

# SOPHOS

*(Be smart, Stay skilled)*



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Note from the Editor's desk

It is with immense pride and purpose that we present the latest edition of SOPHOS - a publication that continues to grow as a dynamic platform for sharing the insights, experiences and accomplishments of the UEI Global community. With each edition, SOPHOS is steadily emerging as a powerful voice that embodies our institution's values, ambitions and commitment to academic excellence.

This edition captures a vibrant mix of learning, innovation, cultural pride and industry relevance. Hospitality is more than just an academic pursuit - it is a vocation that deeply aligns with the spirit of warmth, service, and inclusivity. Through this issue, we aim not only to inspire young minds to explore the dynamic world of hospitality but also to mark the beginning of their academic journey - guided by our steadfast commitment to quality education, skill development and strong industry integration.

In July 2025, we warmly welcomed the new batch of 2025-26 through our Orientation Programme, marking the beginning of their professional journey. Simultaneously, a series of faculty development webinars ensured that we, as educators continue to evolve and uphold excellence in the classroom.

This edition features a compelling collection of articles, covering diverse topics - from communication challenges in the hospitality industry to the impact of food additives and preservatives on health, and from the role of front office efficiency in hotel operations to key factors influencing restaurant planning and design. Each article has been thoughtfully curated to both inform and inspire our readers.

We also delve into the day-to-day operations through our feature *All in a Day's Work*, offering a glimpse into the practical side of hospitality. Additionally, we highlight the vibrant energy of seminars and industry visits, which play a crucial role in shaping well-rounded, industry-ready professionals.

Finally, we take immense pride in celebrating the success and achievements of our students, each accomplishment a testament to our vision of transforming *Education to Employment*. As we look ahead, we remain dedicated to our core values of trust, assurance, sincerity, and inclusivity, while continuing to strengthen the vital bridge between academia and the industry.

Warm regards,  
**Amit Moon**



## THE INTERVIEW

**Mr. Aditya Khokhar**  
**Front Office Manager**  
**Hilton Garden Inn, Saket**  
**New Delhi**



### **Q1. Can you give us a short note on your professional journey?**

I started my journey in May 2016 with Radisson Blu Plaza Delhi as a Trainee Front Office Associate. I was promoted within three months to Front Office Associate. In January 2018, I joined Hyatt Regency Delhi as a Front Office Supervisor and was promoted in 2019 to Team Lead. In January 2022, I moved to Le Meridian Jaipur as a Duty Manager. In April 2022, I joined Crowne Plaza Rohini as a Duty Manager, where I was promoted to Senior Duty Manager in 2023 and then to Assistant Front Office Manager in 2024. Currently, I am working as the Front Office Manager at Hilton Garden Inn, Saket, since April 2025.

### **Q2. What is the best piece of advice you have ever received?**

"Work as if you're in your own home - take pride in every detail, stay responsible, and treat the space with care. Welcome each guest with warmth, respect, and genuine hospitality, just as you would a cherished visitor in your own house."

### **Q3. What is your number one tip for managing people?**

Treat every Colleagues as part of your family, Have trust, respect and Give support. As the head of this family, lead with humility, minimal expectations and a deep sense of responsibility. Your guidance should inspire growth, unity, and shared success for all.

### **Q4. What is that one quality you look for in a candidate?**

I pay close attention to how individuals interact with others. It's their humility; kindness and openness to learn that truly stand out to me. These qualities reflect a person's character more than words ever could.

**Q5. As a company, what are the efforts taken for the training and development of your employees?**

As a company, we prioritize the continuous growth of our employees through structured training and development programs. A key focus is on soft skills training, which enhances communication, teamwork, problem-solving, and emotional intelligence. These skills are essential for both personal and professional development. We believe that nurturing these areas leads to more confident, collaborative, and service-oriented individuals.

**Q6. How important is prior experience versus formal education when evaluating candidates?**

While formal education provides a strong foundation, prior experience holds greater value when evaluating candidates. It reflects an individual's ability to handle real-world challenges and adapt to dynamic situations effectively.

**Q7. What role does mentorship play in the development of your team?**

Mentorship plays a vital role in shaping the growth of our team. It begins the moment a candidate enters the organization and continues throughout their professional journey. Through regular guidance, support, and shared experiences, mentorship helps individuals build confidence, develop skills, and align with the company's values. It's a key driver of both personal and organizational success.

**Interviewed By:**

Mr. Yash Madnani Faculty – Room Division at UEI Global, Delhi. He holds B. Sc. Degree in Catering Science and Hospitality Management. He is a passionate hospitality professional and has 8+ years of experience with the hotel brands such as ITC Hotels, IHG, & Marriott International.

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## COMMUNICATION CHALLENGES IN HOTEL INDUSTRY



Communication is one of the main problems in many industries, and hotel industry is one of them. The hotel industry faces both internal as well as external communication challenges. Internal problems are within the hotel and external problems are with the

guests. Language barriers, varying communication styles, technology limitations, and the need to manage online reputations are some of the challenges that are faced by the hotel industry. Employee morale, guest satisfaction, and overall operational efficiency rely solely on effective communication.

Details of both internal as well as external communication challenges faced by the hotel industry are given below:

### **Internal Communication Challenges:**

- **Language Barriers:**

Staff of the hotel comes from different parts of the country and hence speaks different languages which lead to difficulty in understanding each other unless they speak a common language.

- **Differing Communication Styles:**

Communication preferences of different individuals can cause misunderstandings and clash which can be a hindrance to team work.

- **Lack of Training:**

Lack of training in effective communication skills, active listening and resolving conflicts are main causes of frustration and mistakes that can occur at the work place.

- **Information Overload:**

Receiving more than necessary information, poor communication skills can make the staff feel overburdened which can lead to being less engaged.

- **Technology Limitations:**

Using technology that is out of date or communication tools that are less effective can lead to either misinterpretation of messages, messages getting lost or delayed in the process.

- **Negative Emotions:**

Anything negative like physical or emotional stress, tiredness or even attitudes can have a negative effect on how messages are relayed by the sender and received by the receiver.

- **Lack of Trust and Transparency:**

When staff are not well informed of the happenings in the hotel, they might feel that they are not trusted enough and this might hamper an open and honest communication.

- **Poor Listening Skills:**

Lack of listening to staff actively can lead to misinterpretation and mistakes.

### **External Communication Challenges (with guests):**



- **Language Barriers:**

There is a high possibility that global guests might not speak the local language which might result in either being misunderstood or totally not understanding their needs and requests. Even if they speak a common language, their accent might be a hindrance.

- **Cultural Differences:**

Different cultures and their expectations can be different for different guests. This could result in the guests feeling misunderstood or they could also take offense on some things that are communicated.

- **Demanding Customers:**

It can be very challenging to communicate with guests who are not satisfied with the service or are very demanding. Due to their emotional state, they might interrupt or refuse to allow any clear communication.

- **Online Reputation Management:**

All online reviews posted on hotel website and social media feedback should be handled on priority basis by giving appropriate responses and any concerns should be addressed immediately to maintain a positive image.

- **Accessibility Issues:**

Especially abled guests may need to be communicated in a special manner and all staff members might not be trained to deal with such situations.

- **Technology Integration:**

Expectation of paid guests is seamless and understandably so. They might expect to be communicated through different channels, like online booking systems, mobile apps and digital concierge services.

- **Maintaining Guest Satisfaction:**

To ensure positive guest experience, hotel needs to have and pass on effective policies, services and amenities.

- **Responding to Complaints:**

Handling guest complaints with empathy, active listening and clear communication can help resolve all problems effectively.

- **Setting the Right Tone:**

It is not only the language that can affect guest satisfaction, but it is also the tone and pitch used to communicate.

### **Addressing the Challenges:**

- **Training:**

Regular training programs on communication skills, cultural sensitivity and active listening can positively reduce the challenges faced to improve guest satisfaction.

- **Technology Integration:**

Investing in technology that are user friendly which streamlines communication and provide access to information can be helpful.



- **Clear Communication Channels:**

Clear and efficient communication channels should be established for both internal as well as external communication.

- **Active Listening:**

Staff should be trained and

encouraged to listen to guests actively so that they can understand their needs and concerns and address them effectively in a timely manner.

- **Promote a Positive Work Environment:**

Create an environment of trust, transparency and respect in the work place which will encourage the staff to have an open and honest communication.

- **Develop Online Reputation Management Strategies:**

Social media and online reviews should be monitored on a regular basis. Any concerns and feedback, both positive and negative should be addressed promptly and professionally.

- **Adapt to Changing Guest Expectations:**

Stay abreast with emerging trends and technologies. This will help in anticipating and meeting the expectations of the ever evolving guest needs.

### **Reference:**

<https://www.google.com/search?q=Communication+Challenges+in+hotel+Industry>

### **About The Author:**

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## THE IMPACT OF FRONT OFFICE EFFICIENCY IN HOTELS



Front Office is a term that a department which represent the company, that comes in contact with guests, including the marketing, salesmanship, service and billing procedure. Front Office is the hotspot centre of a hotel management. In hotel/ Tourism industry, Front office staff does job for Hotel Management is welcomes

the guest, make them register and do the check- in process, handle their luggage, assign them room as per their demand, manage telephone calls, handle guest complaints, answer questions about the hotel and local activities etc. In fact, front office is the only first direct contact most guests have with hotel.

Guest satisfaction increases client fidelity in hospices making it a critical element of hospitality operations. Therefore, over hauling client trust ability is one of the essential bits of perfecting force in the business. The reception desk is pivotal for perfecting hotel management because it acts as the central mecca for guest commerce and communication with other departments. Piecemeal from that, Front Office also plays an important part in upselling and cross selling.

Company's upselling is a strategic approach that involves offering guests fresh products, services, gests, and add-ons they may not have been apprehensive of or originally considered. This fashion can encompass early check- sways, late check- outs, gym treatments, room upgrades, and other exclusive amenities. When executed effectively, upselling not only generates redundant profit for hospices but also enhances guest satisfaction by furnishing acclimatized guests.

Upselling is most successful when company have a clear understanding of guests' interests and perceived value. By offering individualized options or more precious variations of being bookings, hospices can feed to the evolving requirements of their guests while showcasing the full range of products and services available. This helps maintain a positive guest experience and allows trippers to customize their stays, eventually adding the property's average guest spend and overall profit.

**To effectively upsell, consider these key strategies:**

- Understand your guest's preferences and requirements.
- Offer relevant and personalized options that add value to their stay.
- Communicate the benefits and features of the upgrades or add-ons.
- Train staff to recognize upselling opportunities.
- Provide excellent customer service.





### **Let's understand the cross-selling:**

Suggestive selling, also known as soft selling or cross-selling, is a deals fashion in which a dealer makes recommendations or offers fresh products or services that round the customer's being purchase or interests. The thing is to enhance the customer's overall experience while adding the business's profit. In the hospitality sector, suggestive selling or cross-selling plays a significant

part in generating fresh profit and creating memorable exploits for guests. By offering applicable, substantiated suggestions predicated on guest preferences, frontal office staff can foster strong customer connections and promote brand dedication. Samples of suggestive selling in taverns include recommending room upgrades, special packages, or add- on services, analogous as spa treatments, dining options, or original excursions.

In the hotel industry, front desk procedures play a critical role in determining visitors' overall happiness and first impressions. These practices, which include everything from welcoming visitors upon arrival to responding to their questions and making sure the check-out process goes well, have a big impact on how well visitors are treated. The professionalism, front desk attentiveness, staff's and kindness are crucial elements of high quality service that can boost patron satisfaction and loyalty. Additionally, front desk practices are essential for building a good connection with visitors, making the place seem friendly, and quickly attending to any problems or complaints.

Front desk workers may create a lasting impression and improve the entire client experience by constantly providing outstanding service and personalised attention. In addition to increasing customer happiness, these actions may encourage favourable word-of-mouth referrals and repeat business for the lodging facility.

### **Reference:**

<https://goaudits.com/blog/hotel-front-desk-management/>

<https://www.bookingmaster.in/hotel-operations-impact-guest-experiences/>

<https://catalaconsulting.co.uk/front-office-department-in-hotel/>

### **About The Author:**

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.

## STREAMLINING HOTEL OPERATIONS WITH TECHNOLOGY

In the overly competitive and fast-paced world of hospitality and tourism, staying and remaining ahead means constantly seeking different means to enhance efficiency, increase guest satisfaction, and upgrading overall service quality. And in this competition one of the most transformative enablers in this modern hospitality management is the use of modern technology. With the integration of innovative digital tools and tech, hotel operations are being streamlined in unprecedented ways. This evolution not just spans from front-of-house to behind-the-scenes functions, but is shaping a future-ready hospitality industry. Below are the areas in which use of Modern Tech is doing wonders in providing best to the guest but also making hotel personnel more efficient.



### Enhancing Front Desk Efficiency

Traditional check-in and check-out processes are often time-consuming and prone to human error. But by automating check-in and check-out tasks, front office staff can now focus more on delivering personalized guest experiences, handling special requests, and resolving issues efficiently. Hotels that implemented contactless technologies such

as mobile check-ins, self-service kiosks, and digital key systems often report improved guest satisfaction and higher staff productivity. Today, many hotels have Mobile apps allow guests to complete registration forms, request services, or unlock their room with a digital key, all simply from their handy smartphones ultimately giving them an experience worth investing.

### Intelligent Property Management Systems (PMS)

How can someone speak technology in hotels without mentioning about One of the most essential technologies used to streamline hotel operations that is use cloud-based Property Management System (PMS). This magical software centralizes almost all the system-based functions like reservations, guest profiles, billing, housekeeping status, and maintenance requests. A PMS not only reduces manual labour and fatigue but also increases accuracy ensuring utmost level of operational transparency additionally, it minimizing the chances of overbooking and double reservations—a problem commonly faced in hotels that are lacking synchronize Dams.

### Housekeeping and Maintenance Optimization

This technological advancement has brought structure and efficiency to our housekeeping and engineering departments as well. From Digitalizing housekeeping apps to assigning room-cleaning schedules with real-time track of completion status, and sending alert to supervisors of delays or issues. These app-based tools ensure rooms are ready faster, helping

maintain occupancy turnover during crucial peak periods. Predictive maintenance, enabled by the Internet of Things (IoT), has also gained a slow but an effective momentum in this tech scene. With Smart sensors installed in hotel, equipment now can detect abnormalities before they cause breakdowns, help prevent inconvenience and reducing long-term costs.



### **Robotics and Automation**



Hotels worldwide are gradually embracing the change of robotic automations. Robots now deliver meals, toiletries, or amenities to guest rooms, reducing staff dependency and enhancing consistency in guest satisfaction Index. With AI-powered Chatbots concierge services now Handles guest queries around the clock—ranging from helping out to their inquiries to local

recommendations.

Although robots might not replace the warmth of human interaction, however it can significantly reduce the staff-intensive tasks. Resulting them to freely engage in high-value activities that improve overall service quality and guest engagement.

### **Data-Driven Decision Making**

Analytics has revolutionized how hotel's upper management plan and operate their business, like through integration with other hotel, use of PMS allows for real-time data access which helps them to make informed decisions, optimize room inventory, and deliver superior guest experiences, With the help of artificial intelligence (AI) and big data, hoteliers can analyse customer preferences, predict demand patterns, and optimize pricing strategies through revenue management systems. Dynamic pricing tools adjust room rates based on occupancy trends, local events, and competitor pricing, helping maximize revenue.

Furthermore, guest's written feedback and online reviews can be monitored through sentiment analysis tools, which identify recurring issues and help management take corrective measures promptly. This loop of feedback allows the management for always going improvement based on real-time reliable data.





## Sustainable Operations through Smart Technology

Environmental sustainability is a growing focus in the hotel industry. Smart thermostats, occupancy sensors, and automated lighting systems are helping hotels lower their energy consumption and carbon footprint. With this Guests also appreciate eco-conscious and sustainable practices, which are

becoming very crucial decision-making factors for a lot of aware travellers.

With the Digital solutions hotels are able to reduce a significant amount of paper waste through practices like generating e-receipts, maintaining digital checklists, and cloud-based recordkeeping. Many known hospitality brands now display real-time energy usage dashboards in public areas with an idea of promoting transparency while encouraging both staff and guests to contribute towards conservation efforts.

In This new world the Technology is no longer an optional luxury—it is a daily necessity for an efficient and future-ready hotel operations. Right from automating front desk interactions to optimizing energy usage in the back-end scenes, the strategic integration of modern tech tools enables hotels to not just boost productivity but also helps in cutting costs and simultaneously elevating guest's satisfaction. As guest expectations continue to evolve, so must the operational capabilities of hotels. By embracing these innovations, hotels thrive themselves not only to meet today's competitive demands but to shine in tomorrow's hospitality spectrum.

### Reference:

<https://blog.hotellinksolutions.com/tech-powered-efficiency-how-technology-streamlines-hotel-management-and-operations>

<https://hotelsmarters.com/blog/hotel-operations>

<https://www.vouch-technologies.com/en/top-5-tech-strategies-to-streamline-hotel-operations/>

### About The Author:

Ms. Aditi Shrivastava, is an experienced hospitality professional with a rich background in the Food & Beverage department. An alumna of IHM she blends her bachelor's and Master's degree in education with practical knowledge. She believes hospitality education nurtures both skill and personality. She now fulfils her passion as an F&B faculty at UEI Global Institute, Jaipur, dedicated to shaping a brighter and more secure future for hospitality aspirants.



## EFFECTS OF FOOD ADDITIVES & PRESERVATIVES ON HEALTH

Food additives and some of the preservatives are chemical agents that are added to foods to improve their quality and enhance their shelf life, to enhance the flavour, texture or colour of the food. Both additives and preservatives can have a negative effect when consumed in large amounts over time.



Most common health risk associated with additives and preservatives are the potential for allergies and food intolerance. Some food additives can cause allergic reactions especially

asthmatic. Food additives and preservatives can also cause digestive disturbances such as gastric issues and bloating. Some preservatives such as sodium nitrate and sodium nitrite also increase the risk of cancer. Some food colouring, preservatives and additives may contribute to hyperactivity for some children.

The only way to reduce the risk from additives and preservatives is to focus on eating whole natural foods. Fresh fruits, vegetables, nuts, seeds and whole grains are all naturally high in fibre and nutrition and contain no added preservatives or chemical agents. According to the possibility always look for foods labelled “no preservatives” and “no additives”. A complete diet based on whole natural foods is the best way to ensure that we are not consuming unnecessary and potentially harmful chemicals.

The use of food additives and preservatives also has a negative impact on the environment. Many of these additives and preservatives are made from petroleum-based chemicals which have contaminated the air, water and soil. Some preservatives and chemicals used to enhance the flavour of food are known endocrine disruptors, which means that they can affect the hormone levels and reproductive system in animals. So it's important to choose foods and products that are made with less chemical additives or preservatives. It is important to properly dispose of any foods with added chemicals or preservatives to reduce potential environmental contamination of foods.

### TYPES OF FOOD ADDITIVES AND THEIR USES:

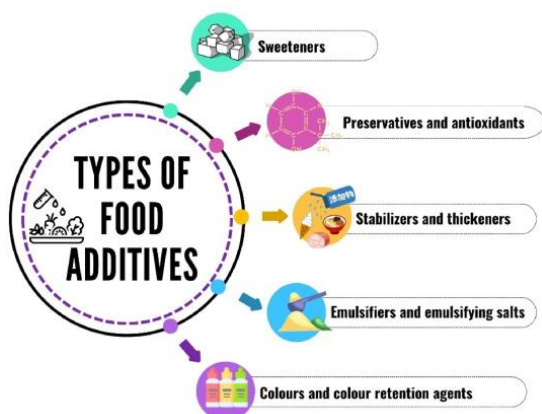
Food additives are essential in the food industry for improving various products

### Food Additives and Preservatives



quality, safety and appeal. Each additive play a unique role, ensuring food remains safe, consistent and enjoyable for consumers.

**Following are some of the main categories and their uses:**



### **Flavour Enhancers:**

Enhance or intensify the taste of food without altering its original flavour.

Example: Monosodium glutamate (MSG): Enhances savoury flavours  
Salt substitutes: Used in low-sodium or diet-friendly products.

### **Preservatives**

Extend the shelf life of food by preventing spoilage caused by bacteria, Mould or Oxidation.

Example: Sodium Nitrate - Preserves processed meats, Ascorbic acid (Vitamin C) - prevents browning in fruits and vegetables.  
Sorbic acid: Protects baked goods and cheeses from mould.

### **Colour Additives**

Restore or enhance the natural colour of food to make it more appealing

Example: Natural colour - Carotenoids (From Carrots) or beetroot extract  
Synthetic colour - Tartrazine (Yellow) or Allura Red.

### **Emulsifiers**

Help blend ingredients like oil and water, preventing separation.

Example: Lecithin - Used in chocolate and margarine,  
Mono and diglycerides - Found in baked goods.

### **Stabilizers and Thickeners**

Maintain texture and consistency, stopping ingredients from separating.

Examples: Gelatine - Thickens desserts and Sauces,  
Xanthan gum - Stabilizes salad dressings and beverages.

### **Sweeteners**

Provide sweetness with or without added calories.

Example: Aspartame - Used in low-calorie drinks.  
Stevia - A natural, calorie-free sweetener.

### **Long Term Health Impacts of Additives**

Modern food manufacturing depends significantly on food additives to improve taste, texture, shelf life and appearance. Although many chemicals are judged safe in controlled amounts,

long-term exposure to certain chemicals may cause adverse health effects. The following are some of the issues examine the long-term health impact of additives:

#### Cancer Risks

**Nitrates and Nitrites:** found in the processed meats like bacon and sausages, these preservatives can convert into nitrosamines in the body, compounds linked to an increased risk of cancers, particularly colorectal cancer.

**Artificial colours:** Synthetic food dyes such as red 40 and yellow 5 have been scrutinized for potential carcinogenic effects, though the evidence remains inconclusive.

**BHA and BHT:** These preservatives used in snacks and processed foods, have shown potential links to tumour formation in animal and studies, raising concerns about their impact on human health.

**Metabolic Disruptions:** Artificial Sweeteners: Substances like aspartame and saccharine are popularly known to reduce sugar intake, but their long-term use has been associated with metabolic changes.

**High-Fructose Corn Syrup (HFCS):** Common found in soft drinks and sweets, HFCS contributes excessive calorie intake, obesity and insulin resistance, increasing the likelihood of metabolic syndrome.

**Trans Fats:** Often stabilized using additives trans-fat disrupt lipid metabolism, raising LDL (Low density lipid - bad cholesterol) and lowering HDL (High density lipid - good cholesterol) which can lead to cardiovascular diseases.

#### Effects on the Immune System

**Emulsifiers:** Found in processed foods like salad dressings and ice creams, emulsifiers may damage the intestinal lining, leading to inflammation and an impaired immune response.

**MSG (Mono-sodium Glutamate):**

Though safe for most people, some individuals report hypersensitivity reactions, including headaches and nausea, suggesting a potential impact on immune tolerance.

**Endocrine Disruptors:** certain additives such as biphenyl A (BPA) found in food packaging may interfere with hormone regulation, potentially affecting immune function.

#### Neurological and Behavioural Concerns.

**Artificial Colours and Hyperactivity:** Studies have linked food dyes to behavioural changes in children, including increased hyperactivity and attention issues.



**Neurotoxicity:** Additives like aspartame have been investigated for their potential to cause headaches, mood changes and other neurological effects, though findings remain debated.

### **Cumulative Effects of Additives**

Long term exposure to multiple additives, even in permissible quantity, raises concerns about cumulative effects on health. The interactions between various chemicals could amplify risks such as chronic inflammation, immune dysfunction, and systemic diseases.

### **Minimising Long-Term Risks**

The following are some of the tips to reduce potential health risks from additives:

- Choose fresh, whole foods over processed alternatives
- Read labels and avoid products with high amounts of artificial additives.
- Opt for natural preservatives like salt or vinegar when cooking at home.

While additives offer convenience and improve food quality, understanding their potential impacts empowers consumers to make informed dietary choices for better long term health.

### **Reference:**

Food additives, Food Standards Australia New Zealand.

Standard 1.3.1 - Food Additives, FSANZ Food Standards Code, Food Standards Australia New Zealand.

What do food additives do?, Food Standards Australia New Zealand.

### **About The Author:**

Dr.F.D.Dinesh Kumar holds a Bachelor's Degree in Hotel Management and Catering Technology, Master's Degree in Tourism Management, Master of Philosophy in Tourism Management, and Doctor of Philosophy in Tourism Management, with over 8 years' experience in the hotel, Cruise line sectors and more than 18 years' experience in the teaching sector. Associated with UEI Trivandrum as a faculty - Food Production.

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## FACTORS AFFECTING RESTAURANT PLANNING AND DESIGN

The format and layout of a restaurant have a significant impact on the level of customer satisfaction and the productivity of the staff. Without proper planning, an order from the guest will take an unnecessarily long time to serve, as the manufacturing personnel can be sluggish in serving to reduce the distance travelled. This will reduce their participation. In addition, the overall design and layout of a restaurant will play a very large part in determining the overall design and format of the restaurant. The design and the overall format of the restaurant entail a number of these sectors of the restaurant, and all of these sectors ought to be treated with utmost care. Some of the sub-areas of the eating place that contain the layout and design of the device include the eating place, device placement, estimation of value, design and layout of the outdoors and interior sectors, and compliance with the ADA, among others. Sustainable layout and creation will save the restaurant the past consciousness of self-centeredness to the present, even as reaching financial savings and boom environmental overall performance.

- **Design an Interior Space That is Both Functional and Visually Stunning:**

When it comes to designing the interior of an eating place, there are some things to keep in mind. Food safety standards are many of the maximum big factors, and the demand for high-quality food is paramount. You need to ensure that your restaurant is designed to limit the risk of foodborne



ailments and contamination while permitting your cooks to create scrumptious, visually appealing dishes that meet your customers' expectations. In addition to meal protection, you mustn't forget the ever-evolving nature of the current generation and the desire to live cutting-edge with the present-day advancements. This approach is designing an area with flexibility and adaptability in mind to accommodate new gadgets and generations as they become available. Creating a space wherein your workforce can work efficaciously and without waste is important while designing your workplace. Consider the layout of your kitchen, the location of the system, and the ergonomics of your workstations. Equipment planning involves deciding on and arranging equipment based on your menu, finances, and different elements. When making gadget selections, it is crucial to consider cost, space, and electricity performance. By thoughtfully evaluating these factors, you could maximize your funding.

- **Streamline the Exterior Design to Optimize Your Customers' Experience**





If you want your restaurant to stand out and entice clients, the exterior layout is vital. One of the most important elements is the panorama layout. By strategically positioning flora and bushes around the outdoors of your restaurant, you may create an inviting atmosphere to be able to draw in clients. Additionally, properly designed landscaping can reduce noise levels and provide a

nice ecosystem for outdoor dining. So, take note of the electricity of landscape design whilst creating a welcoming and attractive restaurant outdoors! When designing the exterior of your restaurant, there is more to consider than just the visual enchantment. Conducting a site visitor evaluation is also crucial to developing a useful and alluring area. By analysing the flow of people, you can develop pathways, seating areas, and plantings that cater to your purchaser's needs, making their eating place enjoy enjoyable. Not only does proper visitors' analysis make sure a secure environment, but it additionally complements the overall aesthetic of your panorama layout. The outside layout of your restaurant is the cherry on the pinnacle of the way to make it stand out from the group! The way it looks, the convenience of getting right of entry and the general feel are key elements to do not forget. You want your restaurant to be visually lovely, drawing clients in with its irresistible appeal. It should additionally be a breeze for them to locate and get to. With meticulous attention given to this information, you may create an outdoor that appears superb, features seamlessly, and keeps your customers safe.

- **Design an Innovative Space while Staying on Budget**

When designing a restaurant, estimating the value is a key step inside the procedure. This includes searching intently at all the capacity charges, which include labour, substances, system, and every other fee that can rise. It is also vital to bear in mind any viable delays or setbacks impacting the general price. Accurately estimating the fee ensures the assignment stays within budget and is finished on time.



- **Ensure That Your Restaurant is Accessible**

It is critical to consider ADA suggestions for your design to make sure accessibility for all customers and personnel. This includes accommodating those with disabilities along with



mobility, hearing, or visible impairments. The restaurant needs to have an adequate area, clean pathways, and available restrooms to take hold of bars. Good lighting fixtures and clear signs and symptoms aid people with visible impairments. By taking those measures, your restaurant venture will fully observe ADA requirements, providing a safe and welcoming environment for all customers

and personnel. Ultimately, being proactive in growing an available area gains everyone, fostering inclusivity

- **Minimize the Impact on the Environment**

It is important to prioritize sustainability in your design. It is now not just about being green but also making sure that your status quo is as resource-efficient as possible. This can cause higher fitness outcomes for all people involved, including your customers for your staff, and save you money in the long run. It is a win-win state of affairs. By taking a comprehensive method, you may be able to lessen pollution, minimize waste and costs, and even enhance your eating place's typical appearance and feel. Plus, you will do your part to lessen the pressure on local infrastructure and reduce your eating place's carbon footprint.



**Reference:**

<https://hmhub.in/5th-sem-f-b-operations-notes/factors-affecting-restaurant-planning-and-designing/>

<https://www.menubly.com/blog/factors-to-consider-when-planning-a-menu/>

<https://www.theforkmanager.com/en/blog/restaurant-management/how-design-restaurant-floor-plan>

**About The Author:**

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, instil career readiness, and uphold international standards of service excellence for aspiring hospitality professionals.

## TAKING CARE OF LAUNDRY FOR HOTEL GUESTS AND STAFF



If we talk about hotel laundry care, it is a critical component of hospitality management. It influences guest satisfaction, staff well-being and the overall reputation. Whether its bed linens, room towels or staff uniforms, there is a standard of cleanliness and quality in laundry that reflects the standards of the hotel. Effective

team management in laundry also plays a significant role in health, hygiene and operational efficiency or sustainability. Hotel laundry provides a dual purpose and ensures that the guest experience will be comfortable. Having a clean and neat laundry gives a bright exposure to the hotel staff as well.

### Core elements of hotel laundry

Hygiene is a major concern in hotel laundry. The laundry clean area should not be open for everyone and the dirty area must also remain physically separated. If any staff members are entering, they must wear gloves and sanitize their hands regularly. These are disciplined practices, and they are more important during health emergencies. Managing laundry inventory is very helpful for avoiding unnecessary costs. Deciding whether to run laundry in a hotel or outsource to a third party is another important consideration for hotel managers using our own machinery can reduce operational costs. It involves quality of control and delivery timing.



**Segregation of laundry:** Having proper segregation in laundry is the foundation of every hotel. Because it gives the right idea of product, dirty laundry should be segregated as per that.

- Types- (bed linens, towels, uniforms, kitchen clothes, service clothes.)
  - Soil level- (light, medium, heavy)
  - Colour- (whites, darks, colours)
- Segregation makes sure dry transfer, washing cycles and items which are heavy should get the appropriate treatment.

**Washing procedures:** Hotels are so big, and they totally depend on heavy machinery that is larger and more powerful than residential machines.

- Temperature control-washing with the right method and the temperature is very helpful and provides disinfection and stain removal.



- Detergents selection-always use the good and high quality of commercial grade detergents with the grade of disinfection and anti-microbial agents.



**Inventory management:** Tracking the laundry inventory is the number one sign of carrying. It includes a number of linens and towels, ensuring availability and reducing loss. The laundry equipment must be regularly checked and ensure performance this includes.

- Cleaning machine filters and important parts.
- Checking for leaks or blockages.
- Using the right temperature and detergent.
- Having a scheduled routine.

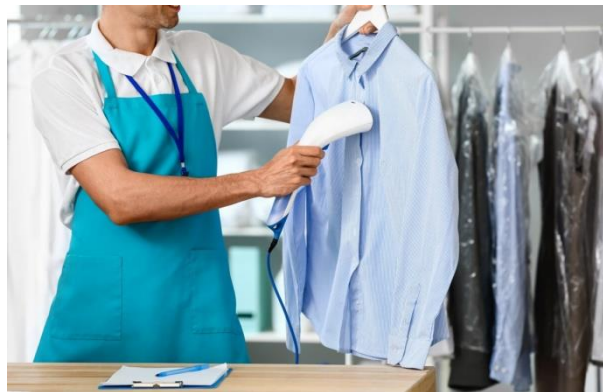


**Staff Training and Safety:** The staffs who are working in the laundry should have gone through the essential training, so the operation should work smoothly. What are the points that we should cover in training.

- Right use of equipment
- Stain treatment and fabric care
- Safety protocols for handling soiled laundry
- Hygiene and coverage.

**Drying and finishing:** After washing each piece of laundry, they should be dried and finished properly.

- Drying-The use of industrial dryers, which are built for the heavy task with moisture sensors, prevents over-drying that can damage fabric.
- Ironing and pressing – many luxury hotels prefer flatwork ironers for sheets and rotary presses for uniforms that have a professional appearance.
- Folding and packing-the laundry that has finished from both the processes must be folded neatly and, in some special cases, packed in plastic to prevent contamination before use.



Caring for hotel laundry in terms of guests or staff is related to cleaning sheets and fresh towels. It is a complex operation that involves hygiene, efficiency, sustainability and guest experience. Hotels that focus on modern laundry systems, staff training and sustainable

practices. Caring for hotel laundry is not an easy task, it is daily routine. Basically, it is a part of delivering a high-quality guest experience. Behind every neatly made bed is a team effort which is dedicated to a high level of hygiene and attention to detail. It involves proper sorting, washing, drying and storage to ensure that laundry is handled safely and efficiently. The other points that we need to consider are staff training and safety control measurements. It shows the quality of the laundry process.

**Reference:**

<https://www.xenia.team/articles/hotel-laundry-management-guide-checklist>

<https://dulais.com/guest-laundry-services-explained/>

<https://hpgconsulting.com/commercial-kitchen/hotel-laundry-management/>

<https://www.caldwellandgregory.com/blog/hotel-laundry-machines/>

**About The Author:**

Mr. Gaurav Kumar is working as Faculty-Advance Communication for Employment with UEI Global Institute, Agra.

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## ALL IN A DAY'S WORK



### UEI GLOBAL LUCKNOW

Food Production Practical  
Session:

Proper Use and  
Maintenance of Kitchen  
Equipment



### UEI GLOBAL JAIPUR

Food and Beverage  
Practical Session:

Identification of  
Tableware





## UEI GLOBAL JAIPUR

Front Office Practical  
Session:

Types of Travellers and  
Guest Queries



## UEI GLOBAL JAIPUR

Housekeeping Practical  
Session:

Briefing Session







## UEI GLOBAL JAIPUR

Food Production  
Assignment:

Calculation of Food  
Cost in Hotel Kitchens

## UEI GLOBAL LUCKNOW

Food Production  
Practical Session:

Stir-Fried Vegetables  
Chicken Kung Pao  
Egg Fried Rice





## UEI GLOBAL LUCKNOW

Food Production  
Practical Session:

Dal Paalak Shorba  
Kadhai Murg  
Milauni Tarkari  
Motia Pulao

## UEI GLOBAL AGRA

Communication  
Practical Session:

Personal Interview  
Group Discussion







## UEI GLOBAL JAIPUR

Food Production  
Practical Session:

Amritsari Kulcha  
Amritsari Chole  
Piyaz Imli Chutney  
Shahi Tukada

## UEI GLOBAL LUCKNOW

Front Office  
Practical Session:

Reception Desk  
Operations







## UEI GLOBAL JAIPUR

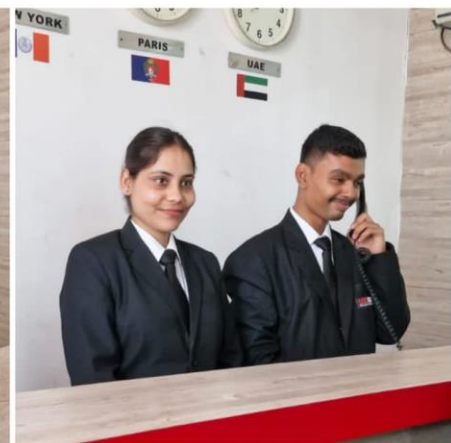
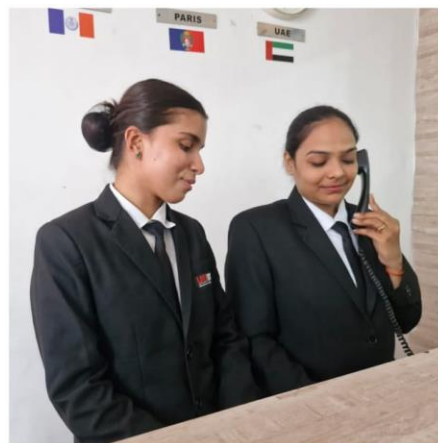
Food Production  
Practical Session:

Different Cuts of  
Vegetables

## UEI GLOBAL LUCKNOW

Front Office  
Practical Session:

Telephone Etiquettes





## **UEI GLOBAL TRIVANDRUM**

Food Production  
Practical Session:

Stir fry Vegetables  
Chicken Kung Pao  
Egg Fried Rice

## **UEI GLOBAL DELHI**

Food and Beverage  
Practical Session:

Different Folds of  
Napkin







## UEI GLOBAL DELHI

Food Production  
Practical Session:

Potli Samosa  
Veg. Pizza  
Veg. Burger

## UEI GLOBAL DELHI

Food Production  
Practical Session:

Mac N Cheese  
Fusilli Arrabbiata  
Chilli Cheese Toast  
Garlic Herb Bread







## UEI GLOBAL TRIVANDRUM

Housekeeping Practical  
Session:

Cleaning of Glass  
Surface

## UEI GLOBAL TRIVANDRUM

Food and Beverage  
Practical Session:

Billing and Payment  
Methods





## UEI GLOBAL JAIPUR

Food and Beverage  
Practical Session:

Water Service

## UEI GLOBAL DELHI

Food Production  
Practical Session:

Plain Cookies







## UEI GLOBAL JAIPUR

Front Office  
Practical Session:



Handling Guest  
Reservation

## UEI GLOBAL JAIPUR

Food Production  
Practical Session:

Lemon Rice  
Idly  
Dosa  
Sāmbhar  
Rasam





## UEI GLOBAL DELHI

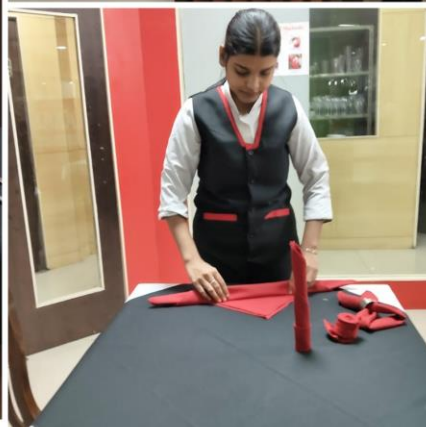
Food Production  
Practical Session:

Potli Samosa  
Hand Made Pizza  
Dough  
Veg Pizza

## UEI GLOBAL JAIPUR

Food and Beverage  
Practical Session:

Laying of a Cover







## UEI GLOBAL DELHI

Food Production  
Practical Session:

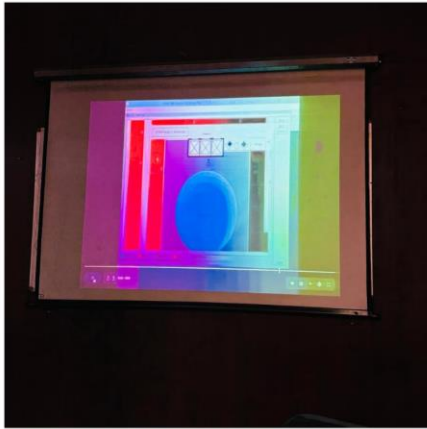
Veg Patty  
Veg. Burger

## UEI GLOBAL LUCKNOW

Food Production  
Practical Session:

French onion soup  
Fish meuniere  
Pommes vapeur  
Glazed carrots





## **UEI GLOBAL JAIPUR**

Front Office Practical  
Session:

Property Management  
System (PMS) - Opera



## **UEI GLOBAL LUCKNOW**

Front Office Practical  
Session:

Registration Process  
of  
Free Independent  
Traveller (FIT)  
and  
Walk Ins







## UEI GLOBAL LUCKNOW

Food Production  
Practical Session:

Crème De Pommes  
Baby Corn Fritters  
Brochettes De Volaille  
Chocolate Profiteroles

## UEI GLOBAL JAIPUR

Food and Beverage  
Practical Session:

Importance and  
Setting of Side Board  
(Dummy Waiter)







## UEI GLOBAL LUCKNOW

Food Production  
Practical Session:

Cream of Veg. Soup  
Cream of Tomato Soup  
Vegetable Biryani  
Mixed Veg Raita

## UEI GLOBAL TRIVANDRUM

Food Production  
Practical Session:

Guest welcome  
And  
Registration Process



## SEMINARS AND INDUSTRY VISIT



**UEI GLOBAL JAIPUR**

### **UEI GLOBAL PUNE**

**Chef Nilesh Vaidya**  
**Executive Sous Chef**  
**J.W. Marriott**  
**Pune**

Session on kitchen  
standard, food safety  
& career path in  
Hospitality Industry  
and In hotel Kitchen







**UEI GLOBAL JAIPUR**

**Chef Hardik Nangia**  
**MSC Cruise Liners**

An insightful Online Session by Our Alumni was conducted The lecture provided an in-depth look into the world of cruise line operations and the vast global opportunities offers in the hospitality sector.

**UEI GLOBAL  
DELHI**

**Mr. Vinay Mukhia**  
Batch 2017-20

F&B Supervisor  
Four Seasons  
Abu Dhabi  
UAE

Students Interaction  
and Session on  
Industry Exposure





## UEI GLOBAL PUNE

### Yoga Session



## UEI GLOBAL PUNE

### Scavenger Hunt





## UEI GLOBAL DELHI

### Crowne Plaza Rohini

Students explored the laundry, linen room and uniform room, gaining valuable hands-on experience and insights into hotel operations

## UEI GLOBAL PUNE

### Plantation Drive







## **UEI GLOBAL TRIVANDRUM**

**Mr. Aneesh**  
Human Resources  
Manager  
Hotel Dimora TVM

Session on Achieving  
Career Goals in  
Hospitality Industry

## **UEI GLOBAL PUNE**

Human Resources  
Executive  
Hotel Conrad  
Pune

Session with Students  
on career paths in  
hospitality industry



Three women are standing together in front of a display of trophies and awards. The woman in the center is holding a small trophy. They are all smiling for the camera.



## **UEI GLOBAL LUCKNOW**

**Campus Drive**

**Hotel Clarks Awadh  
Lucknow**

**Ms. Mahima Dubey  
HR Manager**

**Mr. Sarcar  
Asst. FnB Manager**

## **UEI GLOBAL DELHI**

**JW Marriott Marquis  
Dubai**

**Mr. Abhishek Singh**  
Batch: 2022-25  
Food and Beverage Associate

**Mr. Vansh**  
Batch: 2022-25  
Food and Beverage Associate







## UEI GLOBAL TRIVANDRUM

**Chef Klaus Leopold**  
Culinary Art Academy

Mixology  
Demonstration Session  
(Gin Based)

## UEI GLOBAL TRIVANDRUM

**Mr. Ajim Nishad**

Online Session on Mocktails



**Online Workshop**

**MOCKTAIL MASTERCLASS**

**SIP THE ART OF REFRESHMENT**

**Presented by**

**Ajim Nishad**

**02- July - 2025**

**12:30 pm onwards**



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Sr Faculty & Industry Expert  
English & Communication



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07 July, 2025  
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**Mr. Sanjay Papnai**

Online Session on Handling  
Interviews

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**Chef Abhijit Dutta**

Online Session on Vegetable  
Biryani




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– A Royal Vegetarian Biryani Experience



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**Chef Abhijit Dutta**  
Associate Director - Food  
Production

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12/07/2025  **TIME**  
12:30 PM

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21 July, 2025

12.00 PM



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Mr. Gaurav Kumar

Online Session on Creating First  
Impression

UEI GLOBAL  
CHANDIGARH

Mr. Diwakar Kumar

Online Session on  
Gueridon Service



## Online Workshop on GUERIDON SERVICE *Fettuccine Alfredo*



Mr. Diwakar Kumar  
Faculty  
F & B Service Operations

26<sup>th</sup> July 2025

12:00 PM onwards



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## QUICK SERVICE RESTAURANTS VISIT



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LUCKNOW**



**UEI GLOBAL  
AGRA**





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TRIVANDRUM**



**UEI GLOBAL  
JAIPUR**





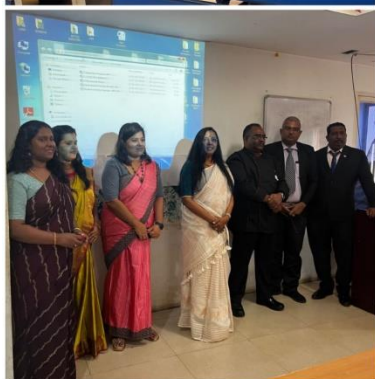


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## STUDENTS ORIENTATION PROGRAMME: 2025-26



**UEI GLOBAL  
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**UEI GLOBAL  
DELHI**







**UEI GLOBAL  
PUNE**

## 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

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\*Conditions Apply

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