



SOPHOS

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APRIL 2026
Edition 066



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Note from the Editor's desk

SOPHOS continues to grow as a vibrant and trusted platform that showcases UEI Global's dedication to academic quality, industry-oriented learning and overall student development. Through every edition, we aim to bridge the gap between education and the rapidly changing hospitality industry by encouraging students to build professional skills, confidence, adaptability and leadership abilities required for a successful future

Inspired by India's enduring tradition of hospitality and service excellence, UEI Global is committed to converting education into rewarding career opportunities through practical learning and close collaboration with the industry. Our institution is guided by the values of trust, inclusiveness, honesty and integrity in all relationships with students, faculty members, industry associates and stakeholders

The **April 2026 edition of SOPHOS** presents a blend of, industry-focused learning and student achievements that reflect the dynamic nature of the hospitality sector. Insightful articles highlights the growing role of technology in enhancing guest experiences and Emphasizes operational safety through introduces readers to the diverse concepts and setups within food and beverage service. Celebrating India's culinary heritage, "Chillies of India: Diversity, Flavor and Culinary Significance" explores the richness of Indian spices and their contribution to global gastronomy. The importance of personality development and guest interaction skills is highlighted in an article which reinforces the value of communication, professionalism and emotional intelligence in hospitality careers.

This edition also showcases practical exposure and experiential learning through "All in a Day's Work," giving readers a glimpse into real-time operational training and student experiences. "Seminars and Industry Visit" highlights valuable interactions with industry experts and educational visits that bridge the gap between classroom learning and industry practices.

We are also proud to feature "UEI Global Education Opens New International Opportunity Avenues," which reflects our continued efforts to provide students with international exposure and internships Pathways. "Placement Drive at UEI Campuses" celebrates the successful campus recruitment initiatives conducted across various centres.

We warmly invite you to read the April 2026 edition of SOPHOS and discover the insights, experiences and accomplishments that reflect the vision and values of UEI Global. Together, we remain committed to developing future hospitality professionals, building stronger industry relationships and encouraging excellence in hospitality education..

Warm Regards,
Amit Moon

FROM CHECK-IN TO CHECK-OUT: ROLE OF INFORMATION TECHNOLOGY IN GUEST JOURNEY



In the modern era of the hospitality industry, Information Technology is playing a vital role in enhancing and managing the guest cycle. The guest cycle is majorly divided into the following categories: pre-arrival, arrival (check-in), stay (occupancy), departure (check-out), and post-departure.

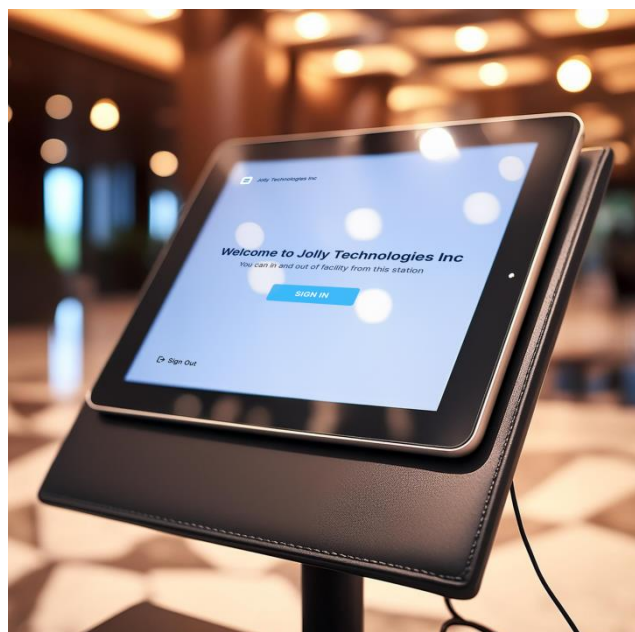
The advance IT systems, commonly known as Property Management System, Central Reservation System, Global Distribution System and also the facilities like the Hotel business centre, all contribute to the wonderful and wholesome guest experience.

1. Pre-Arrival Stage (Before Guest Arrival / Reservation Stage)

The Guest Cycle starts with planning and reservations. Additionally, business travellers usually check for facilities like a business centre, meeting rooms, good internet access, etc., prior to their bookings. IT systems aid in sharing all the details and help the guest in making appropriate decisions. At this stage, IT systems like CRS and GDS serve as the base for all the front office operations. The Central Reservation System (CRS) manages room availability, rates, and bookings across various channels like hotel websites, mobile apps. It ensures real-time updates and eliminates errors such as overbooking. The Global Distribution System (GDS) connects hotels to travel agents, airlines, and online travel agencies (OTAs), enabling global reach. Guests generally compare hotels, prices, and facilities before making a reservation.

Role of IT in this stage:

- Online Room Booking/Reservation with confirmation number sent on guest Emails and WhatsApp.
- Room Inventory Management automatically
- Storage of guest preferences through CRM systems
- Automated emails, reminders, and digital itineraries





2. Arrival Stage (Check-in Process)

At the arrival stage, the Property Management System (PMS) becomes the core operational system. PMS integrates and works with CRS to quickly retrieve guest reservation details and enables efficient check-in. It manages guest

profiles, room assignments/allocations, billing instructions, business source, market segment, etc.

Role of IT in this stage:

- Fast and accurate check-in as per the SOP
- Mobile check-in and self-service kiosks
- Digital key access through smartphones
- Coordination with housekeeping for room readiness (V/C)
- Secure payment and identity verification

For Corporate business guests, the Business Centre facility is often provided at the time of check-in. IT systems allow front desk staff to inform guests about available facilities such as conference rooms, internet access, and office support services.

3. Stay Stage (During the Stay / Occupancy)

During the Stay/Occupancy, IT systems play a major role in ensuring comfort, convenience, and real-time monitoring of guest accounts. The PMS also works with other Point of Sale (POS) departments such as Restaurants, Coffee-shops, Banquets and other departments like housekeeping, and maintenance to provide smooth service delivery.

Role of IT in this stage:

- Easy posting shortcuts of all charges to guest accounts
- Real-time service requests through mobile apps
- Smart room features (Room light controls,





curtains functioning, AC, IRD, etc.)

- High-speed Wi-Fi and digital entertainment

4. Departure Stage (Check-out Process)

This stage marks the end of the guest's journey and includes several processes such as checkout, billing, feedback collection, and departure logistics. The Guest

is generally in a hurry at this point of time and needs a swift billing process. IT services makes the whole process a lot more easy and quick for both the staff and the guest. It also helps in recording the guest feedback and grievances.

Role of IT in this stage:

- Automated billing including room, food, and business centre services
- Express and mobile check-out options
- Data Management and loyalty programs
- Secure digital payments
- Instant generation of e-bills and invoices
- Quick room status updates for housekeeping

IT transforms the departure stage by making it faster, more accurate, and guest-friendly. This not only enhances the overall guest experience but also improves operational efficiency for the hotel.

5. Post-Stay Stage (After Departure)

The hospitality does not end after the check-out process. The Front Office team, with the help of IT software, maintains guest relationships and shapes the final impressions which influence the guest loyalty and future recommendations.

Role of IT in this stage:

- Sending feedback forms and online review requests
- Post stay FEEDBACK & SURVEYS
- Managing loyalty programs and memberships
- Personalized offers based on guest preferences
- Maintaining guest history for future bookings
- Targeted email and digital marketing campaigns

Business travellers may receive special corporate offers, meeting packages, or discounts on business centre services for future stays.

IT has transformed the guest journey by integrating PMS, CRS, and GDS at each stage. A strong IT infrastructure within the establishment improves both the corporate and leisure guests' experience. From bookings to post-stay, IT delivers efficiency, accuracy, convenience, and personalization. A hotel using these tools offer better services which results in increased guest satisfaction and allows the brand to stay ahead of the competition.

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About the Author

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

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

SAFETY MEASURES WHILE HANDLING CHEMICALS IN HOTELS



In the hospitality industry, housekeeping plays a crucial role in maintaining cleanliness, hygiene, and guest satisfaction. To achieve high standards, a wide range of cleaning chemicals is used daily—such as disinfectants, detergents, polishes, and sanitizers. While these chemicals are essential for effective operations, improper handling can lead to serious health hazards,

accidents, and environmental damage. Therefore, implementing strict safety measures while handling chemicals is vital in hotel operations.

Understanding the Risks

Cleaning chemicals often contain substances that can be hazardous if not used correctly. They may cause skin irritation, respiratory issues, eye damage, or even poisoning if inhaled or ingested. Some chemicals are flammable, while others may react dangerously when mixed together. For instance, mixing bleach with ammonia can release toxic gases. Hence, awareness of potential risks is the first step toward ensuring safety in the workplace.

Proper Training and Awareness

One of the most important safety measures is proper training of housekeeping staff. Employees must be educated about the correct use, storage, and disposal of cleaning chemicals. Training programs should include understanding chemical labels, recognizing hazard symbols, and following manufacturer instructions. Staff should also be trained in emergency procedures, such as what to do in case of spills, accidental exposure, or inhalation of fumes. Regular refresher training ensures that safety practices remain up to date.

Use of Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is essential when handling chemicals. Housekeeping staff should use gloves, masks, goggles, and aprons as required. Gloves protect the skin from harmful substances, while masks prevent inhalation of toxic fumes. Goggles safeguard the eyes from splashes, and aprons protect clothing and skin. Hotels must ensure that PPE is readily available, properly maintained, and used consistently by staff.



STORAGE GROUPS
Store chemicals in separate secondary containment and cabinets

A	Compatible Organic Bases
B	Compatible Pyrophoric & Water Reactive Materials
C	Compatible Inorganic Bases
D	Compatible Organic Acids
E	Compatible Oxidizers including Peroxides
F	Compatible Inorganic Acids not including Oxidizers or Combustible
G	Not Inherently Reactive or Flammable or Combustible
J*	Poison Compressed Gases
K*	Compatible Explosive or other highly Unstable Material
L	Non-Reactive Flammable and Combustible, including solvents
X*	Incompatible with ALL other storage groups

*Storage Groups J, K, and X: Consult EHS Department. For specific storage, consult manufacturer's MSDS.

If space does not allow Storage Groups to be kept in separate cabinets the following scheme can be used with extra care taken to provide stable, uncrowded, and carefully monitored conditions.

Storage Group X must be segregated from all other chemicals.

Storage Group B is not compatible with any other storage group.

Proper Labelling and Storage

All chemicals should be clearly labelled with their names, usage instructions, and hazard warnings. Labels must never be removed or altered. Chemicals should always be stored in their original containers to avoid confusion and accidental misuse. Storage areas

must be well-ventilated, dry, and away from direct sunlight or heat sources. Incompatible chemicals should be stored separately to prevent dangerous reactions.

Safe Handling and Usage

When using chemicals, staff should follow standard operating procedures (SOPs). It is important to use the correct quantity as recommended by the manufacturer—overuse does not improve cleaning and may increase risks. Dilution of chemicals should be done carefully, preferably using measuring tools. Staff should avoid mixing different chemicals unless specifically instructed. Additionally, chemicals should never be sprayed in confined spaces without proper ventilation.

Ventilation and Environmental Safety

Good ventilation is essential when working with cleaning chemicals. It helps in dispersing fumes and reducing the risk of inhalation. Housekeeping staff should ensure that windows are open or exhaust systems are functioning properly while cleaning rooms or public areas. Hotels are also increasingly adopting eco-friendly or “green” cleaning products, which are less harmful to both humans and the environment.

Emergency Preparedness

Despite all precautions, accidents may still occur. Therefore, hotels must be prepared to handle emergencies effectively. First aid kits should be easily accessible in all housekeeping areas. Eye wash stations and emergency showers should be available in case of chemical splashes. Staff must know emergency contact numbers and reporting procedures.



Immediate action can prevent minor incidents from becoming serious accidents.

Proper Disposal of Chemicals

Safe disposal of chemicals is equally important. Chemicals should never be poured down drains or disposed of carelessly, as this can harm the environment and violate regulations. Hotels should follow local guidelines for chemical disposal and where possible, partner with authorized waste management agencies. Empty containers should be cleaned and disposed of safely to avoid misuse.

Role of Management

Hotel management plays a key role in ensuring chemical safety. They must establish clear policies, provide necessary resources, and enforce compliance with safety standards. Regular inspections and audits should be conducted to identify potential hazards and improve safety practices. Encouraging a safety-first culture among employees helps in minimizing risks and maintaining a healthy work environment.

Handling chemicals is an integral part of housekeeping operations in hotels, but it comes with inherent risks. By implementing proper training, using protective equipment, ensuring correct storage and labelling, and maintaining emergency preparedness, hotels can significantly reduce these risks. Safety measures not only protect employees but also contribute to better service quality and guest satisfaction. A safe workplace reflects professionalism and responsibility, which are essential values in the hospitality industry.

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TYPES OF BARS IN THE HOSPITALITY INDUSTRY

Bars are an essential part of the food and beverage (F&B) department in hotels, restaurants, and resorts. They are not just places where beverages are served, but also social hubs where guests relax, interact, and enjoy a unique ambiance. Understanding the different types of bars is important for hospitality students, as each bar has its own concept, service style, and target audience. This article explores the major types of bars commonly found in the hospitality industry.



1. Cocktail Bar

A cocktail bar specializes in serving a wide variety of cocktails, both classic and innovative. These bars focus on the art of mixology, where skilled bartenders create drinks using spirits, mixers, syrups, and garnishes. The ambiance of a cocktail bar is usually stylish and sophisticated, attracting guests who enjoy premium drinks and a relaxed atmosphere. Signature cocktails and

presentation play a key role in this type of bar.

2. Lounge Bar

A lounge bar offers a comfortable and relaxing environment with soft lighting, cosy seating, and soothing music. It is designed for guests who want to unwind after a long day. The beverage menu includes a range of alcoholic and non-alcoholic drinks, along with light snacks. Lounge bars are commonly found in luxury hotels and often cater to business travellers and couples seeking a calm and elegant setting.



3. Sports Bar

Sports bars are popular among guests who enjoy watching live sports events. These bars are equipped with large screens, multiple televisions, and a lively atmosphere. The focus is on creating an energetic environment where fans can gather to support their favourite teams. The menu typically

includes beers, cocktails, and quick snacks like burgers, wings, and fries. Sports bars attract a younger crowd and are especially busy during major sporting events.



4. Poolside Bar

A poolside bar is located near a swimming pool, usually in resorts and luxury hotels. It provides refreshments to guests enjoying the pool area. Drinks are often served in plastic or shatterproof glasses for safety reasons. The menu includes refreshing cocktails, Mocktails, juices, and light snacks. The ambiance is casual and relaxed, often with tropical or resort-style themes.

5. Rooftop Bar

Rooftop bars are situated on the top floors of buildings, offering stunning views of the city skyline or surrounding landscape. These bars are known for their scenic ambiance and are popular for evening gatherings. Guests visit rooftop bars not only for drinks but also for the experience of enjoying a beautiful view. The atmosphere can range from casual to upscale, depending on the concept.



6. Wine Bar

A wine bar specializes in serving a wide variety of wines from different regions and countries. These bars focus on wine tasting and education, offering guests an opportunity to explore different flavors and pairings. The menu often includes cheese, cold cuts, and light appetizers that complement the wines. Wine bars attract guests who appreciate fine

wines and a sophisticated environment.

7. Beer Bar / Pub

A beer bar or pub primarily serves different types of beers, including local, international, and craft beers. Pubs have a casual and friendly atmosphere, often with wooden interiors and traditional décor. They may also offer entertainment such as



live music, quizzes, or games. Beer bars are popular among young adults and groups of friends looking for a relaxed social experience.



8. Nightclub Bar

A nightclub bar is part of a nightclub where music, dancing, and entertainment are the main attractions. These bars operate late into the night and feature DJs, dance floors, and vibrant lighting. The focus is on quick service of drinks, including cocktails, spirits, and energy-based beverages. Nightclub bars cater to guests seeking a lively and energetic

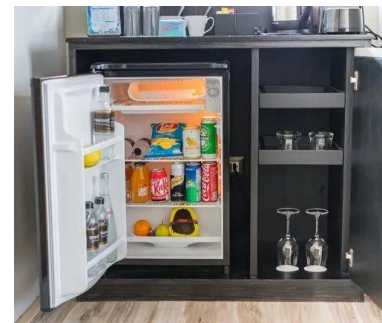
nightlife experience.

9. Service Bar

A service bar is not directly accessible to guests. It is located behind the scenes and is used by bartenders to prepare drinks for wait staff, who then serve them to guests in restaurants or banquets. The service bar plays a crucial role in maintaining efficiency and speed of service in large establishments.

10. Mini Bar

A mini bar is a small, in-room bar found in hotel guest rooms. It is stocked with a selection of beverages, snacks, and sometimes alcoholic drinks. Guests can consume these items at their convenience, and charges are added to their bill. Mini bars provide comfort and convenience, especially for guests who prefer privacy.



11. Theme Bar

Theme bars are designed around a specific concept or idea, such as a retro theme, beach theme, or cultural theme. The décor, music, menu, and staff uniforms all reflect the chosen theme. These bars offer a unique and memorable experience, attracting guests who are looking for something different and entertaining.



12. Juice Bar / Health Bar

A juice or health bar focuses on serving fresh juices, smoothies, and healthy beverages. These bars cater to health-conscious guests and are commonly found in resorts, spas, and fitness centres. The emphasis is on nutrition, freshness, and wellness rather than alcoholic beverages.

Importance of Different Types of Bars

Each type of bar serves a specific purpose and target market. Hotels and restaurants often include multiple types of bars to cater to diverse guest preferences. For example, a luxury hotel may have a lounge bar for relaxation, a rooftop bar for views, and a poolside bar for leisure. Understanding these variations helps hospitality professionals design better guest experiences and improve service quality.

The bar is an important component of the hospitality industry, contributing significantly to revenue and guest satisfaction. From elegant cocktail bars to lively sports bars, each type offers a unique experience. For hospitality students, knowledge of different types of bars is essential for building a successful career in the F&B sector. By understanding their features, service styles, and target audiences, professionals can create memorable experiences that keep guests coming back.

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Byadgi chillies from Karnataka are known for their deep red color and low pungency. They are commonly used in spice blends and for making chilli powder. Their rich colour makes them ideal for enhancing the visual appeal of dishes.



Bhut Jolokia (Ghost Pepper)

Bhut Jolokia is one of the hottest chillies in the world. Grown in the north-eastern states of India, especially Assam, it is extremely spicy and should be used with caution. It is often used in small quantities in chutneys and pickles.

5. Kanthari Chilli

Also known as bird's eye chilli, Kanthari is small but very hot. It is commonly used in South Indian cuisine, especially in Kerala, and adds a sharp heat to dishes.

6. Jwala Chilli

Jwala chillies are long, thin, and moderately spicy. They are commonly used in everyday cooking and are often fried or used in tempering.

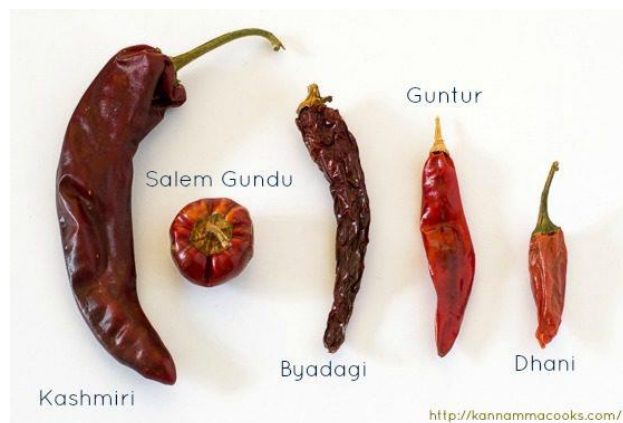
7. Naga Chilli

Naga Chilli is another extremely hot variety grown in the north-eastern region. It is similar to Bhut Jolokia and is known for its intense heat and unique flavour.

Forms of Chillies Used in Cooking

Chillies are used in different forms in Indian cuisine, depending on the dish and region:

- **Fresh Chillies:** Used for garnishing, tempering, or adding direct heat to dishes.
- **Dried Chillies:** Used in tadka (tempering) or ground into powder.
- **Chilli Powder:** A staple spice used in almost all Indian curries.
- **Chilli Paste:** Used in marinades and sauces.
- **Pickled Chillies:** Served as accompaniments to meals.



Each form offers a different level of heat and flavour, allowing chefs to control the spice level of their dishes.

Role of Chillies in Regional Cuisines

Chillies play a significant role in defining the flavors of different Indian regions:

- **North India:** Moderate use of chillies, with emphasis on colour and flavour rather than extreme heat.
- **South India:** Extensive use of both fresh and dried chillies in curries, chutneys, and sambars.
- **East India:** Use of mustard and green chillies for a sharp, pungent taste.
- **West India:** Balanced use of chillies with sweet and tangy flavors.
- **Northeast India:** Known for extremely hot chillies like Bhut Jolokia and Naga Chilli.

Understanding these regional differences is important for hospitality professionals to create authentic dishes.

Culinary Uses of Chillies



marinades

Chillies are used in a variety of ways in cooking:

- To add heat and spice to dishes
- To enhance the colour and presentation
- To balance flavors such as sweet, sour, and salty
- To prepare sauces, chutneys, and

Chefs must carefully balance the use of chillies to ensure that the dish is flavourful without being overpowering.

Safety and Handling of Chillies

While chillies are widely used, they must be handled carefully. The capsaicin in chillies can cause irritation to the skin and eyes. Kitchen staff should wash their hands thoroughly after handling chillies and avoid touching their face. In professional kitchens, gloves are often used when handling very hot varieties like Bhut Jolokia.

Economic Importance

India is one of the leading exporters of chillies, supplying to countries around the world. The chilli industry provides livelihood to millions of farmers and traders. Major chilli-producing states include Andhra Pradesh, Karnataka, Maharashtra, and Tamil Nadu. Indian chillies are in high demand due to their quality, variety, and rich flavour.

Chillies are an indispensable part of Indian cuisine, adding flavour, colour, and character to dishes. With a wide variety of types and uses, they reflect the diversity of Indian food culture. For hospitality students, knowledge of different chillies is essential for mastering culinary skills and delivering authentic dining experiences. From the mild Kashmiri chilli to the fiery Bhut Jolokia, each variety has its own place in the kitchen. Understanding their properties and proper usage can help chefs create balanced and delicious dishes that leave a lasting impression on guests.

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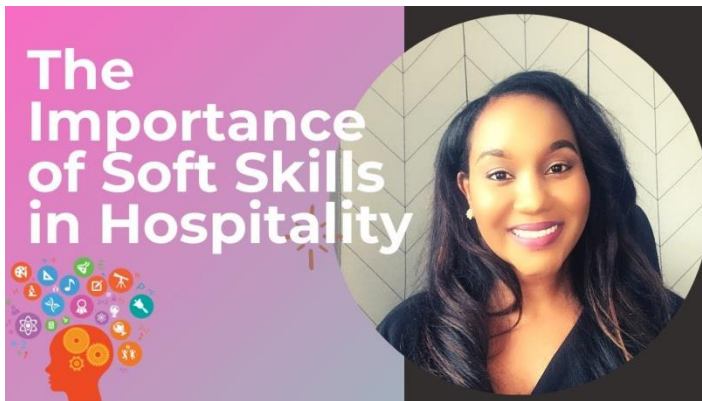
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IMPORTANCE OF SOFT SKILLS IN HOSPITALITY INDUSTRY



The hospitality industry is one of the most dynamic and people-oriented sectors in the world. Unlike many other industries, hospitality focuses not only on delivering services but also on creating memorable experiences for guests. Whether it is a luxury hotel, a restaurant, or a resort, the success of any hospitality establishment largely depends on

how well employees interact with guests. This is where soft skills play a vital role. Soft skills refer to personal attributes such as communication, attitude, behaviour, and emotional intelligence that enable individuals to interact effectively and harmoniously with others. In hospitality, these skills are as important as technical knowledge and professional training.

Understanding Soft Skills

Soft skills are often described as interpersonal or people skills. They include communication skills, teamwork, problem-solving abilities, adaptability, leadership, time management, and emotional intelligence. Unlike hard skills, which can be taught through formal education and training, soft skills are developed over time through experience, observation, and practice. In the hospitality industry, where employees deal directly with guests from diverse backgrounds, possessing strong soft skills is essential.

Role of Communication Skills

Communication is the foundation of hospitality services. Employees must be able to communicate clearly, politely, and effectively with guests as well as colleagues. Good communication helps in understanding guest needs, providing accurate information, and resolving issues efficiently. Both verbal and non-verbal communication is important. A warm greeting, a friendly smile, and positive body language can leave a lasting impression on guests. Miscommunication, on the other hand, can lead to dissatisfaction and complaints.

Importance of Customer Service and Guest Handling

The primary objective of the hospitality industry is guest satisfaction. Soft skills such as empathy, patience, and attentiveness help employees understand guest expectations and provide





personalized service. Handling guest complaints is a critical aspect of hospitality, and it requires calmness, problem-solving ability, and effective communication. A well-handled complaint can turn an unhappy guest into a loyal customer. Therefore, soft skills directly impact the reputation and success of a hospitality business.

Teamwork and Collaboration

Hospitality operations involve multiple departments such as front office, housekeeping, food and beverage, and maintenance. Smooth functioning requires effective coordination and teamwork among staff members. Soft skills like cooperation, respect, and understanding help build strong team relationships. When employees work together efficiently, it leads to better service delivery and a positive work environment.

Adaptability and Flexibility

The hospitality industry is fast-paced and unpredictable. Employees often face changing situations, such as handling unexpected guest requests, managing peak hours, or dealing with emergencies. Adaptability and flexibility are crucial soft skills that enable employees to respond effectively to such challenges. Being open to change and maintaining a positive attitude under pressure ensures smooth operations and guest satisfaction.

Emotional Intelligence

Emotional intelligence is the ability to understand and manage one's own emotions as well as those of others. In hospitality, employees interact with guests from different cultures, backgrounds, and temperaments. Some guests may be demanding or upset, and handling such situations requires emotional control and empathy. Employees with high emotional intelligence can maintain professionalism, avoid conflicts, and create a welcoming environment for guests.

Professionalism and Positive Attitude

Professionalism is reflected in an employee's behaviour, appearance, and attitude. A positive attitude, willingness to help, and courteous behaviour are essential in hospitality. Guests often

judge the quality of service based on how they are treated by staff. Even in stressful situations, maintaining a calm and positive demeanour is important. Soft skills help employees remain composed and deliver consistent service.

Leadership and Career Growth

Soft skills are not only important for entry-level employees but also for leadership roles. Managers and supervisors must possess strong leadership, communication, and decision-making skills. They are responsible for guiding teams, resolving conflicts, and ensuring smooth operations. Employees with well-developed soft skills are more likely to advance in their careers, as they can handle responsibilities effectively and build strong relationships.

Cultural Sensitivity

Hospitality is a global industry, and guests come from different countries and cultures. Understanding cultural differences and showing respect for diverse traditions is an important aspect of soft skills. Cultural sensitivity helps employees avoid misunderstandings and provide better service. It also enhances the overall guest experience, making them feel valued and respected.

Training and Development of Soft Skills

Recognizing the importance of soft skills, many hospitality institutes and organizations focus on training and development programs. Role-playing, workshops, and practical training sessions help students and employees



improve their interpersonal skills. Continuous learning and self-improvement are necessary to stay competitive in the industry. Developing soft skills requires practice, feedback, and a willingness to learn.

Impact on Business Success

Soft skills have a direct impact on customer satisfaction, employee performance, and overall business success. Happy and satisfied guests are more likely to return and recommend the establishment to others. Positive interactions create a strong brand image and enhance customer loyalty. On the other hand, poor communication or negative behaviour can damage the reputation of a hotel or restaurant.

Soft skills are a fundamental aspect of the hospitality industry. They complement technical knowledge and play a crucial role in delivering excellent service. From effective communication and teamwork to emotional intelligence and cultural sensitivity, soft skills enable employees to create memorable experiences for guests. For hospitality students and

ALL IN A DAY'S WORK



UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Vichyssoise
Petit Crepes Au Deux Fromage
Tarte Fine Aux Pommes

UEI GLOBAL JAIPUR

Food and Beverage Service
Practical Session:

Service of Beer





UEI GLOBAL DELHI

Food Production
Practical Session:

Roulade
Galantine
Pate Aux Croute
Chicken Dim Sums
Veg Dim Sums With Dips
Caesar Salad

UEI GLOBAL CHANDIGARH

Housekeeping
Practical Session:

Handling and Delivery of
Guest Laundry





UEI GLOBAL DELHI

Food and Beverage Service
Practical Session

Wine Presentation

UEI GLOBAL DELHI

Food Production
Practical Session:

Kung Pao Chicken
Canotese Vegetables With Crispy
Noodles
Kimchi Salad





UEI GLOBAL AGRA

Housekeeping
Practical Session:

Control Desk Handling
and
Intra & Inter
Department
Communication

UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Hariyali Kebab
Butter Chicken
Dal Pancharatan
Jeera Pulao





UEI GLOBAL DELHI

**Food and Beverage Service
Practical Session**

Water and Tea Service

UEI GLOBAL TRIVANDRUM

**Food Production
Practical Session:**

**Potage Creme de Pommes
Babycorn Fritters
Brochettes de Vollaile
Chocolate Profiteroles**





UEI GLOBAL TRIVANDRUM

Food and Beverage Service
Practical Session:

Service of Beer

UEI GLOBAL DELHI

Food Production
Practical Session:

Sweet Corn Soup
Crispy Vegetables with Hot Garlic
Sauce
Corn Salt and pepper
Chilli Garlic Noodles
Kimchi Salad





UEI GLOBAL DELHI

Food and Beverage Service
Practical Session:

Presentation of Menu



UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Gulab Jamun
Shahi Tukra
Beetroot Halwa





UEI GLOBAL AGRA

Food Production
Practical Session:

Tamatar Pudina Shorba
Malai Kofta
Dal Makhni
Tawa Paratha

UEI GLOBAL DELHI

Food Production
Practical Session:

Eggs to order:
Scrambled Eggs
Omelettes
Fried Eggs





UEI GLOBAL AGRA

Food Production
Practical Session:

- Bruschetta
- Pollo Napolitano
- Parsley Riz
- Garlic Sauté Vegetables

UEI GLOBAL DELHI

Food and Beverage Service
Practical Session:

Sequence of Service:





UEI GLOBAL TRIVANDRUM

Food and Beverage Service
Practical Session:

Service of Wine

UEI GLOBAL DELHI

Food and Beverage Service
Practical Session:

Service of Wine





UEI GLOBAL PUNE

Food Production
Practical Session:

Apple Cinnamon Pie
Lemon Tart
Quiche

UEI GLOBAL JAIPUR

Food Production
Practical Session:

Tomato Pudina Shorba
Dal Makhni
Tawa Paratha





UEI GLOBAL DELHI

Food and Beverage Service
Practical Session:

In-Room Dining Food Service

UEI GLOBAL DELHI

Food and Beverage Service
Practical Session:

Salver Handling/ Tray Handling
Practical





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

- Hariyali Kebab
- Butter Chicken
- Dal Panchratna
- Jeera Rice

UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

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





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Hariyali Kebab,
Butter Chicken
Dal Panchratna
Jeera Rice

UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Dal Palak Ka Shorba
Kadhai Murg
Milauni Tarkari
Motia Pulao





UEI GLOBAL JAIPUR

Housekeeping
Practical Session:

Bed Making
Towel Art



SEMINARS AND INDUSTRY VISIT



UEI GLOBAL DELHI

Students at Arun Jaitely
Stadium for IPL VIP
Arena Services

UEI GLOBAL CHANDIGARH

**Maharaja Yadavindra Singh International
Cricket Stadium**

Students provided VIP hospitality services,
gaining valuable industry experience





UEI GLOBAL LUCKNOW

**Shri Atal Bihari Vajpayee
Ekana International Cricket
Stadium**

Students at VIP Lounge for
Services for Prominent
Personalities

**UEI GLOBAL
TRIVANDRUM**

**Mr. Tilak
General Manager
Hotel Residency Bar**

Students were briefed on Bar
Set up and Operation facility
along with the Inventory
method maintained at Bar.



UEI GLOBAL EDUCATION PATHWAY FOR INTERNATIONAL AVENUES



UEI GLOBAL LUCKNOW

Ms. Priyanka Sharma
Country Head
Ambassadeur Francophone.

The students gained valuable knowledge about international exposure, global career opportunities and the benefits of pursuing internships in France

UEI GLOBAL DELHI

Dr. Nishtha Sharma
Director
Ambassadeur Francophone

An introductory session on international internship opportunities in France was conducted for the 2026–2027 session.





UEI GLOBAL PUNE

**Ms. Priyanka Sharma
Country Head
Ambassadeur Francophone.**

An informative seminar on internships in France was organized for students to understand the importance, scope, and career benefits of international internships



UEI GLOBAL PUNE

**Mr. Aditya A Udani
Director
UDAAN Management Academy**

A presentation on training and placement opportunities in Mauritius was conducted for students who were eager to explore international career opportunities and global exposure.





UEI GLOBAL AGRA

Mr. Aditya A Udani
Director

UDAAN Management Academy

A special session on international internship opportunities in Mauritius was organized to discuss various aspects of global internships and motivate students to pursue internship opportunities in Mauritius.

PLACEMENT DRIVE AT UEI CAMPUSES



UEI GLOBAL AGRA

Mr. Vrindh Kriti Rathour
Human Resources Manager

Mr. Jitendra K Vishwakarma
Executive Housekeeping Manager

Holiday Inn Agra

The Agra Centre successfully conducted a campus recruitment drive with active student participation and interviews conducted by the HR representatives from Holiday Inn Agra.



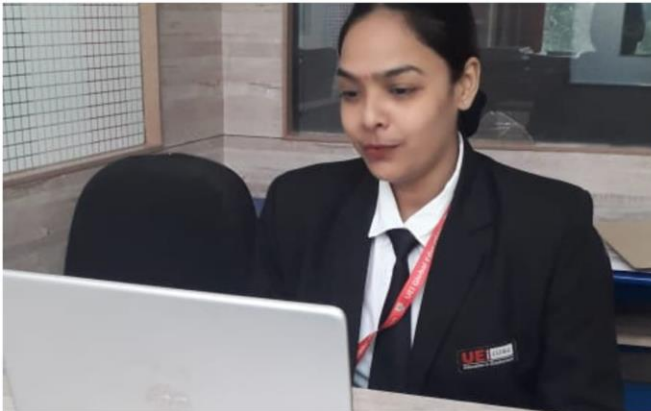
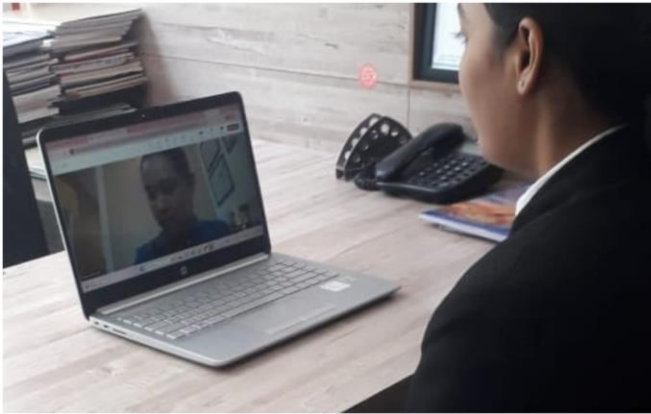
UEI GLOBAL AGRA

Ms.Saumya Kesarwani
Human Resources Manager

Tajview, Agra – IHCL SeleQtions

The Agra Centre successfully conducted a campus recruitment drive with enthusiastic student participation and interviews conducted by the HR representative from Tajview, Agra – IHCL SeleQtions.





UEI GLOBAL LUCKNOW

**Mr.Jaswindar
Learning and Development Manager**

Radisson Blu Resort, Kumbhalgarh

Students successfully conducted an offsite campus recruitment drive with Radisson Blu Kumbhalgarh, where students showcased exceptional talent, professionalism and enthusiasm for the luxury hospitality industry.

UEI GLOBAL LUCKNOW

**Ms.Poonam Kushwaha Sharma
Human Resources Manager-
Multi Property**

**Ms.Divya Bhadauriya
Human Resources Manager**

Renaissance and Marriott Hotels

Lucknow successfully conducted an onsite campus recruitment drive with Marriott and Renaissance, It Was An Incredible Day Filled With High Energy, Professional Excellence, And Inspiring Talent. We Witnessed a Remarkable Pool of Students Showcasing Their Skills, Passion, and Readiness to Step Into the World of Luxury Hospitality





UEI GLOBAL CHANDIGARH

**Ms. Gagandeep Kaur
Human Resource Manager**

**Mr. Rajdeep
Training Manager**

The Welcomhotel by ITC Hotels

ITC Hotels visited the campus as part of the on-going campus selection drive, where the delegation interacted with students from all academic years.



UEI GLOBAL LUCKNOW

**Ms. Mampi Biswas
HR Manager**

**Mr. Rakesh Singh
Learning & Development
Manager**

Accor Group of Hotels

UEI Global, Lucknow successfully conducted an onsite campus recruitment drive with Accor Group, where students showcased exceptional talent, professionalism, and enthusiasm for the hospitality industry.





UEI GLOBAL CHANDIGARH

**Ms. Shweta Sachdev
Regional HR Manager**

Sunday Hotels

Seminar on Industrial and Placement Drive for Pan India. Students were briefed on scope and Growth Opportunities



UEI GLOBAL CHANDIGARH

**Mr. Varun Sharma,
Learning and Quality Manager**

Holiday Inn Chandigarh

And

**Mr. Pratap Sharma
Senior HR Manager**

**Mr. Rishab Nair
Learning & Development
Manager**

The Oberoi Sukhvilas

Seminar on campus recruitment and industry interaction





UEI GLOBAL LUCKNOW

**Ms.Sanjukta Sangri
HR Manager**

**Ms. Pooja
Learning & Development Manager**

Hilton Garden Inn Lucknow

Future Ready Students showcased exceptional hospitality skills, professionalism and enthusiasm.

UEI GLOBAL CHANDIGARH

**Ms. Shruti Bhargava
Manager L&D**

**Mr. Ankur Prarthi
Asst. Manager HR**

Radisson Red Chandigarh

An Interactive and Opportunity Oriented Campus Drive, Students participated with full enthusiasm and showcased their skills and Knowledge





UEI GLOBAL LUCKNOW

**Ms. Rajni Tatwavit
HR Manager**

**Ms. Soumya Singh
Cluster Training Manager**

La Place Sarovar Portico

An Incredible Day Filled With High Energy, Professional Excellence, And Inspiring Talent Witnessed a Remarkable Pool Of Students Showcasing Their Skills, Passion, And Readiness To Step Into The World Of Luxury Hospitality.



UEI GLOBAL CHANDIGARH

**Mr. Nikhil Dutta
L&D Manager**

The Orchid Chandigarh

The campus drive created an excellent platform for students to connect with industry experts, demonstrate their talents, understand recruitment processes, and explore promising career opportunities in the hospitality and service sector





UEI GLOBAL LUCKNOW

**Miss. Richaterjee
HR Manager**

**Mr. Sajid
Lnd Executive**

ITC Fortune Park BBD

The campus recruitment drive provided students with valuable industry exposure, interview experience, professional interaction, and career opportunities, helping them enhance confidence, hospitality skills, and readiness for successful careers in the hospitality industry

UEI GLOBAL CHANDIGARH

**Ms Kritika Sharma Ghai
L&D Manager**

**Mr. Vivek
Manager IRD**

Hyatt Centric

The recruitment drive encouraged students to showcase their communication, grooming, and technical skills while gaining practical knowledge about industry expectations, workplace professionalism, and career growth opportunities in hospitality management





UEI GLOBAL LUCKNOW

**Mr. Amit Dutta
HR Manager**

Golden Tulip Group of Hotels



Students actively participated in the campus placement drive, gaining exposure to real interview environments, professional networking opportunities, and valuable insights into the dynamic standards and requirements of the hospitality industry.

STUDENTS SUCCESS AND ACHIEVEMENT



UEI GLOBAL DELHI

Ms. Payal Kumari
Batch: 2019-22

Commis
Coco Hotel
Maldives

UEI GLOBAL DELHI

Mr. Mohit Kumar
Batch: 2020-23

Assistant Manager Events
The Westin Gurugram





UEI GLOBAL DELHI

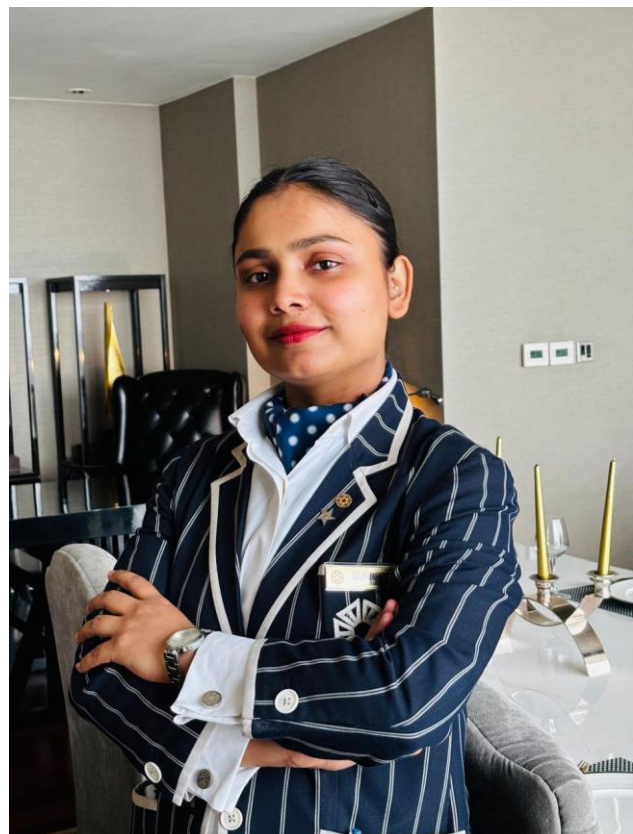
Ms. Muskaan Chhari
Batch: 2019-22

Assistant Guest Relations Manager
The Sheraton Grand
Bengaluru

UEI GLOBAL DELHI

Ms. Surbhi Kumar
Batch: 2018-21

F&B Executive
The Lodhi New Delhi





UEI GLOBAL DELHI

Mr. Vishal Adhikari
Batch: 2019-2020

Demi Chef de Partie
Marriott Ajman
UAE

UEI GLOBAL DELHI

Ms. Aarti Chauhan
Batch: 2012-2015

Chef de Partie
Trump Turnberry Hotel
UK





*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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