

SOPHOS

(Be smart, Stay skilled)

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Editor: Amit Moon

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 thrive as a vibrant platform for sharing the insights, experiences, and accomplishments of the UEI Global community. With every issue, **SOPHOS** grows stronger as a voice that reflects our institution's values, ambitions and commitment to academic excellence.

This edition brings together a dynamic blend of learning, innovation, culture and industry relevance. Hospitality, as we believe, is not merely an academic pursuit but a vocation rooted in warmth, service, and inclusivity. Through these pages, our aim is to inspire young minds to explore the multifaceted world of hospitality while reinforcing our mission of providing quality education, skill development, and industry integration.

Among the many highlights, The Interview shares inspiring perspectives from industry leaders, while features like Eco-Friendly Guest Amenities and Flower Arrangements to Improve Hotel Aesthetic underline sustainability and creativity in hospitality. Culinary stories such as The Timeless Charm of Indian Chaats and the Fusion Food Festival – “Vanakkam Japan” celebrate India's rich food culture and global connections and All in a Day's Work, offering readers a glimpse into the realities of hotel operations.

We are equally delighted to showcase significant events and milestones that enrich the UEI Global journey:

This edition also celebrates Ganesh Chaturthi, The cultural festivities across campuses reflecting unity, tradition, and joy.

As you journey through this issue, may these stories of dedication, creativity and achievement both inform and inspire. 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

Ms. Didhiti Chopra
Learning Manager

Hyatt Regency
Pune & Residences



Q: We would like to Know about your Journey in the Hospitality Industry?

I commenced my journey in the hospitality industry in 2014 through the Taj Management Training Program in Operations—now known as the Hotelier Development Program. During this period, I specialized in Front Office and Food & Beverage Operations, gaining hands-on expertise in both guest-facing and service functions.

Soon after, I embraced dual responsibilities as Restaurant Manager at Jai Mahal, Jaipur and F&B Skills Trainer at the Tata Strive Hospitality Skill Centre, where I discovered my passion for training and capability building. This affinity for imparting knowledge, developing skills, and driving positive change in attitudes inspired me to transition into Learning and Development in 2017. Since then, I have been dedicated to the L&D domain, shaping talent and driving organizational growth through impactful learning interventions. My tenure at the flagship property of IHCL, The Taj Mahal Palace, Mumbai, enabled me to further strengthen my expertise in Human Resources and learning strategy, working in a diverse and dynamic environment.

In 2022, I joined Hyatt Regency Pune as Learning Manager, where I continue to design and deliver engaging learning experiences. In addition to my property responsibilities, I also extend support to other Hyatt hotels, contributing to the region's learning function with consistency and innovation.

Q: What are the challenges faced by the hotel Industry in the recent times?

One of the most pressing issues faced by hotels worldwide is talent retention. High attrition, driven by competitive opportunities in other sectors, has left many organizations struggling to build stable, skilled teams. Guest expectations have also evolved significantly. Today's travellers' demand personalized experiences, sustainability, and wellness-oriented offerings as standard, not add-ons. Rising operational costs, global economic uncertainties, and the growing need to embrace eco-conscious practices further intensify these pressures. At the

same time, the rapid integration of digital technologies-from AI to contactless check-in and digital concierge services-requires employees to constantly up skill and adapt.

Q: What Steps would you initiate to lower staff attrition rate?

Lowering staff turnover requires a comprehensive and empathetic strategy. Career development pathways supported by training and mentorship help employees envision long-term growth within the organization. Building a culture of engagement and recognition ensures staffs feels valued, while initiatives around work-life balance and wellness highlight genuine care for employees. Coupled with competitive compensation, attractive perks, and strong leadership practices, these steps not only reduce attrition but also create a motivated, loyal workforce.

Q: Define the skills set that would place the students with the dream job offer?

For students and young professionals entering the industry, the right skill set can open doors to coveted roles. Strong technical knowledge in core areas such as food and beverage, front office, and rooms division should be complemented by digital proficiency in property management and revenue systems. Employers also look for soft skills-communication, teamwork, cultural sensitivity, and adaptability-as well as business acumen in finance, sales, and customer analytics. An understanding of sustainability practices and the creativity to design memorable guest experiences are increasingly valuable. Above all, qualities like resilience and a genuine service mind set remain timeless differentiators in hospitality careers.

Q: Your Valuable advice for the future hospitality aspirants.

For those aspiring to excel in hospitality, the key lies in staying curious and committed to lifelong learning. Embracing new technologies and developing a global outlook through language skills and cultural awareness will strengthen one's professional profile. Yet, at its core, hospitality is about people-demonstrating authentic empathy, care, and service orientation will always set professionals apart. Building networks early, whether through internships, mentors, or industry events, further enhances career opportunities.

Despite the challenges, the future of hospitality is filled with opportunity. By blending innovation with empathy, and sustainability with service excellence, the next generation of hoteliers can shape an industry that continues to thrive and inspire.

Interviewed by:

Vasudha Parkhi- Deputy Director Academics UEI Global Institute Pune with an experience of over 32 years in Hospitality Industry & Education

ECO-FRIENDLY GUEST AMENITIES

As the concerns of this planet regarding environmental sustainability grow, the hospitality division is increasingly acquiring eco-friendly practices. One of the most remarkable and noticeable transformations is the movement towards providing eco-conscious guest amenities in hotels. These items, consumed by guests during their stay, are created to minimize environmental impact through their production, usage, and disposal. This article looks into the significance, advantages, and challenges of integrating eco-friendly amenities in hotels, analysing various sustainable alternatives and their potential effects on both guests and the macro environment.

The Significance of Eco-friendly Guest Amenities:



The hospitality division is well-known for its gross resource consumption, especially in areas such as water, energy, and one-time use plastics. With Crores of individuals staying in hotels around the world every day, the demand for consumables-like toiletries, linens, and cleaning

supplies-generates a considerable ecological footprint. Nevertheless, hotels are uniquely proficient to influence their guests' behaviours, not only through their standard operational methods but also by offering alternatives that promote environmentally responsible choices.

Eco-friendly amenities, like biodegradable bath soaps and reusable shampoo jars, need to decrease this impact by putting sustainability first while maintaining guest comfort. Most of these products are designed to be resource-efficient, reusable, or made from recyclable materials, aiding in the reduction of waste generation and chemical pollution.

Types of Eco-Friendly Guest Amenities

- **Biodegradable Toiletries**

Regular toiletries like shampoo, conditioner, and soap are typically packaged in plastic bottles, which can take centuries to decompose. In contrast, biodegradable toiletries are crafted from natural ingredients that decompose quickly and safely when discarded. These products can be found in various formats, including bar soaps, refillable shampoo stations, or eco-friendly bottles made from recycled or recyclable materials.

In fact, soap bars are often accepted as a more environmentally friendly option in comparison to liquid soap in plastic containers. They are usually manufactured



using natural oils and herbs, and their manufacturing process requires fewer resources, particularly regarding packaging. By moving on to these choices, hotels can lessen their dependence on single-use plastic bottles, which hugely contribute to hotel waste.

- **Recyclable and Reusable Packaging**



Packaging poses a challenge concerning hotel amenities. Plastic packaging for toiletries and other products is frequently discarded after one use, exacerbating the on-going plastic pollution crisis. Nevertheless, many hotels are now choosing recyclable packaging or refill stations for essential toiletries like soap and shampoo.

Reusable glass containers and refillable dispensers bring in another eco-friendly choice. By offering bulk refill areas or reusable containers, hotels can significantly minimize the necessity for single-use packaging, aiding in the diversion of waste from landfills.

- **Sustainable Towels and Bed linen**

Hotels also utilize substantial amounts of laundry resources, including water, detergent, and energy, to clean towels and bedding. Some environmentally conscious hotels have begun to offer guests the option to reuse towels and sheets, fostering sustainability while simultaneously reducing laundry-related waste. To facilitate this, many hotels now provide guests with linen and towel cards to indicate their preferences.

Additionally, hotels are increasingly selecting bedding made from organic, sustainably sourced cotton.

- **Eco-Friendly Cleaning Products**

Cleaning products represent a significant opportunity for hotels to make a positive difference. Many conventional cleaning agents are composed of harsh chemicals that pose risks to both the environment and human health. In response, eco-friendly cleaning products—typically formulated from non-toxic, plant-based ingredients—are being adopted by numerous eco-conscious hotels. These products ensure that the hotel does not contribute to air and water pollution, while simultaneously fostering a healthier environment for both staff and guests.



- **Technologies for saving Energy and Water**

Beyond physical amenities, energy and water conservation technologies are increasingly being incorporated into hotel rooms. Many hotels now offer low-flow showerheads, energy-efficient lighting, and smart thermostats that assist in minimizing overall energy and water

usage. These technologies not only promote sustainability but also enhance the guest experience by maintaining comfortable room temperatures and optimizing utility usage.

Eco-Friendly Amenities- their benefits



1. Reduction in Environmental Impact

The most apparent advantage of eco-friendly amenities is their beneficial effect on the environment. By minimizing waste, reducing single-use plastics, and utilizing biodegradable products, hotels can significantly lessen their environmental footprint. For example, providing refillable shampoo dispensers instead of individual bottles could decrease plastic waste by 80% or more.

Furthermore, transitioning to sustainable linens and bedding can diminish the amount of water and detergent consumed in laundry, which is especially crucial in areas facing water scarcity. By integrating more energy-efficient appliances and promoting towel and linen reuse, hotels can also reduce their carbon footprint.

2. Guest Satisfaction and Loyalty enhancement

Sustainability is a concern that resonates with an increasing number of consumers, particularly among younger generations. Millennials and Gen Z, in particular, are more inclined to support businesses.

3. Hotels are in to Cost Saving

While the upfront investment in environmentally friendly amenities and technologies may be higher, numerous hotels discover that these investments yield returns over time. For instance, energy-efficient appliances can lead to reduced utility expenses, and water-saving technologies can significantly decrease water bills. Additionally, minimizing the reliance on single-use plastic items can result in savings on bulk purchasing and disposal costs.

Hotels that implement these eco-friendly practices may also be eligible for green certifications or incentives, such as tax reductions or lower utility rates, which can further alleviate expenses.

Implementing Eco-Friendly Amenities- A Challenge

Perhaps, the advantages of eco-friendly amenities are beneficial, implementing them can pose challenges. An initial hurdle is the cost accrued with the inclination to use sustainable alternatives. Many eco-friendly products, including organic cotton sheets, biodegradable toiletries, and energy-efficient systems, may carry a higher price tag than conventional options. Nevertheless, the long-term savings and environmental advantages frequently surpass the initial expenditure.

Another challenge involves educating guests. While many travellers value eco-friendly practices, some may not fully understand the environmental consequences of their choices or may not prioritize sustainability during their stay. Hotels must invest in educating their guests, outlining the benefits of their sustainable initiatives, and encouraging guests to engage in eco-friendly practices, such as reusing towels or switching off lights when leaving the room. Moreover, not all eco-friendly options are readily available, particularly in remote or underdeveloped regions. This can complicate the ability of hotels to procure sustainable products or technologies, and in certain instances, environmental standards may not yet be regulated or enforced.

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About the author-:

Sourabh Samaddar, Deputy Director- Academics at UEI Global, Lucknow is a Life Coach and a Hospitality professional with decades of experience on Hotels, Hospitality, Education, Administration, E Waste management and Business Development. Sourabh is an avid reader, passionate traveller and a born foodie with interests in sports, music, art, culture and people.

FLOWER ARRANGEMENTS TO IMPROVE HOTEL AESTHETIC



hotel's brand and mood.

Flowers possess the Value to transform spaces and elevate their ambiance. When arrangement is organized in a hotel setting, floral arrangements enhance the environment, rendering it more aesthetically pleasing, tranquil & hospitable. Moreover, flowers serve purposes beyond mere decoration; they also reflect the

Now we are going to discuss how floral arrangements can be used in different parts of a hotel to enhance its beauty and create a long lasting impression.

First Impression in the Lobby

The hotel lobby constitutes the initial space encountered by guests upon entry. An aesthetically curated and fresh floral arrangement establishes a favourable first impression. Prominent and vibrant floral displays capture attention and invigorate the environment.

Nice flower options for the lobby:

- Orchids
- Lilies
- Roses
- Hydrangeas
- Seasonal flowers

Changing the flower arrangements according to seasons or festivals is also a best idea. For example, light pastels in spring or yellow-orange flowers during festive times.

A Special Touch in Guest Rooms

A small floral arrangement in the guest room can make guests feel special. It adds warmth and a welcoming touch to the particular area.

Suggestions for guest room arrangements:



- A single flower of rose or tulip in a small flower pot of glass.
- A small bouquet of fresh flowers on the table or bedside.
- Lightly scented or dried flowers to avoid allergies.

This doesn't need to be expensive - even simple and small flowers can create a big impact.

Enhancing the Dining Area

The restaurant or café of the hotel is an important place where flowers can improve the overall dining experience. Fresh flowers on tables or counters can create a cheerful and elegant environment.



Tips for restaurant flower décor:

- Keep the arrangements low so guests can see each other.
- Use lightly scented flowers to avoid disturbing food aromas.
- Match the flower colours with the restaurant's theme.

For example, an Italian restaurant may look great with red and green flowers.

Conference and Meeting Rooms

For business meetings and conferences, simple and professional floral arrangements are useful. They help make the space look fresh but still formal.

Flower ideas for conference rooms:

- Green leaves and foliage
- White flowers
- Simple seasonal arrangements

Avoid using overly colourful or flashy flowers. Keep the look clean and minimal.

Calm and Peaceful Spa or Wellness Area

Flowers in the hotel spa or wellness zone help create a calm and soothing environment. Here, the purpose is to promote relaxation and peace.

Best flowers for spa areas:

- White orchids



- Lavender
- Eucalyptus
- Bamboo

The soft scent of these flowers can also have a nice effect on the mind of the guest.

Outdoor Areas like Poolside or Garden



In some outdoor spaces like gardens, poolside lounges can be livened up with beautiful colourful floral arrangements. These floral would make these spaces look more beautiful.

Outdoor decor suggestions:

- Colourful flowers in pots
- Hanging flower baskets

- Tropical or native flowers

You have to choose flowers that can be withstand sun & rain such as marigolds, chrysanthemums or hibiscus.

Choosing the Right Colours and Styles

The colour and style of the flower arrangements should match with the hotel's brand and design theme.

There are some ideas:

- Luxury style- White, cream and golden tones.
- Modern style- Single-color arrangements or minimalist design.
- Vibrant style- Bold and bright colour combinations.
- Natural style- Earthy tones and green leaves.

Use light colours for a calm and peaceful environment and Bright colours are great for fun and festive areas.

Flower Care and Maintenance

To keep the flowers looking fresh and beautiful-

- Use long-lasting flowers as chrysanthemums.
- Refresh the arrangements weekly.
- Use local and seasonal flowers.

- Hire a professional florist to manage & care of flowers.
- In some places where dried or artificial flowers can be used, especially where fresh flowers fade quickly or are hard to maintain.



Flower arrangements are a simple but powerful way to improve a hotel's aesthetic. They enhance the mood, show attention to detail, and provide guests with a better and more memorable experience. Whether the hotel is large or small, choosing the right flowers and decorating thoughtfully can make every space feel special.

With a bit of planning and creativity, flowers can turn your hotel into a beautiful and welcoming place that guests will always remember.

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About the Author:

Mr. Rajesh Kumar holds a BHMCT (AIHM, Haldwani, Nainital), PGDM and MTTM. With over 18 years of experience in the hospitality industry and academia, he currently serves as a Faculty Member in Food & Beverage Service at UEI Global Institute, Agra

TIMELESS CHARM OF INDIAN CHAATS



Chaat intends to lick, which I accept originates from the way that the flavours wait on your taste buds and you actually lick your fingers (or now and again the plate also!). Chatpati (tart) is another term which is now and again considered as originating point of chaat. The most significant ingredient in chaat is the masala - a pleasant

amalgamation of amchur, kala namak (black salt), cumin, saunth (dried ginger), coriander, black pepper, red chilli, and salt.

We accept, that the numbers of layers of complex flavours {sweet-fiery tart savoury} pressed in one dish gives chaats its actual significance. It's basically powerful and it's a pity not to taste one when you are in India!

The story behind the inception of chaat is additionally extremely intriguing. Some state it originates from Bengal, others state it started in Delhi, and still others guarantee it originates from outside India. It is trusted that chaat began in the regal kitchen of the great emperor Shah Jahan. Once he became sick, and the Shahi Hakim instructed him to fortify his resistance by devouring food which is stacked with pice however light on the stomach. Subsequently, the renowned chaat was invented.

Chaat began as appetizing snacks in the Gujarat – Rajasthan – Punjab – Uttar Pradesh belt, however every district utilizes various materials. Gujarat and Rajasthan utilizes Chickpea flour (besan) prevalently, while Punjab and Uttar Pradesh utilizes wheat flour and lentils. Different areas utilized puffed/beaten rice. This is for all intents and purposes difficult to pinpoint in present day India, as there has been impressive relocation of materials, systems and items crosswise over areas. Bhel-puri, which most likely started in Mumbai, utilizes a blend of all these.



The grandmaster of history of our cooking and food, KT Achaya, gives a lot of references to different ingredient and dishes which make up the collection of chaats. In his book, A Historical Dictionary of Indian Food, Achaya's depiction of dahi vadas is fascinating. He says the vadas were first referenced in the Sutra writing of 500 BC. The Mānasollasa of the twelfth Century discusses absorbing vadas in milk, rice water or curd. Curd is likewise referenced in the Vedas, and curd in Tamil writing is said to have been spiced up utilizing pepper, cinnamon and ginger. Subsequently, it might be guessed that adding curd to the dahi vada and spicing it up with different chutneys and pomegranate seeds could be an antiquated propensity.

Utilizing rock salt or sendha namak and dark salt with chaat is extremely normal. Aloo or potato cubes, fried in oil, is spiced up utilizing a mix of salts, which likewise have old starting points. Mahabharata alludes to the utilization of rock salt or sendha namak and black salt. It is additionally referenced in the Buddhist Vinaya Pitaka and by Charaka.

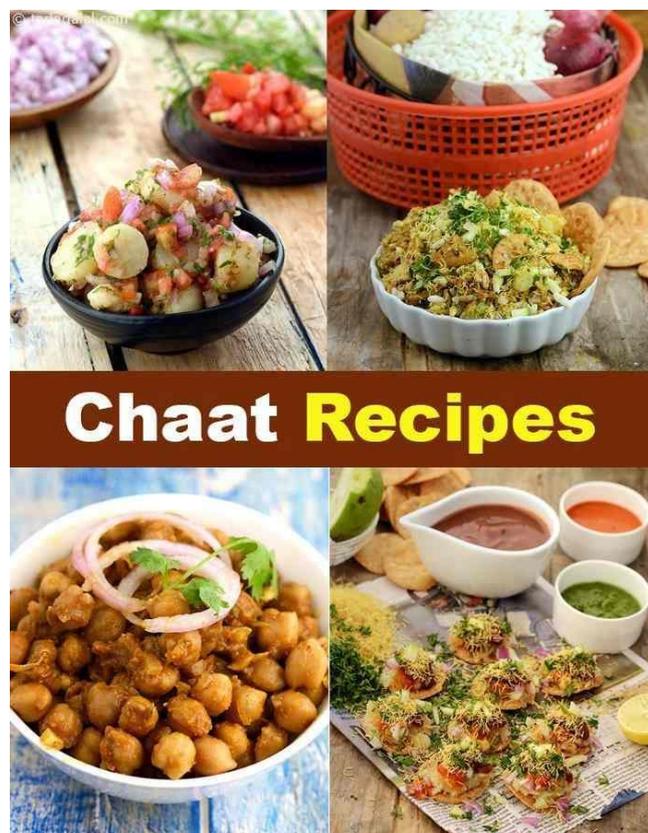
The story of paani puri can be connected to chappatis. The cavern artistic creations show wads of dough being made, and how, in Harappan sites, flat metal and earth plates have been seen, which resemble the present day tava. Consequently, chappatis may have a long history, thus do puris.

Tamarind, whose water-soaked adaptation is the pillar of panipuris today, was developed in India in ancient occasions. Tamar-ul-Hindi — product of India — is the manner by which it was alluded to by the Arabs and Marco Polo alludes to it in 1298 AD as tamarindi.

Best classical chaat which can take you to heaven:

Bhelpuri – This is related with the shorelines of Mumbai as local people love chomping on it while strolling on the shoreline. It comprises of puffed rice, sev, chopped onions, potato, papdis, and is covered in chutney. The spongy sweet firmness of the bite makes appreciating the beach unset all justified, despite all the trouble.

Aloo Tikki Chaat – This is a patty produced using pureed potatoes that is liberally secured with dahi and chutney and sprinkled with sev. Its typically a northern Indian delicacy.



Dahi Puri – Pani puri shells are loaded down with a blend of chopped potato and chickpeas and sprinkled over with dahi, chutney and sev. It stands demonstration of Mumbai’s innovativeness with flexible foods like gol gappa.

Ragda Patties – Like the aloo tikki yet with included esteem. This Mumbai staple comprises of an aloo tikki that is secured with a dal produced using white chickpeas known as “ragda”. Furthermore, obviously, what makes it enchanted is a liberal portion of chutney and sev.

Dahi Vada – Origin unknown but presence everywhere – Dahi Bhalla(Punjab), Doi Bora (Bengal), Thayir Vadai (Tamil Nadu), Mosare Vada (Karnataka) and Perugu Vade (Telangana).

Phuchka – Small fried puris either made by wheat flour or by semolina which is extremely crisp, which is then stuffed with mixture of potato and dipped in a tangy sherbet of tamarind and mint and originated from Bengal.

Papri Chaat – Produced using a blend of papdi, dahi, chopped potatoes, onions, chutney and embellished with coriander leaves, this bite has its starting points in the Mughal court and is well known all over northern India today.

Samosa Chaat – Gotten from crushing the samosa flat and sprinkling it in dahi, tamarind chutney and mint chutney, the samosa chaat is a contemporary assortment that discovers its beginnings in most cosmopolitan urban communities.

Mungi Jalebi Chaat – A typical creation of Chef Subhadip and a delicate differently tasted chaat of all time.

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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 a hotel and restaurants, he is a passionate teacher and research enthusiast. He is current working as Faculty- Food Production at UEI- Global Chandigarh.

ROLE OF FACILITY MANAGER IN THE HOSPITALITY INDUSTRY



The hospitality industry is one of the most dynamic and service-driven sectors, where guest satisfaction is the ultimate priority. From luxury hotels and resorts to restaurants, convention centres, and clubs, every facility is designed to provide comfort, safety, and memorable experiences. Behind the scenes, ensuring the seamless functioning of these establishments

is the Facility Manager—a professional whose role is vital in maintaining operational efficiency, guest satisfaction, and long-term sustainability.

Understanding Facility Management in Hospitality

Facility management in hospitality refers to the integrated management of multiple services, processes, and infrastructure that support the core functions of a hotel or restaurant. It ensures that the physical environment is safe, comfortable, aesthetically pleasing, and functionally efficient. Unlike other industries, where facility management may be restricted to maintenance and building upkeep, in hospitality it directly influences guest experience, brand reputation, and profitability.

The Facility Manager serves as the backbone of hotel operations, blending technical knowledge with service orientation to maintain both front-end guest spaces (like lobbies, guest rooms, and restaurants) and back-end service areas (like kitchens, laundry, HVAC systems, and staff accommodations).

Key Responsibilities of Facility Managers in Hospitality

- **Maintenance of Infrastructure and Equipment**

A hospitality property has complex infrastructure: guest rooms, banquet halls, restaurants, spas, gyms, and more. Facility managers are responsible for preventive and corrective maintenance of all physical assets, including air-conditioning, elevators, plumbing, electrical systems, and fire safety equipment. Proactive maintenance minimizes downtime, prevents breakdowns during peak occupancy, and enhances guest comfort.

- **Health, Safety, and Compliance**

Safety is non-negotiable in hospitality. Facility managers ensure compliance with building codes, fire regulations, and health and safety laws. They oversee fire drills, manage emergency exits, monitor water quality, and implement sanitation protocols in line with food safety standards. In the post-COVID era, their role has expanded to include enhanced hygiene practices, regular disinfection, and monitoring indoor air quality.



- **Sustainability and Energy Management**

Modern hospitality organizations are increasingly focusing on sustainability. Facility managers play a central role in implementing eco-friendly practices such as energy-efficient lighting, waste management, water conservation, and renewable energy usage. By reducing utility costs and carbon

footprint, they contribute both to environmental responsibility and cost savings for the property.

- **Guest Comfort and Experience**

A guest’s first impression often depends on the physical environment. Clean lobbies, well-lit corridors, comfortable room temperatures, and smooth-functioning elevators are subtle yet critical factors that shape overall satisfaction. Facility managers ensure these elements run flawlessly, directly impacting the guest’s perception of service quality.

- **Vendor and Contract Management**

Hotels depend on external contractors for services like landscaping, pest control, laundry equipment servicing, and waste disposal. The facility manager oversees these contracts, ensuring service quality, timely delivery, and cost-effectiveness. Strong vendor relationships reduce operational risks and improve efficiency.

- **Crisis and Emergency Management**

Natural disasters, fire hazards, or equipment breakdowns can severely disrupt hospitality operations. Facility managers are trained to handle such emergencies with minimal impact on guests. They develop contingency plans, coordinate evacuation procedures, and ensure business continuity during crises.

- **Technology Integration**

The role of facility managers has evolved with technology. Smart building systems, computerized maintenance



management software (CMMS), and IoT-enabled devices allow them to monitor energy consumption, predict equipment failures, and automate facility operations. This not only enhances efficiency but also provides real-time data for better decision-making.

Skills Required for Facility Managers in Hospitality

- Technical Knowledge
- Leadership and Team Management
- Communication Skills
- Problem-Solving Abilities
- Sustainability Awareness



Importance of Facility Managers in Hospitality

The contribution of facility managers goes beyond physical maintenance. Their efficiency directly affects:

- Guest Retention and Loyalty
- Brand Image
- Operational Efficiency
- Staff Productivity
- Sustainability Goals

In the hospitality industry, where service excellence is paramount, the role of the facility manager is indispensable. They ensure that every aspect of a property—from safety and sustainability to comfort and aesthetics—functions seamlessly, creating a positive environment for both guests and employees. As the industry continues to embrace smart technologies and sustainable practices, facility managers will remain at the forefront of operational excellence, bridging the gap between technical operations and exceptional guest experiences.

The facility manager, therefore, is not just a behind-the-scenes operator but a strategic partner in delivering hospitality that is safe, sustainable, and unforgettable.

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About the Author:

Amit moon is Associate Director- FnB and Placements at UEI Global, Corporate. He holds Bachelors in Hotel Management from IHM-Jaipur. He has over 25 years' experience in hotel Operations and Academics. He likes to Travel, meeting new people.

ALL IN A DAY'S WORK



UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Sequence of Service.

**UEI GLOBAL
DELHI**

Front Office Practical
Session:

Importance of
Grooming





**UEI GLOBAL
LUCKNOW**

Housekeeping Practical
Session:

Understanding
Housekeeping
Operation through
Daily Briefings

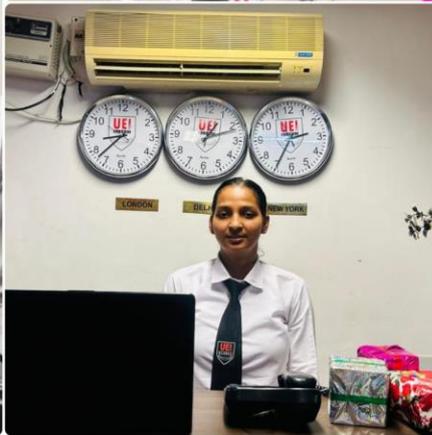


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AGRA**

Food and Beverage
Practical Session:

Pre Plated Service





UEI GLOBAL CHANDIGARH

Front Office Practical
Session:

Greetings and
Telephone Etiquettes

UEI GLOBAL JAIPUR

Food and Beverage
Practical Session:

Caring and Laying of
Table Linen





UEI GLOBAL PUNE

Housekeeping Practical
Session:

Art of Making Beds

**UEI GLOBAL
TRIVANDRUM**

Food and Beverage
Practical Session:

Layout of Table
Linen





**UEI GLOBAL
LUCKNOW**

Front Office Practical
Session:

Handling Guest
Enquires

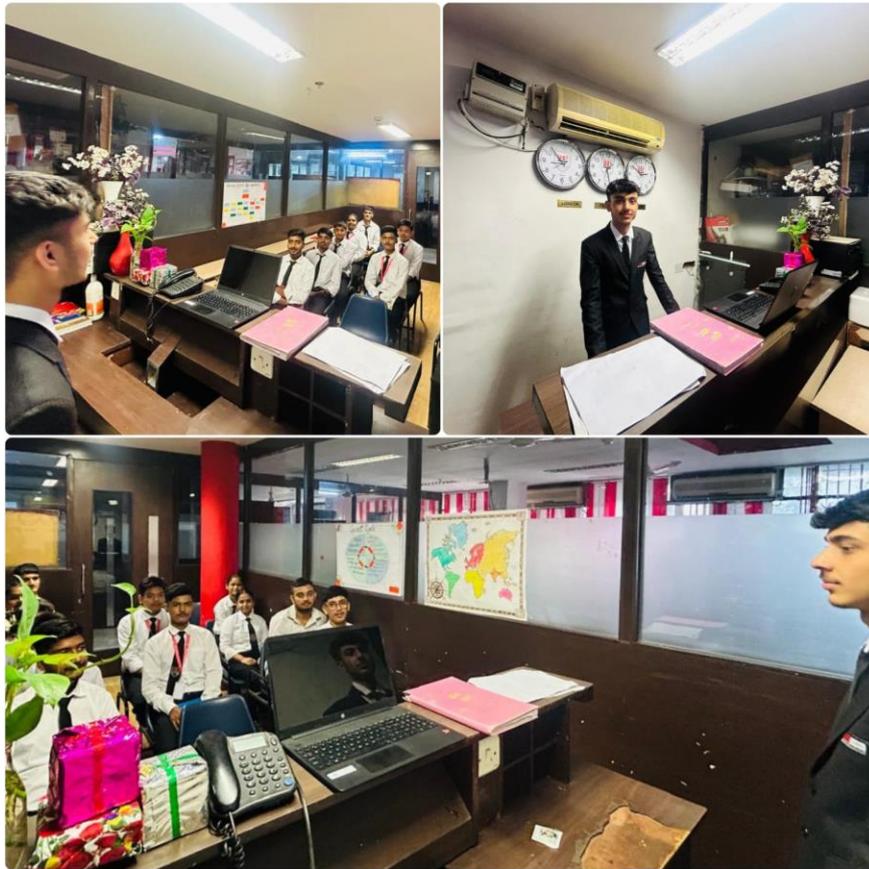


**UEI GLOBAL
PUNE**

Food and Beverage
Practical Session:

Layout of Table
Linen





**UEI GLOBAL
CHANDIGARH**

Front Office Practical
Session:

Grooming Standards at
Front Office

**UEI GLOBAL
DELHI**

Food Production
Practical Session:

- Cuts of Chicken
- French Onion Soup
- Chicken Broth Soup
- Murgh Dum Pukht
- Biryani
- Chicken Sauté
- Chasseur





**UEI GLOBAL
LUCKNOW**

Food Production
Practical Session:

- Cream of Vegetable
Soup
- Cream of Tomato Soup
- Vegetable Biryani
- Mixed Veg Raita

**UEI GLOBAL
CHANDIGARH**

Food Production
Practical Session:

- Veg Cutlets
- Veg Burger
- Veg Pizza
- Penne Arrabbiata
- Macaroni with
Béchamel Sauce
- Vegetable Cocktail
- Samosas





**UEI GLOBAL
LUCKNOW**

Food and Beverage
Practical Session:

Greeting and Seating of
Guests

**UEI GLOBAL
DELHI**

Food and Beverage
Practical Session:

Different Types of
Napkin Folds





UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Guest Concerns and
Handling



UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Registration Process
of Walk In Guests





UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Setting of Side Station

**UEI GLOBAL
TRIVANDRUM**

Food and Beverage
Practical Session:

Ala Carte Cover Set
Up





**UEI GLOBAL
CHANDIGARH**

Food and Beverage
Practical Session:

Carry a Salver
Water Service to Guest

**UEI GLOBAL
LUCKNOW**

Food and Beverage
Practical Session:

Art of laying and
changing a table cloth





**UEI GLOBAL
LUCKNOW**

Housekeeping Practical
Session:

Process of Dry
Mopping



**UEI GLOBAL
CHANDIGARH**

Food and Beverage
Practical Session:

Checklist of
Mise-en Place
Mise-en Scene





UEI GLOBAL AGRA

Food and Beverage
Practical Session:

A la Carte Cover Set up

**UEI GLOBAL
DELHI**

Food Production
Practical Session:

Tehri
Veg. Hakka Noodles
Cream of Tomato
Soup





**UEI GLOBAL
DELHI**

Front Office Practical
Session:

Filling of Registration
Form
Room allocation to
Guests

**UEI GLOBAL
AGRA**

Food and Beverage
Practical Session:

Different Types of
Napkin Folds





UEI GLOBAL AGRA

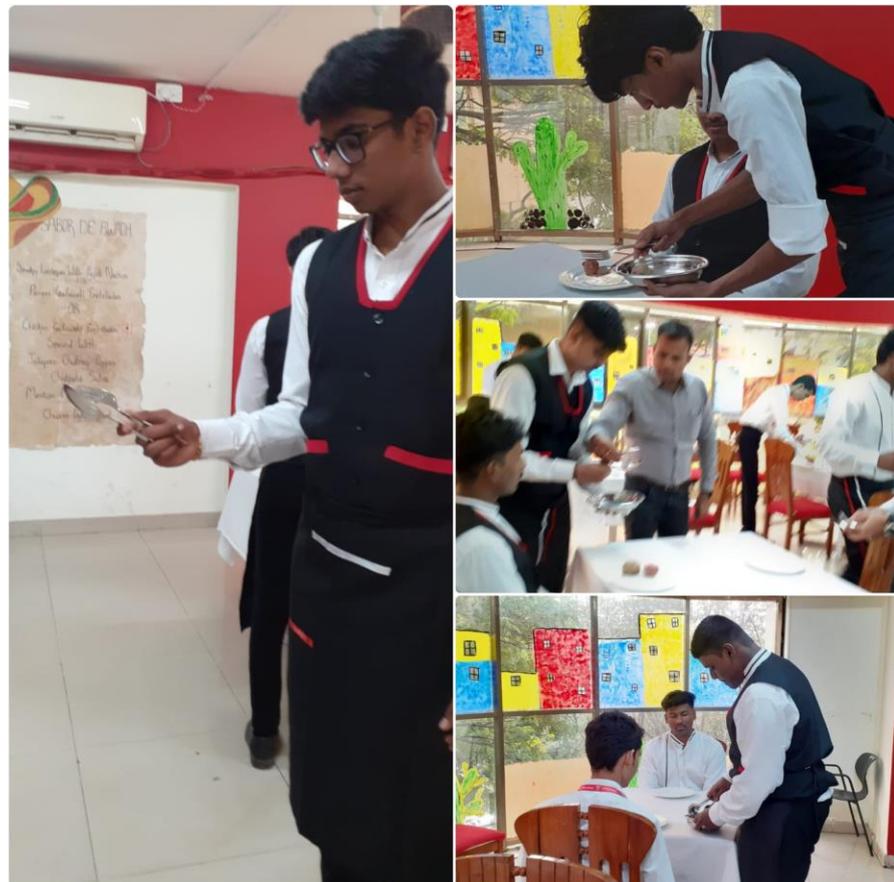
Food and Beverage
Practical Session:

Laying & Relaying
Table cloth

**UEI GLOBAL
PUNE**

Food and Beverage
Practical Session:

Holding and Use of
Service Gears





UEI GLOBAL PUNE

Food Production
Practical Session:

Italian Fresh Pasta:
Tortellini
Ravioli
Cappelletti
Gnocchi
In Tomato / Pumpkin
Sauce

**UEI GLOBAL
PUNE**

Food Production
Practical Session:

Chicken Shorba
Butter Chicken
Kadai Paneer
Assorted Indian
Breads





UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Service of English
Breakfast

**UEI GLOBAL
LUCKNOW**

Food and Beverage
Practical Session:

Pre-Plated Service of
Guest Food



FUSION FOOD FESTIVAL - “VANAKKAM JAPAN”



UEI GLOBAL DELHI

At UEI Global we ensure high standards across session adherence, practical training, industry acclimatization, extracurricular activities, project and assignments, focus on personality development and all round development of our students.

UEI offers professional programme for Hospitality aspirants. UEI Global believes in delivering MORE (Modern, Operational, Relevant

Experiential) approach to its Students and aim towards providing Industry integrated programs both through Vocational and Formal education.

UEI Global organises Food Festival every year in its all 9 campuses pan India with different National and International theme based cuisine, the man behind this concept is Mr. Manish Khanna (CEO-UEI Global)Who always believe that students should develop high grade of skills with great sense of innovative business opportunities and create entrepreneurial abilities.

We have 9 state of the art campuses across 9 cities pan India. We persistently strive to extend the reach of high quality education standard beyond the barriers of culture and location and we have become India’s most favourite Hospitality education Institute in past 18 years.

To make sure overall progression of the students UEI Global, Delhi organizes Italian Food Festival under the guidance of experienced and Expert faculty members. We should keep this in consideration that the International cuisine Food festival is





organized by 1St year students who started their journey with UEI Global just one and half months back.



Vanakkam Japan (Fusion of South Indian and Japanese Cuisine) thought full name chosen for this food festival, where everything related to Food Festival were managed and organized by students only, like purchase, Decor, Food Preparation,

Students have prepared mouth luscious food under the guidance of expert chef's named Chef

Abhijit Dutta and Chef F.D.Dinesh (Who has travel all the way from UEI Trivandrum Campus to train the young chefs). Students not only learnt about the ingredients, spices and cooking technique used, they also understand about eye appealing presentation of the food. Decoration of Restaurants and entire environment is planned and implemented in such a way that gives comprehensive experience to the dinners. Ravishing entertainment presented by students has brought Italy to the campus of UEI Global and keeps the guest engaged.

F&B Service team have worked hard to give world class, 5 star Hotel, fine dine experience to the guest in the restaurants named "Monte Carlo & Venice" respectively, for this



students have done rigorous training under Mr. Pawan Sinha and Mr. Sourabh Samaddar (He travel all the way from UEI Lucknow Campus) and they learn about standard of service, etiquette and crowd management techniques.

We should keep this in consideration that guests are none other than parents of these students. This food festival gives parents a chance to experience Fusion cuisine prepared and served by their wards only. Parents were very happy and enjoyed the entire event and the feedback received were more encouraging.

“Vanakkam Japan” Fusion Cuisine Food Festival was focusing on Modernity and Ethnicity in a plate showcasing not only some delicious Food preparations but also an amalgamation of stunning dance and music performances as well as informative discussion about the food.

Experiential learning and industry centric approach of UEI Global will make today’s Hospitality aspirants tomorrow’s professionals and Entrepreneurs.

STUDENTS ORIENTATION PROGRAMME: 2025-26



**UEI GLOBAL
DELHI**



**UEI GLOBAL
LUCKNOW**



SEMINARS AND INDUSTRY VISIT



**UEI GLOBAL
LUCKNOW**

**ITC Fortune
Lucknow**

Freshmen underwent their first industrial visit and had their first feel and experience in Hotel

**UEI GLOBAL
LUCKNOW**

**SPENCERS
Hyper Market**

Student's visit was organized for students to identify and familiarize themselves with a wide variety of vegetables, grains and pulses.





**UEI GLOBAL
LUCKNOW**

**Food and Bakery
Expo
Avadh Shipgram
Lucknow**

Students Saw Many
New Bakery
Equipments and Setups



**UEI GLOBAL
JAIPUR**

**ITC Rajputana
Jaipur**

A hotel visit is vital for aspiring hoteliers as it bridges theory with practice. Students expose to industry trends, technology, and sustainable practices, while offering opportunities for networking with professionals.





**UEI GLOBAL
DELHI**

A Mock Drill For Students Organised For Relevant Knowledge On Fire Safety Equipment, Ways To Handle Them In An Emergency Crisis.

**UEI GLOBAL
PUNE**

**Hotel Conrad
Pune**

To Motivate Students And To Train Them. A Hotel Visit Is Organised To Make Student Understand The Importance of Guest. How To Care Them And Different Level of Services Provided.





UEI GLOBAL PUNE

Dairy Plant
 Karjat
 Pune

Student Learnt & Saw
 The Process of
 Pasteurisation,
 Homogenisation &
 Packaging Of Milk &
 Other Milk Products

**UEI GLOBAL
 AGRA**

HOLIDAY INN

Mr.Pradipt Sinha
 General Manager

Ms. Pooja Gupta
 Head -Learning and
 Development

Guest lecture was
 Organised with
 students and briefed
 and explained them
 how to maintain
 professional
 demeanour in
 hospitality industry





**UEI GLOBAL
DELHI**

**Leela Ambience
Gurugram**

**Exposure at CII
Venture Capital
Conference.**

Students were awarded
with a certificate of
participation

**UEI GLOBAL
DELHI**

**VSPK School
Rohini**

Seminar for Students
was organised for
Hospitality Industry
Awareness and Career
Opportunities.





**UEI GLOBAL
LUCKNOW**

**Ryan International
School -Raebareli.
Anand Bhawan
School**

Various School
Seminar Organised at
Lucknow for the
Awareness of
Hospitality Industry
and Career Growth
Opportunities for
students

**UEI GLOBAL
LUCKNOW**

In House School
Seminar and KD
Scholarship Update at
UEI Campus



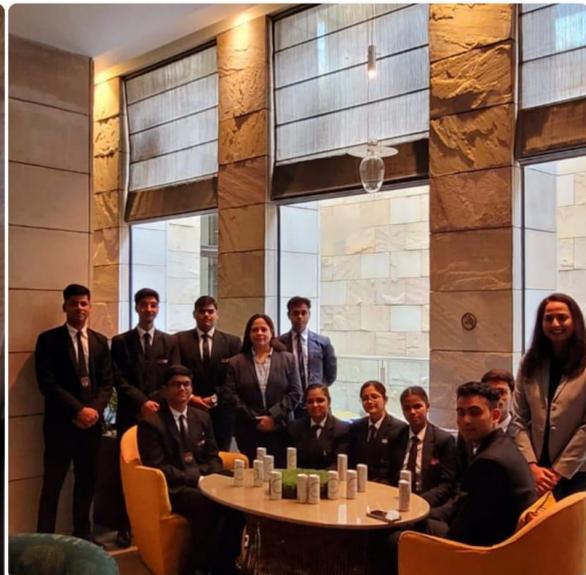
UEI GLOBAL DELHI

HOTEL THE LODHI Delhi

Mr. Abhimanyu Singh Lodha General Manager

The students were thrilled to have the opportunity to meet Mr. Abhimanyu Singh Lodha, a three-time winner of the prestigious "General Manager of the Year" award by FHRAI and Hotelivate.

During the interactive session, Mr. Lodha shared his wealth of experience, insights, and management techniques. Mr. Lodha's presentation was a master class in hospitality, covering topics such as leadership, customer service, and innovation



UEI GLOBAL EXPANDS INTERNATIONAL PATHWAY PROGRAMME

Cape Breton University, Nova Scotia
Mr. Brett Maclean
Mr. Vinay

A visit visited UEI Delhi Campus today. As part of our IPP offering for Canada as a Country of Choice.

They interacted with our first year students and shared details about the university and courses offered



WORLD TOURISM DAY CELEBRATION



UEI GLOBAL AGRA

The Monument of Great Emperor Akbar

Students Visit to promote Not Only sustainable travel practices for Tourism But also to fosters understanding and connections how it contributes to global peace.



UEI GLOBAL DELHI

National Museum Delhi

To provide Students with deep insights into India's rich cultural heritage and its connection with tourism. Students explored diverse knowledge of history, art and traditions





**UEI GLOBAL
LUCKNOW**

“Life is a sojourn and
Tourism it's religion”

Students at Lucknow
visited World Heritage
Sites Like Bada Imam
Bara, Rumi Darwaza
etc.



**UEI GLOBAL
PUNE**

**Raja Dibkar Kelkar
Museum**

There is nothing in
this world that
matches with the joy
we get while
travelling and
Connecting with our
History





**UEI GLOBAL
CHANDIGARH**

**Sukhna Lake
Chandigarh**

Students visited Sukhna Lake on World Tourism Day, celebrating cultural heritage, tourism awareness, and nature's scenic beauty together.



STUDENTS SUCCESS AND ACHIEVEMENT



UEI GLOBAL LUCKNOW

Md. Bazil Hasan
Batch: 2022-25

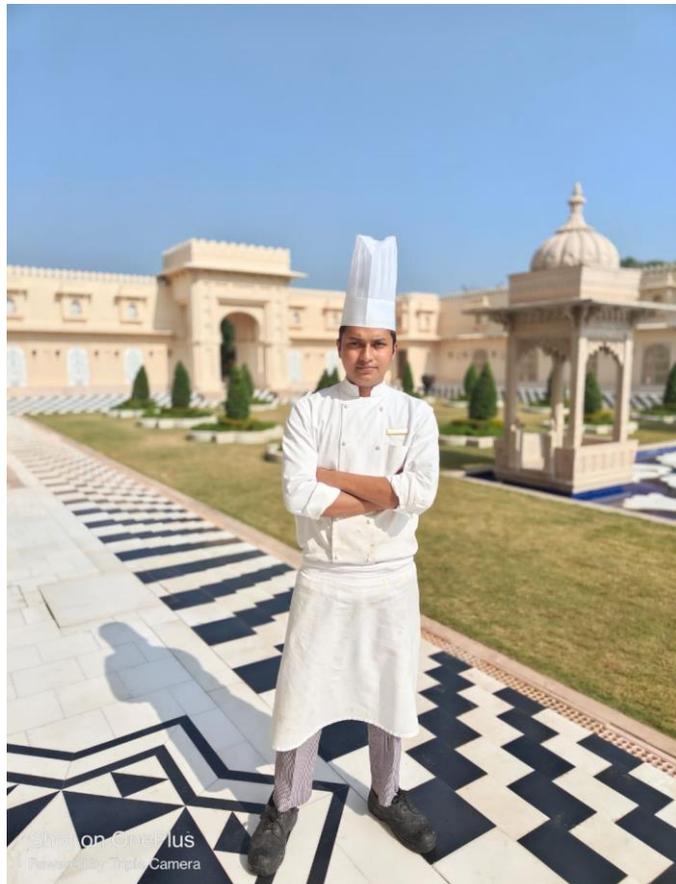
GSA
The Oberoi

Selected with the Royal Caribbean!!

UEI GLOBAL DELHI

Mr.Hansraj Singh Shah
Batch: 2019-22

Commi-I
Trident, Udaipur





UEI GLOBAL LUCKNOW

Mr.Dheeraj Kumar
Batch: 2021-24

Housekeeping Executive
Trident, Agra

UEI GLOBAL
AGRA

Mr.Bhupendra
Prajapati
Batch: 2015–2018

Executive Chef
Underdoggs Sports
Bar
Indore





*Conditions Apply

Our Institutes

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

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