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MD'S DICTUM

OCTOBER 2025 VOL 39

The Heart of Hospitality

Stories of Hotel Staff, Guest Relations, and Subtle Service Excellence

In the world of hospitality, buildings, facilities, and locations create the frame, but it is the people inside the hotels who fill the canvas with warmth, color, and memory. Guests rarely leave a review mentioning the thread count of the sheets or the type of paint on the walls. More often, they write about a smile at the reception, the patience of a waiter who remembered their preferences, or the quiet efficiency of a housekeeper who went unnoticed but left a mark. The hotel industry thrives not only on amenities but on the human spirit that carries it forward.

Among these, four themes stand out: the unsung heroes of housekeeping, the delicate art of handling difficult guests, the skill of upselling without overselling, and the behind-the-scenes dedication that defines a day in the life of hotel staff.



THE UNSUNG HEROES: Housekeeping as the Invisible Backbone

Housekeeping is the quiet force that defines comfort and cleanliness in every hotel. Guests may never meet the person who replaced their towels or left a flower on the pillow, yet their meticulous work ensures every stay feels safe and cared for. Though demanding and often unseen, housekeepers embody the hotel's silent promise, wherever you are, you'll feel clean, comfortable, and at home.

DEALING WITH DIFFICULT GUESTS: Turning Challenges into Opportunities

Difficult guests are part of hospitality, but professionalism turns tension into trust. Staying calm, listening with empathy, and offering thoughtful solutions can transform complaints into loyalty. A guest who feels heard is often won over, proving that kindness and care speak louder than policy.



THE ART OF UPSELLING WITHOUT OVERSELLING

Upselling, when done right, enhances experiences rather than pressures guests. It's about thoughtful suggestions, like a sea-view upgrade or a chef's special, that add genuine value. The secret lies in empathy and timing; listen first, then recommend naturally. Done well, it's a win-win: happier guests and stronger business.

BEHIND THE SCENES: A Day in the Life of Hotel Staff

Behind every perfect stay is a team in motion, housekeepers, chefs, and front-desk staff working in harmony. From early mornings to late nights, their coordination keeps everything seamless. Guests see perfection, but for the staff, the real reward is knowing their quiet effort created joy.



THE COMMON THREAD: The Human Spirit in Hospitality

From unseen care to calm under pressure, hospitality thrives on human warmth. Buildings impress and technology assists, but it's people who make guests feel valued, turning ordinary stays into lasting memories.

RAGS TO RICHES

EXCERPTS FROM THE BOOK

My Colombo trip remains one of my most memorable journeys. The Government of Sri Lanka had immense faith in me, and their invitation made me feel deeply honored. It all began when Sri Thondaman, the Minister of Colombo, visited our Dizzee World in Madras to celebrate his granddaughter's birthday. He was impressed by the park's beauty and its educative approach. Deeply inspired, he expressed his wish that I should open a similar park in Colombo.

After returning to Colombo, Thondaman personally spoke to Prime Minister Chandrika and the Minister for Tourism, encouraging them to invite me. They extended a warm invitation and assured me of their full support. Accepting their offer, I traveled to Colombo to discuss the possibility of establishing Dizzee World there. The journey itself was magical. From the sky, I saw Rameswaram, Mandapam, lush forests, and finally the Sri Lankan island surrounded by endless blue waters and dotted with coconut trees.

Upon arrival, Thondaman's brother and security personnel welcomed me and accompanied me on a twenty kilometer drive to Colombo. The terrain reminded me so much of South India. The hotels primarily served seafood, which took me back to my childhood days when I enjoyed similar meals with my friends Susai Mariyan and Sandhiya Michael in my village. The hospitality and love I received in Sri Lanka felt exactly like home.

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MY FIRST OVERSEAS EXPERIENCE

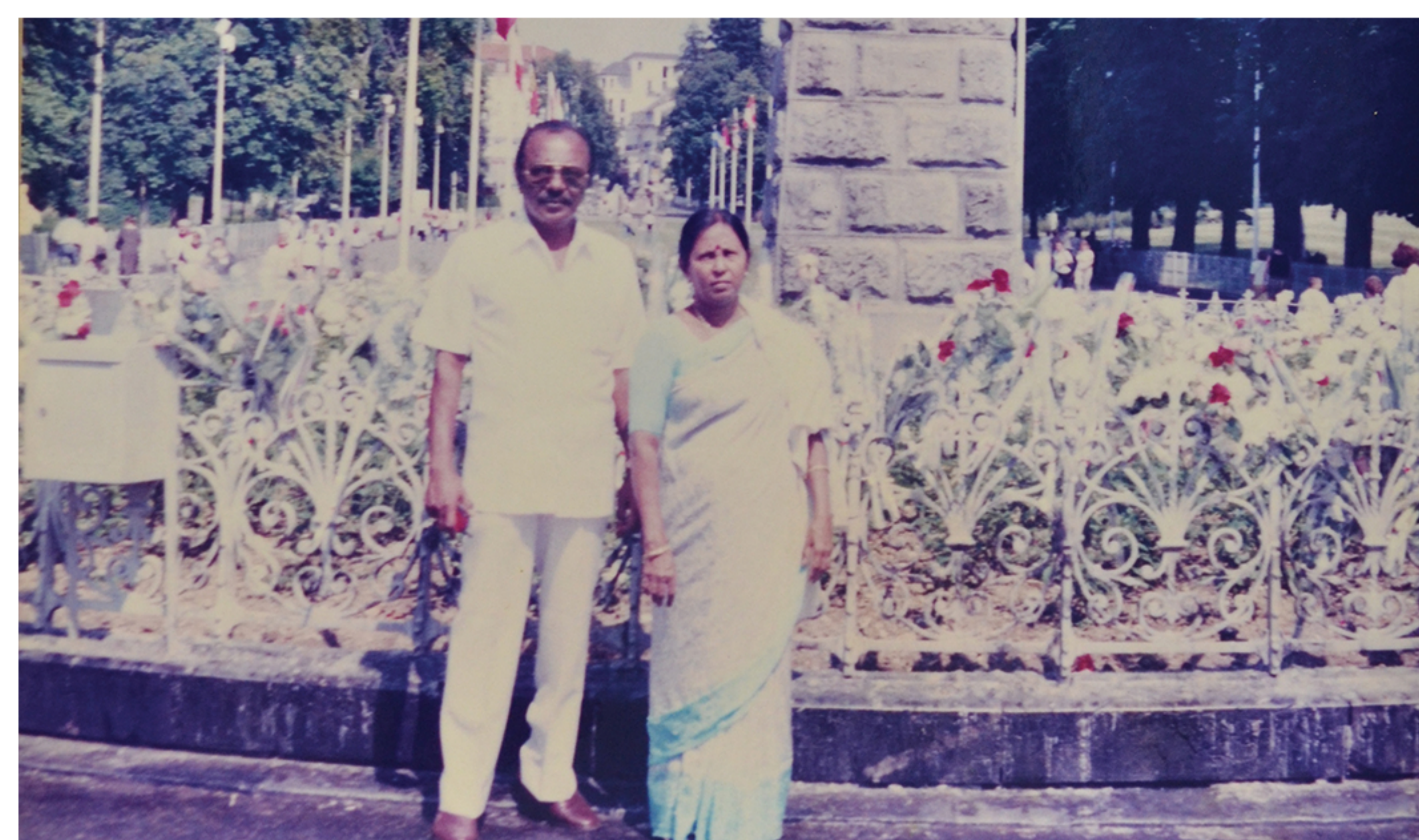
Continuation From April 2025 - MGM News letter

That evening, I met the Minister for Tourism, a young and enthusiastic leader who lived near the Prime Minister's bungalow. He and his wife, who were Sinhalese, welcomed me warmly and showed great interest in the project. I explained to him the heavy tax burden we faced in India.



For instance, importing a Giant Wheel costing one crore required paying sixty five lakhs as tax. Originally, the tax was one hundred percent, later reduced to seventy five by Manmohan Singh and to sixty five by P. Chidambaram. These high taxes forced us to pass on the cost to visitors, unlike Singapore where a Giant Wheel ride cost only one dollar.

The minister immediately assured me that such issues would not exist in Sri Lanka. He promised me ten acres of land near the Parliament, exemption from taxes for fifteen years, and electricity at half the rate. His encouragement motivated me to move quickly. I returned to Colombo with all the necessary plans and data. However, due to sudden political changes and uncertainties in Colombo, I reluctantly decided to abandon the project. Even so, I will always cherish the kindness and support shown by the Sri Lankan government and its people. My next major trip abroad was to Belgium, accompanied by my wife and son Maran. The journey itself was full of wonder. At Frankfurt airport, I was struck by the sight of planes landing and taking off every minute. It looked like an ocean of planes. When the plane doors opened, we entered what looked like a small reception room, which to my surprise turned out to be a bus that was lifted to the aircraft door. Once filled, it lowered and drove us to the terminal. These innovations fascinated me.

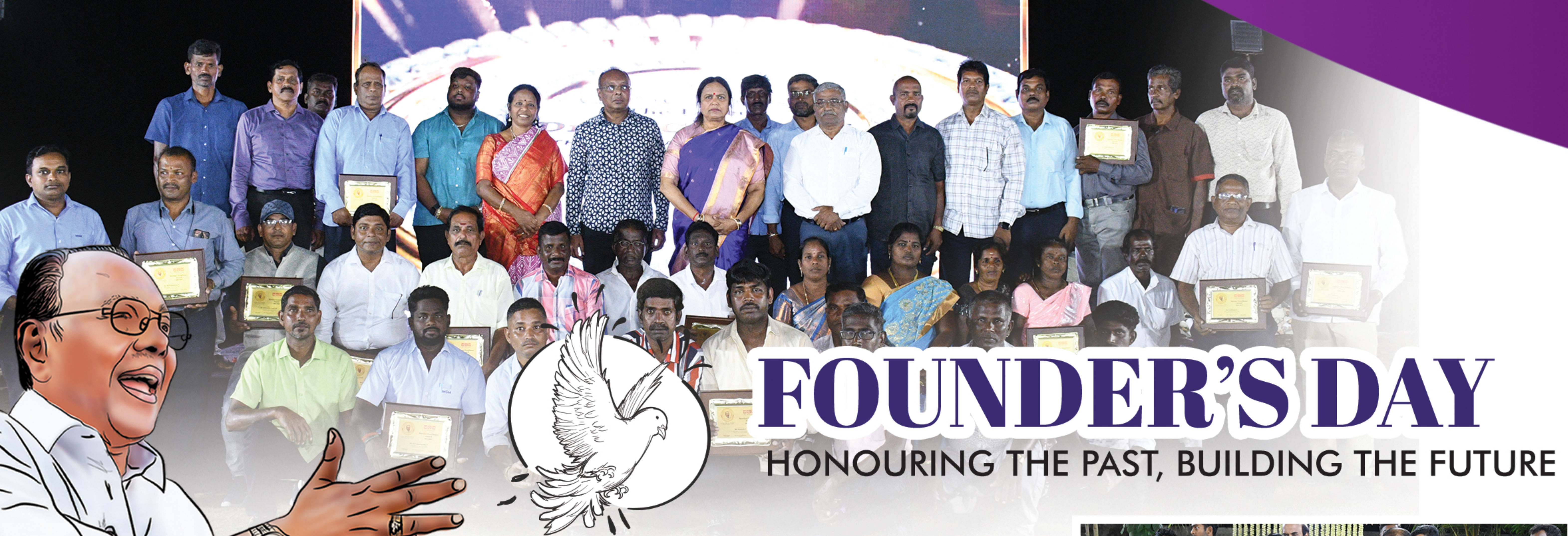


Belgium was equally captivating. I had often watched animal migration documentaries on the Discovery Channel in my room back home, where herds of deer, bulls, and zebras would run like ocean waves to escape predators. Visiting Belgium gave me that same sense of awe. Its landscapes, culture, and the orderliness of its cities were truly beautiful. Traveling with my family made it even more special, as we shared unforgettable moments together and brought back many learnings and inspirations for our future ventures



BY CHEVALIER
DR. MG MUTHU
Published in 1999

To be continued.....



FOUNDER'S DAY

HONOURING THE PAST, BUILDING THE FUTURE

MG Muthu Group honoured its Founder and Chairman, the late Chevalier Dr.M.G.Muthu, on his 90th Birth anniversary. Commemorated usually as the 'Founder's Day', this event took place on April 2nd 2025, at the MGM Memorial at Muthukadu, celebrating the founder's day enduring vision. This special occasion was attended by the Chairperson, Group Managing Director, Mr.Iwyn Muthu, family members,



The event started with a prayer meeting, invoking the blessings of the almighty and paying tribute to our beloved founder and chairman, followed by dinner. Employees who rendered long years of service in the group were awarded a gold coin, performance reward cheque along with a memento on this occasion.it was really a great evening.



CELEBRATING OUR GROUP MD'S BIRTHDAY

ON 5th April 2025, we gathered together to celebrate a special occasion, the birthday of our esteemed Group Managing Director, Mr. MGM Anand. Employees gathered on this memorable day at Little Sister Convent, Harrington Road, Chetpet by cutting the cake and organising a special lunch. The MGM staff also expressed their heartfelt gratitude to Mr.MGM. Anand for his continued guidance and support.

VAILANKANNI FEAST DAY 2025

In celebration of the feast of our Lady of Good Health, a prayer ceremony took place on 8th September 2025 at Madha Grotto, MGM Centre, Chennai. The feast was attended by Chairperson, Group Managing Director, Mrs.Padma Anand, Mr.Iwyn Muthu and staff members from the head office to receive the blessings of Mother Mary.



INDEPENDENCE DAY CELEBRATION

Independence Day 2025 was celebrated with great pride and enthusiasm across all MGM properties, as Heads of Operations and staff members came together to honor the spirit of freedom and unity. Each property organized a flag-hoisting ceremony led by their respective heads, followed by moments of celebration that reflected the true essence of patriotism and togetherness. The events across every venue embodied a shared commitment to the nation's values, creating an atmosphere of pride, joy, and harmony that made the day truly memorable for all.



WELCOME **ONBOARD**

MR. SREENIVASAN JAYAGANAPATHY

Vice President – Human Resources

With over 4 decades of experience in the Pharmaceutical, Hospitality, Aviation, and Automotive Industries having worked with various MNC's. He holds a Postgraduate Degree in Human Resources, Law and Psychometry. In his current role, he will lead the Human Resources at MGM Head Office. He will report directly to the Group Managing Director.



MR. JESHRUN DINAKARAN

General Manager – Revenue Management

With over 28+Yrs of experience in Front office, Reservation and Revenue management. He worked with Companies like M/s. Sheraton Park Hotels & Towers., M/s. Aloft Hotels (Marriot International and at Last, He worked M/s. Hotel Halez (Aloft Chennai). He has completed B.Sc. Geography and MBA in (Sales & Marketing). In the present role, he will be Heading Revenue management and reporting to VP-Hospitality.



MR. HAJA MOHIDEEN MEERAN

General Manager - Yelagiri

With Over 40+Yrs of experience in Hotel Industry. He worked with Companies like M/s. Taj Fisherman's cove. M/s. Taj Group of hotels, M/s MGM Hotels & resorts, M/s. Fort Grand & M/s. Hotel Southern Residency. He holds a Bachelor's degree in English Literature. In the present role, he will be Heading Resort Operations at yelagiri hills region, and reporting to VP-Hospitality.



MR. RAJA K

Chief Engineer – Projects

He has over 30+Yrs of experience in the Engineering & Maintenance field. He worked with M/s. Aneesha Engineers Pvt Ltd., M/s. Lectro Mech India Pvt. Ltd., M/s. Metals from Asia Pte. Ltd., M/s. Showa denko Pte .Ltd, M/s. MGM Beach Resorts., M/s. JP Hotel & Hablis Hotels. He has completed D.E.E.E, B.Tech. In the present role, he will be Handling Maintenance and projects, and reporting to Group Managing Director.



MR. SARAN KUMAR

Food & Beverage Manager - MGM Beach Resorts

With over 17 years of experience in various capacities within the Food & Beverage industry including roles at Courtyard by Marriott, Abu Sarovar Portico, MGM Beach Resorts, ITC Fortune, JP Celestial, Radisson Hotels Group, Salem, Accord Hotels and Resorts & Wonderla Resort. He holds Bachelor degree in Commerce & Diploma in Hotel Management. He will report to the Senior General Manager – Beach Resorts.



MR. MUTHUKRISHNAN

Senior Sales Manager – Dizzee World

Mr. Muthukrishnan brings over 28 years of Sales & Marketing experience with reputed organizations like Eureka Forbes, Kinetic Marketing, ICICI Bank, Fullerton India, Connect India Digital, New Star Leisure, and JSP Automotive. He holds a B.A. in Public Administration and will now oversee Sales & Marketing at Dizzee World, reporting to Mr. Iwyn Muthu.





WELCOME TO **SONG OF THE SEA**

Opened in April 2025, Song of the Sea has quickly become a favorite dining destination, known for its great food, relaxed ambiance, and warm service. With seating for 155 guests, the restaurant welcomes diners daily from 7:00 AM to 11:00 PM, offering a breakfast buffet, weekend buffet, and special Sunday brunch, complemented by live music and the Gold Bar live counter. Since its launch, it has hosted a series of exciting promotions and food festivals, including Mango Mania (18 May – 6 July), the Father’s Day Special Buffet (13 June – 15 June), the Sizzler Festival (18 July – 14 August), and the Pan Indian Food Festival (15 August – 17 August). Featuring a menu that blends local and global flavors, guests continue to enjoy signature dishes such as Zhima Prawns, Meen Poondu Kozhambu, and the refreshing Blueberry Panacotta making every visit to Song of the Sea a true celebration of good food, warm hospitality, and happy moments by the sea.

LAUNCH OF **EZR PIZZERIA**

We are delighted to announce the opening of EZR Pizzeria on April 2, 2025. This cozy outdoor restaurant, with seating for 40 guests, offers authentic Italian wood-fired pizzas baked to order and served fresh in a relaxed open-air setting. The menu features something for everyone from the hearty Rustica Pizza for vegetarians to the flavorful Pollo Con Pesto Pizza for non-vegetarian lovers along with sweet treats like Warm Apple Pie and Choco Lava Rum Cake. Every pizza is paired with a refreshing aerated drink or mocktail, making it a wholesome dining experience. At EZR Pizzeria, it’s all about great pizza, friendly service, and happy moments shared under the open sky. It’s available for LIVE Online Ordering from Food partners like Swiggy & Zomato.



GRAND OPENING OF **SEA CREST SOUTHERN SOJOURN**



Join us at Sea Crest for the grand opening of Southern Sojourn on **10th October**, a celebration of South India’s rich culinary heritage. From the fiery gravies of Chettinad and the delicate Kerala stews to the bold flavours of Andhra kitchens and the homely dishes of Karnataka, every dish is made with authentic ingredients and traditional care. Relax by the sea in an elegant space with warm wood, brass accents, and temple-inspired decor, while our staff ensures your dining experience is comfortable, personalized, and unforgettable. Come and let the flavors, aromas, and coastal ambiance take you on a journey across South India in every bite.



SCAN QR FOR LOCATION



SCAN QR FOR MENU

CORPORATE EVENT

AT BEACH RESORTS



This year, MGM Beach Resort had the honor of hosting two remarkable gatherings, beginning with the residential conference of M/S. Maersk on 31st May 2025, which welcomed 1,500 participants for informative sessions, engaging activities, and valuable networking opportunities supported by our modern banquet facilities, comfortable accommodations, and dedicated services. On 19th July 2025, the resort also hosted M/S.

Casa Grande with 1,273 participants, where carefully planned sessions, professional support, and seamless arrangements ensured a successful event. The spacious halls, scenic outdoor areas, and a wide culinary spread curated by our chefs received much appreciation from the guests. We sincerely thank M/S. Maerak Hilobal and M/S. Casa Grande for choosing MGM Beach Resort and look forward to welcoming many more prestigious events in the future.



MGM

BEACH RESORTS

NEW FISHING ACTIVITY

We have also introduced fishing as part of the activities at MGM Beach Resort. Guests can now relax by the water, enjoy the fresh air, and try their hand at fishing. Our team will provide equipment and assistance whenever needed, making it easy and fun. This is a great way to create special memories with your family and friends during your visit.



RENOVATION OF ROOMS

We are excited to announce the successful completion of renovations at MGM Beach Resorts, with 22 upgraded rooms including 2 Honeymoon Rooms, 3 Suites, and enhanced Club Rooms, all designed for modern comfort and style. The beachfront has been refreshed with improved facilities, upgraded rooms, and enhanced landscaping, creating a relaxing and beautiful setting for unforgettable stays. We extend our heartfelt gratitude to our dedicated team, especially Chief Engineer Mr. Kannapan, whose expertise and commitment made this transformation possible, and we look forward to welcoming guests to experience the upgraded luxury, charm, and warmth of MGM Beach Resorts by the sea.



NIDHIN RINU

We were delighted to receive a wonderful review from our young guest, Nidhin Rinu, who rated our hotel five stars. He shared how much he enjoyed his stay, from exploring the resort to spending quality time with his family. His feedback reminds us that MGM Resorts are not only a relaxing getaway for adults but also a joyful and welcoming place for children.

MGM Hotels and Resorts
M.G. Muthu Group

MGM had a great day with you I love you the views of the ocean in your place was fantastic and the restaurant next to the pool was epic I had fun collecting the shells and throwing the rocks I loved the pizza and the beach view I also loved building sandcastles the swimming pool was fun and surprising on your hamper the food was tasty

MGM BEACH RESORTS, Muttukadu • MGM VAILANKANNI RESIDENCY, Vailankanni
ASIAN HOTELS, Injambakkam • HILL WORTH RESORTS, Coonoor
MGM HI-WAY RESORTS, Ranipet • MARKWHITEFIELD, Bangalore

PTO

₹5 LAKHS REEL CONTEST

This summer MGM Dizze World rolled out the thrilling campaign “Make A Reel Win ₹5 Lakhs” from April 11 to May 31 2025, encouraging visitors to capture their most memorable and adventurous moments at the park through Instagram Reels in collaboration with @mgm.dizzeeworld. The contest attracted over 500 influencers and creators, resulting in a wave of imaginative content ranging from cinematic walkthroughs and energetic dance reels to heartwarming family moments and viral meme edits, and drew a record-breaking



1,13,257+ visitors to the park. With a total prize pool of ₹5,00,000 the winners were Mariyam Ansari (1st Prize ₹2,00,000) Saraswathi.B (2nd Prize ₹1,00,000) Sharan Kumar G (3rd Prize ₹60,000) and seven others Lokeshwaran K, Saba Aleem, Hariharan M, Selva Ganapathy S, Lavanya Anbazhagan Naidu, Soyab Akthar and Kaaviya Elango who each received ₹20,000. By seamlessly blending real-world excitement with digital creativity the campaign created massive social media buzz and further established MGM Dizze World as a premier destination for both entertainment and online engagement.

GRAFFITTY KIDS RIDE AND WORLD TOUR

At MGM Dizze World, we are excited to introduce two new rides for our guests. The Graffiti Kids Ride is made especially for children, with bright colors, safe design, and fun movements that promise endless smiles. For families, the World Tour Ride brings a wonderful experience where everyone can enjoy the adventure together and create lasting memories. With these exciting additions, MGM Dizze World continues to be the place for joy, fun, and family entertainment.



FAMILY DAY AT MGM DIZZEE WORLD

Family Day will be celebrated on 01/05/2025 at MGM Dizze World, bringing together MGM employees and their immediate family members for a joyful day of fun and bonding. This open day invites spouses and children to join in the celebrations, creating a cheerful space where work and family come together. The event encourages employees to relax and spend quality time with their loved ones while enjoying the rides, attractions, and entertainment at the park. Beyond the fun, MGM Family Day promotes work-life balance, team spirit, and stronger personal connections. From thrilling adventures for kids to special moments for all, Family Day is a true celebration of togetherness, happiness, and shared memories.

SAFL SALES CONFERENCE

SAFL
Southern Agrifurane Industries Pvt Ltd



The SAFL Annual Sales Conference 2025 was held from June 3rd to 5th at Whispering Winds, Yelagiri, bringing together teams from Tamil Nadu, Kerala, Pondicherry, and Telangana, along with department heads from Finance, HR, Commercial, Factory, Vigilance, and HO Sales Support.



The event began with a welcome by Mr. Srinivasan, Vice President – HR, and featured an inspiring keynote by the Group Managing Director. Mr. Satheesh, General Manager – Sales, shared performance highlights, while Area Managers presented achievements. The conference concluded with Chairpersons, the Managing Director, and Mr. Iwyn presenting awards, followed by a grand dinner.

INTRODUCING GOVA VODKA

Launched in July 2025, GOVA's Gouva Flavoured variant has quickly made its mark in the market, achieving an impressive 3,600 cases sold in Tamil Nadu. Available in 750 ml, 375 ml, and 180 ml pack sizes, the flavour has received excellent consumer preference and wide acceptance. Its unique taste and high quality have positioned it as a promising addition to the brand's portfolio, creating strong demand across the state.

The brand continues to gain popularity among consumers for its smooth and refreshing flavour. With increasing recognition, GOVA Gouva Flavour is set to become a preferred choice in the market for years to come.





MGM
Whispering Wind's
@YELAGIRI

STUDENT GROUP STAY:

On August 22, we had the pleasure of hosting our first large student group — 202 students from Crescent Matriculation School, Chennai. Their overnight stay included lunch, dinner, bonfire, breakfast, and lunch, and they were accommodated across MGM Whispering Winds and MGM Whispering Meadows Yelagiri.

EMPLOYEE ENGAGEMENT

ACTIVITIES:

As part of its ongoing employee engagement initiatives, MGM Whispering Winds, Yelagiri, organized a vibrant Food Festival combined with a joint Birthday Celebration for all staff members born in September. The event on September 27 began with a cheerful cake-cutting ceremony, bringing colleagues together in a spirit of unity and joy. A specially curated buffet lunch followed, featuring authentic Yelagiri delicacies like Nattu Kozhi Kuzhambu, rice, and traditional payasam. Lively music further enhanced the festive mood, making it a warm and memorable occasion that strengthened camaraderie among staff.



SUNSET TREKKING WITH HI TEA AT YELAGIRI

At our MGM Whispering Winds property in Yelagiri, we have introduced Sunset Trekking with Hi Tea Takeaway for our guests. This activity gives you the chance to enjoy an evening trek with beautiful sunset views guided safely by our team. After the trek you can relax with a Hi Tea pack that includes a muffin, one veg snack, one non veg snack and a drink of your choice such as juice, milkshake or cold coffee. Guest car transport is also available on request at an extra charge. This new experience is a great way to spend your evening and enjoy your stay with us.





NEW BAR: **BARRA DA PAZ**

We are happy to announce the opening of Barra da Paz at MGM Vailankanni Residency. This new bar offers a calm and comfortable setting where you can relax and enjoy a variety of beverages, making your evenings more pleasant during your stay. With its warm ambience and attentive service, it is the ideal place to unwind with friends or family, whether you're looking for a quiet drink or a cheerful evening together.



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FOOTBALL FOR FESTIVAL




MGM
VAILANKANNI
RESIDENCY

From 28th August 2025 to 8th September 2025, MGM Vailankanni Residency proudly welcomed a record number of guests during the Madha Feast, marking a truly historic moment as all our rooms were entirely booked throughout the festive season. Guests enjoyed a comfortable and convenient stay, allowing them to fully immerse themselves in the celebrations and participate in all the events with ease. The joyous atmosphere, combined with attentive service from our dedicated staff, made this period unforgettable for everyone. The successful and lively celebration reflected not only the spirit of the Madha Feast but also MGM Vailankanni Residency's commitment to providing memorable experiences and warm hospitality.

Star SPACE

Mr. Kandaswamy AGM – Transport

Our Star Employee, Mr. Kandaswamy, AGM – Transport, has been a cornerstone of our organization for over 25 years, consistently demonstrating dedication, professionalism, and exceptional leadership. Since joining on 7th July 2000, he has played a pivotal role in strengthening and streamlining our transport operations, ensuring smooth, efficient, and reliable logistics across all locations. Known for his ability to navigate complex challenges with calm precision, Mr. Kandaswamy has optimized transport management systems, maintained cost efficiency, and upheld the highest standards of safety and compliance, all while fostering a culture of teamwork and accountability. His steadfast dedication, strategic insight, and mentorship have earned him immense respect from colleagues, management, and partners alike, shaping a highly competent and motivated team. As we celebrate this remarkable milestone, we extend our heartfelt appreciation to our Star Employee, Mr. Kandaswamy, for his tireless service, invaluable contributions, and the lasting impact he has made on the company's growth, success, and esteemed reputation.



A NOTE FROM OUR STAR EMPLOYEE OF THE YEAR

I feel deeply honored to receive this recognition. Looking back over the past 25 years with the company, I'm grateful for the opportunities I've had to grow, learn, and contribute to our transport operations. Every day has brought new challenges and lessons, from ensuring timely deliveries and smooth logistics to maintaining safety and efficiency across all locations. I've been fortunate to work with a dedicated team whose support and collaboration have made even the toughest tasks manageable. This recognition is not just mine, but a reflection of the teamwork, guidance, and encouragement I've received from colleagues and management alike. I am motivated to continue giving my best, maintaining high standards, and supporting our team, as we work together to achieve excellence in every journey ahead.



Credits

CONTENT COORDINATION

Mr. Sreenivasan
Vice President – Human Resources

Muthu Kumaran
Creative Head, Corporate Office

Design

Ishaq AK
Sr. Graphic Designer, Corporate Office

CONTENT

Niranjana R
Manager - Digital Marketing

Lawrance Ragul R
Digital Marketing Associate

Bhavana M
Digital Marketing Associate

Renugadevi V
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