

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.

March 2025 is largely about continuation of the Studies and Practical's along with Industry Exposure. UEI also inculcates a culture of celebration of various national and International days. This month we Celebrated International Women's Day and Festival of Colour "Holi" at UEI Campuses.

Enjoy the informative articles on Importance Of Guest Satisfaction In Front Office Management, The Rise Of Lab-Grown Meat: A Game Changer, Cleaning Schedules In Hotel Housekeeping, How Hotels Should Communicate During A Crisis Or Emergency, The Science Behind Baking: Why Ingredients Matter, The Rise of Non-Alcoholic Beverages and Mocktail Culture and an Interview with a Leading Hospitality Professional.

Warm Regards,
Amit Moon

THE INTERVIEW

THE WESTIN
PUNE
KOREGAON PARK

Ms. Sunanda Sathish
Director – Human Resources
Westin Hotels and Resorts
Pune



Ms. Sunanda Sathish is a dynamic lady and a thorough professional in the hospitality industry holding vast experience in the Human resource creating, shaping and moulding individuals. She specializes in maintaining the utmost positive culture in the organization. Team building is what she specializes in.

Q1. Please let us know your career journey in short?

My hotel management journey kick started with Renaissance group where I learned the basic operations and took keen interest to grasp all the activities happening around as I always aspired to reach the pinnacle in the managerial role. Since finance is the key to all the business operations, I started my career in the finance department of Marriott group, where I worked for a period of 5 years. As the time passed, I realized, one should learn and understand Human resource, as the key to any management success is to build a strong team.

I worked in JW Marriott, Sahar, Mumbai; Westin, Hyderabad, to name a few properties where I could showcase my HR skills for the team's success before I reached Westin Pune.

Q2. Would you like to share some challenges that you faced in your career?

Compared to today's operation, those days were very challenging as there were less technology aid, basic software availability, quick adaptation to various tasks simultaneously was bit challenging but I took that positively and enjoyed every minute of my work.

Motivating staff was a bit challenging during grievance situation. But I believe, challenges are always an opportunity for your personal growth which in turn will reward into promotion and incentive.

Q3. How do you motivate your staff to get maximum potential out of them?

We have various motivational tools and processes on board with us, where the potential performing staffs is given incentives, rewards and recognitions. We encourage our staff to go through various training sessions and assist them continuously in day to day operations. Here we focus on continuous development, clear communication, right guidance, offering opportunities for career advancement, exposure in various departments, internal transfer programs, both nationally and globally.

Q4. What according to you should one possess to compete and sustain in today's hospitality world?

One should primarily have a positive attitude. In the initial learning years, students should learn all the required skillsets in his or her preferred departmental area. Take up any additional courses that are required to support their skillsets. Participate in various activities, take initiative in all tasks assigned to them, and invest in personal grooming. In the initial stages of their career, they should be working oriented rather than money oriented.

Q5. Any encouraging words for our future UEI global hospitality aspirants?

Marriot has comeback strongly after COVID pandemic. Marriott brand is the leading hospitality industry holding with over 150 hotels and in the verge of expanding in India. Lot of trust is built by the brand hence investors are more than happy to invest. Lots of exciting and promising job opportunities are on the way in the coming years. We have introduced Voyageur program where the candidate on successful completion of 18 months is offered a Managerial position. Today the candidates are achieving the managerial position at very early age than expected. So there is immense scope for all the students pursuing their career in hospitality today.

Interviewed by- Mr. Anand Joshi, Sr.Faculty Food Production at UEI Global Education, Pune. He has worked as Chef for over 9 years in National and International Hospitality Industry .He has over 16 years of Teaching Experience.

IMPORTANCE OF GUEST SATISFACTION IN FRONT OFFICE MANAGEMENT

Importance of Guest Satisfaction in Front Office Management



The importance of guest satisfaction in front office management cannot be overstated. The front office is the first point of contact between guests and the hotel, and it sets the tone for the entire stay. A positive experience at the front desk can help ensure that guests feel welcomed and valued and

it can go a long way in creating a loyal customer base. On the other hand, a negative experience can lead to negative reviews, lost revenue, and damage to the hotel's reputation. In this section, we will discuss the importance of guest satisfaction in front office management and provide some tips for ensuring that guests have a positive experience

Guest Satisfaction: The Key to Success Guest satisfaction is the key to success in the hospitality industry. It is what keeps guests coming back, and it is what drives positive reviews and recommendations. In fact, studies have shown that a 1% increase in guest satisfaction can lead to a 1.5% increase in revenue. This is why it is so important to prioritize guest satisfaction in front office management. There are many factors that contribute to guest satisfaction, including the quality of the room, the cleanliness of the hotel, and the level of customer service. However, the front office is where the guest's experience begins, and it is where the hotel has the greatest opportunity to make a positive impression.

Providing Excellent Customer Service: Providing excellent customer service is essential to ensuring guest satisfaction. Front desk staff should be friendly, welcoming and knowledgeable about the hotel and its amenities. They should be able to answer any questions the guest may have and provide recommendations for local attractions and restaurants. In addition, they should be able to handle any issues that may arise, such as problems with the room or billing concerns. One way to ensure that front desk staff is providing excellent customer service is to provide training and on-going feedback. This can help staff to improve their skills and ensure that they are consistently providing a high level of service.





Personalization and Customization: Personalization and customization are becoming increasingly important in the hospitality industry. Guests want to feel like they are receiving a unique and personalized experience, and the front office is the perfect place to provide this. Staff should be trained to ask guests about their preferences and needs to tailor their recommendations and service to each individual guest. For example, if guest mentions that they are celebrating a special occasion, the front desk staff may provide a complimentary bottle of champagne or make a dinner reservation at local restaurant. These small touches can go a long way in creating a memorable and positive guest experience.

Technology and automation:

Technology and automation can also play a role in improving guest satisfaction in front office management. For example, self-check-in kiosks can help to reduce wait times and improve the overall check-in experience. In addition, mobile check-in and key-less entry can provide guests with



greater convenience and flexibility. However, it is important to ensure that these technologies are implemented in a way that does not detract from the personal touch and human interaction that guests expect from a hotel stay.

Feedback and Reviews: Finally, it is important to actively seek out feedback and reviews from guests. This can help to identify areas where the hotel is excelling and areas where there is room for improvement. Front desk staff should encourage guests to leave feedback and reviews, and should respond to any negative feedback in a timely and professional manner. This shows guests that their opinions are valued and that the hotel is committed to providing the best possible experience.

Guest satisfaction is essential to the success of any hospitality business and it starts with front office management. By providing excellent customer service, professionalization and



customization, and leveraging technology and automation, hotels can ensure that guests have a positive and memorable experience. By actively seeking out feedback and reviews, hotels can continue to improve and refine their front office management practices, and ensure that

guests keep coming back.

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Ms. Aparna Saxena is an Expert Faculty of Room Division at Jaipur and having experience of working in many star category hotels in India. The great knowledge of guest handling and a professional approach of facility management made her to decide to step in into the hospitality education sector.

THE RISE OF LAB-GROWN MEAT: A GAME CHANGER

The global food industry is undergoing a significant transformation with the rise of lab-grown meat. Also known as cultivated or cultured meat, this innovative food product is developed using animal cells, eliminating the need for traditional livestock farming. With concerns about environmental sustainability, animal welfare, and food security growing, lab-grown meat is emerging as a potential game changer in the food industry.

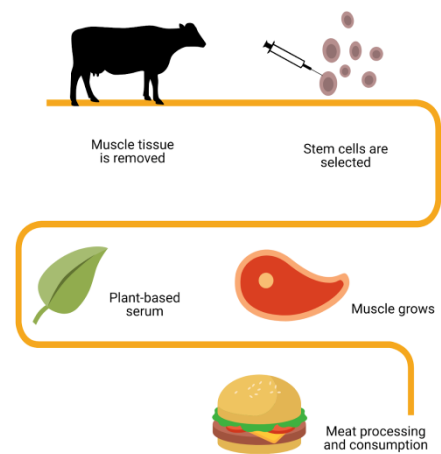
What is Lab-Grown Meat?

Lab-grown meat is produced through cellular agriculture, where animal cells are cultured in a controlled environment. These cells are fed nutrients that enable them to grow and form muscle tissue, replicating the texture and taste of conventional meat. The result is real meat, but without the need for slaughtering animals. Companies like UPSIDE Foods, Mosa Meat, and Eat Just, are leading the way in bringing cultivated meat to the market.

Environmental and Ethical Benefits: One of the key advantages of lab-grown meat is its potential to reduce the environmental impact of meat production. Traditional livestock farming is responsible for significant greenhouse gas emissions, deforestation, and excessive water consumption. Studies suggest that cultivated meat could drastically lower carbon emissions and land usage while conserving water resources.

From an ethical perspective, lab-grown meat addresses animal welfare concerns. By eliminating the need for factory farming and slaughter, this technology offers a cruelty-free alternative without compromising the demand for meat. For consumers concerned about animal rights, this innovation presents a guilt-free way to enjoy meat products.

How lab-grown meat is made



Challenges and Roadblocks:

Despite its promise, lab-grown meat faces several challenges before achieving widespread adoption. The high cost of production remains a major barrier. While advancements in technology are gradually lowering costs, large-scale production remains expensive compared to

traditional meat.

Regulatory approvals also pose hurdles. While countries like Singapore have already approved lab-grown meat for commercial sale, other nations are still in the process of setting clear guidelines for its production and distribution. Public perception and acceptance will also play a crucial role, as many consumers remain sceptical about the safety and taste of cultured meat.

Future Prospects: The future of lab-grown meat looks promising as companies invest in research and innovation to make it more accessible and affordable. With increasing awareness of sustainability and ethical food choices, cultivated meat has the potential to revolutionize the way we consume protein.



As governments, businesses, and consumers become more open to this alternative, lab-grown meat may soon become a mainstream option, contributing to a more sustainable and ethical food system. Whether it completely replaces traditional meat or serves as a complementary option, its rise signals a major shift in the global food industry.

Lab-grown meat is more than just a scientific breakthrough; it represents a fundamental change in how we produce and consume meat. While challenges remain, its potential to reduce environmental harm, promote ethical consumption, and address food security, makes it a compelling innovation. As technology progresses and consumer acceptance grows, lab-grown meat could indeed be a game changer for the future of food.

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CLEANING SCHEDULES IN HOTEL HOUSEKEEPING

Maintaining cleanliness in a hotel is crucial for guest satisfaction, health, safety, and overall business success. Implementing structured **daily, weekly, and monthly cleaning routines** ensures a consistently clean and welcoming environment. Here's why these routines are essential:

Daily Cleaning Importance:

- Provides guests with a fresh and comfortable experience.
- Prevents the spread of germs, bacteria, and viruses.
- Maintains the hotel's reputation by ensuring high cleanliness standards.



Key Tasks:

- **Guest Rooms:** Change linen on beds, change towels, dust off surfaces, vacuum carpets and disinfect high touch areas like door handles and remote controls.
- **Bathrooms:** Cleaning and disinfecting toilets, sinks, shower and mirrors; restocking toiletries, everything should be pristine.
- **Public Areas:** Ensure lobbies are clean and tidy; elevator buttons are clean, vacuum hallways and sanitize heavily touched surfaces.
- **Dining Areas:** Cleaning of tables, chairs, and floors; disinfect menus and restock condiments.

Weekly Cleaning Importance:

- Prevents the build-up of dirt, dust, and mould.
- Enhances the longevity of hotel furniture and fixtures.
- Ensures thorough cleanliness beyond daily surface-level cleaning.

Key Tasks:

- **Deep-cleaning:** Shampoo carpets, polish furniture, and wash windows.
- **Maintenance inspection:** Look for peeling wallpaper, broken fixtures, and take corrective action where necessary.



- **Deep cleaning of public spaces:** including gyms, swimming pools, and meeting rooms.

Monthly Cleaning Importance:

- Reduces long-term wear and tear on hotel infrastructure.
- Addresses hard-to-reach areas that are often overlooked.
- Helps in maintaining high hygiene ratings and compliance with health regulations.



Key Tasks:

- **Thorough Inspection:** Inspect guest rooms and bathrooms for mold, leaks, and other faulty maintenance issues.
- **Indoor Air Quality:** Cleaning the air vents and replacing the filters.
- **Storage Areas:** Housekeeping storage areas organized and cleaned.

Cleanliness is one of the most critical factors in a hotel's success. It directly impacts guest satisfaction, health and safety, and business reputation. A well-maintained and hygienic hotel creates a welcoming atmosphere; ensuring guests have a comfortable and pleasant stay.

A clean hotel is not just a necessity—it's a competitive advantage. It influences guest retention, revenue growth, and brand reputation. By prioritizing cleanliness, hotels can provide exceptional experiences, meet industry standards, and build long-term success.

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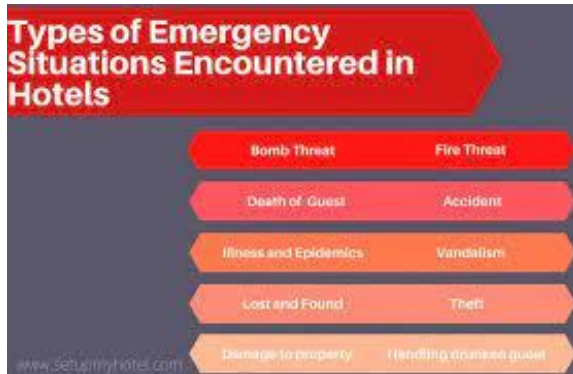
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HOW HOTELS SHOULD COMMUNICATE DURING A CRISIS OR EMERGENCY



In times of crisis or emergency, effective communication is crucial for hotels to ensure guest safety, maintain operational efficiency, and protect their reputation. Here's a structured approach for hotels to communicate effectively during such situations:

Develop a Crisis Communication Plan:

- Before a crisis occurs, hotels should have a well-prepared communication strategy, including:
- A designated crisis management team.
- Pre-approved messaging templates for various emergencies (natural disasters, fire, security threats, health emergencies, etc.).
- Defined communication channels for internal staff and external audiences.



Immediate Response: Fast, Clear, and Consistent Communication:

A. Internal Communication (Staff & Management)

- Activate the crisis response team.
- Use internal communication platforms (radios, SMS alerts, email, or internal apps) to inform staff of the situation.
- Assign roles and responsibilities to handle guests, security, and operations.

B. Guest Communication

- **Provide Timely Updates** – Notify guests about the crisis using multiple channels:
- In-room phones
- Digital screens in common areas
- Hotel app or SMS alerts
- Announcements through PA systems



Use Clear, Reassuring Language – Avoid panic-inducing words and instead provide clear instructions. Example:

- "For your safety, please remain inside your room while we assess the situation. Further updates will follow shortly."
- "There is an emergency. Stay Inside."

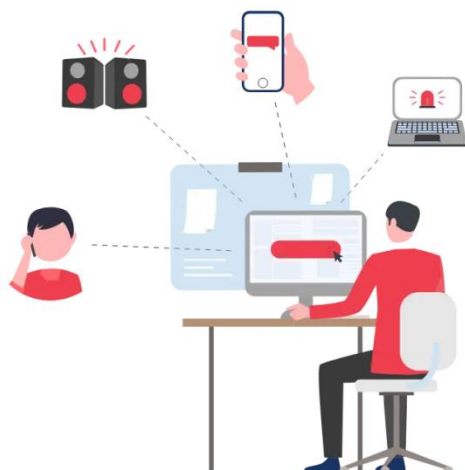
External Communication: Managing Public Perception:

- **Social Media & Website Updates** – Post factual, calm, and reassuring updates to prevent misinformation.
- **Media & Press Handling** – Appoint a spokesperson to provide official statements and handle media inquiries.
- **Local Authorities & Emergency Services** – Maintain direct communication with police, fire, and health departments.



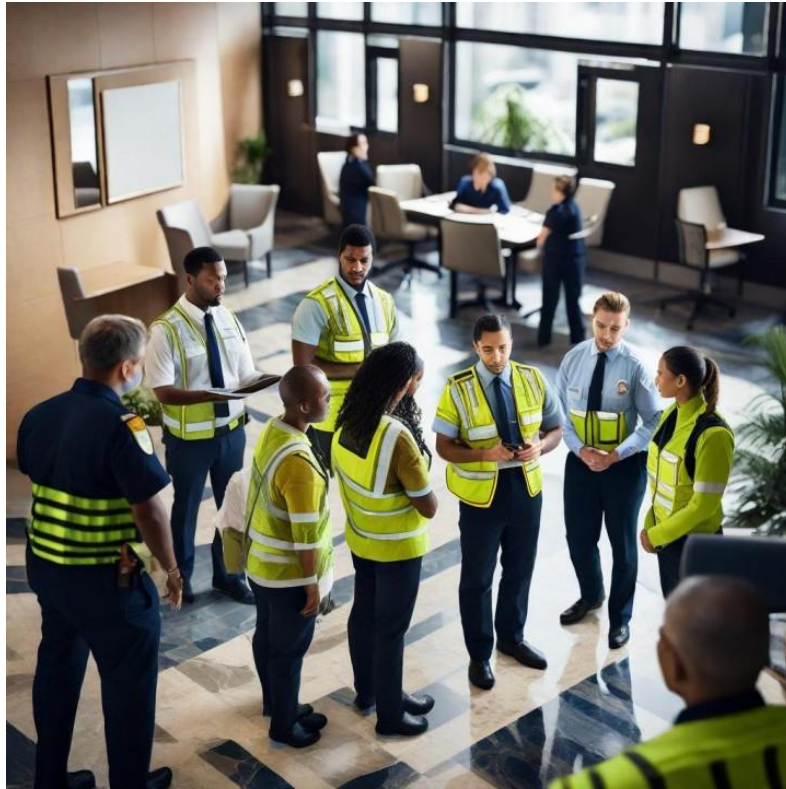
On-going Updates & Reassurance:

- Regularly update guests and staff about the situation.
- If guests need to evacuate, provide clear instructions on where to go and what to do.
 - Offer assistance, such as transportation, emergency kits, or alternative accommodations if needed.



Post-Crisis Follow-Up:

- Thank guests for their cooperation and address concerns.
- Offer compensation or goodwill gestures if necessary (discounts, free stays, etc.).
- Conduct a post-crisis review to improve future responses.



During a crisis, **clarity, speed, and empathy** are key. Hotels should communicate in a way that keeps guests informed, reassures them and minimises confusion. A well-prepared hotel can effectively manage crises while maintaining guest trust and safety.

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THE SCIENCE BEHIND BAKING: WHY INGREDIENTS MATTER



Baking is often considered both an art and a science. While creativity plays a role in decorating and flavouring, the foundation of baking is rooted in precise chemical reactions between ingredients. Each component in a recipe has a specific function, and altering even one ingredient can significantly affect the final product. Understanding the science behind baking helps ensure consistent, delicious results.

Flour: The Structural Backbone

Flour is the main structural component in most baked goods. The protein in flour, primarily gluten, forms an elastic network when mixed with water, giving dough its strength and elasticity. The amount of gluten varies by flour type:

All-purpose flour (10-12% protein): A balance of tenderness and structure, used for cookies, cakes, and bread.

Bread flour (12-14% protein): Higher protein content makes it ideal for chewy, sturdy bread.

Cake flour (6-8% protein): Low protein for a soft, delicate crumb in cakes and pastries. Without flour, baked goods would lack structure and crumble apart.



Leavening Agents: The Power of Rise

Leavening agents introduce gas into the batter or dough, causing it to rise. The two main types are:

- **Chemical leaveners:**

Baking soda (sodium bicarbonate) requires an acid (like lemon juice or buttermilk) to produce carbon dioxide, creating air pockets. Baking powder contains both an acid and a base, reacting when mixed with liquid and again when exposed to heat.



- **Biological leaveners:**

Yeast ferments sugars, producing carbon dioxide and alcohol, leading to slow, natural rising in bread dough.

Proper use of leavening agents ensures the right texture, from fluffy cakes to airy bread.

THE MAILLARD REACTION



Sugar: More than Just Sweetness

Sugar does more than sweeten; it also affects texture, colour, and moisture retention.

Tenderizing: Sugar attracts water, limiting gluten development for a softer crumb.

Caramelisation & Maillard reaction: Sugar browns during baking, enhancing flavour and colour.

Leavening: When creamed with butter, sugar traps air, helping cakes and cookies rise.

Reducing sugar in a recipe can result in denser, less tender baked goods.

- Fats: Fats contribute to texture, richness, and moisture in baking.
- Butter: Adds flavour and flakiness (especially in pastries).
- Oil: Creates a moist, soft texture, ideal for muffins and cakes.

Shortening: Prevents excessive gluten development, leading to a tender, crumbly texture.

The type of fat used significantly influences the outcome of baked goods.



Eggs: The Multi-Purpose Ingredient

Eggs serve several essential functions in baking:

- Structure: Egg proteins coagulate when heated, providing stability.
- Leavening: Whipped egg whites trap air, giving rise to light cakes.
- Emulsification: Egg yolks contain lecithin, which helps blend fats and liquids for smooth batters.

Eggs contribute both richness and structure to baked treats.

Liquids: Hydration and Consistency

Liquids (milk, water, buttermilk) dissolve ingredients, activate gluten, and control moisture levels.

- More liquid: Leads to softer, tenderer baked goods.
- Less liquid: Results in denser, drier textures.

The right liquid balance ensures the proper consistency and texture.

Salt: Flavour and Structure Enhancer

Salt enhances flavour and strengthens gluten in bread, improving its texture and elasticity. Even in sweet recipes, a small amount of salt balances sweetness and deepens flavour.

Baking is a delicate balance of chemistry and precision. Each ingredient plays a crucial role in structure, texture, and flavour. Understanding these interactions allows bakers to adjust recipes for desired outcomes, troubleshoot baking issues, and consistently create perfectly baked goods. Whether making a light, airy cake or dense, chewy bread, knowing the science behind ingredients is key to baking success.

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THE RISE OF NON-ALCOHOLIC BEVERAGES AND MOCKTAIL CULTURE



In recent years, the beverage industry has witnessed a significant shift in consumer preferences, with a noticeable rise in the popularity of non-alcoholic beverages and Mocktails. This growing trend is not just a fleeting fad but a reflection of broader cultural, health, and lifestyle changes taking place around the world. From upscale restaurants to casual cafes, and even at home, the demand for creative and sophisticated non-alcoholic options is on the rise.

One of the primary drivers behind this movement is the increasing focus on health and wellness. Consumers today are more conscious of their physical and mental well-being than ever before. With concerns about the adverse effects of alcohol, such as liver damage, dehydration, and hangovers, many are seeking alternatives that allow them to socialize without compromising their health. The rise of the “sober curious” movement, where individuals experiment with alcohol-free living without necessarily giving it up permanently, has also contributed to this trend.

Mocktails—non-alcoholic cocktails that replicate the flavour and presentation of traditional drinks—have become the stars of this sober revolution. These beverages are more than just fruit juices or soda; they are carefully crafted with fresh ingredients, herbs, spices, and artisanal syrups to deliver a complex and enjoyable drinking experience. Bartenders, or rather “mixologists,” are putting as much creativity and effort into these drinks as they do with their alcoholic counterparts. This has elevated the status of Mocktails from simple kid-friendly options to sophisticated beverages for adults.

The hospitality industry has been quick to respond. Hotels, restaurants, and bars are now offering extensive non-alcoholic



beverage menus. Brands are also entering the market with innovative alcohol-free products such as zero-proof spirits, non-alcoholic wines, and beers that mimic the taste of traditional alcoholic drinks without the effects. Even global beverage giants like Heineken and Budweiser have released alcohol-free versions of their flagship products, showing how mainstream this trend has become.

Social media has played a vital role in boosting the mocktail culture. Beautifully presented drinks with vibrant colours and garnishes are Instagram-worthy, encouraging users to share their experiences and influence others. This visibility not only normalizes the idea of choosing non-alcoholic options but also helps remove the stigma that not drinking alcohol is boring or socially awkward.

The rise of non-alcoholic beverages and Mocktails is also inclusive. It caters to a wide range of people—those who abstain for religious reasons, designated drivers, pregnant individuals, and anyone simply trying to reduce their alcohol intake. This inclusivity has made gatherings more enjoyable for everyone, offering equal opportunity for indulgence and celebration.

The mocktail culture is a refreshing evolution in the beverage world. It reflects a more mindful and health-conscious society, while still celebrating the art of drink-making and social connection. As this trend continues to grow, it opens new opportunities for innovation and creativity in the F&B industry, ensuring that there's something for everyone—whether you're sipping a cocktail or a carefully crafted mocktail.

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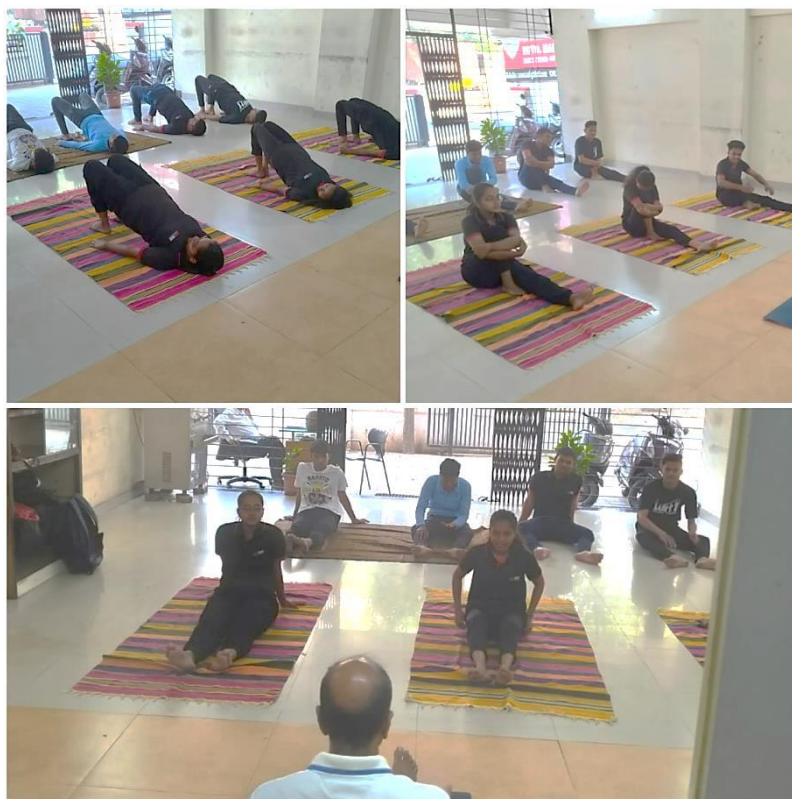
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Pawan Sinha is a Passionate Hospitality Professional with over 20 Years of experience in Hotel Industry and in Academics. He is Associate Director – Food and Beverage Services and Academic coordinator at UEI Delhi With specialization in Food and Beverage Services and in Mixology. Under his guidance students have won many Medals in Competitions Like AAHAR and IHE.

ALL IN A DAY'S WORK



UEI GLOBAL PUNE

Yoga Session:

Yoga Session is filled With Mindful Movements and Deep Breath which helps in Enhancing Energy, Balance and Peace.

UEI GLOBAL PUNE

Housekeeping Practical Session:

Stain Removal Chemicals and Procedure





UEI GLOBAL DELHI

Food and Beverage
Practical Session:

Service of Beer

UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Sequence of Service





UEI GLOBAL DELHI

Food and Beverage
Practical Session:

Salver Carrying
Practice for In-Room
Dining

UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Service of Breakfast





UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Service of Beer

UEI GLOBAL JAIPUR

Front Office Practical
Session:

Role Play of Check
out Procedure





UEI GLOBAL DELHI

Food and Beverage
Practical Session:

In Room Dining Tray
Set Up and Guest
Entrance Procedure

UEI GLOBAL AGRA

Food and Beverage
Practical Session:

Serving of Wine and
Straight Drinks





UEI GLOBAL AGRA

Front Office Practical
Session:

Guest Complaint
Handling and SOP

UEI GLOBAL AGRA

Food Production
Practical Session:

Ratatouille
Pommes Dauphinoise
Garlic Bread





UEI GLOBAL DELHI

Food and Beverage
Practical Session:

Ash Tray Cleaning
Procedure

UEI GLOBAL PUNE

Food and Beverage
Practical Session:

Service of American
Breakfast





UEI GLOBAL AGRA

Food Production
Practical Session:

Sweet Corn Soup
Honey Chilli Potato
Veg Fried Rice
Chilli Garlic Noodle

UEI GLOBAL AGRA

Food Production
Practical Session:

Bruschetta
Polo Napolitano
Parsley Riz
Garlic Sautéed
Vegetables





UEI GLOBAL PUNE

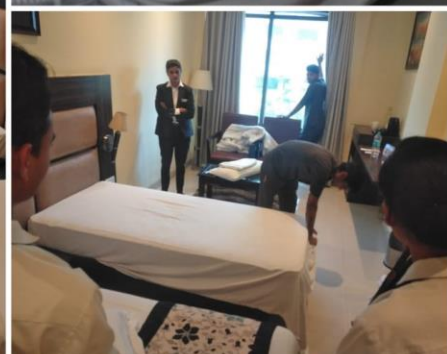
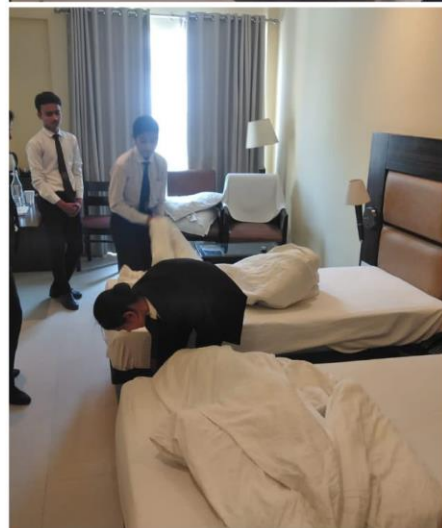
Front Office Practical
Session:

Guest Situation
Handling

UEI GLOBAL AGRA

Housekeeping
Practical Session:

Bed Making
Procedure





UEI GLOBAL PUNE

Food Production
Practical Session:

Tomato Basil
Bruschetta
Pollo Neapolitana
Parsley Rice With
Sautéed Veggies

UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

White Gravy
Makhani Gravy
Kadhai Gravy
Masala Gravy





UEI GLOBAL CHANDIGARH

Front Office Practical
Session:

Handling Walk-ins,
FITs (Foreigners) &
Check in Process



UEI GLOBAL DELHI

Food Production
Practical Session:

Poha
Aloo Bonda
Sauth Chutney





UEI GLOBAL CHANDIGARH

Food and Beverage
Practical Session:

Service of Wine

UEI GLOBAL JAIPUR

Housekeeping
Practical Session:

Room Layout Model





UEI GLOBAL LUCKNOW

Housekeeping Practical
Session:

Manual Cleaning of
Glass Surface

UEI GLOBAL PUNE

Housekeeping
Practical Session:

Room Layout Model





UEI GLOBAL TRIVANDRUM

Food Production
Practical Session:

Dal Paalak ka Shorba
Kadhai Murgh
Milauni Tarkari
Motia Pulao

UEI GLOBAL JAIPUR

Food Production
Practical Session:

Kashmiri Pulao
Kashmiri Aloo Dum
Kashmiri Rajma





UEI GLOBAL TRIVANDRUM

Food and Beverage
Practical Session:

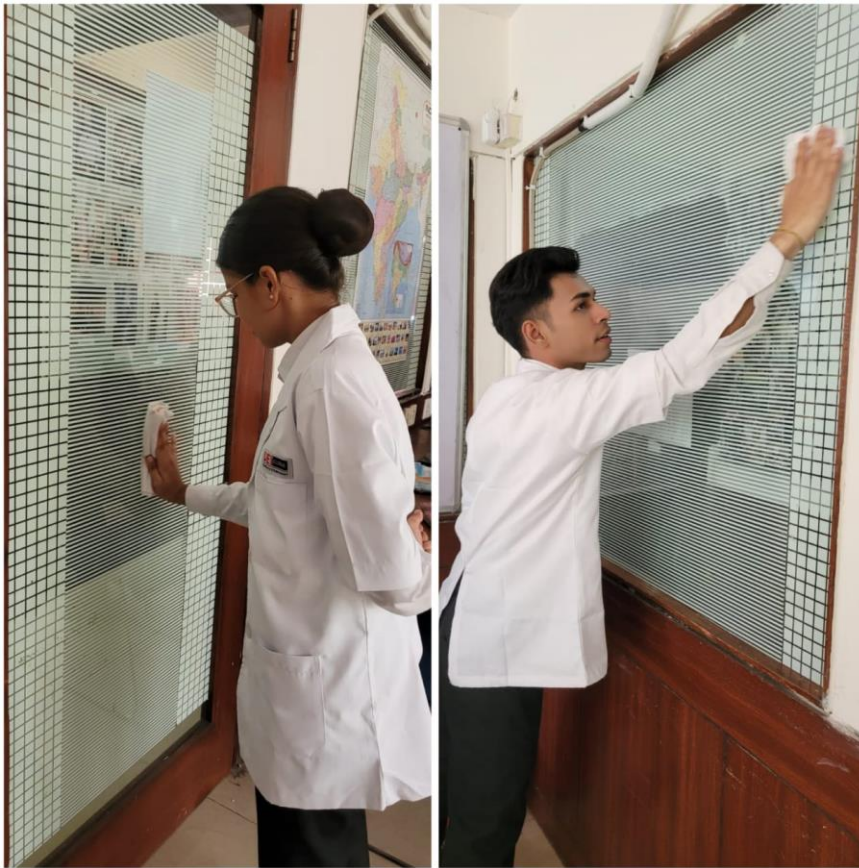
Service of Alcoholic
Beverage

UEI GLOBAL AGRA

Food Production
Practical Session:

Hot and Sour Soup
Vegetable Salt and
Pepper
Vegetable in Hot
Garlic Sauce
Vegetable Fried Rice





UEI GLOBAL DELHI

Housekeeping Practical
Session:

Cleaning of Glass
Surface

UEI GLOBAL PUNE

Food Production
Practical Session:

Minestrone Soup
Potato Fondant
Ratatouille
Penne with Arrabbiata
Sauce
Focaccia Bread



CELEBRATION OF WOMEN'S DAY

International Women's Day celebrated annually on **March 8th** has a significant occasion dedicated to recognizing the achievements, contributions, and rights of women worldwide. It serves as a reminder of the progress made toward gender equality while also highlighting the challenges that still need to be addressed. Women's Day is not just a celebration but also a movement toward empowerment, awareness, and inclusivity.

One of the primary reasons for observing Women's Day is to honour the countless women who have made remarkable contributions to various fields, including **education, business, politics, science, technology, and social work**. Throughout history, women have played crucial roles in shaping society, yet they have often been overlooked or denied opportunities. This day provides a platform to acknowledge their efforts and inspire future generations to break barriers.

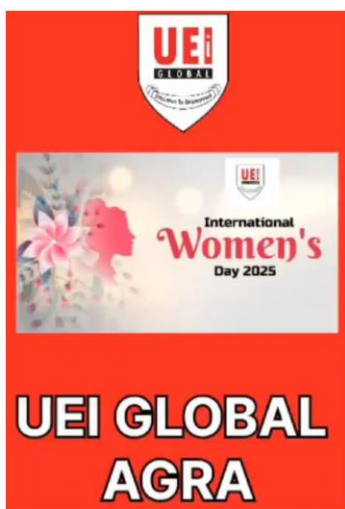
Another important aspect of Women's Day is raising awareness about **gender inequality and women's rights**. Issues such as **gender pay gaps, workplace discrimination, domestic violence, lack of education for girls, and underrepresentation in leadership roles** remain prevalent in many parts of the world. Women's Day serves as a call to action, urging governments, organizations, and individuals to work toward a more equitable society where women receive the same opportunities and respect as men.

Education and empowerment are central themes of Women's Day celebrations. By organizing **seminars, workshops, and awareness campaigns**, institutions and organizations encourage discussions on women's rights, leadership, and personal development. These initiatives help equip women with the knowledge, skills, and confidence to excel in various fields, promoting self-reliance and independence.

Furthermore, Women's Day fosters a sense of **unity and solidarity** among women. It reminds them that they are not alone in their struggles and that together, they can bring about meaningful change. Support networks, mentorship programs, and women's rights organizations use this day to amplify their voices, ensuring that issues affecting women are addressed on a global scale.

Women's Day is not just about celebration; it is **about recognition, awareness, and action**. It is a day to appreciate women's contributions, fight against discrimination, and strive for a future where every woman can achieve her dreams without barriers. A world that uplifts women is a world that progresses as a whole.

UEI Global celebrated International Women's Day with great enthusiasm, honouring the achievements and contributions of women in all spheres of life. The event aimed to recognize, appreciate and celebrate the strength, resilience, and dedication of women, especially in the fields of education, hospitality, and leadership.



**UEI GLOBAL
AGRA**



**UEI GLOBAL
DELHI**





**UEI GLOBAL
TRIVANDRUM**

**UEI GLOBAL
LUCKNOW**





**UEI GLOBAL
CHANDIGARH**

**UEI GLOBAL
JAIPUR**



HOLI CELEBRATION



UEI GLOBAL DELHI



**UEI GLOBAL
LUCKNOW**





**UEI GLOBAL
AGRA**

**UEI GLOBAL
CHANDIGARH**





**UEI GLOBAL
JAIPUR**



**UEI GLOBAL
TRIVANDRUM**



UEI GLOBAL PUNE



SEMINARS AND INDUSTRY VISIT



UEI GLOBAL CHANDIGARH

An In-house 4 days' workshop on Career Opportunity in Hospitality sector for Govt. Model Sanskriti Senior Secondary School sector 20 Panchkula.



UEI GLOBAL LUCKNOW

Mr. Abhirup Bandyopadhyay
General Manager

Mr. Alok Singh
Human Resource Development
Manager

Crowne Plaza
Lucknow

Seminar on Pre-opening property
and placement drive





UEI GLOBAL TRIVANDRUM

Hilton Garden Inn Trivandrum

Student Witnessed Working
Methods and Coordination of
Various Departments of
Hotels Like; Housekeeping,
Front Office, Food And
Beverage Service And Food
Production.



UEI GLOBAL CHANDIGARH

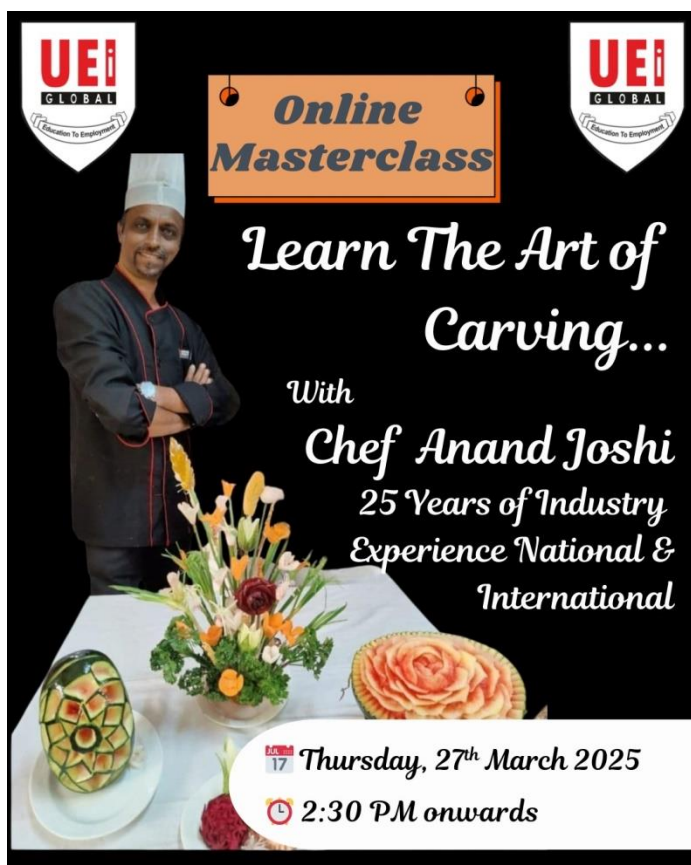
**Ms. Kritika Sharma
Ghai**
L & D Manager

Ms. Sonika Kanwar
Asst. HR Manager

**Hyatt Centric
Chandigarh**

Internship and
placement Drive





UEI GLOBAL PUNE

An Online Master class session
Conducted by Chef Anand Joshi –
Faculty Food production for all the
culinary enthusiast

ITC HOTEL
RESPONSIBLE LUXURY
ITC MAURYA
NEW DELHI

UEI GLOBAL DELHI

Hotel ITC Maurya

Student's
Participation at "CII
Quantum Technology
Conclave"





UEI GLOBAL PUNE

Mr. Chaitnya Lohar
Human Resources Manager

Chef Varun Shinde
Cluster Chef

Mr. Rajan.T.
Regional Manager,

Toscano & Salt
Italian fine dine Restaurant
Chain

Internship and placement
Drive

UEI GLOBAL DELHI

Presentation with the Kuhoo team (Online Education Loan Application) for designing a
personalized Education loan program



FACULTY RECOGNITION AND AWARDS



UEI GLOBAL DELHI

Ms. Garima Khera
Ms. Shikha Abel

Facilitated with

Distinguished Leadership in
Institutional
Development awards at the
Higher Education Innovation
Technology Summit &
Awards, hosted by Plus Nine
One Media (Formerly known
as Universal Mentor
Association) and IBM



STUDENTS SUCCESS AND ACHIEVEMENTS



UEI GLOBAL LUCKNOW

Mr. Ali shaan
Batch: 2023-24
Certification Course
Commi 3

The Grand
JBR Lucknow

UEI GLOBAL LUCKNOW

Mr. Durgesh Pandey
Batch: 2023-26
Internship

Sheraton Grand
Bangalore





UEI GLOBAL PUNE

Mr. Sumit Kumar
Batch: 2023-26
Internship

Hyatt Place
Pune

UEI GLOBAL DELHI

Mr. Vansh Singh
Batch: 2022-2012
FnB Expert

JW Marriott Marquis
Dubai





UEI GLOBAL LUCKNOW

Ms. Krishma Gaur
Sr. Human Resource
Associate

Ramada Encore
by Wyndham
Narmada
Gujarat

UEI GLOBAL DELHI

Gautam Kumar Pathak
B.Voc
Batch-2022-25

Oberoi Vanyavilas
Ranthambore
Rajasthan





**UEI GLOBAL
DELHI**



Culinary Art Competition
Ms.Sapna - Silver medal
Mr.Ayush Thakur - Bronze Medal
Mr.Hemant Malik - Bronze Medal

Mocktail competition winner's
Mr.Nitish - Silver medal
Mr.Abhishek jha - Silver Medal
Mr.Vishal - Silver Medal
Mr.Himanshu panwar - Silver Medal
Mr.Neeraj Singh Negi - Silver Medal
Mr.Mouliswaran - Bronze Medal





UEI GLOBAL PUNE

Shreya Barathe

B.Voc

Batch-2023-26

Trainee of the Month Award

Radisson blu

Lonavala



*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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