

SOPHOS

(Be smart, Stay skilled)



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Note from the Editor's desk

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

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

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

The main focus in May 2025 was the conduct of academic tests and assessments for existing students, helping evaluate their understanding, progress and performance which is an essential part of their academic journey. Additionally, we organized the Orientation Programme for the new batches of 2025-26, marking the formal beginning of their academic life.

The placement drive also continued throughout May, providing students with the opportunity to be evaluated by industry professionals through interviews, presentations and skill assessments. Faculty webinars were conducted as well, serving as interactive platforms for knowledge sharing, academic development and enhancement of teaching quality.

We invite you to enjoy the informative articles in this edition on topics such as: Changing Laws in the Indian Hospitality Sector, Qualities of a Successful Hotel General Manager, Managing Customer Expectations in the Hotel Industry, Training Programs for Housekeeping Staff and Alternative Protein: A Trendsetter in Modern Nutrition.

Warm Regards,
Amit Moon

QUALITIES OF A SUCCESSFUL HOTEL GENERAL MANAGER



The role of a Hotel General Manager (GM) is arguably one of the most demanding yet rewarding positions in the hospitality industry. Acting as the heart of hotel operations, the GM is responsible for overseeing all departments, ensuring guest satisfaction, maintaining financial health, and leading a diverse team of

employees. Success in this position is not based on technical skills alone—it's a combination of leadership, emotional intelligence, strategic thinking, and operational expertise. This article explores the essential traits that define a truly successful hotel general manager.

Exceptional Leadership

At the core of every successful general manager is strong leadership. A GM must inspire, motivate, and guide a team that includes front office staff, housekeeping, food and beverage services, maintenance, and more. Leadership in a hotel environment involves more than just giving orders—it requires the ability to listen, to empower others, and to foster a sense of unity and direction. A good leader sets the tone for the hotel's culture and values, leading by example with professionalism, punctuality, integrity, and a commitment to excellence.

Strategic Thinking and Vision

A hotel general manager must look beyond day-to-day operations and focus on long-term growth. Strategic thinking involves analysing market trends, setting performance goals, identifying revenue opportunities, and preparing the hotel for future challenges. Whether planning for expansion, entering new markets, or adapting to shifts in travel behaviour, a GM must be able to think critically and make data-driven decisions that align with the hotel's mission and financial objectives.

Strong Communication Skills

The ability to communicate clearly and effectively is fundamental in hospitality. A GM is constantly interacting with employees, guests, vendors, and corporate executives. They must be able to convey expectations, deliver feedback, and handle conflicts tactfully. Equally Important is listening—truly understanding the concerns of guests and staff



members helps build trust and improves overall performance. Effective communication also plays a vital role in managing crises and maintaining a positive public image for the hotel.

Operational Expertise

A general manager needs a deep understanding of all hotel operations. This includes front desk procedures, housekeeping standards, food and beverage management, sales and marketing, and engineering. A GM who is hands-on and knowledgeable can quickly spot inefficiencies and take corrective action. They also understand the interdependence between departments, ensuring seamless coordination and a consistently high level of guest service.



Financial Acumen

Profitability is essential in any business, and the hotel industry is no exception. A successful GM must have solid financial skills, including budgeting, forecasting, cost control, and revenue management. They must be comfortable analysing financial statements, monitoring KPIs such as Occupancy Rate, Average Daily Rate (ADR), and Revenue Per Available Room (RevPAR), and making informed decisions to maximize profitability. Understanding the financial impact of operational changes and guest satisfaction initiatives is key to balancing service excellence with cost-effectiveness.

Customer-Focused Attitude

Guests are the lifeblood of any hotel, and ensuring their satisfaction is a GM's top priority. A customer-centric mind-set means anticipating guests' needs, responding to feedback, and continuously improving the quality of service. Successful general managers are often visible on the property, interacting with guests, gathering insights, and creating memorable experiences. They understand that a single positive guest experience can lead to repeat business and valuable word-of-mouth marketing.

Problem-Solving and Crisis Management

In the dynamic environment of a hotel, problems can arise at any time—an overbooked room, a kitchen mishap, or a maintenance issue. A successful GM stays calm under pressure, thinks quickly, and takes immediate action to resolve issues before they escalate. Their ability to



remain composed and resourceful during emergencies or high-stress situations ensures the safety and satisfaction of guests and the morale of the team.

Adaptability and Innovation

The hospitality industry is constantly evolving, driven by changes in technology, guest expectations, and global trends. A successful GM must

be adaptable and open to innovation. Whether it's implementing a new property management system, introducing sustainable practices, or redesigning services post-pandemic, GMs must embrace change and encourage a culture of continuous improvement among their teams.

Staff Development and Team Building

A hotel's greatest asset is its people. A successful GM recognizes this and invests time in staff development, training, and mentorship. They create opportunities for growth, recognize achievements, and foster a positive work environment. By building a strong team culture and promoting internal leadership, the GM ensures long-term stability and high employee retention.



Emotional Intelligence and Cultural Sensitivity

Hotels cater to guests and employ staff from a wide range of cultural and socioeconomic backgrounds. Emotional intelligence—the ability to understand and manage one's emotions and those of others—is essential. A successful GM demonstrates empathy, self-awareness, and cultural sensitivity, which are crucial for conflict resolution, employee relations, and exceptional guest service in a diverse setting.



The position of a hotel general manager is multifaceted, demanding a blend of strategic Vision, operational efficiency and interpersonal skills. It's not merely about managing tasks, but about leading people, inspiring service excellence, and creating lasting impressions for guests. In an industry where guest experiences define a brand's reputation, the GM plays a pivotal role in shaping those experiences. Possessing these key traits is what truly sets apart a good general manager from a great one. As the hospitality industry continues to evolve, so too must the leaders at its helm—adapting, learning, and growing to meet the challenges of tomorrow.

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CHANGING LAWS IN INDIAN HOSPITALITY SECTOR



The hospitality sector in India is one of the fastest-growing industries, contributing significantly to GDP and employment. With rising domestic tourism, international travel, and global investment, the sector has witnessed a transformation- not only in terms of service and infrastructure but also in its legal and regulatory environment. Over the last few years, India has seen several legal reforms in the hospitality space,

driven by economic growth, digital transformation, consumer protection, and sustainability concerns.

The key changes in laws impacting the Indian hospitality sector and their implications for hoteliers, restaurateurs and tourism professionals.

GST Implementation and Revisions:

One of the most significant changes in recent years has been the introduction of the **Goods and Services Tax (GST)** in 2017. Before GST, the hospitality industry was subject to multiple taxes—luxury tax, service tax, VAT, etc. The implementation of GST simplified the tax structure and brought uniformity.

However, frequent revisions in GST rates for hotel rooms and restaurant services have created confusion. As of now:

- Rooms costing up to ₹1,000/day **are** exempt from GST.
- Rooms between ₹1,001 and ₹7,500/day **attract** 12% GST.
- Rooms **above** ₹7,500/day **attract** 18% GST.
- Restaurants (non-AC or standalone) are taxed at **5%** without input tax credit (ITC), while restaurants in hotels with room tariffs above ₹7,500 attract 18%.

GST on Accommodation in Hotels

Room Rent Per day	GST Rate		
	18-07-2022 onwards	01-10-2019 to 17-7-2022	01-07-2017 to 30-09-2019
Rs 0 to Rs 1000	12%	Exempt	Exempt
Rs 1001 to Rs 2500		12%	12%
Rs 2501 to Rs 5000			18%
Rs 5001 to Rs 7500			28%
Rs 7501 to onwards	18%	18%	

These changes require hotel operators



to regularly update their billing systems and pricing structures, and ensure compliance with state-specific rules, as hotel tariffs can influence tourism demand.

Food Safety and Hygiene Regulations

India's hospitality businesses are governed by the Food Safety and Standards Authority of India (FSSAI) under the FSS Act, 2006. Over

the years, FSSAI has introduced stricter norms around hygiene ratings, food labelling, and safety audits, particularly for restaurant kitchens and hotel kitchens serving large volumes.

Key developments include:

- Mandatory FSSAI licensing for all food business operators (FBOs), including hotel kitchens.
- Introduction of the Food Safety Display Boards (FSDBs) in hotel restaurants.
- Regular hygiene audits and grading based on cleanliness and safety.
- Crackdown on mislabelling and adulterated food.

These reforms aim to standardize food quality across India's hospitality establishments and assure both domestic and international tourists of hygienic dining.

Labour Laws and Gig Economy Reforms:

The hospitality sector is labour-intensive, employing millions of workers directly or indirectly. With the passage of the Labour Codes-specifically the Code on Wages, 2019 and the Occupational Safety, Health and Working Conditions Code, 2020- there is a strong focus on:

- Standardizing minimum wages across states.
- Regulating working hours and overtime.
- Providing safety and health benefits to hotel staff.
- Formalizing employment contracts for all categories of workers.

Additionally, with the rise of the **gig economy**, many hotels and restaurants rely on third-party service providers (housekeeping, delivery, etc.). The new labour codes mandate social security benefits for even contractual and gig workers, ensuring more inclusive growth.

Environment and Sustainability Regulations:

Sustainability is now a legal obligation for many hospitality operators. With the introduction of policies by the



Ministry of Environment, Forest and Climate Change (MoEFCC) and various state pollution control boards, hotels must:

- Obtain Environmental Clearance (EC) for construction.
- Install rainwater harvesting systems **and** sewage treatment plants (STPs).
- Follow waste segregation and disposal rules.
- Comply with plastic usage bans in several states.

The Energy Conservation Building Code (ECBC) and green building certifications are being encouraged for new hotels, promoting energy efficiency. Failure to comply can lead to heavy penalties, closure notices, or cancellation of operating licenses.

Digital Laws and Data Privacy

As hospitality becomes increasingly digital—with online bookings, app-based check-ins, and digital payments—laws around data privacy and cyber security are becoming crucial. The Digital Personal Data Protection Act, 2023, now mandates that hotels:

- Collect customer data with explicit consent.
- Store and process personal data responsibly.
- Ensure protection from cyber-attacks or data leaks.



Additionally, hotels must comply with IT Act provisions for digital payments and grievance redressed in online transactions. These changes push hotels to upgrade their IT systems and train staff on digital compliance.

Liquor and Licensing Laws



Hotels serving alcohol must obtain multiple licenses—bar license, excise license, and sometimes a separate license for room service. State governments have different rules, and recent reforms have:

- Eased liquor licensing processes through online applications in many states.
- Restricted alcohol service near schools, religious sites, and highways.
- Introduced dry days, local area bans, and strict penalties for violations.

Hotel operators must stay informed about local excise policies to avoid legal issues.

The legal landscape of India's hospitality sector is evolving rapidly. From tax reforms and labour laws to environmental regulations and data privacy, the industry is being reshaped to meet global standards. While these changes present compliance challenges, they also offer opportunities for professionalization, transparency, and sustainable growth.

For hotel managers and hospitality entrepreneurs, staying updated on these legal developments is essential—not only for avoiding penalties but also for delivering ethical, safe, and guest-friendly services in an increasingly competitive market.

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MANAGING CUSTOMER EXPECTATIONS IN THE HOTEL INDUSTRY



In the highly competitive and service-driven hotel industry, managing customer expectations is not only essential for guest satisfaction but also critical for the survival and growth of a hotel brand. A hotel's ability to meet or exceed guest expectations directly impacts customer loyalty, online reputation, and revenue generation. As travellers become increasingly

informed and demanding, the pressure on hoteliers to deliver consistent, high-quality service has intensified. Hence, managing customer expectations effectively has become a key strategic focus for modern hospitality professionals.

Customer expectations in the hotel industry refer to the standards and levels of service that guests anticipate based on brand image, marketing, previous experiences, and word-of-mouth recommendations. These expectations may include clean and comfortable rooms, prompt service, courteous staff, quality food, safety, and personalized attention.

There are generally three types of expectations:

Basic Expectations – These include fundamental requirements like hygiene, safety, functioning amenities, and respectful behaviour from staff.

Expected Expectations – These are what guests assume they will receive, such as free Wi-Fi, 24-hour room service, or airport pick-up for luxury hotels.

Delight Expectations – These are value additions that go beyond the norm, such as surprise room upgrades, personalized welcome notes, or complimentary spa services.

Hotels that can balance and exceed these expectations consistently will have a competitive advantage in a crowded market.

Challenges in Managing Expectations

Managing customer expectations is not without challenges. Several issues can lead to dissatisfaction:

Overpromising in marketing: If advertisements or website listings promise services or amenities that are not consistently delivered, guests are likely to feel misled.

Cultural differences: International guests may have varying standards of



service or room size expectations.

Communication gaps: Lack of clear communication between hotel staff and guests can lead to misunderstandings and disappointment.

Service inconsistencies: Variations in service quality, especially during peak seasons or staff changes, can negatively impact guest experiences.

These challenges underline the importance of strategic planning, staff training, and constant guest feedback to align guest expectations with actual service delivery.

Strategies for Managing Customer Expectations



To successfully manage and exceed guest expectations, hotels should adopt a customer-centric approach throughout the guest journey- before, during, and after the stay.

Clear and Honest Communication

Ensure that all communication, whether on the website, social media, or via direct interaction,

accurately represents the hotel's services and facilities. Misleading content may attract guests temporarily but can damage the hotel's reputation in the long term.

Consistent Service Standards

Develop and enforce standard operating procedures (SOPs) to ensure uniformity in guest services. Regular training programs help staff deliver consistent quality, regardless of the time or the guest.

Staff Empowerment and Soft Skills

Well-trained, motivated, and empowered staff plays a crucial role in guest satisfaction. Frontline employees must have good communication, empathy, and problem-solving skills to address and resolve guest concerns proactively.

Personalization of Services

Understanding guest preferences—such as dietary needs, room temperature, pillow types, or preferred check-in times—can significantly enhance the guest experience. Loyalty programs and CRM (Customer Relationship Management) systems can be used to store guest profiles and offer personalized services.

Leveraging Technology

Digital check-ins, mobile concierge services, and Chatbot for customer support improve convenience and help manage expectations effectively. Hotels can also use automated surveys and feedback forms to track guest satisfaction in real-time.

Feedback Management

Listening to guest feedback and acting on it is vital. Encourage guests to share their opinions during and after their stay. Negative reviews should be addressed promptly and professionally, with a focus on resolution and improvement.

Impact of Managing Expectations Successfully

Hotels that manage expectations effectively enjoy several benefits:

- **Higher Guest Satisfaction and Retention:** When expectations are met or exceeded, guests are more likely to return and recommend the hotel to others.
- **Positive Online Reviews and Reputation:** Online reviews heavily influence booking decisions. Consistently meeting expectations leads to better ratings and increased trust.
- **Competitive Differentiation:** Offering services that surprise and delight guests can set a hotel apart from competitors.
- **Revenue Growth:** Satisfied guests contribute to higher occupancy rates, better upselling opportunities, and enhanced brand loyalty.

Managing customer expectations is a dynamic and on-going process that requires awareness, agility, and alignment between hotel operations and guest perceptions. It starts with honest communication, is supported by consistent service, and is enhanced by personalization and technology. Hotels that actively listen to their guests, learn from their feedback, and continuously strive to improve will not only meet expectations but often exceed them—creating memorable guest experiences that lead to long-term success in the hospitality industry.

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TRAINING PROGRAMS FOR HOUSEKEEPING STAFF IN THE HOSPITALITY INDUSTRY



Housekeeping department plays a vital role in maintaining cleanliness, hygiene, and the overall ambiance of a hotel. As the hospitality industry continues to evolve and customer expectations rise, the demand for highly skilled housekeeping professionals has become more prominent than ever. Well-trained housekeeping staff not only ensures guest satisfaction but also uphold the reputation and

efficiency of the property. Therefore, designing and implementing effective training programs for housekeeping staff is essential for the success of any hotel.

Importance of Housekeeping Training

Training is the foundation of excellence in housekeeping services. It equips staff with the necessary skills, knowledge, and attitude to perform their duties effectively. A well-trained housekeeping team helps ensure:

- High standards of cleanliness and hygiene
- Safety and security for guests and staff
- Efficient use of cleaning equipment and chemicals
- Reduction in guest complaints and room reworks
- Improved staff morale and productivity

Moreover, training fosters professionalism, discipline, and a sense of pride in work, which translates into better guest experiences and positive reviews.

Types of Housekeeping Training Programs

Housekeeping training in hotels is typically divided into **induction training**, **Hands on Operations training**, **refresher training** and **specialized skills development**. Each type of training serves a unique purpose and addresses different needs.

Induction Training:

Induction is the first training a new employee receives upon joining. It introduces them to the hotel's mission, values, organizational structure, and departmental functions. In the



context of housekeeping, induction includes familiarizing staff with:

- Hotel layout and housekeeping office procedures
- Rules for grooming, uniform standards, and personal hygiene
- Basic safety guidelines and guest interaction protocols

This foundational training helps new employees integrate quickly into the hotel environment.

Hands on Operations Training:

It's a practical form of training conducted in real-time under the supervision of experienced staff or supervisors. New recruits learn by observing, assisting, and eventually performing tasks such as:

- Bed making and room cleaning procedures
- Bathroom sanitation and towel replacement
- Use of housekeeping trolleys and tools
- Turn-down services and guest room inspections

This hands-on approach helps staff gain confidence and accuracy in performing their duties.

Refresher Training:

Periodic refresher training is essential to ensure that staff does not deviate from standard operating procedures (SOPs) over time. These sessions reinforce:

- Updated cleaning techniques
- Revised health and safety protocols
- Hospitality etiquettes and service behaviour
- Handling guest complaints or special requests



Such training keeps the staff aligned with industry trends and hotel expectations.

Specialized and Advanced Training:

This includes training in areas that require special expertise, such as:

- Handling VIP and VVIP rooms
- Deep cleaning and preventive maintenance
- Eco-friendly housekeeping practices
- Use of automated cleaning equipment
- Inventory and linen management

Supervisors and senior housekeepers may also receive training in leadership, communication, time management, and report writing to enhance their managerial skills.

Training Methods and Tools



Modern housekeeping training involves a mix of traditional and digital methods to engage learners effectively. Some commonly used methods include:

- **Demonstrations and role-plays** to teach specific tasks like bed making or guest interaction
- **Videos and e-learning modules** for standardized instruction
- **Checklists and SOP manuals** to reinforce consistency
- **Guest scenarios** to improve problem-solving and service recovery skills
- **Peer training and mentoring** to encourage team learning and support

In addition, regular evaluations and feedback are crucial to measure the effectiveness of training programs and identify areas for improvement.

Benefits of Effective Housekeeping Training



Training yields multiple benefits for both the staff and the hotel:

- **Increased efficiency:** Staff complete tasks faster and with better accuracy
- **Enhanced service quality:** Clean, well-maintained rooms create positive impressions
- **Lower attrition rates:** Staff feel valued and invested in, leading to better retention
- **Cost reduction:** Fewer damages, waste, and guest complaints result in cost savings

- **Positive work culture:** Trained staff are more confident, cooperative, and committed

Ultimately, training transforms housekeeping from a back-end function to a front-line contributor to guest satisfaction.

In the hospitality industry, where the guest experience defines success, the role of housekeeping cannot be underestimated. Training programs for housekeeping staff are not just about cleaning rooms—they are about building a professional, efficient, and guest-centric team. Hotels that invest in on-going training, skill development, and motivation of their housekeeping workforce are better positioned to deliver excellence, enhance their reputation, and maintain a loyal customer base. As the industry continues to grow and innovate, so too must the training and development of those who help keep the heart of the hotel running smoothly.

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ALTERNATIVE PROTEIN: BECOMING A TRENDSETTER IN MODERN NUTRITION



In recent years, the global food landscape has undergone a significant transformation, with alternative proteins emerging as one of the most influential trends in modern nutrition. Once a niche concept associated primarily with vegans and vegetarians, alternative proteins have now gone mainstream, driven by concerns over health, environmental sustainability, animal welfare and food security. From

plant-based meats to lab-grown proteins and insect-derived ingredients, alternative protein sources are setting new standards in how we think about food and they are rapidly becoming trendsetters in the global food industry.

Understanding Alternative Proteins

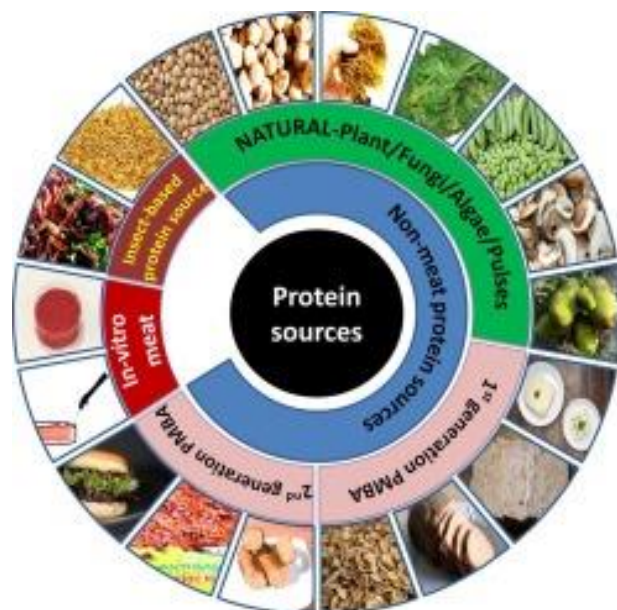
Alternative proteins refer to protein sources that are not derived from traditional animal meat, dairy or eggs. These include:

Plant-Based Proteins – Derived from sources such as soy, peas, lentils, chickpeas, quinoa, and hemp. Products like tofu, tempeh, and modern plant-based meat alternatives (e.g., Beyond Meat, Impossible Foods) fall into this category.

Cultivated (Lab-Grown) Meat – Produced by culturing animal cells in a lab without slaughtering animals. This technology promises to deliver the same taste and texture as conventional meat with fewer environmental impacts.

Insect-Based Proteins – Rich in essential amino acids, insects like crickets and mealworms are being processed into powders and flours used in protein bars, snacks, and even pasta.

Fermentation-Derived Proteins – Using microorganisms like fungi or yeast, companies are creating high-protein products that mimic the characteristics of dairy and meat.



Why the Shift? Key Drivers of Popularity

The surge in interest toward alternative proteins is driven by several converging factors:

Health Awareness: A growing body of research suggests that high consumption of red and processed meats is linked to chronic diseases such as heart disease, cancer and diabetes. Alternative proteins offer cholesterol-free and lower-fat options while providing essential nutrients.

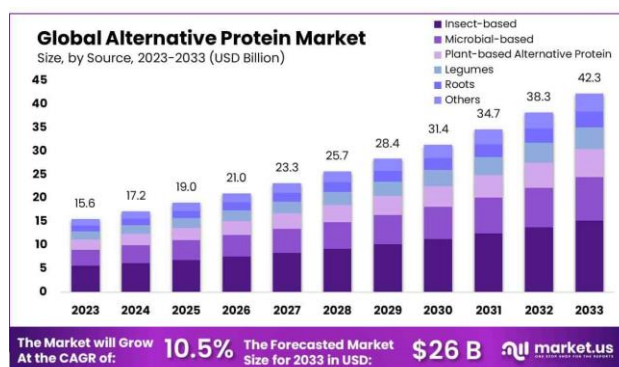
Environmental Concerns: Traditional livestock farming is resource-intensive and contributes significantly to greenhouse gas emissions, deforestation and water usage. Plant-based and cultured proteins typically have a much smaller environmental footprint.

Ethical and Animal Welfare Issues: Consumers are becoming increasingly aware of the ethical implications of factory farming. Alternative proteins allow people to enjoy familiar flavors and textures without supporting animal cruelty.

Food Security: With the global population expected to reach nearly 10 billion by 2050, there is an urgent need to find sustainable, scalable food sources. Alternative proteins offer a promising solution to meet this demand.

Market Growth and Innovation

The market for alternative proteins has seen explosive growth in recent years. According to reports by Bloomberg and Deloitte, the global plant-based protein market alone is projected to reach over \$30 billion by 2030. Major food corporations like Nestlé, Unilever and Tyson Foods are investing heavily in the space and numerous start-ups are pushing innovation boundaries with new formats and flavors.



Techniques like 3D food printing, precision fermentation, and AI-assisted formulation are enabling the development of protein products that closely mimic traditional meat, dairy, and egg products- not just in taste and texture, but also in cooking behaviour.

Moreover, foodservice giants such as McDonald's, Burger King, and Starbucks are incorporating plant-based items into their menus, making alternative proteins more accessible and familiar to the general public.

Consumer Acceptance and Challenges

Despite the momentum, alternative proteins still face challenges. Taste, texture, and price remain significant barriers for some consumers. While the quality of plant-based meat has improved, many people still prefer the flavour profile of traditional meat. Furthermore, lab-grown meat is still in its early stages of commercialization and is often expensive to produce.

Consumer education is also crucial. Misinformation or lack of awareness about the benefits and safety of alternative proteins can deter adoption. Transparency in labelling, clear communication about ingredients and sourcing, and nutritional equivalency will be key to gaining widespread trust.

The Road Ahead

As science and innovation continue to evolve, alternative proteins are poised to become a permanent fixture in global diets. The intersection of technology, sustainability, and health is driving a food revolution, and alternative proteins are at its heart.

Educational institutions, governments, and businesses all have roles to play in accelerating this shift- whether through research funding, policy incentives or supply chain development. As younger generations increasingly prioritize ethical and sustainable choices, the demand for alternative proteins will likely continue to grow.

Alternative proteins are no longer just an option for the few- they are becoming trendsetters that are reshaping the entire food ecosystem. By addressing key global issues such as climate change, health and food security, they represent not only a dietary shift but a movement toward a more sustainable and compassionate future. As we look ahead, it is clear that alternative proteins are not a passing fad, but a transformative force in the world of food.

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ALL IN A DAY'S WORK



UEI GLOBAL CHANDIGARH

Food Production Practical
Session:

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

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Food Production
Practical Session:

Tamatar Pudina Ka
Shorba
Malai Kofta
Dal makhani
Tawa Paratha





UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Preparation of Different
Types of Mocktails



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Food Production
Practical Session:

Haryali Kebab
Butter Chicken
Dal Panchmel
Zeera Rice





UEI GLOBAL AGRA

Food Production
Practical Session:

Mulligatawny Soup
Samundari Kadhai
Machi
Assorted Breads
Shahi Tukra
Sooji Halwa
Gulab Jamun

STUDENTS ORIENTATION PROGRAMME: 2025-26

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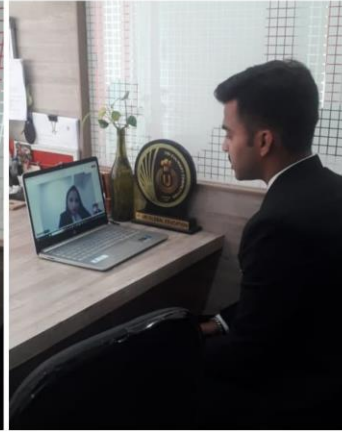
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Training Manager

Mr.Maruti Havaladar
Director Food and
Beverage






**SHERATON
GRAND**
Bangalore Hotel
at Brigade Gateway

**UEI GLOBAL
LUCKNOW**

**Sheraton Grand
By Marriott
Bangalore**

**Ms Shradha Rao
L&D Manager**

EVOLVE BACK
COORG, INDIA

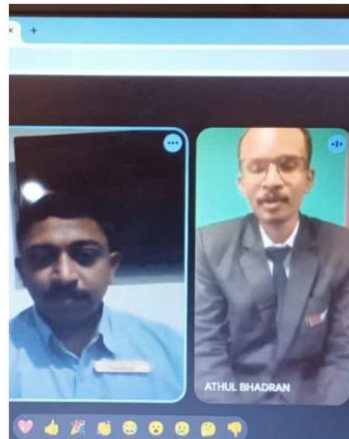
**UEI GLOBAL
TRIVANDRUM**

**Evolve Back
Coorge
Jerry Thomas Lal
L&D Manager**

**Prince Peter
Executive Chef**

**Shibin Joy
Executive
Housekeeper**

**Justin Tomy
F&B Manager**





UEI GLOBAL AGRA

**Holiday Inn
Jaipur**

Ms. Shivangi Seth.
L&D Manager



UEI GLOBAL PUNE

**Taj Vivanta Hotel
Pune**

Ms Ishita Dutta
L&D Manager

Mr.Rahul Bhujbal
Restaurant Manager





UEI GLOBAL LUCKNOW

Storii by ITC
Jaisalmer

Mr. Himanshu Tewari
HRD Manager



**HYATT
REGENCY™**
DELHI

UEI GLOBAL DELHI

Hyatt Regency
New Delhi

Mr. Mohit Tomar
Associate Director Food
& Beverage Service

Mr. Rohit Jain
L&D Manager

Ms. Nishu Singh
HR Manager



SEMINARS AND INDUSTRY VISIT



UEI GLOBAL DELHI

**IPL 2025
Arun Jaitley Stadium
New Delhi**

Exposure of Bartending at
the VIP and Official Lounge

UEI GLOBAL DELHI

**Jatin Kapoor
Marriott Marquis
Dubai
Sr.Associate**

A valuable Session
with the freshman
Batch sharing tips and
best practices for
succeeding in the
hospitality industry.





UEI GLOBAL EDUCATION

PRESENTS

Online Workshop

ON

'GARDE- MANGER'

KEEPER OF FOOD

Dive into the fascinating world of Garde Manger—the cold kitchen that combines precision, creativity, and artistry.

Saturday, May 10, 2025
01:00 PM

LIVE•
 uei_global
 ueiglobal



Chef Alok Kumar
Faculty - Food Production
8+ Years of Experience

**UEI GLOBAL
LUCKNOW**

Chef Alok Kumar

Online Session on
Garde Manger

**UEI GLOBAL
JAIPUR**

Chef Alok Kumar

Online Session on
Bread Making



UEI GLOBAL EDUCATION

Presents

Online Workshop

Bread Art

 **Saturday, 17 - May 2025**
Time - 01:00 PM

Join the exciting workshop to learn the art of transforming simple bread into edible masterpieces!

LIVE•
 uei_global
 ueiglobal

Presented by:

Bhaskar Bandyopadhyay
6+ Years of Expertise in the
Hospitality Industry



 **Contact Us**
(Add STD Code) 44151515

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www.uei-global.com



MASTER THE ART OF BAKING WITH CHEF

Sana Khan

Silver Medalist Alumni

Session Highlights:

- Learn to bake Gianduja Cookies and Mawa Cake
- Master techniques: Praline, Ganache, Chewy Caramel, Almond Rocks

June 2nd, 2025, 11:30 AM Onwards
At: UEI Global Education Rohini, New Delhi.

www.uei-global.com | info@uei-global.com | Call Now: (City Code) 44 15 15 15

**UEI GLOBAL
DELHI**

**Chef Sana Khan
(Alumni)**

Online Session on
Cookies and Cake

**UEI GLOBAL
DELHI**

**Mr. Pawan Bhatia
(Alumni)**

Online Session on
Mocktail Making

Associated By




RAISE YOUR GLASS TO LEARNING!

Exclusive Bartending Session
by **MONIN & Alumni Star**

Pawan Bhatia

Session Highlights:

- Craft a range of refreshing mocktails
- Master essential bartending techniques
- Earn an exclusive certification from MONIN

June 6th, 2025, 11:30 AM Onwards
At: UEI Global Education Rohini, New Delhi.

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UEI GLOBAL EDUCATION

Presents

ONLINE WORKSHOP

BASIC INTERVIEW TECHNIQUES

- ✓ Prepare effectively for interviews
- ✓ Improve your communication
- ✓ Answer common interview questions
- ✓ Avoid common mistakes

MS. GARIMA KHERA
Associate Director
English & Communication

Date **31 May, 2025**
Time **12:30 PM**

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

UEI GLOBAL DELHI

Ms. Garima Khera

Online Session on
Communication Skills and
How to face Interviews

**UEI GLOBAL
PUNE**

Ms. Vasudha Parkhi

Online Session on
Gueridon Service

UEI GLOBAL EDUCATION

PRESENTS

Online Workshop
ON
Gueridon Service

Saturday, May 24, 2025
01:00 PM

LIVE **Vasudha Parkhi**

30 + Years experience in industry and education.

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[ueiglobal](https://www.youtube.com/channel/UC...)



STUDENTS SUCCESS AND ACHIEVEMENT



Nikhil Srivastava
Batch 2017-20
UEI Global Lucknow

Assistant Manager Front Desk,
St Regis Mumbai, Marriott International

Kamruddin Ansari
Batch 2018-21
UEI Global Pune

Chef De Partie
Royal Caribbean cruises
Miami, USA





Mr.Sarthak Bhalla

Batch 2014-17

UEI Global Delhi

Barclays Bank
Training Analyst - with Financial Crime
Screening
United Kingdom

Nithin Pillath
Batch 2009 -12
UEI Global Trivandrum

Chef
Carnival Cruise
Florida,USA





Mr. Vishal Kumar
Batch 2020-23
UEI Global Agra

Asst. Front Officer Manager
Trident Hotel
Agra

Mr. Puneet Tiwari
Batch 2018-21
UEI Global Lucknow

Team Leader-Food and Beverage
Services
Hyatt Regency
Lucknow





Mr. Purshotam
Batch 2019-22
UEI Global Delhi

Chef De Partie
Evolve International Catering
New Delhi



Ms. Nandani Arya
Batch 2019-22
UEI Global Delhi

Guest Relation Executive
The Park
New Delhi



Mr. Praditya
Batch 2019-22
UEI Global Delhi

Consultant
International Trade and Legal

Mr. Wafa Abbas
Batch 2018-21
UEI Global Lucknow

Travel Consultant
Rayna Travels
Dubai





Mr. Anurag Pal
Batch 2018-21
UEI Global Chandigarh

Chef De Partie
Bulgari Marriott
Dubai

Mr. Amin Chand
Batch 2014-17
UEI Global Chandigarh

Sous Chef
Forest Inn and Conference Centre
Ontario, Canada





Mr. Sai Paresh Desai

Batch 2021-24

UEI Global Pune

Food and Beverage Associate

Holiday Inn Express

Mr. Nikunj Goel

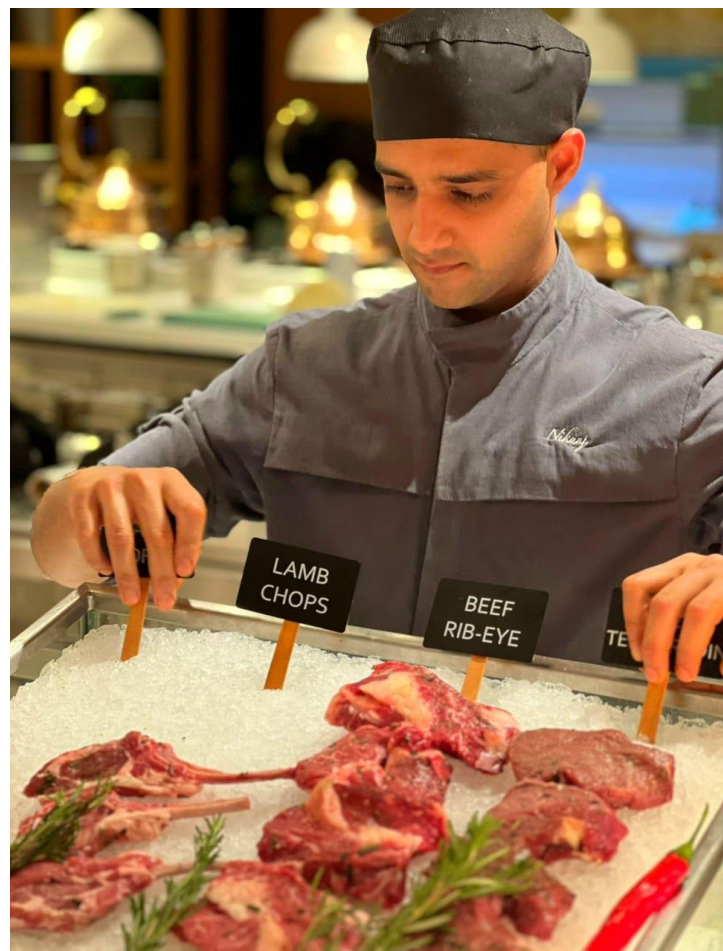
Batch 2019-22

UEI Global Delhi

Demi Chef De Partie

Hotel Marriott

Dubai





Mr. Rupesh Giri
Batch 2015-18
UEI Global Agra

Housekeeping Executive
The West IN
Shona Road
Gurgaon

Mr. Aman Pareekh
Batch 2021-22
UEI Global Jaipur

Food and Beverage Supervisor
Polo Bar
Oberoi Amarvilas
Jaipur





Mr. Jatin Khurana

Batch 2020-23
UEI Global Delhi

Front Desk Agent and Night
Auditor
The Marriott-Anchorage
Downtown AK
USA

Mr. Jatin Batra
Batch 2016-2019
UEI Global Pune

Corporate Chef
Punjabi by Nature
Delhi





Mr. Rijol V Simon Batch

Batch 2017-20

UEI Global Jaipur

Manager- Food and
Beverage Service

Vantara Niwas
Motikhavdi, Gujarat

Mr. Sachin
Batch 2021-24
UEI Global Chandigarh

Guest Service Associate
The Oberoi Amarvilas
Agra





Mr. Raman Singh

Batch 2015-18
UEI Global Agra

Senior Human Resource Manager
Vivanta By Taj
Ahmedabad

Mr. Utkarsh Awasthi

Batch 2018-21
UEI Global Lucknow

Butler
Royal Caribbean Cruise





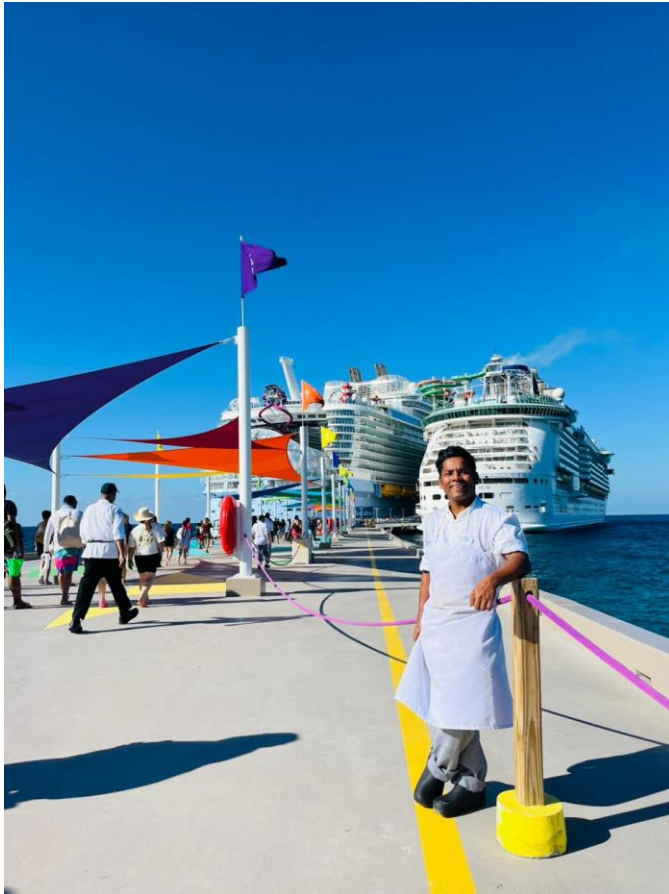
Ms. Arnica Suba
Batch 2022-2025
UEI Global Chandigarh

Human Resource officer
OZEN Mansion by Atmosphere Core
Kolkata

Mr. Aryan Katuwal
Batch 2020-2023.
UEI Global Delhi

Assistant Outlet Manager
leading 5-star luxury hotel in
Nepal





Mr. Krushna Kalhekar
Batch 2019-20
UEI Global Pune

Pantry
Royal Caribbean Cruise

Mr. Kshitij Rana
Batch 2020-2023
UEI Global Delhi

Management Trainee
OCLD
The Oberoi
New Delhi





Mr. Ashok Chand
Batch 2020-2023
UEI Global Lucknow

Partner
SAB Alliance Private Limited
A hospitality focused enterprise
Lucknow

Mr. Abhishek Gupta
Batch 2014-17
UEI Global Delhi

Sales Coordinator
Asia Pacific region
Hilton
New Delhi





Mr. Arpit Sharma
Batch 2016-19
UEI Global Delhi

Sales Manager
Radisson Blu Plaza Airport
New Delhi

Mr. Sahas Shrivastava
Batch 2022-25
UEI Global Jaipur

Commi II
Culinary department
Fairmont Udaipur Palace
Udaipur





Ms. Parishikta
Batch 2022-25
UEI Global Lucknow

Assistant Manager
Double Tree by Hilton
Ahmedabad

Mr. Aman Singhanian
Batch 2019-22
UEI Global Lucknow

Food and Beverage Executive
Hilton Hotel
Lucknow



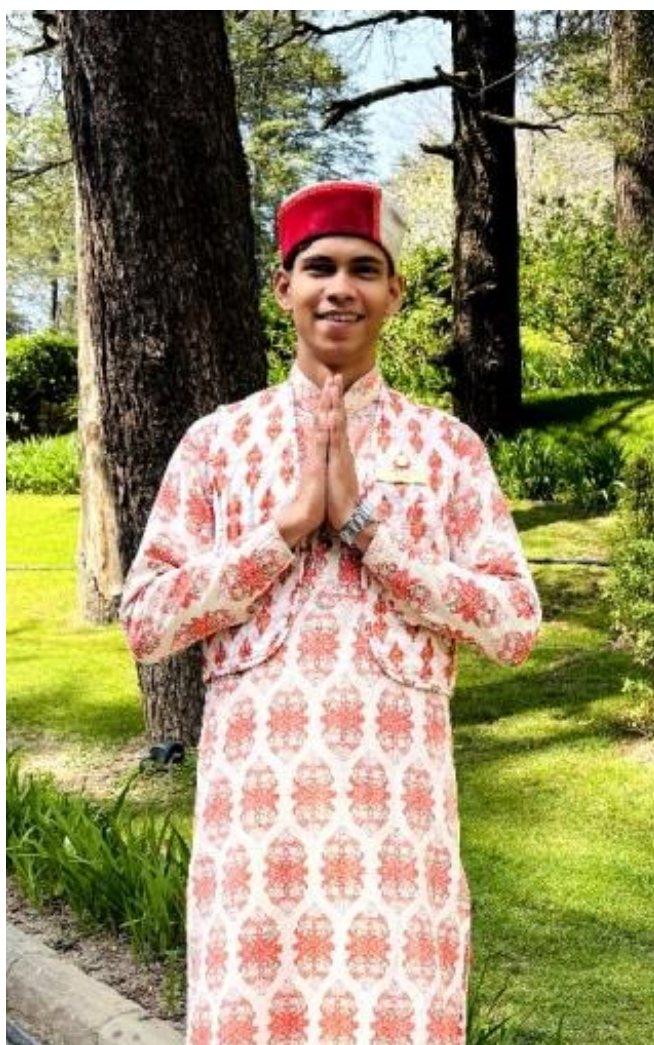


Mr. Aman Namdev
Batch 2012-15
UEI Global Agra

Assistant Outlet Manager
The Palm, NH Collections
Dubai

Mr. Nikhil Thakur
Batch 2022-25
UEI Global Agra

Front Office Associate
Wildflower Hall
Oberoi Resorts
Shimla





Ms. Deeksha Singh
Batch 2019-22
UEI Global Agra

Bar Tender
Meso Bar
Radisson Blu
Jaipur

Mr. Yash Sharma
Batch 2018-21
UEI Global Delhi

Human Resource Executive
The Park
New Delhi





Ms. Anne Sana Thomas
Batch 2019-22
UEI Global Delhi

Sr. Supervisor
Central Reservations
The Oberoi contact Centre
New Delhi

Mr. Piyush Prabhat Tripathi
Batch 2016-19
UEI Global Lucknow

Captain food and Beverage
Service
Jebel Ali Resorts
Dubai





Mr. Siddhart Sharma

Batch 2017-20

UEI Global Delhi

Food and Beverage Supervisor

The Dubai Edition

Dubai

Ms.Kshitiz Kamal

Batch 2018-21

UEI Global Delhi

Cluster Sales Manager

Roseate Hotel

New Delhi





Mr. Sahil Sharma
Batch 2019-22
UEI Global Delhi

Event Team Leader
Andaz by Hyatt
New Delhi

Mr. Himanshu
Batch 2021-22
UEI Global Delhi

Guest Service Executive
Hyatt Regency
New Delhi





*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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