

# SOPHOS

*(Be smart, Stay skilled)*



*MARCH 2026*  
*Edition 065*



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**Associate Director-Academic Operations**

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Note from the Editor's desk

SOPHOS continues to evolve as a dynamic and credible platform that reflects UEI Global's unwavering commitment to academic excellence, industry relevance and holistic student development. With each edition, we strive to strengthen the connection between education and the ever-evolving hospitality industry, inspiring students to develop professional competence, adaptability and leadership qualities essential for long-term success.

Rooted in India's rich legacy of hospitality and service, UEI Global remains dedicated to transforming education into meaningful career opportunities through experiential learning and strong industry integration. Our foundation is built upon trust, inclusivity, sincerity and integrity toward students, faculty, industry partners and all stakeholders.

The **March 2026 edition** of SOPHOS brings together insightful perspectives, emerging trends and practical knowledge that address both professional growth and current industry challenges.

This issue features articles focused on modern industry trends and operational excellence. It highlights how technology, especially artificial intelligence, is transforming guest services by improving efficiency and creating more personalized experiences. It also explores the growing impact of ghost kitchens, which are reshaping the hospitality industry through delivery-based models. Alongside this, the edition emphasizes the importance of food plating and presentation in enhancing dining experiences, as well as the need for strong infection control protocols to ensure hygiene, safety and overall guest well-being in today's hospitality environment.

This edition also celebrates experiential learning and student engagement through "All in a Day's Work," showcasing real-time operational exposure and practical training experiences. "Rendezvous with the General Manager" provides leadership insights and mentorship perspectives directly from seasoned professionals, inspiring future hospitality leaders.

We further highlight Seminars and Industry Visits, which play a vital role in bridging the gap between academic learning and industry practice. The vibrant spirit of campus life is reflected through celebrations such as Holi and Eid, fostering cultural inclusivity and student engagement.

We invite you to explore the March 2026 edition of SOPHOS and engage with the ideas, experiences and achievements that embody the spirit of UEI Global. Together, we continue to nurture talent, strengthen industry connections, and shape the hospitality professionals of tomorrow.

Warm Regards,  
**Amit Moon**

## THE INTERVIEW



**Ms. Richa Chatterjee,  
Human Resources Manager**

ITC Fortune Park BBD, Lucknow



**Q1.** We would like to know about your journey in the Hospitality Industry.

I began my journey in the hospitality industry with my internship, which turned out to be a very important phase in my career. During my internship, within just three months, I was offered a full-time opportunity. This is where I started my career as an HR Associate with an upcoming Sarovar Portico property.

After gaining valuable experience there, I moved on to work with Seven Seas as a Senior Executive. This role helped me grow professionally and gave me deeper exposure to HR operations in the hospitality sector.

Eventually, I got the opportunity to join ITC Fortune Hotels, where I am currently working as an HR Manager at Fortune Park BBD.

**Q2.** Why did you choose HRD?

I chose Human Resource because I have always been deeply interested in working with people and understanding their behaviour.

During my student life, I used to travel a lot with my parents, and we often stayed in hotels. I was always fascinated by the professionalism, grooming, and personality of the staff, their confidence and the way they interacted with guests really inspired me. That's when I developed a strong attraction towards the hospitality industry.

Later, after completing my Master's in HR, I decided to pursue a career where I could combine my passion for people with my interest in the hospitality sector. Around that time,

my husband also encouraged me to explore opportunities in hospitality, which further strengthened my decision. Today, I feel proud to be in HR within the hospitality industry, where I can contribute to building strong teams and creating positive work environments.

**Q3.** What are the major challenges faced by the HRD Department of Hotels today and how are those being overcome?

Human Resource in the hospitality industry is both challenging and often underappreciated. Many people think HR is only about organizing activities like Fun Fridays or celebrations, but in reality, HR plays a much deeper role in managing people, culture, and organizational success.

One of the biggest challenges today is managing a multi-generational workforce. We can broadly understand this through three phases:

- Industrial Era
- Information Era
- Current Social/Digital Era

So, the modern workforce is focused on quality of life, not just standard of living

This includes:

- Work environment
- Growth opportunities
- Learning and development
- Recognition and rewards
- Work-life balance

**Q4.** What are the skills and attributes that you expect one should possess to be successful in a career with the Hospitality Industry?

To be successful in the hospitality industry, one should focus more on gaining knowledge rather than just chasing money. When you have strong knowledge and truly understand your work, growth and salary will automatically follow. Passion for your job is equally important—when you love what you do, it builds confidence and helps you handle challenges without feeling uncomfortable.

Another key attribute is patience. Hospitality is a dynamic and sometimes demanding industry, so staying calm and patient in all situations is essential. With the right attitude, continuous learning, and dedication, everything gradually falls into place.

**Q5.** Your message for UEI Global students.

My message to all the students is that when you enter a company, always maintain a clear boundary between your personal and professional life. It is very important to stay professional in your approach and behaviour at the workplace. If you ever face any challenges or problems, remember that HR is always there to listen, guide, and support you. Think of HR as your counsellor and a trusted point of contact within the organization.

In the corporate world, patience is key. There will be times when seniors may correct or even scold you, but instead of getting upset, try to take it positively. Every feedback or correction comes with a lesson that helps you grow. Stay calm, do not panic, and focus on your work with full concentration and dedication. Give your best in whatever you do, and success will follow.

“Always maintain professionalism, trust HR for guidance, be patient in the corporate world, learn from feedback, and work with full focus and dedication.”

**About The Author:**

Praveen Rai is a professional hotelier worked with Golden Tulip, The Lalit, Sarovar Portico &more, having 15 years of hotel experience, his expertise is in guest relations, currently Working at UEI Global Lucknow as Faculty Room Division

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## AI CHAT BOTS FOR GUEST SERVICES



A software application which is commonly used in the service industry post COVID is AI Chat bots. It serves as a simulator for various manual activities—like routine enquiries, room booking etc. Thus proving them to be an effective, revolutionizing and up-to-date tool of the AI technology. It provides instant support to the

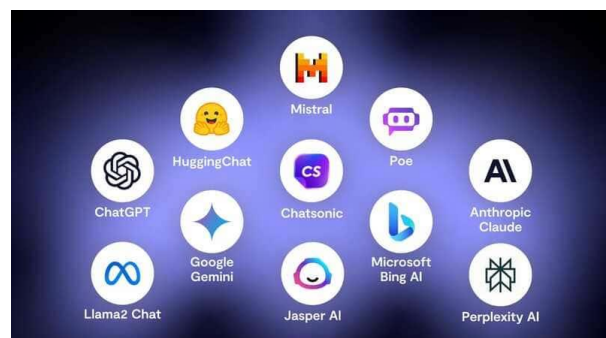
guests via website, whatsapp & SMS.

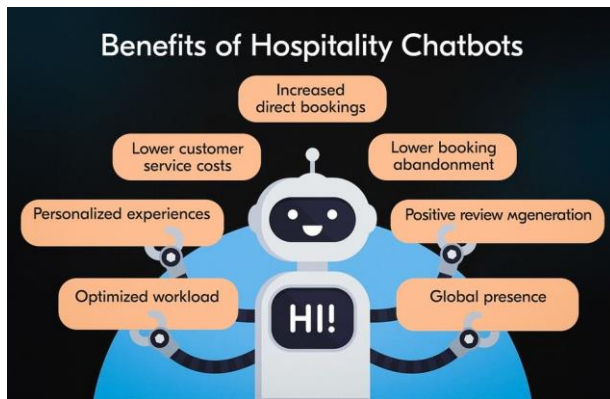
In the service sector it is challenging to maintain a high standard of customer services and satisfaction due to multiple reasons.

### Let's see how AI Chat bots can help for providing various services-

- Multilingual Support - AI translator provides support to the guests by eliminating language barriers between hundreds of languages around the world.
- 24 / 7 Support – 24 / 7 availability and instant feedback suggestions / recommendation/ complaints made by the guest are taken care of instantly and timely feedback / answered
- Direct Booking based on personalised Data- AI chat bots give a tailor-made format for the guest by analysing their personal data and their previous experience.
- Efficiency in operation and cost effectiveness.
- Chat bots can support for tasks like Room Booking, room service, spa Services etc.
- This is used to be done physically by the hotel staff before the COVID-19 pandemic, is now efficiently and cost-effectively done by AI Chat bots.
- It can work as multitasking like staff or crew members' like answering telephone calls, responding to emails especially at the front office.
- Hotels which are busy, AI chat bots are a boon because it is a perfect solution for personal recommendation, queries of the guests proving to be the most cost-effective and time-saving application in this world of AI.

Hospitality Industry is reshaping its old structure by using AI tools in the following ways-





AI Chat bots personalise check In & Check out schedules, Air Tickets and other bookings of the regular and new guests, thus reducing the work load of the staff by 65%.

It facilitates tailor made data regarding recommendations, event activities, stay in status along with many other special services like spa, dance bar, discothèque etc. to the guests, thus making them

permanent customers for the hotel by satisfying them through AI chat bots.

Most important aspect of AI services is high profit & low operational cost- The need for keeping large number of staff and their payment is significantly reduced by AI technology.

Chat bots, especially those powered by AI, automatically collect information on browsing behaviour, guest preferences and booking history, allowing you to personalize your marketing and promotions. For example, hotels using Canary’s AI Web chat can opt to have the tool collect email addresses as it answers questions. These build your marketing database, which you can use to re-engage prospective guests with strategic upselling techniques or booking promotions.

The 2025 Hotel Guest Tech Report found that 70% of guests find chat bots helpful for simple requests like sharing the Wi-Fi password and placing room service orders. Allowing technology to handle easy tasks, frees up your staff for bigger problems, like helping a guest plan a special event.

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# GHOST KITCHENS: THE SILENT REVOLUTION RESHAPING HOSPITALITY



The way people experience food has changed dramatically in recent years. Technology, shifting lifestyles, and evolving consumer expectations have transformed dining habits, giving rise to one of the most disruptive trends in the hospitality industry - **Ghost Kitchens**, also known as Cloud Kitchens or Delivery-Only Restaurants.

Unlike traditional restaurants, ghost kitchens operate without dining spaces. Their entire focus is preparing meals exclusively for online orders and home delivery. What began as a practical response during the COVID-19 pandemic has now become a permanent and rapidly growing segment of the food service industry.

## From Experience to Efficiency

For decades, restaurants thrived on experience - ambiance, attentive service, and social interaction complemented the food itself. Dining out was as much about atmosphere as it was about cuisine.

Ghost kitchens turn this model upside down. With no front-of-house operations, the emphasis shifts entirely to **speed, consistency, and convenience**. Menus are streamlined, preparation processes optimized, and delivery timelines carefully engineered to meet customer expectations for quick and reliable service.

Today's customer increasingly values efficiency over experience - a hot meal delivered quickly often outweighs the need for a physical dining environment.

## Technology at the Heart of Service

In ghost kitchens, technology replaces traditional hospitality touch points. Advanced software manages everything from order processing and inventory tracking to delivery coordination and performance analytics.

Algorithm-based routing systems and automated workflows ensure faster dispatch and reduced errors. Service becomes less personal but far more precise — a system designed for throughput rather than table-side interaction.

## The Platform Dependency Challenge

While delivery apps enable market access, they also create dependency. Third-party platforms control customer interfaces, payment structures, and visibility. High commission fees and delivery disruptions can directly affect





brand perception, even when food quality remains strong.

For many operators, maintaining profitability while relying on these platforms remains a significant balancing act.

### **A New Kind of Customer Relationship**

Ghost kitchens redefine how brands connect with customers. Traditional restaurants built loyalty through personal engagement and memorable experiences. Delivery-only models, however, often create a purely transactional relationship - order, deliver, repeat.

Without a physical presence, building emotional connections and brand identity becomes more challenging, pushing operators to rely heavily on digital branding and consistent food quality.

### **Competition in a Crowded Digital Marketplace**

The low entry barrier has opened the market to countless new food entrepreneurs. Multiple brands often operate from shared kitchen spaces, increasing variety but also intensifying competition.

Standing out now depends less on location and more on operational excellence, menu innovation, and online reputation.

### **Changing Roles in Hospitality**

The workforce is evolving alongside the model. Demand for waitstaff declines, while skills in culinary efficiency, logistics management, and technology integration become increasingly valuable.

Hospitality professionals are adapting from experience creators to process managers — blending culinary expertise with operational precision.

### **The Road Ahead**

Ghost kitchens are not replacing traditional restaurants; instead, they are reshaping the industry's expectations. Speed, convenience, and digital accessibility have become central to modern dining culture.

The future of hospitality lies in finding the right balance - combining technological efficiency with the timeless values of quality, trust, and service.

One thing is clear: ghost kitchens are no longer a temporary trend. They are a defining force shaping the next chapter of the global culinary landscape.

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

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## FOOD PLATING & PRESENTATION STANDARDS IN HOTELS



In the modern hospitality industry, food is no longer judged solely by taste. Presentation has become an equally important component of the dining experience, transforming meals into visual stories that engage guests even before the first bite. In hotels, where service standards are closely linked to brand reputation and guest satisfaction, food plating and presentation follow carefully defined principles that combine culinary artistry with operational precision.

Food plating is not merely decoration; it is a strategic element of hospitality that reflects professionalism, creativity, hygiene, and consistency. The visual appeal of a dish directly influences guest perception, expectations, and overall

dining satisfaction.

### The Importance of Presentation in Hospitality

Guests often “eat with their eyes first.” Studies in consumer behaviour suggest that visual presentation significantly shapes how diners perceive flavour, portion value, and quality. In hotel environments—particularly luxury and upscale properties—presentation standards must align with the establishment’s brand identity and service philosophy.

A well-presented dish communicates attention to detail and culinary expertise. Whether served in fine-dining restaurants, banquets, or room service, consistent plating reinforces trust and enhances the guest experience. Poor presentation, even with excellent taste, can negatively affect customer perception and online reviews.

### Fundamental Principles of Food Plating

Professional hotel kitchens follow several universal plating principles to maintain consistency and elegance.-

- **Balance and Composition**

Balance refers to the harmonious arrangement of food elements on the plate. Chefs consider colour, texture, portion size, and placement to create visual equilibrium. The plate should neither appear overcrowded nor empty.

Typically, proteins act as the focal point, supported by complementary accompaniments arranged thoughtfully to guide the diner’s visual attention.

- **Colour Contrast**

Colour plays a crucial role in enhancing appetite appeal. Natural contrasts—such as vibrant vegetables against neutral proteins or bright sauces on white plates—create visual excitement. Hotels avoid monotone presentations and instead aim for lively yet refined colour combinations.



- **Portion Control**  
Standardized portioning ensures uniformity across service periods. Hotels maintain strict plating guidelines so that every guest receives the same quantity and visual presentation regardless of who prepares the dish. This consistency is

essential for brand reliability and cost control.

- **Cleanliness and Precision**

Clean plates symbolize professionalism. Sauces must be applied carefully, edges wiped clean, and garnishes placed intentionally. Smudges or spills are unacceptable in professional hotel service.

- **Plate Selection and Modern Trends**

The choice of crockery significantly impacts presentation. Hotels select plates based on cuisine style, portion size, and visual framing. White plates remain popular because they highlight food colours, while contemporary establishments experiment with matte finishes, stoneware textures, or asymmetrical designs.

Modern plating trends emphasize minimalism. Rather than overcrowding plates, chefs focus on simplicity, allowing each component to stand out. Negative space—the empty area on the plate—is now considered a design element that enhances sophistication.

### **Garnishing: Purpose over Decoration**

Garnishes should complement flavour rather than serve as unnecessary decoration. Historically, garnishing was often excessive; however, modern hotel standards emphasize functionality.

- Effective garnishes:
- Enhance aroma or flavour
- Add texture contrast
- Provide visual freshness

Micro greens, edible flowers, herb oils, and precision sauce work are commonly used in contemporary hotel kitchens. Random or inedible garnishes are discouraged, as they conflict with modern sustainability and practicality standards.

### **Consistency through Standard Operating Procedures (SOPs)**

Hotels rely heavily on Standard Operating Procedures (SOPs) to maintain plating consistency across shifts and locations. These SOPs include:

- Plating diagrams or reference photographs
- Portion measurements
- Sauce placement guidelines
- Garnish specifications

Such documentation ensures that guests receive identical presentation regardless of time, chef, or outlet within the hotel. Consistency strengthens brand identity and operational efficiency.

### **Role of Technology and Social Media**

In today's digital age, food presentation extends beyond the dining table. Guests frequently photograph meals for social media platforms, making plating an indirect marketing tool. "Instagram-worthy" dishes can enhance brand visibility and attract new customers organically.

Hotels increasingly train culinary teams to design visually appealing dishes that perform well both in person and on camera, balancing aesthetics with practicality.

### **Training and Skill Development**

Achieving high plating standards requires continuous training. Culinary professionals learn knife skills, sauce techniques, colour pairing, and spatial awareness during professional development programs. Many hotels conduct regular workshops and tasting sessions to maintain creativity while preserving standardization.

Team coordination between kitchen and service staff is equally important. Proper handling during service ensures that presentation remains intact from kitchen pass to guest table.

### **Challenges in Maintaining Presentation Standards**

Despite established guidelines, maintaining consistent presentation can be challenging during high-volume operations such as banquets or peak dining hours. Time pressure, staffing variations, and logistical constraints may affect plating precision.

Successful hotel kitchens overcome these challenges through preparation planning, mise en place discipline, and efficient workflow management.

Food plating and presentation standards in hotels represent the intersection of culinary art and hospitality professionalism. Beyond aesthetics, presentation communicates quality, consistency and brand values to guests.

As dining continues to evolve, visual appeal remains a powerful component of guest satisfaction and competitive differentiation. Hotels that master the balance between creativity, efficiency, and consistency elevate not just the dish but the entire dining experience.

Ultimately, exceptional plating transforms food into an experience—one that delights the senses, strengthens brand identity, and leaves a lasting impression long after the meal is finished.

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### **About The Author:**

Chef Abhijit Dutta working as Associate Director - Food Production at UEI Global Delhi. He Has done Masters in Tourism and Hospitality and Diploma in Hotel Management from NCHM. Having an Experience of around 24 Years in Industry and Academics, he is Dedicated towards teaching Culinary Art to Students.

# INFECTION CONTROL PROTOCOLS IN HOSPITALITY ENVIRONMENTS



The hospitality industry is built on comfort, care, and guest satisfaction. However, in recent years, particularly after the global COVID-19 pandemic, health and hygiene have become central pillars of hospitality operations. Infection control protocols are no longer limited to healthcare settings; they are now essential practices within hotels, restaurants, and tourism establishments. Effective infection control not only protects guests and employees but also strengthens trust and reinforces a hotel's commitment to responsible service.

Hospital environments are unique because they involve constant human interaction, shared spaces, and high guest turnover. From guest rooms and dining areas to kitchens and recreational facilities, multiple touch points create opportunities for the spread of infections if proper precautions are not maintained. Therefore, structured infection control measures are necessary to ensure safe and hygienic operations.

## Understanding Infection Risks in Hospitality

Hotels and restaurants operate around close contact and shared usage. Common risk areas include reception counters, elevators, dining tables, buffet setups, door handles, and housekeeping equipment. Food preparation areas also require strict hygiene standards to prevent foodborne illnesses.

Infection risks may arise from inadequate sanitation, improper food handling, poor personal hygiene, or contaminated surfaces. Because guests come from diverse geographic locations, hospitality establishments must maintain universal safety practices rather than reactive measures.

## Key Infection Control Protocols

### 1. Personal Hygiene and Staff Training

Employees play a critical role in maintaining hygiene standards. Regular hand washing, proper grooming, and use of protective equipment such as gloves or masks (when required) form the foundation of infection control.

Hotels must conduct periodic training programs to educate staff on hygiene practices, illness reporting, and safe



service procedures. Staff members who feel unwell should be encouraged to report symptoms promptly to prevent workplace transmission.

## 2. Cleaning and Sanitization Standards

Routine cleaning is no longer sufficient; structured sanitization schedules are now essential. High-touch surfaces such as elevator buttons, reception desks, menus, and payment machines require frequent disinfection using approved cleaning agents.

Housekeeping departments follow standardized cleaning protocols, including proper linen handling, room ventilation, and the use of color-coded cleaning tools to avoid cross-contamination between areas.



## 3. Food Safety and Kitchen Hygiene

In food and beverage operations, infection control aligns closely with food safety practices. Kitchens must maintain strict temperature control, proper storage systems, and hygienic preparation methods.

Chefs and kitchen staff must follow safe handling procedures, avoid cross-contact between raw and cooked foods, and ensure regular sanitization of workstations and equipment. Compliance with Hazard Analysis and Critical

Control Points (HACCP) principles further strengthens infection prevention.

## 4. Guest Safety Measures

Modern hospitality emphasizes visible hygiene practices to reassure guests. Hand sanitizing stations, contactless check-in options, digital menus, and well-maintained ventilation systems contribute to safer environments.

Clear communication through signage and guest information materials helps encourage responsible behaviour without compromising the welcoming atmosphere of hospitality service.

## 5. Waste Management and Laundry Protocols

Proper disposal of waste and safe handling of laundry are essential components of infection control. Contaminated materials must be segregated and disposed of according to safety guidelines. Laundry operations require high-temperature washing cycles and careful handling to minimize contamination risks.

## The Role of Technology in Infection Prevention

Technology has significantly enhanced hygiene management in hospitality settings. Contactless payments, mobile room keys, automated cleaning schedules, and air purification systems reduce physical contact and improve monitoring of sanitation standards.

Digital tracking systems also help management maintain accountability and ensure compliance with established protocols.

### **Balancing Safety with Hospitality**

One of the greatest challenges for hotels is maintaining strict hygiene without making guests feel restricted or uncomfortable. Infection control should blend seamlessly into service delivery, preserving warmth and personalization while ensuring safety.

When implemented effectively, hygiene protocols enhance guest confidence rather than disrupt the hospitality experience.

Infection control protocols have become a permanent and essential aspect of hospitality management. Cleanliness is no longer viewed as a backstage function but as a visible indicator of professionalism and care. By prioritizing staff training, sanitation standards, food safety, and technological innovation, hospitality establishments can create environments that are both safe and welcoming. Ultimately, effective infection control reflects the industry's core promise - providing comfort, trust, and wellbeing to every guest.

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### **About The Author:**

Swarup Aravind A holds a Diploma in Hotel Management and Catering Technology, a Master's Degree in Tourism Management, an MBA specializing in Human Resources and Marketing, and a Diploma in Training and Development. With over 25 years of professional experience in the hotel industry, primarily in Learning & Development and Human Resource functions, he also brings two years of teaching experience in the education sector.

He is currently associated with UEI Trivandrum as a Faculty member, handling Front Office, Housekeeping, and Training and Placement.

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## ALL IN A DAY'S WORK



### UEI GLOBAL LUCKNOW

Food Production  
Practical Session:

Veg Sweet Corn Soup  
Honey Chilli Potatoes  
Veg Fried Rice  
Chilli Garlic Noodles

### UEI GLOBAL PUNE

Food Production  
Practical Session:

Skyu Soup  
Kashmiri Rajma  
Pulao  
Dum Aloo





**UEI GLOBAL PUNE**

Food Production  
Practical Session:

- Garlic Bread
- French Baguette
- Banana Bread
- French Loaf

**UEI GLOBAL DELHI**

Front Office  
Practical Session:

Handling Guest Concerns  
And  
Manage difficult situations





**UEI GLOBAL TRIVANDRUM**

Food and Beverage  
Practical Session:

Service of Beer



**UEI GLOBAL LUCKNOW**

Food Production  
Practical Session:

Tamatar Pudine Ka Shorba  
Malai Kofta  
Dal Makhani  
Tawa Paratha





**UEI GLOBAL TRIVANDRUM**

Food and Beverage  
Practical Session:

Preparation of Multiple Mocktails

**UEI GLOBAL DELHI**

Food and Beverage  
Practical Session:

Buffet breakfast and In Room Dining  
cover set-up





## **UEI GLOBAL TRIVANDRUM**

Food Production  
Practical Session:

Minestrone Soup  
Pasta with Creamy Pesto and Tomato  
Sauce  
Garlic Bread

## **UEI GLOBAL AGRA**

Food and Beverage  
Practical Session:

Preparation of Multiple Mocktails





## UEI GLOBAL DELHI

Food and Beverage  
Practical Session:

Tray Handling



## UEI GLOBAL LUCKNOW

Food Production  
Practical Session:

Hariyali Kebab  
Butter Chicken  
Dal Panchratna  
Jeera Rice





**UEI GLOBAL CHANDIGARH**

Food Production  
Practical Session:

- Assorted Indian Tandoor Breads
- Kachumber Salad
- Mulligatawny soup
- Kadhai Samudri Macchi

**UEI GLOBAL LUCKNOW**

Food Production  
Practical Session:

- Butter Chicken
- Dal Panchratna
- Jeera Rice



## RENDEZVOUS WITH THE GENERAL MANAGER



### Real Talk with real leaders Edition V

Moving forward with the "**Rendezvous with the General Managers**" program unites leading industry figures for individual meetings with **UEI Global management students** at their hotels. Connecting with industry titans provides students a remarkable chance to delve into the intricate realm of hotel management and leadership, inspired by the wisdom of a seasoned professional.

This meeting serves as a dynamic platform where students can learn about the operational aspects of running a hotel and gain an understanding of the strategic decision-making processes involved in the industry.

In the 5th Edition, Students from **UEI Global Education Pune**, along with the senior faculty members, had the wonderful opportunity to meet **Mr Glen D'Souza**, the General Manager, **Hyatt Pune**, who shared valuable insights with us and inspired students.

The discussion focused on the concepts of leadership maturity, operational excellence, and the necessary mind-set for success in global hospitality settings. Participants explored how these elements contribute to effective leadership and high performance in the industry. One of the most powerful messages from the session was: "**Right attitude matters more than just skills**". Mr D'Souza reinforced a principle that defines enduring careers: technical skills may open doors, but attitude, accountability, and composure sustain growth.

By the end of the uplifting pep talk, students emerged inspired and deeply connected to the exciting world of hotel management. They were ready to contribute with passion, professionalism, and a sense of purpose.

At UEI Global Education, we embrace the power of immersion learning. Our approach to Hotel Management Career



readiness is rooted in the pursuit of excellence. By consistently engaging with live environments and industry experts, we empower our students to embark on careers in the hospitality industry that are not just jobs, but pathways to long-term success and growth.



## SEMINARS AND INDUSTRY VISIT



### UEI GLOBAL DELHI

An engaging practical learning session was conducted at Crowne Plaza Hotel Rohini, where students gained hands-on experience in essential housekeeping skills. They learned the techniques of bed making and creative towel art, while also observing the use of a hand caddy and chambermaid trolley. The session was highly interactive and conducted under the personal guidance of the Training Manager and the hotel's housekeeping staff, providing valuable industry exposure and practical insights.



## UEI GLOBAL LUCKNOW

### Health Check-up & Blood Donation Camp!

A massive shout out to our incredible students and staff that stepped up, rolled up their sleeves and showed what true leadership looks like, By donating blood, They aren't just giving a part of themselves; they are giving someone a second chance at life. UEI spirit of service and commitment to wellness is what makes our community so special. Let's keep this momentum going and continue to make a healthy, positive impact!  
Stronger Together. Healthier Together

## HOLI CELEBRATION



**UEI GLOBAL DELHI**

**UEI GLOBAL PUNE**





**UEI GLOBAL CHANDIGARH**



**UEI GLOBAL TRIVANDRUM**





**UEI GLOBAL AGRA**



**UEI GLOBAL LUCKNOW**



## EID CELEBRATIONS



**UEI GLOBAL LUCKNOW**

**UEI GLOBAL TRIVANDRUM**





**UEI GLOBAL AGRA**



**UEI GLOBAL DELHI**





**UEI GLOBAL CHANDIGARH**

## STUDENTS SUCCESS AND ACHIEVEMENT



**UEI GLOBAL PUNE**

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**UEI GLOBAL PUNE**

**Ms. Akanksha Deo  
Batch 2022-25**

Front Office Associate  
Courtyard by Marriott  
Hinjewadi, Pune

**UEI GLOBAL DELHI**

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

Guest Service Associate  
Housekeeping  
The Oberoi  
Gurugram





**UEI GLOBAL LUCKNOW**

**Mr. Amod  
Batch 2024-25**

F&B Service GSA  
Park Inn by Radisson  
Lucknow

**UEI GLOBAL LUCKNOW**

**Mr.Ebad Bari  
Batch 2023–24**

Guest Service Associate  
Comfort Inn  
Lucknow





**UEI GLOBAL LUCKNOW**

**Mr. Adarsh Kumar Rao  
Batch 2023–24**

Guest Service Associate  
Comfort Inn  
Lucknow

**UEI GLOBAL LUCKNOW**

**Mr. Gwjwnglai Goyari  
Batch 2023–24**

Guest Service Associate-  
Housekeeping  
Hotel Hyatt Place  
Bodh Gaya





\*Conditions Apply

#### Our Institutes

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

**Call: 44151515 . Email: [info@uei-global.com](mailto:info@uei-global.com) . Website: [www.uei-global.com](http://www.uei-global.com)**