



INNOVATION • INTEGRITY • COMMITMENT

**The Mars Group**  
“The rare pairing of  
micro management  
with a big picture  
vision”



## Our Mission

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Mars utilizes its collective expertise and experience in setting up and operating boutique hotels and exclusive clubs under management contracts or other appropriate arrangements. Our hotels and clubs are an oasis of well-being for our guests, that provide rewarding careers for our team members and earn exceptional returns for our owners.

We truly care for all our guests, and work hard to earn their loyalty through our innovative approach in providing a distinctive and high quality experience. We employ individuals with a positive attitude who are considerate to every guests' need and who take personal responsibility to make the right things happen.

Our Team Members are dedicated to creating an enriched environment where uncompromising values are a way of life. We continuously support, develop and empower our Team Members. Every Mars Hotel or Club extends contributions and services to its community.

## Core Values

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At Mars, we as a family are firmly committed to the following values:

**Creativity & Innovation**

**Teamwork**

**Honesty & Integrity**

**Hard Work & Perseverance**

**Enjoyment & Fun**

**Pride & Belonging**

No temptation will be strong enough,  
no adversity severe enough  
for us to abandon them.

## Our Vision

To be the benchmark brand in the hospitality sector by delighting our customers with world class innovative products and services, nurturing and retaining talent through empowerment, satisfying our shareholders with excellent returns and fostering community welfare.

## Top Quality

Mars affirms that 'Quality' is a primary goal for every team member. We will achieve this through continuous training and communication with a focus on developing 'Quality' as a way of life. This will enhance customer delight by delivering world class quality products which are safe, consistent and innovative. In the process we promote 'Quality' with no compromise on our core values reflected in our commitment towards our guests, team members, shareholders and the community in general.



**Sanjay Narang** studied Hotel Management at Cornell University, USA after which he returned to India in 1985 to head Ambassador Sky Chef – the air catering division of the Ambassador Group of Hotels – his family's business.

In 1992, he joined the Taj Group of Hotels as head of the air catering division and advisor to the Chairman and Managing Director. During his association with

Taj Air Caterers he designed and set up their air catering facilities in Mumbai, New Delhi, Chennai, Bangalore and Goa and was responsible for turning around Taj Air Caterers from a loss making to a highly profitable division of the Taj Group.

By 1996, Sanjay actively embarked on establishing the Mars Group as a leading player in the food service and hospitality industry in India. With his vision and hands-on approach, Mars Restaurants partnered with various domestic and international private equity and venture capital funds to build a chain of restaurants under various brands and formats across India and developed a unique boutique hotel concept called "The Gordon House" in Mumbai and other major cities.

The Group had set up airline catering units under the 'Skygourmet' brand in Mumbai, New Delhi, Bangalore, Hyderabad, Chennai and Kolkata, becoming the largest airline caterer in the country.

Both Mars Restaurants and Skygourmet were listed through India Hospitality Corp (IHC) on AIM, a market operated by London Stock Exchange plc, in 2007.

Sanjay continues to oversee the activity of the Mars Group as its Chairman.



**Rachna Narang** did her early education in London, followed by study of Liberal Arts at Cornell University, U.S.A. On return to India, her first venture in hospitality was setting up and managing a chain of Bakery shops called Croissants, etc. followed by Birdy's Bakery & Patisserie outlets in Bombay. She was also in charge of day-to-day operations of Birdy's by Taj cake shops, a joint venture between the Mars Group and The Taj Group of Hotels.

After handling operations for several years, she found her flair for interiors, graphic designing and conceptualization was her true calling. Rachna heads the in-house Design Team and is responsible for designing all Mars Hotels and Restaurants from commencement. With no formal training, her instinctive, innovative and individual style is the trade mark of all Mars properties.

## The Promoters

# The Team



**Bruno Loosli** combines a Masters in Business Administration from the Salzburg Business School, Austria with over 28 years of experience in a large number of restaurants and hotels. He attaches special importance to human resource development, improving guest experiences and profitability. His affable nature and management style compliments his leadership qualities.

**Ramesh Joshee** heads the Project and Engineering team and has been with the promoters for over 24 years. His unlimited energy and enthusiasm compliment his amazing ability to execute hospitality projects which are on time, within budget and visually aesthetic.



**Patrick Rodrigues** is an experienced industry professional having worked with the promoters for 21 years. He has a solid exposure to Human Resources, Administration, Systems and other support functions....areas that blend with his genial and calm personality.

**Sharon Machado** has been with the promoters for over 19 yrs. Her natural instinct to 'observe and learn' has given her a valuable insight into understanding the Company's operations, which combined with her passion for the outdoors, makes her the ideal leader of the team that manages the highly successful and fast growing hospitality businesses of the Mars Group in the Himalayas.



**Henry D'mello** specializes in liaison and public relations. He is a very humble and good natured person, whose hard work has propelled him through the ranks in his association with the promoters over the past 39 years.

**Sharon Ferro** started out with the promoters over 26 yrs ago, during which time she has 'learnt the ropes' and met the challenge of independently managing the Company's operations in the USA. She has developed herself into an 'all rounder' with a warm 'human touch' to successfully manage restaurant operations and catering to Jet Airways and Singapore Airlines.



**K.L. Sethia** has been with the promoters for 40 years and is a veteran in the fields of Legal, Compliance and Internal Audits. He is a veritable encyclopedia of information and his meticulous attention to detail is an invaluable asset.



**Gayle Henriques**, General Manager at Waterstones, has been with the Mars Group for over 12 extensive years. Her in-depth understanding of operations and hands-on approach towards business management has seen her transcend seamlessly through various key roles within the organization.

**Leesa Almeida** General Manager Customer Relations - With a vast career spanning 24 years. Leesa has excellent communications and interpersonal skills and is deeply committed to customer relations. She has a quick thinking and resourceful approach to finding solutions making her a vital member of this organisation in developing and maintaining relationships with customers.



**Glenn Almeida** General Manager Customer Relations - Glenn has a strong focus on customer satisfaction and is a dynamic and enthusiastic individual. His cheerful demeanour, approachable nature and natural ability to deal with people and make them feel at ease is an invaluable asset. Glenn and Leesa as a team have always worked in sync and maintained the highest standards of quality at Waterstones Club.

**Nabil Sheber** - General Manager at Rokeby Manor, has been a part of the Mars family since 2007. He manages and heads operations at Rokeby Manor, Clock Tower Café and Tabor Cottage. His cheerful personality and natural dynamism bring out the best in people at work.



**Nandita Lad-Deora** - General Manager at The Gordon House Hotel, has spent 12 extensive years with the Mars Group and 6 formative years with the Taj Group of Hotels. Nandita is well known not just for her wit but more famously for her methodical detailed approach towards business management.

**Suresh Kumar** - General Manager Security, has been an integral part of the Mars family since March 2005 heading our Security Department. His rich and extensive experience includes being a Naval Police Officer in the Indian Navy for 15 long and fruitful years. With his hard work, perseverance and dedicated commitment he has successfully protected our property, people and pride.



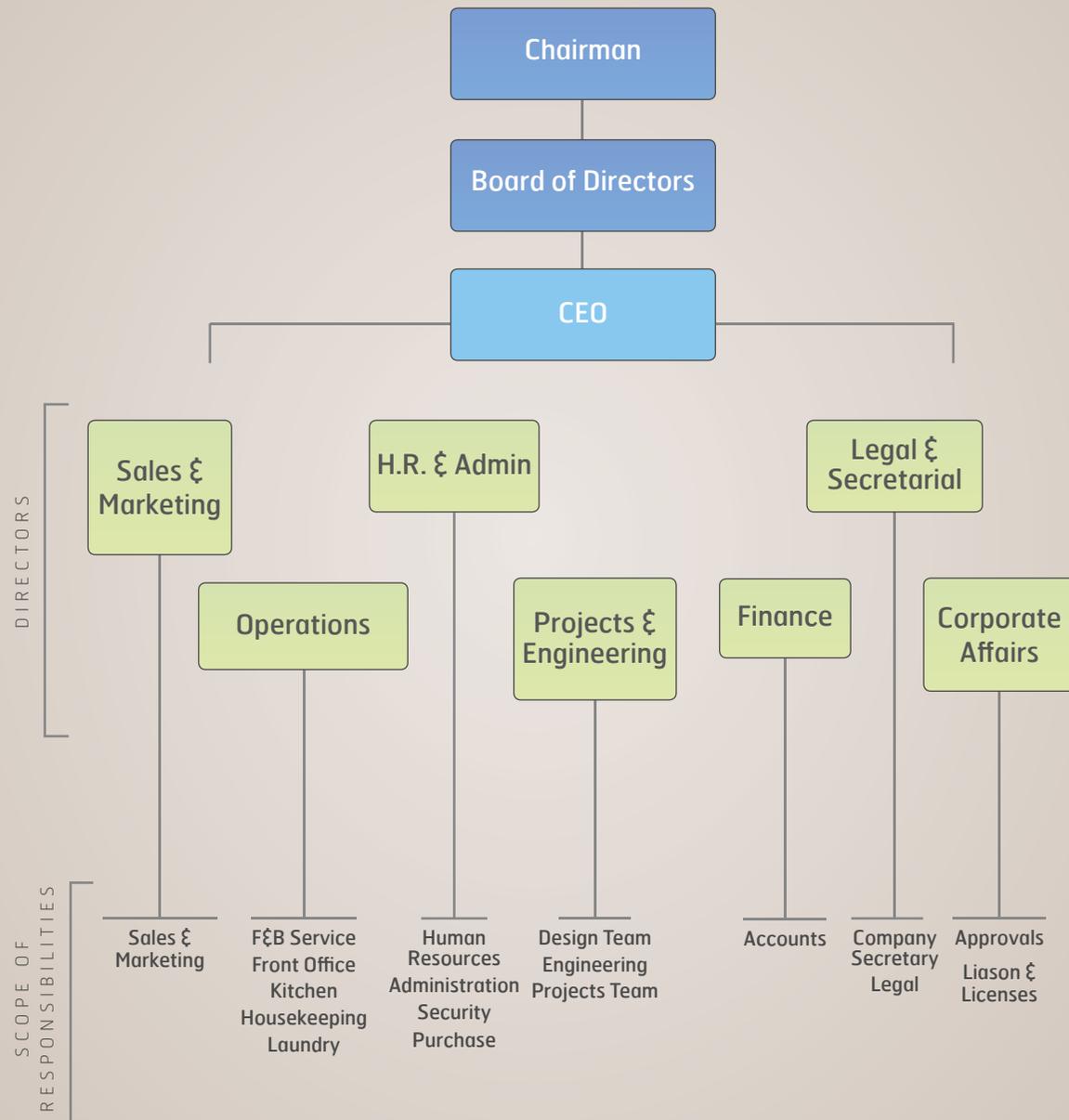
**Sudhakar Shetty** - General Manager Finance. Sudhakar Shetty has garnered 21 years with our promoters. A focused and goal oriented individual Sudhakar heads our group Finance and Accounts department with utmost clarity of thought and devotion to professionalism.

# The Team

# The Organisation Structure



INNOVATION IS OUR PASSION THE BRANDS WE BUILT...



**Waterstones Hotel (2011)**  
Taking the boutique hotel concept to another level higher in terms of luxury.

**Rokeby Manor (2010)** is a quaint English country style hotel in the hills of Mussoorie. The hotel has been restored to its original 19th century decor with rustic and valley view rooms, cosy fireplaces and patchwork quilts.

**Waterstones Club (2007)**  
The most exclusive club (by invitation only) providing an oasis of tranquility in bustling Mumbai... targeting the ever growing ex-pat corporate community.

**The Gordon House Hotel (2001)** The first 'boutique hotel' in Mumbai combining stylish rooms with warm friendly service.

**Pizza by the Bay (2012)** is the union of our iconic brands The Pizzeria & Pasta Bar and Jazz by The Bay where quality live entertainment is now replaced by high quality authentic Italian food. The highly popular 'Soup, Salad & Sandwich' lunch buffet has been an unparalleled success over the years and continues to be so.

**Tabor Cottage**, built in the 1850s, is our age old stone house in Landour, Mussoorie; with 'picture postcard' views of the great Himalayan range and the Doon Valley, offering a blend of stylish and relaxed bed and breakfast options to the new-age traveler.

**Eat Around the Corner (2011)** is a chic European style eatery that serves simple, uncomplicated food. Customers can help themselves to an array of soups, salads, hot dishes, pizza, burgers, sandwiches, breads and desserts, all from one long counter.

The many  
'firsts' we've  
launched  
.....

**Three Flights Up**  
Three Flights Up (1997)  
Introducing India to the mega nightclub concept.

**skygourmet**  
Quality Wins  
Skygourmet (2002) India's most successful Airline Catering Company set up with the specific objective to build/operate highly efficient catering units, designed to cater to a few customers with large volumes, and to improve the level of in-flight catering on domestic flights.

**NOT JUST JAZZ BY THE BAY**  
Jazz By The Bay (1996)  
Mumbai's iconic venue dedicated to quality live entertainment. The highly popular 'Soup, Salad & Sandwich' lunch buffet has been an unparalleled success!

**JUST AROUND THE CORNER**  
Just Around The Corner (1998) The first 'self service' diner/restaurant with an American style menu that's become a landmark 'meeting place' in Mumbai's suburbs.

**POLLY ESTHER'S**  
Polly Esther's (2003)  
When everybody took the 'lounge bar' route we brought back retro and created Mumbai's most popular nightspot.

**the Bombay bistro**  
The Bombay Bistro, NJ (2012), whips up an exciting menu made up of classic and innovative regional Indian dishes specializing in Goan cuisine.

**DOSA DINER**  
Dosa Diner (2000)  
The first South Indian eatery to create multi cuisine non vegetarian fillings in dosas... which started a whole new trend.

**CLOCK TOWER CAFE**  
Clock Tower Café (2010)  
A quaint mountainside cafe with breathtaking valley views, The Clock Tower Cafe is known for its handmade pizzas and delicious Chinese street food. This popular hangout is frequented by town folk and tourists alike. A perfect place for a gathering with friends or relaxing over a cappuccino and homemade cakes.

**SCORE SPORTS BAR**  
Score Sports Bar (2004)  
The ultimate sports hangout, Score is an informal and friendly place to watch all your favourite sports, Live!

**Tendulkar's**  
Tendulkar's (2002)  
Creating a restaurant along with India's foremost icon to give people a taste of 'Sachin'.

**BIRDY'S BAKERY & PATISSERIE**  
AS FRESH AS A NEW DAY!  
Birdy's (1993) A chain of gourmet bakery & pastry shops that caters to the take-away market.

**THE BIG CUPPA**  
The Big Cuppa (1996)  
Counters, kiosks and cafes offer an exotic blend of hot and cold coffees with a range of delicious snacks.

**roti!**  
Roti (2000) Delicious dhaba style food in a casual dining family restaurant designed as a modern-day dhaba.

**THE PIZZERIA AND PASTA BAR**  
The Pizzeria and Pasta Bar (1994) A casual dining restaurant that serves 'fresh-dough' pizzas and home-style Italian cuisine that is prepared in an open kitchen where people can watch the pizzas being baked and create their own pasta dish at the pasta bar.

**CHINA JOE**  
China Joe (2003)  
A fastfood Oriental street kitchen style restaurant that allows guests to create their own dish and watch it being prepared at the Wok Ranges.

**DABBAWALLA**  
Dabbawalla (2006) A unique Indian eatery that is a tribute to the 'Dabbawallas' of Mumbai. Healthy Indian cooking with the diverse flavours of India.

more  
'firsts'  
.....

...and more  
successful  
brands  
.....

# A Club like no other



Waterstones Club is a club like no other, a seclusion of an especially luxurious kind, where one can escape and unwind from the daily hustle and bustle of life. This spacious club is surrounded by lush landscaping and waterfalls, and the interiors are a unique piece of work where each room has been individually designed to create the feel of being in a grand villa. This unique retreat brings together a library, movie lounge, music lounge, billiard room, games room, card room, business center, banquet hall and children's room. The restaurants overlook the picturesque lawns and are ideal for entertaining and enjoying a gourmet meal. Guests can experience luxury beyond the usual standard of 5-star hotels with our Olympic size lap pool, outdoor jacuzzi, spa, a state-of-the-art gym, outdoor tennis courts, squash courts and indoor multi-purpose court. Waterstones brings a sense of serenity and well being into your life and lets you experience 'the life you want to live!'



Waterstones Hotel is a boutique hotel that is rich in ambience and individuality and passionate about great hospitality. The intimate, quirky and luxurious themed rooms are an eclectic mix of the traditional and modern. The young, hip and friendly hotel staff ensure your stay is lively and warm, making it a real home away from home.

# Design hotel



# Real escapes



Rokeby Manor is a quaint English country style hotel nestled in the hills of Landour, Mussoorie. Restored to its original 19th century decor, this heritage building is resplendent with character in its elaborate brick arches, niches and intricate stone walls. The rustic rooms have retained their original real wood floors, beams and cosy fireplaces and are decorated with charming little details from patchwork quilts to floral motifs on the walls. Rokeby is surrounded by the views of the Doon Valley, snow peaks of the Himalayas and cedar and oak forests. Mussoorie has a lot to offer from nature walks to mountain biking, trekking and scenic drives. Take a deep breath and enjoy the peace and quiet of this place.



Built in the 1850s, our age old stone house is nestled in the quaint suburb of Landour, with 'picture postcard' views of the Doon Valley below and the majestic snow capped Himalayan mountain ranges literally 'just around the corner'. Tabor Cottage has 5 cosy en-suite rooms with 15 single beds (rooms are also available on a sharing basis). Enjoy the panoramic scenery from our Breakfast Room, Lounge and Study areas while studying or simply relax by the bay window watching the birds soar the blue skies above. We're just a stone's throw away from the Landour Language School, and an easy stroll into the Landour Bazaar. At Tabor Cottage you're warmly welcomed as a guest and leave as a friend!

# Bed and breakfast



# Inno- vative dining

Eat Around the Corner is a chic European eatery that serves simple, uncomplicated food. Customers can help themselves to an array of soups, salads, hot dishes, pizza, burgers, sandwiches, breads and desserts, all from one long counter. Our chefs are encouraged to use their creativity to present signature dishes. EATC is a peaceful meeting place in a frantic city, a place where stylish yet minimalistic design with honest caring service to match enhances the way you enjoy your meal.

eat around the  
corner



Continuing in our tradition of iconic restaurants, first Talk of the Town, then Jazz by the Bay, and now Pizza by the Bay, this landmark location is a much cherished destination in downtown Mumbai. The large selection of 'freshly rolled dough' pizzas with different toppings and crusts and authentic Italian pastas continues to keep the tables turning. The striking art deco inspired interiors create an extremely stylish and vibrant family dining experience. During lunchtime, the city's famous soup, salad and sandwich buffet remains a big favorite, while the newly introduced healthy breakfast served outdoors, overlooking the sea makes Pizza By The Bay the talk of the town !!

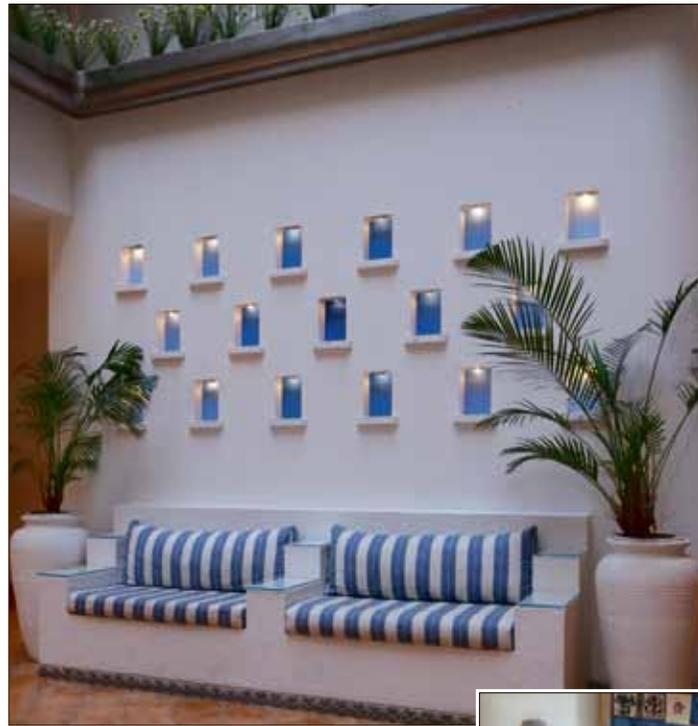
# Iconic eateries

PIZZA BY THE BAY



# Hip hotel

The Gordon House Hotel is a small hotel that is big on style, combining fresh innovative design ideas with warm attentive service. Each floor captures the essence of its distinct theme - Scandinavian, Country and Mediterranean- with great attention to detail. Intimate and inviting, this hotel is an escape in the heart of the city that one can consider home. All Stir Fry is an oriental street kitchen style restaurant with a noodle bar that offers innovative and interactive dining at its best!



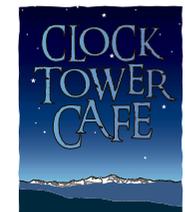
The Bombay Bistro, in Summit NJ, serves an exciting menu made up of classic and innovative regional Indian dishes, using the freshest and highest quality ingredients with spices that are blended on the premises. Our chef, raised on East Indian cuisine, has whipped up a unique dining experience that is enhanced by his expertise on Goan fare! The modern yet warm and elegant ambience, far from your stereo-type Indian decor is a popular choice with the locals, be it for a romantic meal or entertaining large groups. The restaurant offers a flavourful lunchtime buffet and the 'bring your own' policy ups the comfort factor.

# Local hot spots



A quaint mountainside cafe with breathtaking valley views, The Clock Tower Cafe is known for its handmade pizzas and delicious Chinese street food. This popular hangout is frequented by town folk and tourists alike. A perfect place for a gathering with friends or relaxing over a cappuccino and homemade cakes.

# Popular hangouts



# Our dream project



Waterstones is a 'one of a kind' development that offers an opportunity of a lifestyle. A secluded, well guarded, self-contained environment that is a true haven of peace and exclusivity. The hustle and bustle of the city is close by but seems a world away the moment you enter this oasis. Waterstones offers 'peace of mind', the rarest of commodities in one of the world's fastest moving cities.

This gated community contains a boutique hotel, a world-class club, intelligent serviced apartments designed with understated style, and state of the art offices. Waterstones Residences and Waterstones Towers offers 200 serviced apartments, 4 restaurants, 2 bars, a boutique hotel, a banquet hall and retail space of 40,000 sq. ft. set amidst beautifully designed lush landscapes. World class recreational and sports facilities and fingerprint access ensures absolute privacy, security and discretion. The apartments have an eclectic mix of design themes with separate living areas, spacious bathrooms, fully equipped kitchenettes and balconies overlooking breathtaking views of the surrounding greenery and the courtyard.

The office tower provides office space and business centers, keeping in mind the vital requirements of long staying guests; convenience, efficiency and technology.

Waterstones is an international retreat for discerning and cosmopolitan residents, a unique destination that allows you to experience the life you want to live.



# People over profit

At the Mars Group, we measure our success not only in terms of profits, but also on how we can improve the lives of those less fortunate than us. Through our collection program we have collected and donated over 90 lacs to organizations such as Apnalaya, Sneha, Sahai and CRY. Today we support The Garhwal English Medium School (GEMS) [www.gems-school.org](http://www.gems-school.org). Our newest initiative is the formation of the Lotus Trust, through which we match customer donations and execute projects to reach out to those in remote areas of the Himalayas. To-date we've contributed almost 4 crores towards rebuilding a community hospital, a place of worship and various other community initiatives. Together we can make a difference!

# Contact



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WATERSTONES  
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