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OCTOBER 2026 **EDITION 72**

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Note from the Editor's desk

It gives me immense pleasure to welcome you to the October 2026 edition of **SOPHOS**, the magazine of UEI Global, which continues to be a vibrant platform for knowledge sharing, creativity, industry perspectives, student achievements and professional learning.

The hospitality industry is constantly evolving, with guest expectations, technology, service standards and professional competencies shaping its future. Today, delivering exceptional hospitality is not simply about meeting expectations; it is about anticipating needs, creating meaningful connections and going beyond the ordinary to deliver personalised and memorable guest experiences.

This edition brings together a thoughtfully curated collection of articles that explore the diverse and evolving dimensions of the hospitality industry. From personalised guest experiences and culinary heritage to technological advancements in hotel operations, indigenous food and beverage traditions and the changing dynamics of professional communication, the articles offer valuable insights into the knowledge, skills, creativity and adaptability required in today's hospitality environment. Together, they highlight the importance of balancing traditional hospitality values with modern innovations, while encouraging readers to broaden their perspectives, embrace new ideas and prepare themselves for the opportunities and challenges of a dynamic industry.

Taking us closer to the realities of the profession, "All in a Day's Work" provides an interesting glimpse into the everyday responsibilities, challenges, teamwork and rewarding experiences that define hospitality careers. Through "UEI Pathway to New Opportunities," we celebrate our continued commitment to connecting education with industry, creating career pathways and opening doors to professional growth and global opportunities.

At UEI Global, we strongly believe that learning extends far beyond the classroom. The highlights of our Seminars and Industry Visits reflect our emphasis on experiential learning, industry interaction and practical exposure, enabling students to understand workplace expectations and develop the confidence required to succeed in their chosen careers.

Equally important are our students' achievements and success stories. This edition proudly recognises their dedication, talent, perseverance and accomplishments, which continue to inspire the UEI Global community and reinforce our commitment to nurturing future industry professionals.

As we bring together these diverse perspectives, experiences and accomplishments, our purpose remains clear: to prepare students not only for the opportunities available today but also for the challenges and possibilities of tomorrow.

Let us continue to learn with curiosity, communicate with confidence, innovate with purpose and serve with passion.

Happy Reading!

Warm Regards,
Amit Moon

BEYOND EXPECTATIONS: THE ART OF PERSONALISED GUEST EXPERIENCES



In the hospitality industry, delivering excellent service is not just about providing a comfortable room, serving delicious food or maintaining high standards of cleanliness. It is about understanding what guests expect and making genuine efforts to fulfil those expectations. Every guest arrives with different preferences, habits, expectations and reasons for travelling. For some, a hotel stay is an opportunity to relax, while for others, it may be connected to business, family celebrations or an important personal occasion.

This is where the ability to recognise and deliver guest preferences becomes an essential hospitality skill. A guest may forget the exact details of a hotel room, but they are unlikely to forget how the hotel made them feel.

What Are Guest Preferences?

Guest preferences refer to the individual choices and expectations that influence a guest's experience during their stay. These may include room temperature, pillow selection, dietary requirements, preferred beverages, housekeeping schedules, seating arrangements, communication preferences or even the way they like to be addressed.

For example, a business traveller may prefer an early breakfast, a quiet room and a quick check-in process. A family travelling with children may appreciate connecting rooms, additional towels and child-friendly dining options. Similarly, a regular guest may expect the hotel to remember their preferred room location or morning beverage.

Recognising these preferences allows hospitality professionals to move beyond standard service and create personalised experiences.

The Power of Personalisation in Hospitality

Personalisation is increasingly becoming a defining feature of successful hospitality businesses. Guests today expect services that reflect their individual needs rather than a uniform approach for everyone.

Consider a simple example from a hotel restaurant. A returning guest regularly orders green tea without sugar after dinner. On the next visit, the service associate remembers the preference and offers the same beverage without waiting for the guest to request it.

Although this is a small gesture, it communicates attentiveness, professionalism and genuine care.



Similarly, remembering that a guest prefers a feather-free pillow, requires a vegetarian meal or likes a particular newspaper can transform an ordinary hotel experience into a memorable one.

However, personalisation should always be based on relevant information, respectful interaction and the guest's consent. Staff must never make assumptions based on appearance, nationality or background.

How Hotels Can Identify Guest Preferences

Delivering guest preferences begins with effective communication and observation. Hospitality professionals can identify guest expectations through several methods:

1. Pre-arrival Communication: Hotels can communicate with guests before arrival to understand special requests, dietary requirements, room preferences and celebration arrangements.

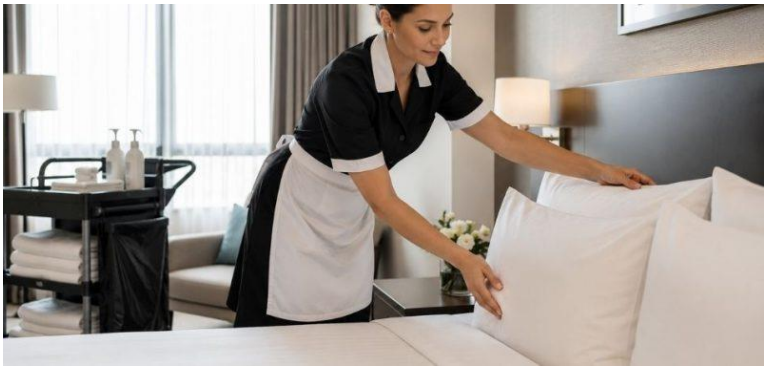
2. Guest History and CRM Systems: Customer Relationship Management systems help hotels maintain relevant records of previous preferences, service requests and feedback. This information enables different departments to provide consistent service.

3. Active Listening: Sometimes guests communicate their preferences indirectly. Staff members should listen carefully, ask appropriate questions and clarify requirements rather than making assumptions.

4. Observation and Attention to Detail: A restaurant associate who notices that a guest regularly requests less ice in their beverage can remember this preference for the next visit.

5. Feedback and Reviews: Guest feedback provides valuable information about what guests appreciate and where service delivery can improve.

Turning Preferences into Memorable Experiences



Delivering guest preferences requires coordination among all hotel departments. The Front Office may record a guest's request for a higher-floor room, while Housekeeping ensures the room is prepared accordingly. Food and Beverage teams may communicate dietary requirements to the kitchen, while Concierge staff can assist



with preferred travel arrangements.

For example, imagine a guest celebrating their wedding anniversary. During pre-arrival communication, the hotel learns about the occasion. The Front Office informs Housekeeping, which prepares a personalised room arrangement, while the Food and Beverage team coordinates a special dessert. The result is not simply a collection of services but a thoughtfully coordinated experience.

This demonstrates that exceptional hospitality is a team effort.

Technology: Supporting the Human Touch

Modern hospitality technology has made personalisation more efficient. Hotel Property Management Systems (PMS), CRM platforms, guest messaging applications and digital preference records help hotels maintain service consistency.

Artificial intelligence and data analytics can also help identify guest patterns and anticipate requirements. However, technology should support human interaction rather than replace it.

A digital system may remind an employee that a guest prefers a particular type of pillow, but it is the employee's warmth, courtesy and willingness to help that make the experience meaningful.

Hotels must also ensure that guest information is handled responsibly, securely and only for legitimate service purposes.

Challenges in Delivering Guest Preferences

Despite the importance of personalisation, hotels face several challenges. Preferences may not be recorded correctly, departments may fail to communicate, special requests may be difficult to fulfil during peak occupancy, and guest expectations may sometimes exceed operational capabilities.

The solution lies in proper staff training, accurate documentation, interdepartmental coordination and realistic communication.

Employees should also understand the importance of prioritising requests based on guest comfort, safety and operational feasibility. If a particular request cannot be fulfilled, staff should communicate politely and offer suitable alternatives.

Lessons for Future Hospitality Professionals

For hospitality students preparing to enter the industry, understanding guest preferences is an important professional competency. It requires more than technical knowledge; it demands emotional intelligence, patience, observation, communication skills and a genuine service attitude.

Students should develop the habit of listening carefully, remembering relevant details, respecting individual choices and taking ownership of guest requests.

A successful hospitality professional does not simply ask, "What does the guest want?" but also thinks, "How can I make this experience more comfortable and memorable?"

At its heart, hospitality is about people. Delivering guest preferences is not necessarily about expensive arrangements or extraordinary gestures. Often, it is the thoughtful execution of small details that creates the greatest impact.

A preferred cup of tea, a room prepared according to an individual requirement or a sincere acknowledgement of a special occasion can make guests feel valued.

The true measure of hospitality excellence lies in the ability to make every guest feel recognised, respected and cared for. When hotels successfully combine operational efficiency with personal attention, they create experiences that encourage guest loyalty, positive recommendations and lasting relationships.

Because great hospitality is not just about meeting expectations; it is about making every guest feel that their preferences truly matter.

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DISCOVERING THE FLAVOURS OF CHETTINAD



Indian cuisine is celebrated for its diversity, regional identity and extraordinary use of spices. Among its many culinary traditions, Chettinad cuisine holds a distinctive place for its bold flavours, aromatic spices and rich cultural heritage. Originating from the Chettinad region of Tamil Nadu, this cuisine is particularly associated with the Nattukottai Chettiar community, whose history of trade and travel influenced its food traditions.

Chettinad cuisine is not simply about spicy food; it is a fascinating combination of indigenous ingredients, traditional cooking methods and culinary influences developed over generations. Its distinctive character makes it one of the most recognisable regional cuisines of South India.

The History behind the Flavours

Chettinad is a historical region in Tamil Nadu, primarily associated with the Sivaganga district. The Chettiar community was traditionally involved in trade and business, with connections extending to Southeast Asia and other parts of the world. Their travels and commercial interactions introduced new ingredients, cooking influences and culinary ideas into their kitchens.

These influences blended with local Tamil food traditions to create a distinctive cuisine. Ingredients such as pepper, dried red chillies, cardamom, cinnamon, cloves and star anise became important components of its flavour profile.

Traditional Chettinad kitchens also relied heavily on locally available ingredients, freshly ground spice mixtures and seasonal produce. Recipes were often passed down through generations, preserving the authenticity of the cuisine.

The Secret Lies in the Spice Blend

One of the most important features of Chettinad cooking is its carefully balanced use of spices. Unlike cuisines that depend primarily on chilli heat, Chettinad cuisine develops complexity through the combination of roasted spices, aromatics and freshly prepared masalas.

Common ingredients include:

- **Black Pepper:** Provides warmth and a distinctive sharp flavour.
- **Dried Red Chillies:** Contribute heat, colour and depth.
- **Fennel Seeds:** Add a sweet, aromatic note.
- **Cumin and Coriander:** Form the foundation of many spice blends.
- **Cinnamon, Cloves and Cardamom:** Introduce warmth and fragrance.



- **Star Anise and Kalpasi (Stone Flower):** Provide distinctive aromatic characteristics.
- **Curry Leaves:** Add freshness and a recognisable South Indian flavour.

The spices are often dry-roasted before being ground into masalas. This process releases their essential oils and enhances the aroma of the final preparation.

Signature Dishes That Define Chettinad Cuisine

Chettinad cuisine offers an impressive range of preparations, from vegetarian specialities to meat and seafood dishes.

1. Chettinad Chicken: Perhaps the most recognised dish of this culinary tradition, Chettinad Chicken is prepared using a roasted spice paste, onions, tomatoes, curry leaves and coconut. The result is a rich, aromatic preparation with layers of flavour.

2. Chettinad Pepper Chicken: This popular preparation highlights the importance of black pepper. The chicken is cooked with freshly crushed pepper, fennel, curry leaves and other spices, creating a bold and aromatic dish.

3. Chettinad Fish Curry: Traditionally prepared with regional fish varieties, tamarind, tomatoes, curry leaves and freshly ground spices, this curry delivers a balanced combination of sourness, heat and aroma.

4. Kuzhi Paniyaram: A traditional snack made from fermented rice and lentil batter, cooked in a special mould. It can be prepared in both sweet and savoury versions.

5. Chettinad Vegetable Curries: Vegetables such as brinjal, drumstick, raw banana and potatoes are cooked with traditional masalas, coconut and tamarind to create flavourful vegetarian preparations.

6. Kavuni Arisi: A traditional dessert made using black rice, particularly associated with Chettinad food culture. It is commonly prepared with coconut and jaggery or sugar, offering a distinctive finish to a traditional meal.

Traditional Cooking Techniques

Chettinad cuisine demonstrates how cooking techniques influence flavour and texture. Dry-roasting spices before grinding them is a fundamental practice. Slow cooking allows the spices to blend with the other ingredients, while the careful tempering of mustard seeds, curry leaves and aromatics adds another layer of flavour.

Traditional kitchens frequently use earthenware vessels and heavy-bottomed cookware. These vessels help distribute heat evenly and support slow cooking.

Another important feature is the preparation of fresh masala pastes rather than relying entirely on commercially available spice powders. This preserves the aroma and character of the ingredients.

The Hospitality Connection: Food as an Experience

For hospitality professionals, Chettinad cuisine offers an excellent opportunity to understand how regional food traditions can become part of a memorable dining experience.

Hotels and restaurants can introduce Chettinad specialities through regional food festivals, themed buffet counters and curated South Indian menus. However, successful presentation requires more than simply preparing authentic recipes.

Food and Beverage professionals must understand the ingredients, explain the spice profile, guide guests through unfamiliar dishes and communicate dietary information accurately. Offering different spice levels can also help accommodate varying guest preferences without compromising the identity of the cuisine.

For culinary students, learning Chettinad cuisine provides practical exposure to spice identification, roasting techniques, masala preparation, flavour balancing and regional menu planning.

Preserving Tradition in Modern Kitchens

With growing interest in regional Indian food, Chettinad cuisine has found its place in contemporary restaurants and hotel menus. Chefs are experimenting with modern plating, lighter preparations and creative combinations while retaining traditional flavours.

However, innovation should not come at the cost of authenticity. Understanding the original ingredients, cooking methods and cultural significance is essential before adapting traditional recipes.

Chettinad cuisine reminds us that great food is not merely about taste; it is about heritage, identity and the stories that bring people together around the dining table.

Chettinad cuisine represents much more than a collection of spicy recipes. It reflects the history, trade connections, cultural identity and culinary wisdom of a community that has preserved its food traditions across generations.

For today's hospitality professionals, it offers an opportunity to appreciate India's regional culinary diversity and introduce guests to authentic flavours and experiences.

Every roasted spice, freshly ground masala and carefully prepared dish tells a story of tradition and craftsmanship.

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SMART HOUSEKEEPING: EXPLORING THE NEW GENERATION OF HOTEL HOUSEKEEPING EQUIPMENT

Housekeeping is one of the most important departments in hotel operations. A guest may admire the architecture, enjoy the food and appreciate the hotel's facilities, but the cleanliness, hygiene and overall appearance of the property strongly influence their impression of the establishment. Behind this consistent standard lies the contribution of housekeeping professionals and the equipment they use.

Traditionally, housekeeping relied heavily on manual cleaning methods, basic vacuum cleaners, mops, buckets and conventional laundry equipment. However, modern hotels are increasingly adopting advanced equipment, smart technology and automated cleaning solutions to improve productivity, maintain hygiene standards and reduce operational costs.

The new generation of housekeeping equipment is changing the way hotels manage guest rooms, public areas, washrooms, carpets and laundry operations. It is making housekeeping more efficient, sustainable and technology-driven.

1. Robotic Vacuum Cleaners and Autonomous Cleaning Machines



One of the most noticeable developments in hotel housekeeping is the introduction of robotic cleaning equipment. Autonomous vacuum cleaners and floor-scrubbing robots can navigate designated areas using sensors, cameras and mapping technology.

These machines are particularly useful in hotel corridors, banquet areas, conference facilities and large public spaces. They can operate according to scheduled cleaning programmes, reducing the need for repetitive manual work.

Some advanced robotic systems can identify obstacles, avoid guests and return to their charging stations automatically. Housekeeping associates can therefore concentrate on detailed cleaning, guest requests and quality inspections.

However, robotic equipment requires supervision, programming and regular maintenance to ensure effective performance.

2. Advanced Cordless Vacuum Cleaners

Modern cordless vacuum cleaners have become valuable tools for hotel room attendants. Unlike traditional wired machines, these equipment offer greater mobility and flexibility, especially when cleaning guest rooms, corridors, upholstery and difficult-to-reach areas.

Many new models feature powerful suction, HEPA filtration systems, lightweight designs and rechargeable batteries.

HEPA filtration helps capture fine airborne particles, making these machines useful for maintaining indoor cleanliness. Their compact design also allows easier storage and movement between floors.

For housekeeping departments, investing in suitable cordless vacuum cleaners can improve productivity while reducing the inconvenience of managing electrical cables.

3. Modern Floor Scrubbing and Polishing Machines

Hotels with extensive flooring require specialised equipment to maintain appearance and hygiene. Modern automatic floor scrubbers combine water application, mechanical scrubbing and drying in a single operation.

These machines are particularly useful in hotel lobbies, restaurants, corridors, kitchens and banquet areas.

Advanced models offer adjustable water flow, cleaning pressure and speed settings. Some battery-operated machines also feature energy-efficient systems and improved manoeuvrability.

Single-disc machines, high-speed burnishers and orbital scrubbers continue to play an important role in maintaining different floor surfaces.

The selection of equipment must always consider the flooring material, as marble, granite, ceramic tiles and wooden flooring require different cleaning approaches.

4. Electrostatic Sprayers and Advanced Disinfection Equipment



Maintaining hygiene is a major responsibility of hotel housekeeping. Modern electrostatic sprayers are designed to apply disinfectant solutions more evenly across suitable surfaces.

These devices electrically charge liquid droplets, helping them adhere to compatible surfaces. They can be useful for selected applications in public areas, washrooms, fitness centres and other shared spaces.

However, electrostatic spraying should not replace routine cleaning. Hotels must use approved chemicals, follow manufacturer instructions and observe appropriate contact times, ventilation requirements and safety precautions.

The correct selection of disinfectants and trained handling remain essential for effective hygiene management.

5. Steam Cleaning Machines

Steam cleaning equipment is increasingly being used for specialised housekeeping applications. These machines use high-temperature steam to assist in cleaning suitable surfaces, including selected bathroom fittings, tiles, grout lines and certain upholstery materials.

Steam cleaning can reduce dependence on some chemical cleaning agents, depending on the application.

It is particularly useful for removing stubborn dirt and grease from compatible surfaces. However, it should not be used indiscriminately on delicate fabrics, wooden surfaces or heat-sensitive materials.

Housekeeping employees must be trained to understand the correct temperature, pressure and surface compatibility before operating steam equipment.

6. Advanced Carpet and Upholstery Cleaning Machines



Carpets and upholstered furniture are important elements of hotel interiors. They require regular maintenance to retain their appearance and prevent the accumulation of dust and stains.

Modern carpet extraction machines spray a cleaning solution into the carpet and extract it along with loosened dirt. Low-moisture carpet cleaning machines offer another option where faster drying is desirable.

Upholstery cleaning equipment is also designed to clean sofas, chairs, mattresses and fabric-covered furniture.

Some hotels are adopting specialised spot-cleaning machines that allow housekeeping teams to treat stains quickly without undertaking a complete carpet-cleaning operation.

7. Smart Laundry Equipment

Laundry operations form a major part of hotel housekeeping, particularly in large hotels with high room occupancy.

Modern commercial washing machines and dryers offer programmable wash cycles, automatic detergent dosing, load sensing and water-saving features.

Some advanced systems monitor energy and water consumption and provide operational data that helps laundry managers improve efficiency.

Contemporary laundry equipment also includes high-speed washer extractors, automated ironing systems, flatwork ironers and steam finishing machines.

These technologies help hotels improve linen quality, maintain consistency and manage large laundry volumes with greater precision.

8. Digital Housekeeping Trolleys and Smart Inventory Systems

The traditional housekeeping trolley is also evolving. Modern housekeeping trolleys are designed with ergonomic handles, organised storage compartments, separate linen sections and dedicated spaces for cleaning supplies and waste.

Some hotels are experimenting with smart inventory systems using RFID technology and digital tracking. These systems help monitor linen movement, cleaning supplies and equipment availability.

Mobile housekeeping applications allow supervisors to allocate room assignments, monitor cleaning status, report maintenance issues and coordinate with the Front Office in real time.

This integration reduces communication gaps and improves room turnaround time.

9. Sustainable and Energy-Efficient Equipment

Sustainability is becoming an important consideration in hotel operations. Hotels are increasingly looking for housekeeping equipment that consumes less water and electricity and supports responsible chemical usage.

Examples include:

- Microfibre cleaning systems that reduce water and chemical consumption.
- Battery-operated cleaning machines with efficient charging systems.
- Automatic chemical dilution equipment that prevents unnecessary chemical usage.
- Water-efficient laundry machines.
- Reusable and washable cleaning materials.
- Equipment designed for longer service life and easier maintenance.

Sustainable housekeeping is not simply about purchasing environmentally friendly equipment; it also involves responsible usage, preventive maintenance and employee awareness.

What Future Housekeeping Professionals Need to Learn

For hospitality students, understanding modern housekeeping equipment is becoming an essential industry skill. Future housekeeping professionals must develop the ability to select appropriate equipment, operate machines safely, understand cleaning chemicals and maintain equipment according to standard operating procedures.

They should also learn about equipment productivity, maintenance schedules, operating costs and return on investment.

Technology will continue to support housekeeping operations, but the human element will remain equally important. Attention to detail, cleanliness standards, guest privacy, personal presentation and service orientation cannot be replaced by machines.

The modern housekeeping department is moving beyond conventional cleaning methods towards technology-enabled operations. Robotic cleaners, advanced vacuum systems, automated laundry equipment, digital inventory solutions and sustainable cleaning technologies are redefining the department's capabilities.

For hotels, these innovations offer opportunities to improve productivity, maintain consistent standards and create safer working environments. For hospitality professionals, they create opportunities to develop new technical and managerial competencies.

Ultimately, equipment alone cannot guarantee excellence. The real difference comes from combining the right technology with trained employees, effective supervision and a strong commitment to cleanliness.

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EXPLORING GOA'S INDIGENOUS BEVERAGES



Goa is famous for its golden beaches, Portuguese-influenced architecture, vibrant festivals and diverse culinary traditions. However, another important part of its cultural identity lies in its traditional alcoholic beverages. Among these, Feni holds a special place as one of India's most distinctive indigenous spirits.

Unlike commercially produced alcoholic beverages, traditional Goan drinks reflect the region's agricultural practices, tropical climate, local ingredients and generations of craftsmanship. From the famous Cashew Feni to the seasonal Urrak and locally produced coconut spirits, Goa offers a fascinating journey into the world of traditional beverage production.

For hospitality professionals and students, understanding these beverages provides valuable insight into regional beverage culture, traditional distillation and the growing importance of indigenous products in tourism.

Cashew Feni: The Pride of Goa



Cashew Feni is perhaps the most recognised traditional alcoholic beverage of Goa. It is produced from the juice of ripe cashew apples, the fleshy fruit attached to the cashew nut.

Interestingly, the cashew tree is not originally native to India. It was introduced to Goa by the Portuguese during the sixteenth century, primarily for agricultural and environmental purposes. Over time, local communities developed the art of extracting and fermenting cashew apple juice to produce Feni.

The traditional production process begins with the collection of ripe cashew apples. The fruits are crushed to extract their juice, which is then naturally fermented. The fermented liquid undergoes distillation in traditional copper or other suitable stills.

The resulting spirit is known for its distinctive fruity aroma and strong character. Its flavour profile can vary depending on the quality of fruit, fermentation conditions and distillation techniques.

Cashew Feni received Geographical Indication (GI) recognition in 2009, highlighting its unique association with Goa and its traditional production heritage.

Urrak: The Seasonal Spirit



Before the final Cashew Feni reaches its familiar form, another interesting beverage emerges during the distillation process: Urrak.

Urrak is a seasonal, relatively lower-strength spirit produced during the cashew harvesting season. It is generally obtained during the first stage of traditional cashew spirit distillation.

Unlike Feni, which is stronger and more concentrated, Urrak has a lighter character with fresh, fruity and aromatic notes.

It is particularly popular in Goa during the summer months. Traditionally, it is enjoyed in simple preparations with lime, soda, water or local mixers.

Urrak is closely associated with Goa's seasonal lifestyle and reflects how local communities make use of agricultural produce during the cashew harvest.

Coconut Feni: A Traditional Alternative

Although Cashew Feni receives greater attention, Goa also has a traditional connection with coconut-based spirits.

Coconut Feni is produced using fermented coconut sap, commonly known as toddy. The sap is collected from coconut flower stalks and allowed to ferment before undergoing distillation.

The production process requires considerable skill, particularly during sap collection and fermentation. The resulting spirit has a different flavour profile from Cashew Feni, reflecting the characteristics of its raw material.

Coconut-based Feni represents another dimension of Goa's traditional beverage heritage and demonstrates the importance of coconut cultivation in the state's food and beverage culture.

Goan Port Wine and Local Wine Culture



Goa's Portuguese heritage has also influenced its wine culture. Local wine producers have developed fruit wines and fortified or port-style wine preparations, inspired by European traditions.

Traditional Goan fruit wines may use locally available ingredients such as cashew apple, pineapple, grapes and other seasonal fruits.

Port-style wines are generally richer and sweeter than conventional table wines, making them suitable for certain dessert and after-meal applications.

In the hospitality industry, these beverages provide opportunities to introduce guests to Goa's Portuguese-influenced food and beverage traditions.

Traditional Production and Craftsmanship

The production of traditional Goan spirits involves several important stages:

Harvesting: Selecting ripe cashew apples or collecting fresh coconut sap.

Extraction: Separating juice from the fruit or collecting sap.

Fermentation: Allowing natural or controlled fermentation to convert sugars into alcohol.

Distillation: Separating and concentrating alcohol through traditional distillation methods.

Storage and Maturation: Managing the finished spirit in suitable food-grade containers and following appropriate storage practices.

Traditional distillers depend on experience, observation and knowledge passed down through generations. Modern producers increasingly combine traditional craftsmanship with improved hygiene, quality control and regulated production practices.

Feni in Modern Hospitality

Goan traditional spirits are gradually receiving greater recognition in India's hospitality and tourism industry. Luxury hotels, independent bars and specialised restaurants are introducing Feni-based cocktails and regional beverage experiences.

Bartenders experiment with ingredients such as kokum, lime, local spices, tropical fruits and herbs to create contemporary interpretations of traditional Goan drinks.

For example, Cashew Feni can be used as the base spirit in a tropical cocktail, while Urrak can feature in lighter seasonal preparations.

Hotels can also organise regional beverage showcases and tasting experiences to introduce visitors to Goa's indigenous drinks.

For hospitality students, learning about Feni offers practical exposure to beverage identification, spirit classification, flavour profiling, cocktail preparation and responsible beverage service.

Responsible Service and Preservation of Heritage

As traditional alcoholic beverages gain popularity, maintaining quality, authenticity and responsible consumption becomes important.

Hospitality professionals must understand applicable licensing regulations, legal drinking ages, standard serving practices and responsible alcohol service. They should also be familiar with the strength and characteristics of different spirits.

The preservation of traditional production knowledge is equally important. Supporting legitimate local producers, maintaining quality standards and educating visitors about the cultural origins of these beverages can help protect Goa's beverage heritage.

More than Just a Drink

Goan traditional alcoholic beverages represent a fascinating combination of agriculture, history, craftsmanship and cultural identity. Cashew Feni, seasonal Urrak and coconut-based spirits are not merely drinks; they are expressions of a heritage that has evolved over generations.

For the hospitality industry, these beverages offer an opportunity to promote regional identity, enrich beverage menus and create authentic experiences for travellers.

As India's hospitality sector increasingly celebrates local ingredients and indigenous culinary traditions, Goan spirits deserve their place in the spotlight.

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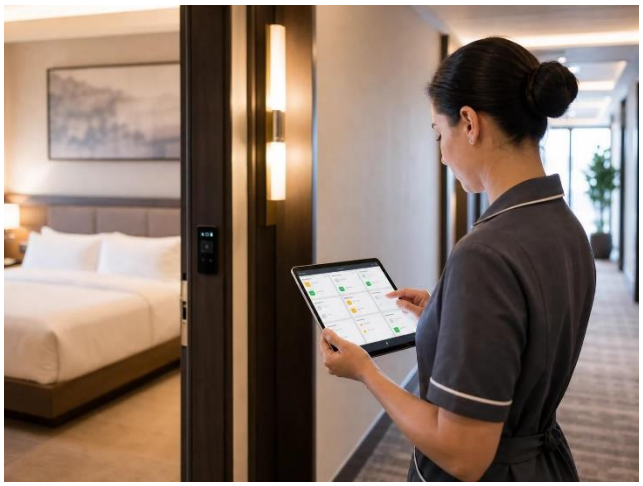
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SPEAK, CONNECT, SUCCEED: THE NEW LANGUAGE OF HOSPITALITY



Hospitality is an industry where every interaction creates an impression. From welcoming a guest at the hotel entrance to resolving a restaurant complaint, communication determines how people feel about the service they receive. A warm greeting, a confident conversation or a thoughtful response can transform an ordinary interaction into a memorable experience.

However, communication in the modern hospitality industry has moved far beyond face-to-face conversations. Technology, artificial intelligence, social media and changing guest expectations have introduced new ways of connecting with people. For today's hospitality students, mastering this new language is essential for professional success.

Technology: The New Communication Partner

Technology has transformed how hotels, restaurants and tourism organisations communicate with their guests. Property Management Systems (PMS), Customer Relationship Management (CRM) platforms, mobile applications and digital messaging systems enable employees to exchange information quickly and efficiently.

Guests can now check in through mobile applications, request room services digitally, receive booking confirmations and communicate with hotel teams through messaging platforms.

Artificial Intelligence (AI) is adding another dimension to this transformation. Chatbots and virtual assistants can answer routine questions, provide booking information and assist with basic guest enquiries. Translation applications also help employees communicate with international travellers who speak different languages.

However, technology should support rather than replace human interaction. A digital system can process a request, but a genuine smile, empathy and personal attention create emotional connections.

The Power of Verbal and Non-Verbal Communication

Effective communication involves much more than choosing the right words. Tone of voice, facial expressions, posture, gestures and eye contact all influence how a message is received.



A Front Office Associate welcoming a guest should demonstrate confidence, warmth and professionalism. Similarly, a restaurant associate explaining a menu should communicate clearly and patiently, ensuring that the guest feels comfortable asking questions.

Non-verbal communication is particularly important when dealing with guests who may be anxious, dissatisfied or unfamiliar with the hotel environment.

Hospitality students must therefore develop clear speaking abilities, positive body language, active listening and professional presentation skills.

Digital Etiquette: Professionalism in the Online World

In the modern workplace, employees frequently communicate through emails, WhatsApp groups, video meetings and internal messaging applications. Professional digital etiquette has consequently become an important workplace competency.

A well-written email, a timely response and a clear message demonstrate discipline and professionalism. Employees should avoid informal abbreviations in official communication, respect workplace communication boundaries and protect confidential guest information.

For hospitality students, developing professional writing skills is equally important. They should know how to prepare emails, reports, presentations and formal responses to guest enquiries.

Emotional Intelligence: Understanding People

The ability to understand emotions and respond appropriately is one of the most valuable qualities of a hospitality professional.

Guests do not always communicate their concerns directly. Sometimes frustration, disappointment or confusion is reflected through their tone and behaviour. Employees who practise active listening and demonstrate empathy can identify these concerns before they escalate.

For example, when a guest complains about a delayed room allocation, the employee should listen without interruption, acknowledge the inconvenience, apologise sincerely and explain the next course of action.

Emotional intelligence helps professionals remain calm under pressure, manage disagreements and build lasting relationships.

Social Media and Personal Professional Branding

Social media has become an important platform for hospitality businesses to promote services, engage customers and manage their reputation.

Platforms such as Instagram, Facebook and LinkedIn allow hotels and restaurants to communicate directly with their audiences. Guest reviews, photographs and online recommendations can significantly influence customer decisions.

Hospitality professionals must understand the importance of responding politely to online feedback and maintaining appropriate digital behaviour.

Students should also build their own professional identity through platforms such as LinkedIn by highlighting internships, certifications, achievements, industry knowledge and career interests.

Cross-Cultural Communication: Connecting with the World



Hospitality is a global industry that brings together people from different nationalities, cultures and backgrounds. Understanding cultural differences is essential for providing inclusive and respectful service.

Greetings, personal space, gestures, dining customs and communication styles can vary across cultures.

Employees must avoid assumptions and remain sensitive to individual preferences.

Learning additional languages, understanding cultural traditions and communicating without prejudice can give hospitality students a competitive advantage in international hotels, cruise lines and tourism organisations.

Developing the Communication Leaders of Tomorrow

Modern hospitality employers expect graduates to possess a balanced combination of technical knowledge and interpersonal skills.

Students should actively participate in group discussions, presentations, mock interviews, role-plays and industry internships. They should practise professional email writing, learn digital hospitality platforms and develop the confidence to communicate with guests and colleagues.

Most importantly, they must understand that effective communication is a continuous learning process. The ability to adapt one's communication style according to the situation is what distinguishes an average employee from an outstanding hospitality professional.

Speak with Confidence, Connect with Purpose

The hospitality industry will continue to evolve through artificial intelligence, automation and digital innovation. Yet, the importance of human connection will remain at its heart.

Successful hospitality professionals will be those who combine technological awareness with emotional intelligence, cultural sensitivity, professional etiquette and effective communication.

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About the Author:

Ankush Gautam holds a B.sc in Hospitality and Hotel Administration from IHM Hamirpur. With over 8 years of experience with a hotel and Cruise line, he is a passionate Faculty and Research Enthusiast at UEI Global Chandigarh.

ALL IN A DAY'S WORK



UEI GLOBAL PUNE

Housekeeping Practical Session:

Bed Making Process

UEI GLOBAL CHANDIGARH

Food and Beverage Practical Session:

Various types of Napkin Folds





UEI GLOBAL PUNE

Food Production Practical Session:

Macher Jhol
Chenna Poda
Pitika

UEI GLOBAL PUNE

Housekeeping Practical Session:

Boucher Making Practice





UEI GLOBAL
LUCKNOW

Food Production Practical Session:

Penne in Cheese Sauce
Penne in Arrabbiata Sauce
Garlic Bread

UEI GLOBAL
LUCKNOW

Food and Beverage Practical Session:

Guest Meet, Receive, Greetings and seating





UEI GLOBAL AGRA

Food Production Practical Session:

Cream of Mushroom Soup
Tomato Puree soup
Corn chowder

UEI GLOBAL TRIVANDRUM

Food and Beverage Practical Session:

Various types of Napkin Folds









UEI GLOBAL LUCKNOW

Front Office Practical Session:

Guest Reservation Process

UEI GLOBAL JAIPUR

Food Production Practical Session:

Types of Egg Preparations-

Scrambled Eggs
Plain & Stuffed Omelette
Eggs Benedict
Devilled Eggs














UEI GLOBAL PUNE

Food Production Practical Session:

Mulligatawny Soup
Fish Amritsari
Kadhai Fish
Dum Aloo
Steamed Rice

UEI GLOBAL PUNE

Food Production Practical Session:

Chicken Allemande
Chicken Cacciatore
Oliver tapenade







UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Platter to Plate Service

UEI GLOBAL DELHI

Food Production Practical
Session:

Cuts of Fish
Baked Fish with herb
potatoes and tossed
Veggies.
Fish Velouté
Fish n lemon Soup





UEI GLOBAL LUCKNOW

Food Production Practical Session:

Penne in Cream and Arrabbiata Sauce

UEI GLOBAL LUCKNOW

Food and Beverage Practical Session:

Layout of Table Cover





UEI GLOBAL LUCKNOW

Food and Beverage Practical Session:

Pre-Plated and Platter to Plate Service

UEI GLOBAL CHANDIGARH

Food Production Practical Session:

Cocktail Potatoes
Eggs Benedict





UEI GLOBAL JAIPUR

Food Production Practical Session:

Vanilla Sponge
Chocolate Sponge
Swiss Roll
Tea Cake

UEI GLOBAL JAIPUR

Food Production Practical Session:

Ajwain Cookies
Chocolate Chip Cookies
Coconut Cookies
Checkerboard Cookies
Marble Cookies





UEI GLOBAL LUCKNOW

Front Office Practical Session:

Guest Registration Process

UEI GLOBAL AGRA

Food Production Practical Session:

Cream of Mushroom Soup
Tomato Puree soup
Corn chowder





UEI GLOBAL DELHI

Front Office Practical Session:

Telephone Etiquette for Guest Acknowledgements

UEI PATHWAY TO NEW OPPURTUNITIES



UEI Global Education Jaipur
And
IBIS, Accor Group, Jaipur

We are proud to announce the signing of a Memorandum of Understanding (MoU) between **UEI Global Education** and **Hotel IBIS**, Jaipur, marking the start of a significant partnership focused on developing the next generation of hospitality professionals.

At UEI Global, we value learning beyond the classroom. This collaboration reflects our commitment to offering students valuable opportunities through industrial visits, internships, hands-on experiences, expert interactions, and professional development.

We bridge the gap between academic knowledge and real-world hospitality by partnering with industry leaders like Hotel IBIS, part of the ACCOR Group in Jaipur. These collaborations provide students with valuable industry exposure, practical skills, and confidence to succeed in the dynamic hospitality sector.

Together, we are shaping the future of hospitality—investing in talent, fostering excellence, and preparing tomorrow's leaders for successful and rewarding careers.

Hotel IBIS, Jaipur
Mr Pankaj Jha – General Manager, Hotel IBIS, Jaipur, Accor Group
Mr Himanshuu Tiwari – People and Culture Manager, Hotel IBIS, Accor Group

UEI Global, Jaipur
Mr Dinesh Kumar – Deputy Director, Institute
Mr Praveen Rai – Faculty, Room Division & Placement Coordinator





SEMINARS AND INDUSTRY VISIT



UEI GLOBAL LUCKNOW

Mercure Lucknow

Students Participation at Accor Group Management Training Program

UEI GLOBAL DELHI

World Food Day

an insightful seminar on the occasion of **World Food Day**, creating awareness about food security, sustainable food practices, healthy eating habits and the importance of reducing food wastage.





UEI GLOBAL CHANDIGARH

Students Visit was organised at **Ayush Integrated Hospital**, for an informative session on first aid and basic wound management.

UEI GLOBAL TRIVANDRUM

Fire Safety Mock Drill to create awareness among students about fire prevention, emergency response and evacuation procedures. The drill provided hands-on exposure to essential fire safety measures, the correct use of fire extinguishers and the importance of remaining calm during emergencies.





UEI GLOBAL LUCKNOW

PARK INN
By Radisson

Students gain practical exposure to all major hotel departments, including Food Production, Food and Beverage Service, Front Office, and Housekeeping. The visit enhanced students' understanding of hotel operations and professional hospitality practices.

UEI GLOBAL TRIVANDRUM

Domino's Pizza

Students were provided with practical exposure to Quick Service Restaurant (QSR) operations. The visit offered valuable insights into food preparation, kitchen operations, customer service, order management, hygiene standards and quality control.





UEI GLOBAL PUNE

Radisson Hotel Lonavala

HR Manager: Mr Harsh Chand

The discussion and opportunities were provided to students for hands-on training, practical workplace experience and an understanding of professional hotel operations.

UEI GLOBAL LUCKNOW

Participation in Career Fair at Sunbeam- Ayodhya and Mau









UEI GLOBAL DELHI

Student's explored the hotel front & back areas wherein they got hands on experience of the operations held at the hotel

STUDENTS SUCCESS AND ACHIEVEMENTS



Mr. Abu Osama
Batch 2021-24

Team Leader- Food and Beverage
Hotel Taj Mahal, Lucknow

Ms. Manya
Batch: 2024-27

F&B Associate
Marriott Marquis
New Delhi





Mr. Tanishq Mahajan
Batch: 2022–2024

Demi Chef de Partie
Bessie’s Restaurant, Sydney
Australia



Our Institutes

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

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