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Note from the Editor's desk

It gives me immense pleasure to welcome you to another inspiring edition of SOPHOS, the magazine of UEI Global, which continues to serve as a platform for knowledge, creativity, industry insights, student experiences and academic excellence.

Hospitality is an industry where people, professionalism, service, leadership, and innovation come together to create memorable experiences. As the industry continues to evolve, the expectations from hospitality professionals are also changing. Today's professionals need much more than technical knowledge - they must demonstrate confidence, discipline, financial awareness, leadership ability, technological competence, and a genuine commitment to service excellence.

Keeping these changing industry expectations in focus, this edition brings together a diverse collection of articles that explore the essential qualities and competencies required for a successful hospitality career.

This edition also takes us beyond conventional articles through "All in a Day's Work," offering an engaging glimpse into the realities, responsibilities, challenges and rewarding experiences that define a career in hospitality. Complementing this is "Rendezvous with the General Manager," which provides valuable leadership perspectives and industry insights from the people who have successfully navigated the demanding world of hospitality management.

At UEI Global, education is closely connected with culture, celebration, participation, and community. This edition proudly captures the spirit of our students through celebrations including Independence Day, Onam at UEI Global Trivandrum, and International Youth Day.

Our commitment to experiential learning is further reflected through the highlights of Seminars and Industry Visits, where students gain valuable exposure to industry practices and professionals.

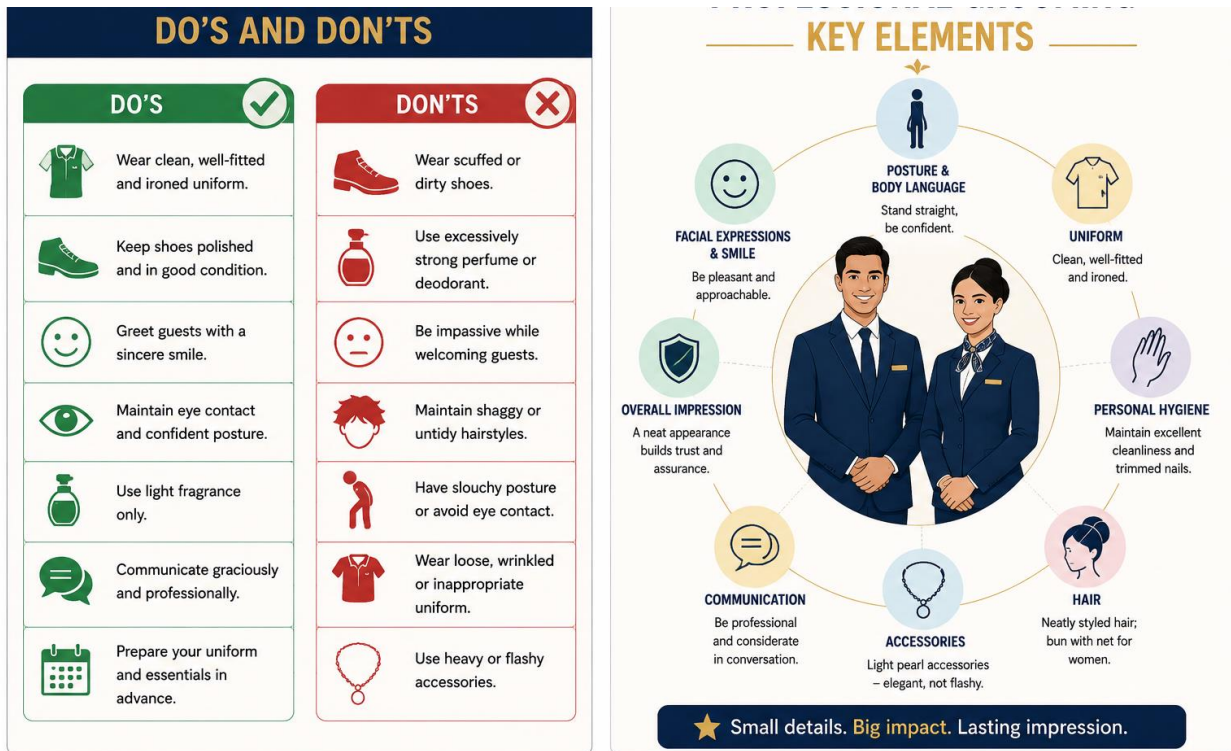
Finally, "Building Careers, Creating Opportunities: The UEI Global Advantage" reflects one of our strongest commitments—our philosophy of Education to Employment. We believe that education becomes truly meaningful when it empowers students to build confidence, develop professional capabilities, access industry opportunities and create successful careers.

Let us continue to learn with curiosity, lead with confidence, serve with passion and prepare with purpose for the opportunities that tomorrow's hospitality industry will bring.

Happy Reading!

Warm Regards,
Amit Moon

PROFESSIONAL GROOMING STANDARDS IN HOSPITALITY INDUSTRY



Professional grooming standards are one of the basic yet important requirements in the hospitality industry because maintaining these standards should be a regular practice for those working in this industry and for students who are pursuing it. Professional grooming means keeping yourself presentable, neat and well-maintained, and to maintain this, students have to follow some grooming guidelines which will help them in this industry. Professional grooming is important because this is the first thing that guests notice when they arrive, and it makes them believe that a neat and sincere appearance will also give them assurance about their stay.

Why Professional Grooming Standards are for Hospitality is important?

In the hospitality industry, the Front Office is considered the face of the hotel. Guests generally come across the Front Office team first, and within a few seconds, they begin forming a belief about the hotel's standard and the grade of the service.

Professional Grooming Standards Include:

- Good body posture & confident body language.
- Pleasant & appropriate facial expressions.
- Properly fitted, clean and ironed uniform.
- Trimmed nails.
- A warm and genuine smile.

- Professional and considerate conversation.
- Excellent personal hygiene.
- Neatly styled and well-maintained short hair for men.
- A bun with a net covering the hair for women.
- Light pearl accessories would look elegant and professional for girls without being too flashy.

These details may appear slight individually, but after combining them, they create powerful and lasting first impressions.

A professionally groomed employee communicates an important message without saying a word: “You are in safe hands.” Guests are more likely to perceive the hotel as organized and professional when employees demonstrate care in their appearance and conduct. Conversely, an untidy uniform, poor personal hygiene or unkempt hair can negatively influence a guest’s perception of service quality. This is an observation I have witnessed repeatedly throughout my hospitality career.

Common Mistakes

Plenty of people unintentionally make mistakes that can negatively affect their professional image, like:

- Wearing scuffed shoes.
- Using excessively strong perfume or deodorant.
- Being impassive while welcoming guests.
- Shaggy or untidy hairstyles.
- Slouchy body postures or avoiding eye contact.

Although such mistakes may seem insignificant or not so important, they can have a noticeable impact on the overall guest experience in the industry.

Best Practices for Hospitality Professionals

Based on my experience, successful hospitality professionals follow a simple daily standard grooming routine:

- Prepare your uniform a day prior.
- Maintain excellent personal cleanliness.
- Keep your shoes polished.
- Stand confidently with correct posture.
- Communicate graciously and professionally.

Be positive with your body language during stressful situations or peak operating hours.

Hence, with self-discipline and consistency, professional grooming standards become a natural habit.

Every successful hotel employee understands that guests start to evaluate the hotel the moment they see the person standing at the reception. A clean uniform, confident posture, genuine facial expression or just a smile and professional attitude can often give resolutions to half of the guest's concerns before the conversation even starts.

My message to every student pursuing a career in the hospitality industry is simple: Start practising professional grooming standards today. Make it a daily habit, not just an examination requirement. The habits you build in college will shape your personality, confidence and your success throughout your career in this industry.

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HOSPITALITY LEADERSHIP: INSPIRING PEOPLE, DELIVERING EXCELLENCE



Leadership is a critical factor in a hotel's success. In hospitality, it extends beyond managerial roles or giving instructions. Effective hotel leaders foster environments where employees perform well, guests receive consistent service, issues are resolved promptly, and departments collaborate toward shared goals. Hotel operations are demanding due to their people-focused, service-driven

nature and reliance on coordination. Guests interact with multiple departments, such as Front Office, Housekeeping, Food and Beverage, and Food Production, but perceive their experience as a unified whole. Therefore, hospitality leadership requires strong coordination of people and processes across departments.

Effective hotel leaders combine operational expertise with strong communication skills, emotional intelligence, fairness, accountability, and sound decision-making abilities. Such leaders must understand both the hotel's business requirements and employees' human needs. Research on leadership also highlights self-awareness, respect, compassion, communication, collaboration, integrity, and resilience as essential leadership capabilities. For students of Hotel Management, developing an understanding of hotel leadership is crucial, as they may become future Front Office Managers, Executive Housekeepers, Food and Beverage Managers, Executive Chefs, Duty Managers, or General Managers. Consequently, leadership development should begin during practical classes, internships, and industrial training, rather than only after assuming a managerial position.

Leadership Dynamics in the Hotel Industry

Hotel leadership differs from leadership in many other industries because service is produced and consumed simultaneously. A delayed response at the Front Desk, an incorrectly prepared meal, an unclean room or poor communication between departments can immediately affect the guest experience.

A hotel leader should be able to maintain high service standards during both normal and busy periods, coordinate across departments, make quick decisions when problems arise, and communicate clearly with employees and guests. They also need to motivate staff during tough shifts, handle complaints professionally, balance guest satisfaction with business needs,



help employees grow by delegating tasks, and remain calm in emergencies or when unexpected issues arise.

Gallup's research highlights the importance of effective frontline management. Gallup identifies managers as the link between organisational strategy and frontline execution, emphasizing clarity, strengths-based management, and coaching conversations as key elements. In hotels, this connection is clear: while a General Manager sets service standards, these standards only have impact when supervisors and department heads communicate and implement them effectively.

- Integrity, Fairness and Accountability
- Communication and Coordination
- Emotional Intelligence and Empathy in Hospitality Leadership
- Decision-Making and Problem-Solving in Hotel Operations
- Fostering Employee Development and Team Cohesion

Developing Leadership Skills

Leadership is not merely about holding a position of authority; it is about inspiring people, taking responsibility, and creating a positive impact. Developing effective leadership skills requires continuous learning, self-awareness, communication, and the ability to make informed decisions. A good leader listens to others, understands different perspectives, motivates team members, and remains calm during challenging situations. In the hospitality industry, leadership plays a vital role in delivering exceptional guest experiences and maintaining high-performing teams. Students can develop leadership through teamwork, problem-solving activities, internships, and taking initiative. Strong leadership skills build confidence, encourage collaboration, and prepare young professionals to successfully manage future responsibilities.

- Developing Decision-Making Skills
- Developing Emotional Intelligence
- Developing Communication Skills
- Learning to Take Responsibility

An effective hotel leader is not merely someone who provides clear instructions or holds a senior position within the organisational hierarchy. Rather, effective leadership involves establishing direction, fostering trust, coordinating teams and departments, making informed decisions, and facilitating others' development.

Hotel leadership necessitates both operational competence and a deep understanding of human dynamics. Integrity fosters trust, effective communication ensures coordination, emotional intelligence enables leaders to manage personnel successfully, sound decision-making allows for timely responses to operational challenges, and a focus on employee development strengthens teams for future success.

These qualities are especially critical in the hospitality industry, where employees and guests interact continuously. The effectiveness of leadership is often evident in routine experiences such as a welcoming check-in, a clean and timely room, efficient restaurant service, or the resolution of guest complaints.

Leaders who communicate effectively, assume responsibility, listen actively, solve problems, and support peers are already engaging in the foundational practices of hotel leadership. Ultimately, exemplary hotel leaders achieve operational excellence while enabling individuals to perform at their highest potential. This form of leadership enhances the guest experience, increases employee confidence, fosters teamwork, and contributes to the hotel's long-term effectiveness.

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FINANCIAL MANAGEMENT FOR HOTEL MANAGERS



Ask a hotel manager what their job is about, and most will talk about guests first — the little touches, the service recovery stories, the reviews. Fair enough, that's real. But it's only half

the job. The other half happens away from the lobby, in spread sheets and budget meetings, and it's just as important. A hotel can have five-star service and still go under if nobody's watching the numbers.

Hotels are an odd business to manage financially, because they're really two businesses stacked on top of each other. Part service company — demand rises and falls, seasons matter, and a room that goes unsold tonight is gone for good, no discounting it next week. Part real estate — big mortgage or lease payments, depreciation, huge amounts of capital tied up in one building. Managing both sides at once is genuinely hard, and it's what separates a property that limps along from one that actually thrives.

The managers who do this well don't wait for last month's P&L to land on their desk before making a call. They're watching the numbers as they come in, sometimes hour by hour, and using them to decide what to charge tonight, how many people to schedule tomorrow, and where next quarter's budget should go.

That's what this piece is about — the real mechanics of hotel finance. How budgets actually get built. How revenue management works day to day. Where costs quietly get away from you. How to keep cash flowing even when profit looks fine on paper. Which numbers are worth watching and which are noise. How to read a balance sheet without your eyes glazing over. And how to plan for the bad years, because there will be bad years.

Why This Actually Matters

Here's the blunt version: hotel margins are thin, and once a night is gone, it's gone. A retailer can mark down last season's inventory and still sell it. A hotel can't. That unsold room from Tuesday night doesn't exist anymore by Wednesday morning.

Layer on top of that the fixed costs that don't care whether you're at 40% occupancy or 90% — the mortgage, insurance, permanent staff, utility bills that barely budge either way — and you can see why a small move in rate or occupancy swings profit so much more than it would in most other businesses.

And then there's everything else. Seasons. Recessions. Currency swings if you're pulling in guests from overseas. The occasional curveball nobody saw coming — a pandemic, a



wildfire that shuts down the highway into town for a week. Managers without a real handle on their numbers tend to get blindsided by these things.

The ones who do have that handle aren't smarter, necessarily — they're just prepared.

They build up cash while

things are good. They trim the fat before a downturn actually arrives, not after. And when there's profit to reinvest, they know exactly where it'll do the most good.

Budgeting: Where Everything Starts

The Annual Budget

If one document sets the tone for everything else, it's the annual operating budget. It takes whatever the hotel is trying to achieve — a certain occupancy level, a rate position, a service standard — and turns it into real numbers, department by department.

Most properties lean on the Uniform System of Accounts for the Lodging Industry, or USALI, which is basically the industry's shared language for organizing the books. Rooms and food and beverage sit as operating departments; admin, sales and marketing, and property maintenance fall under undistributed expenses.

Rolling Forecasts

Here's the problem with an annual budget: it's basically out of date the moment the year starts. A group cancels. A competitor drops rates. A big event gets postponed. None of that waits politely for next year's budget cycle. That's why better-run hotels keep a rolling forecast going alongside the budget — refreshed monthly, sometimes weekly — based on what's actually happening with bookings right now, not what was projected six months ago.

Actually Checking the Numbers

None of this matters if nobody looks back and compares actuals to budget. Do it monthly — against budget, and against the same period last year. That's how small issues get caught before they turn into real problems.

Revenue Management: Getting the Top Line Right

Revenue management, boiled down, is about selling the right room to the right guest at the right price through the right channel. It used to just mean raising rates when occupancy climbed. These days it's a much more sophisticated, data-driven job — and arguably the most financially consequential one in the building.

The Big Levers

Dynamic pricing. Fixed seasonal rate cards are mostly gone. Rates now move daily, sometimes several times a day, based on booking pace, what the competition is charging, and how far out guests are booking. A lot of this runs through revenue management software these days, increasingly with machine learning doing the heavy lifting on rate recommendations.

Where the booking comes from matters more than people think. A room booked through the hotel's own site costs a fraction to sell compared to the same room through an OTA, which might take 15–25% off the top. So a good revenue manager pushes hard on direct bookings — loyalty perks, rate guarantees, a website that doesn't make people want to give up — while still using OTAs to fill the gaps direct demand can't cover.

Length of stay and rate restrictions. Save the cheapest rates for longer stays, or make the lowest tier non-refundable and prepaid. That way you're still capturing full value from guests who'd happily pay more, without leaving rooms empty that could've been filled at a discount.

Thinking past the room itself. The sharpest operators now manage food and beverage, spa, and meeting space with the same discipline as rooms. A group booking isn't just worth its room nights — the catering and event space attached to it often matter just as much to the bottom line.

The Numbers Worth Knowing

- **ADR** — total room revenue divided by rooms sold. What guests are paying on average, plain and simple.
- **Occupancy** — the share of rooms actually sold out of what's available.
- **RevPAR** — ADR times occupancy (or room revenue divided by total available rooms). Everyone quotes this one because it captures both price and volume in a single figure.
- **RevPAR Index** — your RevPAR against your direct competitors, as a percentage. Over 100 means you're punching above your weight for market share.
- **TRevPAR** — same idea as RevPAR, but across all revenue, not just rooms, so it's a fuller picture of what the property is actually generating.
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Where Costs Quietly Get Away From You

Revenue management builds the top line. Cost control is what protects what's actually left over — and in a business with margins this thin, staying disciplined on costs often matters more than squeezing out a few extra points of revenue.

- Labour
- Food and Beverage
- Utilities

Knowing What You Can Actually Cut:

It helps to sort costs into three buckets: fixed (rent, insurance, management salaries — these barely move regardless of occupancy), semi-variable (utilities, some labour), and truly variable (guest supplies, food costs, commissions). Knowing which bucket something falls into tells you what you can realistically trim in a downturn without wrecking the guest experience or the property's long-term value.

Interpreting Key Hotel Performance Indicators

These formulas should become second nature — but the real skill is interpreting what they mean together, not just calculating them.

KPI	Formula	What It Tells You
Occupancy %	$\text{Rooms Sold} \div \text{Rooms Available}$	Strength of demand
ADR	$\text{Room Revenue} \div \text{Rooms Sold}$	Pricing power
RevPAR	$\text{ADR} \times \text{Occupancy \%}$	Room revenue efficiency
TRevPAR	$\text{Total Revenue} \div \text{Rooms Available}$	Efficiency across all revenue streams
GOPPAR	$\text{Gross Operating Profit} \div \text{Rooms Available}$	True profitability, not just revenue
CPOR	$\text{Rooms Dept. Cost} \div \text{Rooms Sold}$	Cost control in the rooms division

Suggested Learning Sequence

- Learn USALI structure and vocabulary
- Practise reading real or sample hotel P&Ls
- Learn KPI formulas and calculate them from raw data
- Build Excel models that auto-calculate KPIs from inputs
- Run budgeting exercises with variance analysis
- Combine everything into a one-page hotel performance dashboard as a portfolio piece

Financial management isn't some separate function happening in a back office while the real work of running a hotel goes on elsewhere. It's woven into nearly every decision a manager makes — what to charge tonight, whether next year's renovation gets approved, how many housekeepers to schedule on a random Tuesday.

Get genuinely good at budgeting, revenue management, cost control, cash flow planning, and reading the core financial statements, and something shifts. You stop reacting to whatever the numbers say after the fact, and start shaping what they'll say next month instead.

Margins are thin in this business. Rooms can't be stockpiled. The buildings themselves cost a fortune to keep up. The managers who do well over the long haul treat financial fluency as seriously as they treat guest service — because a hotel that's genuinely well run and one that's financially well managed turn out, in the end, to be the same thing.

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THE ESSENTIALS OF SERVICE: EXPLORING FOOD & BEVERAGE EQUIPMENT



A happy and lasting meal experience is all about the details that contribute towards it before your guests actually savour the dish – the place setting, the clarity of your glassware, the crispiness of the linen, comfort of your seating, and the assuredness and dexterity with which your staff manage all elements. F&B service equipment thus supports not only the physical act of dispensing food and

beverages, but also factors like efficiency, hygiene, presentation and comfort.

However, for students of hospitality, acquainting oneself with the items shouldn't just be about learning to place its name correctly next to the description. A professional mastery lies in choosing the correct item for the task, assessing its condition, the correct usage and placement. The article attempts to explore the understanding of such a skill, by utilizing faculty expertise and illustrating the context through classroom, and operational circumstances in hotels and cruises.

What Is Food & Beverage Service Equipment?

Food and Beverage service equipment consists of the various tools, equipment, and furnishing required to set the dining room, present food and drinks, served them to the guests and help smooth the running of F & B Operations. Main types of F & B service Equipment – Tableware, Linen, Furniture, Glassware, Cutlery, Tray Service Equipment. The major items and their uses – Tableware. Sideboard used for keeping side-dishes and help during quick refills, Glassware required must match with beverages served without any stain or spots, Linen for elegance and hygiene of the table setting Buffet equipment, used to keep food warm at the same temperature Buffet equipment also assist guests in self-serving without wastage of food maintained under specified temperatures. For this it must know it is not an out of text knowledge about the specific product. What is most important is to know that item that will go well on what particular occasions, the status of that item at that time, use that in order to maximize services and convenience The focus in this article will be on the functional and practical experience of faculty as students show-cases various scenarios found in the course of Hotel & Cruise Operations.

It is also evident why adequate space for placing, clearing, and replenishing food items are crucial aspects of a successful service.

- What will be served?

- How will it be served?
- Who will be doing the serving?
- What will the operational demands be during a peak service period?

A related error that often occurs is for students to forget about the operations back of house where much of the “behind the scene” activity occurs. If only setting the guest table in mind then students would only provide adequate table setting without considering the need for supplementary, replenishment supplies that would be stocked and located at a sideboard to ensure quick turnaround of service for guests during busy operations. Practical experience in the restaurant industry often involves knowing what equipment you need, how it looks and where to put it.

In a “real-world” situation within the hotel and cruise industries this becomes second nature; knowing what to look for as far as cleanliness, consistency of glass, cup, plate quality, as well as the right type of equipment for the type of food or beverage being served is all a part of becoming an experienced professional.



Basic Beginners Guide to Learn about Service

- Learn by handling and not just by rote.

Handle the equipment, carry the equipment and get familiar with handling this equipment during your service.

- Begin with the menu and

style of service.

Choose equipment only when you know what the guest is going to be served with, and what sort of service will be offered.

- Check before you use.
Crockery should be inspected for damage, glassware spotless and gleaming, linen spotless and in good repair, furniture firm.
- Set up workstations realistically.
Frequent items should be to hand, but should not be so numerous as to clutter the service area.
- Consider guest flow.
The layout and use of equipment must facilitate and not impede the guest or staff flow.
- Consider your next move at all times.
As you set up, consider what the server will want as the operation intensifies.

Avoid Common Mistakes

- Equipment selected purely on appearance; equipment appealing but not necessarily compatible to the menu/operation style.

- Attempting to carry excessive items on tray; ability of student to retain safe control/balance more critical than item carrying capacity.
- Disregarding inspection; items like chips in crockery water stains on flatware or marks on linen could easily tarnish the overall guest perception.
- Incorrect placement of the service tool; the relevant item even although correct in design/application will still be rendered impotent by an impractical position of reach.
- Learning names but not functions; knowledge in this case would be purely rote memory without practical benefit to service application.
- Forgetting the service point/sideboard; the most exquisite table presentation/is insufficient to maintain the required rate of guest service.
- Using one style for all functions; catering has various distinct forms ranging from restaurant service through to buffet service.

Equipment Food and beverage service equipment is much more than a table, a plate, a glass, a piece of cutlery; it is a significant element in the service system connecting preparation to serving, service to presentation and satisfaction to the diner experience. To a student, the ideal learning is to get out of text book definitions and develop intuitive judgement. By experiencing what happens with actual restaurant, buffet, banquet set ups students should begin to appreciate how movement and pace, how safety, and what is offered to the guest are all influenced by choice and availability of equipment.

Hotels, and even shipboard service experience should demonstrate that without the right equipment readily available in the right places at the right times, anything else is academic.

Service education, surely, must not be complicated: we want our students to be able to look at a piece of equipment, choose it, inspect it, prepare it, set it up and use it effectively in the restaurant.

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THE FUTURE-READY HOSPITALITY PROFESSIONAL: TECHNOLOGY, SKILLS & SUCCESS



Hospitality is still, at its heart, about people. A guest may remember the smile of a receptionist, the way a waiter handled a special request, or how a manager dealt with a problem. At the same time, the way we work in hospitality has changed a lot over the years.

Technology is now part of almost every guest journey. A person may find a hotel on social media, compare prices on a booking website, make a reservation on a phone, use a digital check-in facility, pay without cash and post a review soon after leaving the hotel.

Research on hospitality graduates has also pointed to a gap between basic digital knowledge and practical experience with industry-specific systems such as hotel software, booking platforms, CRM tools, digital marketing systems and POS technology.

At the same time, I do not think technology should be looked at separately from hospitality. A system may make a process quicker, but it cannot replace empathy when a guest is upset. Data may show a pattern, but someone still has to decide what to do about it. An AI tool may answer a routine question, but a guest with a complicated problem may still want to speak to a person.

Digital Literacy: The First Skill Every Professional Needs

Before learning specialised hotel software, one needs to be comfortable with basic digital tools.

A hospitality professional should be able to work with computers, tablets, smartphones, email, spread sheets, online communication platforms and digital applications. These are basic skills, but they are also the starting point for using more specialised systems.

Take a front-office employee as an example. The employee may use a computer to check a





technology specialist. What matters is being comfortable enough to learn the systems used in the workplace.

reservation, update a guest profile, confirm payment and communicate with housekeeping. A sales executive may prepare a presentation, analyse customer information and communicate with corporate clients online. A restaurant manager may use a POS system to look at sales and inventory. None of this means that the employee needs to become a

Understanding Hotel Management Software

Most modern hotels use software for a large part of their daily operations.

Property Management Systems, commonly called PMS, can be used for reservations, room status, guest information, check-in, check-out and billing. There are also separate systems for point-of-sale operations, revenue management, housekeeping, customer relationships and online distribution.

Students often learn about PMS in theory. The real challenge comes when they have to use an actual system.

So, rather than only remembering the names of different hotel systems, one should try to understand what each system is used for and how it supports the employee's work.

Customer Relationship Management

Technology has also changed the way hotels remember and understand their guests.

Customer Relationship Management, or CRM, helps businesses organise information about customers and their interactions with the company. In a hotel, this information can include previous stays, preferences, communication history and service requirements.

Data and Analytical Thinking

Hospitality professionals now deal with a lot of information every day.

Hotels have data on occupancy, room rates, cancellations, booking sources, guest reviews, food and beverage sales, customer preferences and many other aspects of the business.

Digital Marketing and Social Media

A large part of hospitality marketing now happens online.

People often see a hotel, restaurant, café or destination on Instagram, through a video, on a website or in customer reviews before they visit. For this reason, some understanding of digital marketing is useful for hospitality professionals.



Artificial Intelligence Awareness

Artificial intelligence is becoming more visible in hospitality, and students need to understand what it can and cannot do.

AI can support activities such as chatbots, customer communication, data analysis, recommendations, forecasting and automation. Hospitality education research in India is also looking at how AI is affecting student awareness, career readiness and employability.

Cyber security and Responsible Use of Information

Hospitality businesses deal with a large amount of customer information.

Employees may have access to names, contact details, identification information, booking records and payment-related information. This means that even employees who are not working in IT have a responsibility to handle information carefully.

Some basic practices are important: use strong passwords, avoid suspicious links, do not share confidential information unnecessarily, lock a computer when leaving a workstation and follow the organisation's data-protection procedures.

Communication Still Matters

Technology has actually created more ways for employees to communicate with guests. They may speak face-to-face, answer telephone calls, write emails, respond to messages and use digital platforms.

Common Mistakes

- Thinking “I Know Computers, So I Am Tech-Savvy”
- Being comfortable with social media or smartphones does not automatically mean that someone understands professional technology.
- Hospitality systems require a different kind of digital confidence.
- Being Afraid of New Technology
- A new system may look complicated when you first see it. Avoiding it will not make it easier.
- Depending Completely on AI

- AI can be useful, but accepting everything it produces without checking it can create problems. Professionals still need to use their own judgment.
- Ignoring Data Privacy
- Guest information should never be treated casually.
- Forgetting the Guest
- Technology can make a process faster, but a faster process does not automatically mean a better hospitality experience.

Guests still want to feel welcome. They want someone to listen when there is a problem. They appreciate an employee who remembers a preference or takes a little extra time to help. Technology can support all of this, but it cannot do everything on its own. A modern hotel employee may use a PMS to manage a reservation, a CRM system to understand a guest, data to identify business trends, social media to communicate with customers and AI to support routine work. Knowing how to use these tools can make a professional more effective. At the same time, I believe students should be careful not to lose sight of the basics. Communication, listening, empathy, teamwork and problem-solving remain just as important. Technology will continue to change. The ability to learn and adapt will therefore be one of the most useful skills a hospitality professional can develop.

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About the Author

Ms. Gagandeep Kaur is a Management Faculty with more than 10 years of experience in teaching, mentoring, and guiding students. She currently serves as a Management Faculty at UEI Global, Delhi, where she is dedicated to teaching, mentoring, and guiding students in their academic and professional development.

ALL IN A DAY'S WORK



UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Various Situation
Handling

UEI GLOBAL PUNE

Food Production
Practical Session:

Aloo Bonda
Vada Pav
Green Chutney





UEI GLOBAL CHANDIGARH

Front Office Practical
Session:

Telephone Etiquette,
Transfer Call and
Message Handling

UEI GLOBAL DELHI

Food Production
Practical Session:

Cream de Champignon
Puree De Epinard
Legume Chowder
Hollandaise - Egg
Benedict
Mayonnaise - Cocktail
Potatoes





UEI GLOBAL LUCKNOW

Food and Beverage
Practical Session:

Breakfast Cover Layout

UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Grooming Standards





UEI GLOBAL AGRA

Front Office Practical
Session:

Taking Reservation
Websites
Confirmation and
Guarantee



UEI GLOBAL DELHI

Front Office Practical
Session:

Grooming Standards
and
Telephone Etiquettes





UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Silver Service
and
Clearance Procedure

UEI GLOBAL CHANDIGARH

Food and Beverage
Practical Session:

Identification of
Glassware





UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Cuts of Fish

UEI GLOBAL CHANDIGARH

Food and Beverage
Practical Session:

Side Station Set-Up
and
Salver Balancing





UEI GLOBAL LUCKNOW

Housekeeping Practical
Session:

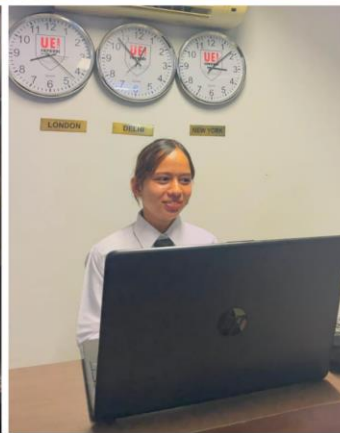
Floor and Surface
Cleaning

UEI GLOBAL JAIPUR

Front Office Practical
Session:

Registration,
Pre-Registration
Room Blocking,





UEI GLOBAL CHANDIGARH

Front Office Practical
Session:

Telephone Etiquette,
Transfer Call and
Message Handling.

UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Setting up of Side
Station





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Cocktail Samosa
Vegetable Cutlet
Tandoori Bharwa Aloo
Mint Chutney

UEI GLOBAL DELHI

Food and Beverage
Practical Session:

Cover Layout and
Crumbing Process





UEI GLOBAL DELHI

Food Production
Practical Session:

Potli Samosa
Bharwa Aloo
Fusilli Arrabbiata
Fusilli In Cream Sauce
Garlic Herb Bread

UEI GLOBAL AGRA

Front Office Practical
Session:

Pre-Registration
Process
Blocking of Rooms





UEI GLOBAL AGRA

Food Production
Practical Session:

Chicken Roulade
Stuffed Chicken Breast
Mashed Potato
Butter Sauté Vegetables

UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Water Service





UEI GLOBAL PUNE

Food Production
Practical Session:

Greek Salad
Tzatziki
Potato & Cheese
Croquettes
Dolmas

UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Reservation Via
website
Reservation
confirmation





UEI GLOBAL JAIPUR

Housekeeping Practical
Session:

Entering Room
Laundry Service
Guest amenities
and
Supplies

UEI GLOBAL DELHI

Food Production
Practical Session:

Cuts Of Chicken
Stuffed Chicken Breast
Chicken Roulade
Mash Potatoes
Sautéed Vegetable
With Cilantro Cream





UEI GLOBAL LUCKNOW

Food and Beverage
Practical Session:

Identification of
Crockery, Cutlery and
Glassware



UEI GLOBAL PUNE

Food Production
Practical Session:

Tomato & Pudina Ka
Shorba
Dal Makhani
Malai Kofta
Tawa Paratha





UEI GLOBAL LUCKNOW

Food and Beverage
Practical Session:

Water Service



UEI GLOBAL DELHI

Food and Beverage
Practical Session:

Pre-plated Service





UEI GLOBAL JAIPUR

Front Office Practical
Session:

Grooming Standards
Telephone Etiquettes

UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Cuts of Chicken





UEI GLOBAL PUNE

Food and Beverage
Practical Session:
Pre-Plated Service

UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Cuts of Chicken





UEI GLOBAL AGRA

Food Production
Practical Session:

Cuts of Vegetable
Veg Biryani
Potato Croquettes



UEI GLOBAL DELHI

Food Production
Practical Session:

Cuts of Vegetables
Vegetable Pulao





UEI GLOBAL LUCKNOW

Food and Beverage
Practical Session:

Ala Carte Table Set up

UEI GLOBAL JAIPUR

Food Production
Practical Session:

Cuts of Vegetable
Stuffed Capsicum





UEI GLOBAL TRIVANDRUM

Food and Beverage
Practical Session:

Identification of
Crockery, Cutlery and
Glassware



UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Cuts of Vegetables
Vegetable Biryani





UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Gueridon Trolley Set
Up and Service

UEI GLOBAL PUNE

Housekeeping Practical
Session:

Types of weave



RENDEZVOUS WITH THE GENERAL MANAGER

Real Talk with Real Leaders



UEI GLOBAL LUCKNOW

Following a successful GM meet in Chandigarh, our management students from **UEI Global Lucknow** participated in an exclusive corporate event with **Mr Amit Kapoor**, General Manager of **Mercure, Accor Group**, Lucknow.

Mr Kapoor provided valuable insights to the students during his talk, **Never Give Up**. He emphasised the importance of believing in oneself, encouraging students to have confidence and never give up. He stated that the key to success in the hospitality industry lies in consistent **hard work, discipline, and adaptability**. Furthermore, he encouraged our **international specialisation students** by explaining how exposure to the global hospitality industry can accelerate career advancement. This exposure helps develop cultural adaptability, multilingual skills, and an extensive global network.

By stepping out of the classroom and into a premier international property, the students gained a profound understanding of how theoretical principles translate into world-class service standards.

At **UEI Global Education**, we prioritise immersion learning as a key component of our Hospitality Management Career Readiness program. Our commitment to excellence drives us to engage students in real-world environments and connect them with industry professionals. This approach equips our students with the skills and experiences necessary to pursue successful careers in the hospitality industry, transforming jobs into enduring pathways for growth and advancement.

Team Mercure, Lucknow

Mr. Rakesh Singh – Learning & Development, Cluster Manager, Accor Group





Ms Divya Bhadauria – People & Culture Manager, Mercure, Accor Group

Team UEI Global, Lucknow

Mr Praveen Rai – Faculty, Room Division, Placement Coordinator

Ms Anubhuti Saxena – Faculty, Advanced Communication



INDEPENDENCE DAY CELEBRATION

UEI Global campuses across the country celebrated **India's Independence Day** with great enthusiasm, pride and patriotic spirit. The celebrations brought together students, faculty members and staff to commemorate the nation's freedom and honour the sacrifices of our freedom fighters.

The day began with the hoisting of the National Flag, followed by the singing of the National Anthem, creating a strong sense of unity and pride among everyone present. Students actively participated in a variety of activities, including patriotic songs, dance performances, speeches, quizzes, cultural presentations and creative competitions that reflected the rich diversity and heritage of India.

The celebrations also provided an opportunity for students to reflect on the values of freedom, responsibility, equality, unity, and nation-building. Through their enthusiastic participation, students demonstrated not only their talent and creativity but also their respect and love for the country.

Faculty members encouraged students to understand that true independence comes with responsibility, discipline and a commitment to contributing positively to society.

The Independence Day celebrations across UEI Global campuses were a memorable blend of patriotism, learning, culture and togetherness, reinforcing the institution's commitment to developing confident, responsible and socially conscious young professionals.





**UEI GLOBAL
CHANDIGARH**

**UEI GLOBAL
TRIVANDRUM**





**UEI GLOBAL
JAIPUR**

**UEI GLOBAL
AGRA**





**UEI GLOBAL
PUNE**

**UEI GLOBAL
DELHI**





**UEI GLOBAL
LUCKNOW**

ONAM CELEBRATION AT UEI GLOBAL TRIVANDRUM



UEI Global Trivandrum Institute recently came alive with vibrant colours, cultural traditions, and the spirit of togetherness as students, faculty, and staff celebrated Onam, the most cherished festival of Kerala. The occasion not only reflected the state's rich cultural heritage but also highlighted the institute's commitment to nurturing inclusivity, teamwork, and joy among its students. The celebrations began with the warm welcome Students, faculty members. Many students dressed in traditional Kerala attire. The girls looked graceful in their off-white Kasavu sarees, while the boys added charm in Mundu and shirts, creating a festive atmosphere throughout the campus.

The décor, adorned with flowers and traditional motifs, captured the true essence of Onam. One of the most striking highlights was the floral carpet (Pookalam) designed by students. The beautiful arrangement of colourful flowers depicted the creativity, unity and enthusiasm of the learners. The Pookalam symbolized prosperity and happiness, and its making became a wonderful team activity where students worked hand in hand, sharing laughter and ideas.

Adding more excitement to the day were fun-filled games and competitions that brought immense cheer among students and faculty. The spirit of healthy competition and teamwork was evident, reflecting the values of unity and cooperation that Onam stands for. Speaking on the occasion, the faculty emphasized the importance of cultural celebrations in holistic education. They highlighted how festivals like Onam help students connect with traditions, learn teamwork and develop event management skills – all while enjoying the warmth of community spirit. Students also expressed their happiness at being part of such a memorable celebration that made them feel at home even while pursuing their studies



INTERNATIONAL YOUTH DAY CELEBRATION

International Youth Day is a significant occasion dedicated to recognising the energy, creativity, aspirations and potential of young people across the world. At UEI Global, the occasion was celebrated with great enthusiasm and spirit, providing students with an opportunity to come together, express themselves, showcase their talents and reflect on their role in shaping a better future.

The celebration was designed around the belief that youth are not merely the leaders of tomorrow but important contributors to society today. With their ideas, innovation, determination and ability to adapt to a rapidly changing world, young people have the power to create meaningful change. The event at UEI Global therefore focused on youth empowerment, leadership, creativity, confidence, teamwork and responsible citizenship.

A key highlight of the celebration was the emphasis **on** self-expression and creativity. Students were encouraged to participate in activities that allowed them to demonstrate their individual talents and personalities. Through presentations, interactive activities and creative performances, students demonstrated confidence, spontaneity and teamwork. The activities not only created an atmosphere of enjoyment but also helped students develop important interpersonal skills such as communication, coordination and leadership.

The celebration also provided an opportunity to discuss the importance of career aspirations and professional development. As students preparing to enter the dynamic hospitality and service industry, they were encouraged to understand that success requires more than academic knowledge. Confidence, emotional intelligence, adaptability, communication skills, discipline and a positive attitude are equally important. The occasion served as a reminder that every young person has the potential to build a successful career when ambition is supported by consistent effort, learning and perseverance.

At UEI Global, where the philosophy of “**Education to Employment**” remains central to the student experience, International Youth Day also became a celebration of students' dreams and professional aspirations. The hospitality industry offers immense opportunities for young professionals, both in India and internationally. Students were encouraged to dream big, explore global opportunities and develop themselves into responsible, skilled and industry-ready professionals.

As the celebration concluded, the message remained clear: **the future belongs to those who are willing to learn, adapt, lead and create positive change**. UEI Global remains committed to providing an environment where students can discover their potential, develop professional skills and prepare themselves for successful careers and responsible lives.



UEI GLOBAL TRIVANDRUM



UEI GLOBAL LUCKNOW

Mr.Ashutosh Rai
Corporate Human
Manager
SARACA Hotels and
Resorts





**UEI GLOBAL
PUNE**



**UEI GLOBAL
AGRA**





**UEI GLOBAL
DELHI**



**UEI GLOBAL
JAIPUR**



**UEI GLOBAL
CHANDIGARH**



SEMINARS AND INDUSTRY VISIT



UEI GLOBAL DELHI

Unity One Elegante Mall Retail Outlet Visit

The students were exposed to various aspects of the service industry, including retail operations, customer service practices, mall management and overall service standards.



UEI GLOBAL LUCKNOW

Fairfield by Marriott Lucknow

Students gained insights into various departments, including Front Office, Food Production, Food & Beverage Service and Housekeeping. The visit also helped them understand guest service standards, departmental coordination.





UEI GLOBAL DELHI

Mr. Mohit Ahuja
Batch: 2018–21
Alumni Guest Lecture

Housekeeping
Executive
The Imperial, New
Delhi

He shared his industry
expertise and provided
students with an in-
depth look at
Housekeeping Control
Desk operations.

UEI GLOBAL DELHI

Chef Bhanu
Batch: 2021-24
Alumni Guest Lecture

Commi 1
Ladurée
luxury brand and
pâtisserie

Chef Bhanu taught the
students about Choux
pastry and its history,
with a demonstration of
Choux buns with
several gourmet fillings





UEI GLOBAL CHANDIGARH

JW Marriott Chandigarh

The Industrial Visit
Provided Students With
Valuable Practical
Exposure To Hotel
Operations,
Professional Standards,
Guest Service and Real-
World Hospitality
Practices



UEI GLOBAL DELHI

CII Conference Le Meridien New Delhi

Students Exposure
and Participation





UEI GLOBAL CHANDIGARH

KIWI Departmental Store

Students
Focused on identifying
various food
ingredients and raw
materials commonly
used in professional
kitchens. Students
gained practical
knowledge about
different ingredient,
quality, standards,
proper storage and
practices.

UEI GLOBAL LUCKNOW

Students focused on
identifying various food
ingredients and raw
materials commonly
used in professional
kitchens. Students
gained practical
knowledge about
different ingredient
categories, quality
standards, proper
storage practices, and
their applications in
culinary preparations.





UEI GLOBAL LUCKNOW

KFC Jami's Pizzeria. QSR Visit

Students Explore at the daily operations, teamwork, and precision required running these successful outlets. From understanding kitchen logistics to seeing customer service in action,



UEI GLOBAL TRIVANDRUM

Mr. Siju Thilak General Manager Orbit Bar

Students visited a professional bar to gain practical exposure to beverage service, bar operations, mixology techniques, equipment, and responsible hospitality practice





UEI GLOBAL LUCKNOW

Fire & Security Association of India (FSAI)

First Aid & Fire Safety Awareness Training and Mock Drill. The interactive session equipped participants with essential life-saving skills, emergency response techniques, and practical knowledge of fire safety.



UEI GLOBAL AGRA

Dominos Pizza QSR Visit

The visit offered valuable insights into real-time QSR kitchen operations, order processing, hygiene standards, and Guest service





UEI GLOBAL JAIPUR

Holiday Inn Jaipur

An enriching hotel visit offered students valuable insights into guest services, departmental coordination, workplace etiquette and the dynamic environment of professional hospitality operations.



UEI GLOBAL LUCKNOW

Mr Prince Singh
L&D Manager
Chef Manveer Singh
Executive Chef

Crowne Plaza IHG Group

The sessions offered a comprehensive view of hotel Operations, showing how human capital strategy and culinary standards work together to deliver exceptional guest experiences.





UEI GLOBAL DELHI

The session focused on essential first-aid practices, emergency response procedures, and fire-safety measures. Through hands-on demonstrations, participants also learned how to use fire fighting equipment correctly and respond calmly and confidently when faced with an emergency.

STUDENTS ORIENTATION PROGRAMME: 2026-27



**UEI GLOBAL
LUCKNOW**

BUILDING CAREERS, CREATING OPPORTUNITIES: THE UEI GLOBAL ADVANTAGE



UEI GLOBAL JAIPUR

Hotel IBIS Jaipur

Partnership will opens up incredible career pathways, internships, and direct placement opportunities for our students in the hospitality industry. By joining hands we are ensuring our students get world-class exposure, practical training, and a head start in their professional journeys.

UEI GLOBAL CHANDIGARH

Ms Frankie Lamont
Hospitality manager
New Zealand

Mr. Himanshu
2Coms

Partnered in
international internship
programme for New
Zealand





UEI GLOBAL JAIPUR

Mr. Puneet Sharma
General Manager
Holiday Inn, Jaipur

Our partnership with **Holiday Inn Jaipur** will create exceptional opportunities for our students to gain industry exposure through internships, hands-on training, and potential placement avenues.



UEI GLOBAL LUCKNOW

Mr. Amit Kapoor
General Manager
Novotel Hotel
Lucknow

This strategic partnership is designed to offer globally recognized hospitality environment and management students to real-world exposure to hospitality standards.





*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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