

# Pony-ed Up!

## LET'S TALK ABOUT

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### Express Features Service

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Most hotels have starched stiff managers in suits and ties who look like they don't know how to let their hair down. Well, the Lemon Tree chain of hotels actually encourages their employees to let their hair down. Or at least wear it in a ponytail. A hotel chain in the mid-market (tariff ranges from Rs 2,000 to Rs 3,000), Lemon Tree lets only their higher executives wear their hair in a ponytail. Says Rahul Pandit, corporate general manager, hotel operations and

human resources, "The average employee age is 25 to 30 and our customer age is also young. We wanted to give our employees an outlet. Now, people aspire to wear a ponytail, because it's like a promotion." With two hotels in Gurgaon already, and another due to be launched in a mall near Apollo Hospital, South Delhi, Pandit has high hopes for the chain. "We're opening another branch in Mumbai this year and then later in Goa and outside Pune," he informed us. (EFS)

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