



SOPHOS 2

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JULY 2026

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Note from the Editor's desk

It gives me immense pleasure to welcome you to the **July 2026 edition of SOPHOS**, a publication dedicated to inspiring learning, celebrating achievements and exploring the dynamic world of hospitality and tourism.

The hospitality industry is evolving at an unprecedented pace, driven by technological innovation, changing consumer preferences, sustainability initiatives and the growing demand for personalized guest experiences. This edition reflects these transformations through a collection of insightful articles, expert perspectives and student accomplishments that encourage our readers to think beyond conventional hospitality practices.

This edition, Through it Articles Explores on the future of hospitality through smart hotel technologies, effective leadership, emerging wine tourism destinations and the significance of hotel design in shaping guest experiences. Together, these articles highlight innovation, strategic management and experiential excellence, preparing hospitality professionals to thrive in an industry driven by technology, creativity and evolving guest expectations.

This edition also captures the vibrant learning culture across UEI Global through highlights of our Seminars and Industry Visits, which continue to bridge classroom learning with real-world exposure. We proudly feature the Students' Orientation Programme 2026–27, welcoming a new generation of aspiring hospitality professionals and introducing them to the exciting journey ahead.

Most importantly, we celebrate the remarkable accomplishments of our students in "Students' Success and Achievement." Their dedication, perseverance and professional excellence continue to inspire our academic community and reaffirm UEI Global's commitment to developing industry-ready hospitality professionals.

As always, SOPHOS serves as a platform for sharing knowledge, encouraging innovation and fostering lifelong learning. I extend my sincere appreciation to all faculty members, industry experts, contributors and students whose efforts have made this edition possible. Your commitment to excellence continues to strengthen our academic ecosystem and enrich the learning experience of our readers.

I hope this edition informs, inspires and motivates you to embrace new ideas, develop future-ready skills and contribute meaningfully to the ever-evolving hospitality industry.

Happy Reading!

Warm Regards,
Amit Moon

THE INTERVIEW

Dr. Jayan R
Human Resources Manager
Tamarai Hotel, Alleppey
Kerala



Q: What qualities define a successful leader in the hospitality industry?

A successful hospitality leader is someone who inspires people through actions rather than words. Leadership in hospitality goes beyond managing operations; it is about building relationships, motivating teams, and creating exceptional guest experiences. The most successful leaders possess integrity, empathy, emotional intelligence, adaptability, resilience, and the ability to make sound decisions in a fast-paced environment. Above all, they lead with humility and a genuine passion for serving others.

Q: From an HR perspective, how important is communication in leadership?

Communication is the cornerstone of effective leadership. Hotels operate through collaboration between multiple departments, and clear communication ensures that everyone works towards the same goals. Great leaders communicate openly, actively listen to employees, provide constructive feedback, and create an environment where team members feel comfortable sharing ideas and concerns. Good communication builds trust, engagement, and organisational success.

Q: How can leaders motivate employees to consistently deliver outstanding service?

Employee motivation starts with recognition and respect. People are naturally motivated when they feel valued, appreciated, and supported. We focus on continuous learning, career development, recognition programmes, performance feedback, and employee well-being. A leader should celebrate achievements, encourage innovation, and create opportunities for growth. When employees are happy and engaged, they naturally provide exceptional service to guests.

Q: What role does teamwork play in successful hotel leadership?

Hospitality is a team business. Every department—Front Office, Housekeeping, Food & Beverage, Kitchen, Sales, Engineering, Finance, Security, and Human Resources—contributes to the guest experience. A successful leader encourages collaboration, mutual

respect, and shared responsibility. When departments work together seamlessly, guests receive consistent, high-quality service, which ultimately strengthens the hotel's reputation.

Q: What are the biggest leadership challenges in today's hospitality industry?

One of the biggest challenges is managing a multigenerational workforce while meeting rapidly changing guest expectations. Hotels must also adapt to technological advancements, changing market trends, and increasing competition. Successful leaders overcome these challenges by embracing continuous learning, encouraging innovation, maintaining open communication, and remaining flexible. Adaptability has become one of the most essential leadership qualities.

Q: How has technology changed hospitality leadership?

Technology has transformed recruitment, training, performance management, guest engagement, and hotel operations. Artificial intelligence, online learning platforms, digital HR systems, contactless services, and data analytics have significantly improved efficiency. However, technology should support—not replace—the human connection that defines hospitality. Leaders must combine digital innovation with empathy and personalised service.

Q: What leadership qualities do you look for while recruiting future managers?

Technical knowledge is important, but leadership potential goes much further. We look for candidates with a positive attitude, excellent communication skills, emotional intelligence, adaptability, problem-solving ability, professionalism, accountability, and a strong commitment to guest satisfaction. We also value candidates who demonstrate integrity, teamwork, and a willingness to learn because these qualities are difficult to teach but essential for long-term success.

Q: How can young professionals prepare themselves for leadership roles?

Never stop learning. Gain experience across different departments because every role teaches valuable lessons about hotel operations. Develop your communication, leadership, and interpersonal skills. Be curious, ask questions, accept constructive feedback, and continuously improve yourself. Leadership is built through experience, consistency, and the ability to inspire others—not simply through promotions or job titles.

Q: What advice would you give to hospitality students, especially those at UEI Global?

Hospitality is one of the most rewarding careers for those who enjoy serving people. Every successful hotel leader began by learning the fundamentals of the industry. Respect every department because each contributes to creating memorable guest experiences.

Build strong technical knowledge, but also invest in soft skills such as communication, emotional intelligence, teamwork, professionalism, and time management. Develop a positive attitude, remain humble, and embrace every learning opportunity. The hospitality industry offers outstanding career opportunities both in India and internationally for individuals who are passionate, disciplined, and committed to excellence.

Q: Finally, what does successful leadership in hospitality mean to you?

Successful leadership is measured not only by business performance but also by the growth of people. A truly successful leader develops future leaders, creates an inclusive workplace, inspires confidence, and builds a culture of excellence. When employees feel respected and empowered, they deliver memorable guest experiences, which ultimately drive organisational success.

Hospitality is, above all, a people-centred industry. Great leaders understand that caring for employees is the first step towards caring for guests. Leadership is not about authority—it is about service, trust, and making a positive difference in the lives of both employees and guests.

Interviewed By:

Mr. Swarup Aravind, He holds a Diploma in Hotel Management and Catering Technology and Master's Degree in Tourism Management, with over 25 years' experience in the hotel in Learning and Development and Human Resource functions. He is Associated with UEI Trivandrum as a faculty – Front office and House Keeping

SMART HOTELS AND THE FUTURE OF HOSPITALITY



The hospitality industry has continuously adapted in response to shift guests experiences and expectations and evolving marking trends. In advanced technologies included a major change can be seen with emergence of smart hotels in recent years. Hotels used advanced technologies such as AI, IOT (internet of things)

digital services and automation which enhances guests experience, efficiency and satisfaction. This fresh approach brings personalized, convenient and efficient hospitality service.

What do smart hotel refers to?

It's like a lodging establishment that leverage by connecting technologies and automated mobile check-in or check-out to handle operations and guest satisfaction. It can involve more assistance, service and management systems.

Key Features of Smart Hotels

- Contactless Guest Experience- Smart hotels helps guest to book, accessing through an application avoiding waiting in a queue at reception desk because it helps in overall procedure for the customer.
- Artificial Intelligence and Personalization- This helps hotels to upgrade itself by knowing the needs of a customer by personalization of their preferences by recommending. e.g.- Dining choices, entertainment suggestions etc.
- Internet of Things (IoT) Integration- It helps in connecting different devices to be connected by creating an intelligent environment. Smart lighting controls, electrostats and improves both operational performance and guest comfort.
- Sustainability and Energy Efficiency- Automated energy consumptions such as using light and temperature automatically helps to reduce energy consumption which also helps in reducing operational costs.
- Data Driven Decision Making- Hotels now use analytical understanding by understanding customer expectations, improving service quality and operational levels.

Benefits of Smart Hotels

Smart hotels provide advantages for both hotels and guests.

For guests, it provides personalized experience, faster services, include benefits of convenience, improved comfort, faster services enabling better resource management.



Additionally, this transformation allows hotels to remain competitive in a rapid changing market.

Challenges and Concerns

Smart hotels also face certain challenges such as high initial investment cost, cyber security risks, data privacy risks and dependence may create operational difficulties. Therefore, hotels must find a right balance between automation and personalized human service.

Employee training and new technologies are equally important for successful implementation.

The Future of Hospitality

The future will probably combine human service along with technologies as guests are expected to demand faster services, personalized experience and environmentally responsible operations such as virtual reality tours, and advanced AI solutions will become common features in hotel worldwide. However, technology cannot replace human services alone because genuine care, emotional connection and understanding the need of customer cannot be replaced by technology.

Smart hotels define the upcoming innovations being involved in the world of hospitality industry, by aligning technologies with customer based services and through this hotels can create a memorable experience for the customers. As technology develops rapidly, hospitality industry can and is adapting it while maintaining human service experience which is important for a long term experience.

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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.

LEADERSHIP & DECISION MAKING IN MODERN HOTEL MANAGEMENT



Today we live in the world of technology which has seen phenomenal advancement due to the advent of Artificial Intelligence. So, the hospitality industry also remains profoundly touched by the revolution in AI, automation, digital marketing, revenue management systems, data analytics, and the way we serve our guests & has greatly redefined the way hotels operate.

Today, modern leadership has so many new tools at their fingertips to analyse, forecast & cater to the booming market, not only in performance of best service but also optimisation of profitability.

But can only technology & automation help create the best of services?

I don't think so, Technology is a very valuable & helpful tool to harness the best of our capabilities, but the real question remains:

"Are we in the business of hospitality to gain only short-term gains or are we working for long-term sustainability & eventually earning rich dividends from our service?"

Technology helps us greatly in improving the services & making changes at a very short notice to avoid any inconvenience for any guests. But one thing that sets the hospitality industry apart is not technology or machinery, but the human care, touch & warmth which no robot or machine can replicate. It is the personal service which creates those wonderful experiences which can last a lifetime.

Modern leadership now is in a better position to evolve towards real hospitality with the use of these tools which are available to us. Traditionally, the hospitality industry, and even more so than other industries, followed management by the book, in terms of recruitment of people based on their technical qualifications, previous experience & operational skills.

While these are important, if these are the primary criteria, it would be a very short-sighted approach for selecting future leaders & employees.

The real qualities that would determine the real success of any organization are:

- Attitude
- Integrity
- Empathy
- Curiosity
- Emotional Intelligence



- Willingness to learn & that resilient human spirit.

Technical knowledge, operational skills & soft skills can always be taught through structured training, mentoring & experience. Character cannot.

The finest hospitality

professionals are not necessarily those with the most impressive résumé, but those who have genuine care & concern. Such people create an environment which inspires colleagues, instils confidence, builds trust with guests, solves problems with empathy & induces real team spirit, which leads to real organizational success—not only monetarily but humanely.

Whereas people who possess exceptional technical skills, immaculate grooming, but lack humility, empathy or a collaborative mind-set often become barriers to organisational growth.

Their competence may deliver short-term results, but slowly & deliberately they weaken culture, reduce employee engagement, subdue real talent & ultimately limit innovation & stifle growth.

Leadership in modern hospitality has to realise that success is not only about hiring the most qualified person on paper, but about recognising potential where others see only inexperience.

Any diamond before being polished looks like a stone.

Great leaders understand that a person with the right attitude, if given an opportunity, can not only rise themselves but also take the organisation to new heights.

It is very sad to see most organisations assume that certain people are unwilling to work hard or lack ambition.

What I see is actually, in many cases, a loss of motivation due to years of discouragement, exploitative work environments, or leadership that values compliance, short-term results rather than long-term sustainability. Bright & promising individuals lose their drive & enthusiasm when the work culture & environment ignores their ideas, compromises their dignity & discourages new ways of doing things.

Real modern leaders look through this perspective & realise the difference between polished glass & the stone that has a diamond within. When they crack this code, they unlock a hidden potential that can give competitive edge & take the organisation to heights & profitability which no technology can replicate.





Let me give one deep insight in the "cost of cheap."

In normal decision making, the management might be obsessed with choosing the lowest cost option. But in awarding catering contracts, choosing suppliers, outsourcing services, decisions might be solely based on price. Example:

Say a software company, a school/college or any manufacturing industry/factory awards a catering contract to a

provider who offers the cheapest service. At first glance, it looks like the organisation saved money. But now the contractor has to provide the services & also attain profitability. Say, per meal he agreed to provide for ₹50. Now, to achieve profitability, just think where he will start cutting corners:

Quality of ingredients – affects food quality & health.

Pay minimum wages – when he pays less to his staff, the quality of work will suffer, but also his standard of living he cannot elevate. Equipment & hazardous workplace He will make do with inferior equipment that might put the worker at risk. So now this will have a domino effect.

This decision of the management has percolated to the entire economy. Apart from creating health risks, the cost of this decision to the entire economy is unimaginable. Thus, poor nutrition, inconsistent quality affects customer satisfaction, employee well-being & over time an entire ecosystem becomes trapped in a cycle of survival over excellence. When the employee is not able to raise his standard of living by reduced purchasing power & lowered quality of living & ultimately lowered quality of work the after effects will percolate through the entire economy.

It is the leader who must realise that they will not achieve profitability by seeing through a myopic lens, but have the overall picture of value, sustainability & broader growth of not only the organisation but also the nation, which ultimately make them rich.

As we say, “What goes around comes around.”

We all know India's tourism industry is still in its nascent stage though it possesses extraordinary potential. Our cultural heritage, diversity, cuisine, traditions, Ayurveda & wellness treatments, yoga & natural beauty is comparable to any top-notch destination. We must aim at attracting not only high-value international tourists, but tourists of all kinds, which can be done not by infrastructure & marketing alone. It can happen with a people-centric mind-set.

We must look beyond the cheapest or sub-par quality mindset & realise the true potential of embracing not only quality infrastructure, quality ingredients, but quality service, quality of people, quality of leadership, quality of training & most importantly the quality of human relationships.

Now to do this, it doesn't mean it will also cost exorbitantly, but actually it will bring down costs, improve quality, improve guest experience, improve turnover & ultimately improve sustainable profitability.

Thus, we can come to the conclusion that we must embrace technology & modern tools at our disposal to find & create greater individuals who will not only grow themselves but also take the organisation to phenomenal heights. Ultimately, we must not forget sustainability-not only of the organisation but also the environment & its people- which will create lasting happiness & profitability to any organisation.

I would conclude by tweaking the saying:

"The Captain goes down with the ship," No! but to create such individuals in the organisation that they will never let the ship or the captain go down Also one last quip, AI (artificial intelligence) can assist leadership but it can never surpass BI(bio-intelligence).

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INDIAN VINEYARDS: EMERGING WINE TOURISM DESTINATIONS

While France, Italy and California have long been a go-to wine-tourism destination, India has slowly begun making a name for itself as an exotic choice for oenophiles. These regions may be far too familiar with many wine lovers seeking a unique experience to the exotic country. However, India's wine industry is thriving and these regions may provide a breath of fresh air for curious wine explorers seeking a blend of spectacular scenery and growing vineyards.



Nashik: The Napa Valley of India. Nashik, situated in the state of Maharashtra, is India's own Napa Valley where vineyards bloom throughout the valley with the increase of wineries.

Besides stunning landscapes, Nashik has quickly become the country's most sought after spot for wine tourism with wine lovers flocking from every corner of the globe. Nashik's most known wineries include Sula Vineyards which, has emerged as a pioneer in the Indian wine sector, Grover Zampa Vineyards, Sula's other sister wineries including The Source At Sula which, will lead you on a journey from grape to bottle, Vallonne Vineyards, York Winery, Soma Vine Village, Chandon India Winery and a list of others, each of which guarantees a tasting experience like no other surrounded by idyllic vistas. If you happen to be in the "wine-country" and are a newbie at wine tourism then, no doubt it is an ideal destination for an adventurous taste of India. **Bangalore: Karnataka's Wine Hub** Moving to Southern India, the region around Bangalore is swiftly making headway on the Indian wine-tourism trail with several vineyards that dot the famous tourist destination, Nandi Hills a short distance from the busy city centre.

Experience a tour of Grover Zampa Vineyards, followed by tastings of some of their award-winning varieties.

The SDU Winery near Gowribidanur and the Krishnamruga Winery near the Jayamangali Black Buck Reserve Forest as well as the Big Banyan Vineyard & Resort, Domaine Sula near the Mysore Road, Kinvah Wines and Rico Winery are the other notable names you would want to consider during your travels. Bangalore offers a temperate climate, serene environment and picturesque views, perfect for any wine tasting tour. Hampi Hills: Karnataka's Hidden Gem. Another notable wine region located in Karnataka is the picturesque Hampi Hills which is known for producing wine varieties unlike those found elsewhere in India owing to its unique rocky terroir and distinctive soil.

It may be an unusual destination for typical wine connoisseurs as this place adds the aspect of a historical setting and the adventure of traveling into the unknown. KRSMA Estates is the prominent winery in the region and is known for producing high-quality varieties that are crafted with expertise. This unique winery highlights the distinctiveness of the terroir.



Pune: A Wine Oasis in Maharashtra. Another growing wine destination that is not to be missed, the city of Pune in Maharashtra holds an ever-increasing wine scene, boasting wineries such as Fratelli vineyard, Four Seasons Winery, Deccan Plateau Winery, and the very famous Rhytham Winery that specializes in unique fruit wines.

The close proximity of Pune to the beautiful Sahyadri mountain range is the key to creating an ideal environment that helps grapes grow with such characteristics. Exploring Wineries in Northeast India The wines from north-eastern regions are not quite yet known across the world, but they're gaining attention for the country's exotic wine selections. States such as Arunachal Pradesh, Sikkim and Meghalaya are beginning to produce local wine which, you might be surprised to discover; some even taste better than western wines. Naara-Aaba Winery, Arunachal Pradesh: This wine maker produces a unique kiwi wine and is leading the market for exotic fruits in its region.



The kiwi wine not only captures a local fruit's exotic flavour but also holds significant value in local tribal markets.

Sikkim Wine: This place in India is much known for producing all varieties of fruit wines such as plums, peaches, passions fruit and other local fruits. **Meghalaya Winery, Meghalaya:** This state is much known for producing rice wine. In this region of northeast India where wine tourism is still nascent, a bottle of rice wine would give a truly traditional drinking experience with a peculiar but distinct taste.

Ultimately, Indian vineyards are moving beyond mere producers to become destinations for pleasure, discovery and pure indulgence. This is the dawning of an era where India will be a strong contender on the global stage of wine tourism along with France, Italy, and California, bringing to it a unique Indian touch.

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About the Author:

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HOTEL DESIGN AND AESTHETICS: CREATING LASTING IMPRESSIONS

In the hospitality industry, first impressions often determine whether a guest's experience begins with excitement or disappointment. While exceptional service and comfortable accommodation remain essential, hotel design and aesthetics have become equally important in shaping guest perceptions. Modern travellers seek more than just a place to stay—they desire memorable experiences that combine comfort, functionality, and visual appeal. Thoughtful hotel design not only enhances guest satisfaction but also strengthens a hotel's identity, encourages repeat visits, and builds a lasting reputation.

Hotel design encompasses every visual and functional element of a property, from the exterior architecture and landscaping to the interior décor, lighting, furniture, and artwork. A well-designed hotel creates an inviting atmosphere that reflects its brand, target audience, and local culture. Whether it is a luxurious five-star resort, a boutique hotel, or a budget-friendly property, cohesive aesthetics help establish a unique personality that distinguishes the hotel from its competitors.

Exterior and Public Area:

The exterior of a hotel is the first feature guests notice. Attractive architecture, clean surroundings, appealing landscaping, and a welcoming entrance immediately communicate professionalism and quality. A visually impressive façade generates curiosity and creates positive expectations before guests even enter the building. Modern hotels often blend contemporary architectural styles with regional influences to create distinctive structures that harmonise with their surroundings while offering a memorable visual identity.



The lobby serves as the heart of a hotel and often sets the tone for the guest experience. Spacious layouts, elegant furnishings, natural lighting, carefully selected colours, and artistic décor contribute to an atmosphere of warmth and sophistication. Comfortable seating areas, attractive reception desks, indoor plants, and tasteful artwork make guests feel welcome and relaxed. A thoughtfully designed lobby also encourages social interaction, making it a vibrant space where visitors can work, meet, or unwind.

Guest Rooms:

Guest rooms represent the most personal aspect of the hotel experience, making their design especially important. Comfort should always be balanced with style. High-quality furniture, ergonomic workspaces, premium bedding, modern technology, and aesthetically pleasing colour schemes create a relaxing environment that meets guests' practical and



emotional needs. Neutral tones combined with accent colours, soft textures, and well-placed lighting promote calmness and comfort. Functional layouts ensure easy movement while maximising available space, particularly in smaller rooms.

Hotel Lighting and Colour:

Lighting plays a crucial role in hotel aesthetics. Natural daylight creates a fresh and welcoming atmosphere, while carefully designed artificial lighting enhances ambience during the evening. Layered lighting—including ambient, task, and accent lighting—allows different areas to serve multiple purposes. Warm lighting in guest rooms creates comfort, while brighter lighting in workspaces improves functionality. Decorative lighting fixtures can also become striking design elements that add character and elegance.

Colour psychology significantly influences guests' emotions and perceptions. Soft blues and greens often evoke feelings of tranquillity and relaxation, making them suitable for bedrooms and spa areas. Earthy tones create warmth and comfort, while white conveys cleanliness and simplicity. Public areas such as restaurants and lounges may incorporate richer colours to create energy and sophistication. Consistent colour palettes throughout the property strengthen brand identity and contribute to a harmonious visual experience. Public spaces such as restaurants, cafés, conference rooms, fitness centres, and swimming pools also contribute significantly to the guest experience. Attractive dining areas with comfortable seating, appealing décor, and pleasant lighting encourage guests to spend more time within the hotel. Wellness facilities designed with natural materials and calming colours promote relaxation and enhance the property's overall appeal. Flexible event spaces with modern design features attract both business and leisure travellers.

Local Aesthetics and Sustainability:

Incorporating local culture into hotel design enhances authenticity and provides guests with a deeper connection to their destination. Local artwork, handcrafted furniture, traditional textiles, and regional architectural elements create a sense of place that cannot be replicated elsewhere. Such design choices not only celebrate cultural heritage but also offer guests a unique and memorable experience that distinguishes the hotel from standard international chains.

Sustainability has become a major consideration in contemporary hotel design. Environmentally friendly materials, energy-efficient lighting, water-saving fixtures, and green building practices reduce



environmental impact while appealing to environmentally conscious travellers. Many hotels incorporate natural ventilation, recycled materials, rooftop gardens, and indoor plants to create healthier indoor environments. Sustainable design demonstrates corporate responsibility and often results in long-term cost savings through reduced energy and maintenance expenses.

Technology:

Technology is increasingly integrated into hotel design without compromising aesthetics. Smart room controls, contactless check-in systems, wireless charging stations, digital concierge services, and high-speed internet connectivity improve convenience and guest satisfaction. Successful hotel design seamlessly incorporates these technologies into the overall aesthetic, ensuring functionality without creating visual clutter.



Ultimately, successful hotel design balances beauty with practicality. Every design decision should support operational efficiency while enhancing guest comfort and satisfaction. Well-planned interiors facilitate smooth staff movement, simplify maintenance, and improve accessibility for guests of all abilities. Universal design principles ensure that hotels remain welcoming and functional for diverse visitors.

Hotel design and aesthetics are powerful tools for creating lasting impressions and delivering exceptional guest experiences. A thoughtfully designed hotel communicates quality, reflects its brand identity, and creates emotional connections that guests remember long after their stay. By combining attractive architecture, functional interiors, cultural authenticity, sustainable practices, and modern technology, hotels can differentiate themselves in a competitive market. As guest expectations continue to evolve, investment in innovative and meaningful design will remain essential for achieving long-term success in the hospitality industry.

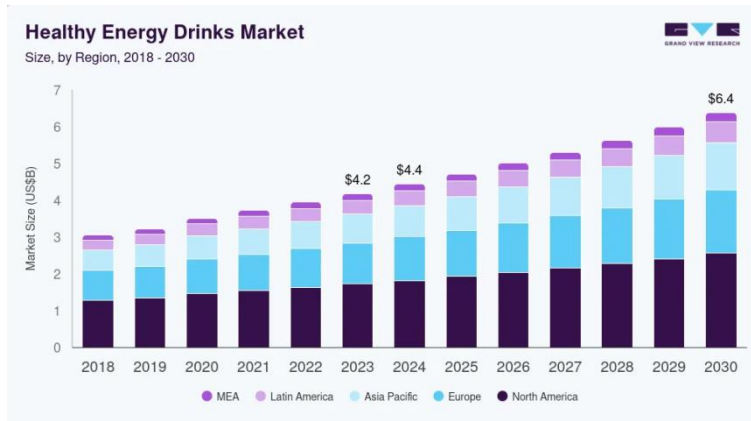
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THE RISE OF HEALTH-CONSCIOUS DRINKING



As we know today's modern life is surrounded by full of non-communicable diseases and metabolic disorders. If we want to overcome from that we have to change our lifestyle in terms of food and drinking habits.

Health conscious drinking is no longer about simply counting calories. Today consumers actively seek beverage that

support physical vitality, mental clarity and emotional balance. People are quitting their drinking habits, like midday coffee, tea, too much alcohol or sugary energy and replacing with plant-based option like green tea or botanical herbs, designed to reduce stress. Now a day's consumers are going for ingredients like **Lion Mane** (is a kind of mushroom, which is good for mental attention, enhance focus and reduce depression or anxiety). We can use this ingredient for making teas or as a supplement. **Yerba Mate**, **Matcha** are plant species which are used to make hot and cold beverages. Both are rich in antioxidants, vitamins and naturally contain caffeine.

Fermented Drinks

Fermented drinks have more health benefits that's why consumers opt them. Fermentation drinks have several benefits like it is good for digestion, improve immunity and weight loss. Some examples of fermentation drinks are like Kefir, Kombucha, Buttermilk and Probiotic Yoghurt.

- **Kefir** – Is a type of cultured dairy product. Its nutritious, high in probiotics and easy to digest. You can make a drink with adding kefir grains with milk, it becomes thick, tangy beverage that similar to yoghurt. People are adding these types of drinks to their life to become healthier.
- **Kombucha** – Is a fermented sweet tangy, effervescent black tea drink. It is good for healthy gut, aid digestion, reduce inflammation and provide a natural low caffeine energy boost.

Drinking Vinegars

Taking its cue from kombucha, drinking vinegars have also sprung up as ready-to-drink beverages. Often apple cider





based and with a little added sugar, drinking vinegars are appealing to consumers who shy away from super sweet beverages. These consumers do look at sugar content on the nutrition label. Unique flavour combinations, such as strawberry-balsamic and lemon-cayenne, are a draw for consumers.

Detox Teas

We can also see detox teas market continues to expand as consumer is looking for natural, wellness and functional drink option. Detox tea examples are green tea, green lemon tea, tulsi tea and hibiscus tea etc. With innovation in herbal

blends, organic formulations and clean label products, detox tea is shaping the future of the global health beverages.

Hybrid Beverages

A hybrid beverage is a cross between two (or more) different beverage types. The leading hybrid beverage in the U.S. last year was carbonated functional water, followed by coffee blends. Once beverage category growth leaders, juice and soda sales have stagnated as consumers seek healthier beverage options, especially those with less sugar and added functional ingredients, such as vitamins, electrolytes, antioxidants, and protein. Enter the hybrid beverage boom. Examples of hybrid beverages include juice-water blends, protein water, vitamin water, dairy-based energy drinks, and coffee-tea blends. Caffeine is the obvious choice for hybrid beverages with caffeinated sparkling waters already seeing success in that space. Other opportunities may be sleep, relaxation or ‘balancing’ beverage offerings that utilize adaptogens like L-theanine or CBD to provide calming effects to consumers.

Plant-Based Milks

With an impressive 12% regional 5-year CAGR growth i, it seems that plant-based milk has solidified its place in European refrigerators. In the US, though almond, soy, and coconut milks are leading the pack, a surge in innovation is keeping consumers engaged—including new ingredients, clever claims, and spin-off products like plant-based whipped creams and new decadent creamers. Plant-based milk is the most developed of all plant-based food categories globally. According to research from The Good Food Institute, refrigerated plant-based milk is nearly 90% of the category in the US while the rest is shelf-stable. The variety of plant-based milks continues to flourish as the category matures. The standard soy, coconut and rice milk varieties has exploded globally adding





ancient grains like oat, Quinoa and barley milks. ancient grains like varieties has exploded globally adding ancient grains like oat, Quinoa and barley milks. Super food seeds like flax, hemp and tiger nut all are varieties available to consumers. But don't forget the proliferations of nut-milk varieties ranging from more common almond and cashew to hazelnut, sunflower, pecan and macadamia nut.

Non-Alcoholic / Low Volume Alcohol Drinks

People are moving towards non-Alcohol or low alcohol drinks. Consumers are looking for N.A Beer and Athletic brewing hopped water which are good for health.

Athletic hopped water is basically sprinkling water that is infused with hops. Its taste like beer but alcoholic free beverage it comes with different flavours.

- **Alcohol Free Rose Wines** - For weddings and celebrations, few alcohol-free wines feel as special as Wild Idol. Rather than trying to imitate Champagne, it leans into its own style, blending grapes with natural botanicals for something dry, refreshing and elegant.
- **Tomorrow Lager** - Bristol Brewery wiper and true has become a one of the best real name in craft beer. Coming in at 0.5% this one delivers tropical hops , citrus and a satisfyingly bitter finish .

References:

<https://www.glanbianutrition.com/sites/default/files/2022-08/2021-beverage-trends-guide-gn-emea-version-0521-1.pdf>

<https://slman.com/life/food-drink/17-low-no-alcohol-drinks-that-actually-taste-decent>

About the Author:

Mr. Deepak Sarin is a faculty specializing in Food and Beverage Service at UEI Global Delhi. He is having more than 17 years of experience in the hospitality industry and academics. Throughout his career, he has been associated with leading 5 star hotel brands such as Oberoi , J.P , Radisson and Massive chain of Restaurants .

ALL IN A DAY'S WORK



UEI GLOBAL LUCKNOW

Food and Beverage Service
Practical Session:



Grooming and Hygiene
Standards in Hospitality
Industry

UEI GLOBAL AGRA

Food and Beverage
Service Practical
Session:

Service of Red Wine





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Keera Vadai
Chicken Chettinad
Chettinad Vegetable
Kurma
Malabar Parotta
Paal Paniyaram

UEI GLOBAL AGRA

Food Production
Practical Session:

Wonton Soup
Vegetable Dimsum
Cantonese style
Chop Suey





UEI GLOBAL LUCKNOW

Food and Beverage
Service Practical
Session:

Grooming Standards

UEI GLOBAL LUCKNOW

Housekeeping Practical
Session:

Stain Removal





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

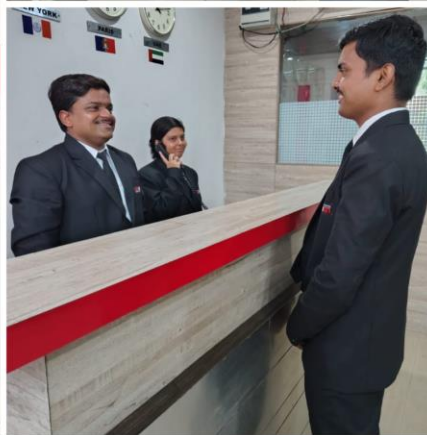
Identification of
Kitchen Equipment,
Tools and Utensils

UEI GLOBAL LUCKNOW

Food and Beverage
Service Practical
Session:

Identification of Bar
and Service
Equipments





UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Telephone Etiquettes
and Enquiry Handling

UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Mousse Au Chocolate
Crème Brule





UEI GLOBAL LUCKNOW

Housekeeping Practical
Session:

Cleaning of Hard
Surface and Glasses



UEI GLOBAL TRIVENDRUM

Food and Beverage
Service Practical
Session:

Service of Sparkling
Wine





UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Taking Reservations
Via-
Walk In, On call and
E-mail

UEI GLOBAL PUNE

Housekeeping Practical
Session:

Understating Colour
combination by Colour
Wheel





UEI GLOBAL LUCKNOW

Food and Beverage
Service Practical
Session:



Managing Side Station
(Dummy Waiter)

UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Potato Rolls
Vegetable Khichadi
Green Chutney
Vegetable Raita





UEI GLOBAL LUCKNOW

Food and Beverage
Service Practical
Session:

Service of Red wine



UEI GLOBAL DELHI

Food and Beverage
Service Practical
Session:

Identification of Table
ware and Glassware





UEI GLOBAL PUNE

Food and Beverage
Service Practical
Session:

Identification of
Cutlery, crockery and
Glassware



UEI GLOBAL AGRA

Front Office Practical
Session:

Importance of
Grooming and
Telephone Etiquette





UEI GLOBAL AGRA

Food and Beverage
Service Practical
Session:

Identification of
Glassware

UEI GLOBAL PUNE

Food Production
Practical Session:

Sheermal
Sarso Ka Saag
Makkai Roti
Rajma Ki Galawati
Ghewar





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Stuffed Grilled Chicken
Rosemary Sauce
Mashed Potato
Sautéed Herb
Vegetables
Chicken Curry
Steamed Rice
Chicken Stock

UEI GLOBAL PUNE

Hosekeeping Practical
Session:

Types of Stitches





UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Riz Pilaf
Chicken Stroganoff
Pommes Persillies
Lemon Tart

UEI GLOBAL TRIVANDRUM

Food and Beverage
Service Practical
Session:

Different Types of
Mocktails





UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Mousse au chocolate
crème burlee

UEI GLOBAL LUCKNOW

Food and Beverage
Service Practical
Session:

Restaurant Cover Set
up





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Stuffed Grilled Chicken
Rosemary Sauce
Mashed Potato
Sautéed Herb
Vegetables

UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Vegetable Pasta with
Creamy Sauce,
Crispy Fried Potato
Wedges





UEI GLOBAL LUCKNOW

Food and Beverage
Service Practical
Session:

Table Cloth Linen
Cover Laying

UEI GLOBAL DELHI

Food Production
Practical Session:

Different Cuts of
Vegetables





UEI GLOBAL JAIPUR

Food Production
Practical Session:

Different Cuts of
Vegetable
Vegetable Pulao



UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Identification Different
Equipment and Its Uses





UEI GLOBAL DELHI

Food and Beverage
Service Practical
Session:

Different Types of
Napkin Folds

UEI GLOBAL DELHI

Food and Beverage
Service Practical
Session:

American Service
(Pre-Plated)





UEI GLOBAL CHANDIGARH

Food and Beverage
Service Practical
Session:

Identification of
Various Types of
Crockery



UEI GLOBAL DELHI

Food Production
Practical Session:

Cuts of Chicken
White Stock
Brown Stock
Chicken Curry
Jeera Pulao





UEI GLOBAL AGRA

Food and Beverage
Service Practical
Session:

Menu Presentation



UEI GLOBAL PUNE

Food Production
Practical Session:

Cuts of Vegetable
Veg Dum Biryani





UEI GLOBAL PUNE

Food Production
Practical Session:

Pizza Base
Verities of Pizza
Garlic Breads

RENDEZVOUS WITH THE GENERAL MANAGER

Real Talk with Real Leaders



UEI GLOBAL CHANDIGARH

UEI Chandigarh proudly hosted another industry-academia event. The Rendezvous featured an inspiring coffee conversation with **Mr Vishal Mehra**, General Manager of **JW Marriott, Chandigarh**.

In this meeting, Mr Mehra emphasised a crucial message to our students: “**The Right Attitude** — The Foundation of Success. While skills can be learned, it is the right attitude, willingness to learn, and commitment to excellence that truly set hospitality professionals apart.”

Mr Mehra emphasised that there is no such thing as “**It's not my job.**” A successful hospitality professional takes ownership, supports the team whenever needed, and always prioritises the guest experience. Teamwork and accountability are essential at every level of the organisation.

He also discussed the concept of **Leadership through Service**. Great leaders lead by example, remain approachable, and inspire their teams through their actions rather than their titles. Additionally, he highlighted the importance of **Continuous Learning and Adaptability**. The hospitality industry is constantly evolving, making it crucial for professionals to stay curious, adaptable, and open to acquiring new skills.

These recent meetings with General Managers proved to be both encouraging and motivating for the UEI Global management students. The students displayed a high level of enthusiasm, actively engaging by asking questions and gaining valuable insights.

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

Domino's Pizza QSR Visit

Students understand how a QSR kitchen works. A live demonstration of pizza making from preparation to final Packaging. Students were also explained the kitchen process, hygiene rules, teamwork and how to manage Service standards.

UEI GLOBAL CHANDIGARH

Domino's Pizza QSR Visit

Students observed the complete operational workflow, including food preparation, quality control, hygiene and sanitation standards, customer service, inventory management and teamwork required to deliver an exceptional guest experience.





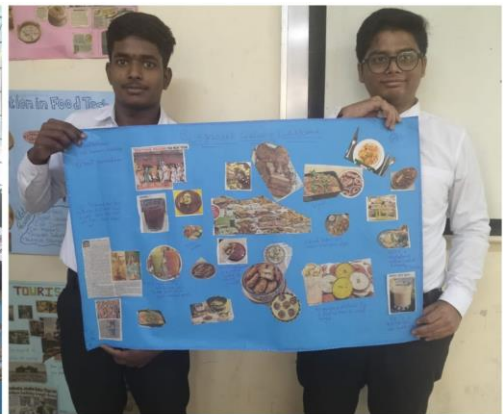
**UEI GLOBAL
TRIVANDRUM**

**Mr. Thilak
General Manager
Hotel Residency Tower
Trivandrum**

Student Seminar on How
to Achieve The Goal In
Hotel Industry

**UEI GLOBAL
PUNE**

Scavenger Hunt Activity





UEI GLOBAL CHANDIGARH

“Loco Atro” Speciality fine dine outlet

Students gain practical exposure to fine dining operations. They observed guest service standards, table settings, menu presentation, food quality, restaurant ambience, and professional service etiquette.



UEI GLOBAL PUNE

Chef Agasti More

Conducted an informative and interesting seminar on industry insights, cooking techniques, and tips on kitchen management, food cost, and hygiene. The interactive session was engaging and motivational, inspiring students with his real experiences to pursue excellence in the culinary industry.





UEI GLOBAL PUNE

Third Wave Coffee QSR Visit

Students Learned Coffee preparation techniques, customer service, outlet ambience, order management, hygiene standards, and contemporary café business practices.

UEI GLOBAL AGRA

Ms. Vrindh Rathod Human Resources Manager Holiday Inn Agra

Ms. Rathod shared valuable insights into the hospitality industry, professional grooming, workplace expectations, career opportunities, and the skills required to excel in the hotel sector.





UEI GLOBAL LUCKNOW

Fortune Park BBD Lucknow

Students were Excited to see the world-class hospitality in action. Hotel luxury service standards and the meticulous teamwork that drives a premier hotel. The energy, the insights and the exposure have truly ignited a passion in our future leaders to reshape the hospitality landscape.



UEI GLOBAL DELHI

Hotel Crowne Plaza Rohini

Students explored the laundry, linen room, and uniform room, gaining valuable hands-on experience and insights into hotel operations. The session also included linen identification and an overview of the laundry processes.





UEI GLOBAL TRIVANDRUM

Local Vegetable Market Visit

Students visited the local vegetable market to understand fresh produce selection, quality assessment, seasonal availability, pricing, procurement practices, vendor interactions and supply chain management essential for hospitality and food service operations

UEI GLOBAL LUCKNOW

Mr. Sanjay Parihar
Head Chef
Hyatt Regency,
Lucknow

An Insightful and Interactive Session on Food Safety and Culinary Standards. How food safety plays a Vital Role in modern gastronomy, emphasizing that exceptional flavour must always be backed by flawless hygiene standards.





UEI GLOBAL PUNE

Hotel Conrad Pune

An Interaction between Industry and Academia about industry future and Role of AI in the Industry.



UEI GLOBAL LUCKNOW

McDonald's KFC (QSR Visit)

Student Observe the Operations. They Notice how to Manage Consistency, Speed of Service and Maintaining Customer Expectations. They also watch their assembly lines based on standard operating procedures





UEI GLOBAL LUCKNOW

Local Market Visit

Identification of food ingredients and raw materials used in professional kitchens. Students learned about the different categories of ingredients, their quality parameters, storage methods and culinary uses.

STUDENTS ORIENTATION PROGRAMME: 2026-27



**UEI GLOBAL
TRIVANDRUM**

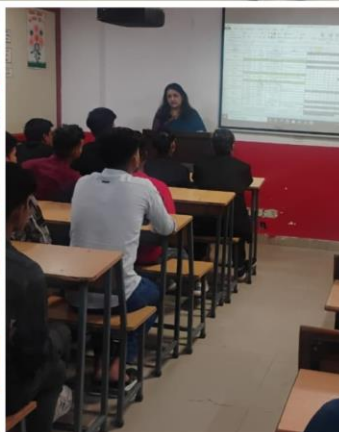


**UEI GLOBAL
DELHI**





UEI GLOBAL AGRA



**UEI GLOBAL
CHANDIGARH**





**UEI GLOBAL
LUCKNOW**



STUDENTS SUCCESS AND ACHIEVEMENT



**UEI GLOBAL
DELHI**

**Mr. Balram
Batch: 2019-2020**

**Chef de cuisine
Hilton
Jabalpur**

**UEI GLOBAL
DELHI**

**Mr. Vivek Pawar
Batch: 2021-24**

**F&B Captain
Le Meridien
New Delhi**





**UEI GLOBAL
LUCKNOW**

**Ms. Zoya Afzal
Batch: 2024-25**

**Intern of The Month
ITC Fortune Park Bbd
Lucknow**

**UEI GLOBAL
LUCKNOW**

**Md. Al Ahad
Batch: 2026-26**

**Intern of the Month
Radisson Blu
Kumbhalgarh**





**UEI GLOBAL
LUCKNOW**

**Mr. Sunny Singh
Batch: 2019-22**

**Experience Specialist
Convention and Exebition
Beareau
Abhu Dhabi**

**UEI GLOBAL
LUCKNOW**

**Mr. Vineet Sharma
Batch: 2024-25**

**Guest Service Associate
Hotel Hilton
Lucknow**





**UEI GLOBAL
PUNE**

**Ms. Komal Kumari
Batch: 2017-21**

**Assistant Manager-Guest Relations
Taj Damdama Lake Resort & Spa
Gurugram**



*Conditions Apply

Our Institutes

Agra	: Plot No.16, Chaudhary Complex, Opposite Kamayani Hospital, Sikandra, Agra, Uar Pradesh - 282007
Chandigarh	: 3 rd 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 st 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 th 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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