

# SOPHOS

*(Be smart, Stay skilled)*



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**Associate Director-Academic Operations**



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## **Disclaimer**

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Note from the Editor's desk

It is with immense pride and purpose that we present the latest edition of **SOPHOS**, a publication that continues to thrive as a vibrant platform for sharing the insights, experiences, and accomplishments of the UEI Global community. With each issue, SOPHOS strengthens its voice as a true reflection of our institution's values, ambitions and unwavering commitment to academic excellence.

This edition brings together a dynamic blend of learning, innovation, culture and industry relevance. At UEI Global, we believe hospitality is more than an academic pursuit-it is a vocation rooted in warmth, service, empathy and inclusivity. Through these pages, we aim to inspire young minds to explore the multifaceted world of hospitality while reaffirming our mission of offering quality education, skill development and meaningful industry integration. Among the many enriching features, The Interview provides thought-provoking perspectives from hospitality leaders. Articles such as Developing Teamwork Skills during Hospitality Training and Sustainable Bartending: Eco-Friendly Practices behind the Bar highlight both the collaborative and responsible nature of contemporary hospitality.

This issue also delves into India's rich culinary heritage through Temple Cuisine of India: Food with Faith and Devotion, offering readers a spiritual and cultural journey through sacred food traditions. All in a Day's Work captures the dedication, discipline, and energy that power daily hotel operations, bringing real-world learning to the forefront

The Food Festival: Za'atar & Zeera celebrates the fusion of Lebanese and Punjabi flavors, reflecting our passion for global gastronomy. Seminars and Industry Visit along with Rendezvous with the General Manager deepen students' exposure to professional environments and inspire career ambitions. We are also proud to highlight UEI Global Education Opens New International Opportunity Avenues, marking an important step toward global academic mobility.

Adding to the festive spirit, events such as the Fresher's Party, Celebration of Guru Nanak Dev Ji's Jayanti and the Celebration of National Constitution Day brought together students across campuses in unity and cultural harmony. This edition further acknowledges Students' Success and Achievement, recognising the dedication and growth of our learners,

As you explore this edition of SOPHOS, may these narratives of innovation, dedication, and achievement inspire and enlighten you. Together, we remain committed to upholding the values of trust, assurance, sincerity, and inclusivity while strengthening the bridge between academia and the hospitality industry.

Warm regards,  
**Amit Moon**

## THE INTERVIEW

**Mr. Patrick John**  
**Cluster Director Sales & DOSM**  
**The Claridges Hotel**  
**(Part of IHCL - Taj Group)**  
**Delhi**



### **Q1. Can you provide a short brief on your professional journey?**

I began my career with a humble start at The Oberoi Hotels, first in Operations and then in Room Reservations, where I gained a strong foundation in guest service and the commercial workings of a hotel. A pivotal shift into Sales set the direction for the rest of my journey and there has been no looking back since.

Over the past 19+years, I have grown across markets and responsibilities, eventually leading Sales & Marketing at IHCL. Each step, from frontline operations to commercial leadership has shaped my perspective and strengthened my passion for the hospitality industry.

### **Q2. What is the best piece of advice you have ever received?**

Stay humble, stay hungry.

### **Q3. What traits are required to be a successful in hotel sales & marketing?**

Relationship building, adaptability, negotiation skills, problem solving, commercial acumen and passion for hospitality are core traits that define success in hotel sales & marketing.

### **Q4. How do you manage conflicts among your team?**

I manage conflicts by addressing them early, listening to all perspectives, and creating a space where team members feel heard without judgement. I focus on the root cause, not the symptoms and guide the conversation toward common goals rather than individual positions.

Above all, I reinforce a culture of respect, accountability and open communication, which prevents most conflicts from escalating in the first place.

**Q5. How do you prioritize tasks and manage your time effectively in a fast-paced environment like hospitality?**

I prioritise by focusing first on tasks that directly impact guests, revenue, and team performance, using the Eisenhower Matrix approach to distinguish what is urgent and important. I plan my day with clear timelines, delegate where appropriate and stay flexible as situations evolve.

**About the Author:**

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## TEMPLE CUISINE OF INDIA: FOOD WITH FAITH AND DEVOTION



Temple cuisine in India is an ancient vibrant tradition. India's temple cuisine is a sacred blend of spirituality, tradition and culinary artistry. It is not merely food and the food in temple is considered as a form of divine blessing and named as "Prasadam" which is food sanctified through faith and offered as an expression of devotion. It

gives pure nourishment, giving purification to the body and spirit of foster a sense of community and equality among devotees. Each temple's cuisine is the reflection of its own region, local produce and ritual practices, representing centuries of cultural continuity.

### The Philosophy behind Temple food

The entire Temple foods are rooted only in the principle of "Ahara as part of Dharma" that means food as a means of spiritual nourishment. It represents purity, balance and gratitude. The preparation, offering and the distribution of food are all in the part of devotion.

- Saatvic Nature: All temple foods are typically saatvic, it means that promotes clarity and peace. Saatvic excludes Onion, Garlic, Meat and Alcohol.
- Purity and Ritual: The foods are cooked only by the designated temple cooks (often they will be called as "Archakas or Madapallis) following the strict rules of hygiene and ritual purity.
- Offering First and Eating Later: As per their rule, the food will be first offered to the God and then it will be distributed as "Prasadam", for devotees that states symbolizing divine grace shared among devotees.

### Regional Diversity in Temple Cuisine



#### South India

- Tirupati Temple in Andhra Pradesh: Tirupati laddoo is famous in the temple which will be given to the devotees and is a blend of gram flour, sugar and ghee. Other offerings include Puliogare (tamarind rice) and Pongal (Rice - lentil dish) served for devotees.



- Udupi in Karnataka: Udupi cuisine, rooted in the Lord Krishna Temple traditions. That features Sāmbhar, Rasam and Kosambari. It stresses that simplicity and balance.

- Kerala Temples: A type of full meals will be served in the Temples in

Kerala named as “Oottu Prasadam” means Temple feast will be featured with rice, sambar, avial and payasam specifically served in banana leaves especially in Sabarimala and Guruvayur.

- Tamilnadu Temples: In Tamilnadu temples they named the divine kitchen as the Madapalli kitchens. In the Madapalli kitchens of Meenakshi and Renganatha temples prepare Ven Pongal, Curd rice and Vadai as divine offerings in the temple.
- Puri Jagannatha Temple (Odisha): In this temple the Mahaprasad includes 56 items called Chappan Bhog which will be cooked in earthen pots over wood fire which is offered for Lord Jagannatha.

**North India**

- Vrindavan and Mathura (Uttar Pradesh): In this temple the offerings for Lord Krishna include Makhana Misri (butter and sugar), Malpua and Pedas will be served.



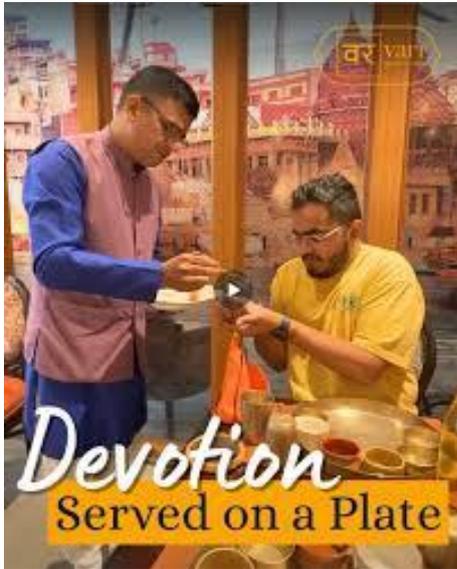
- Golden Temple (Amritsar, Punjab): Communal kitchen run by Sikh community serves simple vegetarian meals to thousand of devotees daily which symbolizing equality and self-less service.

- Vaishno Devi (Jammu): In this temple the offerings are very simply in nature. Mostly simple fruits, dry sweets and Halwa will be served which signifying austerity and purity.

**Eastern and Western India**

- Shirdi Sai Temple (Maharashtra): In this temple they offers Khichidi and Sheera, reflecting humility and simplicity.

- Jagannath Puri to Dwaraka (Odisha to Gujarat): In those temples the Char Dham pilgrimage unites diverse temple foods from Kechuri in Jagannath Puri to Thepla and Shrikhand in Dwaraka.



### **Sacred ingredients and Symbolism**

Rice: Symbol of life and something that provides support or nourishment.

Ghee: It represents purity and prosperity

Tulsi and Sandalwood: Used for flavor and ritual sanctity

Coconut, Banana and Jaggery: Universally used in Offerings by all temples across the all-region.

### **The Social and Spiritual Dimension**

In our country temple kitchens, such as Puri temple, Tirupati temple and The Golden temple are considered among largest community kitchens in the

world. They represent India's ethos of "Anna Dana" - means the sacred act of feeding food for others.

They considered as eating temple food is seen as an act of "Prasada Grahana - means receiving divine blessings with humility and gratitude.

The temple cuisine of India goes beyond the limitations of taste and it will be considered as food as faith, devotion and community service for devotees. On behalf of very less portion size of Pongal from Tirupati or a ladle of dal from Amritsar, every small share or these carries centuries of tradition, purity and the essence of divine love.

The Temple Cuisine is a testament of India's diverse spiritual landscape where the act of sharing the meals will becomes a powerful cultural and spiritual experience, bridging faith, tradition and community

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Dr. F. D. Dinesh Kumar holds a Bachelor's Degree in Hotel Management and Catering Technology, Master's Degree in Tourism Management, Master of Philosophy in Tourism Management, and Doctor of Philosophy in Tourism Management, with over 8 years' experience in the hotel, Cruise line sectors and 20 years' experience in the teaching sector. Associated with UEI Global Education, Trivandrum as a faculty - Food Production.

# DEFINING QUALITIES OF A TRUE HOSPITALITY PROFESSIONAL:

## ADAPTABILITY AND FLEXIBILITY



The hospitality industry operates in an environment characterized by constant change, unpredictability, and high guest expectations. Professionals in this field must navigate diverse cultures, sudden operational challenges, evolving technologies, and a demanding service ethos. In such a dynamic landscape, adaptability and flexibility emerge as two of the most critical traits. These

qualities enable hospitality employees not only to cope with change but to transform challenges into opportunities for exceptional guest service. A Truly skilled professional stays calm, reacts wisely and adjusts quickly in every circumstance.

### **Adaptability: A Cornerstone of Modern Hospitality**

In today's hospitality world, adaptability stands as one of the most valuable traits a professional can possess. As guests need to evolve and industry demands shift, the ability to adjust one's approach becomes crucial for delivering consistent, high-quality service.

- **The Need for Adaptability in the Hospitality Industry**

Hospitality professionals face real-time challenges that require immediate resolution. These may include sudden changes in guest arrivals or cancellations, equipment failures, cultural misunderstandings, overbookings, staffing shortages, or health-related emergencies. A truly adaptable employee remains calm, assesses the situation carefully, uses the resources available, and takes timely action to protect guest satisfaction as well as the organization's reputation.

- **Characteristics of an Adaptable Professional**

Adaptable individuals typically exhibit emotional resilience, creative problem-solving, cultural intelligence, and openness to learning. These qualities enable them to maintain seamless guest experiences, even in turbulent situations.

### **Flexibility: The Operational Strength of Hospitality Professionals**

Flexibility is the willingness to modify work routines, take on additional responsibilities, or shift roles according to organizational needs. In an industry that rarely follows predictable routines, flexibility allows employees to adapt their schedules, tasks, and interpersonal approaches in



## How to be Flexible in the Workplace

Flexibility has become an increasingly valuable skill in modern workplaces where unpredictability and change is often constant.

Data source: Emerald Works - Mind Tools | Infographic design by Antonio Grasso for educational and motivational purposes



alignment with fluctuating demands. Since hospitality operations often shift without warning, flexible employees can modify tasks, communication methods, and working styles to meet the demands of the moment.

- **Flexibility in Hospitality Operations**

Demonstrated through behaviours such as working extended hours during peak periods, assisting other departments, adapting communication styles for diverse guests, and multitasking efficiently.

- **Flexibility and Professional Identity**

A truly flexible professional recognizes that excellent service goes beyond a strict job role. It

involves prioritizing guest needs, adjusting routines necessary and sometimes taking on duties outside one's regular responsibilities to ensure a smooth and satisfying guest experience.

## Why These Traits Define a True Hospitality Professional

- **Ensuring Superior Guest Experiences**

Guests evaluate services based on how well staff respond to their needs—especially when challenges arise. Adaptability helps professionals make quick and effective decisions, while flexibility ensures that the service provided aligns with cultural differences, guest preferences, and situational needs.

- **Maintaining Operational Stability**

Adaptable and flexible staff members provide stability when unexpected disruptions occur. Their capability to switch roles, manage shortages, or introduce alternative methods helps maintain smooth, reliable, and uninterrupted operations.

### Demonstrating Professional Competence

These traits reflect emotional intelligence, maturity, and discipline. They enhance credibility and prepare individuals for leadership roles within the hospitality sector.

- **Supporting Growth and Innovation**

With fast paced technological changes and shifting guest expectations, adaptable professional's welcome new procedures and service models. Their openness to innovation allows organizations to evolve and stay competitive in a constantly changing environment.

As the industry progresses, those who embraces these qualities not only perform better but also raise the overall service standards wherever they work.

Their ability to adjust, learn, and maintain consistency makes them essential contributors to a sector built on trust, empathy, and meaningful great connections.

Increasing  
Flexibility and  
Adaptability  
Skills in the  
Workplace

Ultimately, adaptability and flexibility shape the foundation of truly professional behavior in the hospitality industry. These qualities empower individuals to rise above everyday challenges and deliver service that is both thoughtful and dependable.

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Jiya Jethani is a Senior Faculty and ACE and Communication at UEI Global, Lucknow. She brings a strong background as cabin crew member, enriched with experience in personality development, soft skills, and English communication trainings. She has delivered numerous PD and communication sessions and holds valuable administrative experience. Her vision is to help learners build confidence, develop professionalism, and excel as industry-ready individuals who can thrive in a dynamic world.

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## DEVELOPING TEAMWORK SKILLS DURING HOSPITALITY TRAINING



Developing teamwork skills is one of the most important parts of hospitality education. The success of hotels, restaurants and resorts depends heavily on how well employees coordinate their tasks and support one another. Hospitality operations move quickly, and no department can function independently. For this reason, training institutes give high importance to building

teamwork abilities, both inside classrooms and during practical exposure such as Industrial Training (IT) and On-the-Job Training (OJT).

Teamwork in hospitality is directly linked to guest satisfaction. A smooth check-in, timely room cleaning or efficient restaurant service all rely on the cooperation of several people. The front office depends on housekeeping for room readiness, the kitchen works closely with service staff, and housekeeping teams coordinate with maintenance and laundry. Students gradually learn that teamwork is not just an added skill but the foundation of daily operations in the industry.

Hospitality training introduces teamwork through several learning methods. Practical labs are the first place where students experience real departmental coordination. In Food Production, Housekeeping, Front Office and F&B service labs, tasks are usually performed in groups. Students learn how to divide responsibilities, manage time and support one another when the workload increases. Working under time pressure helps them understand the importance of planning and clear communication.

### Role Plays and Simulations

Role plays contribute to building teamwork. These activities expose trainees to real life situations such as handling guest complaints, assisting during busy restaurant hours or welcoming important guests. Each activity requires cooperation, listening skills and problem solving. Students learn how to adjust to unexpected situations and stay calm while



working together toward a common outcome.

### **Assignments and Projects**

Group assignments and projects further strengthen cooperation. Learners plan, research and present as a team, which teaches them how to consider multiple viewpoints and share workload fairly. Institutes also organise theme lunches, cultural events and food festivals where students must plan and execute tasks together. These activities naturally build leadership qualities, coordination and trust among team members.

Industrial Training plays a major role in shaping teamwork skills. During IT, students work in real hotels for several months, observing how departments function and how employees depend on one another. They learn the value of professional communication, punctuality and responsibility. Trainees experience busy days, last minute changes and demanding guests. These situations demand cooperation and quick decision making. Working alongside experienced staff gives students a deeper understanding of how teamwork influences guest satisfaction and smooth operations.

### **Industrial Exposure**

On-the-Job Training offers another layer of practical teamwork exposure. Whether working in training restaurants, partner hotels or small hospitality setups, students must coordinate their duties with colleagues. OJT encourages learners to help team members during peak hours, solve problems together and communicate clearly. Handling guests under supervision builds confidence and teaches students how to remain supportive and reliable within a team.



Throughout training, several teamwork skills naturally develop. Students learn effective communication—expressing ideas clearly, listening carefully and giving constructive feedback. Adaptability becomes a core trait as they learn to adjust to different work styles, sudden changes and new tasks. They also develop conflict resolution skills, understanding that disagreements can be solved respectfully through discussion. Leadership skills develop when students take charge during events or coordinate tasks. Time management becomes essential as they complete assignments, room setups and service tasks within deadlines.

Teamwork across hotel departments is a unique feature of the hospitality industry. Students witness how front office communicates with housekeeping about room status, how restaurants coordinate with kitchens on order timing and how housekeeping works with maintenance for room repairs. These experiences help trainees understand that even the smallest delay can affect guest experience, making teamwork crucial.

Strong teamwork skills offer long term career benefits. Employers look for candidates who cooperate well, stay calm in pressure situations and contribute positively to the work environment. Employees with good teamwork skills are trusted with greater responsibilities and often progress faster into supervisory roles. Working well with others also reduces stress and increases job satisfaction.



In conclusion, developing teamwork skills during hospitality training prepares students for the real challenges of the industry. Whether through labs, classroom activities, IT or OJT, students learn communication, cooperation, adaptability and leadership. These skills not only improve their academic performance but also strengthen their ability to

deliver excellent guest experiences. Teamwork remains at the heart of hospitality, and mastering it during training lays the foundation for a successful and confident career.

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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.

## SUSTAINABLE BARTENDING: ECO-FRIENDLY PRACTICES BEHIND THE BAR



Eco-Friendly Practices behind the Bar Sustainability's been a hot topic in the food and drink biz. Lately kitchens have been all about the green stuff for ages, but now bars are stepping up too. Acknowledging their part in paving the way for a more eco-friendly tomorrow Sustainable bartending isn't just about serving drinks, making tasty beverages , making smart

ingredient choices and running things efficiently working on cutting down on trash and getting the neighbourhood in on the action.

### Checking out what's in our food and where it's from:

The path to going green It begins way before the cocktail even hits your glass Bars used to depend a lot on imports Spirits, exotic ingredients, and fruits picked at the peak of their season, all coming from distant lands Now, eco-minded. Bartenders like to get their stuff from nearby places and use whatever's fresh and in-season homemade spirits. Cut down on transportation emissions and back up local businesses. Independent distilleries often implement eco- Friendly habits like reusing water or going green energy. Plus, picking fruits and herbs that grow in the season cuts down on needing big farms that use a lot of power. A bar might switch out imported limes for something else. Use fresh citrus from around here or pick regional herbs for your homemade bitters. The way we get our ingredients play a key role too. Opting for ethically sourced coffee, sustainably cultivated agave, and certified organic tea cultivation supports both the environment and the farmers who grow it ethically. Sustainable bartending knows that great flavors and responsible habits mix well.

### Turning trash into treasure:

Waste is a big deal in bars these days. Things like leftover orange peels and old garnishes pile up fast after a packed night Eco-.Bartenders with a friendly vibe get creative by turning leftovers into fresh drink mix-ins For example, Bartenders can make citrus syrup by soaking the peels instead of tossing them out The sweetness in sugar Leftover pineapple peels can be turned into a mildly fermented beverage known as Tempeh or rum used to infuse Fresh herbs can lose their zing, but they can still be turned into a tasty cordial vinegar- Based on syrups or dried salts. This



creativity not only cuts down on waste but also adds some zesty twists to the menu. Up cycling sparks fresh concepts, leading to innovative cocktails. These items reveal more about eco-friendliness and craftsmanship.

### **Cutting Down on Single Use Plastic**

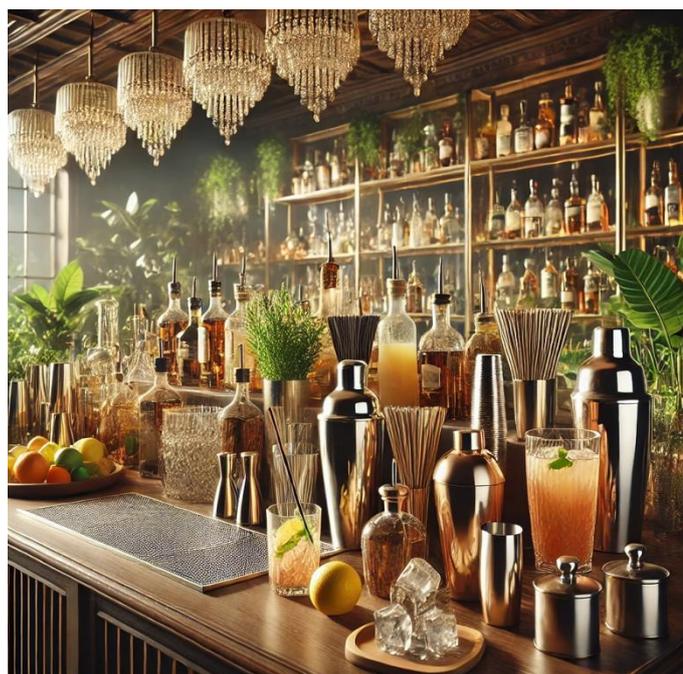
It is a big problem in the hospitality industry. Straws, stirrers, and disposable cups are pretty much the norm in bars, but a lot of places are ditching these materials. Alternatives like, stainless steel, bamboo, or glass straws are better for the planet. Paper straws are an option for a biodegradable choice, but let's make sure it's made from recycled paper to save resources. Grab a drink from takeout or hit up a beach bar, and you've got options like cups made from plant stuff or those made with corn starch, bio plastics are replacing oil-based plastics. In the bar, they're swapping out single-use items using plastic pour spouts or jiggers instead of flimsy ones can really cut down on wear and tear over time. Sustainable bartending means thinking about everyday requirements and picking items that can be used over and over again.

### **Usage of Electricity and Water:**

Bars use a ton of energy and water for things like keeping the lights on, running the fridge, and making drinks, dishwashing and keeping food cold. Handling these systems well can really cut down on environmental impact. Efficient fridges, LED lights, and induction tools make things easier. Some bars are putting money into green energy options like solar panels to cut down on their energy consumption. Water-saving can be done with sinks that use less water or by being efficient glass-washing systems. Ice brings another hurdle in the sustainability race. High-end bars often feature big ice cubes or transparent ice blocks made by freezing in a specific direction. While visually, this method's pretty neat, but it can be a bit wasteful with water if you're not careful using melted ice water again in cleaning or pre-using chilled glassware can reduce trash.

### **Eco-Friendly Barware and Design:**

A bar's look also shows its dedication to sustainability. Furniture crafted from reclaimed wood, recycled metals, or materials given a new life. Reduces the ecological footprint of building and beautifying spaces, glassware crafted from using recycled bottles or metal cups cuts down on the need for fresh stuff. The presentation went on. Menus also have a part to play digital menus, chalkboards, and reusable cards help cut down on waste. When printed menus are needed, opting for recycled or FSC-certified paper is the way to go.



### **Role of Bartenders:**

More people are thinking about how their choices impact the world. Drinks get made. A bunch of spirit brands are now putting a spotlight on their green moves, like recycling water, cutting down on chemicals in agriculture, and getting fair trade certification, striving for carbon neutrality and using eco-friendly packaging. Bartenders play a key part in passing this info to our customers, promoting brands that are eco-friendly. Sustainable bars frequently back local initiatives and producers who:

- Opt for packaging that breaks down naturally or is light
- Grow grains or sugarcane with minimal harmful chemicals
- Join in on planting trees or offsetting carbon emissions programs
- Pay fair wages and support the local community by choosing these suppliers

and bars are pushing the hospitality industry toward being more eco-friendly and socially responsible.

### **Managing Waste and Composting:**

What happens after a drink is poured is just as crucial as the stuff inside it. Composting organic waste, such as peels, fruit pulp, and herb stems, is a great way to reduce landfill waste and enrich the soil. Keeps these stuff out of the dump, where they'd make nasty methane gas. Making recycling for glass and aluminium a priority is key. They can be used over and over again, which makes them a greener choice compared to plastic. Some bars team up with nearby farms or community gardens to give new life to compost. People work together with environmental groups in turning bottle waste into building materials or art pieces. Sustainability flourishes when bars seek shared solutions.



### **Training, beliefs and customer awareness:**

Just having tools and systems isn't enough. People are key to a sustainable bar. Teaching the team about green habits is super important. Measuring ingredients with precision to avoid waste, and knowing how to repurpose leftover and chatting about eco-friendly practices with our customers. Customers also have a part to play. They get the importance of changing up the menu with the seasons, using straws you can reuse, or throwing in some not-so-perfect fruit in your drinks. They're more inclined to back these decisions, "Education turns challenges into opportunities." Opportunities create a space where going green is just the form. Sustainable bartending isn't just a fad; it's shaping up to be the industry's future.

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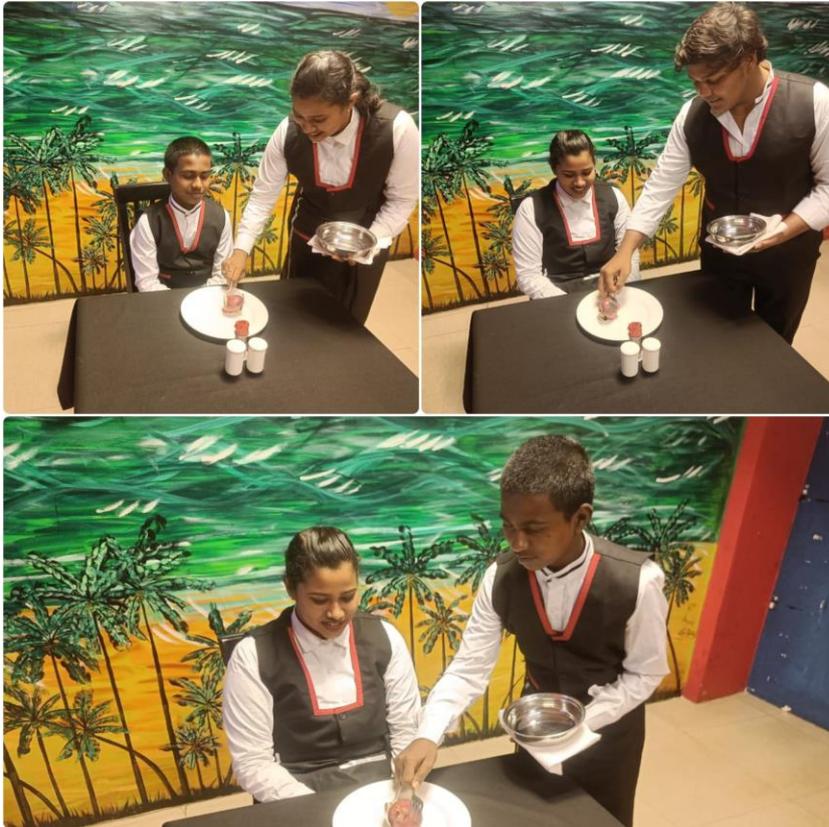
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### **About The Author**

Chef Kshitij Chopra holds a BHMCT in Hospitality and Hotel Administration from Punjab University Chandigarh. With over 6+ years of experience with the hotels and restaurants, he is a passionate teacher and research enthusiast. He is current working as Faculty- Food Production at UEI- Global Chandigarh.

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## ALL IN A DAY'S WORK



### UEI GLOBAL TRIVANDRUM

Food and Beverage  
Practical Session:

Platter to Plate Table  
Service

### UEI GLOBAL DELHI

Food Production Practical  
Session:

Poulet Sauté Chasseur  
Velouté with Roulade  
French Onion Soup  
Chicken Broth Soup





**UEI GLOBAL  
TRIVANDRUM**

Food Production  
Practical Session:

- Salad Russe
- Coleslaw Salad
- Greek Salad
- Pommes Croquets
- Legumes au Grating

**UEI GLOBAL  
AGRA**

Food Production  
Practical Session:

- Cuts of Fish
- Fish and Chips
- Tartar sauce

:





**UEI GLOBAL  
DELHI**

Food and Beverage  
Practical Session:

Different Types of  
Napkin Folds

**UEI GLOBAL  
LUCKNOW**

Food Production  
Practical Session:

Veg Cutlet  
Cocktail Samosa  
Veg Pizza





**UEI GLOBAL  
JAIPUR**

Food and Beverage  
Practical Session:

Pre Plated and Platter  
to Plate Service

**UEI GLOBAL  
JAIPUR**

Food and Beverage  
Practical Session:

Platter to Plate Table  
Service





**UEI GLOBAL  
DELHI**

Food and Beverage  
Practical Session:

Laying an A La Carte  
Cover

**UEI GLOBAL  
AGRA**

Front Office Practical  
Session:

Pre-Registration  
Registration  
Room Blocking  
Process





**UEI GLOBAL  
CHANDIGARH**

Front Office Practical  
Session:

- Reservation Process
- Navigating Online  
Booking Systems
- Evaluating User  
Experience
- Data Security  
Awareness



**UEI GLOBAL  
DELHI**

Food and Beverage  
Practical Session:

Handling Pre-plated  
Service Crockery





**UEI GLOBAL  
LUCKNOW**

Front Office Practical  
Session:

Groups Registration  
Check-in Process

**UEI GLOBAL  
TRIVANDRUM**

Food Production  
Practical Session:

- Creamy Veg Canapé
- Spicy Corn Canapé
- Coleslaw Sandwich
- Veg Mayonnaise
- Sandwich





**UEI GLOBAL  
CHANDIGARH**

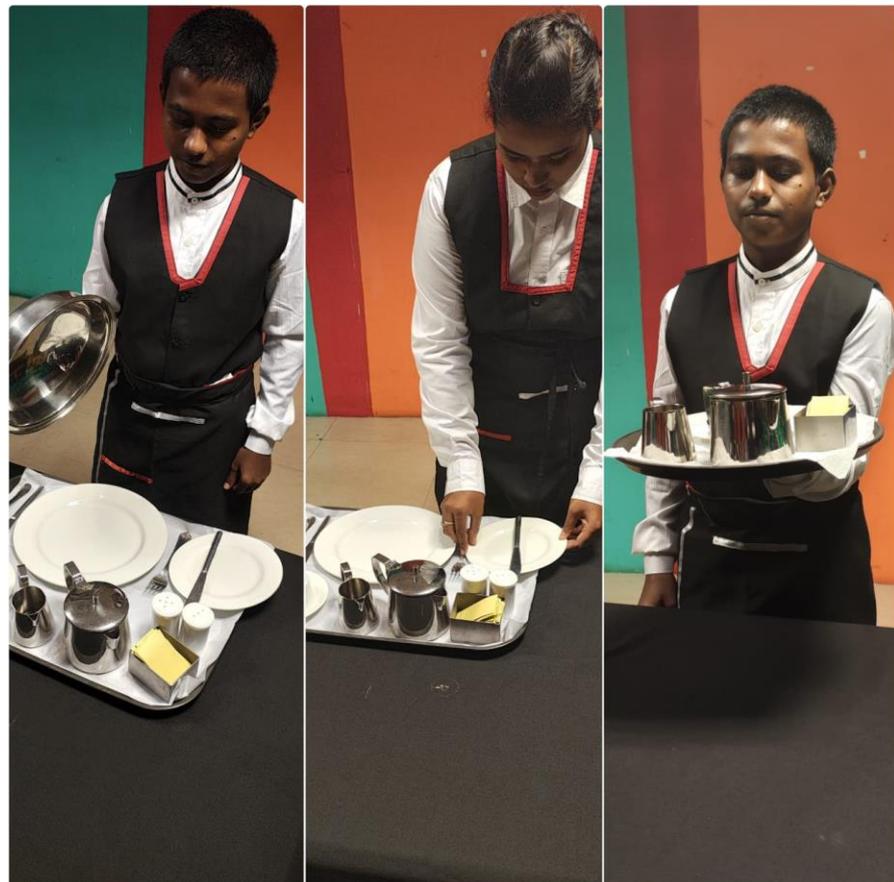
Food and Beverage  
Practical Session:

Table Set Up for Ala  
Carte Covers

**UEI GLOBAL  
TRIVANDRUM**

Food and Beverage  
Practical Session:

Breakfast and  
Tea/Coffee Tray Set  
Up





**UEI GLOBAL  
DELHI**

Food Production  
Practical Session:

- Espagnole Poulet sauté  
chasseur
- Velouté with Roulade
- Cuts of Fish
- Machi Amritsari
- Crumb friend Fish

**UEI GLOBAL  
CHANDIGARH**

Front Office Practical  
Session:

- Online Booking  
Process
- Guests Data Security





**UEI GLOBAL  
LUCKNOW**

Food and Beverage  
Practical Session:

Ala Carte Table Cover  
Setup

**UEI GLOBAL  
CHANDIGARH**

Food and Beverage  
Practical Session:

Different Types of  
Napkin Folds





**UEI GLOBAL  
DELHI**

Setting of Table d'  
Hote' Menu

**UEI GLOBAL  
LUCKNOW**

Food Production  
Practical Session:

French Onion Soup  
Grilled Fish with  
Lemon Butter Sauce  
Fish Fingers  
Tartar Sauce





**UEI GLOBAL  
DELHI**

Masala Dosa  
Sāmbhar  
With  
South Indian Coconut,  
Green and Tomato  
Chutney

**UEI GLOBAL  
LUCKNOW**

Food Production  
Practical Session:

Cuts of Chicken  
Chicken Consommé  
Soup  
Chicken Biryani  
Veg Raita  
Green Salad





**UEI GLOBAL AGRA**

Food Production  
Practical Session:

Vegetable burger  
Mac N Cheese  
Cheese Chilli Toast

**UEI GLOBAL  
LUCKNOW**

Housekeeping  
Practical Session:

Grooming and  
Situation Handling





**UEI GLOBAL  
TRIVANDRUM**

Food and Beverage  
Practical Session:

Room Service Trolley  
Set Up

**UEI GLOBAL  
CHANDIGARH**

Food Production  
Practical Session:

Chicken Cacciatore  
Herb Pilaf  
Sautéed Vegetables  
Potato Layonnaise





**UEI GLOBAL AGRA**

Food and Beverage  
Practical Session:

In room Dining Tray  
Setup -  
Breakfast  
Tea & Coffee

**UEI GLOBAL  
AGRA**

Front Office  
Practical Session:

Registration and  
Check in Process -  
walk-in and  
FIT (Foreigners)





**UEI GLOBAL  
DELHI**

Food Production  
Practical Session:

- Cheese & Potato mash  
on Croute
- Papri Chat Canapés
- Russian Salad
- Greek Salad
- Cole Slaw Salad

**UEI GLOBAL  
AGRA**

Food Production  
Practical Session:

- White Stock
- Brown Stock
- Cream of Mushroom
- Tomato Soup
- Consommé
- French Onion Soup



## FOOD FESTIVAL: ZA'ATAR & ZEERA A Blend of Lebanese and Punjabi Tastes



### UEI GLOBAL CHANDIGARH

In the vibrant and fun-loving city of Chandigarh, UEI Global had the immense pleasure of hosting one of its most memorable culinary celebrations- *Za'atar & Zeera*, a Lebanese and Punjabi food festival that whisked guests away on a delightful gastronomic journey. The festival was not just a showcase of flavours but also a reflection of UEI Global's commitment to hands-on learning, cultural appreciation and industry-oriented education.

UEI Global has always been steadfast in pursuing its mission of *Education to Employment*. This philosophy symbolizes our deep-rooted belief in nurturing polished, industry-ready professionals who can readily contribute to the hospitality sector. In an era where employability defines the future of education, our academic approach is increasingly dynamic, relevant and attuned to current industry practices. With our focus on providing industry-integrated programmes, both vocational and formal. We ensure that every student is groomed according to industry demands, leading to stronger acceptance and higher employability. Events like *Za'atar & Zeera* stand as practical manifestations of this philosophy, giving students real-world exposure, responsibility and confidence.

The moment guests list was None other than Student's parents stepped into the festival venue they were transported into a vibrant ambience where Lebanese elegance blended seamlessly with Punjabi warmth and exuberance. With the support of dedicated faculty mentors, students transformed the premises into an immersive experience filled with colours, aromas, sounds, and textures that celebrated the spirit of two distinct yet complementary cultures. Their enthusiasm and





creativity echoed across every corner of the venue, making the event a sensory delight.

To ensure full participation and experiential learning, students were divided into six specialized teams, each responsible for key aspects of the event-transportation, promotion, catering, logistics, and services. These teams were designed to operate independently, providing students with complete ownership and accountability throughout the event. From designing tickets to planning marketing strategies, promoting the festival within and beyond campus. The promotional

team handled everything with professionalism. Meanwhile, other teams efficiently managed kitchen production, food service, supply chain coordination and guest engagement.

This immersive, practical structure offered students invaluable exposure to entrepreneurship, operations management, teamwork, leadership, and communication. It wasn't just about planning a food festival; it was about understanding workflows, solving real challenges, and working collaboratively under pressure-skills essential for hospitality professionals.

The food counter was the heart of Za'atar & Zeera, overflowing with dishes that carried centuries of history, tradition, and regional pride. Guests were treated to a harmonious blend of Lebanese delicacies and Punjabi favourites, each plate narrating its own story. The spicy Falafel Chaat-a fusion twist was a crowd favourite, marrying Middle Eastern crunch with Indian tang. The aromatic Spiced Chickpea Pilaf offered a comforting bite infused with warm spices. Lebanese lentil soup-rich and velvety enveloped visitors



with a sense of warmth almost like a gentle hug from within.

The refreshing Fattoush Salad, bursting with herbs and crisp vegetables, provided a vibrant contrast, bringing brightness even to the dullest of days. Another highlight was the cleverly crafted Shawaya Paneer tucked into soft pita bread-a creative vegetarian adaptation that delighted guests with its smoky tenderness and for those with an affection for sweets, the dessert station was irresistible. The indulgent Kunafa Tart paired with luscious Kesar Rabdi was a divine amalgamation of Lebanese sophistication and Punjabi "santushti," leaving everyone craving for more.

A special moment during the festival was the heartfelt appreciation extended to Chef Rizwan from UEI Global Pune, whose passion, expertise, and dedication elevated the event to a new level. His culinary finesse and engaging style not only impressed guests but also deeply inspired students. His presence and leadership transformed the festival into a memorable celebration of gastronomy and mentorship.

Za'atar & Zeera was more than just an event filled with delightful aromas and irresistible flavours; it was an extraordinary celebration of cultural convergence and community spirit. The festival allowed food lovers, students, faculty and guests to interact, appreciate diverse traditions and experience how cuisines can beautifully co-exist. It showcased how food transcends boundaries, bringing people together and creating shared moments of joy and understanding.

As the event drew to a close guests departed with much more than the satisfaction of a hearty meal. They carried with them newfound knowledge, cherished memories and a deeper appreciation for both Lebanese and Punjabi culinary heritage. In a world where cultures often blend and boundaries dissolve, Za'atar & Zeera stood as a powerful reminder of food's incredible ability to unite people-across geographies, traditions, and generations.

UEI Global extends heartfelt gratitude to its students for their remarkable creativity, dedication, and teamwork. Their hard work transformed the festival into a resounding success and demonstrated the true spirit of experiential learning. Za'atar & Zeera was not just an event-it was a living classroom, a cultural bridge, and a celebration of flavours that will be remembered for years to come.



## SEMINARS AND INDUSTRY VISIT



### UEI GLOBAL LUCKNOW

**Chef Sanjay**  
Executive Chef  
**Ms. Akansha Tomar,**  
Manager L&D



### Hyatt Regency Lucknow

Chef Sanjay and Ms.  
Akansha had an  
session- disseminated  
knowledge, motivated  
and gave the students  
a pathway to success

### UEI GLOBAL UEI GLOBAL PUNE

**Mr. Brett Maclean**  
Cappe Brenton  
University Canada

A meaningful  
Interaction with  
students about  
educational  
opportunities in  
Canada.





**UEI GLOBAL  
DELHI**

**Chef Devender  
Kumar  
President –ICF**

Seminar at the  
Prestigious  
Constitution Club  
of India

**UEI GLOBAL  
LUCKNOW**

**Thank God it's Friday  
(TGIF)**

**Mr. Rahul Rawat**  
Operations Manager

**Ms. Tanvi**  
Assistant Manager-HR

Valuable industry  
insights.  
TGIF, a globally  
recognized casual  
American dining brand  
shared its lively Work  
atmosphere, excellent  
service standards and





**UEI GLOBAL  
TRIVANDRUM**

**Hilton Garden Inn**

Students Visit At Hotel and an Exposure to Various Operational Department and Understand How Hotel Works to Coordinate With Each Department

**UEI GLOBAL  
CHANDIGARH**

**Mr. Diwakar Kumar**

Online Session on  
Service of Sparkling  
Wine

**UEI GLOBAL**

**Online Workshop**

**Service of Sparkling Wine**

Learn the correct techniques of presentation, opening, pouring, and service of sparkling wines – an essential skill for every aspiring hospitality professional

**3rd NOV 2025  
02:30 PM**

**Live on:**  
Instagram  
YouTube

**www.uei-global.com**

**Diwakar Kumar**  
Faculty- Food and Beverage Service



**Online workshop**  
**Textile Fibres**  
 Introduction to Textile Fibres and stain removal

**LIVE ON:**  Instagram  
 YouTube

Date & Time:  
**07/11/2025**  
 Starting At 02:30PM

Expert Speaker:  
**Smita Jacob**  
 Faculty- Accommodation  
 Operations




[www.uei-global.com](http://www.uei-global.com)  
 Scan to join live

DELHI | LUCKNOW | PUNE | JAIPUR | CHANDIGARH | AGRA | TRIVANDRUM | LUDHIANA | JALANDHAR

**UEI GLOBAL PUNE**

**Ms. Smita Jacob**

Online Session on Textile Fibres

**UEI GLOBAL  
 TRIVANDRUM**

**Dr. Dinesh Kumar**

Online Session on Chettinad  
 Malabar Chicken Biryani



**UEI Global Education**  
 Presents  
 Online Workshop

**CHETTINAD MALABAR  
 FUSION CHICKEN BIRYANI**

GET READY FOR A FLAVOUR-  
 PACKED CULINARY JOURNEY

 **17 Nov 2025**  
 2:30PM onwards

 **Live On**

 Instagram  
 YouTube



**Dr. Dinesh Kumar**  
 Faculty -Food Production

[www.uei-global.com](http://www.uei-global.com) (Add City Code) 44151515

DELHI | LUCKNOW | PUNE | JAIPUR | CHANDIGARH | AGRA | TRIVANDRUM | LUDHIANA | JALANDHAR

ONLINE WORKSHOP

# VOICE AND VISION WORKSHOP

Unleash Your Expression.  
Elevate Your Impact.

**LIVE SESSIONS**  
**18 Nov, 2025**  
**2:30PM onwards**

 Instagram  
 YouTube

**WITH JIYA JETHANI**

 (Add City Code) 44151515  
[www.uei-global.com](http://www.uei-global.com)




**UEI GLOBAL LUCKNOW**

**Ms. Jiya Jethani**

Online Session on Voice and Vision

**UEI GLOBAL  
DELHI**

**Mr. Pawan Sinha**

Online Session on  
Cover Set Up of Table  
D'Hote (TDH) Menu

ONLINE WORKSHOP

# TDH MENU COVER SET-UP

*Elevate your service skills with precision, elegance, and professional presentation*

**20 Nov 2025**  
**02:30 PM**

**LIVE**

**Pawan Sinha**  
 Faculty AD Food & Beverages

[www.uei-global.com](http://www.uei-global.com) (Add City Code) 44151515

DELHI | LUCKNOW | PUNE | JAIPUR | CHANDIGARH | AGRA | TRIVANDRUM | LUDHIANA | JALANDHAR






Online Workshop on  
**CUPCAKE PIPING  
TECHNIQUES**

Master - Professional Piping Styles  
Chrysanthemum, Roses, Basket,  
Rosette, Petals, Stars

**LIVE SESSION**

**28 Nov, 2025**  
2:30PM onwards

 **Instagram**

 **YouTube**

[www.uei-global.com](http://www.uei-global.com)

DELHI | LUCKNOW | PUNE | JAIPUR |  
CHANDIGARH | AGRA | TRIVANDRUM |  
LUDHIANA | JALANDHAR



**AISHWARYA JHA**  
Faculty at UEI Global

**UEI GLOBAL PUNE**

**Ms. Aishwarya Jha**

Online Session on Cupcakes Piping  
Techniques

## RENDEZVOUS WITH THE GENERAL MANAGER



### Real Talk with Real Leaders

**Rendezvous with the General Managers** is an initiative that brings top industry leaders into one-on-one sessions with **UEI Global** management students at their hotels. Engaging with a hotel general manager presents students with an extraordinary opportunity to delve into the complex world of hotel management and leadership, guided by the insights of an accomplished professional. This meeting serves as a dynamic platform where students can not only learn about the operational aspects of running a hotel but also appreciate the strategic decision-making processes involved in the industry. Through the general manager's personal career journey, students can gain perspective on the diverse experiences that shape a successful leader, including the challenges

faced, lessons learned, and pivotal moments that define a robust career in hospitality. This interaction fosters a deeper understanding of the industry's complexities, from guest relations and team management to marketing and financial oversight, ultimately inspiring students to envision and cultivate their own aspirations within this exciting field.

Our first edition took place at **The Lodhi, New Delhi**, featuring **Mr. Abhimanyu Singh Lodha**, the General Manager of The Lodhi. Management students from UEI Global Delhi have the opportunity to meet Mr. Lodha one-on-one and gain valuable insights. With over 25 years of experience in the hospitality industry, Mr. Lodha offered valuable insights to students during his talk. “Be Consistent”—He emphasized the importance of consistency as a key factor for success in this field. Mr. Lodha highlighted that sustained effort and dedication are crucial for achieving long-term goals. He pointed out that consistency in various areas, including coursework, practical training, development of soft skills, and networking, plays a vital role in on-going professional growth. This preparation equips future hoteliers to effectively navigate the dynamic challenges they may encounter in the workplace. Mr. Lodha also emphasized that effective managers lead their teams with both clarity and compassion, assist department leaders,





method ensures that students are well-equipped with the expertise needed to excel in the field of management.

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and are accountable for results. Fostering confidence while being receptive to feedback is essential for the development of management skills.

The two-hour session flew by, leaving everyone wishing for more. The students departed with big smiles, feeling inspired and motivated to pursue their own careers in hospitality.

Meeting Mr. Abhimanyu Singh Lodha was an extraordinary experience, presenting a valuable chance for students to gain insights from a true icon in the industry. The event highlighted the influence of hospitality and the significant effect that outstanding leaders can have on aspiring professionals.

The primary goal of **UEI Global** is to adopt a comprehensive pedagogical approach that aims to develop management students by imparting essential top management skills. This

## UEI GLOBAL EDUCATION OPENS NEW INTERNATIONAL OPPORTUNITY AVENUES



UEI Global is delighted to announce a new partnership with **Ambassadeur Francophone**, Paris, France, creating exciting opportunities for our students to train and work in one of the worlds most respected culinary and hospitality destinations.

Through this MOU, UEI Global students will gain access to hands-on internships and on-the-job training guided by Michelin-starred chefs and leading industry experts in French and international cuisine. This collaboration strengthens our placement network and paves the way for global exposure, skill enhancement and international career pathways.

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## FRESHERS PARTY



**UEI GLOBAL  
TRIVANDRUM**



**UEI GLOBAL  
AGRA**





**UEI GLOBAL  
DELHI**



**UEI GLOBAL  
LUCKNOW**



## CELEBRATION OF GURU NANAK DEVJI'S JAYANTI



### UEI GLOBAL CHANDIGARH

Students visited Gurdwara Sahib to offer their prayers and take part in Seva (selfless service). The visit was organized to help students understand the values of humility, community service and equality as taught by Guru Nanak Dev Ji.

### UEI GLOBAL TRIVANDRUM

Students were shown a video about Guru Nanakji's life story and give awareness to our students. A famous quotation of Guru Nanak is- "There is but one God. His name is Truth; He is the Creator, fears none, without enmity, unborn and self-created"





## UEI GLOBAL AGRA

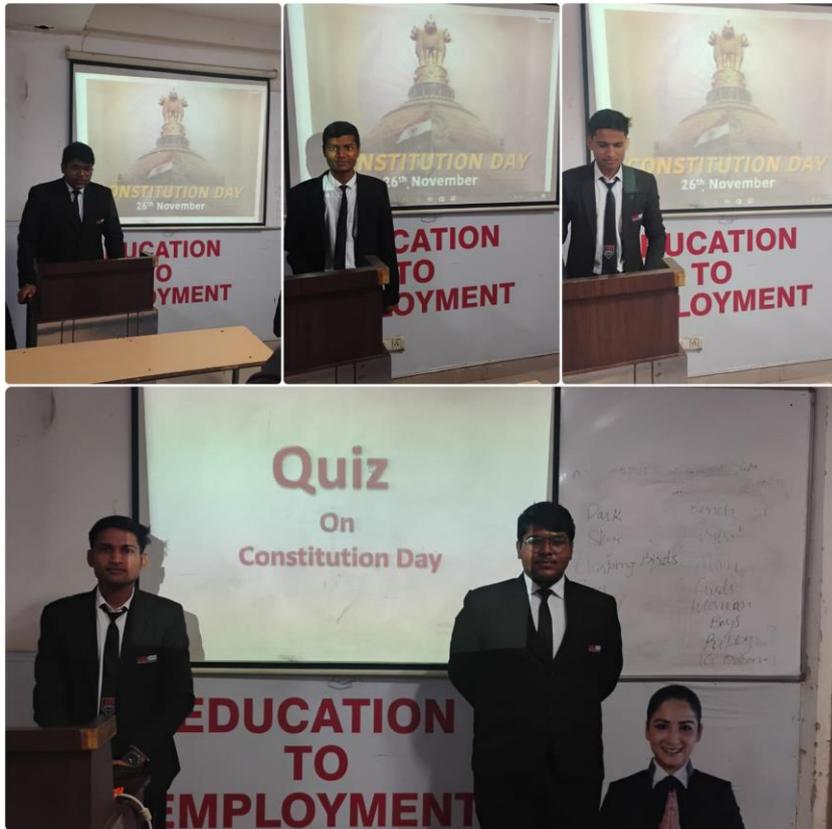
Students joined the spirit of devotion and service by participating in Community Sewa at a local Gurdwara. They contributed wholeheartedly to preparing and distributing langar. Through this noble initiative, the students embraced Guru Nanak Dev Ji's teachings of humility,

## UEI GLOBAL LUCKNOW

Students Visited much-awaited Gurdwara visit for the occasion of Guru Nanak Jayanti. It was a serene and meaningful experience that left the students feeling grateful, calm, and spiritually enriched.



## CELEBRATION OF NATIONAL CONSTITUTION DAY

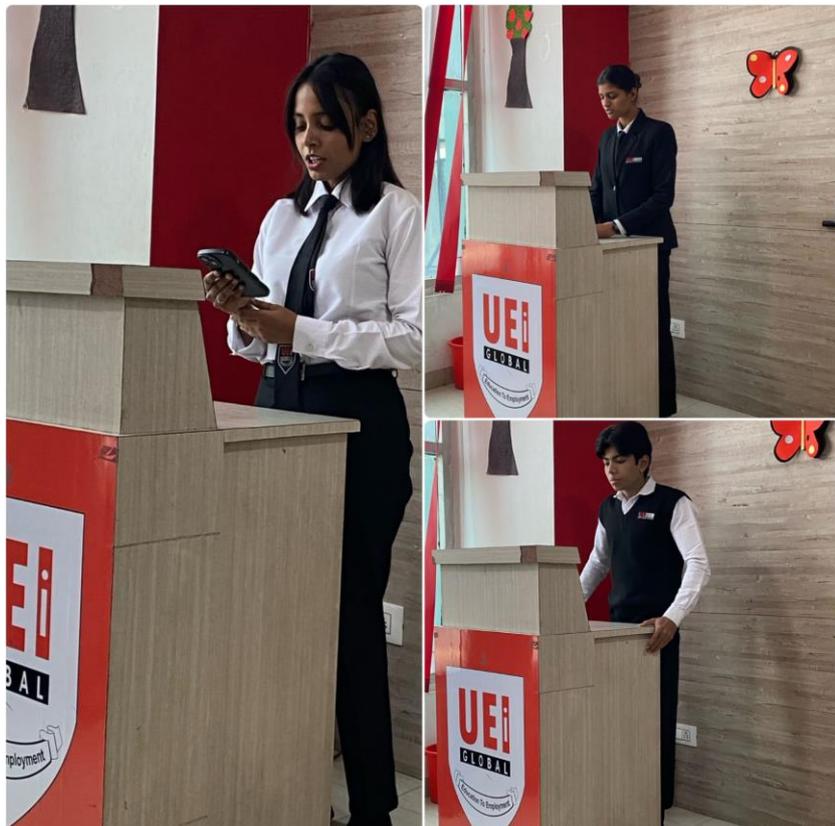


### UEI GLOBAL AGRA

On the occasion of Samvidhan Diwas, A vibrant and thought-provoking debate, presentation & Quiz Competition was conducted by the students. The event Celebrated the spirit of the Indian Constitution, fostering awareness and encouraging meaningful discussions on its significance.

### UEI GLOBAL LUCKNOW

Students participated in a speech activity where they prepared and presented speeches on the duties and responsibilities of a good citizen.





## **UEI GLOBAL TRIVANDRUM**

Students participated in a Debate Competition speech activity where they prepared and presented. The activity helped everyone understand the importance of following our Constitution in better and different ways.

## STUDENTS SUCCESS AND ACHIEVEMENT



**UEI GLOBAL LUCKNOW**

**Mr. Ayush Upadhyay**  
**Batch 2020-23**

Guest Service Associate  
Novotel Hotel  
Lucknow

**UEI GLOBAL DELHI**

**Mr. Gagandeep Kumar**  
**Batch 2024-2025**

Internship  
Distinction Te Anau Hotel & Villas  
Te Anau  
New Zealand





**UEI GLOBAL LUCKNOW**

**Mr. Utkarsh Shukla**  
**Batch 2024-2025**

Guest Service Associate  
Fairfield by Marriott  
Lucknow

**UEI GLOBAL  
LUCKNOW**

**Mr. Kuldeep Sharma**  
**Batch 2021-2022**

F&b Service Associate  
The Canvas Dubai –  
MGallery





**UEI GLOBAL CHANDIGARH**

**Mr. Nikhil Rawat**  
**Batch 2020-2023**

Bartender  
Anantara Downtown Hotel  
Dubai

**UEI GLOBAL CHANDIGARH**

**Mr. Harsh Yadav**  
**Batch 2024-2027**

Internship  
Scenic Hotel  
Waiiau  
New Zealand





**UEI GLOBAL DELHI**

**Mr.Sarthak Dwivedi  
Batch 2023-26**

F&B Associate

**Ms.Sonam  
2023-24**

F&B Associate

**Andaz by Hyatt  
Delhi**

**UEI GLOBAL DELHI**

**Mr. Naqi Ahmed  
2015-18**

Assistant Director of Events  
**Andaz by Hyatt  
Delhi**





**UEI GLOBAL DELHI**

**Ms. Dolly Sachdeva**  
**Batch 2017-20**

Team Leader – Food and Beverage Service

**Mr. Deepanshu**  
**Batch 2019-22**

Team Leader – Food and Beverage Service

**Andaz by Hyatt**  
**Delhi**

## UEI'S FACULTY AWARDS AND RECOGNITION

### UEI GLOBAL LUCKNOW

#### Mr. Sourabh Samaddar

Privilege to be the chief guest and judge for the cultural events of COP - Celebration of People - Hyatt Regency's annual function 2025.

The General Manager Mr Roshan Mendonca, Executive Chef Sanjay, the HRD Manager, Mr Praveen and the F&B Manager extended great hospitality along with their staff members which included a score of UEI Global students





\*Conditions Apply

#### Our Institutes

- Agra** : Plot No.16, Chaudhary Complex, Opposite Kamayani Hospital, Sikandra, Agra, Uar Pradesh - 282007
- Chandigarh** : 3<sup>rd</sup> 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** : 1<sup>st</sup> 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', 5<sup>th</sup> 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](mailto:info@uei-global.com) . Website: [www.uei-global.com](http://www.uei-global.com)**