



**K.R. MANGALAM UNIVERSITY**  
THE COMPLETE WORLD OF EDUCATION

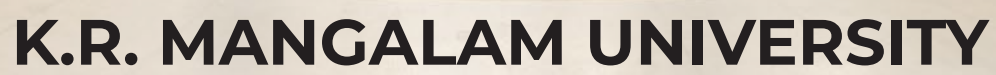


# SCHOOL OF **HOTEL MANAGEMENT** AND CATERING TECHNOLOGY



**NEWSLETTER**  
**JANUARY - MARCH 2026**





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# FROM THE EDITOR'S DESK

The first quarter of 2026 has marked an inspiring and dynamic beginning for the School of Hotel Management & Catering Technology. It has been a period filled with energy, innovation, and meaningful accomplishments, reflecting our continued commitment to excellence in hospitality education. From engaging classroom sessions to immersive practical learning experiences, every initiative this quarter has been thoughtfully aligned to nurture industry-ready professionals.

What makes this journey truly remarkable is the seamless blend of academic rigor and experiential exposure. Our students have actively participated in workshops, competitions, industry visits, and skill-based activities that go beyond textbooks—allowing them to explore, create, and grow with confidence. Simultaneously, our faculty members have demonstrated unwavering dedication through research contributions, knowledge-sharing sessions, and continuous efforts to enhance teaching methodologies.

This edition of the newsletter is not just a collection of events—it is a reflection of passion, creativity, and collaboration. It captures the spirit of our students who are constantly pushing boundaries, the guidance of our faculty who inspire excellence, and the strong industry connections that enrich our academic ecosystem.

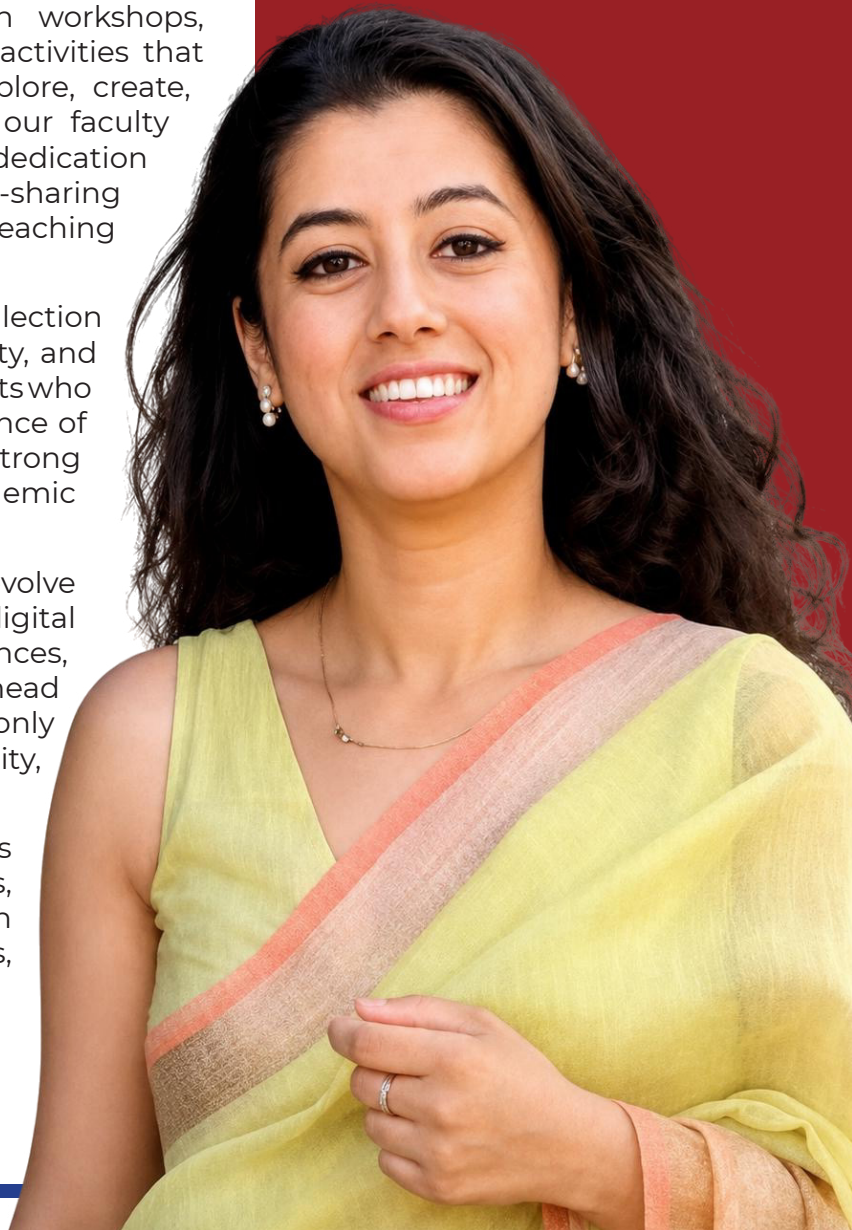
As the hospitality industry continues to evolve with new trends such as sustainability, digital transformation, and personalized guest experiences, we at SOHMCT remain committed to staying ahead of the curve. We aim to equip our students not only with technical expertise but also with adaptability, innovation, and a global perspective.

I invite you to explore this edition and witness the vibrant journey of learning, achievements, and growth that defines our institution. Each page tells a story of dedication and progress, and I am confident it will leave you inspired.

**Warm Regards**

**MS. SHRIYA  
CHAUHAN**

**Assistant Professor, SOHMCT**  
K.R. Mangalam University



# WORDS FROM THE LEADERSHIP

It gives me great pleasure to welcome you to K.R. Mangalam University and to the dynamic and ever-evolving field of Hotel Management and Hospitality Studies.

Hospitality, as a discipline, uniquely blends professional expertise with human sensitivity, creativity with discipline, and tradition with innovation. As one of the fastest-growing global industries, it offers vast opportunities for individuals who are committed to service excellence and continuous learning.

At the School of Hotel Management & Catering Technology, the emphasis lies in nurturing future-ready professionals through a holistic approach to education. The integration of academic rigor, practical exposure, global outlook, and strong ethical grounding ensures that students are well-equipped to meet the evolving demands of the hospitality industry.

With over four decades of experience in academia and institutional leadership, I have witnessed the transformative power of structured education, progressive policies, and a learner-centric approach. It is essential that students not only acquire knowledge but also develop critical thinking, adaptability, and a commitment to professional excellence.

I encourage all students to actively engage in their academic journey, embrace experiential learning opportunities, and cultivate the confidence and competence required to excel in their chosen careers.

I extend my best wishes to each one of you for a meaningful, enriching, and successful learning experience.

**Warm regards**

## PROF. (DR.) MEHRAJ UDDIN MIR

**Chair Professor (Motilal Nehru Chair)**  
K.R. Mangalam University



# WELCOME ADDRESS FROM THE ASSISTANT DEAN – SOHMCT

Dear Students,

It gives me immense pleasure to welcome you to the School of Hotel Management & Catering Technology (SOHMCT). As the newly appointed Assistant Dean, I am delighted to connect with you at the beginning of what promises to be an enriching and transformative journey in the field of hospitality.

By choosing hospitality education, you have stepped into a dynamic profession that thrives on innovation, professionalism, adaptability, and service excellence. The hospitality industry continues to expand at a remarkable pace, opening diverse opportunities across hotel operations, culinary arts, tourism, entrepreneurship, and global career pathways.

At SOHMCT, our focus is to equip you with the knowledge, skills, and industry exposure required to excel in this ever-evolving sector. Our academic framework integrates strong theoretical foundations with hands-on practical training and meaningful industry interactions, ensuring that you are well-prepared to meet professional challenges with confidence.

Your learning experience here will go far beyond conventional classrooms. Through skill-based training, mentorship, workshops, and experiential learning opportunities, you will not only build professional competence but also develop leadership qualities, creativity, and self-assurance.

We are equally committed to nurturing values such as cultural sensitivity, teamwork, ethics, and social responsibility—qualities that define successful hospitality professionals in today's global environment.

I encourage each one of you to embrace every opportunity with enthusiasm, discipline, and a willingness to learn. Your journey at SOHMCT is not just about academic growth, but about shaping a fulfilling and successful career.

Wishing you all the very best for a rewarding academic experience and a bright professional future.

**Warm Regards**

**MS. JYOTI  
SEHARAWAT  
BAISOYA**

**Assistant Dean,**  
School of Hotel Management  
and Catering Technology  
K.R. Mangalam University





# MESSAGE FROM IQAC COORDINATOR

Quality enhancement remains the cornerstone of our academic framework at the School of Hotel Management & Catering Technology. At SOHMCT, we continuously strive to strengthen our teaching-learning processes by aligning them with evolving industry standards and academic best practices.

During the first quarter of 2026, the institution has made notable progress in fostering a culture of continuous improvement and academic excellence. Through well-structured workshops, faculty development initiatives, and meaningful industry collaborations, we have been able to enrich the overall learning experience of our students. These initiatives not only enhance subject knowledge but also bridge the gap between theoretical understanding and practical application.

A key focus of our efforts has been on strengthening experiential learning. By integrating practical exposure with academic delivery, students are encouraged to develop critical thinking, problem-solving abilities, and professional competence. Regular assessments, feedback mechanisms, and outcome-based evaluation strategies have further contributed to improving student engagement and performance.

This quarter has also witnessed a significant rise in student participation across academic and co-curricular activities. The increased involvement reflects a positive shift towards active learning and a deeper commitment to skill development. Our continuous monitoring and quality assurance practices ensure that every initiative contributes meaningfully to the holistic growth of our learners.

At IQAC, we remain dedicated to fostering an environment that promotes innovation, accountability, and excellence. Moving forward, we will continue to focus on strengthening academic processes, enhancing industry integration, and creating opportunities that prepare our students to meet global hospitality standards.

We look forward to sustaining this momentum of growth and achieving even greater milestones in the coming months.

**Warm regards**

## DR. SHIKHA DUTT SHARMA

**IQAC Coordinator & Editor**  
**K.R. Mangalam University**



# ABOUT SCHOOL: VISION & MISSION

## About the School

School of Hotel Management and Catering Technology at K. R. Mangalam University is equipped to carry out both teaching and research. The faculty is in constant touch with various experts in the relevant field and is willing to experiment with latest ideas in teaching and research.

School of Hotel Management and Catering Technology imparts learner technical knowledge, enhances their practical skill and ability, motivating them to think creatively, helping them to act independently and take decisions accordingly in all their technical pursuits and other endeavors. It strives to empower its learner and faculty members to contribute to the development of society and Nation.

## School Vision

Aspires to become an internationally recognized school of Hotel Management and Catering Technology that provides multiple programs in the scope of Hospitality and Tourism.

## School Mission

To rediscover hospitality education at all levels and develop our learners with a global skill set to prepare them for tomorrow's careers.

## The School of Hotel Management is committed to-

- Fostering employability and entrepreneurship in hospitality through interdisciplinary curriculum and immersive pedagogy with cutting-edge technology.
- Installing the notion of lifelong learning through stimulating research, Outcomes-based education, and innovative thinking.
- Collaborating with premier universities, research centers, industries, and professional bodies and integrating global needs and expectations.
- Enhancing leadership qualities among the youth understanding ethical values and environmental realities.





# STUDENTS' ACHIEVEMENTS

## EXCELLENCE IN HOSPITALITY SERVICE

The School of Hotel Management & Catering Technology proudly recognizes the outstanding achievement of Ms. Simran, who has been awarded the prestigious “Certificate of Excellence – Intern of the Month (January 2026)” by The Leela Palace, New Delhi.

This recognition has been conferred in appreciation of her exceptional performance, dedication, and commitment towards delivering superior guest service during her industrial training. Her consistent efforts, professional attitude, and passion for hospitality have distinguished her among her peers.

This achievement reflects not only her individual excellence but also the high standards of training and industry readiness fostered at K. R. Mangalam University.



*Certificate of Excellence awarded to Ms. Simran for outstanding performance during her internship at The Leela Palace, New Delhi.*

## SECOND RUNNER-UP POSITION AT GD GOENKA UNIVERSITY

We are proud to share that our student secured the Second Runner-Up position in “Freedom to Flaunt” – Fashion Walk Competition, held at GD Goenka University on 20th March 2026.



The event witnessed enthusiastic participation from various institutions, showcasing creativity, confidence, and presentation skills. Our student's remarkable performance, unique styling, and confident stage presence stood out among the participants, bringing recognition and pride to SOHMCT.

This achievement reflects not only individual talent but also the emphasis our institution places on holistic development, encouraging students to explore platforms beyond academics and excel in co-curricular arenas.

Such accomplishments continue to inspire peers and highlight the diverse capabilities of our students.



*Showcasing elegance and confidence at 'Freedom to Flaunt' Fashion Walk, GD Goenka University.*

## PROUD MOMENT FOR SOHMCT

We are delighted to share that Simran Jena, a 2nd Year BHMCT student from the School of Hotel Management & Catering Technology, has secured Third Prize at the prestigious Regional Thali Competition – Distingu-ISH-ed 2026, held at École Ducasse, ISH, Gurugram.

Representing the vibrant culinary heritage of Odisha, Simran Jena presented a beautifully curated "Dola Purnima Thali – Odia Cuisine", celebrating authentic flavours, festive traditions, and cultural richness

Her award-winning thali featured:

- Dalma
- Dahi Bara Aloo Dum
- Kanika Bhata
- Chhatu Patra Poda
- Saga Besara
- Pura Pitha

Ambula Rai

Creamy Panasa Ghanta

Chhena Payesh

Kancha Kadali Pakudi

Her dedication, skill, and passion for regional cuisine truly brought pride to SOHMCT and showcased the excellence of culinary training at KRMU.





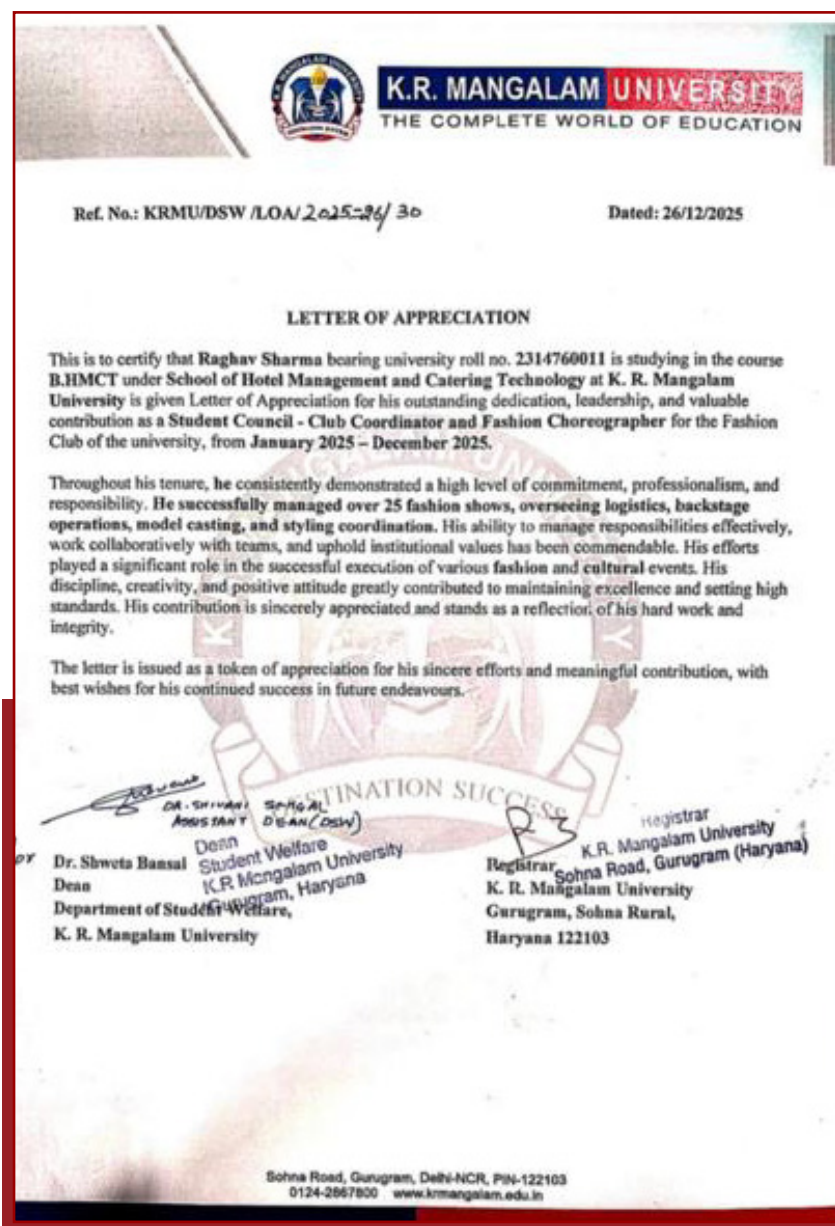


*A proud moment as the student receives recognition and award for excellence at École Ducasse, Gurgaon*

## EXCELLENCE IN LEADERSHIP & EVENT MANAGEMENT

Mr. Raghav Sharma, a student of SOHMCT, K.R. Mangalam University, has been awarded a Letter of Appreciation for his outstanding dedication, leadership, and creative contributions. Serving as the Student Council Club Coordinator and Fashion Choreographer, he successfully managed and choreographed over 25 fashion shows, demonstrating exceptional skills in event planning, team coordination, and execution.

His ability to handle logistics, backstage operations, casting, and styling, along with his innovative approach to fashion presentations, played a pivotal role in the successful execution of numerous cultural and fashion events. His commitment, discipline, and creative vision have significantly contributed to enhancing the university's event standards and student engagement.



*Mr. Raghav Sharma receiving a Letter of Appreciation for his exceptional contribution as Student Council Club Coordinator and Fashion Choreographer at K.R. Mangalam University.*



# BLOGGING

## FROM MR. FRESHER TO FASHION VISIONARY: THE JOURNEY OF RAGHAV SHARMA

Mr. Raghav Sharma, a student of SOHMCT, K.R. Mangalam University, has emerged as a remarkable example of passion, leadership, and creative excellence. His journey from being crowned Mr. Fresher (2024–25) to becoming a Student Council Club Coordinator and Fashion Choreographer reflects dedication, resilience, and a strong commitment to his craft.

Beginning as a performer in the university's cultural society, Raghav's curiosity soon transformed into a vision. His passion for fashion and stagecraft led to the creation of "Roopantr", a fashion initiative that started without formal backing but was built through consistency and belief. Within a year, Roopantr evolved into an officially recognized club, now known as one of the leading fashion platforms in Delhi NCR.

Under his leadership, Raghav successfully conceptualized, choreographed, and managed 45+ fashion shows, securing 30+ wins across prestigious institutions and cities. His work extended beyond performance to include backstage management, logistics, styling, and team coordination—demonstrating holistic event management expertise.

Apart from creative achievements, Raghav showcased exceptional adaptability during challenging situations such as last-minute venue changes and event disruptions due to weather. His ability to lead under pressure highlights his strong problem-solving and leadership skills.



His professional exposure includes industrial training and contributing as an Event Manager at an AI Summit, where he coordinated with global leaders and managed high-level event operations. Alongside his extracurricular excellence, Raghav maintained academic consistency, earning a place on the Dean's List each semester.

In recognition of his outstanding contribution, he was awarded a Letter of Appreciation by the university, acknowledging his dedication, discipline, and creative impact.

Raghav Sharma's journey stands as a testament to the power of passion combined with discipline—proving that true success lies in consistency, innovation, and the courage to create something meaningful.



*Raghav Sharma with his team celebrating multiple wins and achievements in fashion events, showcasing teamwork and creative excellence.*



*Raghav Sharma representing professionalism and leadership while managing operations at a high-profile AI Summit.*



# STUDENTS' CREATIVE CORNER: SHOWCASING PRACTICAL SKILLS

## ART OF FLOWER ARRANGEMENT IN HOUSEKEEPING

The 2nd-year BHMCT students of SOHMCT actively participated in a hands-on practical session on Flower Arrangement, conducted under the guidance of Ms. Shriya Chauhan, Assistant Professor – Housekeeping. The activity aimed at enhancing students' aesthetic sense and practical skills, which are essential in creating visually appealing guest experiences in the hospitality industry.

As part of their practical learning, students gained first-hand exposure to different types of flowers, foliage, and their uses in hospitality décor. They were introduced to the fundamental principles and mechanics of flower arrangement, including balance, proportion, color harmony, and texture.

The session also focused on various styles and shapes of floral arrangements, enabling students to design theme-based displays suitable for different hospitality settings such as guest rooms, lobbies, and special occasions. Through this activity, students developed creativity, attention to detail, and an understanding of how floral décor enhances the overall ambiance of a space.

This practical exercise provided valuable experiential learning, bridging the gap between theoretical knowledge and real-world application in housekeeping operations.



*Mr. Raghav Sharma receiving a Letter of Appreciation for his exceptional contribution as Student Council Club Coordinator and Fashion Choreographer at K.R. Mangalam University.*

## THEMATIC ROOM SETUP: BHMCT 3RD-YEAR STUDENTS PRESENTING A CREATIVELY DESIGNED GUEST ROOM SETUP WITH THEMED DÉCOR AND LIGHTING

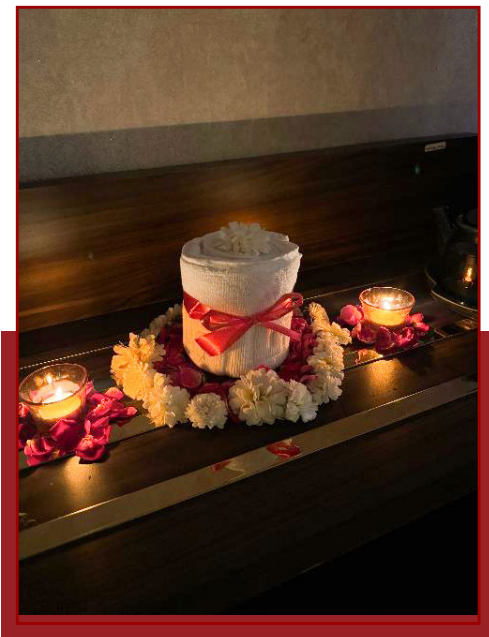
The 3rd-year BHMCT students of SOHMCT demonstrated their creativity, precision, and practical expertise through an engaging Guest Room Preparation Activity. As part of their hands-on learning, students were assigned different themes and tasked with designing and presenting guest rooms that reflect professional hospitality standards.

The activity focused on key housekeeping competencies such as bed-making, towel art, room décor, aesthetic arrangement, and guest experience enhancement. Each team showcased innovation by incorporating elements like floral decorations, lighting, and

thematic styling to create visually appealing and welcoming environments.

From romantic honeymoon setups with intricate towel swan designs and floral arrangements to creative table décor displays, students effectively translated classroom learning into practical execution. The attention to detail, coordination, and presentation skills reflected their readiness for real-world hospitality operations.

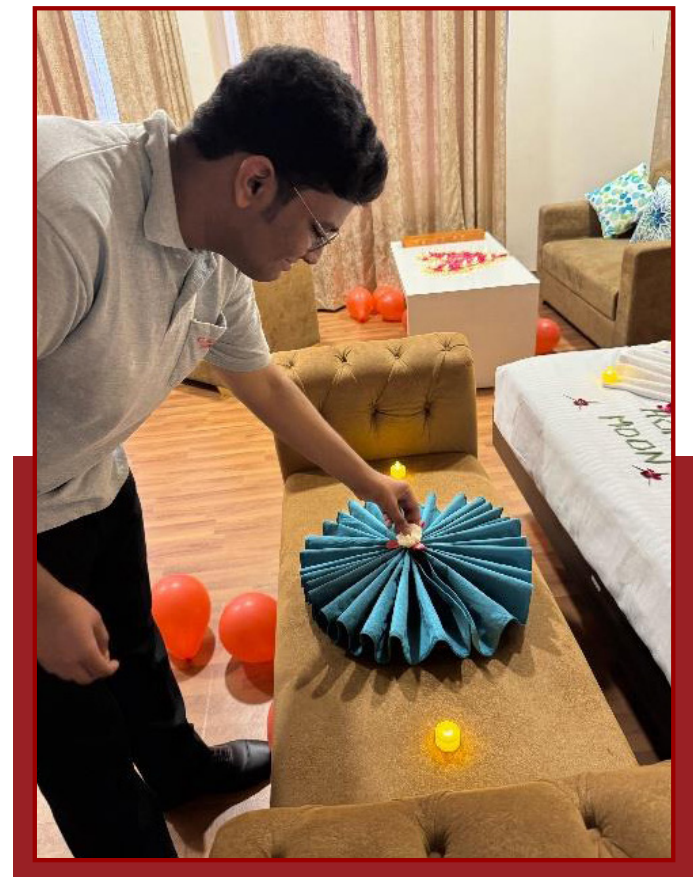
This activity not only enhanced their technical skills but also encouraged teamwork, creativity, and problem-solving—essential qualities in the hospitality industry.







*Mr. Raghav Sharma receiving a Letter of Appreciation for his exceptional contribution as Student Council Club Coordinator and Fashion Choreographer at K.R. Mangalam University.*



*A beautifully curated honeymoon-themed room featuring towel swans, ambient lighting, and elegant bed décor for enhanced guest experience.*

# CO- SCHOLASTIC ACTIVITIES

## VALENTINE'S DAY THEME LUNCH CELEBRATION

The School of Hotel Management and Catering Technology (SOHMCT), K.R. Mangalam University, successfully organized a Valentine's Day Theme Lunch on 12th February 2026 at the Food & Beverage Restaurant. The event was thoughtfully hosted by the students of 1st, 2nd, and 3rd year BHMCT program for the respected Deans and Academic Heads of the university.

The celebration highlighted the collaborative efforts of students across all core departments—Food & Beverage Service, Housekeeping, and Food Production. Each team contributed creatively to bring the theme to life, ensuring a memorable dining experience.

The Food Production team curated a specially designed menu aligned with the Valentine's theme, focusing on presentation, taste, and innovation. The Food & Beverage Service team showcased professional service skills by

preparing and serving themed beverages and ensuring smooth guest handling. Meanwhile, the Housekeeping team enhanced the ambiance with elegant décor, incorporating romantic elements, table settings, and aesthetic arrangements that reflected the spirit of the occasion.

The event served as a practical learning platform, allowing students to demonstrate their teamwork, coordination, creativity, and hospitality skills in a real-time setting. It also provided them with valuable exposure to event planning and execution, aligning academic learning with industry practices.

Overall, the celebration was a great success, reflecting the students' dedication, professionalism, and ability to deliver a delightful and themed hospitality experience.







*Students of SOHMCT hosting a Valentine's Day themed lunch, showcasing their skills in food production, service, and décor for university dignitaries.*

## INDUSTRIAL VISIT FOR GENDER EQUITY SENSITISATION AT LUXURY HOTEL

The School of Hotel Management and Catering Technology (SOHMCT), K.R. Mangalam University, organized an insightful Industrial Visit for Gender Equity Sensitisation at Luxury Hotel on 25th February 2026 at Lemon Tree Hotel.

The session focused on creating awareness about the importance of maintaining a balanced gender ratio and fostering an inclusive and respectful workplace environment. Industry professionals shared valuable insights on

workplace ethics, equal opportunities, and the role of organizational culture in promoting diversity and inclusion.

Students were introduced to real-world practices followed in the hospitality sector to ensure gender sensitivity, safety, and equal growth opportunities for all employees. The interactive nature of the session encouraged active participation, allowing students to engage in meaningful discussions and gain practical perspectives.

The visit proved to be highly enriching, enabling students to understand the significance of gender equity not only as a social responsibility but also as a key factor in building a positive and productive work environment.



*The Orientation on HACCP Quality Standards for Food & Beverage, highlighting health, safety, and cleanliness protocols organized by SOHMCT*



## ORIENTATION ON HACCP QUALITY STANDARDS FOR FOOD & BEVERAGE RESTAURANT: HEALTH SAFETY & CLEANLINESS PROTOCOLS

The School of Hotel Management and Catering Technology (SOHMCT), K.R. Mangalam University, organized an insightful Orientation on HACCP Quality Standards for Food & Beverage Restaurant: Health, Safety & Cleanliness Protocols in collaboration with IQAC on 25th February 2026 at Lemon Tress Premier – 2 Gurugram.

The session aimed to enhance students' understanding of HACCP (Hazard Analysis and Critical Control Points) and its significance in maintaining food safety, hygiene, and quality

standards within the hospitality industry. The orientation provided valuable insights into health regulations, cleanliness protocols, and safety measures essential for food and beverage operations.

Students of the BHMCT program actively participated in the session, gaining practical knowledge about industry standards and best practices required to ensure safe food handling and service. The session also emphasized the importance of implementing structured safety systems to prevent hazards and maintain high-quality service standards.



*Orientation on HACCP Quality Standards for Food & Beverage, highlighting health, safety, and cleanliness protocols organized by SOHMCT*

## STUDENTS' ENTREPRENEURSHIP SHOWCASE: LAUNCH OF "WHIP & SIP CAFÉ"

The School of Hotel Management and Catering Technology (SOHMCT), K.R. Mangalam University, successfully organized a Student Entrepreneurship Showcase with the launch of "Whip & Sip Café" in collaboration with KEIC on 23rd February 2026.

The student-led bakery and mocktail café served as a platform for experiential learning, offering students valuable hands-on exposure in key areas such as planning, operations, and customer service. The initiative highlighted the University's commitment to fostering innovation, creativity, and entrepreneurial skills among students.

The event witnessed enthusiastic participation from faculty members, students, and visitors, creating a vibrant and engaging atmosphere.

The successful execution of the event was made possible under the effective coordination of Chef Virendra and Mr. Sanjay Pandey, whose guidance ensured its seamless organization.



*Student-led bakery and mocktail café "Whip & Sip" in action, reflecting innovation and practical learning.*



# INTERNSHIP

The students of the BHMCT 8th Semester, School of Hotel Management & Catering Technology, K.R. Mangalam University have successfully commenced their industrial training with renowned hospitality brands in India and abroad. This reflects their strong industry readiness and commitment to excellence.

Students are gaining hands-on experience across key departments such as Front Office, Kitchen, Bakery, and Food & Beverage Service, strengthening their practical knowledge and professional skills.

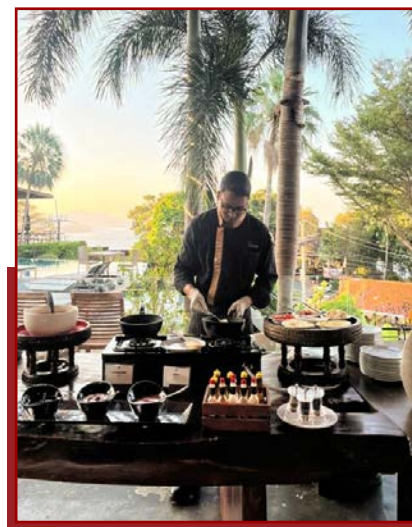
## STUDENTS' JOB TRAINING:

- Simran – Bakery, Leela Ambience, Gurgaon
- Faheem Hussian – Front Office, Grand Hyatt Gurgaon
- Ashutosh – Kitchen, Taj Lands End, Mumbai
- Vashnu Goswami – Front Office, Fairmont Jaipur
- Monal Bisht – Front Office, Grand Hyatt Gurgaon
- Hridansh – Front Office, JW Marriott, Goa
- Rudransh Rana – F&B Service, Leela Ambience, Gurgaon



## INTERNATIONAL JOB TRAINING:

- Yogesh – Food & Beverage Service, Secret Cliff, Phuket, Thailand (One-Year International JT)
- Lalit – Food & Beverage Service, Secret Cliff, Phuket, Thailand (One-Year International JT)
- Rashid – Food & Beverage Service, Secret Cliff, Phuket, Thailand (One-Year International JT)



*Mr. Yogesh and Mr. Lalit demonstrating professional Food & Beverage service during their international training at Secret Cliff, Phuket, Thailand.*

# ALUMNI CONNECT: CONVOCATION CEREMONY 2026

The Convocation Ceremony at K.R. Mangalam University was held on 22nd March 2026, marking a proud and momentous occasion for the graduating batch of 2020–2024. The event celebrated the successful culmination of their academic journey, as students were conferred with their degrees in the presence of university dignitaries, faculty members, and proud families.

The graduates of the School of Hotel Management & Catering Technology (SOHMCT) were recognized not only for their academic accomplishments but also for their dedication,

discipline, and excellence demonstrated throughout their tenure. Their journey reflects a blend of rigorous training, industry exposure, and holistic development, preparing them to excel in the dynamic hospitality sector.

As these young professionals step into the global hospitality industry, SOHMCT takes immense pride in their achievements and contributions. The institution extends its heartfelt congratulations and wishes them continued success, growth, and excellence in all their future endeavors.



*Alumni Mehak, Ishmeet, and Harsh capturing a proud moment with faculty on campus during their convocation day*



# INDUSTRY PARTNERS

The School of Hotel Management and Catering Technology (SOHMCT), K.R. Mangalam University, takes pride in its strong collaborations with leading hospitality brands. These partnerships play a vital role in bridging academic learning with industry exposure, offering students opportunities for internships, training, and real-world experience.

## TRIDENT GURGAON

- A premium luxury hotel known for its contemporary design, impeccable service standards, and strong focus on guest satisfaction, providing students with exposure to world-class hospitality operations.



# TRIDENT

## TRIDENT AGRA

- Renowned for its resort-style ambiance near the Taj Mahal, offering students insights into luxury leisure hospitality and guest-centric service excellence.

## HILTON GURGAON BAANI CITY CENTRE

- Part of the globally acclaimed Hilton brand, this property exposes students to international service standards, business hospitality, and modern hotel management practices.



## LEMON TREE PREMIER

- Known for its vibrant and mid-scale hospitality approach, Lemon Tree Hotels provide students with hands-on learning in efficient operations and service delivery.



## THE LEELA AMBIENCE GURUGRAM HOTEL & RESIDENCES

- A symbol of Indian luxury and grandeur, offering exposure to refined service, upscale guest experiences, and high-end hotel operations.



## FAIRMONT JAIPUR

- A majestic luxury property blending royal Rajasthani architecture with modern comforts, giving students experience in heritage luxury hospitality.



## GRAND HYATT GURGAON

- A contemporary luxury hotel known for its large-scale operations, events, and global standards of service excellence.



## JW MARRIOTT GOA

- A premium luxury destination offering exposure to resort operations, leisure tourism, and personalized guest services.



## TAJ LANDS END

- An iconic property by the Taj Group, known for its heritage, luxury, and exceptional service standards, providing students with elite industry exposure.





# HOSPITALITY FUN ZONE

## DRIVEN SERVICES

Self-service kiosks, digital payments, and app-based controls are enhancing efficiency while providing guests with speed and safety.

## LOCAL CULTURE INTEGRATION

Hotels are embracing local traditions, art, and heritage to offer authentic cultural experiences that connect travelers with the destination.

## RISE OF BOUTIQUE & LIFESTYLE HOTELS

Travelers are increasingly drawn to smaller, design-focused properties that offer character, uniqueness, and personalized service.

## MIX & MATCH CHALLENGE

Match the hospitality term with its correct meaning:

| Term            | Meaning                         |
|-----------------|---------------------------------|
| 1. Concierge    | a. Handles room cleaning        |
| 2. Steward      | b. Assists guests with requests |
| 3. Housekeeping | c. Manages food service         |
| 4. Front Office | d. First point of guest contact |



The hospitality sector is entering a dynamic era where innovation meets evolving guest expectations. Here are some emerging trends redefining hotels and tourism:

## HYPER-PERSONALIZED GUEST EXPERIENCES

- Hotels are leveraging data and technology to tailor every stay—from room preferences to customized dining—ensuring each guest enjoys a uniquely curated experience. Wellness-Centric Hospitality
- From spa retreats to mindfulness programs and healthy dining options, wellness has become a core offering, not just an add-on.



## GUESS THE TOOL

Identify the hotel department based on the tool used:

- Vacuum cleaner → \_\_\_\_\_
- Reservation software → \_\_\_\_\_
- Chef's knife → \_\_\_\_\_
- Tray & service trolley → \_\_\_\_\_



## CULINARY TRIVIA

Which country is famous for introducing the concept of fine dining etiquette?

- Italy
- France
- India
- Japan





## BRAIN TEASER

"I welcome guests with a smile, I handle keys but open no doors myself, I am the face you see first in a hotel."

Who am I? → \_\_\_\_\_

## HOSPITALITY FACT

The oldest hotel in the world, Nishiyama Onsen Keiunkan, has been operating for over 1,300 years and is still run by the same family.



### Did You Know? – Hospitality & Tourism Facts

1. The world's busiest airport is Hartsfield–Jackson Atlanta International Airport, handling over 100 million passengers annually.
2. The term "hotel" comes from the French word *hôtel*, which originally referred to a large townhouse or mansion.
3. The hospitality industry employs over 330 million people worldwide, making it one of the largest employment sectors globally.
4. The first modern travel agency was founded by Thomas Cook in 1841, organizing one of the earliest group tours.
5. Japan's capsule hotels offer compact sleeping pods designed to maximize space while providing essential amenities.
6. The world's largest hotel is First World Hotel in Malaysia, with more than 7,000 rooms.
7. The hospitality symbol of a pineapple originated from colonial times when displaying a pineapple at home signified welcome and friendship.
8. Cruise ships are floating hotels, with some carrying more than 6,000 passengers and offering amenities such as theaters, shopping malls, and water parks.

## FUN FACTS ABOUT FAMOUS RESTAURANT & FAST-FOOD CHAINS

### McDonald's

- McDonald's was founded in 1940 by brothers Richard and Maurice McDonald in California.
- The famous Golden Arches are among the most recognized symbols in the world.
- The Big Mac has become so famous that economists use the "Big Mac Index" to compare purchasing power between countries.



### KFC

- KFC was founded by Colonel Harland Sanders and is famous for its secret blend of 11 herbs and spices.
- Colonel Sanders began franchising KFC in his 60s, proving that entrepreneurship has no age limit.
- KFC continues to modernize its restaurants with digital technologies and new menu innovations.



### Starbucks

- The first Starbucks opened in 1971 in Seattle.
- Starbucks writes customers' names on cups to create a personalized experience.
- It is one of the world's most recognized coffeehouse brands.



### Burger King

- Burger King introduced the famous Whopper burger in 1957.
- It was originally known as "Insta-Burger King" before becoming Burger King.
- The brand is part of the global restaurant group that also includes Tim Hortons and Popeyes.

### Subway

- Subway is known for its "Build Your Own Sandwich" concept.
- It has one of the largest numbers of restaurant locations in the world.
- In the United States, Subway has more locations than many other restaurant chains.





# GALLERY SOHMCT











**K.R. MANGALAM UNIVERSITY**  
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