

SOPHOS

(Be smart, Stay skilled)

UEI CULINARY COMPETITION

Edition 3-Pune

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Editor: Amit Moon

Associate Director-Academic Operations

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Note from the Editor's desk

SOPHOS continues its journey of steady growth, evolving into a strong and credible medium that reflects UEI Global's core values, strengths and vision to a wider audience. Through this platform, we aspire to inspire and motivate young minds to pursue rewarding careers in the hospitality industry- an industry that aligns naturally with India's cultural ethos, warmth and service-oriented mind-set. UEI Global remains committed to enabling this journey by delivering quality education, industry-relevant skills training and meaningful scholarship opportunities.

Our commitment to trust, assurance, inclusivity, sincerity and honesty remains unwavering for all our stakeholders, both internal and external. The inspiration drawn from student achievements, industry interactions and success stories continues to strengthen our resolve to deliver excellence. These narratives, shared across each edition of SOPHOS, reaffirm our belief in purposeful education and lifelong professional support, reinforcing our motto- *Education to Employment*.

This edition places a special spotlight on **UEI Culinary Competition – Edition 3**, a dynamic platform designed to ignite creativity and technical excellence among budding chefs. The competition encourages innovation, teamwork, and mastery of culinary fundamentals, enabling students to showcase their understanding of ingredients, flavours, and presentation.

Complementing this are insightful articles on Managing Guest Complaints in Food & Beverage Outlets, Mise-en-Place as the Foundation of Kitchen Efficiency, Grooming and Etiquette at the Front Desk and Key Techniques to Inspire Hospitality Teams, offering valuable perspectives for aspiring professionals.

The edition also celebrates learning beyond classrooms through features such as Preserving Traditional Art Forms in Indian Hotel Decoration, All in a Day's Work, Food Festival: Spices & Salsa, Seminars and Industry Visits and Rendezvous with the General Manager. Highlights further include UEI Global's Expansion of the International Pathway Programme, Student Success and Achievements, World AIDS Day Awareness Programme and Christmas Celebrations at UEI Global, reflecting our holistic approach to education, cultural awareness, and global exposure.

We invite you to explore this edition and engage with the diverse insights, experiences and achievements that collectively define the spirit of UEI Global and SOPHOS.

Warm regards,
Amit Moon

UEI CULINARY COMPETITION- EDITION 3

Pune, the cultural capital of Maharashtra and fondly known as the *Oxford of the East*, became a vibrant hub of culinary excellence as it hosted the prestigious **UEI Culinary Competition (UCC) – EDITION 3**. The city witnessed an unprecedented level of enthusiasm and grandeur, making this event one of the most remarkable culinary showcase ever organized by UEI Global.

UEI Global proudly hosts the **National UEI Culinary Competition** each year, bringing together aspiring hotel management students from all nine UEI Global campuses across India. This esteemed platform allows young culinary talents to demonstrate their skills, creativity and professionalism while competing for the coveted title of **UEI Chef of the Year**— A milestone that many dream!

The 3RD Edition of UCC, held in **Pune from December 18 to December 20, 2024**, spanned three dynamic days of intense competition and learning. More than **150 first-year students** from **Delhi, Chandigarh, Jaipur, Agra, Pune, Trivandrum, Jalandhar, Ludhiana and Lucknow** participated with immense zeal, innovation, and competitive spirit, turning the event into a true “talk of the town.”

The venue was transformed into a fully enclosed, state-of-the-art professional kitchen that reflected international standards of design and functionality.. The venue was equipped with modern workstations featuring advanced burners, grills, ovens and specialized culinary tools - providing the perfect setting for students to create true *works of art on the plate*. The venue included judges lobby, presentation section, celebrity dais, backup store for perishables and non-perishables, wash up for dish and pot washing with all safety features as per the government norms

The UEI Culinary Competition – Edition 3 in Pune stood as a celebration of culinary talent, experiential learning and professional excellence, reaffirming UEI Global’s commitment to shaping future-ready hospitality professionals.

Day One – Inauguration

UCC Season-3 was unfolded under the guidance and directions of Mr Manish Khanna, CEO & MD UEI Global Education. UEI Global is the a largest chain of private Hotel management colleges in India.

Members of print and electronic media were strategically positioned across the venue, poised to capture every defining moment of this grand extravaganza.

The invited guests buzzed with excitement as they eagerly prepared to witness live culinary action by budding chefs - anticipating innovative, out-of-the-box creations that promised to redefine creativity on the plate.

A panel of judges and jury members was meticulously curated, bringing together distinguished experts from across India. The opening ceremony unfolded as a truly grand affair, with the stage coming alive as ushers ceremoniously escorted the eminent dignitaries to the centre stage to be introduced by **Mr. Manish Khanna**, setting an impressive and dignified tone for the event.



Mr. Manish Khanna
MD-UEI Global and Chief Jury



Chef Sireesh Saxena
VP ICF- Jury



Dr. Jaydeep Nikam
Director
*Yashwantrao Chavan Maharashtra Open
University*



Dr. Anand Kumar
Ex Principal
IHM Bhopal



Chef Mihir Kane
Executive Chef
JW Marriotts -Pune



Chef Hemant Gokhale
Retd. Dean
IHM Aurangabad



Chef Gaurav Mawari
Executive Chef
Novotel Accor group



Chef Alok Rastogi
Retd. Executive Chef
ITC Group



Chef Arvind Rai
Joint Secretary-ICF



Chef Siddharth Shintre
Culinary Master & Entrepreneur



Mr. Naresh Kapoor
Former Director
Former Director L & D, Marriott
International Asia Pacific & China



Mr. Vishal Chavan
Director
Foresta Resorts-Pune

Mr. Manish Khanna delivered an insightful keynote address, highlighting the vision and progressive growth of UEI Global. He elaborated on the institution's foundation, core objectives, mission and future roadmap, offering a comprehensive overview of its commitment to excellence in hospitality education. The address culminated with the formal inauguration of the competition, followed by the ceremonial lighting of the lamp by the dignitaries, met with warm applause from the audience.



Esteemed Guests Gracing the Occasion during the Event



Dr. Shailendra Deolankar
Director
Directorate of Higher Education
(Government of Maharashtra)



Mr. Naresh Kapoor
Former Director
L & D, Marriott International Asia Pacific &
China



Mr. Shrikant Patro
Acting G.M / Director F & B
Ritz Carlton
Pune



Mr. Pankaj Saxena
General Manager
Hotel Radisson Blue- Pune



Chef Devwrat Jategaonkar
Executive Chef- Radisson Hotel
Guinness World records holder
(Largest Margarine sculpture).



Mr. Umesh Salunkhe
Alumni– UEI Global Education
Employee Representative- Hotel Conrad



Chef Agasti More
Sous Chef
Princess Cruise



Chef Suhas
Hilton Garden Inn
Pune



Chef Ramkrushna Chaskar
Pastry Chef
Hotel Conrad -Pune

The UEI Culinary Competition was honoured by the presence of several esteemed guests whose participation added immense value and prestige to the event. Their gracious visit inspired both students and faculty, reinforcing the importance of industry engagement in culinary education. Renowned chefs, hospitality professionals, academicians and distinguished dignitaries from the hospitality sector took keen interest in the competition, closely observing the skills, creativity and professionalism demonstrated by the budding chefs.

The presence of industry experts also strengthened the bridge between academic learning and real-world culinary practices, making the event an enriching learning platform.

We extend our sincere gratitude to all the esteemed guests for taking time out of their demanding schedules to be a part of this celebration of talent and passion. Their support, appreciation and belief in young culinary professionals played a significant role in making the UEI Culinary Competition a memorable and meaningful success.



The participants were divided into 4 groups of 40 each and they were ready to take the challenge.



Day 1- Competition - The Millet Mystery Challenge!

Under “The Millet Mystery Challenge,” each participant was presented with a mystery box containing a selection of unique ingredients. Using these ingredients, they were tasked with

conceptualizing and creating an innovative dish within a strict **60-minute** time frame. With the clock ticking, the challenge officially commenced.

Within moments, the store and ingredient pick-up area transformed into a buzzing hive of activity as participants hurried to gather their supporting essentials-ranging from spices and condiments to specialized tools, perishables and utensils. The atmosphere was charged with urgency and creativity, as the seemingly endless list of requirements tested not only their culinary skills but also their planning, speed and composure under pressure.



In the second hour, the presentation area was propped up with 40 different dishes for the judges and the jury to analyse. The Master of Ceremonies Ms. Garima Khera was doing rounds talking to the contestants about the dish and its nuances. The air was filled with fragrances and sound of some innovative cooking. The stage had now become a melting pot of cuisine.

Day One ended with some 160 dishes created from undisclosed ingredients by students.



Day 2- Dress a Cake



Gateaux - the exquisite French delight, took centre stage in Round 2 of the competition. In this creative challenge, all 150 participants were tasked with transforming a classic half-pound sponge cake-vanilla or chocolate, using whipped cream along with dark and white compound chocolate.

A kitchen that had witnessed intense flames and flurries the previous day now shifted to a cool, composed atmosphere, offering chefs the perfect setting to focus

on finesse, precision and artistic expression. Producing nearly a century of beautifully crafted cakes within just an hour was, in itself, a remarkable achievement.

The arena became a visual feast for spectators, whose sweet cravings were truly indulged. Intricate designs, elegant décor and imaginative presentations kept the audience spellbound as they moved from one creation to another, admiring each edible masterpiece on display.



The evident delight on the judges' faces spoke volumes. Each cake was not only admired, evaluated, photographed and documented but also thoroughly enjoyed- making Round -2 a resounding celebration of creativity, craftsmanship and culinary artistry.



Day 2 continued with the 3rd round of the competition – Global Biryani Challenge



Participating students were provided with all the ingredients which they had indented based on their recipe for their signature Fusion Dishes. Each contestant had 1.5 Hours to create the unique dish.

The Regional Biryani Challenge brought India's rich culinary diversity to the forefront. From the aromatic Awadhi Biryani of Lucknow to the fiery Hyderabadi style, from the subtle Malabar influence to robust regional interpretations inspired by local spices and traditions, each plate reflected a distinct identity rooted in heritage and technique.

Every presentation stood apart, narrating its own story through layers of rice, carefully balanced spices, textures and aromas. The judges found themselves deeply engaged, analysing each creation to understand its regional essence, cooking method and the delicate Flavours that defined its character. This round became a true celebration of India's legendary biryani traditions, skillfully interpreted through the creativity and culinary understanding of the participants.



Day 3- Three-Course fusion Menu and Summit “FELT 2.0”

At **9:00 a.m. sharp** the Master of Ceremony **Ms. Garima Khera**, announced the names of the finalists amid thunderous and unending applause. As they stepped into the arena, the atmosphere was charged with anticipation- they were now just one challenge away from the coveted title.

The stakes could not have been higher. The winner would be honoured with the **Winner’s Shield**, a **customised Chef’s Coat**, Gold Medal, A **certificate** of Excellence and a **cash prize of ₹51,000**.

With all eyes fixed on them, the **final 20 contestants** entered the kitchen for the ultimate culinary marathon. Their task: to conceptualize and execute a **three-course fusion menu of their choice**, showcasing creativity, technical skill, balance of flavours and presentation—an unforgettable finale to an extraordinary competition.

Panel of judges and the members of the jury were assured that the top 20 were the best of the whole lot.

At the conclusion of the stipulated **three hours**, all attention converged on the presentation arena. Contestants stood alongside their meticulously crafted dishes, while judges and jury members took their positions and the organizing team-all united in anticipation at centre stage.

As the competition reached its defining moment, the **final round** scores were reserved and sealed. A lunch break was then announced for the last time during the event, allowing the excitement, suspense and collective anticipation to linger before the ultimate verdict of this remarkable culinary journey.



Knowledge Summit: FELT 2.0



The Stage was set for the Knowledge Summit on Food, Entrepreneurial, Learning and Technology (FELT 2.0). The discussion panel included **Chef Davinder Kumar, Chef Siddhart Shintre, Dr. Anand Singh, Chef Hemant Gokhale, Mr. Srikant Patro, Mr. Pankaj Saxena, Chef Devwrath** and the Moderator none other than **Mr. Manish Khanna**.

The speakers disseminated some wonderful ideas and invaluable knowledge to the audience when they spoke on various aspects of Food, Entrepreneurship, and Leadership & Technology. An array of questions came from the diligent audience which satiated the queries of the future professionals who had a whale of a time listening to the stalwarts.



Lifetime Achievement Award and Book Launch of Chef Davinder Kumar

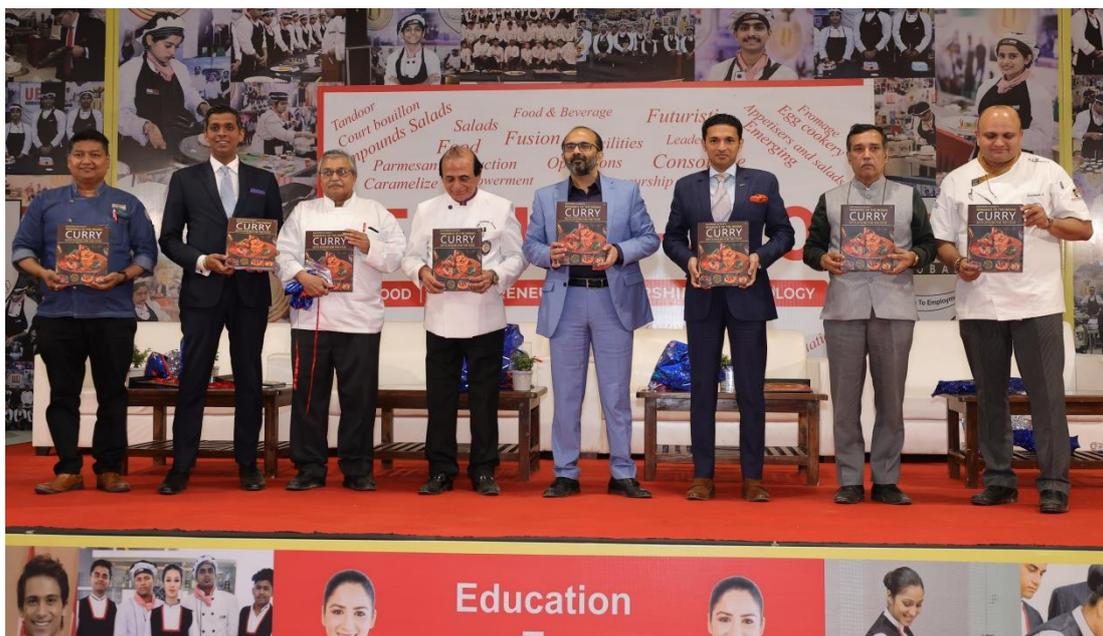


The UEI Culinary Competition was elevated to a moment of pride and inspiration with the **Lifetime Achievement Award and Book Launch of Chef Davinder Kumar**, a stalwart of the Indian culinary fraternity. The occasion honoured Chef Kumar's decades-long contribution to culinary arts, mentorship and professional excellence, making it a truly memorable highlight of the event.

Chef Davinder Kumar was conferred with the Lifetime Achievement Award in recognition of his unwavering dedication to nurturing talent, preserving culinary traditions and setting exemplary industry benchmarks. His journey stands as a source of motivation for aspiring chefs and hospitality students alike.

Adding further significance to the celebration was the launch of Chef Kumar's book, a thoughtful reflection of his experiences, philosophies and passion for food. The book offers valuable insights into the evolving culinary landscape while reinforcing the importance of discipline, creativity and authenticity.

The ceremony at UEI not only celebrated an individual's legacy but also reinforced the institution's commitment to honouring excellence and inspiring future culinary leaders



The air inside the venue was getting warmer with every passing second as the Valedictory function started rolling. The award distribution began with felicitations to all the participants including the finalists.

Time had arrived to declare the winners. Chief Guest Chef Davinder Kumar, VP- Le Meridien and all other guests and the Jury members were invited to announce the winner.

Category Rounds Winners



The Millet Mystery Challenge

Winner

**Mr. Sahilendra
Pardeshi**
UEI Global Pune

**Prize Money-
₹ 5000/-**

Dress a Cake

Winner

**Mr. Mohammed
Danish Riyaj**
UEI Global Pune

**Prize Money-
₹ 5000/-**





Global Biryani Challenge

Winner
Mr. Animesh Amber
UEI Global Delhi

Prize Money- ₹ 5000/-

Overall Final Winners



WINNER

Mr. Vinod Vishwakarma
UEI Global Delhi

Prize Money- ₹ 51000/-



RUNNER UP

Mr. Omkar Desmukh
UEI Global Pune

Prize Money- ₹ 31000/-



2ND RUNNER UP

Mr. Mohammed Danish Riyaj
UEI Global Pune

Prize Money- ₹ 11000/-



Every participant emerged victorious in spirit, their enthusiasm and energy soaring high. It was time to unwind, celebrate and let the music take over as the evening gracefully transitioned into a sparkling night. With the curtains falling on **UCC Edition 3**, the stage is now set for the **Next Edition**, promising a fresh journey of creativity and excellence. True to its legacy, **UEI Global continues to set trends and inspire the future of hospitality.**



MANAGING GUEST COMPLAINTS IN FOOD & BEVERAGE OUTLETS



In the hospitality industry, guest satisfaction is the foundation of success, and Food & Beverage (F&B) outlets play a critical role in shaping the overall guest experience. Despite well-planned operations and trained staff, guest complaints are inevitable due to high service expectations, time constraints, and human

involvement. How these complaints are handled often determines whether a guest leaves dissatisfied or becomes a loyal customer. Effective management of guest complaints in F&B outlets is therefore not a challenge but an opportunity to demonstrate professionalism, empathy, and service excellence.

Understanding the Nature of Guest Complaints

Guest complaints in F&B outlets can arise from various factors such as delayed service, incorrect orders, poor food quality, hygiene concerns, staff behavior, billing errors, or unmet expectations. Each guest perceives service differently, and what may seem minor to staff can be significant to the guest. Understanding this perspective is essential. Complaints are not merely expressions of dissatisfaction but valuable feedback that highlight gaps in service and areas for improvement.

Importance of Effective Complaint Management

Handling complaints effectively is crucial for maintaining the reputation of an F&B outlet. A poorly managed complaint can lead to negative word-of-mouth, online criticism, and loss of future business. On the other hand, prompt and sincere resolution can enhance guest trust and confidence. Studies in hospitality consistently show that guests who experience a problem that is resolved well are often more loyal than those who never encountered an issue. Effective complaint management also boosts staff morale, as employees feel empowered and supported to resolve issues professionally.

First Point of Contact: Listening with Empathy



The first step in managing a guest complaint is active listening. Service staff must give the guest their full attention without interruption. Maintaining eye contact, nodding, and using polite language convey respect and concern. It is essential to remain calm and composed, even if the guest is upset. Defensive behavior or arguments only escalate the situation.

Empathy plays a vital role at this stage. Acknowledging the guest's feelings and expressing genuine concern helps diffuse tension. Simple statements such as "I understand your concern" or "I apologize for the inconvenience" can significantly impact how the guest perceives the response.

Apologizing and Taking Responsibility

A sincere apology is a powerful tool in complaint handling. It does not necessarily mean admitting fault but shows respect and accountability. Guests expect acknowledgment of their discomfort or dissatisfaction. Avoiding blame or shifting responsibility to other departments is crucial. Staff should take ownership of the situation and reassure the guest that corrective action will be taken promptly.

Identifying the Root Cause

Once the complaint is acknowledged, the next step is to identify its cause. This involves asking relevant questions politely and discreetly. Understanding whether the issue lies in service speed, food preparation, communication, or system errors helps in choosing the right solution. Quick assessment is essential, especially in busy F&B environments, to prevent prolonged dissatisfaction.

Providing Immediate and Appropriate Solutions

Guests appreciate swift action. Solutions should be practical, fair, and aligned with company policies. Common resolutions include replacing a dish, offering an alternative, providing a complimentary item, correcting the bill, or adjusting service procedures. Staff should be empowered within defined limits to resolve complaints without unnecessary delays or escalation.

In cases where the issue cannot be resolved immediately, guests should be informed clearly about the steps being taken and the expected time frame. Transparency builds trust and reassures guests that their concerns are taken seriously.

Role of Supervisors and Management

While frontline staff handles most complaints, some situations require managerial intervention. Escalation SOPs help determine when supervisors or managers should step in. Management involvement demonstrates commitment to guest satisfaction and often helps resolve complex or sensitive issues effectively.



Managers should approach the guest personally, reiterate apologies, and ensure that appropriate compensation or corrective action is provided. They should also document the complaint for future reference and analysis.

Maintaining Professionalism at All Times

Professional behaviour is essential throughout the complaint-handling process. Body language, tone of voice, and choice of words can influence guest reactions. Staff should avoid discussing complaints publicly or arguing in front of other guests. Discretion ensures the dignity of both the guest and the establishment.

Learning from Guest Complaints

Complaints are valuable tools for continuous improvement. F&B outlets should maintain records of guest complaints to identify recurring issues and trends. Regular review meetings help management address root causes through staff training, menu adjustments, process improvements, or equipment upgrades.

Encouraging guest feedback, both positive and negative, reflects a commitment to service excellence. When guests see visible improvements based on their feedback, it enhances trust and brand loyalty.



Training Staff for Effective Complaint Handling

Regular training programs are essential to equip staff with communication skills, emotional intelligence, and problem-solving abilities. Role plays and real-life scenarios help employees gain confidence in managing difficult situations. Clear Standard Operating Procedures (SOPs) provide guidance and consistency in complaint resolution.

Managing guest complaints in Food & Beverage outlets is an integral part of delivering quality hospitality. Complaints should not be viewed as setbacks but as opportunities to recover service, strengthen guest relationships, and improve operational standards. With effective listening, empathy, prompt action, and continuous learning, F&B outlets can turn moments of dissatisfaction into memorable experiences. Ultimately, successful complaint management reflects the true spirit of hospitality—caring for guests and exceeding their expectations even in challenging situations.

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About the Author:

Mr. Diwakar Kumar is Faculty of Food and Beverage at Chandigarh. He has done his Masters in travel and tourism having an experience of 18 years which includes Hotel The Oberoi, New Delhi and Costa Cruises, Italy and Royal Caribbean International Cruises USA.

MISE-EN-PLACE: THE FOUNDATION OF EFFICIENCY IN PROFESSIONAL KITCHENS



In the fast-paced environment of professional kitchens, efficiency, organization, and precision are essential for delivering consistent quality and timely service. One fundamental concept that supports these objectives is *mise-en-place*, a French culinary term that means “everything in its place.” More than just a preparatory technique, *mise-en-place* is a professional discipline that forms the backbone

of successful kitchen operations. It influences workflow, teamwork, food quality, and overall kitchen management.

Meaning and Concept of Mise-en-Place

Mise-en-place refers to the systematic preparation and arrangement of ingredients, tools, equipment, and workstations before cooking begins. This includes washing, peeling, cutting, marinating, measuring ingredients, preparing sauces, and arranging utensils in an orderly manner. In professional kitchens, *mise-en-place* is not limited to food preparation alone but also includes mental readiness, time planning, and understanding the sequence of tasks.

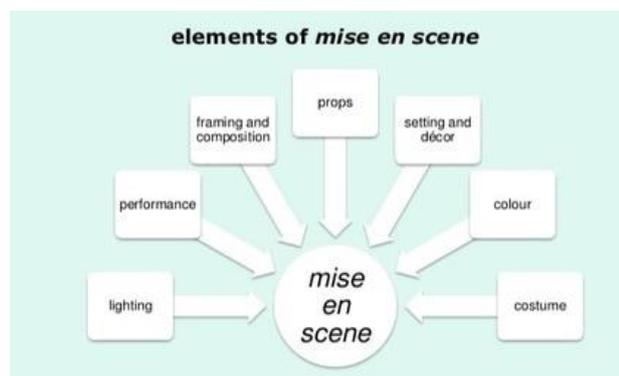
The philosophy behind *mise-en-place* is simple: when everything is prepared and organized in advance, chefs can focus on cooking and presentation without interruptions or errors. This structured approach is essential in hotels, restaurants, banquets, and catering operations where timing and accuracy are critical.

- **Importance of Mise-en-Place in Professional Kitchens**

One of the primary benefits of *mise-en-place* is efficiency. During peak service hours, chefs do not have time to search for ingredients or equipment. Proper preparation ensures smooth workflow and faster service, reducing delays and guest dissatisfaction. It also minimizes stress in the kitchen; allowing staff to work calmly and confidently even during high-pressure situations.

Consistency is another key advantage. Standardized *mise-en-place* ensures that dishes are prepared using the same ingredients, measurements, and methods every time. This results in uniform taste, texture, and presentation, which is crucial for maintaining brand standards and guest expectations.

Mise-en-place also enhances food safety and hygiene. Organized workstations reduce the risk of cross-contamination and food wastage. Ingredients are stored properly, tools are cleaned and arranged systematically, and cooking processes follow a logical order, supporting compliance with food safety standards.





- **Components of Mise-en-Place**

Mise-en-place in professional kitchens can be divided into several components. Ingredient preparation is the most visible aspect, involving cutting vegetables, portioning meats, preparing stocks, sauces, and garnishes. Proper labeling and storage are essential to maintain freshness and traceability.

Equipment readiness is another important component. Knives, chopping boards, pans, utensils, and machines must be clean, functional, and positioned

conveniently. Faulty or missing equipment can disrupt workflow and compromise service quality.

Workstation organization plays a crucial role. Each chef or section, such as garde manger, hot kitchen, or pastry, follows a specific layout to ensure smooth movement and easy access to tools and ingredients. A well-organized station reflects professionalism and discipline.

- **Role of Mise-en-Place in Different Kitchen Sections**

Each section of a professional kitchen relies heavily on mise-en-place. In the garde manger or cold kitchen, extensive preparation is required for salads, appetizers, cold cuts, and garnishes. Proper mise-en-place ensures visual appeal and quick plating.

In the hot kitchen, mise-en-place includes pre-cooked components, marinated proteins, prepared sauces, and measured spices. This allows chefs to assemble dishes quickly during service without compromising quality.

The bakery and pastry section requires precise mise-en-place, as baking depends on accurate measurements and timing. Ingredients must be weighed correctly, ovens preheated, and molds prepared in advance to avoid errors.

- **Mise-en-Place and Teamwork**

Mise-en-place promotes teamwork and coordination among kitchen staff. When everyone follows standardized preparation methods and timelines, tasks are completed efficiently and redundancies are avoided. Clear communication during pre-service briefings helps assign responsibilities and ensures accountability.

Chefs rely on each other's mise-en-place to maintain service flow. A delay or mistake in preparation by one section can affect the entire kitchen. Therefore, discipline and cooperation are essential elements of effective mise-en-place.

- **Impact on Cost Control and Waste Reduction**

Proper mise-en-place contributes significantly to cost control. Accurate portioning and planned preparation reduce food wastage and overproduction. Leftover ingredients can be utilized efficiently when



preparation is well-organized and monitored.

Time management also improves, reducing labour costs. When chefs work efficiently with minimal interruptions, productivity increases, and operational expenses are controlled.

- **Training and Skill Development**

For culinary students and entry-level chefs, learning mise-en-place is a foundational skill. It teaches discipline, organization, time management, and attention to detail. Many professional chefs emphasize that mastery of mise-en-place is essential before advancing to complex cooking techniques.

Training programs and internships focus heavily on mise-en-place to prepare students for real-world kitchen environments. Consistent practice helps develop speed, accuracy, and confidence.

Mise-en-place is far more than a preparatory routine; it is a professional mindset that defines excellence in culinary operations. In professional kitchens, where precision, speed, and consistency are non-negotiable, mise-en-place ensures smooth workflow, high-quality output, and guest satisfaction. By promoting efficiency, hygiene, teamwork, and cost control, mise-en-place remains an indispensable pillar of successful food production. For anyone aspiring to build a career in the culinary arts, mastering mise-en-place is the first step toward becoming a skilled and disciplined professional chef.

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About the Author:

Chef Alok is a Faculty- Food Production in UEI Global Lucknow. He is an academician and skilled professional with 7 yrs of Industry and Academic Experience. He has worked with Hotels like Radisson, Clarks, HHI and Ramada. He has taught budding hoteliers in various colleges like SAMS IHM Varanasi, and Chandigarh Group of Colleges Landran, Mohali.

GROOMING AND ETIQUETTE AT THE FRONT DESK: A KEY TO GUEST SATISFACTION

IMPACT OF GROOMING IN HOSPITALITY



 <p>CREATES STRONG FIRST IMPRESSIONS Well-groomed employees project professionalism and confidence.</p>	 <p>BUILDS GUEST TRUST AND COMFORT Cleanliness and proper grooming assure guests that hygiene standards are high.</p>
 <p>REFLECTS BRAND IMAGE Consistent dress codes and neat appearances strengthen the brand's reputation.</p>	 <p>BOOSTS EMPLOYEE CONFIDENCE Staff who look professional usually feel more confident and motivated.</p>
 <p>SUPPORTS HYGIENE & SAFETY Neat hair, clean nails, and fresh uniforms reduce health risks in restaurants and hotels.</p>	 <p>ENHANCES GUEST EXPERIENCE A polished, presentable staff makes service feel upscale and attentive.</p>

@Njiti Dublase

In the hospitality industry, the front desk is the heart of guest interaction and the first point of contact for visitors. The impression created at this stage strongly influences a guest's perception of the hotel and sets the tone for the entire stay. Grooming and etiquette at the front desk are therefore not merely matters of appearance and manners but essential elements that contribute directly to guest satisfaction and brand image. A well-groomed and courteous front office professional reflects professionalism, confidence, and the true spirit of hospitality.

Importance of Grooming at the Front Desk

Grooming refers to personal appearance, cleanliness, and overall presentation of front desk staff. Since front office employees represent the hotel, their appearance must align with the establishment's standards and values. A neat uniform, well-maintained hair, clean shoes, and minimal accessories convey discipline and attention to detail. Guests often associate the appearance of

staff with the quality and hygiene standards of the hotel.

Proper grooming also boosts employee confidence. When staffs feel presentable and professional, they are more comfortable interacting with guests and handling responsibilities efficiently. Grooming standards ensure uniformity among employees, creating a polished and professional environment that enhances the hotel's image.

Personal Hygiene and Professional Appearance

Personal hygiene is a fundamental aspect of grooming. Front desk staff must maintain high standards of cleanliness, including fresh breath, trimmed nails, and appropriate use of deodorant and fragrance. Strong perfumes or unkempt appearance can create discomfort for guests and negatively impact their experience.

Professional appearance also includes posture and body language. Standing upright, maintaining eye contact, and displaying a pleasant

Grooming & Personal Hygiene





facial expression reflect readiness and enthusiasm. These non-verbal cues play a significant role in building trust and making guests feel welcome.

Role of Etiquette in Front Desk Operations

Etiquette refers to the code of polite behavior and professional conduct followed while interacting with guests. Front desk etiquette involves respectful communication, courteous

gestures, and adherence to service protocols. Since the front desk handles sensitive information, guest queries, and complaints, staff must demonstrate patience, empathy, and professionalism at all times.

Polite greetings, addressing guests by name, and using respectful language help create a warm and welcoming atmosphere. Proper etiquette also includes active listening, avoiding interruptions, and responding thoughtfully to guest needs. These practices make guests feel valued and respected.

Telephone and Communication Etiquette

Effective communication is a vital component of front desk etiquette. Telephone handling requires clarity, courtesy, and efficiency. Staff should answer calls promptly, introduce themselves politely, and speak in a calm and professional tone. Proper telephone etiquette ensures accurate information delivery and leaves a positive impression, even without face-to-face interaction.

Written communication, such as emails and messages, should be clear, concise, and professional. Correct language, tone, and prompt responses reflect the hotel's commitment to quality service.

Cultural Sensitivity and Professional Conduct

Hotels cater to guests from diverse cultural and social backgrounds. Front desk staff must be culturally sensitive and respectful of different customs, languages, and expectations. Avoiding assumptions and maintaining neutral, professional behavior ensures that all guests feel comfortable and respected.

Professional conduct also involves maintaining confidentiality and discretion. Handling guest information responsibly and addressing issues privately demonstrates integrity and builds guest trust.

Handling Difficult Situations with Grace

Front desk staff often encounters challenging situations such as guest complaints, delays, or misunderstandings. Grooming and etiquette play a crucial role in managing these situations effectively. A calm demeanour, respectful language, and composed appearance help de-escalate tension and reassure guests.



Apologizing sincerely, listening attentively, and offering solutions reflect professionalism and commitment to guest satisfaction. Even in stressful situations, maintaining etiquette reinforces the hotel's service standards and leaves a positive impression.

Training and Standardization

To maintain consistent grooming and etiquette standards, hotels implement training programs and Standard Operating Procedures (SOPs). Regular training helps staff understand expectations, refine interpersonal skills, and stay updated with service trends. Grooming guidelines ensure uniformity, while etiquette training enhances communication and guest handling skills.

Supervisors play an important role in monitoring and reinforcing these standards. Continuous feedback and grooming audits help maintain consistency and professionalism at the front desk.

Impact on Guest Satisfaction and Brand Image

Grooming and etiquette at the front desk directly influence guest satisfaction. A well-presented and courteous front desk team creates a welcoming environment, builds trust, and enhances the overall guest experience. Guests are more likely to return to a hotel where they feel respected and valued from the moment they arrive.

Positive interactions at the front desk also encourage favorable reviews and recommendations, strengthening the hotel's brand reputation. In a competitive hospitality market, exceptional grooming and etiquette can become a distinguishing factor.

Grooming and etiquette at the front desk are essential pillars of successful hotel operations. They go beyond appearance and politeness, shaping guest perceptions, satisfaction, and loyalty. By maintaining high grooming standards, practicing professional etiquette, and continuously training staff, hotels can ensure memorable first impressions and lasting guest relationships. Ultimately, effective grooming and etiquette reflect the true essence of hospitality—welcoming guests with professionalism, respect, and warmth.

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About the Author:

Ankush Gautam holds a B.sc in Hospitality and Hotel Administration from IHM Hamirpur and currently Pursuing MTTM (IGNOU) with over 8 years of experience with hotel and Cruise line; he is a passionate teacher and research enthusiast. He is a Faculty of Accommodation at UEI- Global, Chandigarh.

KEY TECHNIQUES TO INSPIRE HOSPITALITY TEAMS



Hospitality is a people-driven industry. Unlike other sectors, employees interact directly with guests and influence their perception of the brand. Motivated employees exhibit higher energy, attention to detail, and a commitment to excellence, which enhances service quality. On the other

hand, unmotivated staff can lead to errors, poor service, and negative guest feedback. Therefore, motivating hospitality teams is not just a managerial responsibility but a strategic necessity for operational success.

Clear Communication and Goal Setting

One of the fundamental techniques to inspire hospitality teams is clear communication. Employees need to understand their roles, responsibilities, and the expectations placed upon them. Managers should communicate goals clearly, whether it's improving guest satisfaction scores, increasing efficiency in food and beverage operations, or achieving higher occupancy rates. When team members know what is expected and how their performance contributes to overall success, they feel more engaged and accountable.

Setting achievable and measurable goals also motivates employees. Recognizing small milestones and progress along the way boosts confidence and encourages continuous improvement. Regular team meetings, feedback sessions, and performance reviews provide opportunities to communicate objectives and reinforce motivation.

Recognition and Appreciation

Acknowledging employees' efforts is one of the most effective ways to inspire them. Simple gestures such as verbal praise, certificates of appreciation, or "employee of the month" programs can significantly boost morale. Recognition not only rewards hard work but also demonstrates that the organization values its staff.

In hospitality, recognition can be tied to specific achievements, such as handling a difficult guest professionally, upselling in the restaurant, or maintaining impeccable housekeeping standards. Public acknowledgment during team meetings or through internal communication channels creates a culture of appreciation and encourages others to excel.

Training and Career Development Opportunities

Opportunities for learning and growth are powerful motivators. Employees are inspired when they see a clear career path and know that their skills and efforts can lead to advancement. Offering regular training sessions, workshops, and skill development programs equips staff with knowledge and confidence.



Cross-training employee in different departments, such as front office, housekeeping, and food and beverage, not only enhances versatility but also fosters a sense of empowerment and ownership. Encouraging staff to pursue certifications or higher education further motivates them to invest in their careers and stay committed to the organization.

Empowerment and Delegation

Empowering employees to make decisions within their scope of work encourages accountability and fosters a sense of responsibility. Delegation of tasks, coupled with trust and guidance, allows staff to demonstrate their capabilities and problem-solving skills. In hospitality, empowering employees to resolve guest complaints, manage small operational issues, or suggest improvements can boost their confidence and motivation.

A motivated employee who feels trusted by management is more likely to take initiative, innovate, and contribute positively to team performance.

Creating a Positive Work Environment

A supportive and inclusive workplace is essential for employee motivation. Managers should cultivate a culture of respect, collaboration, and open communication. Team members who feel valued and respected are more engaged, productive, and committed to the organization.

Hospitality workplaces can be high-pressure environments, especially during peak seasons. Encouraging teamwork, celebrating successes, and maintaining a friendly atmosphere helps reduce stress and increases employee satisfaction. Providing comfortable break areas, fair shift rotations, and addressing grievances promptly also contributes to a positive environment.



Incentives and Rewards

Monetary and non-monetary incentives can serve as strong motivators. Performance-based bonuses, commission schemes, and perks such as meal vouchers or extra leave days encourage employees to perform at their best. Non-monetary rewards like recognition events, team outings, or certificates of achievement also foster a sense of belonging and loyalty.

In hospitality, linking rewards to measurable outcomes, such as guest satisfaction scores, upselling targets, or teamwork, ensures that motivation aligns with organizational objectives.



Leading by Example

Finally, inspiration often comes from leadership itself. Managers and supervisors must lead by example by demonstrating professionalism, integrity, and dedication. When leaders are approachable, supportive, and committed, employees are more likely to mirror these qualities. Hospitality teams respect leaders who work alongside them during busy periods, provide constructive feedback, and acknowledge their efforts.

Inspiring hospitality teams requires a holistic approach that combines communication, recognition, empowerment, training, and a positive work environment. Motivated employees not only enhance guest experiences but also contribute to higher operational efficiency, staff retention, and the overall reputation of the establishment. By implementing these key techniques, hospitality managers can build engaged, enthusiastic and high-performing teams, ultimately driving both employee satisfaction and organizational success.

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About the Author:

Mr. Abhay Morbhatt holds a BHMCT and PGDM, and brings over 12 years of rich experience across the hospitality industry and academia. With deep expertise in Room-divisions excellence, he has contributed to training, mentoring, and industry-driven learning for aspiring hospitality professionals.

He currently serves as a Faculty-Room Divisions at UEI Global Institute, Agra, where he is dedicated to shaping the next generation of hospitality leaders.

PRESERVING TRADITIONAL ART FORMS IN INDIAN HOTEL DECORATION



India's rich cultural heritage and diverse artistic traditions provide a unique source of inspiration for hotel decor. Across the country, hotels are increasingly integrating traditional art forms into their interiors, creating spaces that are not only visually stunning but also culturally immersive. Preserving traditional art in hotel decor is not merely a decorative choice; it is a deliberate effort to celebrate India's heritage, support local artisans, and provide guests with an authentic and memorable experience.

The Importance of Traditional Art in Hospitality

Traditional art forms, ranging from intricate wood carvings, handcrafted textiles, and frescoes to pottery, sculptures, and murals, carry centuries of history and regional identity. Incorporating these into hotel interiors enhances the aesthetic appeal while educating guests about local culture. Guests today seek experiences beyond luxury—they value authenticity and stories embedded in the spaces they inhabit. Hotels that showcase traditional art forms provide this cultural connection, offering visitors a sense of place and context.

Moreover, the integration of traditional art supports the sustainability and continuity of local crafts. In many parts of India, traditional artisans face economic challenges due to industrialization and mass production. By collaborating with these artisans, hotels create employment opportunities and preserve skills that might otherwise fade over generations. This approach not only enriches hotel aesthetics but also contributes to cultural preservation.

Applications of Traditional Art in Hotel Decor

There are numerous ways hotels incorporate traditional art forms into their decor. One common approach is through interior furnishings. Hand-woven carpets, embroidered cushions, and block-printed drapes reflect regional craftsmanship and add texture and colour to hotel interiors. For example, Jaipur's hotels often use locally made tie-dye textiles (Bandhani) and embroidered furnishings, giving rooms a vibrant and culturally rooted look.





them about local heritage.

Wall art and murals are another prominent medium. Many hotels commission local artists to create murals depicting regional myths, folklore, or historical events. In Kerala, murals inspired by temple art often adorn lobbies and banquet halls, creating an immersive cultural environment. These artworks serve as focal points that capture guests' attention while educating

Sculptures and handicrafts can be strategically placed throughout hotel premises, from reception areas to corridors and gardens. Stone carvings, brass figurines, and wooden sculptures not only beautify spaces but also provide tactile and visual connections to India's artistic legacy. Additionally, traditional flooring techniques, such as inlaid marble patterns or terracotta tiles, can subtly reflect regional styles while enhancing the ambiance.

The Role of Architecture

Preserving traditional art is not limited to interior decor; it extends to architectural elements. Many hotels incorporate traditional design features such as



jharokhas (ornamental windows), courtyards, jaalis (lattice screens), and carved pillars. Heritage hotels in Rajasthan and Gujarat, for instance, often retain original palatial structures with ornate carvings and frescoes, blending history with modern hospitality standards. Such architectural integration ensures that guests experience the grandeur and cultural richness of the region from the moment they enter the hotel.

Balancing Tradition and Modernity

While traditional art enriches hotel spaces, modern design considerations such as functionality, comfort, and safety must be integrated. Hotels often adopt a fusion approach, blending traditional motifs with contemporary furniture, lighting, and technology. For example, a room may feature a hand-painted mural behind a modern bed, or a lobby may combine carved wooden panels with sleek, minimalist furniture. This balance ensures that while the aesthetic celebrates heritage, it also meets the expectations of today's international travellers.

Impact on Guest Experience

Hotels that thoughtfully incorporate traditional art forms create memorable guest experiences. Guests feel a deeper connection to the destination, and the environment becomes a talking point, enhancing word-of-mouth promotion and social media visibility. Cultural immersion through art often leads to higher guest satisfaction, repeat visits, and loyalty. Guests not only

enjoy luxury but also gain insight into the local culture, making their stay educational and enriching.



Supporting Local Artisans

A key advantage of preserving traditional art in hotel decor is the opportunity to empower local artisans. Hotels can collaborate directly with craftspeople, commissioning pieces for specific projects or buying authentic artworks for resale in gift shops. Such initiatives provide sustainable income to artisans, foster skill development, and help keep endangered crafts alive. This symbiotic

relationship benefits both the hospitality sector and the cultural ecosystem.

Preserving traditional art forms in Indian hotel decor is a practice that combines aesthetics, cultural preservation, and social responsibility. By integrating handcrafted textiles, murals, sculptures, and architectural elements, hotels not only create visually appealing spaces but also celebrate India's rich heritage. This approach enhances guest experiences, supports local artisans, and positions hotels as custodians of culture. In a competitive hospitality market, incorporating traditional art into hotel decor is not only a mark of distinction but also a meaningful way to connect guests with India's timeless artistry and vibrant traditions

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About the Author:

Mrs. Smita Jacob is a Senior Accommodation Faculty at UEI Global, Pune with 20 yrs. experience of industry and academics.

ALL IN A DAY'S WORK



UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Guests Checkout
Procedure

UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Kimchi Salad
Chilli Paneer
Veg Hot and Sour
Soup
Veg Fried Rice





**UEI GLOBAL
LUCKNOW**

Front Office Practical
Session:

Inter & Intra
communication role
play

**UEI GLOBAL
CHANDIGARH**

Food and Beverage
Practical Session:

Room Service Tray
Set Up of Tea and
Coffee





**UEI GLOBAL
DELHI**

Food and Beverage
Practical Session:

Preparation of Various
Mocktails

**UEI GLOBAL
CHANDIGARH**

Food Production
Practical Session:

Veg Sweet Corn Soup
Honey Chilli Potato
Veg. Chilli Garlic
Noodle





UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Silver Service

**UEI GLOBAL
TRIVANDRUM**

Food and Beverage
Practical Session:

Sequence of Service





UEI GLOBAL AGRA

Housekeeping Practical Session:

Cleaning of Glass Surface

UEI GLOBAL AGRA

Food Production Practical Session:

Béchamel Sauce
Penne Alfredo
Fusilli Arrabbiata





UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Menu Presentation
and
Order Taking

**UEI GLOBAL
AGRA**

Housekeeping
Practical Demo
Session:

Bed Making





UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Guest Greeting and
Seating

**UEI GLOBAL
CHANDIGARH**

Food and Beverage
Practical Session:

Table d' hote (TDH)
Cover set up





**UEI GLOBAL
CHANDIGARH**

Front Office Practical
Session:



Filling of Guest
Registration Form

FOOD FESTIVAL: SPICES & SALSA

South Indian & Mexican Fusion Food Festival



UEI GLOBAL AGRA

The campus burst into a riot of colours, music, and irresistible aromas as students hosted the much-anticipated fusion food festival-“**Spices & Salsa**”, a lively celebration uniting the bold flavours of **South India** with the vibrant soul of **Mexican cuisine**. The festival represented a fresh wave of creativity, innovation, and cultural exploration, living true to its theme: “*Best from Backwaters to Burritos.*”

After the grand Mughal-inspired festival last year, students embraced a completely new culinary adventure this time. They explored how the smoky heat of Mexican chillies could harmonize with the earthy spices of South India, creating a rich fusion menu that surprised and delighted every guest.

Both South Indian and Mexican cuisines are celebrated across the world for their fearless use of spices, comfort-food traditions and colourful presentations. Students discovered fascinating similarities during their research- Love for Coconut, Passion for chillies, Rice as Staple, Freshly Ground Spices Blend and Tangy and Bold Flavours.

These common threads inspired them to craft dishes that were exciting, meaningful, and bursting with identity.

The Campus was transformed into a festive canvas of Indo-Mexican creativity. The venue décor showcased: Mexican papel picado mixed with South Indian kolam and rangoli motifs, Bright sombreros paired with Kerala-style hanging lanterns, Colourful chili cutouts alongside traditional South Indian banana leaf décor, A symbolic entrance installation that blended a Kerala houseboat with a Mexican cactus. The décor not only set the fiesta mood but also reflected the imagination and craftsmanship of the students, who used recycled materials to build the entire setup.





The guests of the festival were none other than the students’ parents, guardians, friends and relatives, who experienced first-hand the precision and professionalism their children have developed. Students managed every detail—from the kitchen to the service floor, from entertainment to guest hospitality—with remarkable confidence.

This year’s menu was a brilliant fusion of Mexican techniques and South Indian spices, lovingly planned and executed by the culinary team. Each dish celebrated creativity while staying

rooted in authenticity.

These delicacies were presented in a beautifully decorated dining area designed in Kerala & Mexican style. The feast featured:

- **Appetizer:** Guests enjoyed starters such as “Coconut Rice Fritters with Spicy Aioli” (Crispy South Indian coconut rice fritters paired with a creamy, mildly smoky Mexican aioli.)
- **Soup:** As soup guest enjoyed “Spicy Pumpkin and Black Bean Soup”(A warm, comforting soup blending roasted pumpkin, Mexican black beans, chilies, and South Indian spices.)
- **Main Courses:** The highlight was a menu of Fusion cuisine, including Chicken Varutharacha Tacos with Slaw and Cilantro Lime Sauce (Juicy shredded chicken cooked in traditional Kerala varutharacha masala, wrapped in soft tacos, topped with crunchy slaw and zesty cilantro-lime sauce), Paneer Varutharacha Tacos with Slaw and Cilantro Lime Sauce (A vegetarian version using smoky varutharacha paneer, offering a beautiful fusion of flavours and textures.), Kerala-Style Paella (A creative Indo-Mexican rice dish inspired by Mexican arroz and South Indian one-pot cooking—flavoured with coconut, vegetables, and spices.)
- **Dessert:** The meal concluded with beautiful sweets like Payasam Crepes with Cream and Nuts (Soft, delicate Mexican-style crepes filled with rich South Indian payasam, topped with fresh cream and crunchy nuts.)

The event was well-covered by local media, who captured the students’ performances and achievements with enthusiasm. Guests had plenty of opportunities to take selfies and pose for photos, creating lasting memories of the event.

The cultural team presented a series of energetic fusion acts: Salsa with Bharatanatyam expressions, Mexican folk dance blended with Kerala’s rhythmic steps, Fusion percussion featuring Chenda and Latin drums. Guests applauded enthusiastically as student’s showcased confidence, rhythm, and cultural harmony.

Mr. Manish Khanna, CEO & Managing Director, UEI Global Education, expressed deep appreciation for the dedication and creativity shown by the students: “Spices & Salsa is a remarkable example of what experiential learning truly looks like. Our students not only explored two rich culinary cultures but also demonstrated how beautifully South Indian and Mexican flavors can blend to create something extraordinary. The effort, discipline, and teamwork they displayed throughout the planning and execution of this event reflect the high standards of hospitality education we aim to provide at UEI Global.

Events like these help students gain real-world exposure-allowing them to lead, innovate, present and execute with confidence. From Menu engineering and food production to décor, guest service, and entertainment, every element was handled with professionalism and passion.

“Spices & Salsa” was not just a food festival—it was an unforgettable culinary celebration where two spice-loving cultures met on one grand stage. With its flavourful dishes, lively performances, creative décor, and enthusiastic student participation, the event truly fulfilled its promise of celebrating the Best from Backwaters to Burritos.



SEMINARS AND INDUSTRY VISIT



UEI GLOBAL LUCKNOW

Students Observed How Teams Of QSR Deliver Fast And Accurate Service, Maintain High Kitchen Hygiene Standards And Coordinate Efficiently During Peak Hours. Students Also Learned Effective Customer Interaction, Order-Taking Techniques and The Importance of Time Management.

UEI GLOBAL LUCKNOW

Students Visited The Local Market to Observe and Identify a Variety of Fresh Vegetables and Grains. The Purpose of The Visit Was to Help Them Understand The Quality, Appearance, Texture and Characteristics of Commonly Used Ingredients in Culinary Preparation.





UEI GLOBAL AGRA

Hotel Lemon Tree

Students were shared with valuable industry tips, and ensuring the visit was both educational and enjoyable. It was a great opportunity for them to see first-hand how a high-end hotel functions and also insights into Hotel operations and service standards.

**UEI GLOBAL
DELHI**

Chef Surrender
Jr. Sous Chef
Hotel Crowne Plaza
Rohini

A practical Session on
Making and Dressing
of a Cake



RENDEZVOUS WITH THE GENERAL MANAGER



Real Talk with Real Leaders

UEI Global Education is committed to preparing our management students for the industry. As part of our ongoing efforts, we are excited to announce the launch of our second edition, building on the innovative pedagogy we employ to equip students with the skills they need for success in the professional world.

We took our second edition to **Roseate House, New Delhi**, where our management students had the opportunity to meet **Mr. Kush Kapoor**, the CEO of **Roseate Hotels and Resorts**. He began with the inspiring message, *“If I can do it, you can do better.”* Mr. Kapoor recounted his career journey, highlighting his initial role as a room boy, which laid the foundation for his remarkable ascent in the hospitality industry. He has now emerged as the

leader of a prominent hotel group, demonstrating significant professional growth and leadership within the sector. His key advice to the students was, **“Your Career, Your Responsibility.”** He emphasized the importance of taking active ownership of every aspect of their professional journey, including skill development, networking, personal attitude, and lifelong learning. Additionally, Mr. Kapoor emphasized the importance of time management and highlighted the necessity of allocating time effectively for meaningful activities. He illustrated how wisely investing time can lead to greater productivity and fulfilment in both personal and professional endeavours.

At **UEI Global Education**, we believe in real-world connections—connecting our students directly with top management and industry leaders. Experiences like these enable students to understand hotel operations and management from a strategic and leadership perspective—not just from a training lens.



UEI GLOBAL EXPANDS INTERNATIONAL PATHWAY PROGRAMME

Mr. Jack Williams
Mr. Prudhvi Varada
University of Sunderland
United Kingdom

A visit was organized at the UEI Global Delhi campus, during which representatives from the University of Sunderland engaged with the UEI Global team and students. The interaction provided valuable insights into academic pathways, global exposure and progression opportunities available at the Sunderland campus.

The visit strengthened the academic collaboration between UEI Global and the University of Sunderland, reinforcing our shared commitment to offering students globally relevant education and seamless international progression opportunities.



STUDENTS SUCCESS AND ACHIEVEMENT



UEI GLOBAL DELHI

Aditya Shokeen
Batch 2018-21
(Left)

Himanshu
Batch 2021-22
(Right)

Hyatt Regency
Delhi

UEI GLOBAL AGRA

Chirag Sharma
Batch 2022-25

Guest Service Associate
Fairmont
Jaipur





UEI GLOBAL CHANDIGARH

**Rahul Singh
Batch 2024-2025**

**Best intern of the month Award
JW Marriott
Chandigarh**

WORLD AIDS DAY AWARENESS PROGRAMME



UEI GLOBAL CHANDIGARH

World AIDS Day reminds us that HIV remains a global challenge, and in 2025 the theme is "Overcoming disruption, transforming the AIDS response."

Dr. Amanjot & her team Briefed Students about Infection, stages, Transmission and Prevention of AIDS.

UEI GLOBAL TRIVANDRUM

"Awareness leads to action; action leads to change," "It is bad enough that people are dying of Aids, but no one should die of ignorance," and "Together, we can break the stigma"

Conducted a Awareness seminar by Mr. Vivek, Nurse, Jubilee





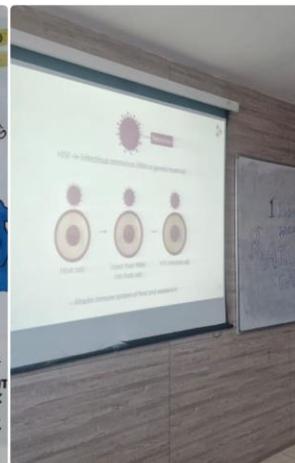
UEI GLOBAL DELHI

On the occasion of World AIDS Day, Students actively participated in making red ribbons, the universal symbol of solidarity compassion and hope for those living with HIV. This Activity was filled with learning teamwork and meaningful conversations as our students proudly created and wore the red ribbons to honour the spirit of the day.

UEI GLOBAL LUCKNOW

To mark World AIDS Day, Students were screened a powerful awareness clip. The short film highlighted the importance of knowledge and prevention.

Simple initiative encouraged students to stay informed and help create a more aware and responsible community.



CHRISTMAS CELEBRATION AT UEI GLOBAL



**UEI GLOBAL
LUCKNOW**



**UEI GLOBAL
JAIPUR**





UEI GLOBAL AGRA



**UEI GLOBAL
PUNE**





**UEI GLOBAL
TRIVANDRUM**





**UEI GLOBAL
DELHI**





**UEI GLOBAL
CHANDIGARH**





*Conditions Apply

Our Institutes

- Agra** : Plot No.16, Chaudhary Complex, Opposite Kamayani Hospital, Sikandra, Agra, Uar Pradesh - 282007
- Chandigarh** : 3rd Floor, SCO-104-106, Sector 34 A,Opp. Picadily Square Mall, Chandigarh - 160034
- Jaipur** : C-14, Vaishali Circle, Vaishali Marg, Vaishali Nagar, Jaipur - 301001
- Jalandhar** : 1st Floor, Bhadwal Complex, Opp. Narinder Cinema, Gate No. 2, Near Bus Stand, Jalandhar - 144001
- Lucknow** : TC/56-B-V, Vibhuti Khand, Gomti Nagar, Lucknow-226016
- Ludhiana** : Plot No. 15, Feroz Gandhi Market, Ludhiana - 141001
- New Delhi** : Block 'C', 5th Floor, Vikas Surya Mall, Near M2k Rohini, Sector -3, Rohini, New Delhi - 110085
: A-13, Saraswati Vihar, New Delhi - 110034
- Pune** : Plot No-823C, Bhamburda, Nr. Corporation Bus Stand, Shivaji Nagar, Pune - 411005
- Trivandrum** : Capital Mark, Near Modern Book Center, Gandhari Ammankovil Road, Pulimood Jn, Off: MG Road, Trivandrum - 695001

Call: 44151515 . Email: info@uei-global.com . Website: www.uei-global.com