

SUPPLY ON DEMAND

SUPPLIER TO OVER 800 HOTELS WORLDWIDE, RIKAN'S MANAGING DIRECTOR, **RIAZ KHIMANI** TELLS OF AN INCREASED DEMAND FOR MORE USER FRIENDLY AMENITIES IN THE HOSPITALITY INDUSTRY TODAY, AND THE IMPORTANCE OF HAVING READY-TO-GO STOCK.



From tissue boxes to turn down trays and menus to baggage tags, hotel and restaurants supplier, Rikan, is producing luxury amenities for the Middle East and beyond. Established in 1996 the company employs more than 300 people across four manufacturing units in India, Dubai and New York, and supplies to 800 hotels worldwide.

And while Rikan's products include everything from leather folders to resin bathroom accessories, the company's core strength, according to its Managing Director, Riaz Khimani, lies in its strong research and development team, who can transform any hotelier's vision into reality by designing and creating not only beautiful, but user-friendly, products.

They also offer a wide range of F&B and banqueting items for buffet display and service in stainless steel, wood and natural stones, in addition to a design and manufacturing service of exclusive menus and other F&B items.

"Our core products are all kinds of leather, metal and resin accessories and OS&E supplies for rooms and F&B," the MD adds.

With core products selling well, Rikan's current focus is on innovation, and providing a supply on demand service.

IT'S ALL ABOUT QUALITY

"Rikan has always worked towards establishing itself as the most reliable brand providing excellent quality products on time, backed with the best industry service. It's vital to supply on demand and the company's vision has always been, and will be to keep working towards this," says the MD.

It appears the focus is well placed, as currently, custom products, designed specifically to meet client's needs, are Rikan's best sellers.

Last year, the company also witnessed rising demand for more user-friendly accessories. Reacting quickly, Rikan introduced an extensive bathroom line in resin, of which Rikan plans to add two new designs to every year.

This line provides hoteliers a cheaper alternative to the traditional stainless steel or brass options. "As for F&B we also introduced a wide range of innovative service bowls and platters in hammered stainless steel in 2014, and in banqueting we introduced a number of new buffet display risers, elevations and stands," says Khimani.

As an overview of the company's service, he surmises: "We offer hoteliers the opportunity to turn their imagination into

reality. With the extensive manufacturing set up, years of experience and a very established research department we can successfully create products that the hotelier has in mind."

Along with fostering innovation, Khimani explains that Rikan has heightened its responsibility towards the environment and society.

"Last year we took our eco-friendly approach a step further with the successful implementation of various green initiatives in our manufacturing units," he says.

Today, all adhesives and glues used in leather products are free of lead, zinc and any other toxic substances. All boards, papers and plastics used in leather products are recyclable and all dyes used in the tanning of leather are natural, with no toxic substances or fume emissions.

Rikan also landed 'Rikan Cares', a Corporate Social Responsibility fund which sees profits donated towards the education of children in India and medical aid for children and families in need across the world. The company also works closely with Medicines Sans Frontiers, International Red Cross and the Red Crescent in a bid to reach children and women in war torn and disturbed regions.