SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (SOHMCT)
In Collaboration with
INTERNAL QUALITY ASSURANCE CELL (IQAC)
Presents

REPORT

on

Faculty Development Program

on

Next - Gen Hospitality: Innovation &

Excellence

Date: 3rd to 7th March 2025

K.R. MANGALAM UNIVERSITY, GURUGRAM

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Report

"Faculty Development Programme on Next - Gen Hospitality: Innovation & Excellence"

1. Introduction

The School of Hotel Management and Catering Technology (SOHMCT), in collaboration with the Internal Quality Assurance Cell (IQAC), successfully organized a five-day Faculty Development Program (FDP) on the theme **"Excellence in Imparting Skills for the Hospitality and Tourism Sector"** from **March 3rd to 7th, 2025**.
The FDP aimed to promote innovation and excellence in hospitality education, enhancing the skills and knowledge of faculty members and students. The event witnessed an overwhelming response, with **05 participants**. The School of Hotel Management and Catering Technology (SOHMCT), in collaboration with the Internal Quality Assurance Cell (IQAC), successfully organized a five-day Faculty Development Program (FDP) on the theme **"Next-gen hospitality: innovation & excellence"** from **March 3rd to 7th, 2025**.
The FDP aimed to promote innovation and excellence in hospitality education, enhancing the skills and knowledge of faculty members and students. It also contributed meaningfully toward the goals of **SDG 4: Quality Education** by strengthening research capabilities and academic engagement. Through expert-led sessions and interactive learning experiences, the program fostered critical thinking and research-oriented approaches, enabling participants to undertake more impactful academic and professional projects aligned with sustainable development.

Objectives of the FDP

- To explore innovations in the hospitality and tourism sectors.
- To provide insight into emerging trends and digital transformations.
- To strengthen skills in hospitality marketing, entrepreneurship, and facility management.
- To inspire future leaders to embrace new-age career opportunities in the industry.

FDP Overview

The five-day Faculty Development Program (FDP) conducted from March 3 to March 7, 2025, brought together eminent industry leaders who delivered insightful sessions on the emerging dimensions of hospitality and tourism. Each session was carefully curated to enhance the knowledge and skills of participants, focusing on industry innovations, strategic marketing, entrepreneurship, and evolving career opportunities.
The sessions of the FDP were planned to meet the desired objectives. Schedule of the FDP has been enclosed.

2. Day-wise Report of the Sessions Conducted

Monday: March 3, 2025

Session Topic: *Contemporary Trends in Housekeeping and Facilities*
Speaker: *Ms. Bharti Singh Kalappa*, Head of Facilities, Noida International Airport
Ms. Bharti Singh Kalappa opened the FDP with an engaging session that explored the modern evolution of housekeeping and facility management. Drawing from her journey from the Institute of Hotel Management (IHM) to her leadership position, she emphasized the expanding scope of facility management beyond the hotel sector. Ms. Kalappa highlighted new career paths, especially for women in leadership roles, and inspired participants to explore opportunities in hospitality, aviation, and integrated facility services.

Photo 2: Day-1 with Ms. Bharti Singh Kalappa showing the presentation.



Photo 2: Speaker Ms. Bharti Singh Kalappa attentively addressing questions from our faculty, fostering a spirit of collaboration and continuous learning.



Photo 2: Speaker Ms. Bharti Singh Kalappa and Dean SOHMCT interaction.



Tuesday: March 4, 2025

Session Topic: *Transforming marketing: the shift from traditional print to data – driven digital strategies*
Speaker: *Ms. Ritika Paffett*, Director of Marketing Communication, Accor – Pullman
The second session focused on the digital transformation within the hospitality industry. Ms. Ritika Paffett presented a detailed overview of the shift from traditional print media to data-driven digital marketing strategies. She emphasized the critical role of technology in enhancing guest experience, building brand engagement, and personalizing services. Her session offered valuable insights into future trends and the importance of digital fluency in hospitality marketing.

Photo 1: Day- 2 Ms. Ritika Paffett presenting the topic to faculties of SOHMCT



Photo 2: The guest speaker attentively addressing questions from our faculty



Photo 3: Our esteemed guest delivering an insightful presentation during the Faculty Development Programme, enriching the staff with innovative ideas and practical strategies.



Wednesday: March 5, 2025

Session Topic: *Hospitality Entrepreneurship: Turning Passion into Profit*
Speaker: *Chef Blossom Chadha*, Owner, Moti Mahal Restaurant
Chef Blossom Chadha, a celebrated culinary expert and entrepreneur, led a compelling session on hospitality entrepreneurship. She shared her journey of leading the iconic Moti Mahal brand and her venture into the patisserie world with "Moti Mahal Chef Blossom Bakery." Her talk highlighted the blend of creativity, resilience, and strategic planning needed to succeed in the culinary business. The session was especially inspiring for participants interested in turning their passion into profitable ventures.

Photo 1: Day – 3 Chef Blossom interacting with the faculties for the startup of the restaurant



Photo 2: Chef Blossom interacting Engaging dialogue in action for the topic



Photo 3: Thanking the Guest for the Faculty Development Programme



Thursday: March 6, 2025

Session Topic: *Evolving Strategies: Trends in Marketing & PR for Budget and Hospitality Sectors*
Speaker: *Ms. Bhavna Mishra Nanda*, Portfolio Director of Marketing, Holiday Inn Express – An IHG Hotel
Ms. Bhavna Mishra Nanda delivered an insightful session on modern marketing and public relations strategies tailored to the budget hospitality segment. She showcased how innovative branding, and targeted promotions drive guest engagement and loyalty. Participants actively engaged in interactive branding activities, gaining practical knowledge and tools for effective marketing in today's competitive landscape.

Photo 1: Day-4 Ms. Bhavna Mishra Nanda delivered an insightful session on modern marketing and public relations strategies.



Photo 2: Ms. Bhavna Mishra Nanda attentively addressing the Faculty Development Programme, enriching the staff with innovative ideas.



Photo 3: Ms. Bhavna Mishra Nanda concluding the FDP: A heartfelt thank you to our guest speaker for their valuable contributions



Friday: March 7, 2025

Session Topic: *Emerging Innovation: contemporary trends and technology adoption in food and beverage*
Speaker: *Mr. Neeraj Sharma*, Director of Food & Beverage, Roseate House New Delhi
Mr. Sharma concluded the FDP by discussing the technological changes shaping the food and beverage sector. He highlighted new trends, evolving job roles, and strategies for building successful careers. His guidance helped participants understand how to stay relevant and excel in the dynamic hospitality industry.
Mr. Sharma emphasized the importance of adaptability and continuous learning for aspiring professionals, providing actionable guidance on building successful careers in a rapidly transforming industry.

Photo 1: Day-5 Mr. Neeraj Sharma our esteemed guest delivering an insightful presentation.



Photo 2: Mr. Neeraj Sharma addressing questions from our faculty, fostering a spirit of continuous learning



Photo 3: Mr. Sharma concluding the FDP with inspiring the Faculty for the hospitality growth.



Methodology

The methodology adopted for the successful execution of the five-day Faculty Development Program (FDP) on *"Next-Gen Hospitality: Innovation and Excellence"* involved a structured approach, ensuring both academic rigor and industry relevance. The key components of the methodology are outlined below:

a. Planning and Coordination

- The School of Hotel Management and Catering Technology (SOHMCT), in collaboration with the Internal Quality Assurance Cell (IQAC), meticulously planned the FDP over a span of two months.
- A core committee was formed comprising faculty members, coordinators, and student volunteers for effective coordination.
- The theme and subtopics were selected based on current trends, skill gaps, and emerging opportunities in the hospitality and tourism industry.

b. Expert Selection and Session Design

- Eminent industry professionals were identified and invited as speakers to ensure real-world insights and practical relevance.
- Each session was designed to be interactive, with a blend of lectures, Q&A segments, case studies, and experiential sharing.
- Topics were aligned with the overarching theme of innovation, digital transformation, entrepreneurship, and emerging job roles in hospitality.

c. Participant Engagement

- Registration was opened for faculty and student participants across K.R. Mangalam University, resulting in 40 active attendees.
- Pre-event communication included schedules, speaker bios, and topic briefs to enhance preparedness and engagement.

- Interactive tools such as polls, open-floor discussions, and live Q&A encouraged two-way communication.

e. Documentation and Reporting

- Detailed documentation of each session, including speaker highlights, participant questions, and outcomes, was maintained.
- The report compilation followed a standardized format to ensure uniformity and ease of reference for future FDPs.

Outcomes

- Participants gained a deeper understanding of current and emerging trends in hospitality.
- The sessions bridged the gap between academic knowledge and industry practices.
- Industry experts provided motivational insights, encouraging students and faculty to embrace innovation and excellence.
- Participants appreciated the structured and informative sessions, considering the FDP highly beneficial for their professional growth.

Conclusion

The Faculty Development Program (FDP) on "Next-Gen Hospitality: Innovation and Excellence", organized by the School of Hotel Management and Catering Technology in association with the Internal Quality Assurance Cell (IQAC), was a highly enriching and impactful initiative. The five-day program not only enhanced the academic and professional competencies of participants but also bridged the gap between industry practices and academic delivery.

By addressing key areas such as digital transformation, entrepreneurship, marketing strategies, facility management, and food & beverage innovations, the FDP provided holistic exposure to the evolving landscape of the hospitality and tourism sector. The active participation of renowned industry experts made the sessions dynamic, insightful, and forward-thinking.

Importantly, the program aligned with SDG 4: Quality Education, empowering faculty and students with improved research capabilities and critical thinking skills that contribute to sustainable academic and professional practices.

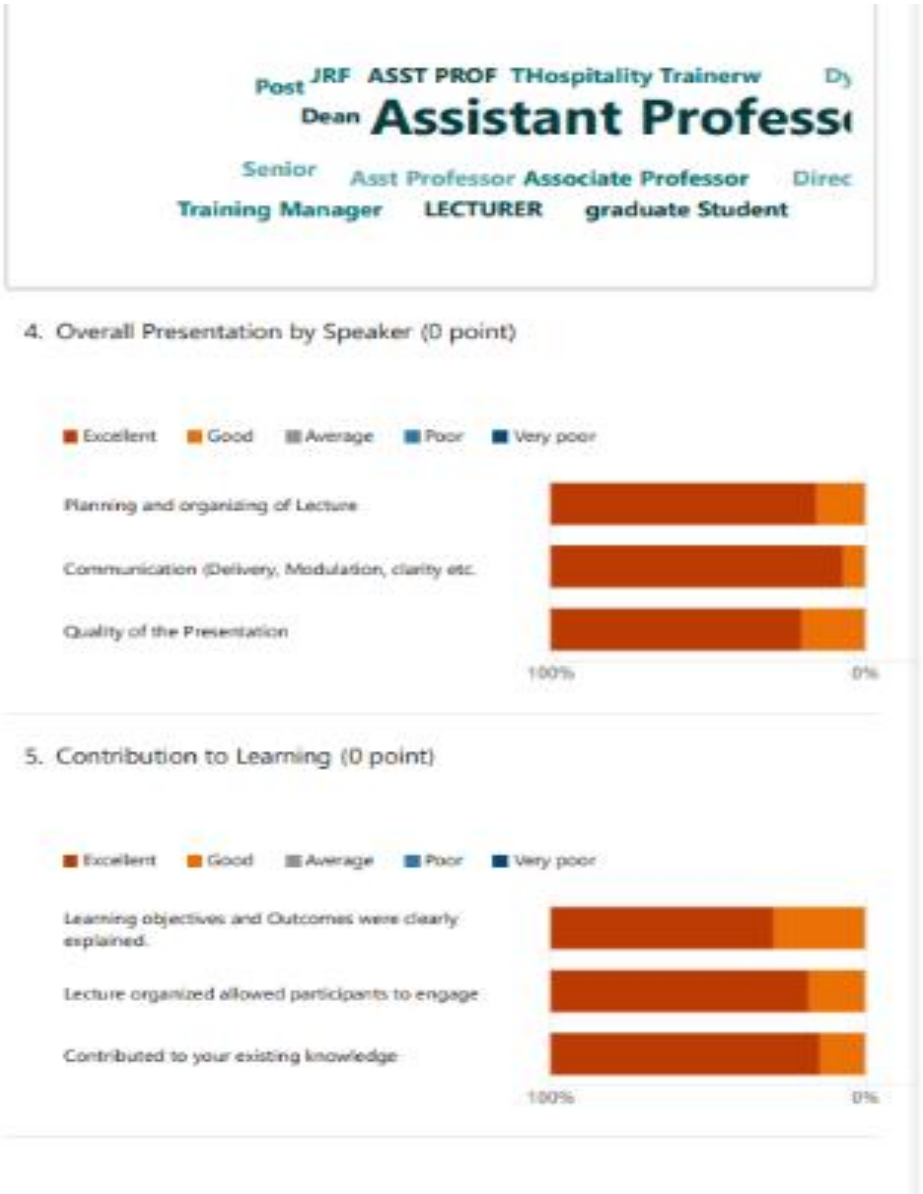
Overall, the FDP successfully fostered a culture of continuous learning, innovation, and excellence—preparing participants to become future-ready professionals and educators in the hospitality industry.

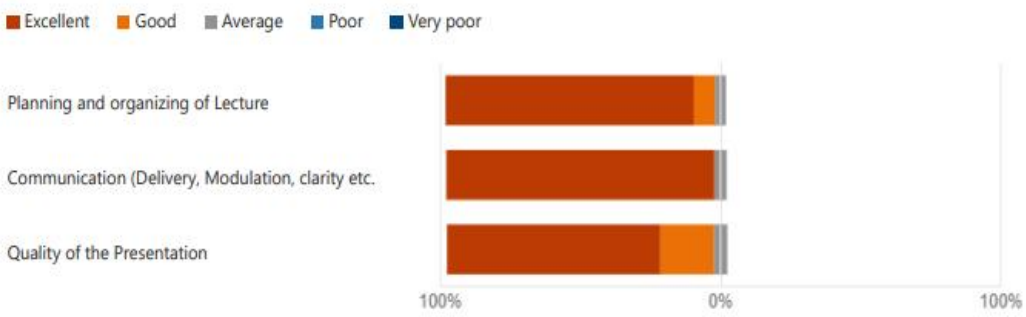
Report prepared by	Ms. Shriya Chauhan
Report seen by Dean SOHMCT	Dr. Anjana Singh
Report verified by IQAC coordinator	Dr. Shikha Dutt Sharma

FACULTY FEEDBACK:

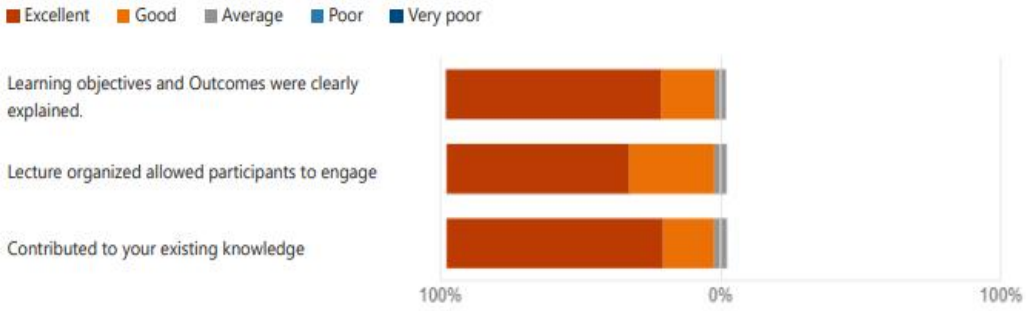
Faculty feedback of 5 days FDP in which there were *5* participants from SOHMCT, K.R. Mangalam University with active participation and making a successful faculty development programme.

Q1: Out of all 5 sessions, which one did you find useful and why? Identify one activity or change that you will bring in your academic journey. (100 words).





5. Contribution to Learning (0 point)

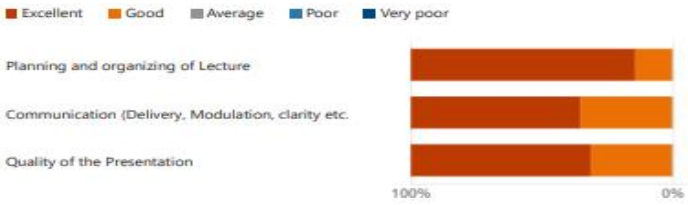


6. The overall FDP was informative and beneficial (0 point)

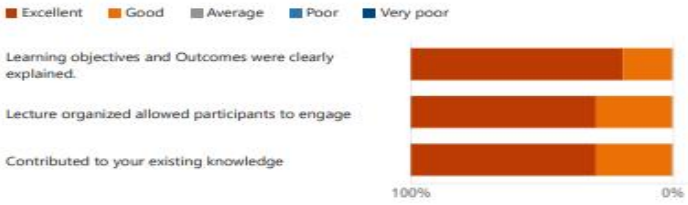




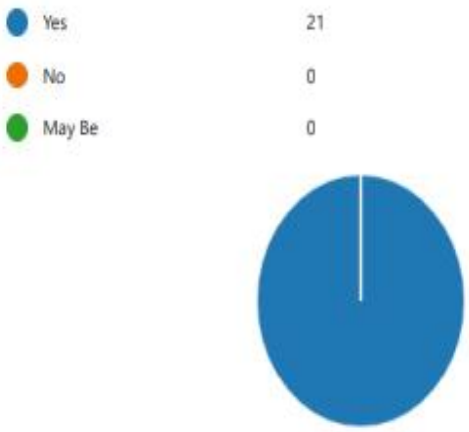
4. Overall Presentation by Speaker (0 point)



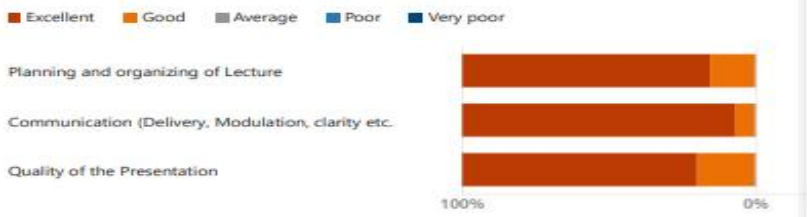
5. Contribution to Learning (0 point)



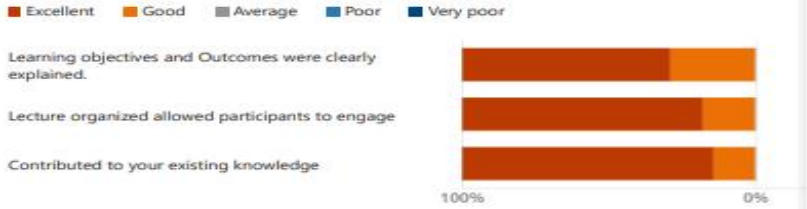
6. The overall FDP was informative and beneficial (0 point)



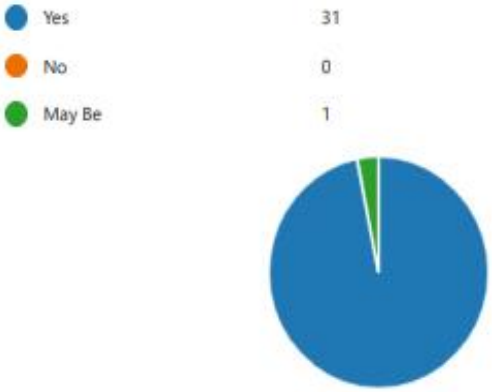
4. Overall Presentation by Speaker (0 point)



5. Contribution to Learning (0 point)



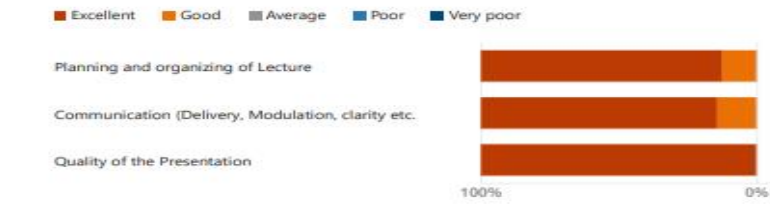
6. The overall FDP was informative and beneficial (0 point)



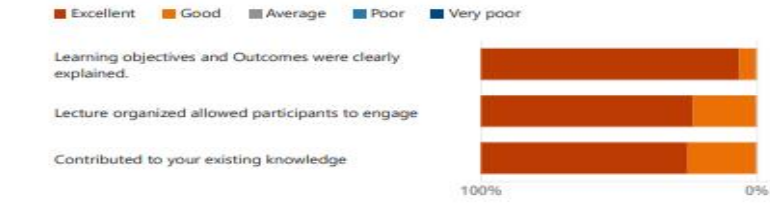
5 respondents (31%) answered **Assistant professor** for this question.



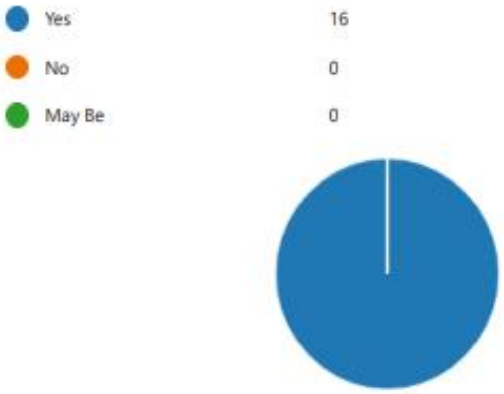
4. Overall Presentation by Speaker (0 point)



5. Contribution to Learning (0 point)



6. The overall FDP was informative and beneficial (0 point)



ANNEXURE – I

INFORMATION LEAFLET



ANNEXURE – II

LIST OF RESOURCE PERSONS and ORGANIZERS

Sr. No.	Resource Person Name & Organizers	Organization	Contact Details (email, phone)	Session Day and Time	Topic
1	Resource Person: Ms. Ms. Bharti Singh Kalappa, Organizer: Dr. Anjana Singh	Ms. Bharti Singh Kalappa, Head of Facilities, Noida International Airport	Bharti.kalappa@niairport.in	March 3, 2025, Monday, 09:30 A.m. to 4:30 P.m.	Contemporary Trends in Housekeeping and Facilities
2	Resource Person: Ms. Ritika Paffett, Organizer: Dr. Anjana Singh	Ms. Ritika Paffett, Director of Marketing Communication, Accor – Pullman Novotel	Ritika.PAFFETT@accor.com	March 4, 2025, Tuesday, 09:30 A.m. to 4:30 P.m.	Transforming marketing: the shift from traditional print to data – driven digital strategies
3	Resource Person: Chef Blossom Chadha, Organizer: Dr. Anjana Singh	Chef Blossom Chadha, Owner, Moti Mahal Restaurant	bchadha90@gmail.com	March 5, 2025, Wednesday, 09:30 A.m. to 4:30 P.m.	Hospitality Entrepreneurship: Turning Passion into Profit
4	Resource Person: Ms. Bhavna Mishra Nanda, Organizer: Dr, Anjana Singh	, Portfolio Director of Marketing, Holiday Inn Express – An IHG Hotel	Bhavna.Mishra1@ihg.com	March 6, 2025, Thursday, 09:30 A.m. to 4:30 P.m.	Evolving Strategies: Trends in Marketing & PR for Budget and Hospitality Sectors
5	Resource Person: Mr. Neeraj Sharma, Organizer: Dr. Anjana Singh	Mr. Neeraj Sharma, Director of Food & Beverage, Roseate House New Delhi	Neeraj Sharma@gmail.com	March 7, 2025, Friday, 09:30 A.m. to 4:30 P.m.	Emerging Innovation: contemporary trends and technology adoption in food and beverages

ANNEXURE – III

MINUTE-TO-MINUTE FDP SCHEDULE

The following broad areas were covered in these five days' workshop:

1. Contemporary Trends in Housekeeping and Facilities.
2. Transforming marketing: the shift from traditional print to data – driven digital strategies.
3. Hospitality Entrepreneurship: Turning Passion into Profit
4. Evolving Strategies: Trends in Marketing & PR for Budget and Hospitality Sectors
5. Emerging Innovation: contemporary trends and technology adoption in food and beverage

S.No.	Theme	Keynote Speaker	Day and Time
1	Contemporary Trends in Housekeeping and Facilities	Ms. Bharti Singh Kalappa, Head of Facilities, Noida International Airport	March 3, 2025, Monday, 09:30 A.m. to 4:30 P.m.
2	Transforming marketing: the shift from traditional print to data – driven digital strategies	Ms. Ritika Paffett, Director of Marketing Communication, Accor – Pullman Novotel	March 4, 2025, Tuesday, 09:30 A.m. to 4:30 P.m.
3	Hospitality Entrepreneurship: Turning Passion into Profit	Chef Blossom Chadha, Owner, Moti Mahal Restaurant	March 5, 2025, Wednesday, 09:30 A.m. to 4:30 P.m.
4	Evolving Strategies: Trends in Marketing & PR for Budget and Hospitality Sectors	Portfolio Director of Marketing, Holiday Inn Express – An IHG Hotel	March 6, 2025, Thursday, 09:30 A.m. to 4:30 P.m.
5	Emerging Innovation: contemporary trends and technology adoption in food and beverages	Mr. Neeraj Sharma, Director of Food & Beverage, Roseate House New Delhi	March 7, 2025, Friday, 09:30 A.m. to 4:30 P.m.

ANNEXURE – IV

REGISTRATION FORM

FACULTY DEVELOPMENT PROGRAMME (FDP)

On
Next - Gen Hospitality: Innovation & Excellence
Date: 3rd to 7th March 2025
REGISTRATION FORM

1	Name	
2	Designation	
3	Institution	
4	Educational Qualifications	
7	Email	
8	Mobile Number	

ANNEXURE – V

LIST OF ATEENDEES

Sno	Name	Title	Duration
1	Mr. Sanjay Pandey	Session's 1st,2nd,3rd,4th and 5th	3rd March,25, 09:30 AM - 04:30 PM, 4th March,25, 09:30 AM - 04:30 PM, 5th March,25, 09:30 AM - 04:30 PM, 6th March,25, 09:30 AM - 04:30 PM, 7th March,25, 09:30 AM - 04:30 PM,
2	Mr. Virendra Singh	Session's 1st,2nd,3rd,4th and 5th	3rd March,25, 09:30 AM - 04:30 PM, 4th March,25, 09:30 AM - 04:30 PM, 5th March,25, 09:30 AM - 04:30 PM, 6th March,25, 09:30 AM - 04:30 PM, 7th March,25, 09:30 AM - 04:30 PM,
3	Dr. Amit Kumar	Sessions 1st,2nd,3rd,4th and 5th	3rd March,25, 09:30 AM - 04:30 PM, 4th March,25, 09:30 AM - 04:30 PM, 5th March,25, 09:30 AM - 04:30 PM, 6th March,25, 09:30 AM - 04:30 PM, 7th March,25, 09:30 AM - 04:30 PM,
4	Ms. Shriya Chauhan	Session's 1st,2nd,3rd,4th and 5th	3rd March,25, 09:30 AM - 04:30 PM, 4th March,25, 09:30 AM - 04:30 PM, 5th March,25, 09:30 AM - 04:30 PM, 6th March,25, 09:30 AM - 04:30 PM, 7th March,25, 09:30 AM - 04:30 PM,
5	Dr. Anjana Singh	Sessions 1st,2nd,3rd,4th and 5th	3rd March,25, 09:30 AM - 04:30 PM, 4th March,25, 09:30 AM - 04:30 PM, 5th March,25, 09:30 AM - 04:30 PM, 6th March,25, 09:30 AM - 04:30 PM, 7th March,25, 09:30 AM - 04:30 PM,

ANNEXURE – VII

FDP CERTIFICATE

Certificate of participation for COMPLETION OF 5 DAYS of the FDP





ANNEXURE – VIII

GEO-TAGGED PHOTOGRAPHS

Photo Day – 1: *Ms. Bharti Singh Kalappa*, Head of Facilities, Noida International Airport



Photo Day – 2: *Ms. Ritika Paffett*, Director of Marketing Communication, Accor – Pullman



Photo Day – 3: *Chef Blossom Chadha*, Owner, Moti Mahal Restaurant



Photo Day – 4: *Ms. Bhavna Mishra Nanda*, Portfolio Director of Marketing, Holiday Inn Express – An IHG Hotel



Photo Day – 5: *Mr. Neeraj Sharma*, Director of Food & Beverage, Roseate House New Delhi

