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# SHILTON HOSPITALITY

**Crafting Spaces That Celebrate Connection,  
Comfort, and Community**

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# Shilton

HOSPITALITY

CRAFTING SPACES THAT CELEBRATE  
CONNECTION, COMFORT, AND  
COMMUNITY

Shweta Singh | The CEO Magazine

**S**omewhere between the hustle of daily life and the pace of modern cities, people look for places where they can slow down, connect, and feel at ease. Evolving with the need, the hospitality industry created those spaces that balance comfort with familiarity. And while the industry keeps on changing, its core essence remains the same: that is, to make people feel welcome every single time.

It's this vision that has guided the journey of Shilton Hospitality, a brand built on warmth, consistency, and a deep understanding of what people look for when they travel or unwind. What began as a small collection of business hotels in Bangalore in 2005 has grown into a diverse portfolio of hotels, Resto Bars, resorts, in addition to serviced corporate residences and catering experiences across South India, all shaped by a people-first approach to hospitality. Under the leadership of its Managing Director, Anil Nagpal, the company has spent over two decades creating spaces that feel both personal and premium.

## Where It All Began

Anil's journey into hospitality began with a fascination for how spaces can shape human connection. What drew

him in was not just the business of hotels, but the emotion behind them – how design, service, and emotion come together to create memories. Over the years, this idea became his driving purpose.

For him, hospitality has always been about people, about creating places where moments are celebrated and experiences feel personal. Watching guests connect, relax, and make memories within Shilton Group's spaces has been deeply rewarding. What continues to inspire him is the chance to keep evolving, to blend Indian warmth with modern sensibilities and reimagine how people experience leisure and comfort.

## The Shilton Story

At its heart, Shilton Hospitality was built on a simple belief that great hospitality goes beyond comfort; it's about connection. The company's vision is to redefine Indian hospitality through spaces that blend warmth, community, and comfort, creating memorable experiences that inspire people to connect and celebrate life. Its mission extends that idea: to deliver exceptional service across every brand by combining thoughtful design, local authenticity, and genuine human connection.



Since its founding in 2005, Shilton Hospitality has operated as a self-funded enterprise and has grown into a family of more than 650 people across Bangalore, Chennai, Kochi, and Kabini. Each brand under the Shilton umbrella, including Shilton Hotels, Watsons – The Neighbourhood Bar, Watson's Cantina, Fireflies, Starlight, and 22 Catering Company, represents a different aspect of hospitality. From community-driven pubs and destination retreats to business stays, full-scale catering, and end-to-end experiences across events and guest services, every concept has been shaped by the same promise: to offer experiences that feel personal, consistent, and rooted in local relevance. Being founding partner of one of its divested former portfolio brand Echoes of Earth, an environmentally conscious music festival, Shilton highlights their commitment to music and arts as well as its endeavor to celebrate nature and sustainability.

The brand caters to a diverse mix of guests, from young urban professionals seeking relaxed hangouts at Watsons and vibrant nightlife at Starlight to families and couples drawn to the tranquillity of Fireflies and business or leisure travellers who prefer the comfort of Shilton Hotels and the culinary excellence of 22 Catering Company.

**“ EACH BRAND IS CURATED WITH A SPECIFIC EXPERIENCE IN MIND, WHETHER IT'S A LIVELY NEIGHBOURHOOD PUB, A SERENE WEEKEND GETAWAY, OR A SEAMLESS CORPORATE EVENT.”**  
-ANIL NAGPAL

Together, these verticals, along with upcoming concepts like Club Sinclair, the brand's members-only sports and recreation club, capture the full spectrum of modern hospitality. With a vast and growing portfolio of hotels, pubs, resorts, and catering experiences, Shilton Hospitality has evolved into a complete hospitality provider unlike any other in the country, where every space is designed with purpose and every experience feels like home.

#### A People-First Philosophy

Over the years, India's hospitality landscape has evolved rapidly, shaped by changing guest expectations, digital transformation, and the behavioural shifts that followed the pandemic. For Shilton Hospitality, one of the biggest

challenges has been maintaining consistency across its diverse formats while keeping the experience personal and meaningful. The company has met this by investing in their people and nurturing a shared philosophy that places people and experiences above transactions.

Mr. Nagpal believes that hospitality is a people-first business, one that grows only when its teams grow with it. *“We've always focused on nurturing internal talent and creating a culture where ideas flow freely,”* he shares. Many of Shilton's senior team members have been part of the company for years, a reflection of the trust, collaboration, and shared sense of purpose that define its work culture.

#### Creating Experiences That Feel Personal

For Shilton Hospitality, great hospitality is about creating moments that feel familiar yet refreshing. Each brand under the group reflects this philosophy in its own way, from the easy-going neighbourhood charm of Watsons to the nature-inspired calm of Fireflies. Every space is designed with careful attention to detail, consistency in service, and an intuitive understanding of what guests value most. What truly sets Shilton apart is its people-first approach. The brand's focus has always been on authenticity rather than extravagance, and behind every experience they serve lies a quiet consistency. *“We've always believed that hospitality is about understanding people, not just serving them,”* says Mr. Nagpal.

This same approach extends beyond guests to everyone the brand works with. Long-term relationships with partners, teams, and stakeholders are built on trust, open communication, and shared values. Whether it's a repeat guest at Watsons or a corporate partner of 22 Catering Co., Shilton ensures that every interaction carries the same sincerity and attention that defines its hospitality experience.

#### Spaces with a Story

Over the years, Shilton Hospitality has built a portfolio that reflects the diversity of modern Indian hospitality. Some of its flagship properties include Watsons in Indiranagar and Kochi, Fireflies Resort in Kabini, Starlight Bar, and Shilton Dee Cee Hotel in Chennai, which also houses a Watsons Pub and the restaurant Kolam. The group has recently expanded into Shilton International Kochi and continues to grow through new projects like Fireflies Coorg, Fireflies Chikmagalur and Club Sinclair, a members-only sports and recreation club in Yelahanka that blends contemporary design with social living. Beyond its properties, Shilton's catering arm, 22 Catering Co., has become a trusted name for weddings and corporate events, known for turning outdoor dining into a memorable experience.



Several milestones define the company's journey, from Watsons becoming one of Bangalore's most loved neighbourhood pubs to the steady success of Shilton Hotels across South India. Equally meaningful are the quieter achievements, the long-standing teams, repeat guests, and loyalty that have grown with the brand over the years. *“Our biggest reward has always been the people who return, again and again,”* says Mr. Nagpal.

#### Innovation with Human Connection

For Shilton Hospitality, innovation has become an integral part of growth. The brand has initiated embracing technology across all touchpoints, from CRM tools that personalise guest engagement to digital platforms that enhance brand discovery. Yet, as Mr. Nagpal emphasises, the goal isn't to replace people with technology but to strengthen the human connection at every stage. The team believes the future of hospitality lies in balancing smart automation with genuine, people-driven service.

#### Evolving with the Future

As India's hospitality industry moves into a new era, Shilton Hospitality sees a clear shift toward experience-driven growth. Travellers today seek authenticity, thoughtful design, and a sense of belonging, not just comfort. The brand is preparing for this by focusing on neighbourhood-based experiences, regional storytelling, and a smarter approach to hospitality that blends culture with convenience.

This forward-thinking mindset extends to sustainability, which has become central to the company's philosophy. Shilton has been steadily reducing single-use materials, adopting energy-efficient systems, and sourcing locally to support community-based vendors. At Fireflies, natural landscaping, waste management, and minimal environmental impact are integral to its design and operations.

*“Sustainability for us isn't a checkbox; it's an ongoing responsibility,”* says Mr. Nagpal.

Looking ahead, the company is gearing up for an exciting new chapter. Among its upcoming projects are Club Sinclair, a members-only club in Yelahanka that blends contemporary luxury with recreational living, and a new Fireflies property in Coorg and Chikmagalur, expanding Shilton's footprint in Karnataka. Both reflect the brand's next phase of growth: premium, experiential, and deeply rooted in local character.

#### Evolving with Heart and Purpose

As the conversation draws to a close, Mr. Nagpal shares his advice for those aspiring to build a career in hospitality. *“This business is about people, not property,”* he says.

*“Stay curious, stay humble, and never lose sight of what makes guests feel seen and valued. Success comes from consistency, collaborations, empathy, and adaptability, not shortcuts.”*

Reflecting on Shilton Hospitality's journey, he adds, *“For us, hospitality has always been more than an industry; it's an emotion. As we grow, our goal is to keep creating spaces that bring people together, foster memories, and celebrate the beauty of everyday connections. The journey ahead is about evolving with heart and purpose.”*