

HOSPITIUM- X

Hospitality - A Dynamic Steam Engine

JULY - SEPTEMBER 2022



MESSAGE FROM HEAD OF THE SCHOOL

Dear readers,

It is indeed a privilege for me to be addressing you in the capacity of the acting dean of the Vatel Hotel and Tourism Business School, Sushant University Gurgaon. Over the last three years of my association with this school and with the Sushant University, I have witnessed the systems and procedures turning around for the better, and, today, with Vatel having been declared as the Number One HM School in Europe, we can proudly say that we are an authentically French institute, delivering the best curriculum and pedagogy in hotel management and tourism studies.



Over the last quarter we dispatched two groups of our students to Nîmes, France to undergo on-the-job internship for six weeks each, wherein they got the opportunity to meet, interact and exchange their experiences with students from various other Vatel schools in the world. Getting to work as a team with international students is an experience that every student aspires for. This is a unique internship, wherein the students are lodged in single rooms with all amenities and are served all meals and snacks. All that a student has to pay for is the travel and the visas. The Marco Polo programme, which allows such internship being taken up along with a with the study of one full semester in the specially chosen institute allows a student to stay abroad for one full year and learn from international professors and experts.

These programmes are catching immense popularity, and with the hospitality and tourism sectors booming with business these days, are throwing open a wide range of career opportunities for students, not only in India but everywhere else in the world...

I express my best regards to you.

Chef (Dr.) Saurav Chhabra

FROM THE EDITOR'S DESK

**Dear readers,
Greetings of the day,**

This edition of Hospitium is unique as it marks the 10th edition of this publication and stands to be entirely different from the previous ones in so much as it does not talk uniquely about the hospitality facts (subjects, to which the people of hospitality are so closely attached) but about the personal journey of the hospitality academic resources who were attached to this dynamic sector and managed to realize their dreams either switching back to operations or made a big name in pedagogy.



An enthusiastic and a dedicated attempt towards any goal brings in positive results, whatever the choice of the pursuit may be. Building brand loyalty in the world hospitality and getting known as 'the person who really knows how to make friends and look after people' brings in the much awaited moment of truth in a hospitality professional's life.

Everyone gets his share of ups or downs in personal and in professional lives. It is rather interesting to learn about what all one had to go through to, eventually, reach where one wanted to one day. The escapades, adventures and the experiences of how the different resources of the Vatel Hotel & Tourism Business School are interesting and indeed very inspiring.

We sincerely hope you like reading these short stories...

Mr. Kulmohan Singh

A CHEF'S JOURNEY

This article is not an autobiography but rather a brief taste of my journey in which I have defined the bitter and sweet moments of my early student life - from a hotel management graduate to where I have reached now. My College journey has though been tinged with lot of fun and humor but I must admit that I have my share of pains as well.

Despite being a student from science background, the sole reason why I joined a hospitality program was that I was extremely fond of food and, like every other young child, I used to look forward to trying out new dishes and different types of street food every time there was a function/event in the neighborhood. My love for food became quite prominent and I was made the in-charge of the food counters and was also given the responsibility to not only make sure that food was tasty and was being served at the right temperature but also to ensure that the plate count (for billing) was in perfect order.

As soon as I completed my grade 12, I was quite determined about where I belonged but had I to unfortunately put a halt on my hotel management ambition due to personal reasons and thought of making a career as a chef. During my initial days my role was to assist the chefs in cutting, chopping, getting ingredients from stores and sometimes cooking eggs in the live buffet counter.

My first encounter with a professional chef (which was a 1-hour long interaction) was with my executive chef at that time Chef Anupam Joglekar. That meeting changed my life and gave me a clear direction. He invited me to his office for a cup of coffee and I told him that he had heard a lot about me. He said "You seem to be every chef's favorite and, at some point in time they all have made a special request to have you in their department even for special VIP Functions and that is reason enough for me to meet you". I was overwhelmed with his comments and I was happy about the fact that my efforts in kitchen were being recognized, thanks to chef Vijay Sethi who taught me how to handle a chef's knife and my equal gratitude also goes to chef Nitin Raheja who ensured that I learnt at least 5 new kitchen techniques or dishes every single day, Chef Maha Singh, Chef Pantri, Chef Thomas Gomes, Chef CP Gomes and many chefs who taught me the inside-out of the essential culinary operations.

Chef Joglekar guided me or rather chalked out my 5-Year plan wherein his first advice was to get myself enrolled in a Hotel Management Degree Program. By that time, I could see that I was more stable and was ready to join a full-fledged 3 Year Degree

Program. I left the apprentice program in between (after one and a half year) and joined IHM Gwalior in the BSc Program where the learning was tremendous and, indeed, very rewarding. The reason for my quick adaptation and learning was due to the fact that I already knew a lot about the kitchen skills (thanks to the apprenticeship Tenure) which gave me an edge over my classmates. The 1st year of the 3-year program was great. I was my teachers' favorite.

It was all going as planned till the time I got the sad news of my father's demise. I was shattered. I almost gave up on the Degree program but somehow managed to gather courage and appeared for the practical and theory exam of the 2nd year. I was totally a different and a transformed person by then and had stopped interacting with my classmates and friends. At the beginning of the Third Year, I met with an accident in the private hostel (which was under construction at that time) and fractured my leg. I Had to walk with the help of crutches during my 3rd year. Despite all odds and struggles, I managed to score an overall 72 percentiles.

I made sure that I sat for every placement interview and I was successful in being successful in two Management Training Programs and I finally decided to join The Lalit Group (then Intercontinental The Grand ,Connaught place, Delhi). I learnt the tricks of the trade and was associated with them for a good 5 years and then decided to move to academics and it is then that I started my academic journey with the Lalit Suri Hospitality School. I got myself enrolled in a 3 Yr MBA in Hospitality through a distance learning mode from Kurukshetra University.

Upon gaining academic insights at the Lalit Suri Hospitality School for 3 years, I wanted to grow and work in a university setting. I got an offer at the GD Goenka University as assistant professor and worked for a good 5 years and got myself enrolled in the Phd. Program in the year 2016. Completed my Phd in 2021 and Joined Sushant University in 2021 as an associate professor and my journey to attain newer heights continues.

Dr. Saurav Chhabra

Head of the School/ Associate Professor

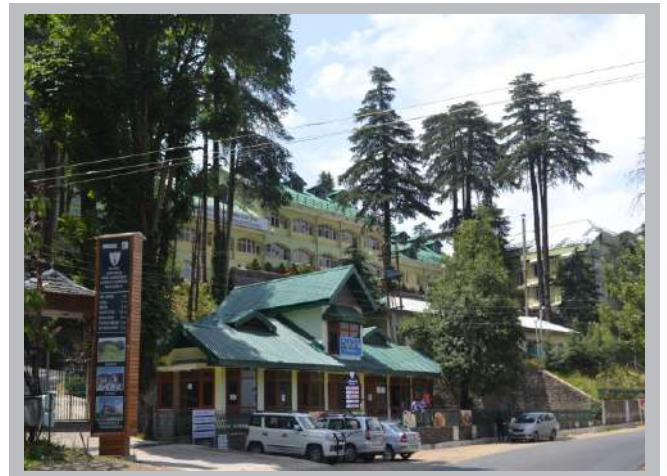
Vatel Hotel and Tourism Business School, Sushant University

MY LIFE WITH HOTELS- A TASTE OF EXPERIENCE AND AN EXPERIENCE OF TASTE

Hotel management was a stream in which I never expressed any interest, neither did I ever dream of making a career in hotels. Being from a medical background, I was not much aware of the details of the hotel management programme, but then I succumbed to a strong peer-pressure and ended up taking hospitality as my subject when I saw one of my close friends opting for this course and, to me it sounded fascinating and rather glamorous. I envisaged luxury living, meeting celebrities, exploring the world and about opportunities of being placed abroad and many more.



Upon paying attention to what my friend was proposing to me, I found a lot of sense in what she was saying and I eventually decided to give hospitality a chance and appeared for the entrance exam. I managed to get a good rank. I was given a choice of selecting any institute from a list of 28 institutes in India. I opted for Kufri, Shimla, and I think that is one of the best decisions I ever made in my life. Going away from family to Shimla for studying was a mixed feeling of fear and excitement.



The first day I entered my college, I was amazed, to see the beauty – my college was surrounded by hills, and greenery, the air was pure and fresh, the infrastructure was very modern. My hostel too was clean and well equipped. On the first day, we had an induction, they took us around the campus and introduced us to our faculty members, and to the seniors. That day I realized that this programme had a lot to learn and is not the easier one. I learned a lot from basics to advanced operations and about various tasks, systems and procedures at the front and the back of the house operations and managing life on our own. Those four years helped me tremendously in developing my skills and personality and made me more oriented towards the discipline of hospitality. Industrial training was the time when I helped in real-time

operations by assisting hotel staff which was called experiential learning, I learned while enjoying my work in the hotel as a trainee. I got placed through campus drive. Being a national-level baseball player, my physical training helped me in dealing with the extended shifts easily. Physical fitness is really important for working in the service industry. During my campus placements I realized hospitality is not confined to hotels only, it's a vast sector comprising of airlines, travel trade, shipping, cruises, banks, and multinational companies as many of my batch mates reached different dimensions. Before joining the hotel industry I was unaware of the hard work hoteliers put into making things happen. It takes a lot of patience, hard work, creativity, strength, smart work and patience to make an event successful.

Dealing with different people is altogether a different experience, than managing food & beverage operations. Being a part of the industry I met many celebrities and famous people around the world. I still miss my hotel days. I want to learn more academically hence thought of doing a regular master's and completing it successfully, so I did. I was the second higher scorer in my Master's degree.

Learning is a lifelong process and one should never stop or hesitate in learning. After completing my master's, wanted to contribute to academics and therefore joined the teaching profession. Currently pursuing my Ph.D. in hotel management, published a few research papers, and wanted to add to the restaurant industry some valuable work that helps in its overall growth. It's been more than 7 years in teaching and every time moulding a new student into a professional takes a lot of effort and the satisfaction of seeing them grow is itself a pleasurable feeling.

Today I have reached a stage in which I am happy and successful but yes I wish to achieve a lot more, learn more and travel even more. Wherever and whatever I am today is just by virtue of this hospitality industry and I am proud as a hospitality professional. This is one of the liveliest industries to be associated with and one feel alive and active working in it.



Ms. Aashiyan

Assistant Professor- F&B

Vatel Hotel and Tourism Business School, Sushant University

MY CAREER JOURNEY IN HOSPITALITY – A PLEASINGLY REWARDING VOYAGE.

My professional journey has been closely and uniquely associated with the service industry and, to be more precise, with hotels and with the hospitality sector. Having been born and brought up in Bhilai where I completed my senior secondary school, I somehow developed my interest for this extremely interesting and seemingly promising industry. I felt that hospitality could be an area where I could prove myself, make remarkable progress and eventually emerge as a successful hospitality professional. In other words, I was quite passionate and indeed determined about it.



The days of my graduation at the National Council for Hotel Management in Bhopal were, as expected, very eventful and exciting wherein I learnt about the basic systems and procedures of operations at the front office, kitchens, restaurants and housekeeping. I realized that working in hotels, though outwardly appearing to be very glamorous and stylish, the real work inside, at the back office was indeed very challenging and demanding. Despite the long working hours and the incessant demands from the guests, my superiors and the expectations from my colleagues, I did not get deterred but carried on, not only putting in hard work in hotels but also decided to pursue my Masters' Degree in hospitality from the Madurai Kamraj University in Madurai.

Whereas at the undergraduate level one tends to learn a lot about the operations, it is while pursuing a post-graduate Degree that one gets to have an overview from the management level. It is observed that once a professional has acquired the basics

about the operational concepts of the hotel, one gets to have an exposure into finance, business, marketing and human resources only at the Masters' level. It gives a very macro, overall view of the discipline one is pursuing.

By virtue of having excelled in my studies, I was successful in securing a position of a housekeeping supervisor at the Oberoi Rajvilas hotel in Jaipur, which is rated amongst the leading deluxe hotels of the world. Getting to work at this luxury property was a moment of truth for me, a real achievement which, by virtue of the Oberoi



hotels being considered amongst the best hotel chains in India, made me very proud of my close association with it. I felt that I had won a great prize and that too right at the beginning of my professional career – what else could I have asked for? This success reinforced my passion to pursue hoteliering and made me more determined to chart out an promising future for myself.



After being associated with the Oberoi Raj Vilas for good five and half years, a big break came in for me in the form of Manager Housekeeping at the Kabira Country Club, Kampala, east of Africa. This resort offered short and long-term residential accommodation to guests as well as had the

latest conference facilities added with an enormous health, fitness and leisure complex. This was, for me a dream property which had 78 rooms, cottages and suites, overlooking the green forest and the hills. It was within this surrounding that their swimming pool was also located.

My will to be associated with this sensational industry then brought in front of me a different opportunity in the form of a housekeeping resource at the Mohanlal Sukhadia University, a state university that caters to the need of higher education in Rajasthan, where I worked for a brief period and then decided to move on to Katriya Institute of Excellence in Hyderabad,



which was awarded 'A' grade by the National Accreditation and Assessment Council, which is a very prestigious and a highly recognized achievement. Just a couple of years on, I moved back into operations and took charge as assistant manager Royal Orchid Hotel Mumbai, famous for having achieved the rating of the first Ecotel hotel in Mumbai. The environment-friendly hotels in those days were identified as Ecotels (Environment-concerned/caring hotels) which practice the three 'R's' – Reduce, Re-cycle and Re-use, a concept which is of great admiration by the Government, which directly and indirectly gives credits and incentives to the organisations which undertake all efforts to save and to protect the environment.

After a couple of more stints with the HM institutes, I decided to take up accommodation management as my specialized pedagogic domain at the Vatel Hotel and Tourism Business School, Sushant University, Gurgaon. The unique feature of this university is the exclusive collaboration with Institut Vatel of France which is ranked as the best hospitality institute in France and is considered in the top 12 institutes of the world. I am pursuing my PhD studies here and will, one day, achieve my ambition of heading an institute anywhere in India or abroad.

As I look back, I see that I have been loyal to my passion and have pursued with full interest and dedication the interest that I housed within myself about this trade but

from a very adolescent age. It pays to tread on the same path as it is going to eventually lead to your destination...

Ms. Chandana Paul

Assistant Professor- RDM

Vatel Hotel and Tourism Business School, Sushant University



MY PATH FROM HOSPITALITY SCHOLAR TO AN ASSISTANT PROFESSOR

My parents have always believed that their children should follow a career of their own choice and of personal interest. Therefore, right from the days of my childhood, I took keen interest in participating in hospitality activities in my home with my mother, such as interacting with and caring for guests, housekeeping, cooking and serving meals, and all activities related with it.

However, amongst all my interests, cooking turned out to be my favorite. As a result of which, I made up my mind, as early as in grade eight, thinking that I would try to make my career in the hospitality sector. Soon after completing my high school I enrolled in NCHMCT JE Exam. During those days, NCHMCT or IHM'S were the only hospitality training centers in India. I performed fairly well and received the rank of 4247 out of 50,000 aspirants, which wasn't bad at all. I chose IHM GWALIOR as my directing institute.

LIFE OF A HOSPITALITY SCHOLAR AT IHM GWALIOR

Like every student does, I still cherish the deeply embedded memories of the enjoyable moments spent at my college in Gwalior. I value those unforgettable instants and I will carry these amazing events with me till my last breath. These moments put a smile on my face, at times a tear from which I draw immense strength, motivation, and commitment towards my hand-picked profession.

Right from the initial days, our teachers and seniors began shaping us like true hoteliers and were resolved to show us the norms, nuances necessities and the expectations of the hospitality industry. Initially we thought we had chosen a wrong career, but later on we realized that this was part of the learning process, is inevitable and that it happens in every field, especially with the students who are still getting used to the industry standards.

I will never forget the day I shaved for the first time, wore the industry's uniform, formal shoes, and had to wear a formal haircut, always addressing seniors as 'Sir', and carrying five essential tools in my pocket (spiral pad, pen, wine opener, serviette, and a cigarette lighter) These could be checked by my seniors at any given time, even by surprise.

The eventual goal of this exercise was oriented towards developing this habit as a hotel F&B service staff member. I thoroughly enjoyed hostel life and enthusiastically participated in sports, gymnasium, outings with friends, going for shows and realized that all these things also mattered a lot in life and made a very important place in one's life. "All work and no play makes Johnny a dull boy" is a saying by a wise man.

As time progressed, we gradually became accustomed to understanding, following and practicing hospitality standards which, besides the core studies, included grooming, gaining proficiency in English, punctuality, discipline, etiquette and other basic needs for hospitality professionals. To put it another way, we began to shape our personalities and continued to refine our outlook towards this trade day by day. It is today that we realize and have begun to appreciate the practical and theoretical skills that the professors and seniors made us learn. It felt as if on one hand I was studying in a professional setting and on the other, was equally having a great and an enjoyable time.

Every year, our practical classes included work in all four core departments, such as cooking and baking in the kitchen, bed making, cleaning, flower arrangements, guest room setup in the housekeeping lab, ROTA service (lunch food service to the faculty), table setup etc. in the F&B service and reservation and registration procedures in the front office lab. These days of training pushed our practical skills to new heights and

really 'shaped' the professional personality in us.

The lectures in classrooms contributed highly towards further enhancing our knowledge and in refining our practical abilities.



Service practical @ Ihm Gwalior



Campus interview @Ihm Gwalior

My Internship

A practical training is required and is a necessity between each professional course which allows the students to experience operations in the real world and are able to, in a few cases, directly meet and interact with the hotel guests, understand their needs and execute their orders. These internships also help tremendously in choosing a career in the hospitality field in which a student has developed a particular interest. These internships also instill in a student a particular interest, thereby directing him/her to concentrate more on further studies.

I had a 20-week internship opportunity in all four core divisions at ITDC HOTEL THE ASHOK, NEW DELHI. Following my internship, I added a new direction to my aim, which required me to prepare for baking and confectionery in a more focused manner. Since I was quite determined about what I aspired to do (since my school days) these internships made me focus more upon achieving my real, ultimate goal. I therefore started preparing for my college interviews for culinary operations in bakery and confectionery.

My first job

Through campus recruitment, I was hired as a chef in the baking area of “The Taj Group of Hotels' Hotel Vivanta Surajkund Delhi Ncr”. This is the place where I could put my academic and practical abilities that I had learned during my studies to use at real time work. This work also necessitates a great deal of mental clarity, strength, positivism, communication, and confidence, all of which I had cultivated since my first day of college.

I had begun to further improve my baking abilities and understanding of confectionery techniques. It took me nearly three and a half years to learn all aspects of bakery and confectionery, including bread making, dessert creating, cake finishing, breakfast rolls, creating viennoiserie and chocolate making.



Memories of The Taj Vivanta Surajkund

My Second job

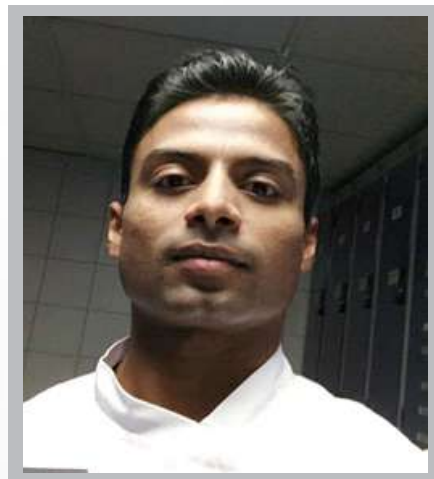
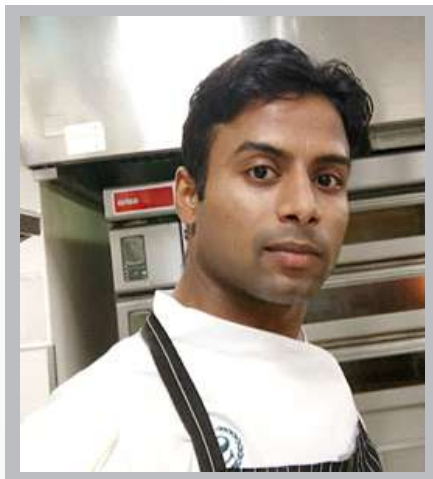
I believe that learning is a never-ending process and it continues till our last breath. So, for my learning and growth, I moved to the Oberoi Hotels, which is a globally brand, recognized for its hospitality standards. This move gave me the opportunity to further polish my already obtained basic skills to an expert grade at the Oberoi Hotels. Working on imported products and high standards. Along with practical skills, I had begun to build more confidence and communication abilities.



Memories of The Oberoi Gurgaon

The Third move

My previous move was to further my personal development in terms of learning and progress. I was offered yet another learning and development opportunity, this time on an international scale. I took advantage of the chance and joined “Hotel Sheraton Dubai” with high hopes of learning and advancement. Learning and interacting with people from all around the world is also a great advantage. I began to develop abilities in accordance with international standards, such as dealing with imported equipment, meeting high international standards, interacting with guests from all over the globe, and adhering to international food safety regulations, among other things. Apart from work, we got many chances to explore Dubai, the rich emirate that everybody wants to visit. Dubai provided me with unforgettable memories and experiences.



Mid night selfie while night shift @ Sheraton Jbr Dubai

My fourth move took me away from hotel perations and brought me to academia.

According to my grandma, God is the creator of the universe, and we are all guided by him. God has everything planned out for us; all we have to do is take the first step, and He, the almighty will show us the next step.

After having an experiential learning in Dubai, a higher level learning opportunity in "The Sheraton Maldives" presents itself to explore another area of the world. But, at the same time, God had other plans for me; I had begun serving official notice in Dubai, and internal violence in the Maldives had begun; as a result, I did not acquire a work permit and returned to India. Then, in academics at the "International Institute of Culinary Arts in New Delhi", one of my senior colleagues called me. Prior to joining Sushant University as an Assistant Professor, I worked as a Lecturer at "The Lalit Suri Hospitality School, Faridabad."



Memory from IICA New Delhi

P.S. - My professional environment may though have shifted from industry to academia, but my learning and duties have not. The main difference is that I used to work as a soldier in the Hospitality Force, and now I'm working towards building soldiers.

Learning is an ongoing process.....:)



Chef Amit Kumar

Assistant Professor- F&B Production

Vatel Hotel and Tourism Business School, Sushant University

IN HOSPITALITY I COULD ACHIEVE FAR MORE THAN WHAT I EXPECTED

My voyage in life, especially the professional one, has hovered directly or indirectly around the world of hospitality. Never did I know that during my school days, upon visiting a luxury hotel which was still under construction, could arouse in me such a deep and a firm admiration of this exciting trade that I would start raving about it. Belonging to a middle-class family, where even going for meals in restaurants used to be but an affair connected only with celebrations or special occasions, I was confined to my usual routine of home-school-home or a visit to a friend's or a cousin's house, only to spend a couple of hours or to just spend a night at their place.

After finishing school, honours in English was the stream I chose at the Delhi University, in which, there were many students belonging to affluent families in India and about half a dozen from Mauritius. These Mauritian students were quite friendly and used to talk to each other in French which fascinated me enormously. Upon showing some interest, they started giving me some inputs into the language and started teaching me a few French words and composition of small phrases and sentences. This is where my interest in the language arose, so much so that I made no delay in enrolling myself for a structured French language course at the Alliance Française de Delhi, which was not too far from my house.

Time passed and one day while glancing through newspaper, I saw a vacancy announcement of receptionists at the ITC Maurya, which, incidentally was the same hotel which I had visited as a child while it was under construction. Not knowing much how to write my CV, I took help from a friend and applied



for the job by sending a letter to the hotel by post. A fortnight later I received a letter from the hotel, asking me to appear for an interview with the then general manager, Mr. K.K. Malhotra. I was excited and took help from my neighbor to put on a necktie, wore a borrowed black jacket, put on black trousers and a brand-new white, stiff-collared shirt. I made sure that my shoes were brightly polished. This was the preparation for the very first job interview of my life...

Since my CV showed me as a 'fresher', without any professional experience, I was asked very general and questions, basically oriented towards examining my communication abilities. This is where my knowledge of French came



in handy and proved to be an asset. The front office manager, Mr. Sarabjit Singh Dhawan who was a multi-linguist, was called upon to join the interview and was requested to test my ability to converse in French. Mr. Dhawan was quite satisfied with the way I answered his questions and the consequence was that within a few days I got a letter saying that I was selected for the job of a receptionist at a gross salary of Rs. 570/- per month. The passion I housed as a child for one day being able to work for a hotel as grandiose and as luxurious as the ITC Maurya got eventually realized.

Initially it was rather difficult. Getting used to different shifts and working continuously for 9 to 10 hours, mostly standing at the front desk with just a single day off per week was indeed a difficult duty, but these duties were very exciting as I used to meet many guests from different countries, heads of states, chairmen of organisations and famous film stars. While in the company of my friends, I used to

always proudly flaunt – “Have you ever seen Hema Malini in person..? Well, I was with her last evening....!!

With no personal transport, I used to arrive at the hotel on my bicycle, pedaling six kilometers one way. Furthermore, after finishing my night shifts I used to cycle down for 8 kilometers to attend my French classes and then go home for taking rest. My dedication to work and to my French studies paid off and I, being the only French-speaking employee of the hotel, was given to deal with the French tourists and businessmen. Soon I was called upon to conduct French language classes for the various staff members of the hotel.

Time passed and I appeared as a candidate for the management training programme and, here again, by virtue of my fluency in a foreign language I was selected and I underwent 18 months' training in the operational areas. During the course of training I was assigned a long stint at the sales department of the hotel, where I could manage to produce some good

results. The sales manager, Mr. Ganguly was happy and offered me a posting at the sales office. Within a couple of years, primarily looking after French organisations, world bodies, French tourism and the French Embassy, I developed a lot of interest and took up hotel sales as my domain.

I was transferred to the ITC Mughal as the sales manager, where I spent three years and then got posted in the northern region sales of ITC Welcomgroup. This is where my career took a totally different path... I left the organisation and ventured into tours and travels plus started a small school for teaching French language to school students and professionals.



Soon I started getting students, corporate organisations like TATA projects and a French aerospace company DASSAULT and even hotels, asking me to conduct French courses for their staff and this went on for a good 5 years. This is where ITC Hotels noticed me again, pulled me back into the fold and sent me to the Welcomgroup Graduate School of Hotel Administration (WGSHA) Manipal, Karnataka, as the vice principal, the administrative head, placement in-charge and a professor of French. I was associated with them for almost six years and stayed away from my family during which, the first secretary of the Embassy of France chanced to visit the Manipal University for the launch of a joint teaching programme, met me and we struck a good friendship. He offered me a 15-day trip to Paris, fully sponsored by the Embassy of France.

Everything changes rapidly. Upon passing a few more successful years with the organisation, due to personal reasons, I left ITC Hotels and came back to Gurgaon, which gave me the chance to get reunited with my family.

Once a teacher, always a teacher. One fine day in August 2016, I got noticed by the trustees of Sushant University, then Ansal University in Gurgaon, very close to my house where I was offered to conduct classes for their hotel management students and assume the responsibility of placements, internships and, of course, French language. It has been more than seven years for me now, during which I had a stint of spending 8 weeks at the Institut Vatel at Nimes, south of France.

This long, professional voyage has taught me two very prominent and promising things – If you have chosen hospitality, be loyal to the sector, you will, for sure get what you have aspired for and, as a hotelier, it always pays to learn and to be fluent in a foreign language.

Mr. Kulmohan Singh

Editor-Hospitium, Adjunct Faculty/ Placement Coordinator

Vatel Hotel and Tourism Business School, Sushant University

Professional Journey

My journey as a hospitality professional began when I decided to opt for hotel management as career and was successful in getting admission in one of best hospitality schools of those times. I must admit that getting admission in the Acharya Institute of Management and Sciences, Bangalore, given the fact that very few colleges were offering this course, proved to be quite a challenging task and my success made me and my family proud.

During the course of my BHM degree I decided to take Food & Beverage Service as specialization because as I was given the opportunity to actively participate in events and workshops in college, I found that I was quite skilled to handle F & B Service. In the final year of my studies, I was given a chance to work as a trainee steward at the Olive Bar & Kitchen Pvt Ltd on a part-time basis, which, in those times was one of the best fine-dine restaurants in Bangalore.

During my campus placement I got an opportunity to work at the Leela Placae, Bangalore as a steward. Though this was just a short-time exposure I was called upon once again to work at the Olive Bar & Kitchen Pvt Ltd as a Trainee Floor Manager. Here, since more responsibility was given to me, I got to learn a lot, which eventually enhanced my skills & knowledge as professional & added to my personal growth.

While working with olive beach I got an offer from the Restaurant Manager of Olive beach to join him in his venture name Masala Manger Pvt. Ltd as a Manager Operations. That was a real turning a turning point of my career because there I was given the responsibility to organize events for the famous, well-known multinational companies like Deloitte, Microsoft, and Google for whom I planned and handled several events to the utmost satisfaction of my clients, thereby providing good value for money.

While working I never lost touch with my hotel management studies and I continued with the academic world side-by-side, thereby being successful in completing my PGDBA & MHM in hospitality and tourism.

Later on, my career journey took a turn and I joined academics as a Head of Department of Cordia Hospitality & Tourism Management Institute (Cordia group of Institutes) which is a venture of Lord Rana education Trust, UK, located in Sanghol,

Punjab. It is here that I started imparting skills and knowledge which I gathered during my association with the Industry and started to excel myself in the training sector.

Upon spending a period of four years with Cordia, I joined Vatel India, Ansal University which is now known as Sushant University Gurugram. Here I started my academic growth as an Assistant Professor and I got several platforms to prove my skills and knowledge and I am still serving the same organization which means still I am getting recognition, & right path to achieve my goal.

As they say, 'Sky is the limit' I feel I have come along a long way – but I still have miles to go before I sleep...

Mr. Saif Anjum

Assistant Professor- F&B

Vatel Hotel and Tourism Business School, Sushant University

MY JOURNEY IN THE WONDERFUL WORLD OF HOSPITALITY

One of the passions behind choosing a career in hospitality was my desire to get to know people from different cultures and continents and, as much as possible, to explore the world. I call my journey in the domain of hospitality to be unique and yet compare it to a ride in a roller-coaster, in which I have turned around many times and, like everyone must have done, come across many ups and downs in life.

After passing out from the Institute of Hotel Management, Catering Technology and Applied Nutrition, Bangalore, I got my first break as a food and beverage associate at Hotel Hyatt Regency, New Delhi where I was given to work in the room service and enjoyed working and learning there for a period of more than 2 years.

The best feature about working in hospitality is that one comes across several breaks and opportunities in careers. I too got an opening at the Dubai at Hotel Carlton Tower in Deira, Dubai, where the place of stay allotted to me was in Sharjah, located at a distance of just 20 minutes' drive from hotel. The

unique system of this hotel was that the food and beverage employees were given exposure in each F&B outlet for 1 month each. This allowed me to get to work in the different outlets of the hotel which gave me an overall exposure and understanding



of the working of all food and beverage outlets of the hotel. By doing so I got to interact with my co-workers from Pakistan, Sri Lanka, Philippines, Afghanistan, Oman and Lebanon with whom I interacted professionally and personally. This was my first international experience of working and networking with different nationalities which was indeed a great learning experience. I was successful in making friends with staff of other hotels. During my off days, I used to stay at Hotel Metropolitan & play cricket with their team.

After working in Dubai for nearly one year, I got back to India and was involved actively in opening a hotel for a hospitality organisation in Jaisalmer where I worked for one year, after which, I came back to Delhi and worked as a duty officer in Ambassador Sky Chef (Flight Kitchen) looking after the supply of food and meal stuff to Lufthansa &

TEST CENTURIES AT THE ANTIGUA RECREATION GROUND			
1.	P. WILLEY	(E) 102	W.I. VS ENGLAND 4TH TEST 1981
2.	I.V.A. RICHARDS (WI)	111	W.I. VS ENGLAND 4TH TEST 1981
3.	G. BOYCOTT	(E) 104	W.I. VS ENGLAND 4TH TEST 1981
4.	R. SHASTRI	(I) 102	W.I. VS INDIA 5TH TEST 1983
5.	G. GREENIDGE	(WI) 156	W.I. VS INDIA 5TH TEST 1983
6.	D. HAYNES	(WI) 136	W.I. VS INDIA 5TH TEST 1983
7.	J. DUJON	(WI) 110	W.I. VS INDIA 5TH TEST 1983
8.	C. LLOYD	(WI) 106	W.I. VS INDIA 5TH TEST 1983
9.	M. AMARNATH	(I) 116	W.I. VS INDIA 5TH TEST 1983
10.	R. RICHARDSON	(WI) 154	W.I. VS AUSTRALIA 4TH TEST 1984
11.	I.V.A. RICHARDS	(WI) 178	W.I. VS AUSTRALIA 4TH TEST 1984

Indian Airlines. Working for the airlines was a totally different experience altogether, wherein I was overseeing the operations of loading, unloading different types of trolleys and thus got to know the working of catering for airlines. It is here that I came to know that food for the flights was prepared 24 hours before the flight time and the chefs, on their part, made sure that the microbial count of food was checked and maintained regularly at the required levels.

Another, though hospitality related and yet a totally different experience came into my life when I got a break with the RCCL (Royal Caribbean Cruise Lines). I considered myself to be fortunate to have been selected as a food and beverage crew. I took to this new style of life on ships, got used to it and like it so much that this journey with the cruise liners continued for more than 13 years wherein I got the opportunity to worked with 5 different class of ships travelling nearly half the world. during work I

got the opportunity to visit Hawaii, Bermuda, Miami, Puerto Rico, New York, Vancouver B.C, State of Alaska, Los Angeles, San Diego, San Francisco, Acapulco, Cabo San Lucas, Mazatlan, St. Thomas, St. Maarten, Barbados, Antigua, Curaçao, Aruba & several other islands in the Caribbean. This was a real moment of truth for me and I call it as one of the most enriching experiences for myself, both professionally and personally.

Be it a visit to the Empire State building in New York or landing on a glacier by helicopter in Skagway, Alaska or riding a train in Alaska or looking at the Volcano in Hawaii in Hilo or visiting Pearl Harbor in Honolulu, all these experiences remain deeply etched in my memory. Not only this, I even got the opportunity of playing cricket with former West Indian players Richie Richardson & meeting fast bowler Curtly Ambrose in Antigua International stadium. Watching England & West Indies playing cricket match in Barbados & Antigua was another unforgettable memory. Visiting 100 years old Butchart Gardens in Victoria in B.C is another one & not to forget crossing two oceans via Panama Canal is an experience by itself.

My message to the young and bubbling youth aspiring for a career in hospitality would be to remain dedicated and focused at work – success will, sooner or later knock at your door...

In my current engagement at the Sushant University as assistant professor I look after teaching the art of food and beverage service to the hotel management students and also take care of fixing their time tables and looking after the Mentor-Mentee Programme.

Mr. Deepak Thakur

Assistant Professor- F&B

Vatel Hotel and Tourism Business School, Sushant University