

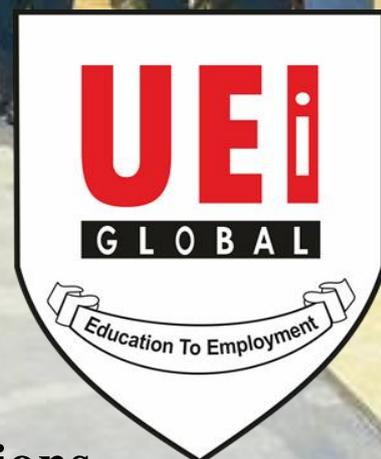
SOPHOS

(Be smart, Stay skilled)



OCTOBER
Edition 060

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Associate Director-Academic Operations



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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 serve as a vibrant platform for sharing the insights, experiences, and accomplishments of the UEI Global community. With each issue, SOPHOS grows stronger as a voice that reflects 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. Hospitality, as we believe, is more than an academic pursuit - it is a vocation rooted in warmth, service, and inclusivity. We aim to inspire young minds to explore the multifaceted world of hospitality while reaffirming our mission of providing quality education, skill development and industry integration.

Among the many highlights, The Interview offers thought-provoking insights from industry professionals, Articles such as Inventory and Supply Chain Management in Hotel Operations and How Housekeeping Shapes the Guest Experience emphasize efficiency, service quality, and operational excellence. The feature on Technology & Trends in Hotel Kitchen explores the transformative role of innovation in culinary spaces, while Innovations in Modern Table Cover Arrangements reflects the creativity and aesthetic appeal that define hospitality artistry.

All in a Day's Work captures the real-world essence of hotel operations, portraying the dedication and teamwork that keep the industry moving forward. Beyond the classroom, this edition proudly showcases key institutional events including the Students' Orientation Programme 2025–26, Seminars and Industry Visits, and celebrations of significant occasions such as the International Day of Non-Violence, International Doctor's Day, and International Chef Day.

Adding to the festive spirit, the Diwali Celebrations at UEI Global illuminate the values of unity, joy, and cultural harmony across campuses. We are equally delighted to recognize Student Success and Achievements, which stand as a testament to our learners' passion, hard work, and growth.

As you turn each page of this issue, may these stories of dedication, innovation, and accomplishment inspire and enlighten you. Together, we continue to uphold the values of trust, assurance, sincerity and inclusivity, while strengthening the bridge between academia and the hospitality industry.

Warm regards,
Amit Moon

THE INTERVIEW

Chef Manish Kulshrestha
Sous Chef
Hotel Trident
Agra



Q1. How did you enter in the world of Culinary and what was the reason behind your decision to become a chef?

Basically, my journey started as a kid when I grew up in a family that was completely cantered on food; Information I came to learn through the years, long experience with flavors and performance of cooking. I was first attracted to this profession by its creativity, the way food can be formed and morphed I had never imagined. I chose to work at the 5 star hotels in hope of a career as a chef because I wanted an atmosphere that deals with precision, creativity and excellence. The concept of offering ‘experiences to remember’ to the guests, particularly in a highly rated hotel such as Trident, Agra was indeed exciting and at the same time challenging. Being able to lift the culinary standards was one thing I really wanted to do as a member of a team. I also wanted to challenge what was even possible by standard practice.

Q2. Which of your experiences or challenges has had the most positive impact on your career growth? How did you manage them?

One of the biggest turning points in my career was going from working locally, restaurant-type places to the luxury hotel side of things. Quality, consistency and attention to detail were the shift in expectations from majestic quality of high level finest.

The problems weren't only technical; we felt a lot of pressure managing large teams and meeting the high demands of a diverse clientele. I dealt with these challenges through my adaptability, I was always learning from my senior chefs, and I kept my calm under pressure. Eventually, I saw the value of mentorship and so I taught the younger chefs in the department the lessons that I had learned which was a great professional and personal development for me.

Q3. What skills, other than cooking, do you think have been essential for your success as a head chef in a prestigious hotel?

Effective communication and leadership, which are beyond the cooking skills, are definitely the most important. A head chef is the one who not only fashions the delicious meals but also drives the varied kitchen team. Being able to express your idea clearly, giving out work efficiently, and encouraging the characters of respect and cooperation in the team are the most important things. Moreover, the time management, budgeting, and inventory control are major factors that have enabled the operations to run smoothly.

Besides that, I figured out that even in a very stressful scenario, I could still maintain my calmness. To be more specific, I am talking about customer complaints and situations where you are taken by surprise.

Q4. Through the kitchen diversity team example, how have you dealt with it, and what proposal can you give to students regarding the leadership effectiveness in any hotel department?

The recognition of the fact that the members of your team are different people with their own unique personalities and these differences can be your team's strengths, the weaknesses, and even the cultural backgrounds of the team members that will be useful in managing a diverse team is very important to me. My job is centered on the creation of a culture in which everyone feels valued and is encouraged to give their input. Being a role model is very important- this could be through demonstrating your technical skills, your good work moral or your positive behavior even when you are under pressure. If I were to hand out a piece of advice to students who are leaders' dream, it would be this one: Be empathetic, listen to your team members very well and never, under any circumstances, doubt if you should ask for feedback. To be a leader who succeeds is to enable others to have the power to discover their potential. Besides, I discovered that I could keep my composure even in a very tense situation. Generally speaking, a leader who wins is a leader who makes it possible for others to get the power to find their own potential.

Q5. What one piece of advice would you give to hotel management students that they become noticed and quickly move up their career ladder in this industry?

It would be my advice to them to keep learning forever. The hospitality industry is very lively, and one can always grow there. No matter if you are in the kitchen, front office, or management; being curious, asking for feedback, and getting different experiences will make you different from the others.

Besides that, work on your emotional intelligence. Understanding and being able to regulate not only your own emotions but also the emotions of others is a great interpersonal skill that will always be with you wherever you are in the company or whatever position you hold.

Q6. Turning the table, is there something that you regretted not doing when you were starting your career and what would you recommend students to focus on today so they do not make those mistakes?

Remembering the past, I wish I had spent more time building my network and more relationships with people from different areas of the hospitality industry. People tend to undervalue networking, but it can be very powerful in opening your career path and getting knowledge from others I would advise them to work on expanding their technical skills and at the same time grow their network of contacts in the professional world. Try to get internships and mentorships as they provide you with a career experience and the career progress will be much faster for you.

Q7. What in your opinion are the major growth areas of the hospitality industry and how can the students be able to leverage these trends?

The largest openings in the hospitality industry to the present are mainly those connected with sustainability and digital innovation. In recent times, consumers have shown a great concern for the environment and hotels are increasingly turning to eco-friendly practices not only in the way they source their ingredients but also in that of cutting their waste.

On the technology front, digital transformation is altering the way guests interact with the hotel, there are such things as contactless check-ins or personalized dining experiences. Students should gain knowledge of green practices, understand the use of technology in the modern hospitality industry, and be trendy to prepare themselves adequately. By making a move to acquire these skills, you will definitely be the most outstanding one.

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INVENTORY AND SUPPLY CHAIN MANAGEMENT IN HOTEL OPERATIONS

When it comes to hospitality, the logistics behind the scenes can be tough to navigate. Suppliers need to be selected, distribution networks must be mapped out, inventory must be monitored, and employees scheduled for optimal efficiency. All of these elements come together with supply chain management for a smooth operation.

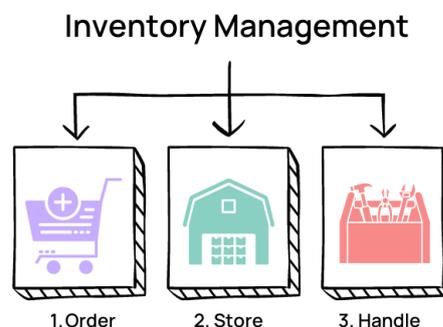
Hospitality supply chains play a vital role in the modern-day hospitality industry to achieve operational effectiveness and efficiency. Whether it is linked to supply chain integration within a single hotel to make customer service customized, or if it provides an association of hotels with more coordination for better performance. It brings both benefits and challenges to the hotel industry.

With a good supply chain management within the hospitality industry, every hotel's revenue will increase by at least 20%.

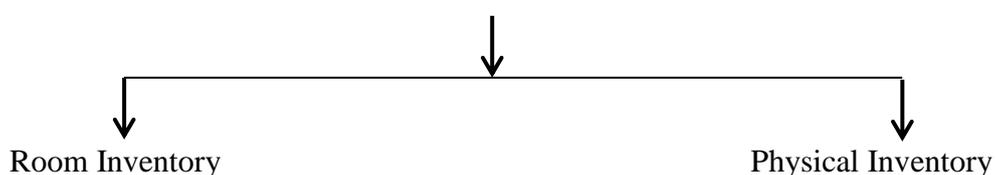
In today's hyper-competitive hospitality industry, Inventory and supply chain management are critical for the smooth, profitable, and guest-centric operation of any hotel. These processes go far beyond simply counting items; they encompass a comprehensive system for acquiring, storing, and distributing all the goods and services a hotel needs.

Why inventory and supply chain is Important for a Hotel Operation:

- Guest Satisfaction – Adequate stock of amenities, Rooms, Tangible guest services and also food and beverages ensures seamless service.
- Cost Control – Prevents overstocking and wastage, especially for perishables.
- Operational Efficiency – Ensures smooth coordination among departments (F&B, housekeeping and front office).
- Quality Consistency – Reliable suppliers maintain brand standards.
- Risk Reduction – Minimizes supply shortages and last-minute procurement issues.
- Key Components of Inventory Management in Hotels



Hotel inventory is broadly categorised into two types





Room Inventory:

This is a hotel's primary revenue-generating asset. Effective room inventory management involves:

Dynamic Pricing: Adjusting room rates in real-time based on demand, seasonality, competitor pricing, and market trends to maximize Revenue per Available Room (Rev PAR).

Channel Management: Strategically distributing room availability across various platforms like the hotel's website, Online Travel Agencies (OTAs), and Global Distribution Systems (GDS) to avoid overbooking and maximize occupancy.

Demand Forecasting: Using historical data and analytics to predict future occupancy, which informs pricing strategies and helps prepare for high- and low-demand periods.

Physical Inventory: These are the tangible goods and supplies required for daily operations and guest services. This includes:

- **Food and Beverage:** Perishable and non-perishable goods for restaurants, bars, and catering, including fresh produce, meat, dairy, and liquor.
- **Housekeeping Supplies:** Linens, towels, toiletries, cleaning products, and paper goods.
- **Guest Amenities:** In-room items like bathrobes, slippers, and complimentary snacks.
- **Operational Supplies:** Spare parts, tools, chemicals: Office supplies, kitchen utensils, Engineering- Spare parts, tools, chemicals required for maintenance and staff uniforms.
- **Furniture, Fixtures, and Equipment:** Long-term assets like beds, chairs, and decor that require maintenance and eventual replacement.

The Role of Supply Chain Management in Hotels



Supply chain management (SCM) in a hotel is the system that connects suppliers to the hotel's storage and ultimately, to the guest. It's the process of sourcing, procuring, storing, and distributing all necessary goods. A well-managed supply chain ensures operational efficiency, cost control, and a consistent guest experience.

Key functions of SCM in a hotel involve coordinating vendors, procurement, logistics, storage, and internal distribution.

- **Procurement and Sourcing:** Based on occupancy levels, events and seasons. Identifying and negotiating with reliable suppliers to secure high-quality goods at the best possible price. This often involves negotiating contracts and seeking bulk purchase discounts.
- **Logistics and Distribution:** Managing the timely and efficient delivery of goods from suppliers to the hotel and also Quality check at receiving dock
- **Inventory Control:** Maintaining optimal stock levels to prevent both costly overstocking, stock outs (disrupting operations and guest satisfaction) and Consumption tracking (Interdepartmental requisition slips and daily usage reports)
- **Supplier Relationship Management:** Building strong, long-term relationships with vendors for better pricing, priority service, and quicker problem-solving.
- **Sustainability:** Increasingly, SCM is tied to sustainability goals, such as sourcing organic linen or using refillable guest amenities.

Best Practices and Strategies

Hotels can implement several strategies to optimize their inventory and supply chain:

Technology Integration:

- **Property Management Systems (PMS) and ERP software:** Centralized software that can manage room inventory, reservations, and often integrates with other systems.
- **Automated Inventory Tracking:** Using systems with real-time tracking, barcode scanners, and alerts to automatically reorder supplies when they hit a present threshold.

- **Forecasting and Analytics:** Using data to analyse consumption patterns , Past data , seasonality , events and market trends to predict demand and make informed decisions on purchasing.
- **Cloud-Based Systems:** These allow different departments to be in sync and share data, improving communication and efficiency.
- **Automated Reordering Systems:** Trigger purchase orders when par levels are reached.

Inventory Management Techniques:

- **Just-in-Time (JIT):** A strategy where goods are ordered only when they are needed, minimizing storage costs and waste. This is particularly effective for perishable items.
- **ABC Analysis:** Categorising inventory into three tiers based on value. "A-goods" are high-value, low-quantity items that



- require meticulous control, while "C-goods" are low-value, high-quantity items (like toiletries) that can be managed with less scrutiny.
- **FIFO (First-In, First-Out):** A method for perishable goods to ensure the oldest stock is used first, minimizing spoilage and waste.
- **LIFO (Last-In, First-Out):** is more suited for non-perishable items like bottled beverages (Wines), canned goods, or some packaged dry goods where shelf life is less of a concern.
- **Regular Audits & Stock Taking:** Monthly/weekly checks for control.

Challenges in Hotel Inventory & SCM

- Perishability of food items.
- Seasonal fluctuations in demand.
- Supplier dependency and delays.
- Storage limitations (especially cold storage).
- Pilferage and wastage control.
- Maintaining balance between cost efficiency and quality.

Process Improvement:

- **Standardized Procedures:** Creating clear, written policies for all inventory actions, from purchasing to stocktaking, to ensure consistency and reduce errors.
- **Regular Audits and Cycle Counting:** Periodically checking small portions of the physical inventory to ensure accuracy and identify discrepancies.

- **Employee Training:** Ensuring all staff understand the importance of proper inventory management and are trained on the systems and procedures in place
- **Other method of process improvement:** Build long-term supplier relationships, maintain multiple vendors for critical items. Adopt sustainable sourcing (local, organic, eco-friendly) and Implement strict internal controls to prevent theft/pilferage.

Hotel inventory and supply chain management might not be glamorous, but they are the most powerful backbone of hotel operations when done well, they reduce waste, control costs, increase guest satisfaction, and make day-to-day operations far smoother.

And in a fast-changing travel landscape, professionals who understand these systems will be better positioned to lead the next generation of hospitality brands.

So next time you check in and everything just seems to fall into place, you'll know exactly why.

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HOW HOUSEKEEPING SHAPES THE GUEST EXPERIENCE



Hotel Housekeeping is the Backbone of Guest Experience. In Hotels, housekeeping is more than just cleaning rooms- it's about delivering comfort, safety and a lasting impression.

There are various key pillars of exceptional hotel housekeeping:

Detailed Orientation: Every surface, every scent and every crease matters

for Guest Experience.

Hygiene and Safety: Maintaining high level of Hygiene and safety for protecting guest through rigorous cleanliness standards.

Consistency: Ensuring brand quality in every room, every day.

Team Leadership: Training, motivating, and recognizing the people who make it happen.

Efficiency and Innovation: Advanced technology and process provides improvements which can help the employees work more efficiently.

A guest may not always remember the decoration of the lobby or other guest places or the breakfast menu but they will always remember the services and how the room felt when they walked in. Housekeeping directly impact guest satisfaction and a hotel's reputation by providing the crucial elements of cleanliness, comfort and a sense of care.

Housekeeping department creates a positive first impression and a feeling of safety by providing impeccable cleanliness in rooms and public areas. Housekeeping takes care of each and every detail, such as fresh linens and well stocked amenities which shows a commitment to quality to Guests. Housekeeping sometimes provides personalized services to guests and efficiently handles each and every request of guest, which creates loyalty and encourages the positive reviews.



IMPACTS OF HOUSEKEEPING ON GUEST EXPERIENCE

First and Last impressions to Guests:

Housekeeping is the only department who is responsible for a spotless lobby, hallways and room which gives an immediate positive impact on Guest while dirty surroundings can ruin the experience or stay before it even begins.

Contribution to guest comfort and safety:

In recent years hygiene and safety has become a critical factor for guest satisfaction and a memorable experience and housekeeping is the only department which contributes to cleanliness which is directly related to guest's feeling of comfort and well-being.

Enhancement of brand perception:

Negative experiences with cleanliness and other services can significantly damage the guest satisfaction and ruin a hotel's image. But with consistent, high quality housekeeping standards, eyes for details, professionalism and the dedication towards the guest satisfaction enhances the brand reputation and perception.

Influences guest satisfaction and guest loyalty:

The hotel being capable of meeting the needs of guest for hygiene, safety and comfort will encourage for future booking and provide references to others.



Creating memorable moments:

With the help of attractive and thoughtful touches like personalized towel art or flower arrangements for an anniversary, birthdays and any other special occasions can elevate an ordinary stay into memorable experiences for Guests.

Ensures health and hygiene for guest:

After covid, housekeeping is more focused on health and hygiene of guest. Industrious housekeeping practices are vital for controlling and preventing the spread of infections and diseases. It is very important to maintain the cleanliness and hygiene inside the property mostly post pandemic.

Efficient room turnover:

For providing a seamless and quick check in and check out procedures housekeeping department plays an important role. If the housekeeping team is well organized then they can quickly and efficiently prepare rooms for the next guest which helps in quick check in and reduces delays.



Maintaining safe environment and surrounding:

Every hotel follows a SOP (standard operating procedures) for their regular operations. Housekeeping department also plays an efficient and crucial role in maintaining safety and hygiene standards across the entire property. The maintenance of all the guest areas and public

areas of the property will be taken care by housekeeping department which makes the environment safe and hygienic for both Guest and employees.

Upkeep of all the Hotel Assets:

The decoration of the entire hotel which creates a positive impact on guest and makes the guest experience a memorable one will be maintained by housekeeping department only. Whatever assets are there will be cleaned and polished by housekeeping department. Housekeeping department performs the regular cleaning of the furniture and fixtures and other property which preserves the assets from deterioration and reducing long term cost which makes housekeeping to play a vital role in guest satisfaction and hotel operation.

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TECHNOLOGY & TRENDS IN HOTEL KITCHEN

The days of a hotel kitchen consisting just of ovens, pots, and pans are long gone. Innovations in kitchen equipment follow technological advancements to satisfy the ever expanding needs of the hospitality sector. With so many new ideas that have the potential to completely transform hotel kitchens, the future of hotel kitchens is bright. With the correct kitchenware, hotels can save time and work in the kitchen while still offering their guests outstanding dining experiences. The most recent developments in hotel kitchen equipment, how new technology is altering hotel kitchen operations, forecasting future trends, case studies of hotels utilizing cutting-edge kitchen equipment, and how to choose future-proof kitchen equipment will all be covered in this article.

Staying Current with the Latest Developments in Hotel Kitchen Equipment

Hotels must remain informed about the newest trends in technology, equipment, and design to offer their guests the best possible service. The shift towards quicker service and greater efficiency has led to remarkable innovations in kitchen equipment.

The Internet of Things has enabled an extraordinary level of connectivity among various machines utilized in the kitchen. Industrial equipment can now communicate with each other, which is essential in fast-paced kitchen settings. Smart technology allows for remote setting of temperature and humidity control in ovens, and timers can be adjusted using mobile devices.

How Hotel Kitchens Are Being Revolutionized by New Technology

A wide variety of sensors are now included with the newest kitchen appliances. Modern gas grills, for example, are able to automatically regulate the temperature based on the amount of food being cooked. Additionally, robotic technology is making a big splash in the hospitality sector. A robotic arm is used by Alibaba's Flyzoo, a hotel in China, to bring meals to visitors in their rooms. In cafes and restaurants, food is also being served by robots, a practice that is predicted to grow in popularity in the future.

High-end kitchens are increasingly using cutting-edge cooking methods like sous-vide cooking. Using a vacuum-sealed bag, food is cooked at low temperatures using the sous-vide technique. This cooking method is used to increase the food's consistency and quality while lowering the cooking error margin.

Forecasting Upcoming Developments in Hotel Kitchen Equipment

A growing emphasis on sustainability is one emerging trend in the hotel sector. From the standpoint of equipment, this means that producers need to do more to create environmentally friendly machinery. New technologies are being developed to help reduce the amount of



water and energy used in the kitchen. Expect to see a greater focus on kitchen exhaust hoods that circulate air.

Automation-driven operational simplicity is another trend that is expected to persist. With features like computerized touch displays that activate the release of ingredients and smart storage technologies, smart kitchens are constantly evolving. Additionally, kitchens will be more adaptable, adopting the traditional 5-star approach and expanding services to other areas like room service.

Hotels Using Cutting-Edge Kitchen Appliances (Examples)

The Aloft Hotel prints everything from pizza to sushi using a 3D food printer. The printer can redefine the conventional kitchen assembly line by using a digital recipe to print the food one layer at a time. The food printer from Aloft minimizes waste, labour costs, and time. The chef at the Nobu Hotel in Las Vegas makes gourmet ice creams with a PacoJet machine. In order to produce a smooth and creamy texture, the PacoJet uses a spinning blade to treat frozen mixtures under extremely high pressure. In addition to saving time and effort, the equipment lets the chefs add taste and seasoning to the finished ice cream.

Choosing Future-Proof Kitchen Equipment:

Buying kitchen equipment may be a big commitment, so it's important to think about how future-proof it is before making a choice. To do it, you must consider the long-term objectives of your hotel. Does your business place a high value on sustainability? Or do you want to run your kitchen more efficiently? Additionally, you might want to think about how well the kitchen appliances work with any future technologies you could install.

Innovation in hotel kitchen equipment is not slowing down as we look to the future. A constant investment in the newest kitchen equipment is necessary due to the plethora of new trends and technology that increase productivity, streamline processes, and offer a distinctive dining experience. In order to deliver outstanding services, hotels must stay ahead of the curve. Hotels may increase efficiency, lower labour costs, and save money over time by choosing equipment that is future-proof. In order to be competitive and provide their guests with the greatest dining experiences, hotels must keep up with the latest trends and technology in kitchen equipment, which will continue to evolve.

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About The Author:

Chef Alok is a Faculty- Food Production in UEI Global Lucknow. He is an academician 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.

INNOVATIONS IN MODERN TABLE COVER ARRANGEMENTS



From human civilization, the dining table has been a place for family gatherings. Aside from dining, it was also a place for hosting social events. Over the time, there has been a notable and significant evolution on how the table is set for dining. This reflects different design trends, personal tastes, and lifestyles. When we are thinking about luxury one place comes in our mind is hotels and restaurants. Without offerings of food and beverage any celebration is incomplete, the outlet which serves food and beverage should attract customers with its elegant layout, ambiance and offerings. To bring this careful selection of Equipments, furniture, and decor bring total harmony and give feel to the guest.

Cover layout plays a very important role in bringing total harmony in restaurants. Food and beverage service procedure vary from organisation to organisation depending on the types of menu and the style of service they provide to the guest. The guest visiting food service establishments always expect pleasant dining experience with high quality standards of service and good food.

A well laid cover looks attractive and inviting. No guest wants to sit on the table that has not properly laid cover. So laying of table is very important and food and beverage service brigade should focus on laying tables of restaurants according to menu offered also in an attractive way. Before we discuss about cover arrangement we should know what a cover is: “cover is a space allotted to a guest in a restaurant on the table for dining”

Traditionally cover layout is done by using cloths; restaurants nicely put cloths on the table which enhances the overall look and provide aesthetic appeal. Today guest not only visit to the restaurants for dining, they also visit to show status and make memories with their loved one. Modern table arrangement is where style meets with comfort. Let’s discuss some modern and trending table arrangements used in restaurants.

Less is more:

Modern restaurants follow this saying where restaurants providing an efficient, sleek aesthetic table arrangement that is not compromised for comfort. These are created to offer plenty of space



while keeping the design simple. A minimalist table arrangement is putting only necessary things on the table so that it can fit in any style of restaurants.

Multi-Functional Table:

Those days are gone when table in restaurants were used for only one purpose, today table have multi-function to play, they are set in such a way where food is cooked, cocktails are made and served. Thus these tables make the best use of space and functionality in the restaurants and give live experience to the guest.



Environment Friendly:

With the spread of awareness hotels and restaurants are using eco-friendly Equipments this act not only reduces the environmental costs but also introduces unique textures and tones into the designs for tables. This attracts more customers towards restaurants and increase sustainability.

Modern Look:

Customized look of the table which can complement the theme of the restaurants are in trends. Restaurants are using bold colour or upscale material to attract the eye ball of customers, which bring modern look and comfortably together.

Theme Based Customization:

This is very exciting to understand that theme based table setup will help organisation to achieve its target. Restaurants are moving towards bespoke furniture, which gives restaurants to have flexibility in the setup according to customer demand. This gives unique and cohesive dining experience to the guest.

From less is more designs to environment-friendly set-up and customizable options, restaurants are embracing a new era of innovation. Whether restaurants provides the perfect blend of style and comfort. Explore the latest trends and transform dining space.



About the Author:

Pawan Sinha is a Passionate Hospitality professional and administrator with over 22 years of experience in Hotel industry and in Academics, with specialization in food & beverage Service and Mixology. He is an academician at UEI (New Delhi) since 2015.

ALL IN A DAY'S WORK



UEI GLOBAL LUCKNOW

Housekeeping Practical
Session:



Housekeeping Control Desk
Operations

UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Cheese Chilli Toast
Macaroni Pasta in Red
Sauce
Macaroni in Cheese
Sauce





**UEI GLOBAL
CHANDIGARH**

Front Office Practical
Session:

Taking Reservations by
Telephone & e-mails.

**UEI GLOBAL
CHANDIGARH**

Food and Beverage
Practical Session:

Set up of Side Station





UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Restaurant Cover Set-
up

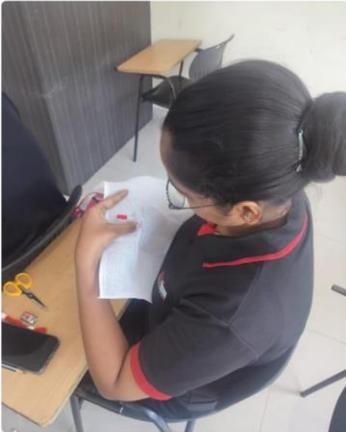


**UEI GLOBAL
TRIVANDRUM**

Food and Beverage
Practical Session:

Table Linen Laying





UEI GLOBAL PUNE

Housekeeping Practical Session:

Monogramming: Linen
Napkins
Monogrammed with
Initials



**UEI GLOBAL
PUNE**

Housekeeping
Practical Session:

Bed Making





UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Mise - En- Place
Mise En -Scene

**UEI GLOBAL
PUNE**

Front Office Practical
Session:

Brochure designs for
hotel





**UEI GLOBAL
LUCKNOW**

Housekeeping Practical
Session:

Handling Guest
situations in
Housekeeping



**UEI GLOBAL
LUCKNOW**

Housekeeping
Practical Session:

Cleaning of Glass
Surface





**UEI GLOBAL
LUCKNOW**

Front Office Practical
Session:

Handling Guest's
Registration-
Walk-In
Free Individual
Travellers (FIT)

**UEI GLOBAL
CHANDIGARH**

Food and Beverage
Practical Session:

Laying Of Table
Cloth and Types Of
Linen





**UEI GLOBAL
DELHI**

Food and Beverage
Practical Session:

Single Hand Plate
Carrying Technique

**UEI GLOBAL
PUNE**

Food Production
Practical Session:

Hollandaise Sauce
Mayonnaise Sauce





UEI GLOBAL PUNE

Food Production Practical Session:

- Eggs benedict
- Coleslaw Salad
- Russian Salad

UEI GLOBAL LUCKNOW

Food Production Practical Session:

- Veg Cutlet
- Cocktail Samosa
- Veg Pizza





**UEI GLOBAL
CHANDIGARH**

Food Production
Practical Session:

Mayonnaise Sauce
Hollandaise Sauce
Béchamel Sauce



**UEI GLOBAL
DELHI**

Food and Beverage
Practical Session:

Platter to Plate
Service





UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Sequence of Service

**UEI GLOBAL
AGAR**

Food Production
Practical Session:

Cuts of Fish
Fish and Chips
Tartar Sauce





**UEI GLOBAL
TRIVANDRUM**

Food Production
Practical Session:

Veg Cutlet
Cocktail Samosa
Veg Pizza

**UEI GLOBAL
TRIVANDRUM**

Food Production
Practical Session:

Shahi Thukda
Gulab Jamun
Moong Dal Halwa





**UEI GLOBAL
DELHI**

Food Production
Practical Session:

Lucknow Biryani
Cuts of Chicken
Brown Stock
White Stock

**UEI GLOBAL
DELHI**

Food and Beverage
Practical Session:

Carrying Plates
During Service





**UEI GLOBAL
CHANDIGARH**

Food Production
Practical Session:

Velouté Sauce
Espagnole Sauce
English Vinaigrette
Dressing
Greek Salad.

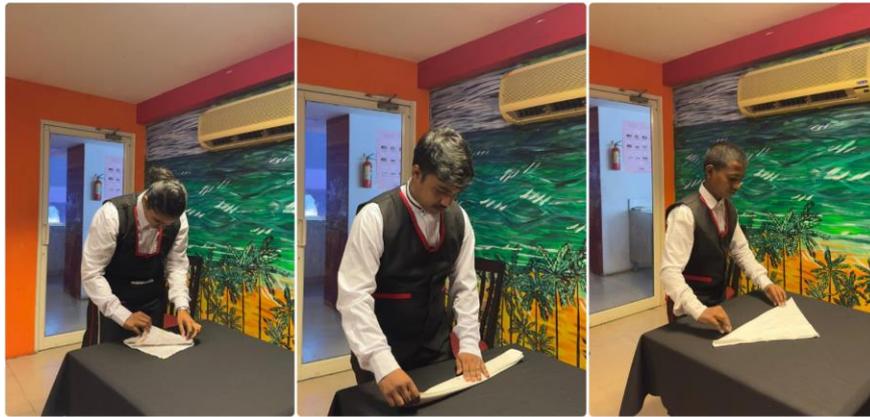


**UEI GLOBAL
TRIVANDRUM**

Food Production
Practical Session:

Veg Cutlet
Cocktail Samosa
Veg Pizza





**UEI GLOBAL
TRIVANDRUM**

Food and Beverage
Practical Session:

Different Types of
Napkin Folds



**UEI GLOBAL
DELHI**

Food Production
Practical Session:

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



FOOD FESTIVAL: “SABOR DE AWADH”

A fusion of Mexican and Awadhi Food



“Sabor de Awadh” Our first-year students successfully executed the theme from its inception to the finale.

The first-year students have been with us for less than two months, but how they organized and executed the whole theme was like any professional.

UEI Global Education’s motto is “Education to Employment”. In keeping up with this motto, the purpose of the theme lunch was for the students to learn to be entrepreneurs and employable. Students were divided into various groups to take care of various departments led by in-house faculty members and Visiting faculty members from Delhi and Chandigarh to guide them.

Chef Rizwan Shaikh, Food Production faculty, Pune, used all his resources to get sponsors for the Food Festival and managed to get five sponsors who helped by providing some of the ingredients for the food festival. This in turn helped in reducing the cost and also ensuring that we made a considerable profit. He was also accompanied by couple of students to show them the importance of networking and using it for mutual benefits. In this case, the mutual benefit is that UEI provides the sponsors with students who need financial help to work part time.

Purchase Department led by Chef Rizwan Shaikh, worked diligently for purchase of ingredients like grocery, perishable items including fresh vegetable, milk products etc.

UEI GLOBAL PUNE

Every Year the most Awaited Food Festival is executed by our first year students. Every year we have a different theme and this year’s theme was fusion. This year’s food festival was a fusion of Mexican and Awadh named





Accounts Department did a great job keeping an account of every expense incurred.

Decoration Department led by Smita Jacob and Aishwarya Jha, did an excellent job by decorating the entire institute perfectly to give an authentic experience of Mexico and Awadh culture. All décor was handmade by students and ensured it was eco-friendly.



The Anchoring Team led Christina MK practiced diligently the perfect way to welcome and enrich the guests about both Mexican and Awadh culture.

The Entertainment Team led by Aishwarya Jha ensured that the students practiced the dance to perfection which was evident in the final performance that mesmerized the guests.

Front Office hostess welcomed the guests and escorted them to the waiting lounge area. Here the anchors enriched our guests with the knowledge of Mexico and Awadh. Students entertained our guests with Indian and Mexican dance performances. After the most energetic performances, the guests were taken to the Restaurant to enjoy a sumptuous meal.

F & B service led by our guest faculty from Chandigarh, Diwakar Kumar, and assisted by our in-house faculty, Vasudha Parkhi trained the students very well to serve the guests with perfection. The students were dressed in traditional Mexican attire.

Food is the most important part of any event. Our guest Chef from Delhi, Chef Abhijeet Datta assisted by our in-house faculties, Chef Rizwan Shaikh and Chef Anand Joshi guided students to make the most authentic fusion of Mexican and Awadh food.



The students in all departments worked with great enthusiasm and excitement under the mentorship of all our in-house faculties and visiting faculties from Chandigarh and Delhi branch. They learned the economics of organizing an event without compromising on quality. The result was a beautifully decorated venue, a perfectly orated speech, a well-choreographed Awadh and Mexican dances, professional service by the Front Office, the Food & Beverage department, and finally, the Food Production team served a delicious, mouth-watering sumptuous food served to perfection, which was like clock-work.

The lunch guests were none other than the parents of the students who couldn't believe that their children had learned so much in such little time. Their faith in UEI Global Education, Pune was reinforced after attending this event.

STUDENTS ORIENTATION PROGRAMME: 2025-26

UEI GLOBAL AGRA



SEMINARS AND INDUSTRY VISIT



UEI GLOBAL DELHI

**Hotel Crowne Plaza
Rohini, Delhi**

Students Gained Valuable Insights into the Professional Functioning of a Five-Star Hotel. The Visit Offered Them a Comprehensive Understanding Of Both The Front-Of-The-House And Back-Of-The-House Operations.

UEI GLOBAL DELHI

On the occasion of World Mental Health Day, a special session on “Anger Management” was organized to promote emotional well-being and self-awareness among students. The session aimed to help students understand the root causes of anger, recognize its triggers, and learn healthy techniques to manage it effectively.





**UEI GLOBAL
LUCKNOW**

**Kentucky fried
Chicken
KFC**

Students Visit at KFC
to understand its Back
of the House and Front
of the House
Operations

**UEI GLOBAL
TRIVANDRUM**

Fire Mock Drill to
Combat any Fire
Situations





UEI GLOBAL LUCKNOW

Crown Plaza Hotel Lucknow

Students observe and understand the functioning of various departments such as Front Office, Housekeeping, Food & Beverage Service, and Kitchen Operations. Hotel Team giving valuable knowledge about hospitality standards and guest service excellence.

UEI GLOBAL LUCKNOW

Mr. Praveen Rai

Online Session on Housekeeping
Chamber Maid Trolley and Hand
Caddy



ONLINE WORKSHOP

CHAMBERMAID TROLLEY AND HAND CADDY

Housekeeping Trolley with Hand Caddy for efficient room service and cleaning.



Speaker

Praveen Rai

Faculty Room Division



Tuesday, 30th Sept 2025

02:30 PM onwards



Scan to join live



www.uei-global.com



UEI GLOBAL PRESENTS

Cake layering and Piping Techniques

WORKSHOP

Learn the art of cake layering and piping in our creative workshop and transform every cake into a masterpiece

07 OCT, 2025

2:30 PM Onwards



SAVE YOUR SPOT

www.uei-global.com



Chef Sugandh Kumar Singh

UEI GLOBAL AGRA

Chef Sughand Kumar Singh

Online Session on Cake Layering and Piping Techniques

UEI GLOBAL JAIPUR

Ms. Aditi Shrivastava

Online Session on Art of Wine Pouring



UEI Global Presents

ONLINE WORKSHOP

"Mastering the Art of Wine Pouring!"



Aditi Shrivastava
F&B FACULTY

14 OCTOBER, 2025
02:30 PM Onwards

Live on:

-  Instagram
-  YouTube

www.uei-global.com

Join Our Online Workshop on

**SEVEN-COURSE
MENU WITH
MOCK SERVICE**

Live Streaming on
Instagram and YouTube

 **27th October 2025**
02:30 PM onwards



Scan to join live



Ajim Nishad
(F&B Faculty)

Website
www.uei-global.com

**UEI GLOBAL
TRIVANDRUM**

Mr. Ajim Nishad

Online Session on Service of
Seven Course Menu

INTERNATIONAL DAY OF NON VIOLENCE



UEI GLOBAL PUNE

“The ultimate way to solve human problems is with non-violence”

Essay writing competition held at Pune on the occasion International Day of Non-violence.

UEI GLOBAL CHANDIGARH

"World peace through nonviolent means is neither absurd nor unattainable"

On The Occasion Of International Day of Non - Violence, Students Participated In Debate Competition.





UEI GLOBAL LUCKNOW

On The International Day of Non-Violence, Students Remembers And Honours The Timeless Teachings Of Mahatma Gandhi. His Philosophy of Non-Violence as a Powerful Tool for Peaceful Resolution and Dialogue which are Our Greatest Strengths of expressions

UEI GLOBAL DELHI

Students Speeches on values of peace, harmony and resolving conflicts through understanding rather than aggression. It inspires individuals to follow the path shown by Mahatma Gandhi, where truth and compassion become the strongest weapons.





UEI GLOBAL JAIPUR

Students observed International Day of Non-Violence with great enthusiasm and awareness. Students organized a thoughtful program highlighting the teachings of Mahatma Gandhi and the importance of peace and harmony in today's world. Speeches spreading the message of unity, compassion, and non-violence

INTERNATIONAL DOCTOR'S DAY CELEBRATION



**UEI GLOBAL
CHANDIGARH**

**Dr. Amanjot Kaur
Punia
Ayushman Integrated
Hospital**

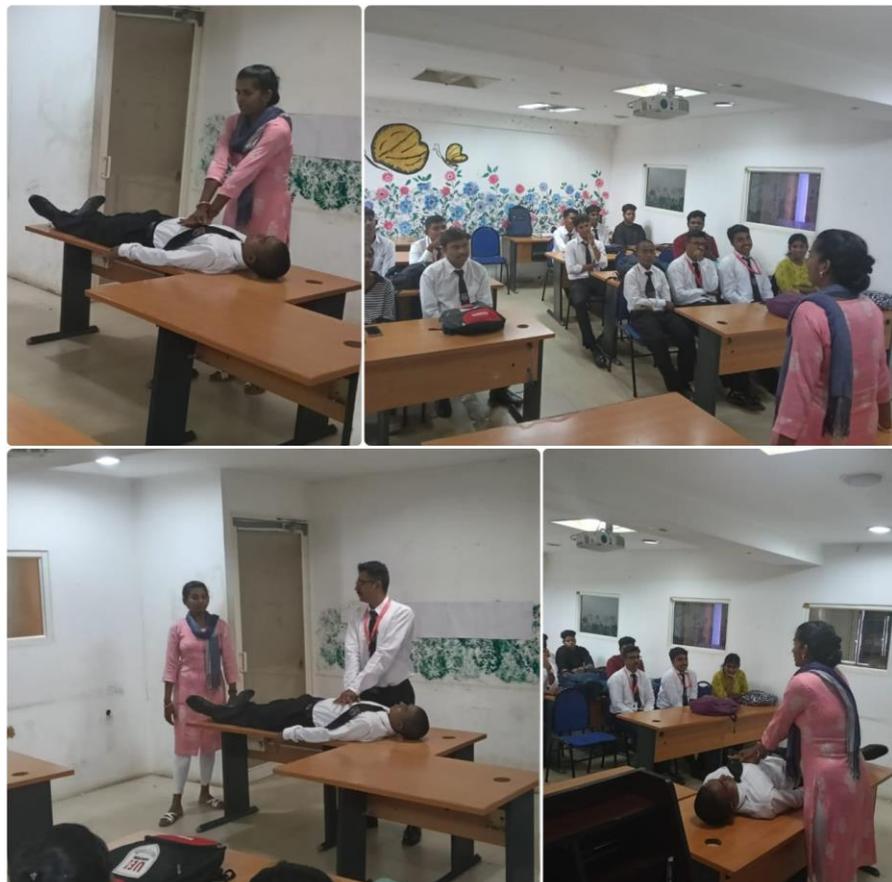
Dr. Amanjot Kaur Punia interacted with the students and conducted an informative session on First Aid, explaining the importance of timely medical assistance in emergencies.

**UEI GLOBAL
TRIVANDRUM**

**Mrs. Akhila
Junior Health
Inspector
Thycadu Hospital
Trivandrum**

First aid and CPR
training conducted

Students Gain
Valuable Knowledge
about Primary
Healthcare and
Emergency Response





**UEI GLOBAL
LUCKNOW**

Doctors Show us The True Meaning of Dedication, Patience, And Compassion

Students Celebrated Doctors' Day in a Heartfelt Way by Showing a Special Video Dedicated to all The Doctors.

**UEI GLOBAL
AGRA**

**Dr. Mayur Gupta
(Orthopaedist)
S.N. Medical College
Agra**

A special session on First Aid and CPR Training was conducted, where students learned essential life-saving techniques and understood how to act effectively during medical emergencies.





**UEI GLOBAL
JAIPUR**

**Dr. Anushka
Amar Jain Hospital
Jaipur**

Student's Session
Aimed to Raise
Awareness about First
Aid and Educate
Students on Life-
Saving CPR
Techniques, Marking
an Intersection of
Global Health
Awareness

INTERNATIONAL CHEFS DAY CELEBRATION



**UEI GLOBAL
TRIVANDRUM**

UEI GLOBAL AGRA





**UEI GLOBAL
DELHI**

**UEI GLOBAL
CHANDIGARH**

**Mr Puspendu Sen
Executive Chef
Hyatt Centric**



DIWALI CELEBRATIONS AT UEI GLOBAL



**UEI GLOBAL
PUNE**





**UEI GLOBAL
LUCKNOW**





**UEI GLOBAL
TRIVANDRUM**





UEI GLOBAL AGRA





**UEI GLOBAL
DELHI**



UEI GLOBAL CHANDIGARH



UEI GLOBAL JAIPUR



STUDENTS SUCCESS AND ACHIEVEMENT

INTERNATIONAL INTERNSHIP



UEI GLOBAL CHANDIGARH

Ms. Bhavneet Kaur

Batch: 2024-27

Te Arai Links, Short land
Auckland, New Zealand.

UEI GLOBAL AGRA

Mr. Ayush
Batch: 2024-27

Le Meridien
Ile Maurice Mauritius





UEI GLOBAL DELHI

**Mohd. Saad
Batch: 2024-27**

St. Regis
Mauritius

UEI GLOBAL CHANDIGARH

**Mr. Ansh
Batch: 2024-27**

The Westin Turtle Bay Resort
Mauritius.





UEI GLOBAL DELHI

Ms. Shreya Sharma
Batch: 2024-27

Le Meridien
Ile Maurice
Mauritius.

UEI GLOBAL DELHI

Ms. Riya Chauhan
Batch: 2024-27

Le Meridien
Ile Maurice
Mauritius.



UEI 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** : 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

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