

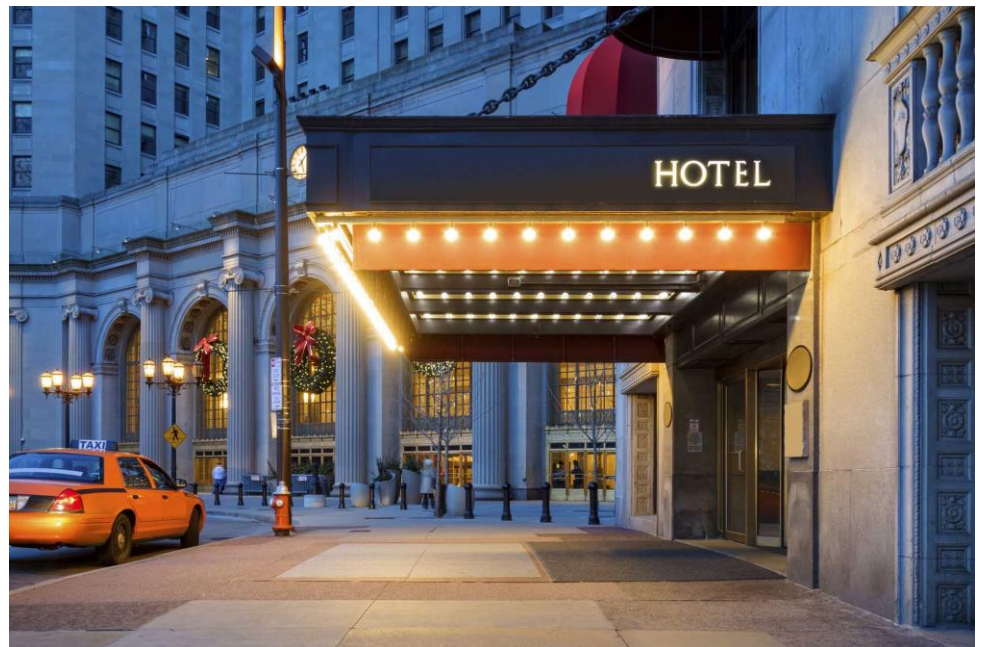
Hospitality Buzz..

**FACULTY OF
HOTEL
MANAGEMENT
MRIIRS**

27/09/21

**BIYEARLY
MAGAZINE BY
FHM, MRIIRS**

We Team FHM brings to you the latest leads and trends of the hospitality industry, covered briefly so you all can keep up with the pace of the service industry.



” HOSPITALITY CONSISTS OF GIVING THE BEST OF YOURSELF TO THE GUEST.”



“People will forget what you said, forget what you did, but people will never forget how you made them feel.”



Latest Propensity in Hospitality.

By Mr. Madhav Sharma,
(Assistant Professor, Faculty of Hotel Management)
Editor - Hospitality Buzz.

- **LOCALISED VACCATION.** Holidays are being spent more locally. Rather than traveling to far places trends show that travelers are more comfortable visiting places which are not too far away from their home.
- **ANOTHER DIGITAL REVOLUTION.** This pandemic not only changed the life and psychology of people around the world, it is also leading to another shift towards the digital world with some of the hotels completely dissolving the concept of usual reception desk. Flexible workspace reception tables are trending in.
- **CATERING TWO GENERATIONS.** We the people belonging to hospitality have the responsibility of catering two generations with diverse and almost opposite thought process.
Old Generation who always preferred and still prefers car rentals and hotels.
New Generation who prefers Uber and Airbnb.
With so much of diversity in hospitality industry, we look forward to contribute progressively in the economy.

Contact Us

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TIP from my end to the service industry?

Instead of investing more in adding new resources, policymakers and stakeholders can think about making the existing resource more efficient and effective.

FACULTY OF HOTEL MANAGEMENT

COVID WARRIORS



“A hotel should relieve travellers of their insecurity and loneliness. It should make them feel warm and cosy.” — Bill Kimpton, founder of Kimpton Hotel and Restaurant Group

“In its essence, a meal is a creative act that has its genesis in the mind of someone who cares enough to plan it, gather ingredients and labor over its creation. - Andi Ashworth.”

The team of Faculty of Hotel Management is happy and proud to share the achievements of their COVID warriors, while the World has been fighting the pandemic but the kitchen team has been operational serving meals to all in need even in the lockdowns. The mess operations are being managed 24*7 and meals are being prepared for hostel students, COVID care team of doctors and support Staff of BK Hospital and Sarvodya Hospital and all those team members of the University providing support towards the service. Meals were also sent to the homes of team members suffering from COVID. Right from the first wave of deadly virus to the second wave and till date we are as team functional will always remain functional

INDUSTRIAL CONNECT

FUTURE OF CULINARY ARTS

by Mr. Mayank Chopra, Asst. Director Culinary,
India School of Hospitality.



“Motivate them, train them, care about them, and make winners out of them... they’ll treat the customers right. And if customers are treated right, they’ll come back.” — J. Willard Marriott

The lecture started with a brief introduction of hospitality industry and Mr. Mayank has advised the students to be more inclined towards food research and development. He emphasized on the need to remain focused and stay connected with one’s goal and work persistently towards achieving them. He also shared some of the new innovations in culinary industry such as laboratory meet and protein from algae.

Enrichment Lecture

by Mr. Neeraj Chandhok, Hospitality professional and Motivational speaker from Building Block Customer Services

The poster features the logo of MANAV RACHNA (विद्यया ऽमृतमश्नुते) at the top left. Below it, it says 'Faculty of Hotel Management, MRIIRS Presents'. The main title is 'Guest Lecture on Careers in Hospitality'. The speaker is identified as 'Mr. Neeraj Chandok', CEO & Founder of Building Block Customer Services, Hospitality Educator and Author. A circular portrait of Mr. Chandok is on the right. At the bottom, it says 'Join us' with the Zoom link 'https://mrpl.zoom.us/j/96394338664' and the date 'August 8, 2020 | 4:00 PM'. The background is white and teal with decorative circles and dots.

“COMBINE YOUR KNOWLEDGE AND WISDOM TO MAKE AN IMPACT.”

“The key is to set realistic customer expectations and then not to just meet them, but to exceed them — preferably in unexpected and helpful ways.”

SIR RICHARD BRANSON

The topic of discussion was “Careers in Hospitality and the way Forward”. Mr. Chandhok shared his experiences with the students along with some simple yet effective decision-making tips. He said passion is the key mantra to success in the field of our choice. He advised the students to work towards the path which they feel will utilize their skills, and innate strengths. Welcoming the budding professionals to the hospitality industry, he said the industry presents numerous opportunities for skilled youth, and expressed concern over deteriorating hospitality performance, as a result of lack in training. He thus emphasized on the importance of professional training.

The Faculty of Hotel Management at MRIIRS had an interactive session with *University of Essex* Session on the topic of "Launch a career in the Hospitality Industry - Opportunities and Challenges".



“GOOD ENOUGH ISN’T GOOD ENOUGH IF IT CAN BE BETTER, AND BETTER IS NOT GOOD ENOUGH IF IT CAN BE BEST.”

Great companies are built by people who never stop thinking about ways to improve the business.
J. Willard “Bill” Marriott

The Faculty of Hotel Management at MRIIRS had an interactive session with *University of Essex* Session on the topic of "Launch a career in the Hospitality Industry – Opportunities and Challenges". The session was conducted by Professor Andrew Boer, Designation - Principal of the Edge Hotel School, University of Essex, United Kingdom and Mr. George Hones, Edge Hotel School Marketing and Student Recruitment Officer, University of Essex, United Kingdom.

The guest speakers were welcomed by Director FHM, Ms. Ritika Singh. It was an informative session attended by faculty members and students across all the semesters on opportunities of higher studies in hospitality in the United Kingdom. They gave a detailed presentation highlighting the strengths of their program and the benefits of being a part of a global program.

WEBINAR WITH MR DALEEP AKOI

OWNER- JIM'S JUNGLE RETREAT



“Never say no when a client asks for something, even if it is the moon. You can always try, and anyhow there is plenty of time afterwards to explain that it was not possible.” — César Ritz, King of luxury hotels, [Ritz-Carlton](#)

“True hospitality is marked by an open response to the dignity of each and every person.” - Kathleen Norris

Mr Daleep Singh Akoi from the Jim's Jungle Retreat joined us for an interactive session. He shared the new trends in hospitality towards sustainability. He has a beautiful Jungle Lodge which his family has passionately built over all these years. They not only have taken to organic farming and using those for food preparation but have also employed the locals at their lodge for a personalised experience. They also sensitise and educate the guests towards the ways of the jungle and support the "save the tiger" movement.

STUDENTS SECTION

An essay writing/ poster making/ slogan writing competition on April 01, 2021.



“Always remember to be an hour early than a minute late.”

“Hospitality exists when you believe the other person is on your side”

We all have a collective responsibility towards keeping our environment safe. We all have realized the extent of damage which has already taken place due to human carelessness. In order to rectify and restore it is our responsibility to recycle and reuse. Plastic being a major contributor to the damage and pollution, it has been a worldwide Endeavour to stop using single use plastic.

Students participated in the event and shared their message through writing slogans, essays and poster-making. Their creations were focused on spreading awareness on eliminating the single use of plastic.



“There is only one boss. The Guest.” - The Hospitality World.”

View of Hospitality

By Ms. Shivani Sachan, Student 5th Semester

Hospitality industry is known for its remarkable services which satisfies the thirst of guests they have for a comfortable & memorable stay. That's why nowadays it has become an indispensable part of every single person's life. This industry believes in “Atithi Devo Bhava” which has been one of the central tenets of Indian culture since time immemorial and it will remain the same always. India is a developing country & Hotel industry provides each and every possibility to get it developed as it is the fastest growing sector. Moreover, it is truly justified by tourism. In this modern era everyone loves to travel and there they need accommodation hence it becomes key part behind the development of any country.

We all know that Life is not a bed of roses there are some uncertainties in the form of challenges but this time it came up in the form of a deadly disease - COVID. There is not even a single field remain untouched by this pandemic. Hotel industry also became a victim & had fallen drastically suddenly everything stopped but again they are ready with their new version by taking all safety measures just for giving you a better, Safe & comfortable environment.

By considering the safety just for their guests they come up with new trends like virtual assistance in rooms, self-check-in, digitalization, after registration you can choose your room type and use your phone as room keys, and many more. The hotel industry used to give priority to service and will always give it. They are ready to welcome their guests with their heart open.



Hospitality Industry Is Finally Recuperating

By Mr. Ujjwal Rampal, Student 5th Semester

Devastating blow

Hospitality industry was one of the fastest growing industry in India which recorded a growth of 3.2% per year (as per recoded data in 2019) but with the advent of covid-19, the industry took a huge blow. There was more than the 50% drop in the booking as the travel around the world became stagnant and the only people who were allowed to travel around the world were the medics and the armed forces.

The road to recovery

Now with high vaccination rate, hospitality industry is getting back on its feet and is showing progress ahead of its previous year. This is due to the changing mindset of people, who have changed their perception from saving up for future to investing in long term plans. People are now investing their money in selfcare, entertainment and travel as after the advent of Covid-19, life has become very uncertain. They want to stay at a place that provides you with good hospitality with a price that is pocket friendly. This is becoming one of the major reasons as to why homestays and hostels are catching the eye of people. Being relatively affordable, they provide one with a homely feel and good hospitality through a family like treatment.

“The important thing is to engage guests in the hotel. Don’t go in saying you know this and you know that, and this is the way it will be. Listening is critical to leadership, and so is staying authentic. You do that and you will get loyalty, and then your role as a leader will be easy.”
— Mark Hoplamazian,
CEO, [Hyatt Hotels Corporation](#)

Steps taken by the industry and government

- Government has launched various schemes as Swadesh darshan and online mode of pass registrations such as E-Aagman
- Hospitality industry has taken their time to develop and evolve to the new COVID norms and regulations
- Hotels are taking various steps such as disinfecting before and after the arrival and departure of guest and taking record of the RTPCR reports and vaccination to ensure safe travel for everyone

Hospitality industry is set to come back stronger than ever and has estimated to record a growth of 6.9% which is as much as twice of 2019. Tourism sector is set to be completely revived by 2029 with the new guidelines and protocols that are put in place with more technical advancements to make the process contactless.



Hotel Industry through the changing times

By Mr. Thomas Abraham Student 3rd Semester

Hotel industry to the mutating period has gone through many highs and lows, mostly peaks. The hospitality industry is always shifting, moving to adapt to the world requirements. Like new technologies, changing consumer behavior has helped hoteliers to enhance their products, attract more guest and create opportunities for expansion.

With the growing pace of internet marketing it has increased competition and put pressure on room rates but even so hospitality industry will continue to adapt and that is why this industry continues to survive with accomplishment through every phase of time.

Hospitality has been around for thousands of years and it will continue to be around for another thousands of years.

With years of knowledge and rapid evolution of human beings and technology advancement today's consumer are more educated than they were 20 years ago.

Knowing about the expectations of guest the hotel industry improvised itself and this sophistication of consumer advancement has touched many areas of industry which helps hotels to serve their guest better.

Culture plays a huge part in hospitality industry.

Culture helps us find similarities between unknown persons, culture binds us together and helps us forget our differences and provides an intrinsic value. It provides social and economic benefit. Through tough times through demanding times hospitality industry survived and with decades of experience and customer serving values. Hospitality industry goes forward to make a change.

I think preparing food and feeding people brings nourishment not only to our bodies but to our spirits. Feeding people is a way of loving them, in the same way that feeding ourselves is a way of honouring our own creativeness and fragility. - Shauna Niequist



Where is my cup of Tea?

By Dr. Narender Suhag, HOD,
Faculty of Hotel Management, MRIIRS



Tips on making of Tea:

Tea is a brewed beverage and whether it is black, green, white, oolong or any other type of tea, it should be prepared by steeping the tea into hot water. If at all we have to add herbs and spices then boil them before adding tea leaves. As per your taste, add sugar and milk in the last. As a rule of thumb, black tea can be served with or without milk and white sugar and all green and flavored teas are served without milk and sweetened with honey.

Not just coffee, a lot can happen over a cup of Tea and it happens only in India. You may travel to any part of India; hospitality seems to be incomplete without tea. In India, as language, water and soil changes when you travel from one region to another so is the way people prepare and serve tea. Tea is most popular beverage in India.

Many of us give kick to our day with a cup of tea to awaken our body and soul, have tea whether you attend or call a meeting and to relax we brew our own cuppa of tea. More than addiction due to caffeine content in present in tea leaves, it is our love for tea which keeps us attracted towards it. There is nothing like it when we get 'apne wali chai'. Tea originated from China but India is largest tea producing country in the world and interestingly 70% consumption is within the country.

Tea belongs to the family of Camellia Sinensis and there are lots of varieties or styles of tea available in the market. Initially tea came into existence for its medicinal properties and later it became part of our lifestyle.

STAR FACILITATOR OF TEAM FHM FOR THIS EDITION OF HOSPITALITY BUZZ


Step by Step Sanitization Manual

By Ms. Nikita Tomar

(Assistant Professor, Faculty of Hotel Management, MRIIRS)

Being safe and keeping others safe has proved to be the most important yet difficult task in the previous pandemic times. Every person and organization has tried to opt for a number of ways in order to keep their environment and surroundings COVID free. Manav Rachna Education Institutions have also taken a huge step in the same path. Ms. Nikita Tomar, Assistant Professor, Faculty of Hotel Management has established a "Step by Step sanitization manual' to fight COVID.

These steps can be seen at the home page on the website of the university. Manav Rachna Education Institute not only accepted these steps but also followed these on a regular basis which helped our campus to be safe and healthy in the crucial times as well. All the institutions whether it be MRIU, MRIIRS or schools under the brand are now following the cleaning manual to provide a COVID free environment to all its members.



"It has been, and continues to be, our responsibility to fill the earth with the light and warmth of hospitality." — Conrad Hilton, founder of [Hilton Hotels](#)