. Prior to Encalm, he has aced the roles of General Manager at Sheraton Hotels and Resorts, Director of Operations at the Ritz Carlton Hotel Company, as well as Director of Food and Beverage at Four Seasons Hotels and Resorts.

**Q. Kindly throw some light on the current presence of Encalm Hospitality?**

**A.** Encalm Hospitality, founded in 2021, specializes in curating and delivering luxurious experiences in the arena of airport hospitality. The company offers the service of Meet and Greet under the brand name 'Atithya' and Lounge Services under the brand name 'Encalm

Lounge' at the Delhi Airport. At present, the Airport Meet and Greet Services are offered for guests at all the terminals of the Delhi International Airport. Since February 2022, the company has also started its own airport lounge at Terminal 1 of the Delhi Airport.

**Q. In the pandemic world how has the demand for your services been impacted?**

**A.** As the world opens up once again and the domestic and international travellers gear up to fly out, our services are uniquely placed to cater to the growing demand for luxe airport experiences. The millennials are constantly seeking comfort and convenience, both of which are being offered by Encalm. As business and leisure travel picks up, we are witnessing an upside in the demand for our services.

**Q. Please throw some light on your Atithya service? How is this product different from the offerings of your competitors?**

**A.** 'Atithya' is entrenched in our culture. The brand offers the essence of hospitality in everything it does to enrich the experience of its guests. The service is tailor-made to make one's airport arrival or departure, a pleasant experience. One can be on a business trip or a leisure one, Atithya is always there at every step to guide and accompany the passenger.

It could also be a scenario where one needs to fly out their parents or unaccompanied children. Atithya takes care of everything – from doorstep pick up/drop, to baggage handling, buggy service, wheelchair assist and exclusive

lounge access. Atithya has thoughtfully curated its services keeping in mind the specific requirements of each traveller. Taking this thought further, Atithya has fine-tuned their services into various categories i.e.; Silver, Gold, Elite and the flagship, Buddy Service. The exclusive 'Buddy Service' is designed to assist travellers from their home, accompany them through the journey and drop them off safely at the designated destination.

**Q. Do you work with travel agents also to distribute your services?**

**A.** Yes, we work with multiple travel agents and corporate aggregators who avail our services on regular basis. B2B plays a key role for us with their requirements of special assistance and exclusivity for high net individuals (HNIs) and senior management travellers.

**Q. What are your future expansion plans?**

**A.** Encalm Hospitality will soon be launching its second branded lounge at Terminal 2 of Delhi. We are aiming to invest nearly INR 200 crore in the next one year, to set up exclusive traveller lounges to cater to business travellers and HNIs in Delhi.

The company is also working on two premium lounges at Terminal 3 of the Delhi airport by year-end as well. While one will be a unified lounge for business class passengers, the other will be an exclusive VIP lounge meant to serve premium guests. Encalm is also ready to expand its operations to the Hyderabad Airport with the launch of Atithya in May 2022.