



HOTEL & TOURISM  
BUSINESS SCHOOL

# HOSPITIUM

## VOL-IV

OCTOBER - DECEMBER 2020

# A POSITIVE REVIVAL

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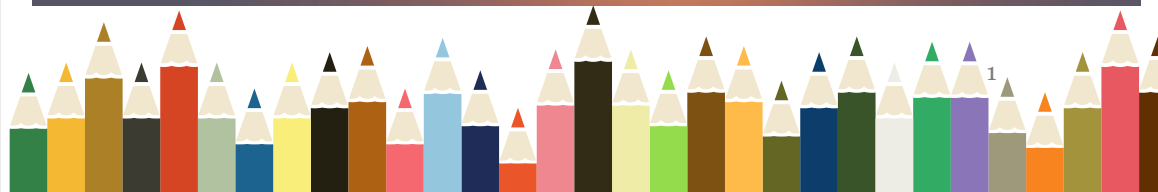
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## MESSAGE FROM DEAN



*Dear readers,*

*As I put this fourth edition of HOSPITIUM in your hands, I think, and sincerely so, that we have derived a lot of learning during the recent difficult, nay, testing times, and are, due to seeing a solution (in the form of a vaccine) expecting ourselves to come out victorious and expect life to get back to its usual course. The brighter side of this, rather hard period of learning, however, is that a sense of true compassion, empathy and a feeling of concern and warmth for others has crept in and has, to a great extent, transformed our thinking, besides modifying the way of our life.*

*Students, especially the new ones, who, after 13 long years at school were excited about what the college life might be all about and had nurtured thoughts of joy and liberty, though may have felt dejected, they too have learnt to exercise constraint and have accustomed themselves to the circumstances. We are sure they too will have their share of fun very soon, something that these young lads do rightfully deserve.*

*Study of the various disciplines of hotel management, in so much as they cover a wide spectrum of daily life of humans, encompasses care of all personal, domestic and official needs of clients, who are, in the regular parlance of hoteliering, referred to as 'guests'.*

*I allow myself the liberty to express that one area in which we could not achieve the desired mark was the practical teaching, the results of which are always better when a student sees things happening actually in front of his/her eyes and can feel, touch and try with own hands. Being optimistic about it and saying 'This too will pass' we are gearing ourselves to producing, as we have always done in the past, the finest hospitality professionals for this fastest growing Sector.*

*Happy reading...*



## **MESSAGE FROM VATEL DIRECTOR**

*Dear readers,*

*Greetings of the day.*

*Being optimistic and programming ourselves to look at the positive side of things, we observe normalcy being restored in almost all walks of life. The public places have a lot of hustle-bustle now, the social gatherings have started, though at a controlled scale, the metros rail is functioning well and now even the cinema halls have opened up in phases.*

*The education sector being subjected though to a lot of concern and apprehension, also seems to be trickling back into action and we can see the students showing a lot of enthusiasm in getting back to the classrooms and starting with the practical classes, of course with limited numbers. Capitalizing upon the time available to us during the lock-down, we revamped the facilities of the university to a great extent and have upgraded the public areas, hostels, messes, recreation areas and the classrooms, wherein the system of Smart Classrooms have been introduced, which, in addition to delivering the course content during the students' physical presence in the classrooms, also communicates simultaneously with the students in the same way in case they choose to attend the class from home. The choice, therefore, of whether to attend the class online or offline is left to the discretion of the students and their parents. For the moment this system is working perfectly well.*

*Being basically a hotelier and a restaurateur, I am glad to see the amount of activity in this trade, something that was long awaited and will definitely give to this extremely volatile trade, the opportunity to recover the deficiencies in their budgets and in winning back their loyal customers...*

*I communicate my greetings to all of you.*

*Best of regards.*

## MESSAGE BY PROGRAMME HEAD



*Dear Readers,*

*Two things that the armed forces and the hospitality sector teach, preach and drill into the minds of the people engaged with it are strict discipline and perseverance. I cannot claim that the progress of our academic activities during the pandemic are attributed solely to our college's endeavors, the students and their parents have equally contributed their efforts, their time, energy and their patience.*

*As much as we all at the university were required to adjust ourselves with the circumstances, the parents, whose desire and anxiety were centered around the future of their wards, also accustomed themselves to the reality of life and took the present circumstance as a big challenge and as a war which had to be won at any cost. This has, in its own way, further strengthened the bonding between all of at the university and the parents who have now come closer to us and are marching with us, literally shoulder-to-shoulder with the same mission – that of seeing our students endure and to come out successful in life.*

*It is now that we get to see that the parents' involvement and their interest into the progress of their wards' studies, especially since the lessons are being delivered online and, in most of the cases, even in front of them, has grown more and they are coming to terms with the level of devotion and the attention that their wards are paying in their studies. This virtue is something that we all as teachers and instructors have always looked for as we have earnestly desired that the parents are given a first-hand information about what actually happens in a hotel management class, be it a theory or a demonstration. With a hope that this help and this cooperation on the part of the parents, as the time passes grows more and more, the day is not far when we will see our students achieve greater heights and are able to emerge as successful hoteliers and entrepreneurs.*

*Thanks, dear parents, you all are our partners in progress.*



## **MESSAGE BY THE EDITOR**

*Dear Readers,*

*As we roll out an all-new edition of HOSPITIUM, we see that this newsletter, rather than limiting itself only to the domain of the Latin name that it carries, (meaning hospitality) has actually diversified into every other field. This volume carries the articles by all of us here and those of the students, who are very excited about their creations being recognized and published.*

*As the saying goes, "Change is the only thing which is constant" one must progress hand-in-hand with the times. From the days when a card carrying birthday greetings sent to a friend took several days to reach, to the times when it takes but a few seconds to have a live conversation with anybody sitting anywhere in this world, we have come a long, long way.*

*While I express my deepest appreciation for the excellent contributions from the Dean and her dynamic entourage and by our new students, I do sincerely hope that this newsletter presents itself in a new avatar each time it is placed in the hands of people who look forward to reading it with a keen and a dedicated interest.*



## **ARTICLES FROM DEAN – ACADEMIA – INDUSTRY-ACADEMIC INTERFACE – A DYNAMIC COLLABORATION**

*A closely-knit collaboration between industry and academia supports improvement and helps ensure the industrial relevance of the curriculum.*

*The hospitality sector, especially the hotels, though known to be moving hand-in-hand with the academia, tend to move faster, especially with regard to the adoption of new methods and that of bringing about changes in systems and procedures. Some of these modifications, for the sake of enhancing customer satisfaction and for improved security, may even be introduced and implemented overnight.*

*A thorough study of a peculiar case in a hotel arouses opportunities of practical learning and encourages modifications which are eventually oriented towards enhancing guest experience. Such experiments may even result into being adopted as part of the Standard Operation Procedures out of which the concerned hotel as well as the industry as a whole do get to derive adequate learning and are eventually benefitted. However, the concepts of such changes brought about by the industry take time in reaching the four walls of classrooms and take their due course in having the academia implement them as part of the curriculum. The introduction of Disaster Management as an accredited course in hotel management institutes is considered to be the fall-out of the terrorist attack at the Taj Hotel in November 2008.*

*Having the hotels and institutes sign agreements, pacts or an understanding for the purpose of promoting opportunities of short-term and long-term internships, exposures, placements, guest-lectures and mutual interaction is an activity that all celebrated hotels and renowned institutes must, sooner or later, get into. Such activities, besides allowing a hands-on exposure to the students, get them to observe the differences between what they have learnt in the classrooms and the function that they are getting perform during the period of their internship at the service establishment.*

*The benefits of such agreements accrue to the industry as well as to the academia in so much as they are instrumental in filling knowledge gaps and make the pursuance of a hospitality course (of any course in question) a meaningful, significant and indeed a worthwhile exercise.*

*Many a times, instances of students getting absorbed by a hotel (where a student has conducted internship) for a permanent placement have been observed. Internships facilitate a profound knowledge of the background, the history, the growth, the product knowledge and the style of service adopted by the concerned hotel/service establishment. The experience thus gained by the students helps*

*them enormously in succeeding in the placement interviews as the questions asked are usually oriented towards these aspects.*

*Let us now examine the other side of the coin. In order to address the challenges related to competitiveness and effectiveness, the organisations also tend to look beyond the industry partners and focus towards academic collaborators for innovation. The vast bank of knowledge, data and information available at the institutions, which are regularly used for research, exploration and for case studies can function as readily-available sources for the hotel operators to derive some learning and for training their skilled, semi-skilled and unskilled staff.*

*A healthy industry-academia relationship will influence, on one hand, the hotel managers visiting institutions on several occasions to deliver lectures on specialized subjects, to discuss the latest and the evolving trends in hospitality and about the best practices being adopted by them, and on the other, will induce the professors and learned resources from the institutes to deliver lectures on human resources, finance and marketing.*

*A collaboration, by virtue of it being useful to the industry as well as to the institutes, can go a long way in cementing the mutual relationships and can breed positive results for both the entities. Both of them play the roles of suppliers and customers and complement each other's functions.*

## **ANYONE CAN BE A CHEF...**

### **BY CHEF SUNIL KUMAR – PROGRAMME HEAD**



*With Covid-19 sparing no country or region across the world, we witnessed a unique phenomenon which was noticeable on web platforms including Facebook, Twitter, Instagram etc., and reminded us of my all-time favorite movie by the name of "Ratatouille" which promoted the slogan - "Anyone can be a Chef".*

*We could see people even with the background of finance and marketing showing a keen interest and trying their hands at cooking during the time when there was no other choice but to stay at home.*

*The art of cooking thus graduated from being merely a necessity into a hobby and, for the select few, it also proved to be a source of some income.*

*It was during these times that we could see a change in trend of the soups and salads. With people having no access to gyms or an option to go out for their regular walks and workouts in the neighbouring parks, the diet preferences shifted from hearty soups to healthy soups, such as could be filling, yet healthy to consume and in whatever way, could help increase the immunity. Those who were infected by Covid, chose soups as their go-to option for attaining the required amount of nutrition without having to compromise on the taste.*

*Online chefs and bloggers played a major role in ensuring that multiple recipes were available to anyone trying out their hands on the cooking ranges for the first time. Hits on such cooking videos on the internet saw a jump of over 3 times which, in turn, helped a lot of uploaders earn a small fortune.*

*Furthermore, we cannot neglect the evolution of a variety of salads during the times of confinement, during which, the food lovers and the fitness freaks chose to find new ways allowing them to prepare salads as per their own sense of taste and went on to explore ways of keeping their products fresh for a longer time.*

*Innovations in salad dressings were seen on only third video, the reactions to which ranged from 'loving it' to 'thumbs down'. The bloggers even went to the extent of introducing dessert salads and salads that could be created out of leftovers at home. People who only had the option of visiting the market just once on a weekly basis, greatly appreciated it and over the time of one year, succeeded to learn not only to cook but also to innovate and to share the same with the world.*

**"Anyone can be a Chef" actually turned out to be a reality!!**



## **CAREERS IN HOSPITALITY CAN INDEED BE VERY EXCITING**

### **BY CHEF SAURAV CHHABRA**



*No matter what people say or consider hospitality jobs to be like, the attraction, charm, appeal and the charisma attached to it are so great that it transforms you professionally and to a great extent, personally.*

*Yes, the hospitality trade known for what it is, the working hours can be long, tiring and at times strenuous but it is rare that you'll find someone with a hospitality job who doesn't have a passion for it. Another adage that goes for the people engaged in this profession is – Once a Hotelier, Always a Hotelier...*

*Let us look at some reasons why careers in the hospitality can actually be great!*

#### **1. You make people's day...**

*Whether you work in front or behind the scenes, or even if you're involved in the management of a hospitality business, every time you come into work you're making someone's day that little bit better. The hospitality business is all about people and to think of ways to make them happy.*

#### **2. Hospitality business is creative...**

*Quite different from the regular industrial production units, no two days are similar in hotel operations. One is always busy in innovating and in creating new products – be that food, drink or an experience. The scope of creating something new is always a matter of great pride as there is a lot of scope to do that – changes in service design can be brought about overnight, as against product design which has to first put in the drawing board and deliberated upon.*

#### **3. Hospitality throws open doors to the world...**

*People the world not only meet people from across the societies of the world but also get to over travel for tourism and business, eat, enjoy, and are exposed to new cultures all the time. Not only you as a hotelier get to know about new ways of life, you also get to learn a lot about their preferences, peculiarities and behaviour.*

#### **4. It improves your mobility...**

*Getting bored with your job profile? Find it to be too routine? No worry at all...!! Hotels offer the freedom and the liberty for you to move into other departments. One can easily adapt himself/herself in new departments as the functionality of all*

work areas are closely linked to each other. Further on, if you have had enough of hotels, move into the travel trade, airlines, cruises, airports and service establishments all over the world.

### **5. Go up the ladder at a faster pace...**

Apart from there being a potential for a horizontal movement, one can make his/her way up the ladder very quickly. If you work hard, acquire your qualifications, get on with customers and colleagues, and show initiative, very soon, you'll find yourself in a senior position managing people and managing hotels.

### **6. It's not a routine, 9 to 5 job...**

in case you are used to the routine jobs that require you to get up at the same time every morning, getting ready in the same attire, catching the chartered bus or driving to work at the same time each day, then you must know that you are not cut for a hotel job. Hospitality jobs involve a great deal of variety, not only in terms of the hours you work, but also in the work you do during those hours.

### **7. It trains you as a better person to deal with the world...**

Being for 8 to 10 hours in the company of guests, where you are required to smile, be courteous, alert and attentive all the time, brings about in you a very disciplined person and makes you ready to face the world.

### **8. Fringe benefits...**

The hospitality people are there to make sure that their customers have fun and that they too get to have some share of it with each other in employee perks. Getting special rates, getting to stay in hotels at highly discounted rates, where accommodations are upgraded and a few extras are thrown in by the managers as a special gesture are the perks that the people in the other industries hardly get to enjoy. Besides this, you get to meet or to see with your own eyes, heads of states, celebrities, film stars and other famous people, which for some people is a privilege that remains in but a dream.

### **9. It's a great atmosphere...**

Clean and beautiful environment, well done lobbies, restaurants, conference halls with the best of cuisines, travelling in style make the hospitality establishments as the best places to work in. this also instils in you the will to keep our homes neat and tidy, to serve our guests with complete professionalism and to bring about a smile on their face as well.

### **10. The trade will flourish and survive forever...**

Which industry has seen a growth of 400 % in just three decades? Which industry gets for a country a big chunk of foreign exchange? Which industry gives employment to the maximum number of people in a country...? It is obvious that it is only hospitality and nothing else. People engaged in this trade have always grown

## CONTEMPORARY TECH SAVVY HOUSEKEEPING BY CHANDANA PAUL

*The highly competitive hotel landscape at present has forced us to re-examine our operations to not only look for added efficiencies but also to see what we can do better. The overwhelming consensus is one of getting back to basics – that hospitality is and will always be a people business. Hence, improving our human capital will in turn have manifold benefits, both direct via improved productivity, for example, as well as indirect through, say, heightened guest satisfaction.*



*professional development for these team members will generate significant cost savings from a variety of underlying rationales.*

*Key to this pursuit is the deployment of new technologies that can streamline processes and provide the necessary continuing education to keep your team motivated and fully able to handle all responsibilities. Of course, because housekeeping is such a labour-intensive job, the department has been somewhat resistant to change. However, that's no longer the case*

*For each of the challenges in Housekeeping Department like 24 hr service of room readiness, risk of unclean rooms etc., thankfully there is now a software or hardware platform that can be utilized. All of these can then be tackled in terms of whether the results are immediate or evident over a longer period of time. And for the purposes of this discussion, these solutions will be kept bipartisan by not citing specific companies. Rest assured, though, all are well within reach.*

*The most abrupt game changer you can implement would be a holistic upgrade to your housekeeping management system, giving supervisors a greater degree of real-time control over their subordinates as well as broader analysis tools. In effect, 'real-time' means instantaneous updates to housekeeper schedules and room cleaning orders for the most efficient handling of priorities and a drastic reduction in paperwork. Of course, these contemporary systems are all built upon integrations for more seamless*

*cross-departmental communications as well as mobile apps to notify housekeepers already on the clock.*

*By connecting with the property management system (PMS), check-ins at the front desk can instantly be relayed to the executive housekeeper who can then automatically ping his or her team about the updated priority list. This alone helps dramatically to meet the demand for 24-hour room readiness, especially once the PMS is linked to airport timetables so hoteliers know when guests' planes have arrived at the terminal. Additionally, mobile apps can allow housekeepers to directly send automated alerts and photos of odd situations to engineering, thereby letting them deal with any maintenance issues before guest's notice. Similarly, lost and found can be immediately updated while security issues can be rapidly circulated for more effective coordination during onsite incidents or crises.*

*Another key benefit of building a dynamic management network between supervisors' computers and every team member's mobile device is heightened accountability. You know up-to-the-minute who has cleaned what room and when, as well as whether any supplementary service requests were inputted. Not only does this streamline room inspections, but errors brought up in online reviews can be traced back to specific team members for precise corrective retraining. Moreover, you will be able to identify which rooms take 20 minutes versus those that require extra attention in order to properly balance workloads and objectively assess output per room attendants, all of which in turn will decrease the average room turnaround time.*

*As for operational analytics, the same modern software that will help you automate shifts and staff communications will also allow you to better track cleaning times and more easily identify gaps in performance, floor routes or inventory. When combined with your customer relationship management (CRM) database – most likely via PMS integration – these tools will allow you to make staffing and service adjustments based upon specific guest preferences. Combined together with real-time management, this translates to significantly improved productivity levels as you are able to hone your processes within months of accumulating metrics.*

### **Popular Hotel Housekeeping Software Vendors**

*Flexi keeping, Hot SOS Housekeeping by Amadeus, Optii Solutions, Quore cleaning Plu*

## WHY IS IT IMPORTANT TO DELIVER PERSONALISED SERVICE

### BY MS ANSHU RAWAL



*When customers reach out to an organization or a business with their problems, all they want is a complete solution. They want customer service to be a seamless experience without having to go through multiple stages of addressing their issues, long wait hours, and unsatisfactory responses. Providing them with personalized services that are tailor-made to cater to their problems can help in building meaningful relationships. These relationships can give an edge to the businesses over their competitors who don't prioritize their customer service.*

*Personalization is more than paying lip service to customer's preferences; rather it is adding value to a customer's choice. But humans are funny creatures. Often times we prefer something because it is familiar to us. In fact, we prefer the familiar so much that the acclaimed psychologist Amos Tversky gave this phenomenon a name: familiarity bias. Preferences are built upon habits, where habits are established in the familiarity of repeated choices. Businesses, like individuals, must make choices in uncertain, ambiguous situations.*

*Product design demands a business choose between selling a product customer "prefer" as inferred from their previous choices, or selling a product that adds value to the customer's choice. Amazon's recommendations for similar products after you make a purchase is a great example. Decisions that consider what drives value for the customer are riskier by nature. Values are qualitative and variable as opposed to quantitative and fixed. Customers' values might change over time, leading them to feel "bad" about their decision to buy your service or product.*

#### **Tips to Deliver Personalised Services**

- 1. Get to Know Your Customers*
- 2. Be Available to Your Customers*
- 3. Give Your Customers Options to Choose From*
- 4. Ask for Customer Feedbacks and Reviews*

***Below are some benefits which businesses can derive by offering personalized customer service to their customers –***

- 1. It Lets Businesses Deliver Faster Customer Service*
- 2. It Offers You a Competitive Advantage*
- 3. Gives Power to The Companies to Meet Customer Expectations*
- 4. It drives customer loyalty towards the company*

# **DIFFERENT TABLEWARE AND THE DYNAMISM OF GLASSWARE IN HOTELS**

## **BY MR. DEEPAK THAKUR**



**Tableware** comprises of **dishes** used for setting a table, serving food and beverages. It includes crockery, cutlery, glassware, serving dishes and other items for practical as well as for decorative purposes. The quality, nature, variety and number of objects varies according to culture, religion, number of diners, cuisine and the occasion.

Setting of a table refers to arranging the tableware, including individual place settings for each diner at the table as well as decorating the table itself in a manner which is best suited for the occasion and can be more elaborate for special occasions.

A variety of glasses are used for serving different types of drinks in food and beverage outlets. Glasses are mostly named by the drinks that are served in them.

Glassware can be broadly classified as:

- Plain glass
- Cut glass

In spite of the attractiveness of cut glass, plain glassware is preferred over cut glass for following reasons:

- Plain and clear glassware brings out the colour of the beverage served.
- Plain glassware is more cost effective.

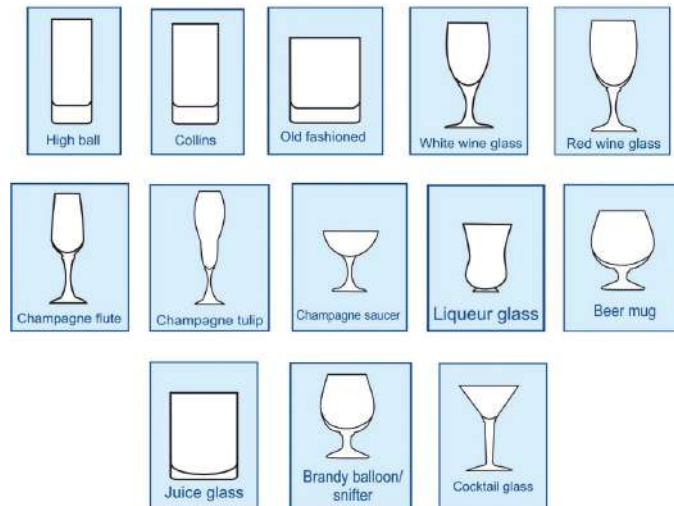
### **Types of glasses**

The parts of a glass consists of the bowl, the base or foot, and the stem. Glassware can be classified into three categories depending on their shapes/Uses:

#### **a. Tumbler:**

It is a glass which has only a bowl with straight, widened or curved sides. Purpose of having thick bottom for tumbler kind of glass is to avoid transferring heat generated from hand to the content of glass so that the liquid served in the glass





can be enjoyed in its original service temperature. Example: High ball, Collins, Old fashioned glass, Juice glass, etc.

#### **b. Footed ware:**

In such glasses, the bowl of the glass is on the base without any stem. This allows the warmth of the palm to be transferred to the beverage served, of which, both the aroma and taste can be enjoyed. Example: Brandy Balloon or a Brandy Snifter.

#### **c. Stemware:**

These glasses have all three parts, namely a base, a bowl and a stem. Since the beverage served in these glasses has to be served and enjoyed at the temperature below the warmth of the palm, the long stem serves the purpose of non-conduction of heat. Example: Red/White wine glass, Champagne glass, Wine glass, etc.

### **Types of Glassware used in hotels**

The type of glassware in which drinks are served, greatly effects its presentation. Some hotels have begun to use the same style of glassware for several beverages to reduce the number of types of glasses so as to maintain inventory. Hotel chains which consider value for money as an important criterion accept such glassware. Additionally, management should consider function as well as form when purchasing glassware for their F&B operations.

#### **Tips to select glassware:**

- Glass with Rolled edged and rims reduce chipping and cracking.
- Glassware with thick glass and certain shapes can also reduce breakage.
- Stemmed glasses are very prone to breakages, so while selecting stemmed glass choose designs which are harder to tip over.

## **EVERY EMPLOYEE OF A HOTEL IS A SALESMAN**

### **BY MR. KULMOHAN SINGH**



*Who says that the job of promoting hotel sales or that of building a fire wall around a guest is the job of the hotel sales manager only? Increasing sales and promoting business are obligations that must be placed in the hands of all the employees of the hotel, especially the ones who get to be in the direct contact with the guests, i.e., the people who pick you up from the airport, the doormen, the front office staff, the bell staff, the housekeeping and the food and beverage staff and the people engaged at the swimming pool, health club and the recreation services.*

*All employees have to be taught and trained about the fact that the selling and promoting of the services of a property has to be part of the responsibility of all the staff, irrespective of the job assigned to them or of the function performed by them. Everyone is obliged to participate in the task of promoting hotel sales. The laundry and housekeeping staff, who though might appear to be working in the back-of-the-house areas also get ample opportunity to work as salesmen – it is their work and their care which the hotels guest appreciates and develops confidence, assurance and self-reliance in the professionalism of the hotel.*

*The best hotels of the word are not necessarily the best looking hotels of the world. Three of the most important things to get a customer to extend a repeated usage to you are indeed very simple ones. A) Give the guest recognition and respect. B) offer a clean, comfortable and a quiet room c) make sure that he or she looks forward to coming back to your property.*

*People talk a lot about recognition. What is it actually? It is merely the act of stepping into the guests' shoes, understanding them better, getting to know closely their needs, wants and desires and making all efforts to try to fulfill them. This simple act shows the personalized service, the warmth, the care and the concern that all the guests look for and these little things are the easiest ones to do.*

*Happy and contented guests always tend to ignore small faults as they do understand that your staff is trained and efficient and that the systems and procedures of your hotel are well designed and oriented towards extending a warm and a personalized service. This positive attitude is the result of a series of encouraging past experiences that drive him or her to confirm deeply the high standards of service that the hotel holds and the respects that it has towards maintaining its standards.*

*My conclusion is that each and every member of the hotel team, irrespective of whether he or she is in direct contact with the guest or not contributes tremendously towards safeguarding and protecting the guests, which, in itself is one of the greatest marketing activities that a hotel can ever imagine of.*

# 11 THINGS YOU ONLY KNOW IF YOU ARE ADDICTED TO CHAA!

BY SANCHI ARORA

4<sup>TH</sup> SEMESTER – BACHELORS IN HOTEL MANAGEMENT



1.If you are invited to somebody's house for the first time and you're nervous, you do a little mental bump when they offer you a cup. As soon as it is in your hand you feel at ease and can talk about INDO-CHINA WAR (just kidding), tea is not just a beverage but a feeling , a feeling of Sukoon I must add.

2.Sometimes you need more of it :There are times when you are having such a good tea that just a cup is not enough so when you finish it you quickly rush to the kettle to have more because you just enjoyed it so much.

3. It's never the same

When you add some more of it, it's never going to be the same as the last sip because of temperature. So you decide your mugs are not big enough.



4. You have special cups for tea (now don't come up with ' you don't ' because every house does ! You have special tea cups that you must have your tea in. you hardly ever finish the whole tea but it's better to leave some of them to experience the horrors of point 3.



5. Certain foods cannot be eaten 'tealessly'

If your mother offers you a muffin, your response would be ' OKAY BUT FIRST TEA?'

6. Your bedroom looks like a tea shop

You have got empty tea cups everywhere because you forget to take them to the kitchen once they are empty and you come back to your room with another cup of tea and this cycle is never ending.



*7. When people say you have too much caffeine*

*You are like ' what? It's just tea '*

*8. If you meet a guy/girl and you like them but they don't drink tea*

*Your heart sinks because what about having a cup of tea in bed together*

*9. Your tea habits have evolved*

*You used to have two sugars when you were young, but you slowly learned the wonders of sugarless tea. But you chuck a bit in if you're at a café' or something.*

*10. When you say No to tea*

*You decide to have one but then you have to wait before you can make*

*one because the person who offered is going to be like' don't you like the way I make tea?' even though the answer is probably NO because nobody make sit like you do.*

*11. When you have a friend that loves tea as much as you do ' we're going to be best friends forever, you know that right?'*



## EXPERIENCE AT HOTEL SHEETAL REGENCY BY YASH AGRAWAL – SEMESTER IV

*Hotel Sheetal Regency is a 3-Star deluxe hotel situated in the auspicious land of birthplace of Lord Krishna, Mathura. We booked the hotel for 1 night and 2 days via online travel agent. We booked their luxury room which was spacious enough to accommodate 4 persons.*

*When we reached the hotel, we were cordially welcomed by their general manager. We were allotted a nice room with a view of the garden and we could sense that our room had been properly sanitized. At the time of our entrance to the hotel, the temperature checks were duly done and even our car and luggage were thoroughly sanitized. The staff welcomed us with garlands and served us a local welcome drink, Lassi, made from milk and curd. The process of check in was quick and easy and the staff was courteous and helpful.*



*Sheetal Regency is situated in the heart of Mathura. The rooms were neat and clean. Special attention was given to hygiene by all staff in the hotel. All employees were wearing hair caps, masks and hand gloves. We found the environment of the hotel to be very energetic and positive. Being new to the city the Front Office staff guided us to a few interesting sightseeing places.*



*The Krishna temple was at a walkable distance from the hotel. After our sight-seeing we came to the hotel, took some rest and ordered our dinner. The food was very tasty and was served very professionally. We have been to many hotels but we never had such a delicious meal. Next day, after breakfast though there were many options for us (local, American, continental and oriental cuisines) we preferred the local cuisine over others.*

*After breakfast, we checked out from the hotel and proceeded toward our next destination. It was an enjoyable experience which is going to last for a long time in our memories. I personally recommend everyone to visit this hotel and experience the hospitality and to enjoy sight-seeing at the city.*



## DIGITAL PRESENCE OF THE SCHOOL

### **Podcast for Spotify**

[https://open.spotify.com/show/1p41GrdHc22Q4RkDPQFrAx?si=OkDgSkSITJGp3JImqH56JA&utm\\_source=whatsapp](https://open.spotify.com/show/1p41GrdHc22Q4RkDPQFrAx?si=OkDgSkSITJGp3JImqH56JA&utm_source=whatsapp)



### **Blog**

[Vatelblog@sushantuniversity.edu.in](mailto:Vatelblog@sushantuniversity.edu.in)



### **Youtube Channel**

<https://www.youtube.com/channel/UC4YPFEod0-yP2ndPyfHJVpg>



### **Instagram Profile**

<https://www.instagram.com/vatel.india/>



### **Facebook Page**

<https://www.facebook.com/profile.php?id=100010074876093>



### **Website Landing Page**

<https://sushantuniversity.edu.in/vatel-hotel-and-tourism-business-school>



