“The success of our tourism industry is not only built on the foundation of nature, but also on the backs of our local communities.”

- H.E Ibrahim Mohamed Solih, President of the Republic of Maldives
EDITORIAL

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“The Maldives adopted a multi-sectoral unified approach to manage COVID-19 crisis and move on with the travel and tourism industry”

– Dr. Abdulla Mausoom, Minister of Tourism, Maldives
MALDIVES WELCOMES 1 MILLIONTH TOURIST OF 2021

On 29th October 2021 Maldives celebrated reaching 1 million Tourist arrivals this year. Celebration were held at Velana International Airport on Friday to welcome the 1 millionth Tourist, Mr. Victor Vincent Corentin from France. Victor and his spouse were escorted with a traditional Maldivian bodu beru procession to the VIP lounge area.

The couple was given a complimentary holiday package sponsored by Villa Hotels & Resorts for 6 nights at Paradise Island Resort which can be redeemed during a period of 1 year. This is the couple’s 20th time visiting the Maldives. In addition to this, Club Med Kani upgraded their accommodation and also prepared a warm welcome for the tourists.

They were welcomed by Deputy Minister of Tourism Ahmed Athif, Deputy Managing Director of MMPRC Neesha Shahid, CEO & MD of MACL Gordon Andrew Stewart, Chief Principal Immigration Officer Sheeneez Ali and the Chief Guest of the ceremony Secretary General of MATI Ahmed Nazeer.
“Without leadership from the top, the grassroots support of communities, we cannot build the sustainable tourism we need.”

- Zurab Pololikashvili, Secretary general of UNWTO
CRUNCHING NUMBERS

TOURIST ARRIVALS

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>151,552</td>
<td>173,347</td>
<td>92,103</td>
<td>-39.2</td>
<td>-46.9</td>
<td>2,971</td>
<td>9.2</td>
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<tr>
<td>February</td>
<td>168,583</td>
<td>149,785</td>
<td>96,882</td>
<td>-42.5</td>
<td>-35.3</td>
<td>3,460</td>
<td>8.8</td>
</tr>
<tr>
<td>March</td>
<td>162,843</td>
<td>59,630</td>
<td>109,585</td>
<td>-32.7</td>
<td>+83.8</td>
<td>3,355</td>
<td>8.7</td>
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<tr>
<td>April</td>
<td>163,114</td>
<td>13</td>
<td>91,200</td>
<td>-44.1</td>
<td>N/A</td>
<td>3,040</td>
<td>9.3</td>
</tr>
<tr>
<td>May</td>
<td>103,022</td>
<td>41</td>
<td>64,613</td>
<td>-37.3</td>
<td>N/A</td>
<td>2,084</td>
<td>9.1</td>
</tr>
<tr>
<td>June</td>
<td>113,475</td>
<td>1</td>
<td>56,166</td>
<td>-50.5</td>
<td>N/A</td>
<td>1,872</td>
<td>9.0</td>
</tr>
<tr>
<td>July</td>
<td>132,144</td>
<td>1,752</td>
<td>101,818</td>
<td>-22.9</td>
<td>N/A</td>
<td>3,284</td>
<td>9.1</td>
</tr>
<tr>
<td>August</td>
<td>139,338</td>
<td>7,636</td>
<td>143,599</td>
<td>+3.1</td>
<td>+1,780.6</td>
<td>4,632</td>
<td>9.6</td>
</tr>
<tr>
<td>September</td>
<td>117,619</td>
<td>9,605</td>
<td>114,896</td>
<td>-2.3</td>
<td>+1,096.2</td>
<td>3,830</td>
<td>8.1</td>
</tr>
<tr>
<td>October</td>
<td>141,928</td>
<td>21,515</td>
<td>142,066</td>
<td>+0.1</td>
<td>+560.3</td>
<td>4,583</td>
<td>8.3</td>
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<tr>
<td>Total</td>
<td>1,393,618</td>
<td>423,325</td>
<td>1,012,928</td>
<td>-27.3</td>
<td>+139.3</td>
<td>3,332</td>
<td>8.9</td>
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</table>

REGIONAL TRENDS
(Arrivals and Growth Rate Year-on-Year)

<table>
<thead>
<tr>
<th>AMERICAS</th>
<th>2019 (+23.3%)</th>
<th>2020 (-62.2%)</th>
<th>2021 (+176.7%) (as at end October) 65,683</th>
</tr>
</thead>
<tbody>
<tr>
<td>EUROPE</td>
<td>2019 (+14.8%)</td>
<td>2020 (-58.2%)</td>
<td>2021 (+120.1%) (as at end October) 581,930</td>
</tr>
<tr>
<td>AFRICA</td>
<td>2019 (+21.8%)</td>
<td>2020 (-65.5%)</td>
<td>2021 (+506.7%) (as at end October) 24,019</td>
</tr>
<tr>
<td>MIDDLE EAST</td>
<td>2019 (+15.1%)</td>
<td>2020 (-56.2%)</td>
<td>2021 (+301.3%) (as at end October) 77,055</td>
</tr>
<tr>
<td>ASIA &amp; THE PACIFIC</td>
<td>2019 (+13.5%)</td>
<td>2020 (-79.8%)</td>
<td>2021 (+135.6%) (as at end October) 263,967</td>
</tr>
</tbody>
</table>

Maldives Tourism Bulletin
TOP 10 MARKETS by Nationality
(as at end October 2021)

1. **India** 22.7% Shares
   - 230,052 arrivals +526.6% over 2020
2. **Russia** 18.6% Shares
   - 188,878 arrivals +403.9% over 2020
3. **Germany** 6.9% Shares
   - 69,814 arrivals +132.8% over 2020
4. **U.S.A** 4.1% Shares
   - 41,053 arrivals +180.0% over 2020
5. **Saudi Arabia** 3.3% Shares
   - 33,376 arrivals +347.7% over 2020

6. **U.K** 3.0% Shares
   - 30,622 arrivals -15.4% over 2020
7. **Spain** 3.0% Shares
   - 30,050 arrivals +495.8% over 2020
8. **Ukraine** 3.0% Shares
   - 30,043 arrivals +393.5% over 2020
9. **France** 2.0% Shares
   - 19,943 arrivals -15.2% over 2020
10. **Kazakhstan** 1.9% Shares
    - 19,293 arrivals +483.8% over 2020

TOP 10 ARRIVALS by Country of Residence
(as at end October 2021)

1. 185,724 arrivals from **India**
   - 97.8% of arrivals were Indians
2. 177,526 arrivals from **Russia**
   - 98.7% of arrivals were Russians
3. 63,091 arrivals from **Germany**
   - 91.0% of arrivals were Germans
4. 52,208 arrivals from **U.A.E**
   - 22.6% of arrivals were Emiratis
5. 39,026 arrivals from **Saudi Arabia**
   - 77.8% of arrivals were Saudis

6. 36,892 arrivals from **U.S.A**
   - 89.1% of arrivals were Americans
7. 29,713 arrivals from **Spain**
   - 91.4% of arrivals were Spaniards
8. 26,894 arrivals from **Ukraine**
   - 97.4% of arrivals were Ukrainians
9. 21,454 arrivals from **Switzerland**
   - 73.5% of arrivals were Swiss
10. 18,264 arrivals from **Kazakhstan**
    - 95.1% of arrivals were Kazakhs
## AIRLINES OPERATING TO THE MALDIVES
(October 2021)

<table>
<thead>
<tr>
<th>Scheduled</th>
<th>Chartered</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>03</td>
</tr>
</tbody>
</table>

### EUROPE
- AEROFLOT
- AUSTRIAN AIRLINES
- AZUR AIR RUSSIA
- BRITISH AIRWAYS
- BLUE PANORAMA
- CONDOR
- EDELWEISS
- LUFTHANSA
- NEOS
- TURKISH AIRLINES

### MIDDLE EAST
- EMIRATES
- ETIHAD AIRWAYS
- FLY DUBAI
- GULF AIR
- QATAR AIRWAYS
- SAUDI ARABIAN AIRLINES

### OTHERS
- SINGAPORE AIRLINES
- SRILANKAN AIRLINES
- AIR SEYCHELLES

### INDIA
- AIR INDIA
- GOAIR
- INDIGO
- SPICEJET
- AIR VISTARA

### Chartered
- AIR ASTANA
- LOT POLISH AIRLINES
- AIR VISTARA
Accommodation Facilities (at end October 2021)

<table>
<thead>
<tr>
<th>Facilities</th>
<th>No.s</th>
<th>Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resorts / Marinas</td>
<td>160</td>
<td>37,352</td>
</tr>
<tr>
<td>Hotels</td>
<td>10</td>
<td>1,360</td>
</tr>
<tr>
<td>Guesthouses</td>
<td>585</td>
<td>10,182</td>
</tr>
<tr>
<td>Safari Vessels</td>
<td>144</td>
<td>2,846</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>899</strong></td>
<td><strong>51,740</strong></td>
</tr>
</tbody>
</table>

**TOURIST FACILITIES**

**H.A. ATOLL**
- 2 Resorts: 394 Beds
- 0 Hotels: 0 Beds
- 11 Guesthouses: 128 Beds

**H.DH. ATOLL**
- 1 Resort: 118 Beds
- 1 Hotels: 104 Beds
- 6 Guesthouses: 72 Beds

**SH. ATOLL**
- 2 Resorts: 457 Beds
- 0 Hotels: 0 Beds
- 3 Guesthouses: 8 Beds

**R. ATOLL**
- 14 Resorts: 3,360 Beds
- 0 Hotels: 0 Beds
- 2 Guesthouses: 22 Beds

**B. ATOLL**
- 16 Resorts: 3,104 Beds
- 1 Hotels: 150 Beds
- 37 Guesthouses: 632 Beds

**A.A. ATOLL**
- 11 Resorts: 2,224 Beds
- 0 Hotels: 0 Beds
- 118 Guesthouses: 1,516 Beds

**A.DH. ATOLL**
- 16 Resorts: 4,200 Beds
- 1 Hotels: 56 Beds
- 65 Guesthouses: 906 Beds

**M. ATOLL**
- 2 Resorts: 400 Beds
- 0 Hotels: 0 Beds
- 3 Guesthouse: 30 Beds

**F. ATOLL**
- 1 Resort: 250 Beds
- 0 Hotels: 0 Beds
- 8 Guesthouses: 100 Beds

**TH. ATOLL**
- 1 Resort: 152 Beds
- 0 Hotels: 0 Beds
- 4 Guesthouse: 56 Beds

**G.DH. ATOLL**
- 3 Resorts: 550 Beds
- 0 Hotels: 0 Beds
- 6 Guesthouses: 92 Beds

**S. ATOLL**
- 1 Resorts: 260 Beds
- 1 Hotels: 156 Beds
- 12 Guesthouses: 216 Beds

**N. ATOLL**
- 8 Resorts: 1,620 Beds
- 0 Hotels: 0 Beds
- 6 Guesthouses: 64 Beds

**LH. ATOLL**
- 10 Resorts: 2,504 Beds
- 0 Hotels: 0 Beds
- 4 Guesthouses: 44 Beds

**K. ATOLL**
- 52 Resorts: 12,710 Beds
- 5 Hotels: 738 Beds
- 229 Guesthouses: 5,340 Beds

**V. ATOLL**
- 4 Resorts: 694 Beds
- 0 Hotels: 0 Beds
- 44 Guesthouses: 504 Beds

**DH. ATOLL**
- 8 Resorts: 2,794 Beds
- 0 Hotels: 0 Beds
- 3 Guesthouses: 56 Beds

**L. ATOLL**
- 2 Resorts: 242 Beds
- 0 Hotels: 0 Beds
- 3 Guesthouses: 138 Beds

**G.A. ATOLL**
- 6 Resorts: 1,275 Beds
- 1 Hotel: 144 Beds
- 4 Guesthouse: 34 Beds

**GN. ATOLL**
- 0 Resorts: 0 Beds
- 0 Hotels: 0 Beds
- 17 Guesthouses: 206 Beds
To build a better tourism we must act with urgency, strong leadership and together. No effort must be spared to make tourism part of growing better.

- Zurab Pololikashvili, Secretary General of World Tourism Organization (UNWTO)
IN CONVERSATION WITH

MOHAMED AFEEF
OPERATIONS MANAGER
J.A MANAFARU

“I always believe I can do but I still think I need to learn a lot.”
Mohamed Afeef has been working in the Maldives hospitality industry for the past 3 decades. His hospitality journey started from Club Med Faru housekeeping. While working there he did basic hospitality courses at Hotel School in Male’ also learned Japanese, French and Italian languages. He has completed a Masters in Business Administration program. Having a wonderful family with a very supportive wife and two sons, Afeef loves reading and jogging. Over the course of the past 30 years, he has filled various posts at different resorts. Currently he is the Operations Manager at JA Manafaru.

What drew you to the hospitality industry? Where and how did you start from?
I have always been inspired by my friends and relatives who worked in hospitality. I started my career in housekeeping at Club Med Faru and later I was offered a receptionist job there. There I realized Hospitality is what I wanted to do in my life. Club Med was an amazing place to experience the standard hospitality where they offer world class culinary and so many activities for the guests on land and water as well as nightly entertainments. While working there I did basic hospitality courses at Hotel School in Male’ also learned some foreign languages. I speak Japanese, French and Italian. This was the beginning of my hospitality career.

You have been working in the hospitality industry for over 3 decades. How would you describe your journey so far?
Those days there are no proper Human Resources and training or evaluation or recognition for the staff from the management. There were lots of talented youths who are on their own track with no proper targets or goals. But I always put my maximum effort going the extra mile to seek knowledge to improve myself and others, helping and guiding in the field where we work.

How did your career path lead you to this position?
They say life is a journey. In my career journey, I moved from island to island. To begin from Club Med Housekeeping to Club Olhuveli Accounts clerk, back to Club Med as a Receptionist, Worked at Baros, Olhuveli View Hotel, Holiday Island, and Bandos. And then a travel agency in Male’ and later White Sands Maldives, Conrad, and Hilton, after that pre-open in Cocoon and Fushifaru and before I join JA Manafaru, I was at Sun Siyam Olhuveli as the Director of Operation.

Its hard to develop yourself while working on a resort island. But I did lots of distance learning and later online courses and short seminars and training courses in India, Singapore, Malaysia. I have trained and guided many youngsters to this industry and feel proud to see many of them are leading hoteliers today.

What is the most challenging part of your job as the Operations Manager at JA Manafaru?
Being in the very north of the archipelago... Transportation for our guests from Male’ to the distance and limited schedules/availability by the carriers... however, once the guests are here, our distance from the city and being practically the only resort in the entire atoll, is a huge advantage for the guests to feel the Maldives of long ago.

The global travel and tourism industry is currently facing many challenges due to the ongoing COVID-19 pandemic. How has the pandemic changed the tourism industry for you and your resort?
By the time the Maldives closed its border because of Covid 19 Pandemic, I was working on another property. That was a big resort with more than 300 rooms in two separate islands connected with a walkway bridge, and there were transferred our property day by day, and we have looked after 1000 guests who were stuck in some of the resorts in the Maldives during the lockdown. Some of the guests stayed there for more than three months with a package the government-subsidized. The other part of the island was used as a quarantine facility for locals returning home from different countries. We managed to look after all the team members until we were back on business on July 15th.
To how the pandemic has changed the tourism industry, I say it’s never the same. Lots of people lost jobs, but it will be recovered when business is stable. We also closed for too long and lost many potential employees, but we started all over again.

The pandemic brought a massive change to the entire world, especially the travel and tourism industry. Many travelers find the Maldives was the safest place, and we had a quite number of long-staying guests in the Maldives.

As we gear up to celebrate the golden jubilee year of tourism in the Maldives in 2022, what are your thoughts on the Maldives tourism industry over its 49-year journey?
The 49 years of Tourism business in the Maldives has spread throughout the Maldives from the central Maldives to both south and north, and now we have several Domestic Airports, and this has impacted profitably as well as bringing many unseen environmental, and technological changes to the industry. The only part we are lacking is professional Maldivian in top Management.
Million tourists are the target annually and introducing many opportunities for locals. The guest house business is booming, and the demands are getting high. Being one island one hotel concepts, the Maldives is still the safe heaven on the earth and the demand will get higher in the future. We need to handle this carefully and the same time accommodate and meet the demands especially traveling by sea and air for a safe and convenient way to access all the islands.

What has been your most memorable experience from the tourism industry?
Many happy and sad experiences. I saved couple of people when drowning in the water which makes me so good and attended many firefighting some were lost some were saved.

One remarkable experience in 2004 December during the Tsunami. I was working on Bandos Island resort at that time the busiest time of the year we were half closed for some renovation work. Bandos was on safe side not effected by
Tsunami. We brough all the casualties and guests from different resorts and looked after them there providing all the necessary amenities and worked tirelessly day and night for more than three days. That was an unforgettable experience and later Bandos was mentioned on English newspaper the Sunday Times and my name was highlighted as a guardian angel for taking care of many people and being so helpful during that tragic incident. Lots of well-wishers and friends congratulate us for this and I was awarded the most remarkable staff.

Who are the people behind your success? Who encourages and supports you the most? Who do you look up to for inspiration and mentorship?
Most family and friends especially my wife and of course there were many people who had supported and guided me during my ongoing hospitality career. I would like to highlight Mr Deen for his encouraging words and job offer which was highest inspiration my hospitality career. I took him for a tour with Mr. Ong at Club Med on one of their visits. There he appreciates my service and offered me a job. later he personally called me and asked visit Bandos. Also, I would like to point up Mr. Mohamed Hilmy, the General Manager of Furaveri as a mentor in my career and his continuous support in my hospitality journey. I was very fortunate to have very supporting friends who recognized my strength and assisting me to move forward in my career.

What skills are most crucial to succeed in this industry?
The hard work and dedication. You need to have more than a few skills to succeed in hospitality and your passion very important and the same time more patience, you need to be humble but bold as well as helping and respecting others.

What is the biggest factor helping you to succeed?
Maintaining good standard of ethics and continuous effort in learning. I always believe I can do but I still think I need to learn a lot.

What advice would you offer to those locals who are inspired to become successful in the hotel industry?
Be serious and work hard. Come to work on time and learn and experience everything related your job. If you are doing same thing on same place for too long you are not learning new anymore, it's your responsibility to perform and proof that you are capable on your job and ready for the next step. Have faith. Don't be afraid take a move. If you really want to do it, you better get on and do it! Most importantly enjoy what you do and have fun.

Where do you see yourself in the next five years?
I would say still in Hospitality Operations as still need to learn a lot and there is nothing more satisfying than serving people.
WOMEN IN TOURISM

AMINATH SAZRA (SHAZU)
ASSISTANT FRONT OFFICE MANAGER
GILI LANKANFUSHI

“There is nothing you cannot conquer or achieve as a woman or an individual with dedication, will and patience.”
You have been working in the hospitality industry for nearly 2 decades. Where and how did you start from?
I started work at the age of 18, which was straight after completing my Alevels in 2008. I had the opportunity to interview for the post of a Retail Attendant at Four Seasons Landaa Giraavaru. I was asked during the interview when I would be able to start working and I remember myself exclaiming “Now!”

That was the beginning of my journey into the hospitality industry. Four Seasons Landaa Giraavaru provided me with extensive training and being part of their wonderful team was an amazing welcome for a newcomer into the industry. It was not just a place of work, but my home where opening up shipments felt like getting Eid presents.

After almost 4 years at FSLG, I joined the preopening experience at Jumeirah Vittaveli. It was a great experience to see the hustle of opening up a new property which taught me a lot. I was lucky enough to receive the opportunity once again to join the Four Season’s family at Kuda Huraa as a receptionist where I stayed for over 4 years. I was very interested to engage myself more with the guest and hosting thus I was a Senior Villa host at Baros Maldives for a year which let me here at Gili Lankanfushi from 2017 till present day.

I value all my experiences and am graciously thankful for the trainings, opportunities and working with different international hospitality companies and most of all for the wonderful rapport and relationships that I have built with so many people through my work.

How would you describe your journey so far?
I would describe my journey as bright and enlightening. As they say “good things take time”. Years of experiences and lessons have made me the person I am and it has given me the confidence and composure to handle the obstacles that come my way.

Walk us through a day in your job as the Assistant Front Office Manager at Gili Lankanfushi. What do you like most about it?
I wake up and start my day by planning my schedule. Having a written list and plan help me to structure my day. A fresh cup of coffee and breakfast is essential while I do this. I then check my emails and prepare for the operations department meeting.

After attending and conducting the morning brief I meet the guests for breakfast. Then I prepare for the pre-arrival meeting by going through the guest correspondences and any special requests that they might have for the upcoming 3 days.

Next is attending the pre-arrival meeting with Mr. Fridays. I have my lunch afterwards with my daily phone call to check up on my mom. After finalizing the front office ‘Arrivals and Departures’ report for the next day, we have tea time with the team at the ‘Gililicious’ – our canteen where we connect with other department hosts. I try to find the time for a run and workout whenever I can. I return back and attend at office for any last requests and updates.

Lastly I meet guests during sunset cocktail and dinner and prepare for the next day. I try to engage in self-development
trainings for hosts by learning new skills through online learning etc. I enjoy seeing hosts who we have trained performing well and to be a part of their success stories.

What are the biggest challenges you face in this job? We have a wonderful atmosphere here at Gili. I would say that there aren’t major challenges internally as I have the full support from our Front Office Manager. However while conducting the trainings we might face some challenges as skills can be taught but not an attitude or demeanor.

Hospitality industry is perceived as a male dominated industry especially in leadership roles. In your opinion, what is the most significant barrier for female employees, especially locals in this industry? From my current as well as previous experience at hotels I have been lucky enough to have received equal opportunities and treatment. I have been assigned tasks and work equally as any male host. I believe that male or female it is the individual performance that shines and makes you stand out. As barriers go I feel that most of the locals are still hesitant compared to other countries. Our locals are capable and talented but still need a little more confidence and push to embark on into the industry.

What needs to be changed to make this sector more attractive and welcoming for female leaders? I believe that it is due to cultural factors, preconceived notions/labels of society and individual acceptance. Cultural factors – We are raised in close knit families that are very much attached whereby families find it difficult to let individuals to travel and explore and trust the work environment of the industry.

Notions/labels of society: I believe that the community’s acceptance and approval plays a major role for women to move ahead in the industry.

Individual acceptance: To lead as a female and to persevere it is very important to be honest and respectful. We need to have a goal and a timeline and experience diverse areas, skills and trainings at different organizations/companies.

The global travel and tourism industry is currently facing many challenges due to the ongoing COVID-19 pandemic. What has been the most challenging adjustments you had to make in dealing with daily arrivals and departures at Gilli Lankanfushi after the pandemic? Adhering to the strict safety protocols, as well as keeping up with the regulations & requirements of different countries, resorts and airlines are the major challenges we face.

Given our level of personalized service, our team must be well informed of all of the above requirements, as we are expected to advise our guests accordingly.

As the safety of our guests & hosts are our highest priority, we take extra pre-cautions well and beyond the minimum requirements to ensure the safety and well-being of all at the resort.
What are your thoughts and views on the Maldives tourism industry? What has been the most meaningful change since you joined the industry?
The biggest change that I have seen in the Tourism Industry today is how slowly but surely the mindset on women and girls working in the industry is evolving. Until recent years girls are discouraged from working at resorts and considered an unsafe work environment for girls. However, that mentality has now begun changing for the better.

Today we see lot of empowerment, developments and initiatives done to increase the number of girls working in the industry. Women are in employment at high-ranking posts and working side by side with men and achieving so much. Gender equality and women empowerment will surely be what gives us the edge in standing up to our competitors.

The women have moved from the back of the house to the front of the house. They’ve conquered the land and the seas. They have become a force to reckon with and will continue to do so.

What has been your most memorable experience from the tourism industry?
It was when a wonderful family of guests who extended their stay from 2 weeks to 3 months. We got along and a connection was built with the whole family and kids. The work didn’t feel like work and it was a privilege to be at their service. We still maintain a rapport and catch up on life events etc, and I await their return back on this festive season.

What is the biggest factor helping you to succeed?
Apart from my own work and ambition I believe that a good mentor or a leader can be the difference. My boss, Mr. Imran Jaifar is one such person. He has always believed in creating female leaders and is a great support in guiding/coaching me in my career and day-to-day work. Big Thank you to him and amazing team for all the support and to the Gili leadership team for believing in me and giving me the opportunities to grow and learn every day.

Who you look up to for inspiration and mentorship?
I have had the opportunity to have met many great mentors and leaders in my journey within the tourism and hospitality industry. I’ve observed and learnt from many of them. However there is one individual who has stood out from the rest. That is Ms. Luisa Anderson, Regional Director of Spa for the Four Seasons. She has been the most inspiring mentor. Ms. Luisa is a female leader who is respectful, organized and has an extremely positive energy around the people around her.

What would be your advice to the young women entering this industry aspiring to be in leadership roles?
I would advise to master the basic foundation of any role you embark upon, be it the little tasks of your daily work. There is nothing you cannot conquer or achieve as a woman or an individual with dedication, will and patience. Set goals and timeline and organize the components required to achieve it. Always keep a balance of work and personal life and take care of your well-being as a priority too.

Where do you see yourself in the next five years?
I hope to see myself in 5 years as a well accomplished and experienced Front Office Manager.

“

To lead as a female and to persevere it is very important to be honest and respectful.

"
RISSING STAR

AHMED SHAN
VILLA HOST (BUTLER)
ANANTARA KIHAVAH MALDIVES

“Be confident in yourself so that others will believe in you too, confidence is the key to grow in this industry.”
Ahmed Shan, is an enthusiastic young professional from B. Kendhoo. He completed his O’ levels from Kendhoo School and then joined clique college where he studied Human resource management. He has been working in the hospitality industry for over 9 years. His hospitality career started from Anantara Kihavah Maldives as a casual spa attendant. After that he worked as a Bell Boy for 1 year and then moved to Guest service centre (Operator) and was there for 2 and half year, before moving to Guest service associate (Receptionist), where he worked for 8 months and moved to his current post as Villa Host (Butler) in 2017.

Tell us about your first job?
I was a casual worker at spa and my job was clean the spa area and keep it always ready for the guest, I enjoyed learning new things however was always looking for new things and grow.

Who and what inspired you to join Anantara Kihavah Maldives?
My father and older brother are the ones inspired me to be in hospitality industry. Kihavah Huruvaluhi known as Anantara Kihavah is an island I have known since my childhood; I like the unique of the island and as I saw this as one of the best companies to work with. I love the culture and the people who work here as a team and family.

Walk me through a day in your life? What is the best part of the job?
Since we are providing very personal service, I am on-call 24hrs, once guests arrive to the resort until their departure, I must manage and attend all their requests. Arrival, departure, celebrations, experiences etc. plus be available for them 24hrs a day. The best part of my job is meeting new people every day, learning people’s behaviour and providing service at its best with passion and care.

What has been your most memorable experience from the hospitality industry so far?
I think the best memories of this industry for me is the living memories of working together with my father in the same resort for over six years. He was the Head Chef in the staff area, and I got the chance to eat my father’s finest foods.

What challenges do young people face related to issues of diversity, equity, and inclusion?
We need younger, energetic, and positive-minded people in this industry as we are promoting our country to the entire world as the best travel destination, We need to guide them and to provide more opportunities for them to learn and become interested in this industry. As an example, we have travel & tourism as a subject at some of the schools, instead we should apply it to ALL the schools and give students an opportunity to have service experience at the operating resorts.

As an enthusiastic young professional, how would you describe the hospitality industry of the Maldives?
The Hospitality industry is the future of this country and a great way to build our careers, learn new things, and help us to grow as a community. It’s a great way to earn money and save. Working with people from different countries helps us to learn more about other cultures and get along with people with different mentalities.

Are you enjoying resort life? What do you like most about tourism industry?
I love to work in this industry and I’m enjoying my resort life 100%, the place you work is your second home and making good friends are the best part of this life.
What do you miss most?
I miss being with my family, working to provide for them is difficult from a distance but my belief is that sometimes you must make sacrifices to have a bright future.

What would be your advice to young locals entering the tourism industry?
Be confident in your self so that others will believe in you too, confidence is the key to grow in this industry and learn from the people around you. In this industry you will meet so many knowledgeable people and you should never hesitate to ask from them, take the opportunity to advance yourself.

What are your future Plans?
I am very open to whatever opportunities the future may hold, but my priority will be al-ways to serve this country with the knowledge I gain and apply it to my own way of serv-ing.
If governments can start looking internationally and support Travel & Tourism with simplified rules to enable the safe return of travel, there is the opportunity to save jobs and boost economic wealth.

- Julia Simpson, President & CEO of World Travel & Tourism Council (WTTC)
MONTH IN REVIEW

Maldives Investment Forum held in Dubai

The Maldives Investment Forum was held at the Dubai Exhibition Centre on 26th October. The event graced by His Excellency President Ibrahim Mohamed Solih was also attended by the Minister of Economic Development HE. Fayyaz Ismail, the Minister of Tourism HE. Dr. Abdulla Mausoom and the Minister of National Planning, Housing and Infrastructure HE. Mohamed Aslam. Corporate leaders and investors from UAE, Maldives and other countries attended the event along with representatives of Chambers of Commerce and trade associations. The objective of the forum was to promote the Maldives as an attractive destination to the international investment community and to showcase investment opportunities in the Maldives.

Maldives and Emirates sign an MoU to strengthen partnership

The Ministry of Tourism and Emirates signed a memorandum of understanding (MoU) reaffirming its long-standing partnership with Maldives. This agreement was signed to promote tourism in the global market and to support tourism development in the Maldives. It will also boost the country’s trade and tourism industry and enhance connectivity between Maldives, UAE, and the rest of the world.

President of Maldives, honorable Ibrahim Mohamed Solih, also participated in the ceremony held to sign between the two countries.

The memorandum was signed by Dr Abdulla Mausoom, Minister of Tourism Maldives, and Mr Thoyyib Mohamed, CEO and Managing Director, Maldives Marketing and PR Corporation Ahmed Khoory, SVP Commercial West Asia & Indian Ocean at Emirates.
An 'India-Maldives Tourism Roundtable' organized by the Indian High Commission in Maldives held on 13 October 2021 in the Maldives to promote various tourism products of Maldives in India. A high-level tourism delegation, which includes tour operators, travel agents, travel writers led by CEO Mr. Sanjiv Kumar Agarwal of OTM, India’s largest Outbound travel show participated in this discussion. Minister of Tourism Dr. Abdulla Mausoom and Indian High Commissioner Sujay Sudhir were present for the opening ceremony for the discussions. The Managing Director of Maldives Marketing and Public Relations Corporation (MMPRC) Mr. Thoyyib Mohamed and stakeholders from the Maldivian tourism industry also attended this event.

Maldives Wins 4 Awards at World Travel Awards 2021

Maldives has won 4 prestigious awards in the Indian Ocean category in World Travel Awards - the most prestigious honors programme in global travel and tourism, established in 1993 and recognized globally as the ultimate hallmark of industry excellence.
The awards won by Maldives this year includes:

- Indian Ocean's Leading Destination 2021: Maldives
- Indian Ocean's Leading Beach Destination 2021: Maldives
- Indian Ocean's Leading Dive Destination 2021: Maldives

Along with the awards listed above, Maldives Marketing & Public Relations Corporation has been awarded the Indian Ocean's Leading Tourist Board 2021.
First Brand Ambassador of Maldives Border Miles visits Maldives

The first brand Ambassador of the Maldives Border Miles, Jose Enrique makes his first visit to the Maldives since his appointment as Ambassador. This trip was made for the promotional purposes of the Border Miles Program and to promote Maldives as a destination. During his trip, he will be sharing his experience in the country and share the benefits of being a member of the Border Miles.

Media Team from Middle East Arrives in the Maldives for a Familiarization Trip

A media team from the Middle East has arrived in the Maldives for a familiarization trip on invitation by Visit Maldives. This team will be staying in the Maldives from 15th to 20th October 2021.

The team consists of writers, journalists, and editors from Travel & Tourism News – TTN, Al Press, Al Bayan and Travel Trendz International. These diverse outlets target all key segments of the Middle East audience from high-end affluent segments to budget travelers. They are published on print, online and social media on a frequent basis. The team will be hosted in Hurawalhi Island Resort and Spa, Kagi Maldives, and The Westin Maldives Miriandhoo Resort. During their stay they will experience various amenities and services available in these properties and will enjoy snorkeling, spa and wellness treatments, watersports and other activities available in the resorts.

Reethi Faru Resort Wins Indian Ocean Continental Award in the “Luxury Eco/Green Hotel”

Reethi Faru Resort has been declared the Indian Ocean Continental Winner in the 'Luxury Eco/Green Hotel' category of the 2021 World Luxury Hotel Awards. 2021 is the fourth consecutive year that Reethi Faru Resort is being bestowed with a prestigious award from the World Luxury Hotel Awards.
Tourism Diversification and Localization Team Visits Lhaviyani atoll

As part of the tour was to promote tourism diversification and localization in the atolls, the Tourism Diversification & Localization team of Ministry of Tourism, headed by the Minister of Tourism Dr. Abdulla Mausoom visited Lhaviyani Atoll from 15th to 18th October. Faadhhippolhu Atoll Council President Yaseen Abdulla and Kurendhoo Constituency MP Abdul Ghani also joined this tour. They visited Naifaru, Hinnavaru, Kurendhoo and Olhuvelilushi, met with the island’s council, the Women’s Development Committee and relevant private stakeholders and discussed the challenges, concerns in developing tourism in the islands and promoting tourism diversification & localization.

Maldives Minister of Tourism Meets with Deputy Minister for Tourism of Iran and CEO of Nepal Tourism Board on the Sideline of 15th UNWTO Executive Training Program

On the sidelines of the 15th UNWTO Executive Training Program, the Minister of Tourism, Dr. Abdulla Mausoom had separate meetings with the Deputy Minister for Tourism of Iran, Mr. Ali Asghar Shalbafian and with the Chief Executive Officer of Nepal Tourism Board, Mr. Dhananjay Regmi on 6th October 2021. During the meetings, discussions were focused on the tourism cooperation between Maldives and these countries.

Seminar on Classification of Tourist Accommodating Facilities

The Ministry of Tourism held a one-day Seminar on “Classification of Tourist Accommodating Facilities” on 10th October 2021, which was attended by tourism stakeholder associations, relevant Ministries and agencies to develop on the existing classifications to reflect present-day and future tourism accommodation facilities in the Maldives. The main purpose of the seminar was to carry out a dialogue and gather key points to form a framework of classification which caters to the emergence of new products, following tourism diversification and localization which aligns with the Strategic Action Plan (2019-2023). In addition to this, discussions were carried out on the forthcoming homestay product in the year 2022. The opening remarks were delivered by Honorable Minister of Tourism, Dr. Abdulla Mausoom
UNWTO Secretary General Pays a Courtesy Call on the President of Maldives.

Secretary-General of the World Tourism Organization (UNWTO) Zurab Pololikashvili has paid a courtesy call on President Ibrahim Mohamed Solih on 11th October 2021 at the President’s Office. During his call, Pololikashvili commended the Maldives for the positive strides in the development of its tourism sector and acknowledged the fast pace at which the Maldives reopened its borders to the world amidst the Covid19 pandemic. Pololikashvili shared views on collaborative efforts towards the development of the tourism sector.

The President and the UNWTO Secretary General conversed on several areas of shared interest with regard to the development of tourism. The two also agreed on working closely together on future collaborations. The Minister of Tourism Dr. Abdulla Mausoom and the Secretary, Foreign Relations at the President’s Office Ibrahim Hood attended the call.

President Declares 3rd October as National Tourism Day of Maldives

At a special ceremony held on 3rd October 2021, the President of the Maldives, H.E Ibrahim Mohamed Solih declared 3rd October as the National Tourism Day of the Maldives. The ceremony held at Kurumba Maldives, was attended by pioneers of Maldives tourism industry, cabinet ministers and foreign dignitaries. During the ceremony, the official audio of theme song for the Golden Jubilee Year of Maldives was also launched. On 3rd October 1972 the first resort of Maldives, Kurumba Village was opened. The year 2022 will mark 50 years since tourism started in the Maldives.
The Secretary General of UNWTO Meets with finalists of the UNWTO Students League, Plastic Challenge from the Maldives

The Secretary-General of the World Tourism Organization (UNWTO) Zurab Pololikashvili met the finalists of the UNWTO Students League, Plastic Challenge participants in the Maldives. Secretary-General congratulated the finalists from Thaajuddeen School, Addu City Maradhoo School and Baa Atoll School.

The Secretary General of UNWTO visits Maldives and Meets with Maldives Tourism Pioneers

The Secretary General of World Tourism Organization, UNWTO H.E. Zurab Pololikashvili arrived in Maldives on 5th October to inaugurate the 15th UNWTO Asia Pacific Executive Training Programme being held in the Maldives from 5-7 October 2021 and Paradise Island Resort. H.E. Pololikashvili was welcomed and received at the Airport by Minister of Tourism Dr. Abdulla Mausoom. The Ministry of Tourism hosted a special dinner in honor of the UNWTO, Secretary General H.E. Zurab Pololikashvili & the participants of the 15th UNWTO Asia Pacific ET Programme at Paradise Island Resort on 5th October 2021. Cultural performances were presented during the dinner.
Ministry of Tourism hosted the 15th UNWTO Asia Pacific Executive Training Program in the Maldives

The 15th UNWTO Asia Pacific Executive Training Programme jointly organized by the UNWTO and the Ministry of Tourism of the Republic of Maldives, and sponsored by the Ministry of Culture, Sports and Tourism of the Republic of Korea is being held in the Maldives from 5-8 October 2021 at Paradise Island Resort. More than 50 participants from 24 Asia and the Pacific countries are participating in this training. Out of these, 11 senior officials are attending the training in person while the rest are joining online. It is a platform which gives all participants the opportunity to network with counterparts and to hold interactive discussions focusing on a particular theme selected on the basis of contemporary issues prevailing in the international or regional tourism world of each year. This year, the training is focused on Domestic Tourism as the national and international long-term tourism strategy within the context of the ongoing travel restrictions on international travel due to COVID-19.

The closing ceremony of the 15th UNWTO Asia Pacific Executive Training Programme, jointly organized by the UNWTO and the Ministry of Tourism of the Republic of Maldives, and sponsored by the Ministry of Culture, Sports and Tourism of the Republic of Korea, was held on 7th October 2021. More than 50 participants from the Asia and the Pacific countries participated in this training carried out in hybrid format, amongst which 11 officials were physical participants. Speaking at the closing ceremony, Deputy Minister, Dr. Naushad Mohamed highlighted the importance of domestic tourism. Furthermore, the UNWTO Asia & Pacific Director Mr. Harry Hwang thanked the Maldives for hosting this programme. A special closing dinner was hosted for the physical participants.
Courtesy Calls on Minister of Tourism

The Ambassador of the Czech Republic to the Maldives H.E. Milan Hovorka paid a courtesy call on Minister Dr. Abdulla Mausoom on 6th October 2021. Their discussions were focused on tourism cooperation between the countries.

Ambassador to EU and Belgium His Excellency Hassan Sobir met Minister Dr. Abdulla Mausoom on 28th September 2021. The Ambassador briefed on the Embassy’s engagement in promoting Maldives especially the Maldives Tourism Golden Jubilee Year in Europe. Ambassador gifted some related memorabilia to the Minister.

The Maldives Jet Ski Tour 2021

Maldives Water Sports’ Team and Riders completed a Jet Ski Marathon to mark the World Tourism Day 2021. The North-South tour kicked off on 21st September from Thuraakunu and ended at Addu City on 3rd October, was a record setting exemplary endeavor. The team of 6 riders on their way stopped at Male’ City on 24th September and were welcomed by Minister or Tourism Dr. Abdulla Mausoom and Male’ City Mayor Dr. Mohamed Muizzu.
We are past the deepest point of the crisis. While serious issues remain, the path to recovery is coming into view

– Willie Walsh, Director General of International Air Transport Association (IATA)
Summer Island Maldives celebrates International Housekeeping Week

By: Summer Island Maldives

Summer Island Maldives celebrated international housekeeping week in September, with a variety of activities for staff on the island.

The international housekeeping week is celebrated worldwide to recognize the hard work of housekeeping and custodial staff in ensuring safe and clean facilities for tourists around the world. With the Covid-19 pandemic the work they do is more important than ever before.

The week kicked off with a cake cutting ceremony in the morning, followed by a beach volleyball tournament between the housekeeping staff and the rest of the staff.

As stewards of not only the guest facilities, but also the environment, the next day saw the housekeeping staff and resort staff conduct a beach clean, after which the, staff participated in a fun afternoon of water sports.

The rest of the week saw a special football match and a fun, night fishing trip followed by a barbeque. The week also saw a special bed decoration competition between the housekeeping staff. The week concluded with a high tea for the staff.

“Our housekeeping staff are some of the most dedicated and caring people I have ever worked with. We are lucky in Summer to have such motivated staff that truly want to deliver the best experience for guests on the island,” said Summer Island Maldives’ HR Manager Ahmed Hamdhaan Hassan.
CROSSROADS Maldives, home to Hard Rock Hotel Maldives and SAii Lagoon Maldives – Curio Collection by Hilton celebrated their second anniversary in September 2021.

CROSSROADS Maldives opened its doors to guests in September 2019, featuring two lifestyle resorts, Hard Rock Hotel Maldives and SAii Lagoon Maldives – Curio Collection by Hilton®, both of which have direct access to extensive facilities at The Marina @ CROSSROADS, an 800-metre lifestyle area and beach walk featuring retail, entertainment and dining outlets.

The facilities include a 30-berth quay, complete with world-class amenities and exclusive concierge services®, the Junior Beach Club and Camp, the CROSSROADS Event Hall, Maldives Discovery Centre and Marine Discovery Centre – the project’s environmental and educational hub.

“We are extremely excited to celebrate the 2nd anniversary of CROSSROADS Maldives, said Tolga Unan, Managing Director of The Marina @ CROSSROADS and Hard Rock Hotel Maldives. We all know that the industry has been hit hard by the pandemic's arrival last year. Despite that, we were able to alleviate the burdens with the help of my team. Slowly, slowly, we are making its mark and achieving our mission of being the preferred lifestyle destination for both locals and international travellers in the Maldives. It’s been great thus far!

Following the closure to the public when COVID-19 began last year, The Marina @ CROSSROADS is now open again to the public and the whole team is fully ready to take its valued customers to the next level.
Grand Park Kodhipparu Maldives Receives Recognition from World Luxury Awards 2021

By: Grand Park Kodhipparu Maldives

Grand Park Kodhipparu, Maldives, is humbled to be recognized by the prestigious World Luxury Awards 2021. The resort is proud to bag three awards this year, including Luxury Beach Resort – Continent Winner for Grand Park Kodhipparu, Maldives, Luxury Island Resort Spa – Continent Winner for The Spa at Grand Park Kodhipparu, Maldives and Luxury Resort Restaurant – Regional Winner for Firedoor Restaurant.

The win was announced by World Luxury Awards 2021 committee at their award gala ceremony in Mauritius on 9 October 2021. The World Luxury Awards recognize establishments for world-class service excellence. Awards are presented on a country, regional, continent, and global basis. Winners are selected by public vote online, providing proper recognition that reflects the hard work and dedication exhibited by the staff of each establishment.

“"It is a proud moment for us to be once again recognized by this prestigious award. We thrive on creating the best experience possible for our guests when staying at the resort and enjoying our F&B offerings and Spa. We look forward to creating a more innovative approach to ensure our guests experience the best of what the Maldives and our resort can offer,” said Raffaele Solferino, General Manager.
Maldives National University has signed a collaborative MOU with Mövenpick Resort Kuredhivaru

By: Mövenpick Resort Kuredhivaru

Based on the past years’ sustainable contribution by the management team of Mövenpick Resort Kuredhivaru Maldives, Faculty of Hospitality & Tourism Studies (FHTS), Maldives National University has signed a collaborative agreement (MoU) to begin the partnership with Mövenpick Resort Kuredhivaru Maldives on 16 September 2021. The MOU was signed by the Dean Ms. Zeenath SOLIH and the General Manager of Mövenpick Resort Kuredhivaru Maldives Mr. Stanislaw PAJDZINSKI.

The objective of this partnership is to strengthen, promote and develop co-operation between Faculty of Hospitality & Tourism Studies (FHTS), Maldives National University and Mövenpick Resort Kuredhivaru Maldives based on equality and mutual benefit with the intention to effectively implement nation-building strategies that encompass:

- Utilizing advanced science and technology and tapping on the country’s talent pool
- Speeding up the fostering of a new generation of applied highly-skilled talents
- Developing and nurturing a pool of learned young adults with a strong sense of practicality, good hands-on skills and high level of organizational and business setting awareness and familiarity

As a part of this partnership, Mövenpick Resort Kuredhivaru Maldives shall commit to:

- Assist FHTS to make the teaching plan and teaching outline.
- Formulate a concise internship training plan and see to the necessary procedures and arrangements, which includes preparing the training grounds, providing the necessary equipment and materials, working together to aid the trainee in developing a sense of practicality and exhibiting work professionalism while on the job;
- Provide an experienced employee with the technical expertise to the trainees and assess the trainee's internship performance based on fair judgment and evaluation;
- Recommend suitable technical personnel or management personnel to attend the theory lessons, internship coaching sessions and activities for creating training materials and educational courses organized by FHTS;
- Offer employment opportunities to trainees based on their internship performance and other related factors associated to evaluation of the trainee's performance; and
- Provide an opportunity for a FHTS academic staff to take part in a pseudo internship training programmed at resort premises.

The signing of this memorandum of understanding represents a sustainable step in strengthening industry – academy relations between the faculty of studies dedicated to tourism and hospitality and Mövenpick Resort Kuredhivaru Maldives and other Accor properties in the Maldives.
Hospitality Training Program

By: Shorthouse Hospitality.

As Island Luxury prepares for the opening of their first Boutique Retreat Hotel, in Fulhadhoo, South Maalhosmadulu Atoll, 12 islanders have been participating in Hospitality Training Program, which has included, English lessons, basic hospitality training, and other aspects pertaining the Hospitality, Travel & Tourism industry in the Maldives. As part of this initiative the participants are also being constantly assessed for permanent job opportunities within Island Luxury properties. The training is being facilitated by Ahmed Mashir Ali, with additional support from Neil Shorthouse the Founder of Shorthouse Hospitality. “It is encouraging to see how well the participants who have no hospitality background have grown and developed these past few weeks” said Mash. “Their passion and excitement is great to see” commented Neil. As part of Island Luxury's commitment to supporting local communities, Mohamed Ziyad, Managing Director, is keen to ensure that properties are operated wherever possible with individuals from the local island community.
Vakkaru Maldives Wins at World Travel Awards 2021

By: Vakkaru Maldives

Vakkaru Maldives ends another year on a high with multiple wins at the 28th World Travel Awards 2021. The private island sanctuary, which only opened doors in 2017, scooped three prestigious titles this year. For the second year in a row, it was crowned the Indian Ocean's Leading Resort. Industry experts and guests also voted again for the sprawling signature four-bedroom Vakkaru Over Water Residence as the Maldives Leading Hotel Suite and the Indian Ocean's Leading Hotel Suite.

Established in 1993, the World Travel Awards acknowledges, rewards and celebrates excellence across all key sectors of the travel, tourism and hospitality industries. With winners in each category determined by travel and tourism industry professionals and everyday travellers, it is the ultimate stamp of industry excellence.
Atmosphere Kanifushi Maldives Wins at World Travel Awards 2021

By: Atmosphere Kanifushi Maldives

Atmosphere Kanifushi Maldives, has been awarded "Maldives’ Leading Family Resort" at World Travel Awards 2021.

World Travel Awards™ gala ceremonies are regarded as milestone events in the travel calendar, attended by the industry’s key decision-makers, figureheads, influencers and media. The programme, its winners and its sponsors are represented globally on social media, with fresh daily content across multiple platforms. Each year World Travel Awards™ covers the globe with its Grand Tour – a series of regional gala ceremonies to recognise excellence within each continent, culminating in a Grand Final at the end of the year.

The resort won this award in 2020 as well. Atmosphere Kanifushi, opened its doors to the visitors in December 2013.
Huni Hakuru is a sweet coconut pastry that is best enjoyed with evening tea. The main ingredient of this dish is scraped young coconut flesh (Gabulhi Huni). Huni Hakuru is a snack that looks like a curry puff which can be enjoyed fried or steamed.

To prepare this, first, you need to prepare the soft dough. For this, combine flour, a pinch of salt, and grated coconut in a large mixing bowl. Then add water little at a time while mixing the dough until the mixture turns into a smooth dough. After that, the dough is cut up into small balls and rolled out into small circles (Roshi).

To prepare the filling for Huni Hakuru, first mix gabulhi huni with sugar, jasmine water and cinnamon-cardamom powder. Heat the mixture in low flame and stir continuously until the sugar dissolves and the mixture turns thick and sticky.

The rolled-out dough is then placed on a plate and the filling is placed in the centre of the dough. Wet one of the edges of the dough with water and fold it in half. The sides are then pressed into a pattern gently. The dough with the filling is then deep fried until golden brown.

Traditionally, the dough is placed on a leaf, often leaves of sea Hibiscus plant are used. After the filling is placed inside the dough, the leaf is folded into two and the dough placed inside the leaves are then steamed.