

SOPHOS

(Be smart, Stay skilled)



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Note from the Editor's desk

SOPHOS is growing slowly and steadily becoming a strong medium of expression of our core values and strengths to a larger audience. We hope to motivate more and more youth into the hospitality Industry. Hospitality industry is ideally a natural choice for Indians as it suits our personality and culture best. UEI will continue to facilitate this journey with quality education and skills training along with scholarships.

We continue to be committed to our core values of trust, assurance, inclusivity, sincerity and honesty towards all our stake holders, internal and external. Our resolve to deliver our best is strengthened by the inspiration and success stories that we will continue to share with you in various editions.

We will continue to work closely with the industry to identify and understand their diverse requirements and develop our students skilfully and proactively to meet their evolving needs. We support our students throughout their careers with a focused & timely approach to subsist our motto - Education to Employment.

The main focus of April 2025 is the beginning of Placement Drive for Session 2024-25. These drives provide a platform for students to showcase their skills, gain industry exposure and secure promising job opportunities

UEI Global is proud of its committed academic members who have won honors for their outstanding contributions to the industry. Furthermore, UEI Global has recognised by prestigious Organisation as a “Top Institute in Hotel Management in India” for its commitment to quality education, skill development, and student success in the hospitality and management sectors.

Enjoy the informative articles on Active Listening Is The Key Skill In Hospitality Communication, Smart Tools And Apps In Housekeeping Management, Contactless Payments And Digital Menus In Hotel, Storing Ingredients The Right Way: Cold Chain Management, Role Of Word Of Mouth In Hospitality Industry and an Interview with a Leading Hospitality Professional.

Warm Regards,
Amit Moon

THE INTERVIEW

Mr. Pratap Sharma
Senior Manager - Human Resources

The Oberoi Sukhvilas Spa Resort
Chandigarh



Human resources (HR) plays a crucial role in the hospitality industry. By hiring, training, and supporting the right employees, HR ensures high service standards and guest satisfaction. HR is also responsible for maintaining compliance with employment laws, fostering a safe and inclusive workplace, and addressing employee concerns through clear policies and procedures.

Additionally, HR oversees compensation and benefits, develops training programs to enhance employee skills, and promotes diversity and inclusion within the workforce. Streamlining HR processes through innovative solutions can improve efficiency and employee engagement.

Q1. How is Employee Engagement crucial to the retention of staff?

Employee engagement is a major challenge in the hospitality industry. Many staff members feel disconnected from their roles, which leads to lower productivity, poor customer service, and high employee turnover. These problems can seriously affect a business's ability to deliver quality service and maintain a stable team.

To foster a more engaged workforce, companies can implement regular feedback and recognition programs, ensuring employees feel valued for their contributions. Conducting employee pulse surveys provides valuable insights into workplace morale while involving staff in decision-making enhances their sense of belonging. Additionally, offering career growth opportunities and leveraging technology for seamless collaboration can help create a more motivated and connected team.

Q2. What is the Difficulty faced in hiring skilled employees?

Finding skilled personnel in the hospitality industry is a persistent challenge, as many roles require specialized expertise. Yet, there is often a shortage of qualified applicants. To attract top talent, businesses can enhance their recruitment efforts by offering competitive salaries, comprehensive benefits, and professional development opportunities.

Additionally, leveraging technology like Voice over Internet Protocol (VoIP) can streamline the hiring process. VoIP enables remote interviews, allowing HR teams to connect with candidates across different locations without travel costs. This approach broadens the talent pool and makes recruitment more efficient, ensuring businesses find the right people to maintain high-quality service.

Q3. How do you manage the High staff turnover rates?

High staff turnover is a major challenge in the hospitality industry, with significant costs tied to recruitment and training. A turnover rate of 130.7% in 2020 highlights the instability many businesses face in retaining employees.

To address this issue, improving workplace conditions is essential. Offering competitive salaries, ongoing training opportunities, and recognition programs helps create a supportive work environment that encourages loyalty. Strong communication and clear career progression pathways can also reduce turnover by making employees feel valued and invested in their roles.

Q4. How does an implementing effective training programme help employees?

In the hospitality industry, effective training programs are crucial due to high employee turnover. A well-structured training system ensures that staff receives proper guidance, equipping them with the skills necessary to succeed in their roles.

To maximize learning outcomes, businesses should incorporate a mix of training methods, including hands-on experience and digital learning platforms. Additionally, providing continuous educational opportunities helps employees stay informed about evolving industry practices, enhancing their expertise and adaptability.

Q5. Could you please highlight specific strategies that hospitality businesses have or should use to promote diversity and inclusivity?

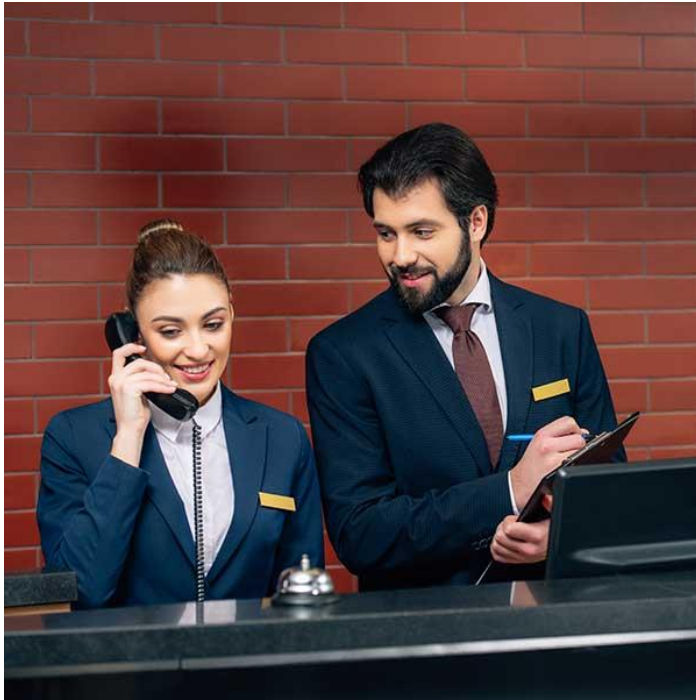
Diversity plays a crucial role in the hospitality industry, where hotels and restaurants serve guests from diverse cultural backgrounds. A workforce that reflects this diversity can better meet customer needs while fostering an inclusive atmosphere. To promote inclusivity, businesses should ensure equal opportunities for all employees, regardless of gender, race, or religion. Providing diversity training helps staff gain a deeper understanding of different cultures, enhancing both workplace harmony and customer interactions.

Additionally, partnering with local organizations to recruit employees from various backgrounds strengthens inclusivity. These efforts not only improve workplace dynamics but also boost the company's reputation as an equitable and welcoming employer.

Interviewed By:

Mr. Diwakar Kumar is Faculty of Food and Beverage at Chandigarh. He has done his Masters in travel and tourism having an experience of 18 years which includes Hotel The Oberoi, New Delhi and Costa Cruises, Italy and Royal Caribbean International Cruises USA.

ACTIVE LISTENING IS THE KEY SKILL IN HOSPITALITY COMMUNICATION



You might think you are an active listener because you try to concentrate and show that you understand by nodding your head or paraphrasing what is said, but active listening is way more than that. It includes learning to read subtle verbal and nonverbal cues like body language, the tone used, the pitch of the voice and refrain from any emotional responses. You should be able to read between the lines. You have to be an empathetic listener. Empathy is the ability to think from another person's point of view and share another person's feelings and emotions. Active

listening is turning a conversation into a two-way interaction.

As per “How to Become a Better Listener” by Robin Abrahams and Boris Groysberge, active listening is dissected into three key aspects:

- **Cognitive** – Paying attention to all the information, both explicit and implicit, that you are receiving from the other person, comprehending, and integrating that information
- **Emotional** – Staying calm and compassionate during the conversation, including managing any emotional reactions (annoyance, boredom) you might experience
- **Behavioral** – Conveying interest and comprehension verbally and non-verbally

Active listening is an on-going journey and even minor improvements can make a big difference. Active listening is extremely important in the hospitality industry, due to the expectations of superior quality and service satisfaction by diverse and demanding customers. It is a powerful tool to show the guests that you care about

Their needs, preferences and feedback that you are willing to go the extra mile to meet their expectations. This helps in building trust and rapport with the guests. Active listening helps in maintaining a professional and courteous manner in handling complaints, requests, and suggestions, and swiftly resolves any issues that may come up. This also helps in the work front with your managers and colleagues where you are expected to be efficient and effective in your role. Active listening helps in teamwork, collaboration and mutual support. By being an active listener, you can also improve by learning from others. It also allows you to share your ideas and opinions with your peers.

The Impact of Active Listening on Guest Satisfaction

- **Effective Resolving of Issues:**

Active listening helps to understand and address guest issues more effectively. By fully understanding the

Guest's concerns, staff can offer solutions that are tailor-made. This personal touch to problem-solving can significantly improve guest satisfaction. It shows that the hotel is genuinely concerned about the guest's experience. Effectively resolving issues in tandem with active listening can switch negative experiences into positive outcomes.

- **Personalization of Guest Experience:**

Active listening can help understand guests' preferences and expectations, allowing for a more personalized service like room location, dietary restrictions, or acknowledging their interest in local attractions. By enabling these preferences, the hotel can create a personalized experience that will make guests feel valued and understood. Personalization due to active listening is the key to exceeding guest expectations and fostering loyalty.

Active listening is of utmost importance in hospitality communication. It allows employees to understand guest needs, build rapport, resolve issues, and create exceptional experiences, which leads to higher customer satisfaction and loyalty.

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SMART TOOLS AND APPS IN HOUSEKEEPING MANAGEMENT



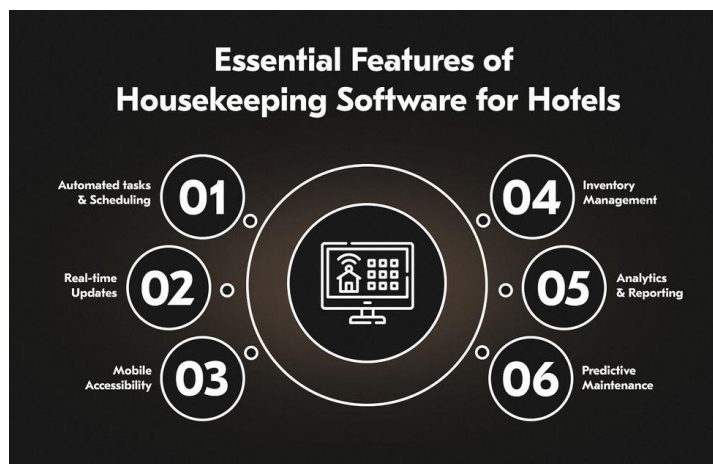
The hotel industry is changing in this fast-paced world of present due to the use of various technologies housekeeping managing department is one the newest department areas that is experiencing these changes in housekeepers' traditional cleaning and operating

processes are being drastically changing with the help of modern tools which is making them more efficient and guest-friendly.

As per recent scenarios in housekeeping, smart tools are those modern machinery and smart gadgets which are helping in streamline regular maintenance work and cleaning duties. For example, vast areas of the property can be cleaned without the help of housekeeping personnel by using automatic floor scrubbers and robotized vacuum cleaners. These machines guarantee uniform and deeper cleaning as per the hotel's standards while simultaneously lowering labour costs.

Apart from this, devices with Internet accessibility (IoT) have the capability of monitoring machine status, tracking usage patterns, and notifying the user about the maintenance requirements prior to malfunctions. For laundry using Smart washing systems, can monitor linen usage, detect wear and tear, and help eliminate waste. Also enabling better predictive maintenance which in turn guarantees a smooth flow of operations and helps in preventing unexpected breakdowns.

The core foundation of modern-style tech-enabled housekeeping management is through mobile applications. Nowadays Apps for housekeeping teams are capable of providing quality control over staff along with efficient inventory management, task monitoring features and real-time communication assistance.





With the help of these applications, Housekeeping managers can assign jobs, track progress, and get real-time updates using just their phone or work tab. Apart from core housekeeping cleaning, staffing and management work these Tools and applications improve in increasing guest satisfaction as well by incorporating Real-time

room status tracking Apps in the hotel's systems which is one of the most well-liked features apps currently for any hospitality-based businesses. The software in these app systems notifies the cleaning staff to clean the room as soon as the guest checks out, and it automatically updates the front desk after the room is cleaned and about the fully prepared room for the next arrival making both increases in guest happiness and reduction in room turnover time ultimately improving interdepartmental relationship more smooth and hassle-free.

Post-COVID-19 epidemic nowadays Digital checklists are being used for assistance in making sure that all cleaning procedures are followed, which is particularly crucial for today's more cautious work environment and place. The Hotel's management finds it easier to comply with these checklists since they are adaptable and can be modified when any policies change.

The use of smart tools and apps provides numerous benefits, including an increase in efficiency and time savings by allowing the use of automated assistance tools for housekeeping staff to complete tasks more quickly and accurately, which leads to the department's cost to be saved by reducing manual labour and optimization use of inventory use. On the other hand, data-driven applications provide effective decision-making since smart systems provide performance data that lets managers identify and pinpoint areas in need of development or strategic change. Team collaboration and work are improved by the improvement in communication systems and apps which avoids any misunderstanding or hassle among them, They also incorporate real-



Scrubbing Machine



Box Sweeper



Polishing Machine



Vapor Cleaning Machine



Vacuum Cleaner



time updates and notifications for faster service and constant. Cleanliness enhances the overall guest experience, which eventually leads to higher guest satisfaction.

Despite these benefits, implementing all these smart and modern technologies presents

certain problems. The initial costs of purchasing these modern types of machinery, applications or software systems are quite expensive along with this the training employees might also incur heavy costs and also require time and an expert to train the staff adding to an extra cost. Furthermore, some employees may oppose these changes because they are unfamiliar with this digitalization. Another key Demotivating factor is maintaining cyber security and data privacy of businesses' highly sensitive Data, particularly when guest's data is involved. To address these challenges, firstly management should invest in user-friendly technology, provide proper training, and should include employees in the implementation process to ensure successful and smooth acceptance.

The future of the housekeeping Department appears to be becoming more digitalized as technology is constantly advancing. Based on guest's behaviour, artificial intelligence (AI) and machine learning may soon be able to forecast cleaning or maintenance requirements.

Hotel rooms may soon have voice-activated assistants that can let guests use smart devices to make direct requests for cleaning or any housekeeping-related services in coming future.

Over time, using smart housekeeping tools and applications not only will make operations more efficient for the housekeeping department but will also put hotels and facilities in a more competitive world of a future tech-savvy market.

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Mrs. Aditi Shrivastava is faculty at working with UEI Global Institute, Jaipur. She has diverse experience in Food and Beverage Department With the working experience of almost all major types of F&B outlets of big established hospitality brands across in India. She always supports the idea of "always be a student" in order to achieve great heights in your career.

CONTACTLESS PAYMENTS AND DIGITAL MENUS IN HOTEL

Information Technology plays a major role in enabling and supporting contactless payments and digital menus, especially in industries like retail, hospitality and food service. IT supports contactless payments and digital menus by enabling secure and efficient transactions and menu access through digital channels, reducing physical contact and improving hygiene.

Contactless payments and digital menu systems can convert paper menus into QR code menus and also manage other services to the restaurants by easy ordering and easy payment. By speeding up the contactless ordering and digital payment process that reduces the dinning duration and very easy additional guests can be seated during the busy periods.

VARIOUS TECHNOLOGIES FOR CONTACTLESS PAYMENTS

Contactless payments trust various advanced technologies to facilitate quick and secure transactions. The following are some of the technologies behind the contactless payments:

- **Near Field Communication (NFC):**

NFC is a short-range wireless technology that enables communication between devices when they are nearly within a few centimetres. User taps or holds their device near the terminal to complete transactions like for Credit cards.



- **QR codes:**

Some contactless payment systems use QR codes that customers scan with their smartphones to make payments. To enable QR codes, the merchant needs to generate a unique QR code for the transaction. So that the customers can scan the QR code provided by them using their



smartphones, and the payment app on their phone processes the transaction, often linking directly to their bank account or digital wallet.

- **Encryption:**

Encryption secures the data transmitted between the payment devices and the terminal.

It ensures that transaction information is encoded and protected from interception or tampering during payment like in ATM Machines.

- **Tokenization:**

It is a security process that replaces sensitive payment data with a unique, encrypted token or identifier. During a contactless transaction, the actual card information is not exposed; instead, a token is sent to the payment terminal, increasing security and reducing the risk of fraud.

MERITS OF CONTACTLESS PAYMENT SYSTEMS

- **Enhanced Customer Experience:**

Contactless payments provide a faster and more convenient way for customers to pay with reduced waiting time and improved overall satisfaction.

- **Increased Security:**

This system reduces the risk of fraud and theft since customers don't need to hand over their cards or cash.

- **Improved Hygiene:**

Hygiene has become a top priority in the post-pandemic world. Contactless payments minimize physical contact; reducing the spread of germs and making customers feel safer.

- **Operational Efficiency:**

Contactless payment streamlines transactions and reduces the steps and hustle of traditional payment methods. This reduces the time your staff spends collecting and processing payments and hence focuses on other operational issues. This efficiency can lead to increased revenue, especially during the peak hours.

- **Data Insights:**

Contactless payment systems often have integrated software that provides valuable data insights. The organization can track customer preferences peak hours and transaction histories, helping them to make informed business decisions.



FEATURES AND BENEFITS OF DIGITAL MENUS

Digital menus have several standout features and attendant benefits that make them an appealing choice for F&B outlets.

Dynamic updates:

With digital menus, changes can be made instantly allowing F&B outlets to adapt without interruption to changing circumstances.

Eye-catching display:

The high-resolution digital displays bring the food to life with good and attractive images. This enhances the customer's browsing experience, making menu selection fun and engaging.

Reduced printing cost:

By changing away from paper menus, F&B outlets can save on recurring printing costs. This makes digital menus a cost-effective option in the long run.

**Interactive experience:**

The interactive nature of digital menus makes it easy for customers to navigate through options. They can browse different categories, see detailed descriptions with photos and make informed choices.

Increased sales:

By showcasing promotional offers and highlighting special menu items, digital menus can assist drive sales. They provide an excellent platform for up-selling and cross-selling.

Sustainability:

Digital menus are an eco-friendly choice; helping F&B outlets reduce their paper usage and environmental footprint.

Compliance with health regulations:

In the stage of Covid-19 digital menus offer a safer, contactless alternative to traditional paper menus, thus complying with health and safety guidelines.



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About the Author:

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STORING INGREDIENTS THE RIGHT WAY: COLD CHAIN MANAGEMENT



It is important to store ingredients properly. Food storage requires keeping ingredients at the right temperatures and in proper storage containers so that it is Fresh & Safe to consume. Storing items in air tight containers. Refrigerating or freezing perishable items and cycling stock by using the First In, First out (FIFO) method.

Storage Tips:

- Store items like grains, spices, etc. in air-tight jars to prevent moisture absorption and maintain their quality.
- Keep dry ingredients in a cool dry rack or cupboard to prevent spoilage.
- Maintain refrigerator temperature from 40°F (4°C) and freezer temperature at 0°F (-18°C) or lower.
- Store items in the refrigerator in airtight containers or sealed bags to prevent cross-contamination.
- Use the First-in-First-out (FIFO) method, i.e., the oldest items should be used first to minimize wastage.
- Do not keep "High-Risk food" items like meat, poultry, dairy or cooked foods at the "Danger Zone" between 5°C (40°F) to 60°C (140°F) as the multiplication of bacteria is very high in this temperature range.
- Always store cooked & raw food separately to prevent cross-contamination.
- Always check expiry dates on packaged foods to ensure safety.
- Ensure that leftovers are cooled completely before storing them in airtight containers.
- Label containers with the date of storage to avoid forgotten leftovers.



- Keep storage areas clean and dry and conduct pest control as needed.
- Put label stickers on shelves to organize and prevent cross-contamination.
- Frequently check the temperature of the refrigerators and freezers to ensure that it is safe. This is called as "Preventive maintenance".
- Separate raw meat, poultry, seafood, and eggs from other foods during shopping and storage.
- Freeze items to increase their shelf life for future use.

Cold Chain Management



Cold chain management is a technical process ensuring the temperature-sensitive uprightness of items like food or pharmaceuticals throughout the supply chain. This involves a systematic approach to storage, transportation and handling to

ensure products retain their quality and efficacy.

Key aspects of cold chain management include:

- **Temperature Control:**

Maintaining a distinct temperature range to prevent spoilage, decay, deterioration, or loss of potency.

- **Packaging:**

Proper packaging - ensures products are protected from external elements or temperature fluctuations during transportation and storage.

- **Storage:**

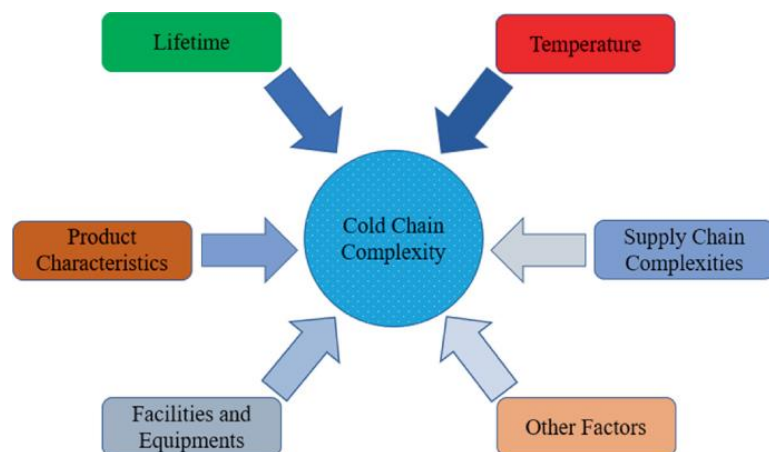
Temperature-controlled storage facilities, like refrigerated walk-in/warehouses, are necessary for holding temperature-sensitive items.

- **Transportation:**

Refrigerated vehicles / Vans or containers should be used to transport goods, ensuring they remain at the correct temperature till delivery.

- **Monitoring:**

Data recorders, RFID - (Radio-Frequency Identification) tags, data recording slips, and other monitoring systems help track temperature and other critical parameters throughout the supply chain.



- **Quality Control:**

Regular checks and audits help to ensure the effectiveness of the cold chain and identify areas for improvement.

- **Product Quality:**

It ensures that products retain their desired quality, potency, and safety.

- **Prevent Spoilage:**

It prevents spoilage, degradation, or loss of effectiveness.

- **Cost Savings:**

By minimizing spoilage and waste, cold chain management can help reduce costs associated with product loss.

It should be mandatory to use this system due to its numerous benefits, which ensures the right product safety management for both the manufacturers as well as the consumers.

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About the Author:

Mr. Abhijit Dutta is Associate Director of Food Production at UEI Delhi; He has done his master in tourism and hospitality Management and having experience in Taj Hotel and ITC Group of Hotels. He is Associate with the organisation from last 15 Years.

ROLE OF WORD OF MOUTH IN HOSPITALITY INDUSTRY



Word-of-mouth plays a crucial role in the Hospitality Industry as it represents a powerful form of customer-to-customer communication that can significantly influence booking decisions. One notable advantage of word-of-mouth is its reliance on personal recommendations, fostering trust and authenticity in consumers' perceptions. The success of word-of-mouth

depends heavily on the nature of the loyalty rewards used. When companies utilize poor incentives to motivate consumers or agents to spread positive word of mouth about products or brands, the campaigns backfire.

Factors for Word of Mouth:

- **Social currency** - The better something makes people look, the more likely they will be to share it.
- **Triggers** - Things that are top of mind or easily accessible are more likely to be talked about and shared.
- **Emotion** - Strong emotions, especially high-arousal emotions, increase the likelihood of sharing information.
- **Public** - The more visible or observable something is, the more likely it is to be imitated and shared.
- **Practical value** - People share information that is useful, practical, or valuable to others.
- **Stories** - Narratives or stories are powerful tools for conveying messages and ideas.

How Word-of-Mouth Works in Hospitality Industry

- **Positive Experiences:**
When guests have positive experiences at a hotel, they are more likely to share their recommendations with friends, family, and online through social media, reviews, and blogs.
- **Building Trust:**
Word-of-mouth builds trust because it relies on genuine experiences shared by trusted sources, rather than solely on the hotel's efforts.
- **Increased Awareness and Reach:**
Word-of-mouth can amplify a hotel's efforts by reaching a wider audience through personal recommendations, expanding its reach beyond traditional advertising.

- **Generating Leads and Bookings:**

Positive word-of-mouth can lead to increased bookings as potential guests are influenced by the recommendations of others, especially when they are considering a stay at a particular hotel.

- **Monitoring Online Reviews:**

Hotels can also leverage social media and online review platforms to monitor and respond to both positive and negative feedback, further influencing word-of-mouth.

Support of Word-of-Mouth in Hospitality Industry

Social Media:

Guests sharing photos and videos of their stay on platforms like Instagram or TikTok can generate buzz and attract new guests.

Online Reviews:

Positive reviews on platforms like Trip Advisor or Google Reviews can influence potential



guests' decisions and lead to increased bookings.

Guest Testimonials:

Sharing guest testimonials on a hotel's website can build trust and demonstrate the quality of their services.

Advantages and Disadvantages of Word of Mouth

Advantages

Word-of-mouth plays a crucial role in amplifying the impact of an advertising campaign by effectively navigating consumers' defences and encouraging discussions about a specific product.



One notable advantage of word-of-mouth is its reliance on personal recommendations, fostering trust and authenticity in consumers' perceptions. Positive feedback from trusted sources boosts consumers' willingness to try a product or service, enhancing overall campaign effectiveness.

Disadvantages

Word-of-mouth is not favoured by everyone, particularly in today's digital landscape. Online platforms allow not only positive but also negative reviews to spread rapidly, potentially undermining brand perception and consumer attitudes. Negative word-of-mouth can have a more significant impact on purchase intentions compared to positive feedback, highlighting the delicate balance in managing brand reputation.

Another issue arises when consumers perceive manipulation or hidden agendas behind word-of-mouth recommendations. Discovering that influencers have vested interests in promoting a product can lead to scepticism and negative shifts in attitude, ultimately affecting brand reputation negatively.

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About the author:

Aim NiCad A.T.holds a Bachelor's Degree in Hotel Management and Catering Technology, with over 13years' experience in the hotel & 4 years teaching sector. Associated with UEI Trivandrum as a faculty: Food & Beverage Service.

ALL IN A DAY'S WORK



UEI GLOBAL LUCKNOW

Housekeeping Practical
Session:

Cleaning of Glass
Surface

UEI GLOBAL AGRA

Housekeeping Practical
Session:

Cleaning of Glass
Surface
Dry Dusting Process





UEI GLOBAL TRIVANDRUM

Food and Beverage
Practical Session:

Beer Service

UEI GLOBAL DELHI

Housekeeping
Practical Session:

Metal (Brass)
Cleaning Method





UEI GLOBAL PUNE

Front Office Practical
Session:



Guest Registration
Process at Check In

UEI GLOBAL LUCKNOW

Housekeeping
Practical Session:

Housekeeping Control
Desk Operation





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Hot N Sour Soup
Kimchi Salad
Veg Salt & Pepper
Veg Fried Rice
Hot Garlic Sauce

UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Potage Crème
Pommes
Baby Corn Fritters
Brochettes de Vollaile
Chocolate Profiterole





UEI GLOBAL JAIPUR

Housekeeping Practical
Session:

Cleaning of Glass
Surface

UEI GLOBAL JAIPUR

Food and Beverage
Practical Session:

Ala Carte Tea Service





UEI GLOBAL DELHI

Housekeeping Practical
Session:



Housekeeping Control
Desk Operation

UEI GLOBAL AGRA

Food Production
Practical Session:

Bruschetta
Pollo Napolitano
Parsley Riz
Garlic Sauté
Vegetables





UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Hot & Sour Soup
Veg Salt & Pepper
Kim Chi Salad
Veg Fried Rice

UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Gueridon Service

Chicken Steak with
Mushroom Sauce
Crepe Suzette





UEI GLOBAL JAIPUR

Food and Beverage
Practical Session:

Ala carte Menu
Planning and
Designing

UEI GLOBAL LUCKNOW

Housekeeping
Practical Session:

Handling Guest
Complaints
Cleaning Of Critical
Areas





UEI GLOBAL DELHI

Front Office Practical
Session:

Check Out Process of
Guest

UEI GLOBAL PUNE

Communication
Session:

Speech on Types of
Tourism





UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Mulligatawny Soup
Khadai Samundari
Machi
Phulka/ Paratha
Kachumber Salad

UEI GLOBAL PUNE

Food Production
Practical Session:

Apple Cinnamon Pie
Lemon Tart
Onion Spinach
Quiche





UEI GLOBAL PUNE

Food Production
Practical Session:

Kashmiri Rajma
Kashmiri Dum Aloo
Skyu Soup
Kashmiri Pulao

UEI GLOBAL JAIPUR

Front Office
Production Practical
Session:

Inspection and
Inventory Process at
Department.





UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Chole Bhature
Upma
Poha
Aloo Paratha

UEI GLOBAL AGRA

Food Production
Practical Session:

Dosa
Sāmbhar
Stuffed Paratha





UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

American Breakfast
Indian Breakfast

UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Hariyali Kebab
Butter Chicken
Dal Pancharatan
Jeera Pulao





UEI GLOBAL PUNE

Food Production
Practical Session:

Bengali Style Allu
Dum
Lunchi Puri
Raita

UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Mulligatawny Soup
Tamatar Dhaniya Ka
Shorba
Aloo Bonda
Green Chutney
Kachori
Saunth Chutney



SEMINARS AND INDUSTRY VISIT



UEI GLOBAL LUCKNOW

Spencer Retail Mart

Students exposure to the operations of a modern food retail environment. Students explore various food sections and understand how food items are stored, presented and managed in a real-time commercial setting.

UEI GLOBAL PUNE

Laundry Department Courtyard Marriott Pune

Students Witnessed
Practical exposure of
Commercial Laundry
Set up and Operation





UEI GLOBAL DELHI

**Zone Connect
By-The Park
Saket
New Delhi**

Students hands-on
learning experience in
Bed making and
Mixology by industry
experts.

UEI GLOBAL DELHI

**Chef Bobby
Sous Chef
Hotel Crowne Plaza
Rohini
New Delhi**

In House Practical
Session on European
Cuisine with classic
dishes like
Ratatouille, Pesto
Fusilli and
Minestrone.





UEI GLOBAL CHANDIGARH

In house Seminar By
VIRA International for
Oversees IET and
Placement
Opportunities

UEI GLOBAL CHANDIGARH

Education is not about
classroom Studies.
Students got opportunity
to deliver Lounge
services at IPL





UEI GLOBAL PUNE

Piatto Cafe
Kalyaninagar
Pune

A Café Tour Was
Organised For Students
& Demo Was
Organised Where
Students Explore The
Making Of Mexican
And European Cuisine

UEI GLOBAL PUNE

Ms. Smita Jacob

Online Session on
Flower Arrangements



UEI GLOBALEDUCATION

PRESENTS 30 APRIL | 12:00 PM

Flower Arrangement
**Online
Workshop**



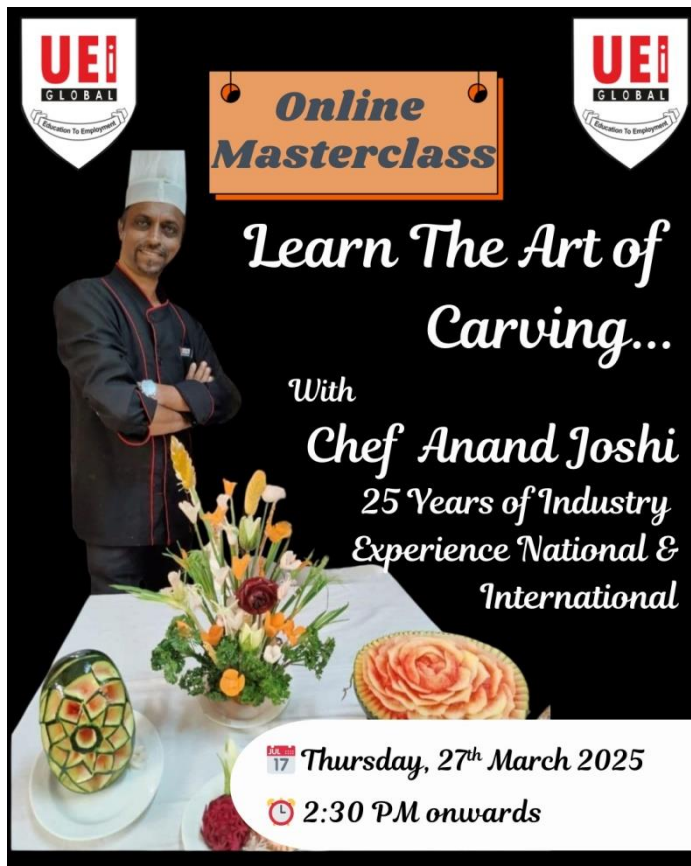

Ms. SMITA JACOB
Senior Accommodation Faculty,
18+ Years of Expertise in Industry

Enhancing Surroundings Through the Art of Floral Design

live  @uei_global  @ueiglobal

 (Add City Code) 44151515

 www.uei-global.com



UEI GLOBAL PUNE

Chef Anand Joshi

Online Session on
Art of Fruit Carving

UEI GLOBAL DELHI

Mr. Pawan Sinha

Online Session on
Award Winning Mocktails





UEI GLOBALEDUCATION

PRESENTS

TOWEL ART ONLINE WORKSHOP



Learn the art of transforming simple towels into stunning creations!



FRIDAY, 18 APRIL 25

Mr. ANKUSH GAUTAM
Faculty- Front office and housekeeping
10 years of industrial experience

LIVE  @uei_global |  @ueiglobal

**UEI GLOBAL
CHANDIGARH**

Mr. Ankush Gautam

Online Session on
Art of Towel Folding

**UEI GLOBAL
AGRA**

Mr. Rajesh Kumar

Online Session on
Napkin Folding



UEI GLOBALEDUCATION

PRESENTS

NAPKIN FOLDING ONLINE WORKSHOP



Turn Simple Napkins into
Stunning Table Art!

Interactive • Creative • Elegant



FRIDAY, 25 APRIL, 25
TIME 2:30 PM

Mr. RAJESH KUMAR
Faculty – Food & Beverage Service
15+ Years of Industry & Academic Expertise

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PLACEMENT DRIVE AT UEI CAMPUSES



**UEI GLOBAL
CHANDIGARH**

**Radisson RED
Mohali**

Mr. Vishesh Kumar,
Human Resource Manager

Ms. Bhoomika Kanojia,
Learning & Development
Manager



**UEI GLOBAL
LUCKNOW**

**ITC Fortune Park
Hotel by BBD**

Mr. Brajesh Kumar
General Manager

Ms. Juhi Banerjee
HRD Manager

Mr. Sajid
HR Executive





UEI GLOBAL CHANDIGARH

**Holiday Inn
Zirakpur**

Mr. Varun Sharma
Learning & Quality
Manager



UEI GLOBAL CHANDIGARH

The Oberoi Sukhvilas

Mr. Pratap Sharma
Human Resource Manage

Mr. Rishab Nair
Learning & Development
Manager

Ms. Monica
Assistant HR Manager





UEI GLOBAL DELHI

**Marriott
International
Mauritius**



UEI GLOBAL LUCKNOW

Hilton Garden Inn

**Ms. Pooja
Choudhary** Learning
& Development
Manager

Ms. Sanjuta Sangiri
HR Manager





UEI GLOBAL CHANDIGARH

Hotel Wyndham

Ms. Gagandeep Kaur
Human Resource
Manager.



UEI GLOBAL LUCKNOW

Renaissance Hotel

**Mr. Vishal
Upadhyay**
Multi-Property
Director of Human
Resources

**Mr. Abhishek
Sarkar**
HR Executive





**HYATT
CENTRIC™**
SECTOR 17
CHANDIGARH

UEI GLOBAL CHANDIGARH

Hotel Hyatt Centric

Ms. Sonika Kanwar
Asst. HR Manager

Ms. Kritika Sharma Ghai
L & D Manager



UEI GLOBAL AGRA

Double Tree by Hilton

Mr. Satya
L&D Manager





 **ACCOR HOTELS**

**UEI GLOBAL
CHANDIGARH**

**Novotel & Mercure
Accor Group of
Hotels**

Mr Mohit Dhawan
Rooms Division
Manager

Ms. Navneet Kaur
Talent & culture
Manager

GRAND MERCURE
AGRA FATEHABAD ROAD

**UEI GLOBAL
AGRA**

Hotel Grand Mercure

Mr. Sajal Kumar
HR Manager

Ms. Laveena Jain
L&D Manager.





UEI GLOBAL LUCKNOW

Sarovar Portico Hotel

Ms. Rajni Tatwavit
HRD Manager

Mr. Rashid
Operations Manager



UEI GLOBAL LUCKNOW

Storii by ITC
Jaisalmer

Mr. Himanshu Tewari
HRD Manager





**UEI GLOBAL
JAIPUR**

IHG Holiday Inn

STUDENTS SUCCESS AND ACHIEVEMENT



Ms. Rajbi Aiman

Batch: 2018-21

Gold Medallist at University

Housekeeping Executive
Pullman
Delhi

Mr. Himanshu Rajkumar

Batch: 2016-19

Revenue Manager
Taj Mahal Hotel
New Delhi!





Mr.Manit Kumar Jha
Batch: 2017-20

Assistant Restaurant Manager
Aloft New
Delhi



**Mr.Shubham Singh
Rawat**
Batch: 2018-21

Assistant Bar Mananger
Wgoa



Mr. Jatin
Batch: 2020-23

Event Executive
The Westin
Gurgaon

Ms. Chelsy Robert
Batch: 2020-23

Front Office Executive
Vivanta By Taj Hotels
Dwarka
New Delhi





Mr. Vivek Singh Chauhan

Batch: 2021-24

Marriott

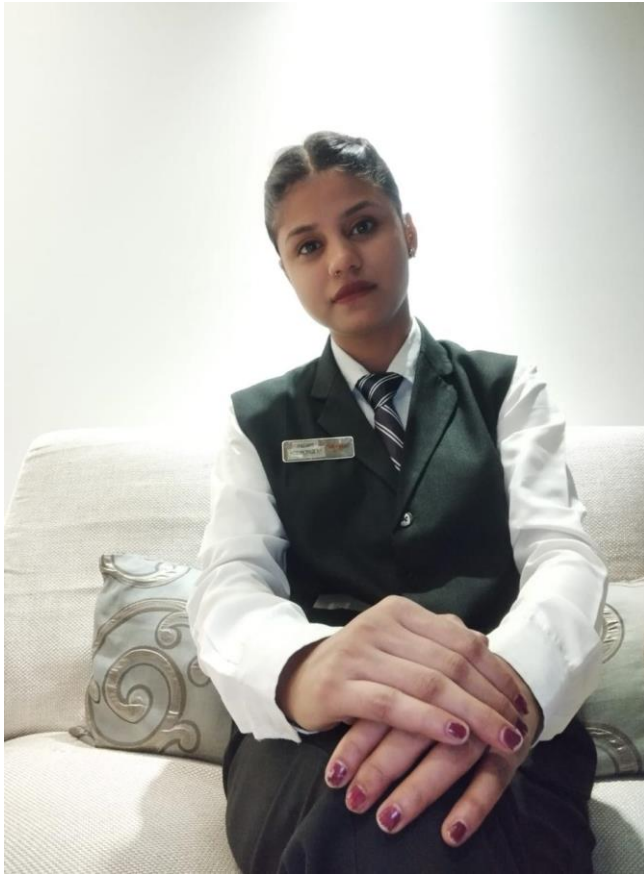
Dcdp

Mr. Mohit Ahuja

Batch: 2018-21

Housekeeping Executive
The Imperial
New Delhi.





Ms. Pragati Mishra

Batch: 2021-24

Housekeeping Supervisor
Ramada Hotel
Mumbai

Mr Nikhil Kumar

Batch: 2019-2022

Princess Cruise Line
Demi Chef De Partie





Mr. Utkarsh Awasthi
Batch: 2018-21

Butler
Royal Caribbean Cruise
Florida
USA

Mr. Ali Imran
Batch; 2023
FCIHM

Commi-Iii
The Grand Jbr
Lucknow





Ms. Vidhi Jaiswal
Batch; 2023
FCIHM

Guest Service Associate
Hotel Renaissance
Lucknow

Mr. Vivek Yadav
Batch: 2017-2020

Bartender
Elysium Hotel
Cyprus



UEI AWARDS AND RECOGNITION



Ms. Vasudha Parkhi

Summit on **“Higher Education Innovation and Technology”**
at Pune.

Awarded With Certificate of
Outstanding Leadership in Admissions
and Strategic Planning

Ms. Shikha Abel

Awarded with Certificate of Participation
at the prestigious **"CII Quantum
Technology Conclave"**, held at the iconic
ITC Maurya, New Delhi





Ms. Rjuta Ahuja
On behalf of UEI Global

**Competition Success Review
 (CSR)
 Award 2025**

**Merit Award for
 “Top Hotel Management
 Institute in India”**





*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

Call: 44151515 . Email: info@uei-global.com . Website: www.uei-global.com