

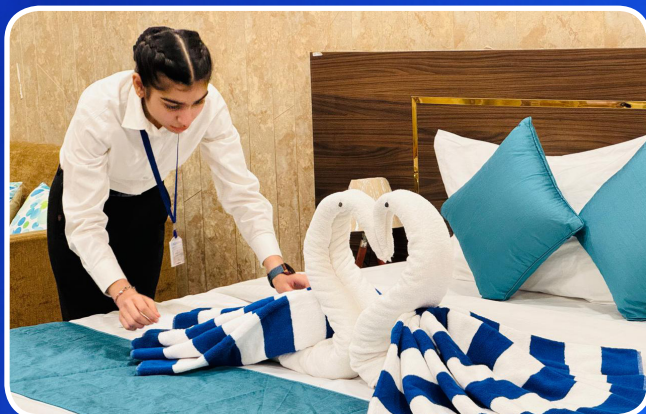


K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

NEWSLETTER

October – December 2024



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FROM THE EDITOR'S DESK

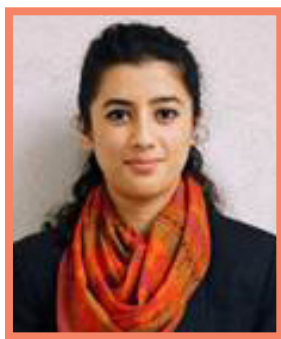
Welcome to the latest edition of SOHMCT magazine! I am delighted to present our Newsletter, which highlights the remarkable achievements of our students and showcases the dedicated efforts of our Hotel Management School. As an assistant professor at SOHMCT, it fills me with pride to see the hard work and passion of both our students and faculty being brought to light in these pages.

This Newsletter serves as a reflection of the excellence within our school—featuring the accomplishments of our students in various hospitality fields, as well as the innovative work being done by the Hotel

Management students. It is a platform where we celebrate both academic and extracurricular success, while also shedding light on the core activities and values of our institution.

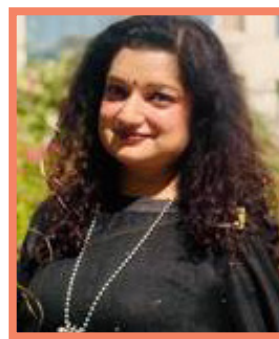
I would like to express my heartfelt gratitude to our leadership team, the management, and our industry patrons in the successful publication of this newsletter. Wishing this newsletter to reach a wide audience, not only among professionals but also within the student community.

Warm regards,



Ms. Shriya Chauhan

Assistant Professor, SOHMCT



Dr. Shikha Dutt Sharma

IQAC Coordinator

WORDS FROM THE LEADERSHIP



Dear Readers,

Education is the cornerstone of progress, and at K.R. Mangalam University, this belief is embodied by none other than our Pro-Chancellor, Shri Abhishek Gupta. A dynamic entrepreneur and a leader with an extraordinary vision, Shri Abhishek has propelled K.R. Mangalam University into a hub of academic excellence.

With an impressive career spanning Education, Publishing, Ed-Tech, Asset Management, and International Trade, he thrives on challenges and innovation. Since 2005, his unwavering commitment has led to the expansion of the K.R. Mangalam Group, encompassing fifteen world-class schools and a university, reshaping the educational landscape.

Beyond academics, Shri Abhishek is deeply committed to societal well-being. Rooted in the philosophy of “Vasudhaiva Kutumbakam” (the world is one family), he has undertaken significant initiatives to uplift local communities. By adopting villages surrounding the university, he has introduced impactful programs in healthcare, legal aid, and women’s empowerment—fostering sustainable development and a brighter future for all.

His journey is one of perseverance, innovation, and social responsibility—values that define true leadership. As we continue to grow under his stewardship, K.R. Mangalam University remains steadfast in its mission to shape future leaders and change-makers.

Warm regards,

Shri Abhishek Gupta

Pro-Chancellor

K. R. Mangalam University

DEAN'S WELCOME ADDRESS – SOHMCT



Dear Students,

Welcome to the School of Hotel Management and Catering Technology at K.R. Mangalam University! We are thrilled to have you join us in a program that is both challenging and highly relevant in today's rapidly globalizing world. With India emerging as a key economic hub, the hospitality and tourism sectors offer incredible opportunities for growth and innovation.

Our rigorous curriculum is designed to encourage you to critically examine the operations and dynamics of Hospitality and Tourism organizations, both nationally and internationally. Through our programs, you will acquire the skills, knowledge, and expertise necessary to excel in the field—whether you aspire to manage a luxury hotel, start your own hospitality venture, or pioneer groundbreaking market-disruptive projects.

While we set high academic standards, we also want your time here to be enriching and enjoyable. Our dedicated faculty and administrative staff are committed to supporting you throughout your journey, and we encourage you to engage actively in both academic and extracurricular activities. Beyond your studies, we hope you build lasting connections and become part of our vibrant student community.

As you embark on this transformative academic journey, know that we are continually striving to enhance our programs to meet global education standards. We look forward to seeing you achieve great success, both during your time with us and beyond graduation.

Wishing you all the very best!

Dr. Anjana Singh

DEAN SOHMCT

K. R. Mangalam University

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.



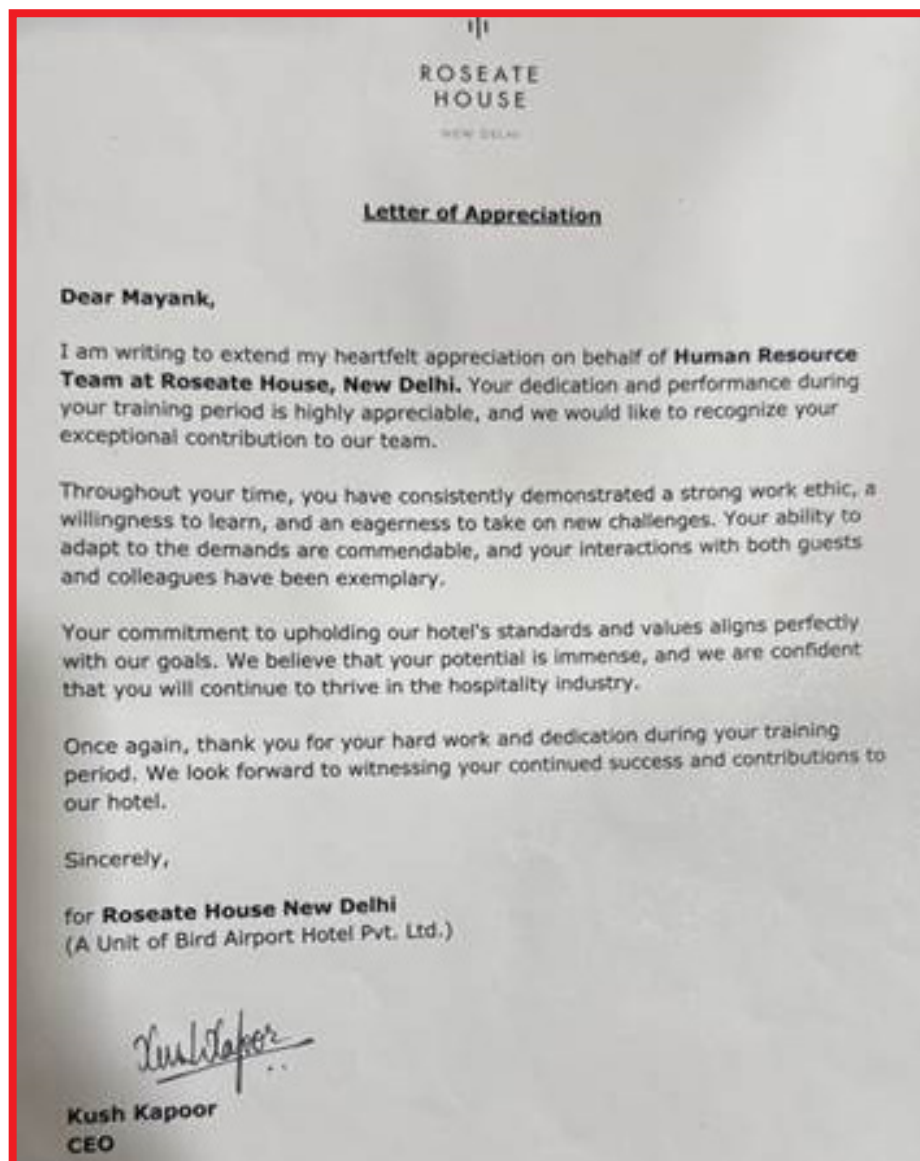
STUDENTS' ACHIEVEMENTS

Mayank Tyagi Honored for Excellence in Hospitality Training at Roseate House

Congratulations to Mayank Tyagi for receiving Appreciation Certificates for his outstanding learning and performance in the Housekeeping and Human Resource Departments during his industrial training at Roseate House, New Delhi. As a BHMCT student, his dedication and commitment to excellence in the hospitality industry have been recognized and celebrated.



Letter of Appreciation awarded to Mayank by Roseate House, New Delhi, for outstanding performance in the Housekeeping Team.



Letter of Appreciation awarded to Mayank by Roseate House, New Delhi, for exceptional contributions to the Human Resource Team.

Mayank Tyagi Achieves Certification from California Wines

Mayank Tyagi successfully earned a certificate in California Wines during his industrial training at Roseate Hotel as a student of BHMCT in KR Mangalam university. This achievement highlights his dedication to enhancing his expertise in wines and hospitality.



BLOGGING

Author- Ms. Shriya Chauhan (Assistant Professor-KRMU)

The Power of the 10/5 Rule in Hospitality: Creating Lasting Impressions

In the hospitality industry, every interaction with a guest is an opportunity to make a lasting impression. A warm welcome can turn a one-time visitor into a loyal customer, and one of the most effective ways to ensure excellent service is by implementing the "10/5 Rule." This simple yet powerful guideline encourages hospitality professionals to engage with guests in a meaningful and memorable way.

Understanding the 10/5 Rule

The 10/5 Rule is a customer service standard used across the hospitality industry to enhance guest experience. The rule is simple:



At 10 feet away: Make eye contact and offer a warm, genuine smile to acknowledge the guest's presence.



At 5 feet away: In addition to eye contact and smiling, greet the guest with a friendly verbal salutation such as "Good morning" or "Welcome."

This non-verbal and verbal engagement fosters a welcoming atmosphere and makes guests feel valued from the moment they arrive.

The Impact of Genuine Hospitality

Personal experiences often highlight the effectiveness of exceptional service. Imagine arriving at a resort after a long journey, feeling exhausted from hours of travel. As you step into the lobby, an associate from across the room makes eye contact, smiles warmly, and acknowledges your presence. As you approach, they greet you sincerely and offer a refreshing beverage. This simple yet thoughtful interaction immediately makes you feel at ease and welcomed. Such moments leave a lasting impact. Long after a guest has departed, they may forget the specifics of the décor or amenities, but they will remember how they were treated. This emotional connection fosters guest loyalty and encourages word-of-mouth referrals.

Why the 10/5 Rule Matters More Than Ever

As the world continues to recover from the challenges of the pandemic, many travelers are returning to hotels, resorts, restaurants, and cruise lines with heightened expectations for service and hospitality. The need for personal connection

remains strong, even in an era where masks or other safety protocols may be in place. A warm greeting, even behind a mask, can be felt through tone of voice, eye contact, and genuine engagement. Hospitality professionals should remember that first impressions set the tone for the entire guest experience. The 10/5 Rule is a simple yet highly effective way to ensure guests feel welcomed and appreciated from the moment they arrive.

Conclusion

The essence of great hospitality lies in the details. While luxurious accommodations and top-tier amenities add value, it is the emotional engagement that truly sets a property apart. The 10/5 Rule serves as a valuable reminder that small gestures—eye contact, a smile, a

warm greeting—can make all the difference in creating exceptional guest experiences. By embracing this principle, hospitality professionals can cultivate an environment that keeps guests coming back time and time again.

CO- SCHOLASTIC ACTIVITIES

SOHMCT Hosts Indian Seafood Delicacies Workshop with Chef Kamal Sen the Executive Chef of Roseate in New Delhi.

On October 16th, 2024, the School of Hospitality Management and Catering Technology (SOHMCT) organized an engaging event dedicated to Indian seafood delicacies coordinated by Chef Varinder.

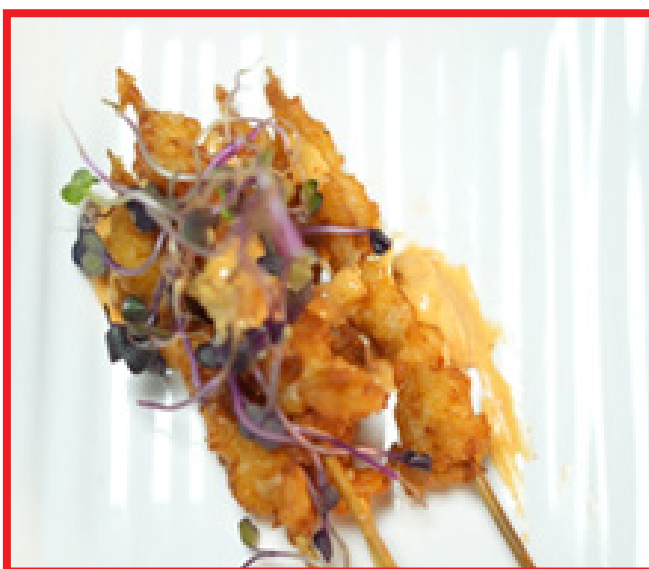
During the session, Chef Sen demonstrated his exceptional culinary techniques, showcasing a variety of delectable seafood dishes. Students had the opportunity to observe

and learn from his expertise, as he shared insights into the preparation and presentation of these culinary delights.

The event culminated in a tasting session, where students indulged in the flavourful seafood creations, gaining a deeper appreciation for the art of seafood cooking. The event was a resounding success, inspiring the next generation of chefs in the realm of Indian cuisine.



BHMCT 1st & 5th Semester Students Gaining Culinary Expertise with Chef Kamal Sen



Exquisite Japanese seafood presentation: Char-Grilled Ebi Mustard Prawns & Prawns Hara Masala, masterfully crafted by the chef Sen.

SOHMCT Students Attended a Workshop on Stain Removal at Roseate New Delhi's Laundry for Practical Learning

On 22nd October 2024, SOHMCT students from the 1st and 5th semesters attended a Workshop on Stain Removal at Roseate New Delhi, guided by Executive Housekeeper Mr. Umesh and coordinated by Ms. Shriya Chauhan. The students were introduced to various sections of the housekeeping department, including the uniform exchange room, housekeeping control room, and On-

Premises Laundry. They observed commercial washing and dry-cleaning machines, learned about cleaning agents, and watched a stain removal demonstration. One student even practiced the technique of stain removal. The visit offered valuable insights into the operations of a large hotel laundry, enhancing the students' practical knowledge.



"Mr. Umeesh, Executive Housekeeping Manager, introducing 1st-year students to the Laundry Room, Uniform Room, and Control Room of the Housekeeping Department."

1st Year Students Explore Luxury Property Round at The Roseate New Delhi

On October 22, SOHMCT students enjoyed an incredible visit to the luxurious Roseate Hotel in New Delhi, coordinated by M.s Shriya Chauhan.

The day kicked off with Executive Housekeeper Mr. Umesh highlighting the crucial role of housekeeping in hotel. Students explored the hotel's laundry operations, and handling guest laundry, while discovering the

latest laundry equipment and techniques. The visit also included a fascinating tour of the uniform room headed with a lavish lunch for the students. Students wrapped up the day with a tour of key areas, including the banquet kitchen, gym, spa, restaurant, bar, VIP lounge, and grand ballroom. This visit was an exciting opportunity to gain firsthand experience in luxury hotel operations.



Chidiya ghr- Restaurant The Roseate: Students being Introduced by the F&B Supervisor



Professional grooming of BHMCT students in the Lobby of The Roseate

Diwali Lunch Celebration- Hosted by the students of 1st year and 3rd year

The School of Hotel Management and Catering Technology (SOHMCT) hosted a special Diwali lunch at its training restaurant, led by Dean Dr. Anjana Singh, faculty, and students. The event was graced by the Vice Chancellor and Deans from various schools, marking a successful celebration

for the department. With excellent service by students and standout dishes from the kitchen, including the highlight dessert, "Pan Rasmalai, " the event showcased the talent and teamwork within SOHMCT. A big thank you to all guests who attended and made the celebration a success!





Vice Chancellor, Deans, and COE of KRMU experiencing Silver Service in a fine dining restaurant.

Prof. Raghuvir Singh, Vice Chancellor of K.R. Mangalam University, addressing and delivering a vote of thanks to BHMCT students for organizing a wonderful Diwali lunch.

Halloween Bash at SOHMCT: An afternoon of Appetizers, Mocktails, and Smiles

October 25th – The School of Hotel Management and Catering Technology (SOHMCT) brought Halloween to life with a thrilling Mocktail and Snack Evening at their training restaurant. The Halloween evening was more than just an event; it was a display of skill, creativity, and teamwork, making for a truly memorable celebration. The hauntingly beautiful decorations and the flavourful refreshments made for a delightful experience, leaving a

lasting impression on all attendees

Special guests, including the Vice Chancellor and deans of K.R. Mangalam University, added prestige to the event, making the evening unforgettable for all involved. Thank you to everyone who joined us and made this Halloween gathering a fantastic success!



Spooktacular Halloween-themed fruit carving, mocktails, and cake, all crafted by our talented students.



The Deans and Vice Chancellor of KRMU enjoy mocktails and brunch, all crafted by our students.



Halloween-themed decorations by the talented housekeeping team

INTERNSHIPS

Raghav Sodhi's Successful Training Journey at The Oberoi, Gurgaon



Raghav Sodhi completed his training at The Oberoi, Gurgaon, gaining hands-on experience in Front Office, Housekeeping, Food & Beverage, and Kitchen (Continental cuisine & Bakery). He developed skills in guest service, team coordination, problem-solving, and operational excellence, along with receiving SOAR Oberoi recognition for his performance.

Mr. Prashant's Remarkable Training Experience at Fairmont Jaipur



Mr. Prashant, a second-year student, has successfully completed his six-month industrial training course across all four major departments at Fairmont Jaipur. This milestone marks a proud moment in his journey as he had the privilege to work with the exceptional Banquet team. It was an honor to collaborate with such dedicated

professionals who made every event memorable. With their passion, teamwork, and commitment to excellence, Mr. Prashant gained invaluable insights into creating unforgettable guest experiences. His time at Fairmont Jaipur has been an enriching experience, shaping his future in the hospitality industry.

Mr. Raghav Sharma & Mr. Mayank Tyagi's Transformative Training Experience at The Roseate, New Delhi.



Raghav Sharma and Mayank Tyagi successfully completed their six-month industrial training at The Roseate Hotel, Aerocity, New Delhi, where they gained hands-on experience in hotel operations, guest service, reservation handling, and front office procedures. During their training, they had the unique opportunity to serve NGOs supporting disabled students and rescued animals, adding

a meaningful dimension to their hospitality journey. Their dedication and excellence were recognized as they earned the "Trainee of the Month" certification in different departments. This immersive experience honed their problem-solving, communication, and teamwork skills, further enhancing their expertise in the hospitality industry.

Mr. Rudraksh Singh's Enriching Training Experience at Hyatt Regency New Delhi.

Rudraksh Singh successfully completed his industrial training at Hyatt Regency Delhi, where he honed essential hospitality skills in the Front Office department. His training encompassed guest handling, reservations, concierge services, problem-solving, and teamwork, along with gaining in-depth knowledge of hotel SOPs and brand standards. Through this experience, he also developed strong communication skills, preparing him for a promising future

in the hospitality industry. A proud moment in his journey was being honored by Mr. Rohit Jain, Learning Manager at Hyatt Regency Delhi, in recognition of his dedication and exceptional efforts in the Front Office department. This appreciation serves as a motivation for Rudraksh to continue learning and growing in the industry. He extends his gratitude to the entire team at Hyatt Regency Delhi for their guidance and support throughout his training.



COMMUNITY CONNECT

Empowering Lives: Serving at NGO for Disabled Children

On December 21st, 2025, Raghav Sharma, a 2nd-year student, was honoured to be nominated as an intern at The Roseate, New Delhi. He served as a social worker at an NGO for disabled children, where he had the privilege of interacting with them, listening to their stories, playing games, and distributing books and clothes. This experience deepened his understanding of their lives and struggles, leaving a lasting impact on him.



Mr. Raghav Sharma distributing board games and school bags to the child

SOHMCT Students Visit Mathura's Elephant Reserve to Support Conservation

On December 31st, 2024, trainees from The Roseate Hotel, including SOHMCT students Mr. Mayank Tyagi and Mr. Raghav Sharma, visited the Elephant Reserve Center in Mathura. During their visit, they donated food for the elephants and learned about the heartbreaking stories of these majestic creatures—

how they endured cruelty before being rescued. Witnessing the impact of human actions on these animals was deeply moving, reinforcing their commitment to protecting and caring for all living beings. This experience instilled in them the values of love, empathy, and responsible stewardship of nature.'



Standing for Wildlife: Mr. Mayank Tyagi and Mr. Raghav Sharma at Mathura's Elephant Conservation Centre

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

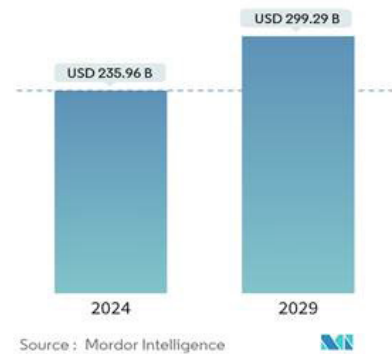
Taj City Centre, Gurugram, is a centrally located 5-star luxury hotel, renowned for its exquisite interiors, premium dining experiences, and wellness amenities. With tailored on-site experience packages, the hotel ensures that all guest's expectations are not only met but exceeded, making it one of the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



NEWS & TRENDS IN HOSPITALITY INDUSTRY: -

U.S. Hotel Growth: The U.S. hotel sector experienced its most substantial quarterly growth since early 2023, with a 3.6% increase in revenue per available room (RevPAR), driven by a 1.9% rise in average daily rate (ADR) and a 1.0 percentage point boost in occupancy.

US Hospitality Market
Market Size in USD Billion
CAGR 4.87%



Rising Operational Costs in the UK: Dominic Paul, CEO of Whitbread, has voiced concerns over increasing government interventions and higher labor costs impeding the hospitality industry. These pressures, including potential surcharges on accommodations and changes to national insurance thresholds, are harming the sector's growth and ability to hire part-time and minimum wage workers.



Whitbread brands include Premier Inn hotels and the company employs more than 35,000 people

Trends of hospitality Industry 2024-2025

Technological Integration: The adoption of artificial intelligence (AI) and the Internet of Things (IoT) continues to transform the hospitality landscape, enhancing guest experiences and streamlining operations.



Sustainability Initiatives: There's a growing emphasis on eco-friendly practices within the industry, with establishments implementing measures to reduce their environmental footprint.

The five practices that nearly all hotels in Asia Pacific are implementing:

- 1 
Tracking Energy
- 2 
Preventative Maintenance Program
- 3 
Tracking Water
- 4 
Towel Reuse Program
- 5 
Over 75% 'Non-Smoking' Rooms

Rise of 'Bleisure' Travel: The blending of business and leisure travel, known as 'bleisure,' has become increasingly popular, prompting hotels to adapt their offerings to cater to this hybrid trend.

DO YOU KNOW?

In which hotel you can have breakfast with giraffes?

Giraffe Manor, Nairobi, Kenya



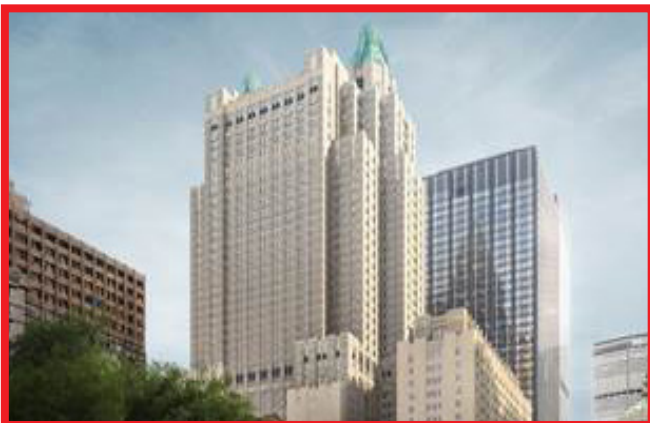
What is the name and location of the world's first underwater hotel?

The Conrad Maldives Rangali Island, Maldives



Which famous hotel was the first hotel in the world to offer room service?

The Waldorf Astoria, New York



With an interior of about 5,500 square meters, the world's largest ice hotel is located where?

Kirkenes, Norway



What is the name of the world's first and oldest hotel? Hint: It was founded in 705 and has been owned by the same family for 52 generations.

Nishiyama Onsen Keiunkan, Yamanashi, Japan



What is the biggest hotel chain in the world with 7,642 properties worldwide in 2020?

Marriott





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