

SOPHOS

(Be smart, Stay skilled)



AUGUST 2025
Edition 058

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Note from the Editor's desk

It is with immense pride and purpose that we unveil the latest edition of SOPHOS – a publication that continues to flourish as a vibrant platform for sharing the insights, experiences, and accomplishments of the UEI Global community. With each issue, SOPHOS grows stronger as a voice that reflects our institution's values, ambitions, and unwavering commitment to academic excellence.

This edition presents a dynamic blend of learning, innovation, culture and industry relevance. Hospitality is not merely an academic pursuit but a vocation rooted in warmth, service and inclusivity. We aim to inspire young minds to explore the multifaceted world of hospitality while reinforcing our mission of providing quality education, skill development and industry integration.

Among the many highlights, The Interview brings insightful perspectives from thought leaders, while From Grain to Glass: The Indian Whisky Story traces the journey of one of India's finest spirits. Readers will find practical wisdom in The Fabric of Comfort: Housekeeping Linen Essentials and the importance of personalized service in Recording Relationships: Why Guest History Matters. We also explore the culinary landscape with features like India's Fusion Food Revolution and our coverage of the Fusion of Bengali and Mediterranean Food Festival.

This edition also celebrates milestones and events that enrich the UEI Global experience – from the Students Orientation Programme 2025-26 and Faculty Development Webinars to vibrant cultural festivities including the Onam Celebration at UEI Global Trivandrum, Ganesh Chaturthi Celebration at UEI Global Pune and our Independence Day Celebration. We proudly share our expanding horizons through UEI Global Expands International Pathway Programme, while also spotlighting Seminars and Industry Visits that strengthen real-world exposure. All in a Day's Work, offering a glimpse into the operational realities of hospitality.

We take great pride in recognizing excellence through Students' Success and Achievement each milestone a true testament to our vision of transforming *Education to Employment*.

As you journey through this edition, may these stories of dedication, creativity, and achievement both inform and inspire. Together, we continue to uphold our values of trust, assurance, sincerity and inclusivity, while strengthening the bridge between academia and the hospitality industry.

Warm regards,
Amit Moon

THE INTERVIEW

Ms. Divya Bhadauria
Human Resources Manager
Hotel Renaissance
Lucknow



Q1. We would like to know about your journey in the Hospitality Industry?

I began my career in the hospitality industry in 2017 with Lebua Lucknow as an HR Officer, which gave me my first exposure to hospitality industry and people practices. After six months, I joined Hilton Lucknow as a HR Executive, where I grew both personally and professionally and was later promoted to Assistant Manager – HR. I worked with Hilton for almost 5 years, gaining strong experience in talent management, employee engagement, and HR operations.

Next, I moved to the Clarks Group of Hotels as Assistant Manager – HR & Training, where I expanded my focus to learning and development. And then, I joined Renaissance Lucknow as HR Manager, where I continue to work, leading HR strategy and people initiatives to create a positive and engaging work culture.”

Q2. Why did you choose HRD?

I always believed that employees are the backbone of any organization, and I always wanted to be in a role where I could impact both associates happiness and business success.

Q3. What are the major challenges faced by the HRD Department of Hotels today and how are those being overcome?

In the past, one of the biggest challenges hotels faced was ensuring a healthy work-life balance for associates. Long hours, irregular shifts, and high guest demands often led to stress and burnout in the hospitality workforce.” Marriott recognized this challenge and introduced initiatives like Life on Time, focusing on employee well-being, flexibility and time

management. Marriott has created a culture where associates can balance professional responsibilities with personal life commitments.

Q4. What are the skills and attributes that you expect one should possess to be successful in a career with the Hospitality Industry?

To succeed in the hospitality industry, one needs to bring passion for service and a genuine desire to create exceptional guest experiences. Along with passion, perseverance is key—because this industry demands resilience, adaptability, and a never-give-up attitude.

Lastly it's very important is to support the growth and development of others—when you help your team learn, grow, and succeed, you create a positive work culture that naturally reflects in guest satisfaction and business success.”

Q5. Your message for UEI Global students?

The hospitality industry is a world full of opportunities, but success here requires more than just technical skills. Bring with you passion for service, perseverance during challenges, and a mind-set of continuous learning.

Stay curious, embrace change, and always value teamwork because in hospitality, people are at the heart of everything we do. Most importantly, never stop growing—every guest interaction and every learning experience will shape you into a stronger professional.

“Dream big, stay committed, and the industry will reward you with a fulfilling and exciting career.”

Interviewed By:

Praveen Rai is a professional hotelier worked with Golden Tulip, The Lalit and Sarovar Portico etc. Having more than 15 years of hotel experience, his expertise is in guest relations. Currently working at UEI Global Lucknow as Faculty Room Division.

FROM GRAIN TO GLASS: THE INDIAN WHISKY STORY



Indian whisky production, grain to glass, is about blending tradition and modern methods. It's has to be good barley, malted boil, mash, fermentation, distillation, aging in oak barrels, and there you have it. Especially the warm temperatures in India took a big influence to the aging which you just can taste; it results in very bold flavors and faster maturation than some other places that produce whisky. Indian whisky is getting a global reput, and brands such as Amrut and Godawan are evidence that

the country has a distinctive whisky-making ability.

The Birthplace of Indian Whisky: Whisky was first distilled in India in the 19th century during the period of British rule. Dyer Edward established the Kasauli Brewery in the Himalayas, which later became India's first distillery. Other Regions-Indian distilled "whiskies" more closely resembled rum than traditional whiskies during the 19th century and were classified Indian Made Foreign Liquor (IMFL). Transition: 2004 saw the the introduction of Amerut, which began the movement towards single malts in the 2000's. The Entire Manufacturing Process the steps taken to create Indian Single Malt whisky are closely aligned to the steps taken in creating Scotch whisky, but are tailored to the local environment.

Selecting and Malting Barley Source: Use of both Palatine and Propino malting barley acquired from Rajasthan, Punjab and Haryana. **Malting:** Germination activates enzymes; drying can be with hot air or peat smoke for different flavours.

Mashing & Fermentation Mashing: The grist is combined with hot water to extract sugars.

Fermentation: The sugars are converted by yeast into alcohol and congeners, developing complexity.

Copper Pot Stills: Distillation twice helps you to remove impurities from the alcohol.





Heart Cut: The heart of the distillate, approximately 68% ABV, is the only portion used.

Matured in: Old matured ex-bourbon, sherry, wine and virgin oak casks.
Climate Impact: The heat in India makes

people there age faster — 1 year in India \approx 3 years in Scotland³.

Blending & Bottling Blending: Master Blenders combine the casks to an optimal balance.
Bottling: The next step is dilution, filtration and packaging.

Case Study: Amrut Fusion-

- Feature The Decadence Source Indian "Himalayan" barley (includes peated Scottish barley)
- Application Two distillations on the charcoal filtered in Copper pot stills.
- Sunlight Aging at Bangalore, in the tropical environment in the laboratory.
- Flavour Profile Tropical fruits, spice, hint of smoke
- Awards Ranked "Third Best Whisky in the World" by Jim Murray (2010)
- Legacy The first Indian single malt to have touched the hearts of whisky connoisseurs worldwide!
- Amrut Fusion is not just an Indian whisky; it is a fusion of the best in Eastern and Western traditions and shows how Indian distilleries can make world-class whisky with big bold character as well as delicacy and finesse.

Case Study: Godawan- Spirit of the Desert-

- Feature Details
- Location Rajasthan, India
- Barley Grown Locally sourced six-row barley (drought resistant)&&(water efficient) • Over 100°F Climate Maturation, full-flavour development Botanicals Aged in casks infused with spices from India like saffron and cardamom
- Environmental Measures Water positive distillery, local sourcing, preservation of the Great Indian Bustard



- Design Ethos Craft and Scarcity Driven Beauty of Rajasthan
- Godawan is re-imagining luxury whisky by placing sustainability and local identity at the heart of each bottle.

Global Impact & Way Forward Export Growth: Indian Single Malts are now over 30% of the domestic premium market and are growing globally. Innovation: Brands have been playing around with triple cask aging, peated expressions and local ingredients. Sustainability: Water savings, local sourcing and eco-friendly packaging move increasingly from a point of differentiation to an industry standard.

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Mr. Diwakar Kumar is a Faculty in Food and Beverage Services at UEI Global Chandigarh, bringing over 18 years of rich experience from luxury hospitality brands such as the Oberoi Group and international cruise lines like Costa and Royal Caribbean Cruise. His extensive background combines global hospitality expertise with academic insight, enabling him to deliver experiential learning,

THE FABRIC OF COMFORT HOUSEKEEPING LINEN ESSENTIALS



“The right bedding is the prime necessity for relaxing sleep and refreshing start of a day” a quote diligently applied to hotels. Linen plays a vital role in providing a comfortable, relaxing and luxurious experience for the guest.

Linen fabric used in hotels is obtained from the flax plant, is a versatile fibre. More than two third of hospitality industry opt for linen fabric for their daily operations. Linen fabric obtained from linen fibres have better resilience than cotton fibres and are more durable with breathable, soft texture, temperature regulating and moisture wicking properties giving a dry and fresh feeling. They are more absorbent in comparison to cotton hence widely used in bathroom linen.

In comparison budget hotels prefer cotton linen due to budget restriction; some even opt for mixed fabric of polyester cotton as per budget allocation. The proportion of 80:20 ratio of cotton polyester is often selected as an economical option. Every housekeeper with knowledge and experience need take decision on category of linen the hotel should use to provide luxury linen experience for the guest.

Linen in hotels can be categorised into room linen, bath linen, F& B linen, which is further classified into room linen being duvet, duvet covers, pillow covers, bed sheets, mattress protector, runners and throwaway cushions.

Bath linen includes bath towel, Hand towel, face towel, bathmat, bathrobe and pool towels.

F&B linen covers a wide spectrum of linen i.e. serviette, table cloth, table liner, runners, chair covers and slip cloth.

The criteria for selecting room linen is TC (thread count) which is total number of horizontal threads called “weft” and total number of vertical threads called “warp” woven





into a single square inch of fabric. Higher the count better the fabric or denser the fabric, able to withstand more wash cycle. Bed sheets having 300 thread counts are labelled as superior linen.

Bath linen is graded as GSM in fabric, also known as grams per square metre is simply the metric measurement of the weight of a fabric. Knowledge

of this technical specification and difference in types of linen will help housekeeper to make right selection.

Laundry operation also plays an important role in the provision of best linen experience. Having standardised washers, dryers, hydro extractors and other Equipments ensures smooth operations without delays. Systematic handling of soiled linen, with segregation according to categories, degree of soiling while loading in machines is to be also taken into account.

Using branded and eco-friendly detergent and cleaning agent is vital for best result. Following gentle wash cycle prevents build up and reduces stiffness.

Professional care and maintenance is crucial for preserving the life of linen. Standard practises of laundry procedures should be adhered for longevity of fabric, neglecting them would lead to deterioration of fabric, loss of lustre, colour and shine.



To tackle these problems faced in laundry, housekeepers have introduced total linen management at various stages of washing, drying and storage. The linen is segregated into batches to cover the daily operation also termed as PAR in the industry. Each Par of linen should have minimum total linen pieces to be able to cover all linen requirements for per shift. Every hotel maintains a minimum 04 PAR level to run the linen operation smoothly. Every set of linen processed by laundry should have a minimum 24 hr. storage period before being used in the daily operation schedule. Proper storage is also vital for improving the shelf life of linen. The linen store ideal location would be away from direct sunlight, well ventilated and dry area with proximity to in house elevators for ease of transport.



Training of staff to handle the linen properly for smooth functioning also reduces shortages in day to day operations.

Linen plays a crucial role in the overall guest experience and thereby settings brand standards for any property. It serves as the backbone for hotel operations thus adding value, comfort, elegance and a welcoming atmosphere for guest to reminiscence their stay in the hotel.

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RECORDING RELATIONSHIPS: WHY GUEST HISTORY MATTERS



Hospitality industry is focused to build relationship between hosts and the guests, emphasizing respect, warmth and welcoming interactions. Hospitality basically involves food, lodging, and entertaining guests and reflects the quality of service and care - especially within professional environments like hotels. Hospitality is essential for enhancing customer satisfaction and can make an impact

on organization's reputation and revenue.

Guests play the vital role in hospitality industry as their experiences directly drive revenue, reputation, and loyalty through feedback, repeat business, and word-of-mouth referrals.

Considering the essential guest movement in the hotel, we should also take care of guest history records. Whenever guests visited to the hotel, their preference and feedback should be recorded. Those preferences could be for their own comfort (like additional pillows, soft firm blanket, food with specific preferences, smoking/non-smoking room, a good view room, far from elevator, etc.) which enables us as hotel personnel to take care of their stay and make it memorable.

Some key reasons for keeping guest history:

- Personalized Guest Experience:
- Considering the previous guest stay and their experience, the hotel may offer some suggestions and recommendation which brings the personalized service and made guest feel valued and taken care of.

Enhance Customer Loyalty and Retention

For the hotel it is really important to keep their potential customer connected. The potential guests are likely to visit the hotel simultaneously which generally provides the customer loyalty and



retention. For boosting the loyalty generally hotel offers the brand

membership which retain the loyal members who connects with brands and increases their footfall towards the specific hotel or hotel groups.

Improved Operational Efficiency

By accessing the guest history data the hotel could effectively arrange resources for the smoother hotel operations. Keeping in mind the guest choice, hotel would have make up the guest room accordingly and keep the resources ready bringing comfort to the guest stay.

Strategic Marketing and Sales

By using guest history the hotel can track the guest clientele, which helps the hotel to target the market to increase their revenue. The sales offers relevant upsell and cross selling such as personalized packages (by combining meals, rooms and other amenities) and premium services using the guest history.



Better Feedback and Improvement

Post analysing guest history, we shall identify the areas of improvement in the facilities and services. This would help us to enhance the overall guest experience and provides opportunities to work on the weakness.

Word-of-mouth or Mouth Publicity

A good feedback usually helps the hotel not only to retain their loyal guests but also encourage the guests to leave a positive review and recommend the hotel to others. The overall achievement would be to attract new customer.



Anticipating Guest Needs

A well maintained guest history is helping the hotel team to take a basic knowledge of guest preferences before they arrive. It could be room, meals or related to other amenities. This would ensure the guest leaves the hotel on positive note and be delighted.

How can hotels
improve operational
efficiency?



Basically hotels follow the guest history data keeping in their PMS (Property Management System) wherein some hotels keep the manual records of the same. The manual or written record is generally kept for 5 years depending on each premise but found unsafe and is basically time consuming, hence the computer based record keeping of the guest registration, stay feedback and their

credentials are being preferred.

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INDIA'S FUSION FOOD REVOLUTION



Food is not just aliment; it's culture, identity, and expression. In India — a land celebrated for its culinary diversity — food is deeply tied to traditions and indigenous heritage. Every state boasts a unique cookery that reflects terrain, history, and community. Yet, in the last two decades, a new culinary surge has

swept across the nation emulsion food. This movement blends global ways and constituents with Indian traditions, creating innovative dishes that appeal to both audacious palates and nostalgic hearts. India's emulsion food revolution is reconsidering how people eat, how capps serve, and how cookers introduce.

The Roots of Fusion in India:

While “emulsion cookery” may sound ultramodern, India has always embraced culinary crossovers. History tells us that Mughal kitchens fused Persian influences with Indian spices, giving us biryani, kebabs, and rich gravies. Social hassles introduced chuck, galettes and puddings. Indeed Indo- Chinese food- now a road food chief was born in Kolkata when Chinese emigrants acclimated their fashions with original flavors.

What we see moment is an elaboration of that heritage emulsion food in India is no longer accidental but deliberate. Cookers and home culinarians such like trial with global flavors, ultramodern ways and traditional roots to produce dishes that surprise yet comfort.

Why Fusion Food is roaring in India:

Several factors drive the growth of emulsion cookery in India

- Global Exposure – With transnational trip, media, and social platforms, Indians are more apprehensive of world cookerries than ever. Dishes like sushi, tacos, and pasta are no longer foreign - they are ménage names.
- Changing Demographics – A youthful, civic, and aspirational middle class is eager to experiment. Millennial and Gen Z seek novelty in dining, pushing cookers to introduce beyond traditional menus.
- Hospitality Industry Trends – hospices, cafes, and fine- dining capps use emulsion to stand out in a competitive request. Hand emulsion dishes come brand individualities.

- Food Delivery Platforms – Apps like Swiggy and Zomato have exposed eateries to a wider variety of fusion dishes, from quirky road- style mashups to epicure creations.
- Social Media Influence – Instagram and YouTube food trends frequently inspire trials, similar as “tandoori momos,” “ramen biryani,” or “adulation funk pizza.”



Popular Faces of Fusion Food in India

Fusion in India takes multiple forms, ranging from road- side inventions to haute cookery art.

1. Indo- Chinese – The Classic Fusion

Frequently called the “first Indian emulsion,” Indo- Chinese dishes like Hakka polls, Manchurian, and chilli funk are cherished across generations. What started in Kolkata’s Chinatown is now a comfort food order in itself.

2. Street Food Mashups

India’s road merchandisers are maybe the most creative emulsion cooks. exemplifications include-

- Pav Bhaji Pizza – Spiced mashed vegetables served on a pizza base.
- Maggi Pakora – Instant polls deep- fried in chickpea batter.
- Tandoori Momos – Tibetan dumplings roasted in complexion ranges with Indian masala.

3. Restaurant & Fine Dining inventions

Cooks at upmarket cafs have taken emulsion to another position, blending fine constituents with Indian flavors. Exemplifications

- Adulation funk Risotto – An Italian classic invested with Mughlai uproariousness.
- Masala Quinoa Salad – A healthy grain enhanced with Indian spices.
- Sushi with Pickled Achari Flavors – A Japanese chief with Indian tang.

4. Cafe Fusion

Sweet trials are inversely popular. Confection cooks are blending Indian mithai with global goodies

- Gulab Jamun Cheesecake

- Rasgulla Tiramisu
- Paan- seasoned Macarons
- Mango Lassi Ice Cream
- Fusion Food at Home

Interestingly, emulsion food is n't confined to caffs . Home culinarians and influencers are driving invention too. Fashions like Paneer Tacos, Rajma Lasagna, or Masala Pasta have come popular in Indian homes. matters trial to appeal to children who prefer “ western ” food, while still keeping Indian flavors alive.

The part of Cookers and Culinary seminaries

Fusion is also shaping culinary education in India. Hospitality and catering institutes encourage scholars to trial with flavour biographies, textures, and donations. numerous youthful cookers trained abroad return with global ways but acclimatize them to Indian preferences. Celebrity cookers like Vikas Khanna, Sanjeev Kapoor, and Ranveer Brar constantly introduce emulsion fashions on television and digital platforms, making the idea more mainstream.

The Cultural Debate – Tradition vs. Innovation

Not everyone embraces emulsion food uncritically. Sticklers argue that traditional fashions lose their authenticity when amalgamated exorbitantly. They sweat that the substance of indigenous cookerries may be adulterated. For case, an Italian cook may cringe at adulation funk pizza, while a Kashmiri family may feel that “Wazwan Pasta” is discourteous to their heritage.



Yet, food is ever- evolving. Just as Mughlai cookery itself was formerly a “emulsion,” moment’s trials may be hereafter’s traditions. The key lies in balance — esteeming roots while embracing creativity.

Health, Sustainability and Fusion

Fusion food in India is also cutting with health and sustainability trends. Cookers are blending millets, Quinoa, and vegan backups with Indian spices to produce guilt-free indulgence. Factory- grounded adulation funk, millet sushi, or vegan gulab jamun fairies appeal to both health-conscious andeco-conscious consumers.

This has also revived interest in forgotten Indian constituents. Turmeric lattes, moringa smoothies, or jackfruit tacos combine traditional super foods with ultramodern culinary styles.

Business and profitable Impact

Fusion food is n't just a trend it is a thriving business model. numerous pall kitchens and exchange cafes thrive on emulsion menus because they attract youth and social media buzz. Unique immolations like “ vada pav sliders, ” “ kebab tacos, ” or “ chai- seasoned mocktails ” frequently come viral successes, boosting footfall and online orders.

Hospitality brands also use emulsion food carnivals to draw crowds. Events similar as “ Mexican- Indian Fiesta ” or “ Italian- Kashmiri Fusion Week ” offer novelty, helping hospices make brand recall.

The Road Ahead – What’s Next?

India’s emulsion food revolution is only growing stronger. Some anticipated directions include

- Tech- driven dining AI- generated fashions and 3D- published emulsion goodies.
- Regional-global mongrels Dishes like “ Goan Chorizo Ramen ” or “ Chettinad Tacos. ”
- Wellness- driven mixtures Ayurveda- inspired smoothies or gluten-free traditional sweets.

Eventually, the Indian palate is audacious yet comfort- seeking. Fusion will keep evolving, not as a relief for traditional cookery, but as a complement that reflects India’s global confidence.

India’s emulsion food revolution is further than a culinary style it is a artistic movement. It glasses India’s openness to the world while celebrating its own traditions. From road merchandisers to Michelin starred cookers, from home kitchens to luxury hospices, emulsion has readdressed how Indians eat and witness food.

As India continues to blend flavors, ways and traditions, its food story becomes a global alleviation a memorial that invention and heritage can attend deliciously on the same plate

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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.

HOSPITALITY MANAGEMENT: BLENDING SKILLS, SERVICE & STRATEGY



Hospitality is one of the swift-growing diligences in the world encompassing trip, tourism, and event operation. It refers to the multifaceted approach required to succeed in the hospitality industry. It moves beyond basic customer service to integrate operational efficiency, financial oversight, and

long-term strategic planning to create exceptional, profitable guest experiences. This blend of "art" (guest relations) and "science" (business management) is what defines the role of a modern hospitality professional.

The substance of Hospitality Management

Hospitality operation can be defined as the administration of businesses that give services similar as lodging, food and libation and close attention to tourists. Unlike numerous other diligences, hospitality is deeply people-acquainted. Every guest commerce — whether it's checking into a hostel, dining at a eatery, or attending a commercial event — contributes to shaping the character of the business. Thus, directors in this field must balance functional effectiveness with a mortal touch, icing that both workers and guests feel valued.

The core components of hospitality Management

Hospitality professionals are needed to master a broad range of Skills that go beyond traditional operation. Some of the most important include

- Communication – Clear and compassionate communication helps in erecting fellowship with guests and icing smooth cooperation.
- Leadership and Team Management – Since hospitality operations are frequently large and complex, strong leadership ensures that staff members are motivated, coordinated, and concentrated on delivering quality service.
- Problem Solving and Decision Making – changeable situations similar as guest





complaints, functional detainments, or unforeseen staff dearths demand quick thinking and effective results.

- **Cultural Awareness and Emotional Intelligence** – The hospitality assiduity caters to people from different backgrounds, making perceptivity and rigidity essential.
- **Specialized Knowledge** – With digital booking systems, data analytics, and AI- driven tools getting central to operations, directors need to be comfortable with technology.

The mix of soft and specialized Skills allows hospitality Team to balance effectiveness with guest satisfaction. These are two factors that directly determine the success of any establishment.

Service the Heart of Hospitality

Service excellence is what distinguishes a good hospitality brand from a great bone . Guests frequently flash back not just the room they stayed in or the food they ate, but how they were treated. Individualized attention, prompt responses and a welcoming terrain are what transfigure a routine visit into a pleasurable experience.

In hospitality, service is about creating emotional connections. For case, a hostel staff member flashing back a guest’s favoured breakfast choice or a eatery accommodating salutary restrictions with care can leave a lasting print. Service excellence also extends to icing thickness - guests anticipate the same high- quality experience every time they return.

Also, service in hospitality is no longer limited to face- to- face relations. With digital metamorphosis, guests begin their experience online - through reserving platforms, converse support and social media. Icing prompt, professional and friendly digital engagement is now just as important as in- person service.

Strategy Driving Growth and Sustainability

While Skills and service define day- to- day operations, strategy provides the long- term vision that ensures business growth and sustainability. Hospitality operation requires strategic thinking at multiple situations

Implementing strategy – relating the right target followership, whether it's luxury trippers, budget-conscious excursionists, or commercial guests and acclimatizing services consequently.



Brand Development – Establishing a strong identity that reflects the values of the business and resonates with guests.

Sustainability Practices – Today’s trippers are decreasingly conscious about environmental responsibility. Enforcing green enterprise similar as energy conservation, waste reduction, and sustainable sourcing is both a strategic and ethical precedence.

Innovation and Technology – From mobile check- sways to AI- driven concierge services, technology is shaping the future of hospitality. Strategic relinquishment of digital tools enhances effectiveness while meeting evolving guest prospects.

Financial Planning and Revenue Management – Balancing costs with profitability is pivotal, especially in a largely competitive sector where perimeters can be tight.

A strong strategy ensures that while guests admit excellent service, the business also grows steadily, adapts to request changes, and builds long- term fidelity.

The Interplay of Skills, Service & Strategy

The true art of hospitality operation lies in blending these three confines seamlessly. Skills enable directors and workers to execute tasks effectively. Service ensures that guests feel valued and watched for. Strategy attendants the association toward sustainable growth and request applicability. Without one, the other two cannot serve effectively.

For illustration, a hostel may have professional workers and excellent service, but without a clear strategy, it may struggle to contend in the request. Also, a strong strategy without professed staff or quality service will ultimately fail because hospitality is erected on mortal commerce and guest satisfaction.

Hospitality operation is a dynamic field that demands a balance of specialized moxie, people Skills and strategic vision. By blending Skills, service, and strategy, professionals focuses in this area produces results that go beyond introductory accommodation or dining — they produce moments of comfort, trust, and joy that guests carry with them long after their stay. As the assiduity evolves with changing rubberneck preferences and technological advancements, the capability to integrate these three rudiments will remain the defining strength of successful hospitality operation.

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ALL IN A DAY'S WORK



UEI GLOBAL DELHI

Food Production
Practical Session:

Coleslaw Salad
Greek Salad
Assorted Canapés.

UEI GLOBAL CHANDIGARH

Food and Beverage
Practical Session:

Identification of
Restaurant Crockery





UEI GLOBAL JAIPUR

Front Office Practical
Session:



Various situation
handling at Front
Office

UEI GLOBAL JAIPUR

Food and Beverage
Practical Session:

Cover Set up





UEI GLOBAL JAIPUR

Housekeeping Practical
Session:

Housekeeping control
Desk Operations



UEI GLOBAL DELHI

Food Production
Practical Session:





UEI GLOBAL TRIVANDRUM

Front Office Practical
Session:

Maintaining Grooming
Standards



UEI GLOBAL LUCKNOW

Food and Beverage
Practical Session:

Identification of
Service Equipments





UEI GLOBAL TRIVANDRUM

Front Office Practical
Session:

Telephone Etiquettes

UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Identification of
Crockery





UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Identification of
Glass wares



UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Chicken Stock
Chicken Consommé
Soup
Chicken Broth Soup
Chicken Biryani
Vegetables Raita





UEI GLOBAL AGRA

Food and Beverage
Practical Session:



Identification of
Cutlery and Bar
Equipments

UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Tomato Soup
Chicken Ala King
Rice Pilaf
Waldorf Salad





UEI GLOBAL TRIVANDRUM

Food and Beverage
Practical Session:

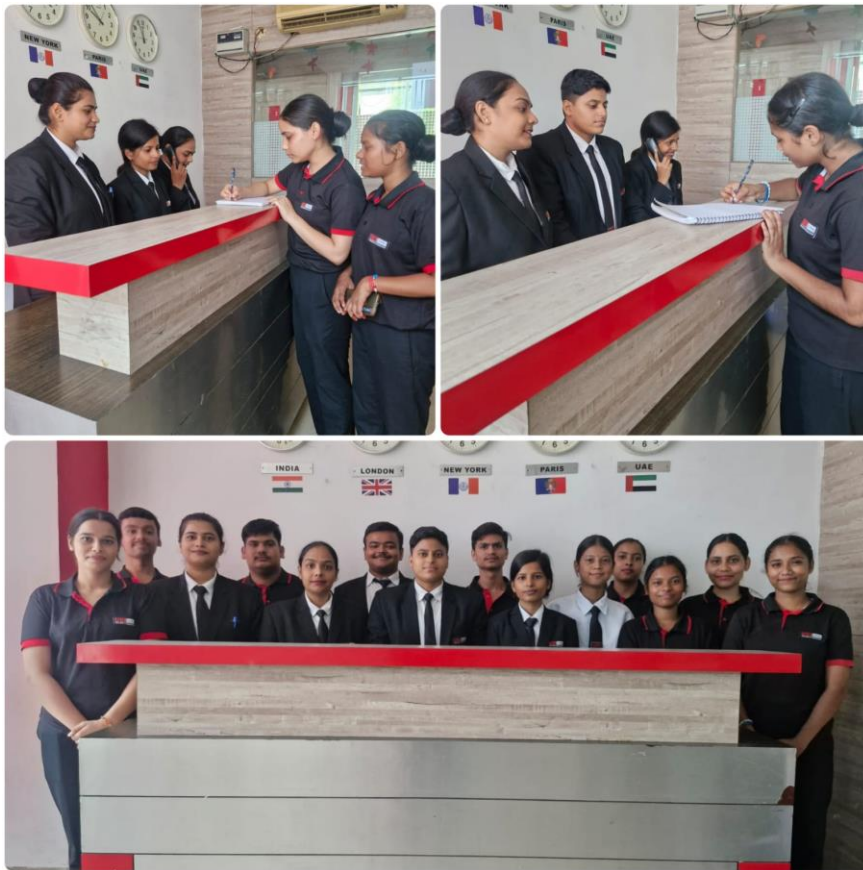
Setting up of a Table
Cover

UEI GLOBAL DELHI

Front Office Practical
Session:

Handling Calls and
Telephone Etiquettes





UEI GLOBAL DELHI

Front Office Practical
Session:

Guests Check-In
Process

UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Grilled Fish with
Lemon Butter Sauce
Fish Fingers with
Tartar Sauce
Fried Fish





UEI GLOBAL JAIPUR

Food Production
Practical Session:

Egg Benedict
Fried Egg
Boiled Egg
Scrambled Egg



UEI GLOBAL LUCKNOW

Food Production
Practical Session:

Fillet of Fish
Fish Finger With
Tartar Sauce
Fish Fry





UEI GLOBAL AGRA

Front Office Practical
Session:

Handling Guests
Enquires and
Telephone Etiquettes



UEI GLOBAL LUCKNOW

Front Office Practical
Session:

Telephone Etiquettes





UEI GLOBAL JAIPUR

Food and Beverage
Practical Session:

Types of Napkin Folds

UEI GLOBAL AGRA

Food Production
Practical Session:

Vegetable Stock
Cuts of Vegetables
Veg Pulao





UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Cream of Veg. Soup
Tomato Puree Soup

UEI GLOBAL CHANDIGARH

Food Production
Practical Session:

Pancakes
Vegetable sandwiches
Egg Omelette



“MEDITERRABHOJ” A FUSION OF BENGALI AND MEDITERRANIAN FOOD FESTIVAL



UEI GLOBAL LUCKNOW

A delightful gastronomic and innovative experience was initiated by the freshman students of UEI Global Lucknow showcasing the food theme “MEDITERRABHOJ” on Saturday, 2nd August, 2025.

The food festival, featuring a wholesome menu created from authentic ingredients, was served in an ambience created to make the patron get a feel of the Mediterranean Bengal, and guests, none other than their own parents, guardians relatives and friends, savoured the delicacies while watching them being created, and the students had an exciting time creating, serving, and explaining their creations to the guests!! The parents and relatives of students had a fabulous time; they interacted with the UEI fraternity, enjoyed watching their children’s creativity, and carried home a string of memories.

MediterraBhoj was a fusion of two distinct cuisines - the Mediterranean and Bengali!

Mediterranean cuisine is a bouquet of food from the countries bordering the Mediterranean Sea- around the coast of Europe, Asia and Africa and the Mediterranean archipelagos! The sunshine countries of Portugal, Spain, France, Italy, Greece, etc., from Europe; Morocco, Algeria, Libya, Tunisia and Egypt from Africa and countries like Turkey, Lebanon and Israel from Asia.

Bengal has been full of memories for a long time. The picturesque locals of these Gangetic plains were beautifully depicted by the creative team of students through their handcrafted props made out of reused papers and recycled materials. Pendants made from colourful papers dangled from the ceiling as if the Mediterranean sky had flown down to Lucknow.





The aesthetic environment was soaked in the deep cultural mix of Mediterranean flavours with Bengali essence as the students dressed in Moroccan hats and Bengali costumes performed various activities. The cultural troupe gave mesmerizing performances to entertain guests, prior to the lunch festivities. The guests were enthralled by some foot-tapping music and captivating dance performances.

Students wearing Fez with western attire served the guests the culinary mosaic of Mediterranean Bhoj at the training restaurant, which was also

beautifully decorated in tune with the Mediterranean theme. Dishes like Moong Dal harissa Soup with Grissini, Sorshe Nolen Gur Cucumber beetroot salad, Za'atar Begun Bhaja, Bengal Med Aloo Bhaja, and Basanthi Pulao with either

A vegetarian main course of Green Harissa Malai Kofta or a Non-Vegetarian choice of Chicken Tagine spiced with Paanch phoron. Were served to the guests as the courses of their lunch. The meal was polished off with servings of Chocolate Halwa Patishapta!

The festival was very well covered by the local electronic and paper media, which showcased the presentation of the students and their achievements in the most exciting and vibrant manner possible. The guests had ample opportunities to click selfie and posed merrily for the photographers.

Mr Manish Khanna, CEO and Managing Director, UEI Global Education, said, "For the last 17 years, we have been continually innovating and creating multiple ways of teaching, enhancing the learning of our students. We have students from all walks of life with various backgrounds, and we attempt to stay along with their journey and give them experiential contemporary education that is aligned internationally so that our students can strive to work across various geographies. That's what we did with our 'MediterraBhoj' at Lucknow to align them with a fusion of food of two



contrasting cuisines. UEI Global over the period had developed a high-quality and well-balanced course that is offered in a unique blend of skills and management in a conventional format, offering both modern and internationally accepted education. The curriculum is industry-relevant both at the domestic and international level, and is based on the principle of ‘entrepreneurial learning’ in hospitality. UEI Global strives for academic excellence to create tomorrow’s leaders in global hospitality.”



UEI GLOBAL EXPANDS INTERNATIONAL PATHWAY PROGRAMME



UEI entered into a strategic academic collaboration with Singapore's renowned International Management and Sports College. The signing of this MoU, combines the partnership of UEI Global's 19-year legacy across nine campuses in India with IMSC's international education expertise in Singapore since 2003.

The collaboration will benefit Hospitality and Tourism students by offering dual-country learning opportunities in India and Singapore, global internships, multiple internationally recognised certifications and affordable access to world-class education. More than an agreement, this MoU opens a gateway to global careers by equipping students with vital skills, exposure and industry connections to excel worldwide





UEI has also signed an MoU with the University of Sunderland, UK establishing a strategic alliance in Hospitality and Business qualifications, creating exciting opportunities for UEI students to pursue higher education in the UK.

This collaboration expands the UEI International Pathway Programme (IPP), offering students a transformational global journey with post-study work permits, cultural exposure, and international career prospects at affordable costs. With this partnership, UEI Global Education continues its mission of making quality international education accessible & affordable to UEI students, empowering them to grow as true global citizens.



UEI AWARDS AND RECOGNITION



National Education Conclave

'Distinguished Leadership in Institutional Development Award and Excellence in Strategic Institutional Growth Award'

Ms. Garima Khera



Ms. Rujuta Ahuja

SEMINARS AND INDUSTRY VISIT



UEI GLOBAL LUCKNOW

A market visit was organized for students to identify and familiarize themselves with a wide variety of vegetables, grains, and pulses

UEI GLOBAL LUCKNOW

McDonald's

Quick Service
Restaurant Visit





UEI GLOBAL CHANDIGARH

**JW Marriott
Chandigarh**

**Ms Shivangi Ranaut
L & D manager**

Students had opportunities to explore the hotel and its operations along with a Session on Hospitality Opportunities



UEI GLOBAL LUCKNOW

**Food and Bakery
Expo**

**Awadh Shilpgram
Lucknow**





UEI GLOBAL DELHI

Courtyard by Marriott

Aravali.

Mr. Nitesh Kapur

Director of Rooms

Chef Dishant Baria

Executive Sous Chef

Mr. Manav Sharma

Assistant Manager Training

Students had brief
introduction of Marriott
International and future
prospects of Industry

**UEI GLOBAL
LUCKNOW**

“Learn To Lead”
Seminars
at Various schools at
Lucknow




Online Workshop


HACCP GUIDELINES

Implementing Correct Kitchen Procedures through HACCP Guidelines

FRIDAY 1ST AUGUST, 2025
12.30 PM



Scan to join live



DR. F.D. DINESH KUMAR
FACULTY, FOOD PRODUCTION

www.uei-global.com (Add STD Code) 44151515

UEI GLOBAL TRIVANDRUM

Dr. F. D. Dinesh Kumar

On line Session on Kitchen Procedure through HACCP

UEI GLOBAL PUNE

Ms. Ashwarya Jha

On line Session on Frosting Techniques for Cakes

UEI GLOBAL

Online workshop on

FROSTING TECHNIQUES FOR CAKES

13th August
12:30 PM



Scan to join live




Aishwarya Jha
Faculty at UEI Global

JOIN LIVE



ONLINE WORKSHOP

Role Play on Managing Multi-Cultural Teams at Workplace

LIVE FROM 3PM ONWARDS

28TH AUGUST 2025



Scan to join live

GURLEEN KAUR
FACULTY-MANAGEMENT STUDIES

(Add STD Code) 44151515

www.uei-global.com



UEI GLOBAL DELHI

Ms. Gurleen Kaur

On line Session on Managing Multi-Cultural Teams

UEI GLOBAL DELHI

Mr. Yash Madnani

On line Session on Check-in Procedure in Hotels



Online Workshop on Standard Check-in Procedure in Hotel



Yash Madnani
Faculty - Rooms Division

30 August 2025
3:00 pm onwards



SCAN TO JOIN LIVE

LIVE STREAMING

[@uei_global](https://www.youtube.com/@uei_global)
[@ueiglobal](https://www.instagram.com/ueiglobal)

www.uei-global.com

STUDENTS ORIENTATION PROGRAMME: 2025-26

UEI GLOBAL LUCKNOW



ONAM CELEBRATION AT UEI GLOBAL TRIVANDRUM



UEI Global Trivandrum Institute recently came alive with vibrant colors, 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



GANESH CHATURTHI CELEBRATION AT UEI GLOBAL PUNE



UEI Global Pune Institute recently celebrated Ganesh Chaturthi with great devotion, enthusiasm, and cultural spirit. The festival, dedicated to Lord Ganesha - the remover of obstacles and harbinger of wisdom – brought together students, faculty, and staff in a vibrant display of tradition and togetherness.

The celebration began with the installation of a beautifully decorated idol of Lord Ganesha, created with eco-friendly materials to promote sustainability. The institute premises were adorned with flowers, rangoli, and lights, setting a festive and spiritual ambience. The rituals commenced with a Ganesh Aarti, performed collectively by faculty and students, filling the atmosphere with devotion and positivity.

The event concluded with another round of Aarti and blessings, leaving everyone with a sense of joy, peace, and togetherness. Faculty members highlighted how such celebrations strengthen cultural awareness, promote unity, and enhance students' event management skills.

INDEPENDENCE DAY CELEBRATION



UEI GLOBAL JAIPUR



**UEI GLOBAL
LUCKNOW**

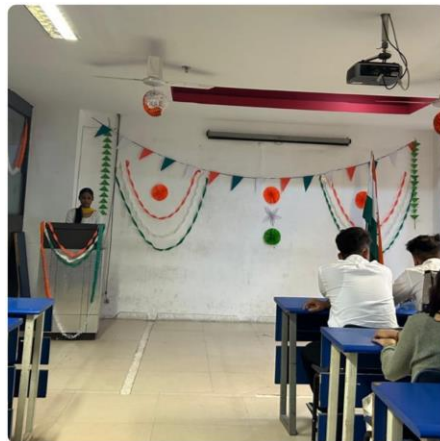




UEI GLOBAL PUNE



**UEI GLOBAL
CHANDIGARH**





**UEI GLOBAL
TRIVANDRUM**



**UEI GLOBAL
DELHI**





UEI GLOBAL AGRA



STUDENTS SUCCESS AND ACHIEVEMENT



Chef Rahul Dhakre

Batch 2015-2018

UEI Global Agra

Demi Chef de Partie

Hotel Holiday Inn

Agra

Ms. Ayushi Porwal

Batch 2014-2017

UEI Global Agra

Assistant Housekeeping Manager

Pullman Hotel, Aerocity

New Delhi





Mr. Abhishek Vyas
Batch 2022-2023
UEI Global Jaipur

Front Office Associate
Leela Palace
Jaipur.



Mr. Kshitiz
Batch
OCLD Graduate
UEI Global Delhi

Manager
Restaurant Operations
Bay Club
BKS
Mumbai





Ms. Nairish
Batch 2021–2024
UEI Global Agra

Guest Service Associate – Front Office
Fairfield by Marriott
Agra

Mr. Shubham Ghosh
Batch 2018-2021
UEI Global Lucknow

Management Trainee
Ginger Udaipur

IHCL's Management Trainee
Program





Mr. Akhilesh Deshwal

Batch 2020-2023

UEI Global Jaipur

Front Office Supervisor

The Palace

By- Park Jewels Hotels and Resorts

Jaipur

Mr. Rayuf Ansari
Batch 2015–2018
UEI Global Lucknow

Chef de Partie (CDP)

Bake N More

Dubai





Mr. Apoorv Singh Sagar
Batch 2018–21
UEI Global Lucknow

Chef de Partie (CDP)
Zone Niathu
By- the Park
Nagaland

Mr. Amit Kumar
Batch 2019–2022
UEI Global Lucknow

Executive- F&B Service
The St. Regis Resort
Goa





*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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