



HOTEL & TOURISM
BUSINESS SCHOOL

HOSPITIUM

VOL - III

July - September 2020

NEW HOPES / NEW HORIZONS



FROM THE **Dean's Desk...**

Dear Readers,

As I put into your hands the Volume – III of HOSPITIUM, I can see that we have come across a long way from the time we started getting to know about the pandemic, to this day when we are already equipping ourselves to win the war over it. Historically speaking, human race has suffered, fought back and overcome worst of plagues, emergencies and outbreaks. All these crises have taught us valuable lessons and we have emerged stronger, sturdier and far more resilient than before.

At the education front, in spite of the limitations imposed by the environment leading to absolutely no physical contact with the students, we at the Vatel Hotel and Tourism Business School have done our best in not only delivering online classes as scheduled but also have been successful in conducting examinations and promoting our students to subsequent semesters. Now, with the circumstances appearing to be gradually getting back to normal, the systems and procedures of pedagogy, it is hoped, would begin with full enthusiasm and fervor.

There have been a few NEW things at our Vatel Hotel and Tourism Business School – A new batch of students have joined in as the Class of 2020, the University is wearing a new look and has even got a new name – we are now known as the Sushant University. The Ministry of Human Resource Development has introduced a new Education Policy, which is more student-friendly and makes learning a more practical and a meaningful exercise. The Sushant University also subjecting itself to being accredited by the National Assessment and Accreditation Council, which will add a 'big feather in our cap'. Besides this, the School has, over the past few months, conducted around 40 webinars including several pedagogy-related activities.

As the new students have joined us with anticipation, hope and optimism, we are prepared to make sure the very purpose with which they chose the Vatel Hotel and Tourism Business School, is realized, that they do their best and emerge as the global hospitality professionals.

Best regards...

Prof (Dr.) Garima Parkash



COVID-19 – How the VHTBS overcame the challenge and surged ahead

From the desk of
Mr. Laurent Guiraud, Director - Vatel India

The world of hospitality is designed to be robust, vigorous and strong, not only because it has to take care of guests but also because it has to assume responsibility of the sustenance of several families whose members work for it and put in the best of their efforts to make it grow and prosper – even in the most adverse circumstances.

As we all eagerly look forward to an entirely new beginning, we are gearing ourselves to welcome the guests in their new Avatar, with different needs, wants and, of course, with a few special exigencies. Being able to readily mold themselves to the most contemporary environmental changes, the hospitality and tourism sectors are all ready for it.

The Vatel schools all over the world have been affected by the pandemic but all of them, as we have done here at the Vatel Gurgaon, kept the action going 'behind the curtains' without any important activity having been missed out. The focus now is more towards assuring hygiene, cleanliness, safety and security and the general happiness of the students while making sure that the very purpose with which they sought admission in this very fine institution is eventually realized.

I communicate my **best regards** to all.



FROM THE **Programme Director's Desk**

Dear readers,

Notwithstanding the fact that these are challenging times for all sectors, especially for hospitality, we cannot but be wise enough and think of the positives that the current circumstances have bestowed upon us. The trainers in the hospitality institutes as well as in the hotels have now become far more Tech Savvy and have learnt the art of conducting sessions, wherever they (or their students) may be, even from the moving vehicles. This, on the other hand, also eases to a great extent the convenience of students who can electronically interact and contribute wherever necessary.

Furthermore, the scope of the training sessions conducted online have become wider and the students, as well as the other enthusiasts have quickly adapted themselves to the technological aspects involved in the delivery of these programs. This has also given rise to the number of short-term programs and to specialized workshops. The advantage of these valuable instructions are that they have thrown open immense opportunities for people at home to learn the peculiarities of ingredients and the cooking procedures which were explained and demonstrated step-by-step. The dishes that needed lesser amount of ingredients were more appreciated as they entailed rather simple procedures.

A major impetus, assistance and hand-holding has been extended by user-friendly platforms including Instagram, Facebook and YouTube which have been instrumental in the promotion of these workshops.

Another aspect to write home about is that the resources and faculty members have welcomed this transformation as inevitable and have shifted from their stand of technologically impaired to being technology-advanced people...

Sunil K Arora



FROM THE **Editor's Desk**

Dear readers,

"I wanted to study hotel management because I wish to see myself managing of one of the greatest hotel properties in the world." – **A General Manager in the making...**

"Since a long time I was attracted to this industry as one gets to meet people from all over the world and that's where I find a lot of excitement as I just love meeting different societies." **A Hotel Marketing Manager in the making...**

"Cooking is a passion for me and I enjoy experimenting with different ingredients – the final dish (at times) turns out to be great." **A Chef in the making...**

The above are but a few statements expressed by the new students during the time when they were seeking admission at the Vatel Hotel and Tourism Business School. The amount of enthusiasm, will, passion and keenness with which these young students have joined the hospitality course is indeed unfathomable. Their interest in learning, be it confectionary, Indian curries, continental baked dishes, the art of serving guests at a restaurant or gaining proficiency in a foreign language, since the time that they started attending classes has grown manifold and these students now appear to be rather desperate to physically doing it with their own hands. They are anxious to learn by presenting themselves physically in front of teachers.

It is this zeal which we will need to harness and which stands to be the only way forward for these young students to achieve one day the destination with which they have started this 4-year long journey with us...

Best regards

Kulmohan Singh

THE CONCEPT OF THE CAPSTONE



CAPSTONE, meaning “To have something ready in an impressive way” is the most appropriate term that the Vatel Hotel and Tourism Business school thought of to name the beginning of acculturation classes for the new students.

These introductory classes helped the students get a first insight into the world of hospitality and helped them in being firm with their decision to pursue a rewarding career in this trade. This facilitated not only in the students re-assuring their confidence in the trade, but also dispelled doubts as to what all the industry might have in store for them.

This Capstone course was duly consummated by certificates of participation awarded online to all the participating students.



Online Practical Classes

To ensure that students do not miss out on the practical part of the subjects, the school made special arrangements for conducting online practicals which was not only exciting but presented itself as a challenging task. The faculty members had to move out of their regular zone of being a hospitality expert and take up a role similar to an expert of the Information Technology Expert. Live sessions of the practicals were conducted wherein the faculty members were not only ensuring that they share the right knowledge but were also able to maintain a seamless telecast of the sessions.

No matter, in which part of the world the students were joining these sessions from, it was guaranteed that they do not miss out on any part of the action. Students also were seen giving their inputs in the form of knowledge sharing and were raising doubts wherever they found the discussion difficult.

SNIPPETS

Briefs about the various webinars conducted by the Vatel School

Beauty of Tourism in the Rural India...

Students of hospitality management must, on one hand, learn in their classrooms and in their laboratories the technical and theoretical aspects connected with hospitality and should, on the other, appreciate tourism as a global phenomenon which touches everybody's heart. They should be aware of the obligation that they have towards this industry as an important and a significant sector contributing towards the world economy.

The Vatel Hotel and Tourism Business School organized a poster-making competition, the theme of which was RURAL DEVELOPMENT. "We thought of this being as the theme of the Tourism Day as we know that tourists enjoy and adore nature abundant in the rural India and have a wonderful time connecting with countryside and interacting with natives of the villages." says Chandana Paul, faculty in-charge of the competition.



The man who served the TITANIC lady talks about Careers in Wines and Spirits...

Ajit Balgi, an experienced veteran, an old hand in the world of wines and a renowned Indian sommelier says that given the fact that India is still a virgin country with regard to the understanding of wines and their consumption, the scope of sommeliers in this highly populous country, which is gradually coming to terms with the wonders of wine, can indeed be very rewarding. "Even upon having accomplished my dream of becoming a sommelier, I feel that I am still growing in my career as this pursuit is endless." Says Balgi.

Sommeliers boast not only of their "highly paid job" status, but also enjoy the privilege of travelling the world over, especially in countries where wine is appreciated and relished by almost everybody.

There is a bit of hotelier in everybody...

Absolutely new, unexposed and fresh though may the new students of the first semester at the Vatel Hotel and Tourism Business School appear to be, they are in no way short of the excitement and hold great enthusiasm which is the main virtue amongst the successful hoteliers of modern times.

There is a bit of hotelier in everybody - making the house look spic-and-span, extending a warm welcome and looking after guests and bidding them farewell so that they look forward to visiting you again is what the hospitality trade is all about. Everybody does it in the best ways and means available to them and the professional angle given to such an activity is what hotel management is all about.

The newly joined students demonstrated their penchant for the industry by way of tidying up their wardrobes, bookshelves, personal affairs and their room in general. "I enjoyed this, this real fun and now, I will make sure that my rooms and all my things are always kept as tidy as they are now" says a student enthusiast.



Exemplar Transitions in housekeeping... INTERNATIONAL WEEK HOUSEKEEPING

Ms Aasha Pathania, a hotel management graduate and MBA in human resources, now holding the portfolio of Assistant Vice President, Housekeeping with PVR Cinemas, looks after 176 auditoriums of the company and has backing of as many as 2000 personnel. “We though haven’t started our business but have, since long, begun the process to think, whenever the due permissions comes our way, of ways and means to re-start our operations, in which we have to look, study and follow. Our SoP’s will change as the atmosphere has altered itself” she says. “Good housekeeping is a joint action and a good result is possible only when every other department is cooperating and understanding the company’s common goal.”



India is poised to be the largest producer and consumer of Wines...

By Gagan and Magan – Sommeliers of international repute.

Who says wines in India are have no history and are considered to be relatively new beverages which still need to catch on to the roots? Fact is that our ancestors in India started partaking of wines almost 1000 years ago, in an era when none of the European countries even existed or when the thought of making wine from grapes ever crossed their minds.

“SamudraManthan” a term existing in the Indian mythology, which consisted of churning of the seas to extract 14 precious jewels and the ‘nectar’ for Gods, deities and divinities, signified amply that the nectar was actually a type of wine, which was deemed to be the ‘Elixir of life’

Of Flying Buffets and drive-in weddings...

Ms. Hem Kashyap, a renowned name, who for her fully dedicated commitment towards delivering quality, has over the last couple of decades, made for herself a big name in the international arena of banqueting and event management. The purpose, though, of inviting her as a resource person in a webinar was to come to terms with the magnitude with which the current situation of crisis has affected the allied branches of hospitality, Hem went out of her way in deliberating upon how the future businesses would equally get affected in the long run.

The event companies, just like the banqueting and hospitality establishments in India have suffered a serious blow in so much as not being able to even keep afloat in business. “Events that we are used to doing are generally on a big scale and tend to involve rather voluminous amounts of finances. We never thought anybody would ever engage us for an event involving just fifty people. It is unimaginable to put up a theme or a design, neither can the event be enjoyable in case the numbers are so low”, says Hem. “Real excitement comes in parties of 500+ people, especially at world famous destinations. For the time being, there are no numbers, no travel, neither any destination”



Advantages of MBA over a Masters' Degree in Hospitality...

"Whereas a Masters' course in hospitality might groom you into a qualified operator in the realm of hospitality, the MBA can change the way you think and can bring out the real Businessman in you" – says Dr. Garima Parkash, Dean, Vatel Hotel and Tourism Business School who conducted an eye-opening webinar on the advantages that an MBA course has over a simple Masters' course. MBA leads you towards a head-start and this is what one needs at the very initial stages in life...



The Hardest Things Are the Easiest to prepare...

Keeping the tradition of exposing the students to the latest happenings and having them listen to the best of discourses and demonstrations delivered by the renowned experts of the industry, the Vatel Hotel and Tourism Business School invited Chef Anand Panwar a highly dedicated and impassioned Chef Boulanger who is in deep love with his profession.

Having trained under Chef of eminence Lucas Cousteau and having worked at the Grand Hyatt, Marriott, Sheraton, Clarion and in the pre-opening chef for Lodi Hotel New Delhi and the DusitDevrana as corporate chef, Anand has a deep-rooted experience in the trade.

How to win customer confidence?

The hospitality and tourism sectors, by virtue of being principally guest-centric and guest-oriented, cannot, in whatever may be the prevailing conditions, separate themselves from giving a personalized service, exhibiting thereby a closeness and proximity to the guest and exuding the warmth of welcome that the guests so much look forward to, deserve and pay for.

Away from the normal talks concerning the future of hotels and service establishments in the wake of the impact of COVID, the Vatel Hotel and Tourism Business School thought of tweaking the subject a bit and talking about the travel trade in detail, for which Karan Chhabra, a young-age veteran was invited to talk and carry out some ramifications about the way this pandemic was progressing



Hospitality sector is poised to get back to business much faster than any other industry...

In a yet another webinar in Hospitality 2.0 NCCO (New normal, careers, challenges and opportunities) series, the Vatel Hotel and Tourism Business School invited specialists to talk about regaining customer confidence – post-COVID Era.

Much has though been said and deliberated upon by various organisations about the way the hospitality trade would rejuvenate itself after the spell of Covid and would catapult itself back on the track, little has been discussed as to how confident would the customers feel about getting back to the hotel and performing tasks which they so liberally used to do earlier.

Ms, Shilpi Sharma of Westin and Mr. Tushar Abrol of the Vivanta by Taj brands, both of whom incidentally look after training and learning departments, spoke about the cloud of uncertainty and fear amongst people at large regarding how long for this situation would last. “We are in the process of learning, unlearning and re-learning and must adapt ourselves with the changes in the environment. We will do all that is possible to regain customer confidence and re-state their loyalty” said Shilpi.



Webinar Series
Hospitality 2.0
NCCO
(New Normal, Careers, Challenges & Opportunities)

Reclaiming Customers Confidence in Hotels -
"Planning strategies for a stronger comeback"

Saturday, July 11th 2020
11:00AM TO 12:00PM

ANSAL UNIVERSITY
VATEL HOTEL & TOURISM BUSINESS SCHOOL

FEATURED SPEAKERS

- TUSHAR ABROL
LEARNING & DEVELOPMENT
MANAGER
VIVANTA By Taj
- SHILPI SHARMA
COMPLEX TRAINING
MANAGER
WESTIN CURRICHAM
- Ms. Anshu Anand
MODERATOR

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ansal University
DAY 2: 4th August 2020
CONTACT CENTRIC TO CONTACTLESS
THE NEW NORMAL IN THE HOTEL INDUSTRY

MR SAJID MAHMOOD
MEMBER OF THE BOARD OF ADVISOR,
SIGNUM HOTELS & RESORTS

Mr. Sajid is a BA (Honours) in Economics from Kirori Mal College, University of Delhi & Alumnus of IIM PUNE.

He has been associated with various multinational hotel brands like Swire Personal Suites, General Manager of Country Inn & Suites Jaipur, Head of the Sales & Marketing of Carlson Hotels in India, Vice President - Marketing, Sarovar Hotels Pvt. Ltd., Vice President - Development, Trivison India Pvt. Ltd. and many others.

He has won many accolades and recognitions which includes Carlson General Manager for the Year award 2007. "Yes I Can" reward for positive approach for 2008 & hotel received "Carlson Presidents Award" for 2007.

LINK TO JOIN
<https://bit.ly/3jCb3Nj>

Human Contact is No More Essential in Hotels...

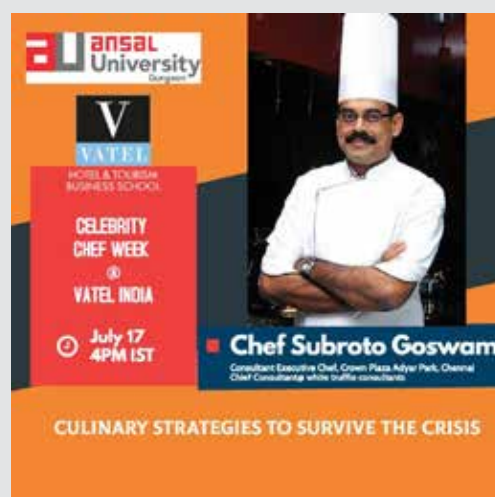
The situation of pandemic has, besides making people at large deliberate upon the various situations of perils and hazards, brought about a sense of security amongst them in the light of several solutions to combat the Covid being practised by the hotels. Several studies and researches have become more focussed and are concentrated towards only one goal – that of instilling amongst people a belief that there are no two ways about the truth, that sooner or later, this pandemic will have to disappear and that normalcy would be restored at the earliest.

Till now the principal resources of the various webinars conducted have deliberated upon dealing with the pandemic at a very large, macro level, wherein the effect on business and the future of Tourism on broader terms had been touched upon. That being so, getting down to the microscopic and minute study of the daily

systems and procedures as to what would be the new normal with regard to the micro systems in hoteliering, still had to be elaborated upon and the Vatel Hotel and Tourism Business School could not have found a person better than Mr. Sajid Mahmood a veteran in hoteliering now a consultant for new hospitality ventures.

Let's be ready to ride when the BUS arrives...

Chef Subroto Goswami, one of the leading names in the world of Gastronomy, a pass-out from the Oberoi Center for Learning and Development from where he debuted his career and stayed on for 15 years. It was here that on one day he, when as but a Sous-Chef, was called upon, by virtue of his excellence in his art, to spearhead the food production of a special event at The Oberoi Srinagar, an event that was hosted by nobody else than Rai Bahadur Mohan Singh Oberoi, the Founder-Chairman of Oberoi Group. It was at The Oberoi New Delhi that Chef Goswami was part of the opening team of La Rochelle, the famous fine-dining French restaurant and the moved on to Bangalore to set up Delicatessen at the Oberoi.



ansal University
VATEL HOTEL & TOURISM BUSINESS SCHOOL

CELEBRITY CHEF WEEK
VATEL INDIA

July 17
4PM IST

Chef Subroto Goswami
Consultant Executive Chef, Crown Plaza Adyar Park, Chennai
Chief Consultancy while in the service

CULINARY STRATEGIES TO SURVIVE THE CRISIS

He though worked at different hotel groups, he found Hyatt Group to be 'ahead of others' with regard to innovation and advancement in the culinary field. His discovery to his amazement and dismay, was when he found in the capacity of the executive chef at the Radisson Punjabi Bagh that the clients were showing preference towards vegetarian food. "Being in the Punjabi Bagh area, I thought the non-veg dishes, on which I was doing a great amount of innovation, would be appreciated by the Punjabis living close by, but this was an unexpected discovery, so much so that some of these clients wanted their food without onion or garlic."



The man who made LAROUSSE his pillow...

Hailing from a traditional, middle-class Bengali Family, Sujan Sarkar has deep history attached to his career. His desire to become a fashion designer was overtaken by his passion and he ended up as co-founder of the two most exciting modern Indian restaurant brands with five locations in the United States and one in New Delhi in India. "Though I had the toughest time of learning in India I admire the gastronomic potential it has, owing to its rich gastronomical heritage."

His first restaurant in the USA called Rooh, opened in early 2017 at San Francisco soon won the 28th position as one of the most critically acclaimed Indian restaurants, not only in San Francisco but in the entire country. This was followed by Baar Baar an outlet with exciting brews and mixes.

A Degree in Hotel Management opens many doors and offers innumerable opportunities for professionals all over the world...

Hospitality management, due to its main characteristic of encompassing all that is directly and indirectly concerned with the daily lives of human beings, stands to be a vast and enormous domain. At a superficial level, it though might mean just making people happy and comfortable, we see that in its modern version, it has undergone a revolutionary innovation, improvement and modernization, thus positioning itself as a sector that generates employment for millions of people and favorably affects the economies of the world. Hospitality has now become the science of art and the art of a science.

The expansion of its realm, with regard to its main divisions, sub-divisions, has acquired a wide domain and the amount of human resources to whom, besides careers, it throws open avenues of entrepreneurship are indeed phenomenal.

Celebrating Independence Day...

Despite the challenges of the pandemic, the Sushant University upheld its obligation towards the nation by the Vice Chancellor Dr. DNS Kumar formally hoisting the Independence day flag, delivering a speech and distributing sweets.



Sushant University Establishes Center for Foreign Languages...



With the world becoming smaller and compact every day, the possibility of the inter-mingling of cultures, exchange of principles and philosophies and the enhancement of business relations is constantly on the increase. The knowledge of a foreign language in such circumstances will not only be advantageous in further strengthening commercial ties, but also will help in bringing together the peoples of this world. It is in keeping with such an anticipation that the Sushant University has tied up with an international foreign language institute, which will, for the time being, deliver online lessons to students.

The application is extremely user-friendly as it not only gives multi-choice questions, it pronounces the words repeatedly and proceeds further only when the student

achieves a mastery of the concepts of grammar and composition. The languages covered in this programme are – French, German, Italian, Spanish, Portuguese, Mandarin, Russian, Japanese, Arabic, Polish, Turkish and, of course, English.

A Pilot course to make the students familiar with the programme was conducted for a period of 30 days, followed by which several students expressed their willingness to further continue the programme. In appreciation of the response, the Sushant University is seriously thinking in terms of introducing this as a credit-valued course which will be mandatory for students across all schools of the Sushant University.

A FOCUS ON THE NEW EDUCATION POLICY (NEP)

The Indian higher education system has seen a sea change with the government introducing the NEP 2020 since it focuses more towards the much-needed structural reform, thereby giving to our country a skillful, talented and a professional younger generation. The digital India's initiative is expected to get a big boost in the domain of online and digital courses.

The initiative for India to be ultimately positioned as a destination of global study at affordable costs will bring about a matter of enhancement to the Indian economy. Furthermore, the emphasis given to multi-disciplinary research will promote high quality teaching and research and on the other hand, will offer to the students the liberty to pursue their deep-rooted passion. Students will therefore be able to follow their aptitude and excel in the discipline that they like the most. Such a student-centric learning system is what everybody, the students as well as the teachers were eagerly waiting for.

The introduction of mother tongue as the medium of instruction at the primary level is, what every teacher calls as a 'revolutionary step'. This is a learning that we have adopted from several other successful economies of the world who fall in the range of top 20, in terms of GDP.

The new education policy aims at achieving an experiential, integrated and an entirely student-focused, collaboration based and analysis-driven pedagogy, which will help keeping up with the digital transformation and will play a big role in achieving these objectives besides shaping the future of our children.

The NEP is a Blue Ocean...

The long-awaited National Education Policy (NEP) announced recently by the Government proposes an extremely open, practical and a fast-track system of instruction and pedagogy. Sushant University, in its ongoing endeavors to keep track of the latest developments in the field of education and training, has been a forerunner in not only bringing to light the updated developments in this domain in the world of education but also has done its best to put them into practice.

In the first link in the chain of Webinars proposed by the Sushant university on the theme - NEP 2020 - The Confluence of Education and Skills, Sushant University invited the eminent academician Prof. Dr. A.K. Mahapatra Vice Chancellor, Shiksha O' Anusandhaan, a deemed-to-be university to deliver the keynote address and was very eloquent about the new features proposed in the NEP and termed education and health as 'Two Pillars of the Society'. "The declaration of the NEP, which is a result of profound study, research, examination and exploration in various fields, sub-fields of education at a micro level initiated by the Kothari Commission about 3 years ago, envisages a holistic, all-inclusive, real-world and a meaningful progression of the pedagogic system at the primary, secondary, under-graduate post-graduate and at research levels."



Scaffolding Strategies – Enhanced Learning for Students...

The second webinar as a link in the series Confluence of Education and Skills, the theme for the webinar on Thursday, October 01, 2020 was Scaffolding Strategies – Enhanced Learning for Students.



Dr. Chhavi Bhargava, Executive Director and Dean, faculty of Behavioral Sciences, Manav Rachna University, New Delhi was invited as a guest of honor. She started her keynote address by saying that that the implementation of NEP is like moving beyond the regular delivery of curriculum and its transition to a much broader perspective as it encompasses a wide spectrum of educational outcomes. "NEP is conceptually very strong and is a big move for all of us" she said.

Detailing the metaphor of scaffolding, the doctrine of "I do, We Do" You do blends itself

well with the allegory of a scaffolding, as the scaffolding is raised by the teacher, followed by which, for a given period of time, the student and the teacher stay closely connected and, once the teacher senses that the student is confident enough of moving ahead on his own, the scaffolding is removed and the student is given to proceed further and take on the world.

We as teachers are products of our past...

The theme of the third webinar conducted by the Vatel Hotel and Tourism Business Studies on Thursday, October 08, 2020 was How NEP is focusing on creating 21st century teachers.

As a preamble, the presenter of the webinar, Ms. Chandana Paul, assistant professor, in her opening address said – "A teacher must have the capability to produce competent creative, skilled, employable and ethical learners – this is a common factor as it displays the quality, competence and the character of the teacher"

Professor Ashok Lal, while talking about the NEP, said – "There are three fundamental and strategic policies which are embedded in the NEP:

1: Each student should have the ability and the freedom to choose a discipline that suits him or her the most. These young students should not become captive to a stratified education system.

2: Development of collaborative work cultures. Since a single narrow work is not enough to do practical work – there needs to be a collaborative structure and one should be able to relate his or her specialization with other disciplines.

3: Prof Lal spoke about something more complex by saying that though it wasn't written in the NEP document, there is a need to transmit META knowledge, which is about having the understanding of the context and applicability of your knowledge field in a larger frame with which you perceive or, in simple terms, having the knowledge of what knowledge is about and relate the same to the world. That META knowledge something that you grow with after many years of experience and you develop a framework of thinking which enables you to deal with more complex experience and thinking.



Far into its future...

As the fourth webinar in the series named NEP 2020 – The Confluence of Education and Skills, the theme was 'Transformation in education', which was participated by eminent thinkers, philosophers and theorists. Given below is the report on the same: Talking about the 3rd NEP, prof Shanthakumar said that the last NEP was formulated in the year 1986 and after the lapse of 34 long years we really needed to have an introspection and improve upon the existing paradigm. "India will have the maximum population of young people in this world over the next decade and our ability to provide highest educational opportunities to them is certainly going to determine the future of our nation. By 2040 we have to have an education policy which is 2nd to none." He emphasized greatly upon the truth that education should be accessible to all learners regardless of their social or economic backgrounds.

"The vision is to create an education system which is rooted in the Indian Ethos that contributes directly to transforming India and making India a global knowledge superpower." He said. The education systems must develop amongst students a deep love for the Constitution. To create one's roles and responsibilities in a changing world, thus making them truly global citizens. Equitable quality education to promote lifelong educational learning opportunities for all is what the NEP also proposes. All the targets and goals set for 2030 can be achieved, we just need to re-configure the entire education system.

It is not your degree but your skill that gets you the job...

This was the ultimate webinar in the series of webinars under the umbrella of Confluence of Education and Skills, which was conducted on Thursday, October 22, 2020 elaborating upon the subject of Imperatives and Impacts.

Dr. Vibhuti Sachdev, dean, Sushant School of Art and Architecture initiated the webinar by elucidating about the thin line of difference being construed amongst the Multi-Disciplinary, Inter-Disciplinary, Trans-Disciplinary and intra disciplinary terminologies. "All disciplines are forged from the standpoint of but one discipline. So how can one be a multi-disciplined person is the question that needs to be addressed"

Prof. Pushpesh Pant – a specialist in International Relations, a food critic and a historian who delivered the keynote address spoke about a few intriguing aspects of NEP by way of glorifying its elements and highlighting the scope that they would accrue in the Indian context, especially by virtue of the country having a large chunk of population being under the age of 30. The two significant factors he cited were that the Ministry of Human Resources Development was now being named as the Ministry of Education and that in the new NEP there were several exciting giveaways and takeaways.



FACULTY ARTICLES

The Wonderful World of Hospitality

Mr. Kulmohan Singh

The world of hospitality, known for having scope for numerous opportunities of innovations and novelties is full of excitement, wonders, miracles, marvels, spectacles and surprises. The following facts compiled from various sites and might prove to be interesting for you.

THE OLDEST HOTEL IN THE WORLD -

Nishiyama Onsen Keiunkan Hotel in Japan is more than 13 centuries old. 52 generations of the same family have owned this traditional Japanese inn.

THE LARGEST HOTEL -

The world's largest hotel, based on the number of rooms is Resorts World Genting, Pahang Malaysia. It has 7,351 rooms including 3,164 standard rooms, 292 deluxe rooms, 480, superior deluxe rooms and 136 World Club rooms.

THE LARGEST HOTEL SUITE -

the Grand Hills Hotel and Spa in Broummana Lebanon called ROYAL RESIDENCE has an area of 44,465 sqft which is spread out over 3 pavilions and 7 stories.

TALLEST HOTEL -

The tallest hotel of the world is GEVORA Hotel Dubai. It has 528 rooms spread over 75 floors.

LARGEST SPA RESORT -

Mission Hills Haikou - Hainan - China with the surface area of 80 sq. kilometers and having the second largest SPA resort in the world.

SMALLEST HOTEL -

El Hausi in Germany is the smallest hotel in the world. It is constructed barely in the area of 173 Sq ft., in which, only 2 guests can stay at a single time.

HOTEL WITH MOST BEDS -

Izmailov Hotel in Moscow has 7,500 beds

THIS HOTEL KEEPS ATTACK HAWKS AS

PART OF THE STAFF - The Grand Hyatt at Cannes, France, where only celebrities and A list guests stay. The trained hawks chase the seagulls and eagles which at times are a source of great disturbance for their rich guests.

MOST EXPENSIVE HOTEL PURCHASE -

In October 2014, Anbang Insurance Group, China purchased the Waldorf Astoria New York for USD 1.95 Billion

MOST EXPENSIVE HOTEL ROOM TO STAY

- EMPATHY SUITE SKY VILLA Palms Casino Resort, Las Vegas has an area of 9000 sq. ft with a tariff of 100,000 USD per night. There is however a condition - you have to stay for a minimum of 2 nights (and also pay for the same)

PALACE OF SALT -

Palacio de Sal - BOLIVIA - Made entirely of salt blocks. Guests cannot lick the walls.

BRIGHTEST LIGHT IN THE WORLD -

Luxor Sky Beam - atop the Luxor Las Vegas Hotel's main pyramid. The beam of light can be seen till a distance of 443 kilometers.

WORLD'S TALLEST ATRIUM -

Hotel Burj El Arab in Dubai, UAE, which is 180 M High

HOTEL LOCATED ON TWO BORDERS -

Two country borders run from the middle of this hotel - Hotel Arbez located on the border of Switzerland and France. The international border bisects into two, the master bedroom, dining room and kitchen in clear halves. This hotel was originally structured as a grocery store

HEAVIEST HOTEL RELOCATED -

Fairmount Hotel, San Antonio Texas - built in 1906 was physically moved 5 block away using 36 cranes and pneumatic equipment in order to make room for retail and lodging which later on became the Marriott Rivercenter Hotel. The reason behind not demolishing it and moving the Fairmont hotel was to save the historic structure of the hotel. The crews moved 3.2 million pounds building from the intersection of Bowie and Commerce Street to La Vilita.

MOST EXPENSIVE OMELETTE -

Le Parker Meridien Hotel at New York serves the most expensive omelette - ZILLION DOLLAR LOBSTER FRITTATA - Full pound of Lobster more than has a pound of caviar. It is priced just at USD 1000.

TALLEST REVOLVING DOOR -

the Novotel Citygate Hotel - Hong Kong has 15 feet tall revolving door.

THE MOST NORTHERLY HOTEL -

The Radisson Blu Polar Hotel in Norway is the northernmost full service hotel located 800 miles away from the north pole.

MOST SOUTHERLY HOTEL -

the white desert hotel camp in Antarctica is the southernmost hotel in the world. 13,500USD PER DAY TRIP from the Cape Town - South Africa

THE MOST REMOTE HOTEL -

THE White desert hotel in Antarctic - it gets barely 1000 people a year Antarctic, which is less than even four in one single day.

LARGEST ICE STRUCTURE -

ICE HOTEL - Hotel Jukkasiarvi in Sweden with an area of 59,200 Sq Ft. this hotel is rebuilt each year since 1990 as during the slightly warmer seasons, the ice just melts away.

RESORT HOTEL WITH MOST SWIMMING POOLS

- Port Dickson, Malaysia has 643 pools. These are real pools and are of the minimum dimension of - 1.5m x 2m - so that they do not look like bath tubs

WORLD RECORD TIME IN MAKING A BED – Mr. Chow Ka Fai, a housekeeping staff member at the Cordis Hotel in Hong Kong holds the world record in making a King Size bed in just 1 minute 9 seconds.

WORLD TIME IN CONSTRUCTING A HOTEL – Broad Group a Chinese construction company in Hunan Province has built a hotel. At 30 stories tall and 183,000-square feet, the hotel itself is nothing extraordinary. What is extraordinary is the time the company needed to build it.

Just 360 hours, or 15 days!

THE LARGEST SWIMMING POOL – Now, this is how amazing the Hospitality Industry can be. Have you seen a swimming pool that can hold 66 million gallons of water? It is located in Chile in San Alfonso del Mar Resort and is 20 times the Olympic size swimming pool.

THE LARGEST CRUISE LINE IN THE WORLD – Harmony Seas by Royal Caribbean International is 360 meters in length and can accommodate 6,800 guests.

62 MILES ABOVE THE EARTH – And, you are in SPACE ! Dennis Tito was the first space tourist and in 2001 who paid USD 20 Million to make a trip to the International Space station. Companies like Virgin Galactic and Space X are setting themselves to launch space travel which will be open for all.

HOTELS WITH UNDERWATER ROOMS – The Underwater Suites at the Atlantis the Palm in Dubai are a lesson in luxury. The enormous floor-to-ceiling windows allowing a view of marine life from your bed are just the icing on the cake. Named Poseidon and Neptune after the gods of the sea, the sprawling suites also come with 24-hour butler service. And while the suites, which run \$8,200 a night, aren't under the sea, their views of the 65,000 marine animals of Ambassador Lagoon aquarium create the illusion.



CAREERS IN HOSPITALITY CAN INDEED BE VERY EXCITING

Chef Saurav Chhabra



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

more young people have shown interest in joining the hospitality industry. Not only does it offer an element of fascination and glamour, it also gives immense amount of satisfaction when one sees a smile on a customer's face. It represents great victory and, as they say so many times in the hospitality industry – it creates for them a Moment of Truth.

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 ever 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 then 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 behavior. Hospitality by its very nature is a key to discovering new countries, regions and the geography of the world.

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. They are all engaged in the business of making people happy.

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 will be noticed and 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, stay alert and attentive all the time, brings about in you a very disciplined person and makes you ready to face the world. Besides, the way the hoteliers turn out as well-groomed people, makes them more acceptable in the society and people at large prefer interacting with them and developing closer ties.

8. Fringe benefits...

The hospitality people are there to make sure that their customers have fun and that they too, in return, get to enjoy some share of it with each other as employee perks. Getting special tariffs, getting to stay in hotels at highly discounted rates, where accommodations are most likely to be upgraded and a few extras are thrown in by the managers as a special gesture of camaraderie 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 but in 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 the hoteliers the will to keep their homes neat and tidy, to serve their 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 the biggest 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 and have satisfied all their ambitions.

THE DYNAMICS OF IN-CABIN HOSPITALITY

Asstt. Prof Ms. Anshu Rawal

In the recent years, air travel has become one of the main transport means for many people. Innovation and consolidation have shaped and narrowed the playing field in the aircraft catering business. Airline catering companies have also exhibited great dexterity, becoming essential to their airline customers. To thrive in the rapidly changing and Passenger-centric world of commercial aviation, airlines the caterers must think fast, react, and never miss an opportunity to diversify. The Air hostess or flight steward are responsible to serve food & beverages to the In-flight guests. The air hostess working in reputed airlines must undergo proper training from Air hostess institute. There are different Air hostess institutes in India, which enhances the technique and skill required for the same.

As I am willing to put some more light about the service of food & beverage in airline catering which are now a days followed in Aviation industry. Food items must be fresh and items for personal passenger use must be clean and serviceable. These facts and others like them make flight catering unlike any other sector of the catering industry. Nowadays most airlines are using similar method in providing their in-flight meal services, which is by means of service trolleys or carts. These trolleys are utilized to transport the food and beverages along the aisle inside the cabin. Food and beverages are prepared in the galley area before being carted on the service trolleys by the flight attendants

to be distributed to the passengers. Once the passengers have finished their meals after the allocated time frame, the flight attendants or Air hostess will make another round inside the cabin with the service trolleys to collect the meal trays and waste. While the way food is served on trays to airline passengers bears some resemblance to service styles in restaurants or cafeterias, the way food is prepared and cooked is increasingly resembling a food manufacturing plant. Certainly the hot kitchen in a typical production kitchen is often no more than 10% of the total floor area. The rest of the space is used for bonded stores, tray and trolley assembly, and flight wash-up. In recent times passengers who wish to order a special meal for cultural, religious or dietary reasons, a growing number of full-service airlines let passenger pre-order their meals and drinks before their flight.

The service is popular with travellers who fly often and who are looking for a more varied choice. While in-flight catering pre-planning usually focuses on food selection, it's important to note that beverage options are also very important considerations in terms of enhancing the overall in-flight experience.



CLEANLINESS COLISEUM

By Ms Chandana Paul – Asstt. Professor

The New Standard in Hotel Housekeeping

This too shall skip, Nothing Lasts Forever...

Irrespective of the dimensions that COVID-19 scenario might have taken, we're being optimistic and are certain that the businesses would be restored and the situation would, sooner or later, get back to normalcy. Be that as it may, the apprehension instilled in humans' minds concerning this pandemic, it is assumed, would linger for a longer time as a part and parcel of a collective social anxiety.

This implies that the newly ordained hygiene parameters at Hotels and service establishments would, in all likelihood, continue to be in perpetuity, notwithstanding the cost involved in putting them into practice. People at large would nearly continue to uphold a heightened sensitivity for hygiene and cleaning practices in public areas or at any imaginable space which is likely to be frequented by guests. Eventually it is these guests only who are the Ambassadors of Goodwill and would stand to be the real judges of a service establishment, whether explicitly or implicitly.

Compared to the level of consumer satisfaction in the past, the ignorance or disrespect of SOPs in sanitization in the current times would be detrimental and give rise to terrible opinions to such an extent that even the star-rating of hotels could be at a risk. We all are aware of the potency of on-line reviews, which are the primary media influencers and serve as powerful mirrors, reflecting thereby the very professionalism and guest-orientation in hotels. The current circumstances would influence the hospitality to, apart from sharpening its focus on updating and upgrading the contemporary standards of hygiene and sanitation, also put into practice the implementation of methods helpful in deterring the possible upsurge and the spread of the pandemic. It is true that all these concerns would bear the desired result only if the due awareness thereof is created repeatedly and recurrently.

This leads us to the concept of 'cleanliness Coliseum' which is primarily based upon the established concepts of 'Security theatre'. The latter conforms to a well-documented practice wherein it is not considered just as simple as any crime-prevention updates one would be driven to making.



Putting up enormous digital cameras prominently at busy public places, instead of the usual small-sized ones to put a check upon people at large and making them understand that they are being constantly watched whether they are conforming to the rules of hygiene can, to a great extent, repose confidence amongst the visitors to the hotel. These appliances accomplish the intention of allowing the guards to watch at the distance and, to the passers-by, is appreciated well as a security measure. For the guests, such a step would lead to an enhanced experience of safety as putting a check (on the defaulters) would be far simpler and monitor able.

Another instance worthy of being highlighted as an analogue to our current circumstance relates to domestic airports' responses following 9-11. With the dread of terrorism harboring nearly everyone's mind concerning air travel, new safety methods are needed for the purpose of both increasing the screening of threats as well as to reassuring the public that air travel is no longer a perilous proposition.

While several imaginative steps have already been taken behind the curtain, a few more measures have been deployed like the stationing a battalion of soldiers sporting assault rifles outside departure terminals. As a matter of fact, this type of action is instrumental in preventing any new threats, makes the tourists experience safety as they are subjected to several rigorous tests before their flights.

It is without any doubt that more possibilities of creating a clean and secure environment would surface once a team sits together to brainstorm about new ideas. The key behind this principle is to understand that it is not just about keeping places clean and hygienic but of elevating client moods and perceptions while doing so.

Notwithstanding the fact that these endeavors would come across financial constraints and impediments, a Cleanliness Theatre is concept that one must definitely take into account as this is the only way for one to work a way through this crisis.

WHY CAREERS IN HOSPITALITY ARE GREAT

Mr. Saif Anjum – Assistant. Professor

A hotelier doesn't necessarily need to be a person with exceptional looks... he/she is a normal human being with an average-looking personality, not possessing the physical attributes of a film star neither that of a model. It is within him/her that the warmth of a real hotelier lies and that is what makes the hotelier gain the name of a great hospitality professional.

The term Hotelier – originating from the French word Hôte – meaning the host, obliges the host to be welcoming, caring, gentle, helpful compassionate, kind and



concerned at all times and to do his best to put a smile on the face of the person being taken care of by him.

Here are a few attributes that the hoteliers in the making should take care of..

- **Pleasing personality**

A hotelier should be tactful, courteous, good humored and of even temper. He must interact with the customer in a beautiful and well-spoken manner and should have the ability to smile at the proper time. This attribute will pay all the dividends.

- **Effective Communicator**

When it comes to interacting with colleagues and friends, effective communication is very important. The simple and accurate way of communicating using the appropriate language and tone will make the interpersonal relation and the company operation smooth. It could offer the guests a truly enhanced experience.

- **Sharp memory**

A good memory is an asset to food and beverage service staff. It may help them in various ways in their work if they know the special preferences and the likes and dislikes of customers. A small trait like knowing in which area of the restaurant they prefer to sit, their fondness of particular and the type of food would go a long way in cementing the relationship between the hotelier and the customer. This is extremely practical and handy in increasing the quality of personal relationships as well.

- **Attentiveness**

Being readily available at the time when the customer needs you and being capable to extend all help and cooperation is what helps win the heart of the guests. Even a small help or assistance if extended at the right moment will go a long way in the heart of the guest.

- **Salesmanship**

A good organisation is the one in which every employee is aware of the fact that it is, at the end of the day, the bottom line and only the bottom line that helps a company survive, in return of which the families of the employees subsist. Promoting new clients, upselling and selling more to the existing clients are the tactics that all personnel engaged in the trade of hospitality must get used to.

- **Approach towards the customers**

The right and the most appropriate approach to the customers is of the utmost importance. Staff needs to provide service however they must make sure that they are not now not be servile, and have to be able to anticipate the customer needs and wishes. A cautious watch should be kept on customers all through the service (but barring starting) to check the progress of the meal.

- **Multi-tasker**

As the world of competition grows, every organisation looks for multi skilled professionals who can support all the other allied activities over and above the ones forming part from their regular job or specialist area.

Student Contribution



WOMEN ARE LIKE WATER

*Women are like water
They are the source of life
Adaptable to any environment*

*They can nurture their surroundings
Or tear them apart.
Women are like water*

*They can be calm, soft and warm
An eternal comfort
Quench your thirst
Or they can melt
And seduce every inch of your spine.
Women are like water*

*They can be solid and as hard as ice
They can create a storm
Ripping worlds apart
Or they can feed the seeds of their soil.
Women are like water*

*They can move mountains
They can take over lands
And as time as shown us
Through ancient civilizations until now,
We need them.
You need them.*

By Akanksha Gautam, BHM 2020-24



Exhibiting of emotions through Art by Gurman Bindra, BHM 2020-24