



K.R. MANGALAM UNIVERSITY

THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

NEWSLETTER

JANUARY – MARCH 2025



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FROM THE EDITOR'S DESK

Dear Readers,

It is with immense pride and enthusiasm that we present this edition of the SOHMCT Newsletter. This publication is a tribute to the unwavering commitment, creativity, and determination of our students and faculty who make the world of hospitality not just a career, but a passion.

Each page reflects the dynamic and vibrant culture we fostered at SOHMCT, where academic rigor meets real-world experience, and where every event, competition, and classroom activity become a learning milestone. Our students have consistently demonstrated excellence, not only in academics but also through co-curricular initiatives, practical training, and participation in industry-driven projects. These achievements highlight the all-rounded development we aim to cultivate in future hospitality professionals.

We are especially thankful to our leadership, the institution's management, and our esteemed industry partners for their continued guidance and encouragement. Their support has been pivotal in creating opportunities and platforms that empower our students to shine.

This newsletter captures the essence of our journey—of learning, growing, and succeeding together. We hope it inspires readers to engage with the spirit of SOHMCT and celebrate the evolving landscape of hospitality education.

Warm regards,



Ms. Shriya Chauhan

Assistant Professor, SOHMCT



Dr. Shikha Dutt Sharma

IQAC Coordinator

WORD FROM THE LEADERSHIP



Hospitality is much more than a profession—it is an art that blends service, leadership, creativity, and cultural understanding. In today's rapidly evolving global landscape, the hospitality industry offers boundless opportunities for those who are passionate, innovative, and people centric. As you step into this vibrant world, remember that every guest experience you create has the power to leave a lasting impression.

Dear Students,

With great pleasure I extend my warm welcome to all of you for pursuing your academic journey in the field of Hotel Management at K.R. Mangalam University.

Hospitality is much more than a profession—it is an art that blends service, leadership, creativity, and cultural understanding. In today's rapidly evolving global landscape, the hospitality industry offers boundless opportunities for those who are passionate, innovative, and people centric. As you step into this vibrant world, remember that every guest experience you create has the power to leave a lasting impression.

With over 25 years of experience in leading some of India's most prestigious multi-disciplinary universities—including Teerthankar Mahaveer University, Manipal University Jaipur, University of Petroleum and Energy Studies, and BITS Pilani—I have witnessed firsthand how industry-oriented education and skill development shape future leaders. My academic foundation, with a Doctorate from the University of Rajasthan and a master's in management from JBIMS, Mumbai University, has deeply influenced my commitment to excellence in education.

At K.R. Mangalam University, we are dedicated to equipping you not just with academic knowledge but also with practical skills, global perspectives, and ethical values needed to thrive in the hospitality sector. Make the most of your time here—participate, innovate, and challenging yourself to rise above the ordinary.

Wishing you success, growth, and a fulfilling journey ahead.

Warm regards,

Prof. Raghuvir Singh

Vice Chancellor

K.R. Mangalam University

DEAN'S WELCOME ADDRESS – SOHMCT



SOHMCT is more than just a place to learn—it is a centre for innovation, creativity, and transformation. As India emerges as a global player in the hospitality and tourism sectors, the demand for skilled, forward-thinking professionals continues to grow. Our school is committed to preparing you for this dynamic industry through a curriculum that is both globally aligned and practically grounded.

Dear Students,

Welcome to the School of Hotel Management and Catering Technology (SOHMCT) at K.R. Mangalam University! It is with great pride and enthusiasm that I invite you to embark on this exciting academic journey with us.

SOHMCT is more than just a place to learn—it is a centre for innovation, creativity, and transformation. As India emerges as a global player in the hospitality and tourism sectors, the demand for skilled, forward-thinking professionals continues to grow. Our school is committed to preparing you for this dynamic industry through a curriculum that is both globally aligned and practically grounded.

We take great care in integrating academic excellence with hands-on learning, ensuring that you gain not only knowledge but also the experience and confidence to thrive in real-world settings. Whether your dream is to manage world-class hotels, start your own hospitality venture, or explore culinary innovation, we are here to support and guide you every step of the way.

At SOHMCT, we continuously strive to enhance our teaching methods, facilities, and industry partnerships. Our vision is to develop leaders who are not only professionally competent but also socially conscious and globally aware.

I encourage you to make the most of your time here—participate in events, engage with your peers and faculty, and explore the endless opportunities that come your way. Together, let us build a future where hospitality is not just a career, but a calling that brings joy, excellence, and meaning to people's lives.

Warm Regards,

Prof. (Dr.) Anjana Singh

Dean, School of Hotel Management
and Catering Technology

ABOUT SCHOOL : VISION AND MISSION

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.



FACULTY ACHIEVEMENTS

Keynote Spotlight: Prof. (Dr.) Anjana Singh Champions AI and Sustainability at International Hospitality Forum



Dr. Anjana Singh, Dean of the School of Hotel Management and Catering Technology, was honoured as a Key Speaker at the 15th India International Hotel, Travel and Tourism Research Conference 2025. Held under the visionary theme, "Rethinking Tourism & Hospitality: AI and Sustainable Transformation," this global platform brought together thought leaders and changemakers from across the hospitality and tourism industry.

Dr. Singh's powerful presentation explored the evolving nexus between Artificial Intelligence (AI) and Sustainability. She delved into how AI is rapidly transforming the sustainability landscape—enhancing energy efficiency, optimizing resource utilization, and powering innovation in areas such as climate monitoring, smart grids, and waste management.

Her insights also highlighted real-world applications across sectors like agriculture, transportation, and manufacturing, demonstrating how AI is driving efforts to reduce environmental footprints and create more resilient systems worldwide.





This prestigious participation reflects K.R. Mangalam University's ongoing commitment to academic excellence and industry leadership in future-focused hospitality education.



Honouring academic excellence — Prof. Anjana Singh recognized as Keynote Speaker at the 15th India International Hotel, Travel & Tourism Research Conference.

Proud moment being recognized as a Judge at the National Conference – KRMU

PHYSIOCON 2.0. A step forward in integrating modern and Indian healthcare systems

Congratulations to Dr. Anjana Singh on being honoured as a Judge at the National Conference KRMU PHYSIOCON 2.0! Your valued contribution to advancing holistic healthcare and integrating Indian knowledge systems is truly commendable.

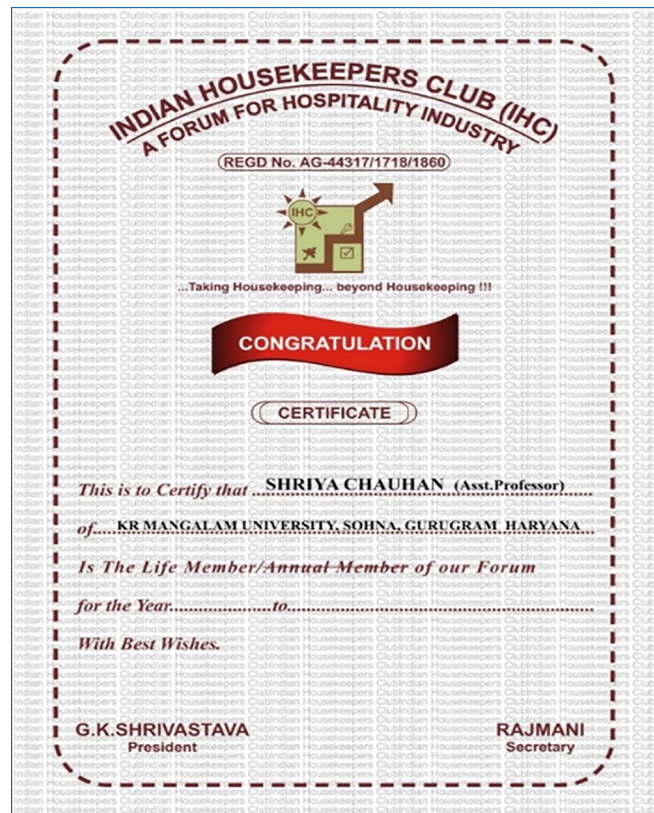


Indian Housekeepers Club (IHC) Membership Certificate

Ms. Shriya Chauhan is recognized as a life/annual member of the Indian Housekeepers Club (IHC), a forum supporting the hospitality industry.

This certificate signifies her association with IHC and contribution to the professional housekeeping community.

Issued by IHC officials, it validates her membership from KR Mangalam University, Haryana.



FDP'S AND CONFERENCE ATTENDED

Two Day National Level Workshop on AI Tools in Research Paper Writing

Ms. Shriya Chauhan participated in a two-day national-level online workshop on "How to Use AI Tools in Research Paper Writing."

Held on 15–16 March 2025, this workshop was organized by HI Learn Edutech Institute in Karnataka.

It enhanced her skills in applying artificial intelligence tools to streamline academic writing and research.



Six-Day Faculty Development Program (FDP) on Innovative Teaching Strategies

This certificate confirms Ms. Shriya Chauhan's participation in a one-week FDP on "Innovative Teaching Strategies" from 6–12 March 2025.

Organized by HI Learn Edutech Institute, the program aimed to upskill educators in modern teaching methodologies.



UGC-MM-TTP FDP on NEP-2020 (JNV University, Jodhpur)

Dr. Amit Kumar successfully completed an FDP on "NEP-2020: Orientation & Sensitization."

It was held under the Malaviya Mission Teacher Training Programme by UGC from 17th to 25th February 2025.

He earned an A+ grade, signifying excellence in understanding the NEP framework and objectives.



HI Learn Edutech Institute – FDP Certificate

Dr. Amit Kumar attended a one-week National Level Online Faculty Development Programme.

The FDP, titled "Innovative Teaching Strategies," ran from 6th to 12th March 2025. It was organized by HI Learn Edutech Institute, Karnataka, and aimed at improving pedagogical skills.



Indian Culinary Forum – Membership Certificate

Dr. Amit Kumar was officially recognized as a Professional Member of the Indian Culinary Forum.

The membership certificate was issued on 19th March 2025 in New Delhi.

The Indian Culinary Forum is affiliated with the Indian Federation of Culinary Associations and Worldchefs.



Faculty Participation at 15th Indian International Hotel, Travel & Tourism Research Conference – Banarsidas Chandiwal Institute of Hotel Management & Catering Technology, New Delhi.

We are proud to share that faculty members from K.R. Mangalam University actively participated in the prestigious 15th India International Hotel, Travel and Tourism Research Conference held from 27th February to 1st March 2025 at Banarsidas Chandiwal Institute of Hotel Management & Catering Technology, New Delhi.

The theme of the conference, "Rethinking Tourism & Hospitality: AI and Sustainable Transformation," brought together scholars, educators, and industry professionals from across the globe, in collaboration with the Euro-Asia Tourism Studies Association (EATSA) and the University of Wolverhampton, U.K.

Dr. Anjana Singh, Mr. Virendra Singh, Mr. Sanjay Pandey, Dr. Amit Kumar and Ms. Shriya Chauhan from the School of Hospitality were awarded certificates of participation,

acknowledging their engagement and contribution to insightful discussions on the future of the hospitality and tourism industry. We congratulate our esteemed faculty for their dedication to continuous learning and academic excellence.

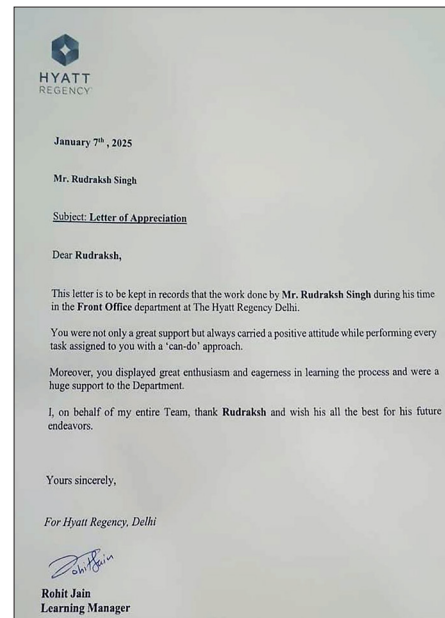


Faculty Participation certificates for 15th Indian International Hotel, Travel & Tourism Research Conference – Banarsidas Chandiwal Institute of Hotel Management & Catering Technology, New Delhi.

STUDENTS' ACHIEVEMENTS

Mr. Rudraksh Singh Excels in Front Office Training at Hyatt Regency Delhi

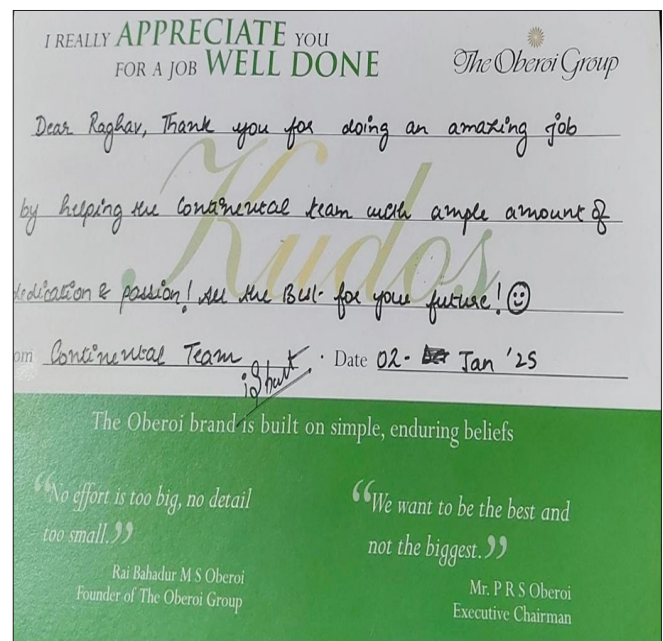
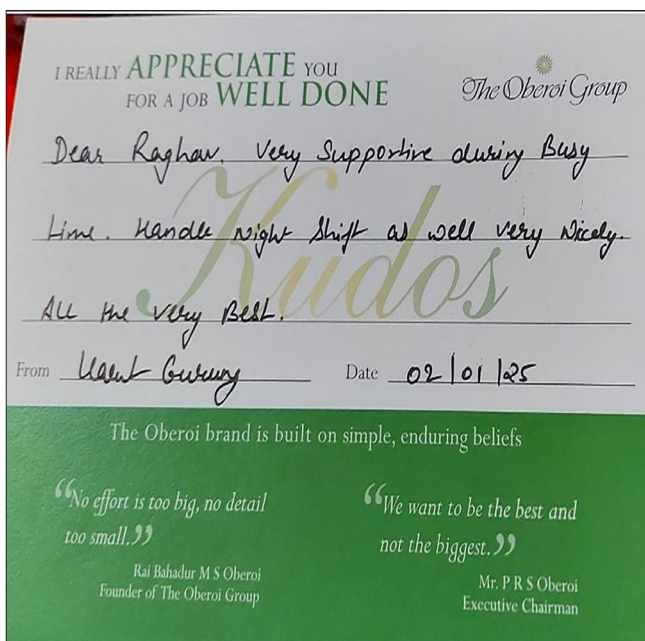
Mr. Rudraksh Singh learned key hospitality skills during his training at Hyatt Regency Delhi, including guest handling, reservations, concierge services, problem-solving, and teamwork in the Front Office department. He also developed communication skills and gained knowledge of hotel SOPs and brand standards.



An appreciative letter by Mr. Rohit Jain, Learning Manager at Hyatt Regency Delhi, to Mr. Rudraksh Singh to recognize his efforts in the Front Office department.

KUDDOS to Raghav Sodhi - Recognized for Excellence in Housekeeping and Culinary Arts at The Oberoi, Gurgaon

Mr. Raghav Sodhi was applauded for his exceptional support during busy hours and efficient handling of night shifts at The Oberoi, Gurgaon. He also received appreciation from the Concierge team for his dedication, passion, and outstanding teamwork.



Celebrating Talent at Kalautsav'25: A Showcase of Student Excellence

K.R. Mangalam University hosted Kalautsav'25, a vibrant cultural fest celebrating talent and creativity. Mr. Akash Srivastava stood 1st and was honoured with a certificate, cash prize and trophy for his performance. Moments like these highlight the university's commitment to holistic student development beyond academics.



Dean Student Welfare awarded Mr. Akash for winning first position and cash prize of Rs. 1500/- during the event of KALAUTSAV.

BLOGGING

Balancing Growth and Green: Mr. Sanjay Pandey's Vision for Sustainable Ecotourism

In today's fast-paced world, where tourism continues to expand its footprint globally, the call for responsible travel practices has never been louder. Mr. Sanjay Pandey, Assistant Professor at the School of Hotel Management and Catering Technology (SOHMCT), K.R. Mangalam University, takes this conversation forward titled:

"Influence of Tourism Development for a Sustainable Habitat: A Proposed Scaffolding for Sustainable Ecotourism."



Tourism is often seen as a double-edged sword. While it brings employment, boosts local economies, and drives infrastructure development, it also puts tremendous pressure on natural ecosystems and local cultures. Tourism dives into this complex relationship and offers a forward-thinking solution that balances both development and conservation.

Key takeaways from his research include the importance of:

- Inclusive planning with inputs from residents, authorities, and businesses
- Regulated tourism development to prevent overexploitation
- Preserving cultural identity while leveraging tourism for socio-economic gains.

CO- SCHOLASTIC ACTIVITIES

An Extensive Gastronomic Journey: Explore INA Market & Dilli Haat

On January 17th, 2025, SOHMCT organized an exciting gastronomic visit for its students at INA Market and Delhi Haat, coordinated by Chef Virendra Singh. Students embarked on a delightful exploration, savouring diverse Flavors from street food stalls to regional Indian cuisines. They gained firsthand

insights into culinary techniques, interacted with local vendors, and experienced the cultural richness of Delhi's food scene. This immersive experience provided invaluable learning opportunities for aspiring hospitality professionals, fostering a deeper understanding of food, culture, and customer service.



BHMCT 3rd year Students exploring the fish market at INA during there visit they were able to do the pricing and compare the quality and costing of the various products during there visit.

Empowering Gender Equality in Hospitality

The School of Hotel Management and Catering Technology at K.R. Mangalam University organized an insightful presentation on "Evidence and Analysis of Gender Equality in the Hospitality Industry" on January 27, 2025. Students explored the evolving role of women in hospitality, highlighting initiatives hotels implement to promote inclusivity, leadership opportunities, and workplace safety. The event emphasized the significance of gender-balanced policies in shaping a progressive industry. Through engaging discussions, students gained valuable insights into fostering equality in the hospitality sector.



Mr. Sanjay Pandey along with the students of 2nd year presenting their PPT on gender equality.

Alumni Talk: Exploring Career Paths Beyond Hotels

On February 3, 2025, the School of Hotel Management and Catering Technology, K.R. Mangalam University, hosted an interactive session with alumni Ms. Mahek. (Batch 2021-2024) She shared insights from her industry experience, highlighting diverse career opportunities beyond hotels for hospitality graduates. Her guidance inspired students to explore new avenues in the hospitality sector and beyond.



Ms. Mahek Saxena sharing her hospitality experience at the hotel.

Industrial Visit to Pullman & Novotel Aerocity: Communication Skills

On February 7, 2025, students attended an insightful session on communication skills during their industrial visit on communication skills at Pullman & Novotel, New Delhi Aerocity. Led by Mr. Smbuddha Banerjee (L&D) and Mr. Karan (Front Office Manager), the session covered front office operations, hotel management software, and communication essentials in hospitality. A hotel tour and a delightful lunch made it a truly immersive learning experience.





Visit to the Pullman, Aerocity for the Students' of BHMCT.

Workshop on Effective Room Cleaning at Four Points by Sheraton

On February 21, 2025, SOHMCT first-year students attended a housekeeping workshop at Four Points by Sheraton, Samalka. Mr. Abhishek Roy (Training & Quality Manager) and Ms. Shriya Chauhan (SOHMCT Faculty) guided students through bed-making SOPs and towel art techniques, offering hands-on learning. A hotel tour, high tea, and Q&A with the General Manager enriched their understanding of housekeeping operations and career prospects in hospitality.



BHMCT students and staff interacting with the General Manager & learning and development manager.



1st year BHMCT students attending the workshop for room cleaning and towel art at Four Points by Sheraton.

SOHMCT, in collaboration with Banarsidas Chandiwalla Institute of Hotel Management, attended the 15th India International Hotel, Travel & Tourism Research Conference 2025



The School of Hospitality Management and Catering Technology (SOHMCT), in collaboration with Banarsidas Chandiwalla Institute of Hotel Management, proudly participated as the academic partner for the 15th India International Hotel, Travel & Tourism Research Conference 2025, held in March.

Themed "Rethinking Tourism & Hospitality: AI and Sustainable Transformation," the conference focused on advancing AI-driven innovations in hospitality to promote sustainable development, energy efficiency, and smart infrastructure.

Prof. (Dr.) Anjana Singh, Dean of SOHMCT, was invited as an

Eminent Speaker, where she presented insightful perspectives on the integration of Artificial Intelligence (AI) in sustainability. Her keynote emphasized AI's role in optimizing resource use, improving energy management, and supporting climate-resilient infrastructure in the hospitality sector.

The conference also facilitated research collaborations, policy discussions, and proposed updates to hospitality curricula in line with global sustainability goals. It served as a vital platform for academicians, researchers, and industry experts to envision a greener and smarter future for tourism and hospitality.



Leadership Series – Day 1: Insights from Ms. Bharti Singh Kalappa - Contemporary Trends In Housekeeping and Facilities

- She discussed career opportunities beyond hotels and the growing role of women in leadership.
- Inspired students to explore hospitality, aviation, and facility management as dynamic career paths.



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- SCHOOL OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**
- WHAT LIES AHEAD?**
- THE TRADING CHALLENGES
 - THE DIGITAL REVOLUTION
 - THE RISE OF SOCIAL MEDIA
 - DATA-DRIVEN MARKETING
 - THE FUTURE OF MARKETING



January -March. 2025

Leadership Series – Day 3: Entrepreneurship in Hospitality with Chef Blossom Chadha

- Chef Blossom Chadha (Owner, Moti Mahal Restaurant) shared insights on “Hospitality Entrepreneurship: Turning Passion into Profit.”
- Discussed challenges in restaurant management, customer engagement, and culinary innovation.
- Introduced her new venture, Moti Mahal Chef Blossom Bakery, focused on exquisite baked goods.
- Inspired students to embrace creativity, business acumen, and innovation in hospitality.



Chef Blossom Chadha ignites entrepreneurial spirit with insights on passion, innovation, and success in hospitality.

Leadership Series – Day 4: Next-Gen Hospitality Marketing with Ms. Bhavna Mishra Nanda

- Ms. Bhavna Mishra Nanda (Portfolio Director of Marketing, Holiday Inn Express – An IHG Hotel) shared insights on “Evolving Strategies: Trends in Marketing & PR for Budget and Hospitality Sectors” on March 6, 2025.
- Discussed innovative brand marketing strategies used by Holiday Inn to attract guests.
- Students engaged in interactive activities, gaining hands-on experience in marketing and brand promotion.
- The session encouraged critical thinking, creativity, and industry-ready marketing skills



Ms. Bhavna Mishra Nanda empowers future marketers with cutting-edge strategies in hospitality branding and PR.

Leadership Series – Day 5: Shaping Future Hospitality Leaders with Mr. Neeraj Sharma

- Mr. Neeraj Sharma (Director of Food & Beverage, Roseate House Aerocity) shared insights on emerging trends and technological advancements in hospitality on March 7, 2025.
- Emphasized innovation in food & beverage services and career opportunities in the industry.
- Provided a roadmap for career growth, helping students adapt to industry changes and excel.



Mr. Neeraj Sharma inspires future leaders with a visionary take on innovation and growth in hospitality.

COLLABORATIONS

Industry-Academia Collaboration: MoU Signed with Four Points by Sheraton

The School of Hotel Management and Catering Technology, K.R. Mangalam University, signed an MoU with Four Points by Sheraton, Samalka, New Delhi in the month of February to foster academic and industry collaborations. The partnership aims to provide students with field visits, guest lectures, and hands-on workshops, enhancing real-world learning.

Signed by Mr. Shubhankar Jyoti (GM, Four Points Sheraton) and Prof. Anjana Singh, MoU strengthens industry engagement and skill development in hospitality education.



INTERNSHIPS

Empowering Future Hospitality Professionals through Real-World Exposure

We are proud to announce that our talented 2nd-year students from the School of Hotel Management and Catering Technology (SOHMCT) have secured prestigious internship placements at renowned luxury hotel brands across India. These internships provide them with an incredible opportunity to experience real-time hotel operations, understand brand standards, and develop their professional competencies in world-class environments.

HERE'S A GLIMPSE OF OUR STUDENTS' INDUSTRIAL INTERNSHIPS BHMCT 2024-2025 (3rd SEMESTER)

The Roseate, New Delhi



Jiya Shankar



Simran Jena

Grand Hyatt, Gurgaon



Chyeshta



Prateek Lochav

Fairmont, Jaipur



Ayush Tomar



Yash Chauhan



Mahesh Joon

Pullman & Novotel, New Delhi



Aryaman Gupta



Aakash Kumar

Holiday Inn, Gurgaon



Ragini



Vinay Boora



Prince Tanwar



Prince Tanwar

Taj City Centre, Gurgaon



Piyush Gola



We are proud to announce that our talented 2nd-year students from the School of Hotel Management and Catering Technology (SOHMCT) have secured prestigious internship placements at renowned luxury hotel brands across India. These internships provide them with an incredible opportunity to experience real-time hotel operations, understand brand standards, and develop their professional competencies in world-class environments.

COMMUNITY CONNECT

Visit to Old Age Home – The Earth Saviours Foundation

Duration: January 2025 to June 2025

Location: Bandhwari & Mandawar Villages, Gurugram

Faculty Coordinator: Mr. Virendra Singh (Assistant Professor, SOHMCT)

Students of BHMCT (2nd & 3rd year) visited The Earth Saviours Foundation, an old age home in Gurugram, as part of a social outreach case study. They assisted in the kitchen, served meals, interacted with the elderly, and donated essential items.

Outcomes:

- Developed empathy and emotional intelligence
- Understood the role of community service in hospitality
- Strengthened teamwork and communication skills
- Gained real-world exposure to compassionate care

The visit was a meaningful experience that touched hearts and reinforced the importance of social responsibility in hospitality.



Spreading smiles and compassion — BHMCT students connect hearts at The Earth Saviours Foundation.

INDUSTRY PARTNERS

Through these esteemed partnerships, our institution provides students with invaluable industry exposure, practical learning opportunities, and insights into the ever-evolving world of hospitality and luxury management.

Hotel Pullman New Delhi Aerocity – An Accor Hotels Brand

Pullman New Delhi Aerocity stands as a beacon of luxury and world-class hospitality. With six award-winning restaurants and bars, a fully equipped fitness centre, an indulgent spa and salon, and an outdoor heated swimming pool, the hotel offers an unparalleled guest experience.



Fairmont Jaipur

Nestled amidst the rugged Aravalli Hills, Fairmont Jaipur is a luxury palace that embodies the grandeur of Rajasthani heritage. Blending Rajputana and Mughal architecture with modern amenities, this regal escape serves as the perfect gateway to explore the Pink City's rich history and culture.



Roseate Hotels & Resorts

Roseate Hotels & Resorts is a distinguished collection of seven luxury hotels across India and the UK, with more in development. Named after the pink-hued Roseate bird, these avant-garde hotels are known for their exquisite design, strategic locations, exceptional dining, and unmatched hospitality. Each property tells a unique story while ensuring impeccable service and world-class experiences.



Hyatt Delhi

Discover modern elegance at Hyatt Delhi, where luxury meets convenience. With lavish accommodations, top-tier business services, a fitness centre, a rejuvenating spa, and a variety of fine dining options, guests enjoy an exceptional stay. Exclusive membership offers provide up to 15% discounts on stays, making Hyatt Delhi a preferred destination for business and leisure travellers alike.



Taj City Centre, Gurugram

Taj City Centre, Gurugram, is a centrally located 5-star luxury hotel, renowned for its exquisite interiors, premium dining experiences, and wellness amenities. With tailored on-site experience packages, the hotel ensures that all guest's expectations are not only met but exceeded, making it one of the most sought-after luxury destinations in Gurugram.



Holiday Inn

Holiday Inn by IHG is a chain of hotels based in Atlanta, Georgia and a brand of IHG Hotels & Resorts. The chain was founded in 1952 by Kemmons Wilson (1913–2003), who opened the first location in Memphis, Tennessee. The chain was a division of Bass Brewery from 1988 to 2000, Six Continents from 2000 to 2003, and IHG Hotels & Resorts since 2003. It operates hotels under the names Holiday Inn, Holiday Inn Express, Holiday Inn Club Vacations, and Holiday Inn Resorts. As of 2018, Holiday Inn has hotels at over 1,100 locations.



NEWS & TRENDS IN HOSPITALITY INDUSTRY

The Westin Gurgaon, New Delhi appoints Oliver Bagsic as peciality chef



The Westin Gurgaon, New Delhi has appointed Chef Oliver Bagsic as the Specialty Chef – Teppanyaki at its signature Pan-Asian restaurant, EEST. A seasoned culinary professional from the Philippines, Chef Bagsic brings over 10 years of experience in Japanese cuisine, particularly in sushi and teppanyaki. Known for his flair, performance-driven cooking, and even singing while grilling, he will lead the Teppanyaki section with engaging dishes and live cooking experiences. His role also emphasizes mentorship and innovation, enhancing the hotel's focus on wellness and personalized hospitality.

We deliver high-impact MICE events in boutique format : Abhishek Kumar



Abhishek Kumar of Hilton Gurugram highlights the twin Hilton properties' focus on delivering high-impact, boutique-format MICE events. With growing domestic demand, advanced tech like AI event tools, and hybrid-ready infrastructure, they cater to curated, secure, and immersive experiences, especially for corporate and government-led gatherings.

Fighting for the cause of innovative restaurant cuisine



Chef Megha Kohli, known for her work at Lavaash by Saby and Mezze Mambo, is advocating for greater culinary innovation in Delhi's restaurant scene. She observes a trend where large-scale restaurants prioritize generic, multi-cuisine menus over focused, original concepts, often replicating popular dishes like 'daal makhni' regardless of the restaurant's theme. This approach, driven by a desire for broad appeal and quick returns, leads to a lack of novelty and authenticity in dining experiences.

Hyatt announces signing of Grand Hyatt Indore

Hyatt has signed a management agreement with Krivish Hospitality to develop Grand Hyatt Indore, a luxury hotel set to open in 2029. Spanning 11.5 acres, the property will feature 250 rooms and suites, five signature dining venues, and over 53,000 sq. ft. of event space, including a grand ballroom. Designed for both business and leisure travellers, it will offer amenities like a spa, fitness centre, swimming pool, and entertainment areas for all age groups. This development marks Hyatt's expansion into Central India, aiming to set a new benchmark for luxury hospitality in the region.

TRENDS IN HOSPITALITY SECTOR

Hyper-Personalized Guest Experiences



Hotels and resorts are leveraging AI, CRM systems, and guest data to offer tailored experiences—from personalized room settings to curated travel itineraries. Customization is now a key differentiator in attracting and retaining guests.

Sustainable & Regenerative Tourism

Sustainability has evolved into regenerative travel, where the focus is not just on reducing harm but positively impacting the environment and local communities. Eco-conscious accommodations, zero-waste policies, and locally sourced offerings are in high demand.



Digital Transformation & Smart Hospitality



Technologies like contactless check-in/out, smart rooms, AI-powered concierge services, and mobile room keys are now standard in many properties.

Tech adoption is enhancing both operational efficiency and guest satisfaction.

Bleisure Travel & Workcations



The rise of remote work has blurred the line between business and leisure travel. Travelers now seek destinations and hotels that support work-from-anywhere setups with high-speed internet, co-working spaces, and extended-stay packages.

Experiential Dining & Local Culinary Focus

Hotels and restaurants are elevating dining through immersive food experiences, chef's tables, and cuisine rooted in local culture. Culinary storytelling, ingredient traceability, and wellness-focused menus are attracting modern travellers.



DID YOU KNOW?

World's Oldest Hotel



The Nishiyama Onsen Keiunkan in Japan has been operating since 705 A.D. — run by the same family for over 50 generations!

Largest Hotel

The First World Hotel in Malaysia has over 7,300 rooms, making it one of the largest in the world by room count.



Hospitality = Largest Employer

Globally, the hospitality and tourism industry is one of the largest employers, supporting over 1 in 10 jobs worldwide.



Presidential Suites Origin

Named because U.S. President Woodrow Wilson requested a special suite when traveling — now all luxury hotels offer one.



Room 420 Is Often Missing

Many hotels skip room number 420 due to its association with cannabis culture.



No 13th Floor

Over 80% of high-rise hotels avoid labelling the 13th floor due to superstition.



Pillow Menu Exists

Some luxury hotels offer a “pillow menu” with choices like memory foam, lavender-scented, goose down, and anti-snore pillows.



Room Service Was Born in 1931

The Waldorf Astoria in NYC introduced the concept — a luxury at the time!



World's Most Expensive Hotel Room Service Dish

A \$1,000 burger served with gold leaf and truffle toppings.



Buffets Were Inspired by Vikings

The term "smorgasbord" originated in Sweden — Vikings would eat standing up from a table full of small dishes.





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