

ANNUAL MAGAZINE 2025

INSTITUTE OF HOTEL MANAGEMENT SHRI SHAKTI



AMERICAN SKILLS & PERSONALITY DEVELOPMENT & IHM SHRI SHAKTI STUDENTS PLACEMENTS



USA INTERNSHIP & NEWZEALAND INTERNSHIP



Name : Uppari Pranesh (USA) Hotel Name : Marriott Marquis Atlanta. Working as : Culinary Intern Monthly Salary: 2,800 USD



Name :- Somashetti Naveen (USA) Hotel Name:- The Galt House Hotel By Wyndham Working as :- F n B service Monthly salary:- 3000 USD



Name : Pardha Saradhi (NZ) Hotel Name : Sudima Auckland eity Working as : F n B service attendant Monthly Salary: 3600 NZD



Name : Sridhar Goud (USA) Hotel Name : Embassy Suites Working as : F n B service Monthly Salary:2500 USD



Name : Ankam Dharshan (USA) Hotel Name : Galt house Working as : Culinary intern Monthly Salary: 2,400 USD



Name : Burchell Julan Joseph (NZ) Hotel Name : Sudima Auckland city Working as : F n B Service attendant Monthly Salary: 3600 NZD



Name : kesava Durga Sai Satish Podala (USA) Hotel Name : Embassy Suites Working as : Food and Beverage Intern Monthly Salary : 2,500 USD



Name : Cleon Mascarenhas (Ireland) Hotel Name : Druids Glen hotel and golf resort Working as : Commie chef Monthly Salary: 2000 Euro



Name : Vedang Dingankar (USA/Canada) Hotel Name : JW Marriott Marco Island Working as : Chef Monthly Salary: \$2,800

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Arco Iris – 2025 brings forth the Academic Years Events and lasting memories of the most wonderful phase of our students.

The vast industry experience of our guest authors makes their articles a valuable addition. Alumni Articles re-assure us that we are on the right path shaping excellent careers for the youth.

This Magazine is a co-ordinated effort of the entire IHM – Shri Shakti team special mention of Director Marketing, Mr. Ravi Pinjala's contribution to Arco Iris - 2025.

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Editorial Board

Major Contributors:

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The views that appear in this publication are those of individual authors.

Disclaimer: Utmost care has been taken in scrutinizing the editorial contents of the Arco iris 2025, before going to press. However, the editor and publisher shall not be held directly responsible for any inadvertent misrepresentation of facts or misprints, which may occur despite our best efforts.

College Song



Future is bright and sure, it was like this never before College corridors and halls, ambience which enthralls. We keep our hands on our hearts and promise to make a better start We keep our hands on our hearts and promise to make a better start A new meaning to education, Dealing with our vocation Shakti adds new dimensions Shakti adds new dimensions In the field of perfection, perfection. We keep our hands on our hearts and promise to make a better start We keep our hands on our hearts and promise to make a better start Day after day, Week after week. We strive to reach the peak We walk hand in hand And carry the message all over the land, United we shine, divide we sublime United we shine, divide we sublime United we shine, divide we sublime...



Concept and Photo Courtesy **Mr Ravi Pinjala**, Director Marketing



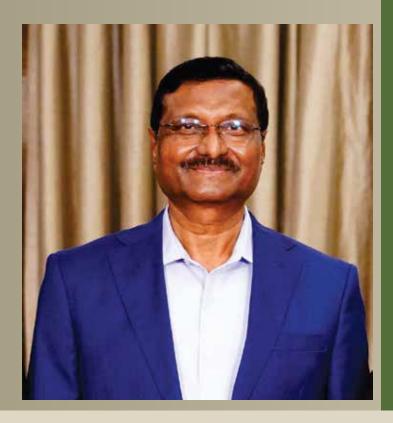
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Chairman's Message

Dear Students,

Trust you all are doing great and enjoying your studies in Hospitality Management. You have chosen the right career and the right place to pursue the same.

The Indian hospitality industry has witnessed remarkable growth over the past three years, driven by strong domestic tourism, rising disposable incomes, and a growing preference for experiential travel. Key metrics like occupancy, Average Daily Rate (ADR), and Revenue per Available Room (RevPAR) have consistently improved, with a 3% rise in occupancy, 7.5% growth in ADR, and 10.5% increase in RevPAR recorded in 2023, according to STR reports. Major urban markets like Mumbai, Hyderabad, Delhi, and Bengaluru continue to lead, while tier-II and tier-III cities are emerging as new growth hubs. Leisure destinations, once subdued during the pandemic, are seeing a revival, complemented by robust corporate travel and MICE (Meetings, Incentives, Conferences, and Exhibitions) demand.

Despite challenges like global geopolitical tensions and slow international travel recovery, domestic tourism remains a key growth driver in India. With ongoing investments in infrastructure and supportive government policies, the industry is well-positioned for sustained growth, attracting both business and leisure travellers in 2025.The direct contribution of the Indian hotel industry to the country's GDP is estimated to touch \$1 trillion by 2047, driven by a significant jump in domestic tourist visits and international arrivals.

Hospitality management students have a wide range of career options including roles in hotel management, food and beverage management, event planning, resort management, marketing, spa management, cruise line operations etc allowing them to choose diverse paths based on their interests and skills. Our expert faculty would guide you in choosing the right career path for you.

If you have passion for service and deep understanding of Indian culture, you are poised to become exceptional hospitality leaders. Embrace the challenges, hone your skills, and always strive to exceed expectations, making your mark on the vibrant Indian hospitality landscape. My best wishes to all of you in all your efforts and endeavours.

My greetings and good wishes to the Executive Director, Director, Principal, Faculty and the entire team. You all are doing an excellent job and please keep it up.

Best Regards,

D V MANOHAR





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Executive Director's Message



Dear Students, Faculty, and Staff,

I hope this message finds you well and energized for the semester ahead.

As we move forward, it's hard to ignore the rapid changes happening in the hospitality industry. From the rise of sustainable practices and smart technology to the growing focus on personalized guest experiences, the landscape is evolving faster than ever. It's an exciting time for all of us, and here at IHM Shri Shakti, we are committed to staying ahead of these trends.

Our curriculum has been updated to reflect the latest industry developments, ensuring that you gain the most relevant and cutting-edge skills. We've also strengthened our partnerships with leading hotels and hospitality brands to provide you with real-world experiences that connect theory to practice. Our goal is to ensure that every one of you leaves here ready to not only navigate these changes but to drive them.

To our dedicated faculty, thank you for continuously adapting to these shifts, integrating new technologies, and delivering relevant content to our students. To our hardworking staff, your efforts in supporting the day-to-day operations make it all possible. And to our students, your passion for hospitality and openness to embracing innovation will undoubtedly prepare you for a successful career in this everevolving industry.

Together, let's embrace these changes and continue to create an educational environment that reflects the very best of what the hospitality world has to offer.

Here's to an exciting semester filled with growth, innovation, and success!

Satza Piziel.

SATYA PINJALA

Marketing Director's Message



Dear Aspiring Hospitality Professionals,

The hospitality industry has always been a dynamic sector, and as we step into 2025, the pace of change is faster than ever. We are at the dawn of an exciting era, where technological advancements, evolving guest expectations, and sustainability are reshaping the landscape of hospitality. As future leaders in the field, you have the unique opportunity to shape this transformation.

One of the most significant trends in 2025 is the integration of Al and automation in guest services. From personalized room experiences driven by smart devices to Al-powered customer service bots assisting with booking and inquiries, technology is enhancing efficiency and guest satisfaction. Leading hotel chains like Marriott and Hilton are already using Al to predict guest preferences and tailor experiences, creating a seamless, customized stay. These developments are not just changing how we do business—they are revolutionizing guest expectations.

Additionally, sustainability continues to be a major focus. The demand for eco-friendly and socially responsible travel is at an all-time high. Hotels are moving towards zero-waste practices, energy-efficient technologies, and sustainable sourcing of products. For instance, Accor Hotels has made a global commitment to reach net-zero carbon emissions by 2050, and the industry is following suit. As a future hospitality professional, understanding and implementing sustainability practices will be crucial to your success.

Lastly, experiential travel has emerged as a top trend, with travelers seeking unique, local, and immersive experiences. The rise of boutique hotels, farm-to-table dining, and cultural excursions offers travelers a deeper connection with their destinations. Hotels like Aman and Six Senses are excelling in providing not just a place to stay, but a meaningful, curated experience. As part of your education, you'll be equipped with the skills to create these unforgettable experiences for guests.

At IHM Shri Shakti, we are dedicated to providing you with a comprehensive education that prepares you for these industry shifts. Whether it's learning about the latest technologies, mastering sustainable practices, or crafting unforgettable guest experiences, we ensure our students are equipped to lead with innovation, responsibility, and passion.

The hospitality world is changing rapidly, and we invite you to be part of this exhilarating journey. Your future begins here, where you will gain the knowledge, skills, and industry insights to succeed in a thriving and everevolving industry.

Tautit

RAVI PINJALA



Principal's Message

The hotel industry is poised for significant growth and transformation over the next decade. This is an excellent time for all our students seeking opportunity in India & Abroad. The same holds true for our young entrepreneurs who have plans of catering to the needs of the Hospitality, Tourism & Retail market.

I am pleased to inform all as every year we have achieved 100% placement for the batch passing out 2025. I wish the graduating batch – 2025, Success all the way.

I appreciate the Industry and well-wishers support that we received throughout the academic years to ensure high standards of education.

I thank the Management for their support, guidance and confidence in me to lead Institute of Hotel Management Shri Shakti. I also thank my team of faculty and staff for their continued co-operation.

It gives me immense pleasure to bring out Arco Iris – 2025.

Best Wishes to all!

rite Chardran

ANITA CHANDRAN 09

Director's Message

It gives me immense pleasure and pride to wish Institute of Hotel Management Shri Shakti for three decades of dedicated completion of imparting value based education and celebrating the 31st Anniversary. On this happy occasion the college is bringing out with its Annual Magazine "Aroc Iris" and I wish them all the best.

The College has been providing quality education and training to the graduates to enter the Hospitality Industry with confidence and competence. At this point I appreciate the invaluable contributions of the management, diligent faculty members and students who have been instrumental in shaping the success of the institution. It is rightly said that "together everyone achieves more" and let us once again rise to the occasion and prove that we are second to none.

May God bless all.

yamiena R Rao.

YAMUNA RANGA RAO



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- Converted the used buses into mobile clinics and digital classrooms and donated them to the District Rural Development Officer, Narayanpet District for the education and healthcare of the rural communities.
- Sponsored a 10-Bed Paediatric ICU at Area Hospital, Kondapur, Hyderabad in collaboration with CHIREC International School, Hyderabad
- Sponsored a 10-bed ICU at Rajahmundry Area Hospital in collaboration with Nirmaan organization
- 10-bed Paediatric ICU at Area Hospital, Narayanpet, Telangana
- 'Operation Theatre Complex' at the Divine Eye Foundation, Rajahmundry, for Eye Care.
- Over 150 higher education scholarships were awarded to meritorious students from economically weak sections.

For More Details: 🖁 7702954343



Ongoing Projects:

- Signed MOU with Telangana Devanga Samkshema Sangham for construction of G+2 floor Old Age Home and G+2 floors Upskilling Centre at Uppal.
- Signed MOU with Cheshire Homes for Construction G+2 Upskilling center for the disabled and for women empowerment at Coorg, Karnataka.
- Donated Rs. 50 lakhs to RBVRR Educational Society towards annual scholarships to students in need for higher education.



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The Evolving Role of the Hotel General Manager

Shrikant Wakharkar

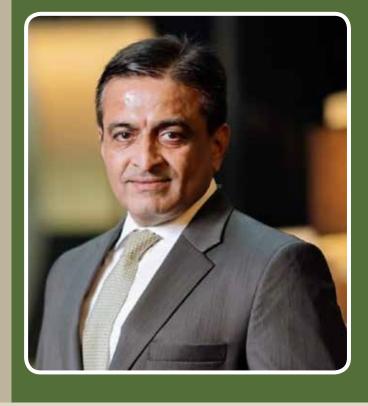
Area Vice President (Hyatt South and Central India) & General Manager, Park Hyatt Hyderabad

As we step into an era defined by rapid technological advancements, shifting guest expectations, and evolving global trends, the role of a Hotel General Manager (GM) has undergone a significant transformation. While the core philosophy of delivering exceptional hospitality remains unchanged, the approach to achieving this has become more dynamic. Today, a GM is not only a leader but also a strategist, a technologist, and an innovator, seamlessly integrating modern tools and philosophies to enhance guest experiences and operational efficiency.

Technology has redefined the way hotels operate, impacting everything from guest interactions to revenue management. Artificial intelligence, automation, data analytics, and digital platforms have become indispensable, requiring GMs to develop a deep understanding of these tools. With access to real-time analytics, decision-making is now more data-driven, allowing for optimized revenue strategies and personalized guest experiences. Al-driven customer service, automated check-ins, and digital room keys have reshaped front-office operations, enhancing convenience for both guests and staff. At the same time, the growing importance of cybersecurity and data protection means that GMs must ensure robust systems are in place to safeguard sensitive guest information.

Beyond technology, guest expectations have evolved significantly. Modern travelers seek personalized, seamless, and sustainable experiences. The ability to leverage guest profiles and behavioral analytics to curate tailored stays has become a key differentiator for luxury hospitality brands. Sustainability is no longer an optional initiative but a necessity. Guests are more conscious of their environmental impact, expecting hotels to implement eco-friendly practices such as zero-waste initiatives, energy-efficient operations, and locally sourced ingredients. Additionally, the integration of digital touchpoints such as mobile apps and contactless payments must be balanced with warm, high-touch service to maintain the essence of genuine hospitality.

The role of the GM is also influenced by macroeconomic and geopolitical trends. The rise of 'bleisure' travel—where business



and leisure converge—has necessitated the adaptation of hotel spaces to cater to professionals seeking a work-life balance. Likewise, the growing preference for experiential travel means that hotels must curate immersive cultural and culinary experiences, strengthening their connection with the local community. Furthermore, the pandemic has underscored the importance of crisis preparedness, requiring GMs to be well-versed in contingency planning and operational resilience.

To succeed in this ever-evolving industry, today's GMs must cultivate a diverse skill set. Digital fluency is critical, as understanding hospitality technology, revenue management systems, and digital marketing allows for enhanced efficiency and engagement. Emotional intelligence and strong people management skills are essential in fostering a positive workplace culture and mentoring future industry leaders. Strategic thinking and adaptability are equally important, enabling GMs to anticipate trends and proactively adjust business strategies. Financial acumen remains a cornerstone of effective leadership, ensuring that cost management and profitability analysis support sustainable growth. Additionally, sustainability leadership is now an essential responsibility, guiding hotels towards eco-conscious initiatives that align with both guest values and long-term profitability.

The modern General Manager is no longer just an operational overseer but a visionary leader shaping the future of hospitality. As the industry continues to evolve, embracing change and innovation will define the next generation of successful hoteliers. With a commitment to excellence, adaptability, and guest-centric strategies, we can ensure that hospitality remains not only relevant but also inspiring in the years to come.

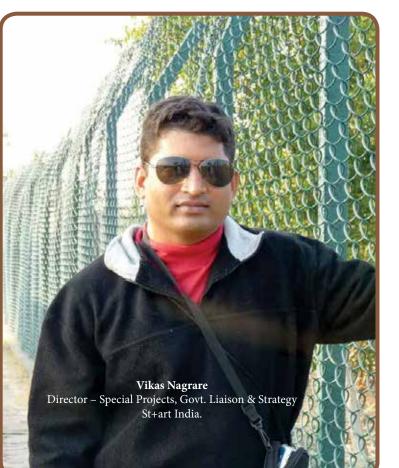
As we celebrate another year of progress and learning, I encourage future hospitality leaders to remain curious, agile, and passionate about redefining the guest experience. The future of our industry is filled with opportunity, and it is up to us to lead the way in shaping it.

Epicurean Tour to Tawang, Arunachal Pradesh

A road trip from Guwahati (in Assam) to Tawang (in Arunachal Pradesh) is a beautiful and culturally enriching journey. It offers the chance to savour some of the most unique and flavourful foods in Northeast India. While traveling through Assam, Arunachal Pradesh, and other surrounding areas, the food is deeply reflective of the local culture, the biodiversity of the region, and the ethnic diversity of the people. I have been fascinated by North East Region of India for a long time and has jumped to take every single opportunity to travel to the North East for a long time. In the past 3-4 years, I have been visiting Assam, Arunachal Pradesh and Meghalaya often due to my work. In fact, I have been creating opportunities to travel to this serene part of India, as much as I can.

I have been recently travelling to Tawang regularly for my project related meetings and engagements. For many who are still not very familiar with Tawang, let me give you a little brief on it, before we know about the food & beverages there. Tawang is a picturesque town located in the northeastern state of Arunachal Pradesh, India. Nestled in the eastern Himalayan mountain range at an altitude of around 10,000 feet above sea level, Tawang is known for its breath-taking natural beauty, rich Buddhist culture, and strategic significance. It is the administrative headquarters of the Tawang district and is one of the most important towns in the region. Tawang is situated near the Indo-China border and is surrounded by beautiful valleys, pristine rivers, and towering peaks, making it a popular destination for nature lovers and adventure enthusiasts.

My road journey to Tawang starts in Guwahati, which is



a melting pot of Assamese, Bengali, and other Northeast Indian food influences. Before you hit the road, you can enjoy some of the classic Assamese dishes in the city. Some of the traditional dishes one can relish are:

- **Assam Laksa:** A type of noodle soup with a tangy broth made from tamarind and fish. It's perfect for starting your journey.
- **Pitha:** Traditional rice-based sweets filled with jaggery, coconut, and sesame. You might find these as snacks in local markets.
- **Khar:** A signature Assamese dish made with raw papaya, pulses, and the key ingredient, alkaline water extracted from the ashes of the plant's alkaline soil.
- **Masor Tenga:** A light and tangy fish curry made with Assamese lemon (kajinemu) or tomato, perfect for those who enjoy fresh and spicy flavors.



In my visits to Guwahati, I always take the opportunity to explore different varieties of Assam tea. Being a connoisseur, I was intrigued by so many varieties of teas grown in different parts of Assam. I feel very related to the varieties of wines coming from different parts of France when I indulge myself into the teas from Assam. I visit the Tea Lounge of GTAC (Guwahati Tea Auction Centre) on GS, Road, Guwahati. One can explore varieties of tea like Orthodox CTC, white tea, yellow tea, purple tea, golden tea; ranging from first flush to tea dust. The tea in Assam is robust, malty, and full-bodied. One can also try

local bamboo shoot juice, a fermented drink, though acquired in taste, is made from bamboo shoots, and it's said to have digestive benefits.

As one moves towards Nagaon,en route to Tawang—you'll encounter local roadside eateries that offer simple, hearty meals. The roadside eateries serve fresh food at reasonable prices and maintaining good hygienic standards. Some of the foods to try:

- **Smoked Fish:** Assam has many rivers, and you'll find fish that is locally smoked and preserved, often served with rice.
- **Dhekiya Bhaji:** A traditional Assamese dish made from fern leaves, often fried with mustard seeds and chilies.
- **Chingri Malai Curry:** A coconut milk-based prawn curry from the Bengali influence.





Dhekiya bhaji

Local bamboo shoot juice and fermented bamboo shoots

The entry point to Arunachal Pradesh on Tawang route is Bhalukpong. Bhalukpong is an excellent base for exploring the natural wonders of the region, including its dense forests, rivers, and hills. The area is rich in flora and fauna, making it ideal for eco-tourism and adventure activities. Some of the popular attractions in and around Bhalukpong are Bhalukpong River (also known as the Kameng River), Pakhui Wildlife Sanctuary (also known as Pakke Wildlife Sanctuary), Sessa Orchid Sanctuary and Gori Khamar.

The landscape changes after crossing Bhalukpong. The journey from Bhalukpong to Tawang is one of the most scenic drives you can experience in the northeastern part of India. This approximately 185 km stretch takes you from the foothills of the Eastern Himalayas, passing through dense forests, winding mountain roads, and picturesque valleys. The route is dotted with breathtaking landscapes, making it an unforgettable road trip.As you travel further, the Kameng River, which flows through Bhalukpong, remains a constant companion along the road. The river runs through gorges and valleys, creating picturesque spots for photography. The crystal-clear water of the river contrasts with the dark green surroundings, adding to the natural beauty.

The highlight of the journey is the drive through Sela Pass (approximately 13,700 feet), one of the highest points on the road to Tawang. As you approach the pass, the landscape shifts from subtropical forests to alpine meadows and snow-capped peaks. The panoramic views from the Sela Pass are incredible, with vast expanses of rolling hills and towering mountains in the distance. In winter, the pass is often covered with snow, creating a magical winter wonderland.

As you enter into Arunachal Pradesh, you'll immediately notice a shift in the food. Tawang, in particular, is a remote and high-altitude region with influences from Tibet, Bhutan, and the neighboring states of Assam and Nagaland. The cuisine here is unique, with a heavy use of fermented foods, spices, and simmered meats. You'll be driving through Bomdila, which is an important stopover town before reaching Tawang.

Popular foods along the Arunachal Pradesh route:

- Thukpa: This noodle soup with vegetables or meat is ubiquitous in the region and is a warming and hearty meal, especially for colder climates.
- **Shaphalay:** A Tibetan-style fried bread that is stuffed with meat or vegetables and is a common snack.

in Arunachal Pradesh, often stuffed with vegetables or pork.

- Pork with Bamboo Shoots: Pork is a staple in Arunachal Pradesh, and the use of bamboo shoots adds a unique earthy flavor to dishes.
- **Pineapple Salad:** A refreshing dish often found in markets, combining fresh pineapple, chilies, and local herbs.

Upon reaching Tawang, you are in one of the most picturesque and remote parts of India. The food here is influenced by Tibetan, Bhutanese, and indigenous tribal cultures. The food is simple but flavorful, often hearty to cope with the chilly weather and high altitude.

A local version of the Thukpa, often with yak meat or chicken, is served warm so as to try in the cold Tawang climate. The steamed or fried momos come with a variety of fillings, including pork, beef, or vegetables in Tawang. Another delicacy one must try in Tawang is Pork with Black Beans, a hearty and flavourful dish that combines tender pork with the earthiness of fermented black beans. The sausages available here Sausages are locally made, often spiced and flavored with indigenous herbs, are a favourite in Tawang.Balep- Tibetan Bread is another speciality, made from wheat flour, is soft, thick, and served with butter tea or local soups.ChuraSabji is a local dish made from fried rice mixed with vegetables, often served as a filling lunch.

Araa is a traditional alcoholic beverage from the Himalayan regions, particularly popular in Tawang, Arunachal Pradesh. It is a kind of rice wine or fermented barley wine, often made from locally grown grains like rice, millet, or barley. The drink is mildly alcoholic and is often consumed during celebrations or community gatherings, and it holds cultural significance for the people of Tawang, especially the Monpa community.

Often served as a welcome drink in Tawang homes, Butter Tea, the traditional tea is creamy, salty, and full of flavor.Tibetan Herbal Tea is made from local herbs, is believed to have medicinal properties and helps with acclimatization to the high-altitude environment.

Exploring traditional food while traveling from Guwahati to Tawang is not just about satisfying hunger—it's about immersing yourself in the region's culture, learning about its history, and connecting with its people. The food of Assam and Arunachal Pradesh provides a direct window into the heart of these places, making your journey more enriching and unforgettable. By tasting local delicacies, you don't just feed your body, but also your soul, and you help preserve and celebrate the culinary heritage that makes these regions unique. As the learners of food & beverages of the world, it becomes pertinent to also understand the diversity of food traditions in India.

• **Momos:** These steamed or fried dumplings are popular





Pork with fermented bambooshoots

Momos 13 Balep Korkun

From Hotel Kitchens to Classrooms: My Culinary Journey

From Classrooms to Hotel Kitchens: My Culinary Adventure

My path from professional baker to bakery faculty represents a journey of passion, adaptation, and discovery. What began in prestigious hotel kitchens has evolved into a fulfilling career shaping future culinary professionals.

Professional Foundations

My culinary career began during lockdown with an internship at Hyatt Hyderabad Gachibowli, where my dedication earned me a position as Bakery Chef before graduation. After completing my degree, I refined my craft at The Ritz-Carlton Bangalore and had the unique opportunity to establish a bakery from scratch at Hilton Garden Inn. My professional journey continued at JW Marriott Pune as a Demi Chef de Partie in Bakery & Pastry.

A Pivotal Transition

When medical reasons necessitated my departure from hotel kitchens, I briefly explored Human Resources while pursuing an MBA. However, the pull of culinary arts remained strong. Rather than returning to hotel operations, I found a new calling in education—teaching bakery to hotel management students.



The Rewards of Teaching

The classroom has provided unexpected fulfillment. Guiding aspiring chefs through the intricacies of baking has given me a profound sense of purpose. Their enthusiasm mirrors my early passion, reminding me daily of why I fell in love with this craft.

Coming Full Circle

In 2020, I took the entrepreneurial leap of opening my own bakery. Today, my students help manage this business—creating a perfect synthesis of my teaching and professional practice. Watching them apply classroom knowledge in a real-world setting brings immense satisfaction.

A Continuing Journey

While I once measured success by the perfection of my pastries, I now find greater reward in my students' achievements. In transitioning from hotels to education, I haven't stepped away from my passion—I've found a new, meaningful way to express it, shaping not just pastries but futures.

> **Chef Komal** Faculty - IHM Shri Shakti



What can be measured, can be managed

Customer satisfaction is a fundamental component for every business that sells products or services to customers. In business where we are trying to increase revenues and retain customers, it is most important to have a satisfied customer. The hospitality industry faces a unique set of challenges as hotels build deeper connections with loyal guests that are much longer lasting. It is a constant challenge especially as competition and expectations are higher than ever.Quality control in hotels is imperative for maintaining consistent service ,positive brand reputation, guest satisfaction and profitability. These set of standards ultimately drive in more profits for the organization. After all what can be measured can be managed .

1. Noise Management

Ensure a quiet and comfortable environment for guests by minimizing internal and external noise.

Procedures:

Soundproofing:

- Use double-glazed windows, soundproof doors, and acoustic insulation in walls and floors.
- Install door sweeps and soundproofing strips around doors.

Operational Measures:

- Schedule noisy maintenance tasks (e.g., vacuuming, repairs) during low occupancy hours.
- Limit noise from service trolleys, housekeeping, and maintenance activities.

Guest Communication:

- Provide guests with earplugs upon request.
- Inform guests in advance of any potential noise disturbances (e.g., renovation work).



Quality Standards:

Ambient noise in guest rooms should not exceed 30-35 dB during the night.

2. Gloss Level

Maintain appropriate gloss levels on surfaces to ensure safety and comfort while enhancing room aesthetics.

Procedures:

Flooring:

- Use low to medium gloss finishes to prevent slips and reduce glare.
- Regularly clean and polish floors according to manufacturer guidelines.

Maintenance:

- Inspect surfaces regularly for wear and tear.
- Reapply appropriate finishes as needed to maintain consistent gloss levels.

Quality Standards:

- Floors: 20-40 GU (Gloss Units) for low gloss, 40-70 GU for medium gloss.
- Walls and Ceilings: Generally, below 10 GU to avoid glare.

3. Reflectance Management

Optimize surface reflectance to enhance natural and artificial lighting while minimizing discomfort.

Procedures:

Surface Materials:

- Use light-coloured, matte, or satin finishes to reflect natural light without causing glare.
- Avoid high-gloss surfaces in areas with direct light exposure.

Lighting Design:

- Position light sources to avoid direct reflection on glossy surfaces.
- Utilize diffusers and shades to soften light.

4. Air Quality Management

Provide clean, fresh, and well-ventilated air in guest rooms to enhance comfort and health.

Procedures:

Ventilation:

- Ensure HVAC systems are regularly maintained and filters are cleaned/replaced monthly.
- Introduce fresh air into guest rooms regularly, balancing with energy efficiency.

Air Purification:

- Use air purifiers with HEPA filters in rooms and common areas.
- Monitor indoor air quality using sensors to track humidity, CO2, and VOC levels.

Mr. Nirupama Patra HOD - IHM Shri Shakti Cleaning Protocols:

• Use low-VOC cleaning products to reduce air pollutants.

Quality Standards:

- Maintain indoor air quality with CO2 levels below 800 ppm.
- Humidity levels between 40-60%.
- Achieve an Air Quality Index (AQI) below 50 (Good).

5. Lux (Lighting Intensity)

Maintain appropriate lighting levels (measured in lux) in guest rooms for comfort, safety, and ambiance.

Procedures:

- Lighting Levels:
- General lighting: 100-150 lux.
- Task lighting (e.g., reading lamps): 300-500 lux.
- Ambient/night lighting: 5-20 lux.

Lighting Design:

• Use dimmable lights to allow guests to adjust lighting to their preference.

Incorporate natural light wherever possible with adjustable window treatments.

Quality Standards:

- Conduct periodic lux measurements using a light meter to maintain standards.
- Ensure even distribution of light to avoid dark spots or excessive brightness.

Monitoring and Review

- Conduct regular audits of guest room environments, including noise levels, gloss level, reflectance, air quality, and lighting intensity.
- Gather guest feedback to identify areas of improvement.
- Implement corrective actions as needed to maintain high standards of guest comfort and satisfaction.

These evaluation standards are key to the organizations as they have the guidelines on how to implement the standards.They have the criteria to assess the effectiveness and efficiency.These tools help to boost the guest satisfaction index to a higher level. After all our prime focus is to have a delighted guest whom we look forward to be our Loyal customer !

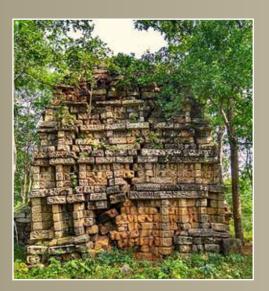
MAHESH TRADERS Wholesale & Retail Grain Merchants

7-2-887, Hissamgunj, Secunderabad - 500 003. Ph: 27700317, Cell: 9246530317



Forgotten Heritage of Telangana

Mr. Pranith Vontela Faculty - IHM Shri Shakti









Devunigutta is a hidden gem within the dense forests of Telangana, near the village of Kothur in the Mulugu district. This ancient temple that has drawn comparisons to the majestic Angkor Wat of Cambodia. Devunigutta, with its deity Lord Shiva, whispers tales of the region's rich architectural and cultural heritage. The temple's architecture presents a fascinating fusion of styles, notably those of the Gupta period and the Chalukya dynasty. The temple was probably built in 6th century CE by the Vazkatakas. It was first recorded in 2012, in an abandoned state, by the Archaeological Survey of India (ASI); however, it did not come to wider attention until images were posted on social media in 2017.

Getting there- The Devunigutta Temple is located approximately 60 km east of Warangal, Telangana. The nearest railway station is Warangal, which is well-connected to major cities in India. From Warangal, you can hire a taxi or take a bus to Kothur village, from where the temple is easily accessible.

Kota Gullu- Dating back to the 12th century, the Ghanpur temples (Kota Gullu) are a group of stone temples located in Ghanpur near Warangal, Telangana. They are 9 km northwest of the Ramappa Temple in Palampet. Constructed by King Ganapatideva, the king of Kakatiya dynasty who ruled during the period of 1199–1260 CE. Kota Gullu comprises about 22 temples, all varying in size and design that exhibits the marvelous architectural work by Kakatiyas. Exposed to the vagaries of nature and continuous battles, the temple complex is in a dilapidated condition but speaks volumes of the architectural proficiency of the Kakatiyas.

Getting there- Warangal is the Nearest Town to Ghanpur. Warangal is 60 km from Ghanpur. Road connectivity is there from Warangal to Ghanpur.

Gollatha Temple- Rising from the landscape of Alvanpalli, Jadcherla Mandal, Mahabubnagar District, GollathaGudi stands as a testament to the ingenuity of 5th-century artisans. This ancient Jain temple, a rare brick construction, reaches a towering 65 feet, making it the tallest of its kind in Indian. In fact, all over India, there are only two ancient brick constructions above 50 feet, the other ancient brick structure temple outskirts of Bhitargaon in Uttar Pradesh's Kanpur district, which was constructed 1600 years ago and stands at a height of 58 feet," as per archaeologist.GollathaGudi also called the Ruins Brick Temple of Jainism, has remarkably retained its architectural integrity and stucco embellishments. The excavated stucco figurines demonstrate the enduring legacy of the Amaravathi School's lime plastic art.

Getting there- Alvanpalli (Gollathagudi) village is 10 km from Jadcherla and 30 km from Mahabubnagar. Well connected by road. Nearest railway station is Jadcherla.



Chef Srinivas Juleri Executive chef of AN Te Ra Restaurant

Plant-based cuisine is a wonderful topic in our human life. There are more benefits to the environment with these cuisines.

Benefits:

Plant Based diets can be more helpful to the risk of chronic diseases such as Diabetes, Heart disease, different risk of chronic diseases, such as heart disease, diabetes, and certain cancers, Obesity and main thing is this cuisine can help reduce greenhouse gas emissions, conserve water, and reduce deforestation. It helps to promote compassion and reduce the animal suffering.

Plant Based Diets :

In the Plant based diets many major food items playing a major role in our life. Especially Legumes such as Beans, chickpeas, Grains are as Quinoa, Whole wheat, Nuts and Seeds as Cashewnuts, Flax seeds, Almonds, dates. Plant based milk such as almond milk, soy milk, oatmilk, coconut milk Tofu and tempeh versatile protein sources made from soybeans. There are many items are play an important role for Protein to build muscles and organs in human body. In the plant based cuisine many food items play a key role on creating delicious vegan and vegetarian recipes. Such sources are Vegan stir-fries, Lentil soups, Roasted vegetable bowls, Vegan curries, and Plant-based burgers. In the plant based food diet need to start with small changes. It explore with new Ingredients, Discover vegan versions of our favourite foods, Follow plant based bloggers, cook books, social media accounts. For habituating it will take much time and required the practice.

Plant-Based Cuisine

The Art of Plating and Food Presentation:

The Art of plating and food presentation is a major aspect of culinary arts. It enhances the Appeal of a dish, elevating dining a crucial aspect of culinary arts that enhances the visual appeal of a dish, elevating the overall dining experience. There are many tips and techniques to give appeal of the dish. It is Visual balance on the plate; Color of the dish is bright vegetables, garnishes, sauces for visual attraction, texture like creamy, crispy, and juicy. Shape and form of the ingredients and how they're arranged as layering, stacking, even cutting of ingredients into different shapes. Better to leave some empty space on the plate to allow the dish to breath and draw attention to the food itself. Adding the height to the place will create visual appeal. In the plating garnish of edible flowers, micro greens, herbs r also will play a crucial role.

Techniques for Plating :

Divide the plate in thirds vertically or horizontally vegetables, meats, starchy products, swooshes and dots. Tools like tweezers, spoons are more helpful for arranging dishes.

Steps to plate a Dish :

Choose your plate, plan of layout, clean the plate thoroughly, and finish with garnish. There are different styles of plating-Rustic, Artistic, Classic, and Minimalist with colours, texture. Food presentation is as much an art as it is a skill. By paying attention to these principles and employing various techniques, you can enhance the visual appeal of your dishes.

Managing Kitchen Staff :

Leadership, Training, and Teamwork: Explores best practices for managing kitchen staff, including recruitment, training, motivation, and performance evaluation. Managing kitchen staff is a major crucial for a success full restaurant, productivity, and teamwork and food quality. It Includes Clear Communication, define their roles and responsibilities, Training and Development, Positive work culture, Efficient workflows of the staff, Conflict management, Performance Monitoring, Wise scheduling, Health and safety standards, Led by Example, Above all things will effective management leads to high food quality and positive work environment, essential for a Successful kitchen. Food Cost Control: Minimizing Waste and Maximizing Profitability: Discusses techniques for managing food costs, including portion control, inventory management, and waste reduction. It is a Crucial for Profitability in food service operations like restaurants, hotels, catering. Key strategies of food cost control are Understanding Food Costs to analyze of less and more cost of the ingredients.

Understand the Menu Engineering, Portion Control of the food, Stock Inventory management, supplier Relationships, Waste reduction of made food. Employee Training and Engagement, Utilizing of modern technology, Pricing Strategy, regular reviews and adjustments of the things.

Menu Planning and Development:

Creating Balanced and Appealing Menus: Covers menu engineering, pricing strategies, and how to create menus that are both attractive to guests and profitable for the establishment. Firstly define of restaurants concept on theme, target audience, Market Research on food trends and dietary preferences. Costing and Pricing of the ingredients to ensure profitability, menu variety and balance, use of seasonal and Local Ingredients to support flavours and local sourcing, user friendly design and layout of menu, dietary like allergen, spicy, best sellers to be mentioned, Testing and feedback of the critical dishes to manage the menu and training of staff.

Reducing Food Waste:

Strategies for Minimizing Waste in Food Production: Covers techniques for reducing food waste in the kitchen, from proper storage to creative repurposing of leftovers. In Nowadays reducing food waste is mandatory for sustainability in the food industry. It is benefiting thing to environment and business performance. Many things are playing major crucial role in reducing food waste are Inventory management, Menu Planning, Upselling of items, Food preservation at right temperature, employee Training, Food rescue To donation food to charities, Customer Engagement for offer small portions, Implement of Composting and Recycling of waste reduction. Technology Utilization for adopting software methods to enhance food quality and lifespan, monitor food waste regularly and gather feedbacks to refining offerings.

The Future of Food

Exploring New Technologies and Food Sources: Discusses emerging technologies and alternative food sources, such as lab-grown meat, vertical farming, and 3D food printing. IN the future there are many methods will be explored are sustainable practices if shift towards plant based diets to regenerative cultivation to enhance environmental sustainability. Personalized Nutrition diets based on data analysis, supply chain management chain transparency in sourcing. Innovative distribution models in crop development, food access and climate change. Global food security, Unique culinary experiences and focused on food products. Increased demand for minimally processed foods.

In summary, the food industry must adapt to these trends to create healthier, sustainable, and equitable food systems, essential for tackling challenges like climate change and food security.

Anjali Farms & Foods

2-6-26/1, Sikh Village, Diamond Point, Secunderabad. Cell: 9494074550, 7306505550



Building Loyalty is Building Business

Hospitality is the act of warmly welcoming, hosting, and taking care of guests, ensuring their comfort and satisfaction. It involves offering excellent service, being attentive to guests' needs, and creating an atmosphere of friendliness, respect, and care. In the hospitality industry, it encompasses various sectors like hotels, restaurants, and travel, where the goal is to provide memorable experiences. Key aspects of hospitality include personalization, communication, empathy, and consistently high-quality service. Great hospitality makes guests feel valued and appreciated, building loyalty and fostering positive relationships. Ultimately, it's about going above and beyond to create a welcoming and enjoyable experience for those you serve.

Hospitality plays a crucial role in making the guest experience better by creating a warm, welcoming, and personalized environment. Here's how:

1. Creating a Welcoming Atmosphere

- ✓ First Impressions Matter
- ✓ Attention to Comfort

2. Personalizing the Experience

- ✓ Remembering Preferences
- Anticipating Needs

3. Going Above and Beyond

- Exceeding Expectations
- Handling Challenges Gracefully

4. Consistency in Service

- ✓ Reliable and High-Quality Service
- ✓ Attentive Follow-Up

5. Building Emotional Connections

- Empathy and Care
- ✓ Making Guests Feel Like Family

6. Attention to Detail

- ✓ Small but Meaningful Touches
- ✓ Ensuring Cleanliness and Comfort



In essence, good hospitality elevates the guest experience by focusing on warmth, attentiveness, and a personal connection. It's about creating an environment where guests feel valued, relaxed, and eager to return, which creates loyalty and long-term relationships.

Building guest loyalty through exceptional guest service is essential for any business, especially in the hospitality industry. It involves creating a memorable experience that makes guests feel valued, respected, and eager to return. Here are some key strategies to help you achieve this:

1. Personalize the Experience

- ✓ Get to know your guests
- Anticipate their needs

2. Training Staff to Go Above and Beyond

- ✓ Empower employees
- ✓ Focus on attitude
- Create emotional connections

3. Consistency in Service

- Ensure high standards every time
- ✓ Follow up

4. Listen and Respond to Feedback

- ✓ Act on guest feedback
- ✓ Be receptive to online reviews

5. Create Exclusive Offers or Rewards

- ✓ Loyalty programs
- ✓ Surprise and delight
- 6. Make the Check-In and Check-Out Process Smooth
 - Fast and easy check-in/check-out
 - ✓ Handle issues quickly

7. Surprise Guests with Special Touches

- ✓ Customized offerings
- ✓ Attention to detail

8. Foster a Positive, Welcoming Atmosphere

- Create a comfortable environment
- ✓ Friendly ambiance

9. Go the Extra Mile in Handling Difficult Situations

- Dealing with complaints gracefully
- ✓ Make amends

10. Engage with Guests Post-Stay

- Follow up with personalized messages
- ✓ Maintain communication

By focusing on these key aspects, you create an experience that encourages guests to return because they feel valued, respected, and cared for. Exceptional guest service is all about making a lasting impression, so that when your guests think about where they'll go next, they remember the great experience you provided.

Adarsh Pradhan

Front Office manager Marigold Hotel (Unit of Greenpark Hotels and Resorts Limited) Hyderabad, Telangana

Guest Experience and Service Excellence in Food and Beverage Department

In the hospitality industry, the Food and Beverage (F&B) department plays a vital role in delivering exceptional guest experiences. Guest Experience and Service Excellence in F&B is about creating memorable, personalized interactions that exceed guest expectations.

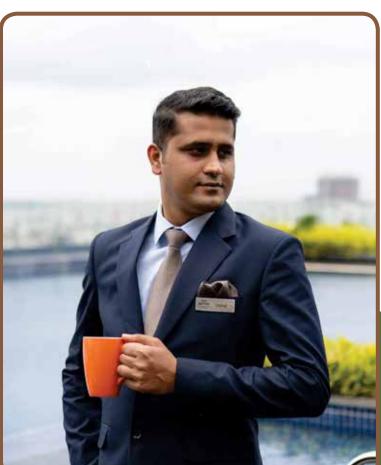
Understanding Guest Expectations in F&B

To deliver exceptional experiences, it's essential to understand what guests expect from F&B:

- 1. Quality of Food: Guests expect high-quality, flavorful dishes.
- 2. Presentation: Guests appreciate visually appealing presentations.
- 3. Service: Guests demand attentive, knowledgeable, and friendly service.
- 4. Ambiance: Guests expect a welcoming, comfortable atmosphere.
- 5. Value: Guests want to feel that they're getting value for their money.

Key Elements of Guest Experience and Service Excellence in F&B

- 1. Menu Knowledge: Staff should have in-depth knowledge of menus.
- 2. Food Preparation: Food should be prepared to perfection, presented attractively.
- 3. Service Standards: Staff should provide attentive, friendly service.
- 4. Beverage Service: Staff should have knowledge of beverages, offer pairing suggestions.
- 5. Ambiance Management: Staff should ensure the ambiance is welcoming, comfortable.



Strategies for Delivering Exceptional Guest Experiences in F&B

- 1. Train Staff: Equip staff with menu knowledge, service skills.
- 2. Use Technology: Leverage technology to enhance experiences, streamline service.
- 3. Personalize Interactions: Tailor interactions to individual guests' preferences.
- 4. Empower Staff: Give staff autonomy to make decisions, resolve issues.
- 5. Measure Feedback: Collect feedback, make improvements.

Best Practices for Service Excellence in F&B

- 1. Greet Guests Warmly: Welcome guests with a smile, offer menus.
- 2. Take Orders Accurately: Ensure orders are taken correctly, delivered promptly.
- 3. Provide Beverage Service: Offer beverage pairing suggestions, deliver beverages promptly.
- 4. Monitor Food Quality: Ensure food is prepared to perfection, presented attractively.
- 5. Follow Up: Check on guests' satisfaction, address concerns promptly.

The Benefits of Guest Experience and Service Excellence in F&B

- 1. Increased Loyalty: Guests return due to positive experiences.
- 2. Positive Word-of-Mouth: Guests share experiences with others.
- 3. Revenue Growth: Exceptional experiences drive revenue.
- 4. Competitive Advantage: Stand out from competitors.
- 5. Improved Staff Morale: Staff pride themselves on delivering excellence.

Challenges and Opportunities in F&B

- 1. Changing Guest Expectations: Stay ahead of evolving expectations.
- 2. Staff Training: Invest in ongoing training, development.
- 3. Menu Engineering: Balance menu offerings with guest preferences.
- 4. Technology Integration: Balance technology with human touch.
- 5. Sustainability: Incorporate sustainable practices into F&B operations.

Conclusion

Delivering exceptional guest experiences in F&B is crucial in the hospitality industry. By understanding guest expectations, incorporating key elements, and implementing strategies, you can create memorable experiences that drive loyalty, revenue, and growth.

By prioritizing Guest Experience and Service Excellence in F&B, you'll not only meet but exceed guest expectations, setting your organization apart from competitors and driving long-term success.

Vishal Singh Restaurant and Bar Manager Marriott Executive Apartments Hyderabad

Sustainable Practices in Airport Facility Management

Sustainable practices in airport facility management are essential for reducing environmental impact, enhancing operational efficiency, and improving the overall passenger experience. Airports worldwide are adopting various strategies to achieve sustainability, including renewable energy adoption, sustainable waste management, and eco-friendly infrastructure. Two key areas of focus are the implementation of paperless E- checklist processes and the broader digitalization of airport operations.

Benefits of Paperless E-Checklists

Environmental Impact: Reducing paper usage directly decreases deforestation and waste generation. This aligns with our environmental goal and helping BIAL in achieving sustainability targets.

Operational Efficiency: E-checklists enable us with real-time data access, reducing the time spent on manual data entry and minimizing errors



Sustainable Waste Management

Sustainable Waste Management involves several key practices to minimize environmental impact.

i. Plastic segregation at the source ensures recyclables are properly sorted.



- ii. Cigarette butts are segregated at source and hygienically recycled to produced sustainable soft toys.
- iii. E-waste collection points facilitate the recycling of electronic devices.
- iv. 5Rs Concept (Reduce, Reuse, Recycle, Recover, Reproduce) ensures optimum product life cycle.
- v. Security Restricted Articles are segregated at source for reuse and recycle based on acceptability by authorized agencies.
- vi. BIAL is the only Indian Airports to have In-house Solid Waste Management Plant generate energy from waste promoting a circular economy within the airport.

Bio-waste is managed from end-to-end process ensures infection control and prevent contamination

Cost Savings: By eliminating the need for paper and printing, we at BIAL significantly cut the costs associated with these materials.

Compliance and Traceability: Digital records are easier to store, retrieve, and audit, ensuring compliance with regulatory requirements and improving traceability

Integrated Customer Engagement Process

Biometric Systems: Utilize facial recognition, fingerprint scanning, and iris recognition for seamless check-in, security screening, and boarding.

E-Deployment: Implement digital deployment of cleaning staffs to reduce physical documents and speed up processing.

Feedback System Integrated with Biometric Data: Collect personalized feedback linked to specific passenger interactions for accurate insights and service improvements.

QR-Based Customer Feedback Process:Customized QR Codes are deployed at key touchpoints enabling Customers to provide quick, contactless feedback via their smartphones, enhancing data collection and analysis.



Mr. Ranajit Behera Assistant General Manager - Services at Kempegowda International Airport, Bengaluru (BIAL)



Sustainable Procurement Process

Bio Cleaning Products: Use eco- friendly cleaning agents that are biodegradable and non- toxic, reducing environmental impact and ensuring safer working conditions.

100% Compostable Garbage Covers: Use of compostable garbage covers support the sustainable goal and the elimination of single use plastic at KIAB.

Recycled Toiletries: Procure toiletries made from hygienic recycled materials, such as paper products and packaging, to minimize the impact of environment.

Sustainable Cleaning Materials: Procuring hi-tech cleaning tools and equipment based on its larger life cycle and improved productivity reduces the environmental impact.



Multi-tasking Clenaing Robots

BIAL deployed multi-tasking cleaning robots for cleaning automations that ensures optimization of resources based in sensor monitoring of surface condition and operate based on the cleaning needs.





Cleaning with deionized water

Unlike other conventional RO units, the DI water production units at BIAL has Zero discharge capacity eliminate wastage of portable water.

Use of deionized (DI) water reduces several conventional cleaning agents that required to maintain high glazed building. Most of the buildings at KIAB are covered by glazed facade to optimize the interior lighting needs. All these glazes and the floors are cleaned with DI water only.

In a nutshell...

Sustainable practices in Airport Facility Management, including paperless processes, sustainable waste management, integrated customer experience, sustainable procurement policies, mechanized cleaning and use of DI water as an alternate to conventional cleaning chemicals, significantly enhance operational efficiency and enable us in contributing to the Sustainable Goal of BIAL and reduce the impact on Global Sustainable Development Goals. These initiatives not only reduce costs and environmental impact but also improve Customer Experience and Safety, paving the way for a greener, more sustainable future in airport operations.

IHM Shri Shakti World Wide



Chandu Kalavakuri 2020 - 2023, Baker patisserie Carneros Resort and Spa Napa , California , USA

My years at IHM Shri Shakti have been exceptionally fruitful, filled with immense learning, handson experience, and personal growth. I, Chandu Kalavakuri, had the privilege of studying at this esteemed institution from the year 2020 to 2023. Throughout these three years, I acquired not only academic knowledge but also practical expertise that has significantly contributed to shaping my career in the hospitality industry. Looking back, I can confidently say that my time at IHM Shri Shakti was nothing short of transformative, laying the foundation for my professional journey and opening doors to opportunities that I had once only dreamed of.

From the very beginning, I was fortunate to have been mentored by some of the most knowledgeable and experienced faculty members in the field. The guidance and support they provided were invaluable, as they constantly encouraged me to push my limits and strive for excellence. One of the most significant aspects of my degree program was the emphasis on practical exposure. Theoretical knowledge is undoubtedly important, but the true essence of hospitality can only be learnet through hands-on experience. IHM Shri Shakti ensured that we had ample opportunities to apply our learning in real-world scenarios. My internship at the prestigious Taj Falaknuma Palace. was nothing short of extraordinary. Working at one of the finest luxury hotels allowed me to put my academic learning to the test in a high-pressure, real-world setting. The hospitality industry demands hard

work, dedication, and an eye for detail, all of which I honed during my time at the palace.

After gaining substantial experience in the service department, I ventured into the kitchen, where my passion for culinary arts truly flourished. Among the various sections of the kitchen, the patisserie particularly captivated me. I learned the intricacies of baking, chocolate work, and the delicate art of dessert presentation. Every moment spent in the patisserie was a step towards refining my skills and deepening my understanding of the culinary world.

IHM Shri Shakti not only provided a strong academic and practical foundation but also played a pivotal role in securing international opportunities for its students. One of the most life-changing moments in my journey was when I received an opportunity to work overseas at the renowned Carneros Resort and Spa, a well-established luxury property. This was a milestone in my career, marking the beginning of an international experience that would significantly enhance my expertise and exposure in the field.

My international exposure taught me invaluable life lessons. Working in a foreign country, adapting to a different culture, and understanding global hospitality standards broadened my perspective.

Looking back, I realize that my journey has been shaped by the incredible support of my college, faculty members, mentors, and fellow students. The friendships I built and the experiences I shared with my colleagues will always hold a special place in my heart. The hospitality industry is as much about human connections as it is about service and skills, and IHM Shri Shakti ensured that we understood this fundamental aspect.

As I continue on my professional path, I remain eternally grateful to my alma mater for providing me with the best possible education, training, and opportunities. I am excited for what the future holds and will always carry the lessons, values, and memories from IHM Shri Shakti with me.

To all aspiring hospitality professionals, I encourage you to embrace every opportunity, work relentlessly towards your goals, and never stop learning. The industry is demanding but equally rewarding for those who are passionate and dedicated. I owe my success to my college, my mentors, and the invaluable experiences I gained along the way.

The journey so far has been incredible, and I look forward to scaling greater heights in the hospitality world. Thank you for being an integral part of my story.



My Culinary Journey in Ireland

When I first stepped into the world of hotel management, I had no idea that this path would lead me to the bustling kitchens of Ireland. But after 4 years of cooking my way through people's hearts, I have realized that my journey from a student at IHM Shri Shakti to a professional chef in one of the most reputed restaurants in Ireland has been one of passion, perseverance, and positive direction from my college and seniors to which I owe my current success.

After completing my studies, I initially started by joining a humble bakery in my hometown Assagao, 'Handmade Happiness' which was a bake shop and a cloud kitchen. I joined in the capacity of a pastry chef and subsequently worked my way up to Commis I by assisting the chefs working on the menu for the cloud kitchen. As a pastry chef, I enjoyed baking a multitude of items including Goa's favourite Pastéis de Nata, baklava, all seasonal cakes, as my specialty- the chocolate bake. Working at a local bake shop gave me the confidence to independently managing a small business. It also made me passionate about increasing the sales of the bakery while curating a place for the baked goods in my customer's hearts.

In what can be considered a life- changing move, after working a year in my neighbourhood, I made the bold decision to move to a foreign land to gain exposure to the culinary world. Ireland's rich culinary heritage and growing food industry were a perfect fit for my ambitions, and I decided to take the experience I had and grow it manifold. I landed my first job in the Irish kitchen of Druids Glen Hotel and Golf Resort. It was both exciting and challengingthe fast-paced environment, the high expectations, and the need for precision pushed me to improve every single day. Here, I joined as a Demi Chef de partie, but despite being a foreigner among Irish lads, partaking in their culture helped me grow in personality and skill, which in turn reflected in my style of cooking for the Irish guests. I honed my skills here as a chef and gained recognition among my peers and got promoted to Chef de partie. It was truly one of the first achievements in my journey as a chef that I will forever cherish.

Over time, I adapted to the Irish way of cooking while incorporating my own style and influences. Learning about local ingredients, traditional dishes, and modern Irish cuisine expanded my culinary repertoire. I worked under experienced chefs who taught me the importance of discipline, creativity, and teamwork. Trying to explore new ventures took me to a new level of expertise- joining The Palm as a Junior Sous Chef!

Being a chef is not just about cooking, it's about problem-solving, multitasking, and constantly innovating. There were days of extreme exhaustion, aching feet, and immense pressure, however, the satisfaction of seeing people enjoy my food makes it all worthwhile.

My journey as a chef in Ireland is still unfolding, with new flavours to explore and greater skills to master. Reflecting on how far I've come, I feel grateful for the experiences and the people who have shaped my career. For those aspiring to enter the culinary world, I would say this: Embrace every challenge, stay curious, and never stop learning. The kitchen is a place where passion meets perseverance, and if you truly love what you do, success will follow.

Who knew that watching my mother prepare traditional Goan dishes with passion would ignite a spark in me. And that tiny spark ignited such a fire in my soul that food has now become my life's calling.

> **Cleon Mascarenhas** 2017 - 2020 Junior sous chef The palm gastro bar and hotel, Ireland

I am a passionate chef who followed my dreams into the culinary world, starting from a humble middleclass background. My journey began as a Commis III in continental cuisine at Golf Brewery and Fine Dining Restaurant. As a student of IHM Shri Shakti I often participated in food production events, which, although very challenging, always drew me back to the kitchen due to my love for Culinary arts. This passion led me to develop my skills further at Prism Club and Kitchen as a Commis I, before advancing to the same role at Novotel Vijayawada. Driven by a desire to grow and expand my culinary repertoire, I have broadened my horizons and am now honing my skills in French cuisine as a Commis at Le Grand Hôtel des Thermes in France, showcasing my dedication to culinary excellence.

My time at Golf Brewery and Fine Dining Restaurant provided a solid foundation in continental cuisine, introducing me to a variety of flavours and techniques. The demanding environment of food production during my college years instilled in me the importance of hard work, perseverance, and teamwork—essential qualities for any aspiring chef. At Prism Club and Kitchen, I gained valuable experience in a different kitchen setting, allowing me to refine my skills and learn new approaches. My role at Novotel Vijayawada further solidified my understanding of kitchen operations and

LakshyBelwal 2019-2021 Commi, Le Grand Hotel des Thermes, France.

My journey in the world of hospitality began at IHM Shri Shakti, where I had the privilege of being part of an institution that shaped my professional and personal growth. From the very first day, I was immersed in an environment that instilled discipline, creativity, and a deep passion for service. The rigorous training, practical exposure, and guidance from experienced faculty members prepared me for the challenges and opportunities that lay ahead including theoretical know how and essential soft skills

I embarked on my professional journey at The Leela Palace, a name synonymous with luxury and excellence



provided opportunities to work with a larger team, enhancing my collaborative abilities. Now, at Le Grand Hotel des Thermes, I am immersed in the world of classic French cuisine, learning the intricacies of its techniques, ingredients, and traditions. This experience is proving invaluable in broadening my culinary expertise and allowing me to explore new dimensions of flavour and artistry. I am eager to continue learning and growing as a chef, embracing every challenge and opportunity that comes my way.



in the hospitality industry. Joining as a Housekeeping Associate, I was introduced to the high standards of the industry and the importance of attention to detail in ensuring an exceptional guest experience. Ensuring that every guest experienced the signature luxury that The Leela Palace is known for.

One of the most rewarding aspects of my job has been the opportunity to interact with guests from diverse backgrounds, understanding their preferences and delivering personalized services that exceed expectations. This experience reinforced my passion for the industry and my desire to explore new horizons.

While working at The Leela Palace, I realized the importance of continuous learning and upskilling to advance in the hospitality industry. This led me to take a bold step-pursuing higher education in the UK. Currently, I am studying for a master's degree at Coventry University London

Studying in the UK has been a transformative experience. It has broadened my perspective, introduced me to global hospitality trends, and enhanced my managerial and leadership skills. The international exposure, coupled with my practical experience at The Leela Palace, is preparing me for a future where I aspire to take on leadership roles in the industry.

As I look ahead, my ultimate goal is to establish my own venture in the hospitality sector, Inspired by the values instilled in me at IHM Shri Shakti, I aim to build a brand that reflects excellence, sustainability, and personalized service. I believe that hospitality is not just about managing hotels but about creating unforgettable experiences, and I am eager to contribute to this ever-evolving industry in my own way.

Sri Charan Sai Dasari 2019-2022 Student , Coventry University, London.

To my fellow alumni and juniors at IHM Shri Shakti, I encourage you to embrace every learning opportunity, remain adaptable, and never stop dreaming. The hospitality industry is dynamic and challenging, but with dedication, passion, and continuous learning, the possibilities are endless. I am grateful to IHM Shri Shakti for laying the foundation of my career and for the network of inspiring alumni who continue to motivate me. I look forward to connecting, collaborating, and sharing more experiences with this esteemed alumni group. I sincerely appreciate this opportunity to share my journey, and I hope my story inspires aspiring hospitality professionals to pursue their dreams with confidence and determination.

As I sit down to write my thoughts as an alumnus reflecting on my college days at IHM Shri Shakti a wave of nostalgia washes over me, bringing back a flood of memories that I hold dear to my heart. My college days were not just a chapter in my life but an experience that shaped me into the individual I am today.

One of the most significant aspects of my college journey was the unwavering support and guidance provided by the dedicated faculty of the Hotel Management department. Their passion for teaching, industry expertise, and commitment to our growth and development were truly commendable. They equipped us with the tools needed to excel in the dynamic world of hospitality, imparting both theoretical knowledge and practical skills.

The camaraderie shared with my friends during our college days is something I cherish deeply. From late-night study sessions to impromptu gatherings in the campus canteen, every moment spent with them was filled with laughter and shared experiences that created bonds for a lifetime.

Hostel life added another layer to our college experience. From sharing meals in the common dining hall to latenight conversations in the dorm rooms, the hostel became a home away from home, we shared in each other's triumphs and challenges. The sense of community and togetherness fostered in the hostel created a supportive environment that made our college journey even more memorable.

Our professors encouraged a lively and engaging learning environment, where creativity and innovation were celebrated. The moments of laughter, inside jokes, and light-hearted banter fostering a sense of belonging among classmates.

Campus days were a vibrant tapestry of events, activities, and learning opportunities that enriched our college experience. From cultural festivals to industry visits, guest lectures to culinary competitions, each day brought new adventures and discoveries that broadened our horizons and enriched our understanding of the hospitality industry.

As we prepared to embark on our professional journeys, the excitement of campus interviews and placement drives added a new dimension to our college days. The thrill of dressing up in formal attire, polishing our resumes, and showcasing our skills to potential employers filled us with a sense of anticipation and excitement for the future.

> **Vijay Singh Mehra** 2010: 2013 Restaurant Manager, M.H.Alshaya Company Food Division (The Cheesecake Factory) - Bahrain

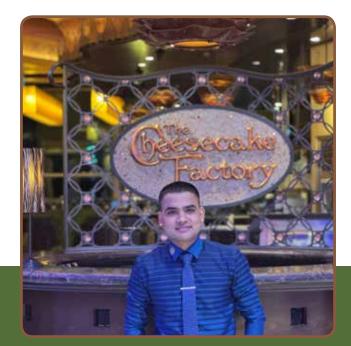
One of the highlights of our Hotel Management course was the industrial training that provided us with hands-on experience in real-world hospitality settings. From luxury hotels to bustling restaurants, we gained valuable insights into the day-to-day operations of the industry, honing our skills and knowledge under the guidance of experienced professionals

The outdoor catering experiences during our college days were a true test of our skills and teamwork. From planning menus to coordinating logistics, executing flawless events to ensuring customer satisfaction, these experiences taught us the importance of attention to detail, time management, and customer service excellence. Today, as a Restaurant Manager, I draw upon the lessons learnt during those outdoor catering events to deliver exceptional dining experiences to my guests.

As I look back on my college days with a sense of gratitude and fondness, I am reminded of the invaluable lessons, friendships, and memories that have stayed with me long after graduation. To the faculty who inspired and guided us, the friends who stood by our side, and the campus that felt like a second home, I extend my heartfelt appreciation for making my college journey truly unforgettable.

To all the current students embarking on their own college adventures, I encourage you to embrace every moment, seize every opportunity, and cherish the relationships you build along the way. Your college days will be a time of growth, discovery, and transformation that will shape your future in ways you never imagined.

As an alumnus of the IHM Shri Shakti I raise a toast to the faculty, friends, and campus that made my college days a memorable and enriching experience. Here's to the laughter, the learning, and the love that will forever be etched in my heart."



Life often takes us on unexpected journeys, filled with twists and turns that shape us in ways we could never have imagined. My story, a tale of transitioning from Hotel Management to a career in IT as a project coordinator in Dubai, is a testament to the fact that the right combination of skills, timing, and adaptability can lead to incredible opportunities.

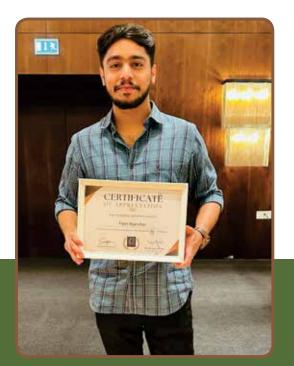
I began my academic journey at IHM Shri Shakti captivated by the world of hospitality. This provided me with a solid foundation in organizational skills, customer relations, and operational efficiency. As a student, I interned in various prestigious hotels, learning how to manage teams, streamline processes, and handle customer complaints with grace. The experience was invaluable, shaping my ability to thrive under pressure and manage complex tasks simultaneously.

However, as I graduated and entered the workforce, I realized that the hospitality industry, while fascinating, wasn't where my long-term passions lay. Despite gaining solid experience in managing guest services, I began to feel the pull of something different—something that combined logic, problem-solving, and a growing interest in technology.

The turning point came when I started observing how technology was becoming an integral part of hospitality. From automated check-in kiosks to online booking systems and guest service apps, I saw how software and technology were revolutionizing the industry. That's when I realized that the tech world was where I wanted to be.

I took a leap of faith and decided to enrol in a few online courses on IT project management and software development. These courses provided me with the skills and knowledge needed to understand the rapidly growing IT industry. I soon discovered that many of the skills I had developed in hotel management communication, problem-solving, multitasking, and team coordination—were transferable to the world of IT.

Armed with a new set of skills and a clear vision of my future, I made the bold decision to leave the hospitality industry behind and pursue a career in IT. I landed my first job at a software development company as an entry-level project



coordinator. My transition was not without its challenges. The IT world was vastly different from the hotel industry. The terminology, the pace of work, and the sheer complexity of technical projects were overwhelming at first.

However, I quickly adapted. The project management skills I had honed in hotel operations, such as keeping track of multiple tasks, managing client expectations, and ensuring smooth communication between teams, turned out to be incredibly valuable. I learnt how to work with software developers, UX/UI designers, and QA engineers, keeping all parties aligned and ensuring that projects were completed on time and within budget.

The transition was gradual. I spent hours after work improving my technical skills, taking additional courses, and learning everything I could about the IT industry. Slowly but surely, I gained more confidence and began to take on larger projects. My ability to manage teams, collaborate with clients, and oversee complex projects made me stand out. I moved from an entry-level project coordinator role to a more senior position, and within a few years, I found myself working in one of the most exciting cities in the world: Dubai.

Moving to Dubai was another leap of faith. The city is known for its innovation, technological advancements, and diverse work environment, making it the perfect place for anyone looking to make a mark in the IT industry. I was hired by a leading software company as a project coordinator, responsible for managing large-scale software projects for clients in various sectors, including healthcare, finance, and retail.

Living and working in Dubai has been a thrilling experience. The fast-paced nature of the city, the cultural diversity, and the constant drive for excellence has made my career truly dynamic. As a project coordinator, I work closely with clients and cross-functional teams, ensuring that each project meets client expectations while also staying within the scope, timeline, and budget. I've been involved in everything from managing software implementation to overseeing user acceptance testing, all while working with some of the brightest minds in the industry.

Looking back on my journey, I'm amazed at how far I've come. From hotel management to IT project coordination, each step of my career has been shaped by a combination of passion, perseverance, and the willingness to embrace change. While my path may seem unconventional, it has taught me that with the right mind-set, any skill can be adapted to fit a new industry, and any challenge can be overcome with determination.

In the end, it's not about where you start, but where you're willing to go. My journey is proof that with hard work and an open mind, you can reinvent yourself and carve out a fulfilling career, no matter the industry. And for me, that path led to Dubai, where I continue to grow and thrive in the exciting world of IT software."

Vipin Rajendran 2015 - 2018 Project Coordinator DU (Emirates Integrated telecommunication company) - Dubai

IHM Shri Shakti Entrepreneurs



My career journey has been an exciting and dynamic one, marked by my versatility, leadership, and passion for personal growth. After graduating from IHM Shri Shakti in 2021, I embarked on my professional career with a drive to explore the world of hospitality and business operations. Starting as a Front Office Associate, my first experience in the hospitality world took place at prestigious five-star hotels such as Hyatt and Radisson. These roles provided me with an invaluable foundation in customer service, team coordination, and high-end guest experience management, all of which are crucial elements in the hospitality industry.

My attention to detail and commitment to providing exceptional service quickly stood out, earning me recognition and an opportunity to step into a leadership role. I was promoted to Team Leader at both Hyatt and Radisson. I managed a team of associates, ensuring that daily operations ran smoothly while maintaining the luxury standards for which these world-class hotels are known. My ability to connect with people, both guests and colleagues, contributed to the positive atmosphere of the hotel and the overall success of my team. After this experience in hospitality, I transitioned to a new role with AWFIS, a leading co-working space provider, where I started as an Executive. My role at AWFIS involved managing customer relations, handling operational logistics, and ensuring that co-working spaces were running at peak efficiency. My background in hospitality, which emphasized customer-centric service, proved invaluable in this new setting.

Then, I was promoted to Senior Executive -Experience at COWRKS. This new role expanded my responsibilities, allowing me to take on more strategic and managerial duties, including overseeing larger teams, driving business growth, and fostering client relationships. My leadership style, which balanced empathy with strong decision-making, became a defining feature of my work. My ability to integrate both operational and customer-facing aspects of my work made me a valuable asset to the organization.

In addition to my career in the corporate world, I have also cultivated a significant online presence through my social media profile, "Chocolate Singh." On YouTube and Instagram platforms, where I share lifestyle, travel, and personal growth content, I have garnered a loyal following. My social media journey allows me to express my creativity, connect with a broader audience, and share my experiences with others. I have successfully used social media to build a personal brand while maintaining a balance with my full-time professional commitments.

My ability to adapt and excel in multiple roles, ranging from hospitality to business operations, showcases my capacity for leadership and commitment to personal and professional development. Moreover, my passion for content creation through Chocolate Singh and my blog adds another layer to my multifaceted career. I continue to thrive in both my corporate role at COWRKS and my social media ventures, proving that with determination, adaptability, and a strong sense of purpose, one can successfully navigate and excel in today's fast-paced world.

Jatin Ailsinghani 2019-2021 Senior Executive Experience, Blogger, COWRKS - India My fellow colleagues and students, my name is Yash Bangre. I am from Nagpur, and I completed my graduation from IHM Shri Shakti in 2020. During those three years, I learned a great deal from the faculty and the excellent chefs who taught us well and guided us throughout our learning period. I'm especially grateful to our principal, Ms. Anita Chandran, who instilled in us valuable learning skills, including techniques, methods, and how to manage various aspects of work in any field Every second-year student should do industrial training to gain practical experience and understand what it's like to work in their chosen area of interest. My graduation days were filled with such opportunities.

I also made my share of mistakes, but learning from those mistakes has shaped me into both a chef and a businessman. I've worked for several reputable companies, including Haldiram Foods International Pvt Ltd, La Pinoz Goa, and Domino's. These experiences provided me with valuable working knowledge. Now, I've taken the leap and started my own restaurant in Nagpur, Maharashtra, called

Yash Bangre 2017-2020 Businessman & Chef , Appetizer Foods, India - Nagpur



Sneha CCFPP - IHM Shri Shakti

The Path Ahead

(A Poem on Growth and Learning)

The road is long, the path unknown, With seeds of dreams already sown. Each step we take, a lesson learned, Through trials faced and bridges burned.

The morning sun, so bright, so bold, Whispers tales of days untold. Yet shadows stretch, and doubts arise, Like fleeting clouds in endless skies.

We chase the stars, we seek the light, We stumble blindly through the night. Yet even darkness plays its part, For wisdom grows within the heart. Appetizer Foods – a Chinese cuisine restaurant with a touch of Indian flavours. It's been an incredible journey, and I'm excited to see what the future holds for Appetizer Foods. I'm happy to share my experiences and insights with you all.



The books we read, the minds we meet, Turn wisdom's whispers into beat. With ink and thought, with voice and page, We script our dreams and set the stage.

Some roads will twist, some dreams may fade, But strength is found where fears are laid. Through every fall, through joy and pain, We rise, we heal, we try again.

So walk with hope, embrace the climb, For growth is found in space and time. And when at last the journey's through, You'll find the best was born in you...

Alumni Girl Power of IHM Shri Shakti

From a young age, I have always been passionate about working in the hotel industry. This passion led me to pursue a bachelor's degree at one of the most reputed institutions for hotel management, IHM Shri Shakti.

As every IHM Shri Shakti. student knows, "Success will always be yours when you are at IHM Shri Shakti.," a quote shared by our beloved Yamuna Ranga Rao Ma'am. And I can confidently say that this statement holds true.

I joined IHM Shri Shakti in 2018 for my bachelor's degree, and from day one, I was constantly learning something new. Our college is home to a team of highly experienced faculty members who meticulously taught us the intricacies of our subjects.

We had practical sessions every day, where we were hands-on with our tasks. This helped us develop a sense of responsibility, and we were always motivated to complete our assignments with enthusiasm and the best possible outcome. During my third semester, I completed my internship at the renowned Hilton hotel in Bangalore. There, I realized that the knowledge and skills I gained at college were incredibly useful in helping me excel during my training. The remaining semesters at college flew by, and though time passed quickly, I will always cherish the memories of my college days, the guidance from our professors and the camaraderie with my fellow students.

Today, I work as a Team Lead at one of the most reputed companies, JPMorgan.

Success is indeed with you when you are at IHM Shri Shakti. I am forever grateful to my professors, faculty members, and the training department for playing a pivotal role in shaping my career and helping me reach where I am today.



Abhikya Mahashetty 2018-2021 Customer Experience Team Lead, JP MORGAN, India – Hyderabad.



"From perfectly setting a dining table to setting foot in the corporate world, my journey has been anything but ordinary. Armed with a hospitality degree from IHM Shri Shakti (Class of 2017), I kick-started my career through campus placement with JLL at Google, where I realized that hospitality isn't just about hotels—it's about people, problem-solving, and making things run smoothly (with a smile, of course!).

That first stint opened doors to Amazon, Barclays, and now, I've landed at the best bank in the world—BNY (Bank of New York Mellon). If handling high-pressure situations in a busy kitchen taught me anything, its how to stay composed while managing million-dollar transactions! Hospitality trained me to serve with confidence, stay adaptable, and perfect every presentation—whether it's a five-star dish or a corporate report. Turns out, front office etiquette and a well-plated dish were just the secret ingredients for a thriving MNC career. Thanks, IHM Shri Shakti , for giving me the perfect recipe for success!"

Akanksha Goud 2014- 2017 Senior Analyst, BNY (Bank of New York) India- Pune. I'm Anisa Musrath, and I graduated in 2015. My journey with IHM Shri Shakti is one of the most memorable times of my life. Like each and every one of you, I joined IHM Shri Shakti with a lot of hope, career aspirations, and passion.

Even before I graduated, I had more than four job offers in hand. I was on cloud nine!

Out of all of them, I chose to join McDonald's as a management trainee. In June 2015. Within less than four months, I was promoted to Restaurant General Manager. I quite enjoyed working with them in sales for four years. After that, I was promoted to Cluster Manager, a role I held for two years. After working for six years in retail sales, I was very much inclined to establish my career in retail learning and development.

That's when I started working with Lakmé as a trainer for Andhra and Telangana, serving for a year. Another opportunity then came my way, and I switched to Levi Strauss & Co. as a trainer for APTG (Andhra Pradesh, Telangana, and Goa) again.

And now, recently, I was promoted to Regional Trainer, Wholesale South & West for Levi's.

I still remember when I came for counseling, one of our lecturers said that studying at IHM Shri Shakti would give

Anisa Muskrat Syed 2012-2015 Regional trainer south & west, Levi Strauss & Co , India

A Dream Baked to Perfection:

My Journey from Hospitality to Pastry

"For as long as I can remember, the aroma of freshly baked goods has held a special place in my heart. Becoming a pastry chef was a dream I nurtured since childhood—a vision of crafting delicate confectionery and creating edible art. However, life, as it often does, had many twists and turns.

My journey into the hospitality industry began when I enrolled at IHM Shri Shakti (Batch 2012–2015) to study Hotel Management. As a mother, balancing personal commitments with my professional aspirations was no easy feat. While I longed to work in the kitchen, I took a different path, starting my career in restaurant management. I began as a Management Trainee at Mc Donald's India, where, within just eight months, I was



us not only a degree but also skills learned for a lifetime, enabling us to succeed in any industry we choose.

At that moment, I admired his words. But today, I can proudly say they are 200% true.

My only suggestion to you as an IHM Shri Shakti Alumni would be that each and every day spent in those classrooms will prepare you to be agile in this industry. This industry itself is vast, and the growth opportunity is huge. It's just that you need to attain the right skills, keep upgrading yourself, and you will conquer all your dreams!



promoted to Assistant Restaurant Manager. The fast-paced environment was exhilarating, but soon, I found myself drawn to a different setting. A year later, I transitioned to Café Coffee Day Lounge, stepping into the world of casual dining. My career continued to evolve as I took on the role of Assistant Restaurant Manager at Fab Café by Fab India, overseeing two branches in Hyderabad (Banjara Hills and Gachibowli).

Despite these milestones, something felt incomplete. I was excelling in my field, yet the dream of becoming a pastry chef remained unfulfilled. The longer I stayed in restaurant management, the further I seemed to drift from the kitchen.

Then came a major turning point: the COVID-19 pandemic. Which turned out to be a blessing in disguise. I returned to baking, running a cloud kitchen from home, creating cakes and pastries. I refined my skills and deepened my knowledge of pastry-making by enrolling in an advanced course in Bakery & Patisserie.

Today, I have stepped back into the professional kitchen as a Commi-I in a bakery with a pre-opening company in Hi-Tech City, Hyderabad.

The biggest takeaway from my journey so far is that there is no predefined age to chasing your dreams. Life may take unexpected turns, but passion, perseverance, and the right support system can lead you exactly where you were always meant to be. Dream big, keep trying, and never give up, because it is always better to try and fail than to never try at all.

Lastly, I extend my heartfelt gratitude to IHM Shri Shakti, where I was groomed into the professional I am today. To my family, mentors, and everyone who has been a part of my journey, thank you for believing in me."

32

As the clock ticked back to 2021, a shy aspiring hotelier stood at the entrance of IHM Shri Shakti. My journey began that year, stepping into this prestigious institution with excitement and nervousness, unsure of the challenges ahead but determined to carve a path for myself in the world of hotels. Over the next three years, this journey gifted me a bag filled with dreams, anticipation, and a deep passion for the hospitality industry. It was one of the most transformative and memorable phases of my life, where my keen interest in becoming a hotelier turned into a reality.

I was eager to explore every aspect of hotel management. Those three years at IHM Shri Shakti were filled with immense learning, personal growth, and unforgettable experiences. The time spent at IHM Shri Shakti was nothing short of extraordinary. The hands-on training, interactive learning experiences, and the constant encouragement from faculty members helped me grow both personally and professionally. With each passing semester, I gained deeper insights into the industry, refining my skills and building the confidence to excel .Receiving the Best Industrial Trainee, a recognition that truly reinforced my dedication and passion . The challenges I faced during training only fueled my determination to strive for excellence, and this prestigious award was a proud moment that validated my hard work and commitment.

Beyond academics and training, IHM Shri Shakti gifted me with a treasure trove of unforgettable memories. From participating in grand college events, cultural festivals, and hospitality competitions, each opportunity allowed me to showcase my talents, build confidence. The pride of representing my institution in various events added

K V S Sharmada 2021-2024 General Management Trainee (MT) The Park Hotels, India

From IHM Shri Shakti College to Duty Manager

A Journey of Passion and PerseveranceAt the age of 18, I embarked on a journey that would shape my future in ways I never imagined. Joining IHM Shri Shakti was the first step in what would become a rewarding career in the hospitality industry. With a deep passion for service and a desire to make a difference, I dove into my studies, learning the art and science of hotel management.

The early years at IHM Shri Shakti were transformative. The rigorous academic curriculum, combined with handson training, helped me build a strong foundation in various aspects of hotel management. From customer service to operations and leadership skills, each experience enriched my knowledge and sparked my desire to grow further in the field. But it wasn't just the textbooks that shaped me—it was the practical learning and interactions with peers and professors that instilled in me the values of teamwork, commitment, and excellence.



layers of invaluable experience to my journey. Which became a stepping stone to personal and professional growth.

I was thrilled to receive job offers from 5-7 prestigious hospitality properties, out of which I am proud to say 3 were Management Trainees . I chose to begin my career with the prestigious 5 star property , The Park Hotels.

The transition from a student to a professional came with its challenges, but my training at IHM Shri Shakti had prepared me well.

I continue to work with The Park Hotels, I was honoured with the Best Management Trainee Award. This achievement was a proud moment for me,

Looking back, my journey from a shy aspiring hotelier in 2021 to a confident professional has been incredible journey which was possible due to the experiences, challenges, and successes I had at IHM Shri Shakti. I am excited for the future and eager to create memorable experiences for guests, just as I had always dreamt



My first role at Oberoi was an incredible learning experience, where I had the chance to immerse myself in the world of luxury hospitality. Each day presented new challenges, and I rose to meet them, quickly learning how to excel in a fast-paced environment and develop meaningful guest relations.

Eventually, my journey took a major turn as I made the tough decision to move abroad. The leap into an international role was both exciting and daunting. It was a test of my resilience and adaptability, and I found that every challenge was an opportunity for growth.

I was promoted to the role of Duty Manager. This marked a pivotal moment in my career. The role demanded quick thinking, decision-making, and the ability to handle guest concerns with professionalism and grace.

Today, as a successful Duty Manager, I take immense pride in my journey. The road wasn't always easy, but it was worth every decision, every challenge, and every sacrifice. The lessons I learned at IHM Shri Shakti laid the groundwork for everything I've achieved, and I look forward to continuing my growth in the hospitality industry, with a heart full of gratitude for the beautiful life I have created.



My Journey in IHM Shri Shakti: A Path of Passion and Perseverance

Choosing a career path is one of the most crucial decisions in life. For me, the decision to pursue hotel management stemmed from my grandmother's and mother's deeprooted passion for cooking and experimenting with different kinds of dishes. My journey has been one of learning, growth, and discovering the art of making guests feel at home, no matter where they are.

My journey at IHM Shri Shakti was an exciting and challenging experience. It's not just about classroom learning but also about gaining practical skills, hands-on experience, and industry exposure through internships and real-world training.

I still remember the first time I managed a small event held by the college at Novotel. The pressure was immense, but seeing my faculty help and guide me in the right direction at the end made every effort worthwhile. Moments like these, reinforced my love for this profession. Beyond academics, IHM Shri Shakti has helped me develop crucial soft skills: leadership, teamwork, time management, and problem-solving are at the core of this industry. Each internship program and real-time experience (ODC) contributed to shaping me into a professional ready to take on the world of hospitality.

My journey in hotel management has been more than just an academic pursuit—it has been a journey of self-discovery, growth, and unwavering passion. For anyone considering a career in this field, I would say; if you have the heart to serve, the mind to manage, and the drive to excel, this path will lead you to endless possibilities.



Sriyavoma 2020-2023 Line Cook, Carneros Resort and Spa, California USA

Our Paradise Lost The Colour of the trees…

& the Colours of the Sky Always make me feel so high

The whistling of the wind and the Song of the birds. is the Sweetest melody to be heard

We live in a world with beauty Unbound Yet we keep polluting it to the Ground Darkness and Gloom has replaced our Serene sky.

All of Creation wonders why We keep harming our precious sky The trees are left barren And the birds don't fly A Desolate land Scape is all that meets the eye The air is toxic and the water foul Our Paradise we've lost and a Saviour nowhere to be found.

> **Domnic** B.Sc., I Year - IHM Shri Shakti





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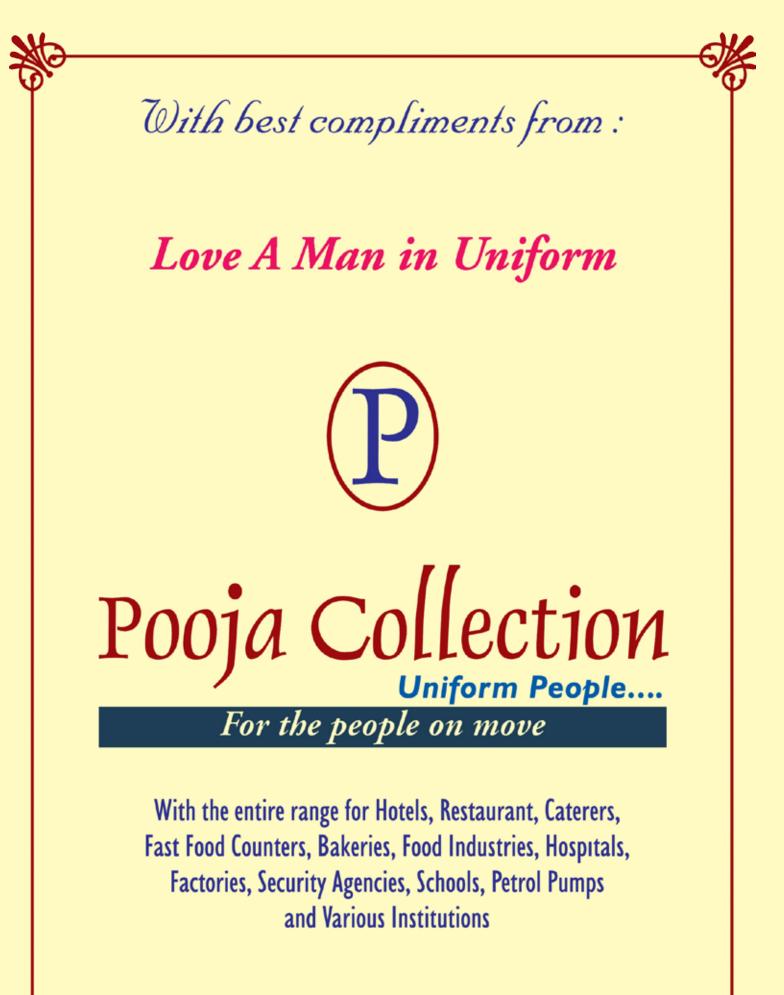
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Rotary Youth Leadership Awards



Rotary Club of Jubilee Hills District 3150 organised a 2 day learning & fun filled Rotary Youth Leadership Awards - RYLA program more than 75 students participated. RYLA provides an effective training experience for selected youth and potential leaders. It builds leader ship, communication and problem-solving skills. Various Team building activities brought out the best in the participants. Early morning session on Yoga and its importance on emotional and physical health was conducted.



Service before Self



Members of Rotract Club of IHM Shri Shakti doing voluntary service in free camps and donating clothes to NGO Gunjan



IHM Shri Shakti volunteers at NMDC Marathon Hyderabad.



















The induction program for our 31st batch welcoming the 3yrs degree students and ccfpp students. The professional guidance given by Executive Director Ms. Satya Pinjala and Director Yamuna Ranga Rao and the Chief Guest Mr. Arnab Gupta was very valuable; they shared their success mantra which was very inspiring for the young minds to apply in future.









30th Annual Day - 2024





30th Annual Day of Shri Shakti Educational Society was a landmark event, celebrated in the presence of Chief Guest's Ms. Amala Akkineni, Director Akkineni college of film and media & Mr. Sai Prasad Chairman CII Telangana state council & EX Director Bharat biotech In the presence of Mr. D.V Manohar and Executive Director Ms. Satya Pinjala .



Women of Wonder Icon



TAAI India acknowledged the extraordinary Women Achievements our Executive Director, Ms. Satya Pinjala, JET SET GO Aviation – COO, Ms. KanikaTekriwal and Ms. Farida Raj, Entrepreneur, Author were felicitated by TAAI President Mr. Sunil Kumar.



Travel Agents Association of India - Hyderabad chapter in association with IHM Shakti Shakti celebrated International women's day 2025 to honor the strength, resilience and achievements of women in the Travel and Hospitality Industry.





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3rd Year BSC H&HA Batch A Students with Executive Director, Director, Director Marketing, Principal and Faculty



3rd Year BSC H&HA Batch A Students with Executive Director, Director, Director Marketing, Principal and Faculty



CCFPP Batch A Students with Executive Director, Director, Director Marketing, Principal and Faculty



CCFPP Batch B Students with Executive Director, Director, Director Marketing, Principal and Faculty



2nd Year BSC H&HA Students with HOD and Faculty



1st Year BSC H & HA Batch A Students with Executive Director, Director, Director Marketing, Principal and Faculty



1st Year BSC H & vHA Batch B Students with Executive Director, Director, Director Marketing, Principal and Faculty



Faculty with Executive Director, Director, Director Marketing and Principal



Administration Staff with Executive Director, Director, Director Marketing and Principal



Attenders & Housekeeping staff with Executive Director, Director, Director Marketing and Principal and HOD

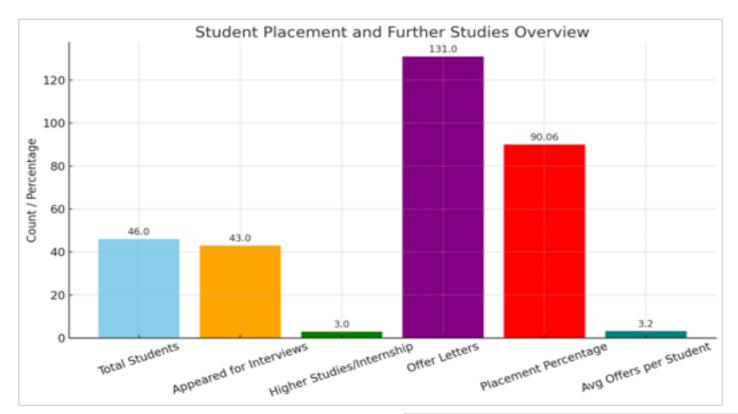
Fruit Mixing Ceremony



A tradition that we at IHM – Shri Shakti will follow diligently, the secret to our delicious plum cake. This year Actor YashPuri and Master DheerajDontamsetti, Super Singer Finalist grace the occasion as students of IHM – Shri Shakti created the wonderful Christmas ambience with their dancing décor and carols singing.

PLACEMENT 2024 - 2025

The culmination of three years of academics and personal grooming results in successful placement of our current graduating batch.







Academia and Industry interface at ITC Kakatiya





The Park



Third Wave Coffee

Accor Group of Hotels



Enclam Airport Lounge



Green Park Hotels & Resorts



HMS Host



Lemon Tree Hotels 51

InQuiztive Pro -2024















Inquiztive PRO 2024 was the perfect way to get the mind sticking for the Industry Stalwarts. Professionals from 13 Hotels participated. Mr. M.V. Ganesh, COO and Mr. Ranganathan walked away with the winning trophy. Novotel Hyderabad Airport bagged the Runner-up Award. Mr. Krupakar, Assistant Director India Tourism and Mr. NageshPampati, Chairman TAAI, Telangana Chapter gave away the Prizes.



Jobothon - 2025 (4th Edition)

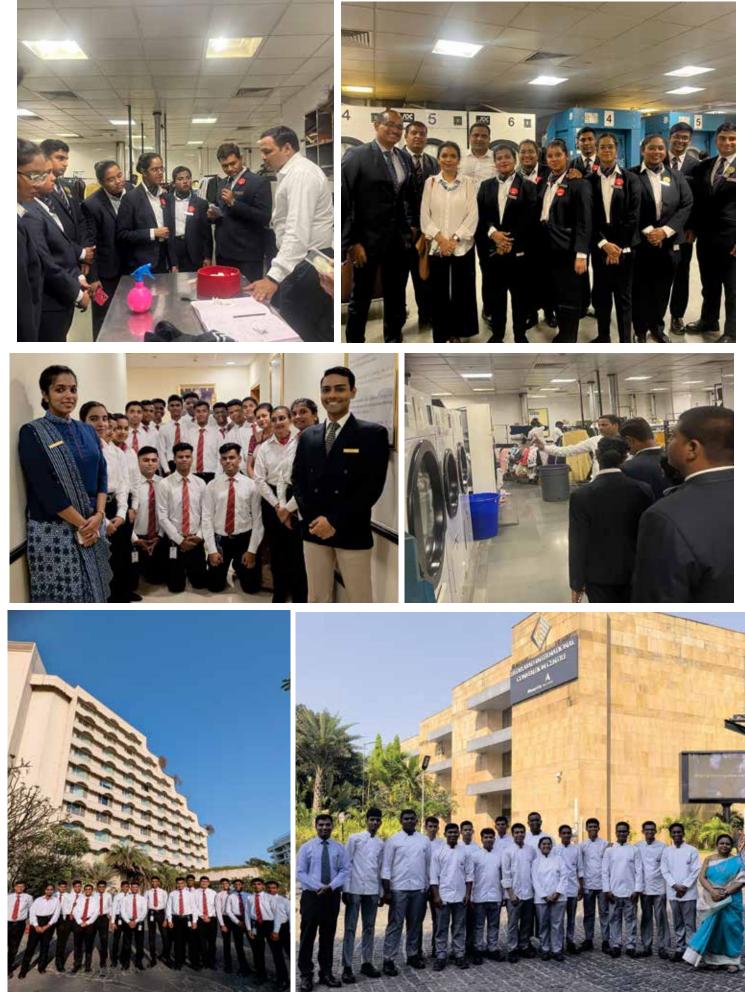
Hyderabad & International Hospitality Job Fair



Back by popular demand - the 4th edition of International Jobothan 2024 was a thumping success thanks to the **624** registered students and **25** hospitality recruiters. Students from various colleges far and near like, Machlipatnam, Nagpur, Ernakulam, Cuttack, Tirupathi, Malappuram, Sangareddy, Thiruvananthapuram. Nizamabad, Karimnagar, benefitted from this. **Prof SriramVenkatesh Secretary** Telangana Council of Higher Education, inaugurated the event Young entrepreneurs put up food and games stalls. The institute received very good appreciation from hoteliers and media.



Industrial Visits











IHM Shri Shakti Yuva Tourism Club





Tourism Day 2025

IHM Shri Shakti Yuva Tourism Club received Best Yuva Tourism Club, Telangana chapter award.



National Constitution Day



IHM - Shri Shakti Yuva Tourism Club undertook the responsibility to observe the 75th Constitution day of our Samvidhan. They also pledged to uphold PM Modi's **'Hamara Samvidhan Hamara Samman** 'Campaign.

Rashtrapati Nilayam Visit



UdyanUtsav provided an ideal opportunity for students to explore the well curated, beautiful gardens of RashtrapatiNilayam. They learned about the fascinating history of the presidential estate and enjoyed a glimpse into the life of our esteemed President.



Telangana state tourism and cultural department as a part of Sankranti celebrations organized a 3 days International kite and sweet festival at parade ground.

5k & 2k Run for Women Action 2025



Career & Vocational Counselling Pallavi International School



Future Kids School



Students of Tata Institute of Social Sciences



Sherwood School















Independence & Republic Day Celebrations



World Environment Day



Anti Ragging Pledge - 'Ragging Free Institute'

of World Environment day.





Anti Ragging week is observed, efforts are taken in spreading this message across all section students by the way of PPT presentation, local language talks, street playe's focussing on the consequences of Ragging. Administration of Anti Ragging Oath during assembly was undertaken.

PHA Yuva Club - IHM Shri Shakti



Inter College & Intra College Competitions







5th Young Visionary Housekeepers National Convention Members of PHA Yuva Club of IHM Shri Shakti



Marriott on Wheels



Marriott Hotels & Convention Centre Hyderabad provided an enriching educational experience, offering practical insights into the diverse facets of the hospitality industry through hands-on exploration and interaction of hotel staff & students.

& Kareer Krafters

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EARN. EARN & EARN

We have several program available For Hospitality & non-Hospitality Students & professionals for

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 And we will keep track of each and provide you monthly status reports

ENQUIRE NOW



Formal Sitdown - Dining Etiquette's Training



















Naivedayam Book Launch - Vegetarian cuisine can be very creative and recipes are recreated to suit to modern palates yet maintaining the same taste that is authentically Andhra, Telangana & Karnataka Authored by Smt. Yamuna Ranga Rao

Ganesh Pooja Celebrations



Ms. Madhavi - Top five finalist in Budding Professional 2024

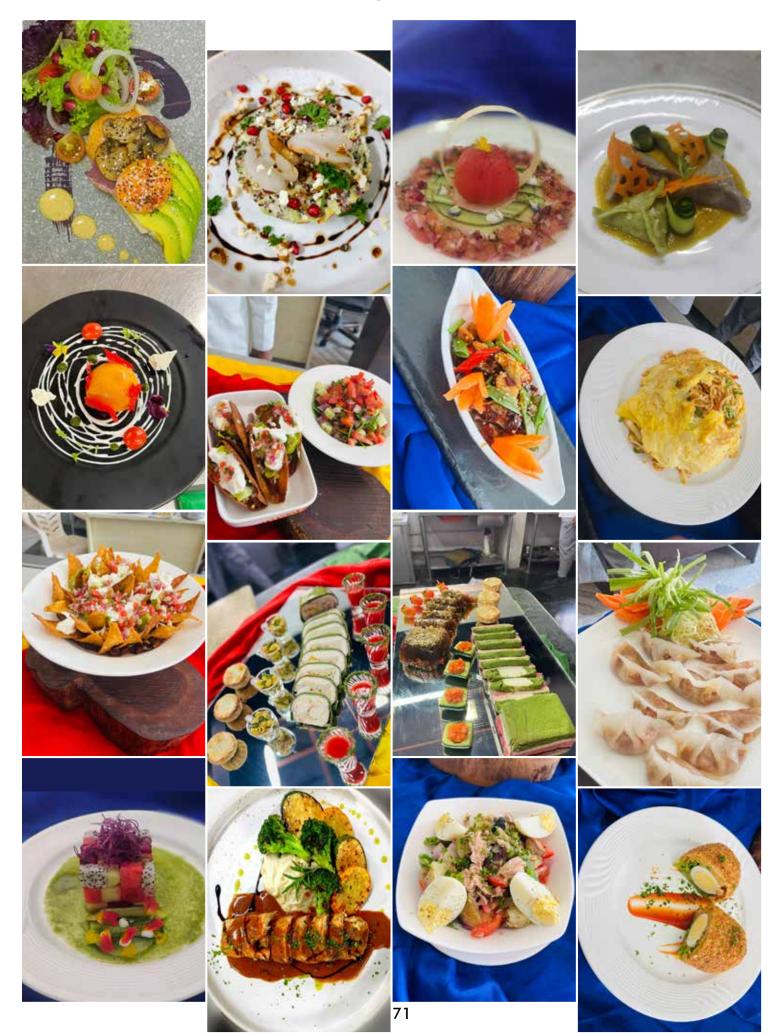


International Chefs Day 2024 - Best Chef Faculty Award





Mastering the skills







Our Alumni - Our Pride

It give us immence pride to know that are alumini are creating ripples across the Globe.



Ms. Police Ashwitha won Bronze Medal in World Skill Competition in bakery





Satish Podala Employee of the month award at Hilton.





Heritage Walk at Charminar

VALUE EDITION - EXPERT'S SPEAKER

Ms. Kiran Preet Kaur

Your Way

Designation - Multi Property

Director of Human Resources

Hotel - Marriotts, Hyderabad



Mr. Abhishekh Menon **Designation** -General Manager Hotel - ITC Kakatiya Topic - Gearing up for the Industry

Mr. Sumit Designation - General Manager Hotel -Marigold Hotel Topic - Banqueting Operations -Planning & Execution



Ms. Farida Raj Designation - Remedial Educator & Author, Columnists and Counsellor Topic -Addressing Anxiety in Young Adults - A Growing Concern

Chef Amanna Raju

Hotel - Novotel

Hyderbad Airport

Designation - Executive Chef

Topic - New Age Structuring



Mr. S.V. Sathyam

of Talent & Culture Hotel - Novotel Airport

Designation - Director

Topic - Career Prospects in

Topic - Opportunities Ahead Ms. Savitri Shavi Designation - Associate Director Human Resources Hotel - The Park Topic - Campus preparation



Mr. Dheerendra Samineni Designation - Chef Trainer & Founder, Safe Drive India, Road Safety Capacity Building Expert - Supreme Court Committee on Road Safety Topic : Road Safety Rules and



Mr. Rughved Daccha

Manager

Hotel -Marriott

Designation - Asst Front Office

Topic - Guest Loyalty Program

Mr. K. Satyanarayana **Designation - Inspector** of police - Womens Police Station, Begumpet Topic - Sexual Haraseement Anti -Ragging, Social Media Ethics





Mr. Ravikanth, Ms. Nitika Saxena, Ms. Ratna **Designation - Professional Counselors** - Roshini Counseling Cente Topic - Stress Management



Mr. Subramanyiam Iver

Topic - Safety & Security in

Ms. Tara Contractor Designation - Asst Manager -L&D Hotel -The Leela Hyderabad Topic - Success Stories of Management Trainee





Hotels

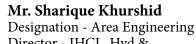
Regulations



Mr. Pritam Raj Designation - Assistant Manager Housekeeping Hotel- Park Hyatt Topic - HouseKeeping Operation



Mr. Badarinath Cheruvu **Designation - Director CMAC** Topic - Introduction to **Transactional Analysis**



Director - IHCL, Hyd & Director of Engineering Hotel - Taj krishna Topic- Role in Keeping Costs Down - Special Installement for Maintaining **ECO Friendly Practices**



Mr. Srinivas Rao **Designation - South** Lead (South India, Sri Lanka, Maldives) Company - Ecolab - Food Safety & Hygiene Solutions Pvt Ltd **Topic - Ecolab Products**



Mr. Awadesh Jha Designation - Director of F&B Topic - Sustainability in F&B: Going Beyund Sourcing Hotel - Novotel Hyderbad Airport



Ms.Purva Sharma

Designation - Founder Director Wholix India Topic- Decoding the Food Labels & Understanding the Health & Score of Food Poducts



Mr. Gyandeep Singh

Industry

Designation - F& B Manager

Hotel - Taj Vivanta Begumpet

Topic : Finances in Hotel



Mr. Akash Budhia Designation - Director of Revenue Management Hotel -Novotel HICC Topic: Revenue Management in Hotel Operations





Mr. Anil kumar

Housekeeper

Friendly

Designation -Executive

Topic - New Age Laundry

Intiatives inline with Environment

Hotel - Novotel Hyderbad Airport

Ms. Vani Janaki Simhadri Designation - Founder - Om Sankalp Vani Topic - Chaos to Clarity







Mr. Murali Raju Addepalli Designation - Asst Engineer

Topic - Susainability in Engineering Department Hotel - ITC Kohenur



Mr. Chandrakanth - DiLSeY Volunteer & Ms. Shashi Munigala DiLSeY Volunteer Topic : DilSeY - Cyber Crimes Awarness Pogram



The Maha Kumbh 2025



Mr. Anil Bandla Lecturer - IHM Shri Shakti

Mythological Origins- The Maha Kumbh Mela's history is a rich tapestry woven from ancient mythology, philosophical traditions, and historical evolution. The most prominent origin story comes from Hindu Puranas, which describe the "Samudra Manthan" (churning of the ocean). In this tale, gods and demons collaborated to churn the cosmic ocean to obtain "amrita," the elixir of immortality.During the ensuing struggle for the "kumbha" (pot) of amrita, drops of it are believed to have fallen at four earthly locations: Prayagraj, Haridwar, Nashik, and Ujjain. These sites became the venues for the Kumbh Mela.January 2025 Mahakumbh Mela is unique in itself since the constellation alignment is witnessed once every 144 years.

In 8th century philosopher Adi Shankara is often credited with organizing and formalizing the Kumbh Mela. He aimed to establish gatherings for religious discourse and debate among Hindu ascetics.

While the term "Kumbh Mela" itself may not appear in the earliest texts, references to bathing festivals and gatherings at sacred river confluences, particularly at Prayagraj, can be found in ancient Indian scriptures.

In essence, the Maha Kumbh Mela represents a confluence of ancient beliefs, philosophical traditions, and evolving cultural practices, making it one of the world's most significant religious gatherings.

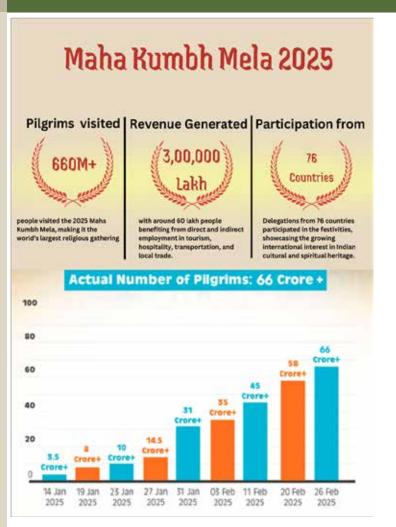
A Global Spectacle: Participation from 76 Countries

The Mahakumbh 2025 solidified its status as a significant global event, attracting delegations from 76 countries and high-profile figures like the King of Bhutan. Millions of international devotees participated, highlighting the event's widespread spiritual appeal. Laurene Powell Jobs, among others, expressed the profound impact of the gathering, describing the experience as "truly humbling," underscoring the Mahakumbh's ability to transcend national boundaries and resonate on a deeply personal. level.

Digital Mahakumbh: AI and Technology at Work

Technology significantly improved Mahakumbh 2025, streamlining logistics and enhancing the pilgrim experience. The "Digital Mahakumbh" initiative featured a website and app for real-time updates and AI assistance. A Google partnership enabled seamless navigation, and the "Digital Khoya-Paya Kendra" effectively reunited lost individuals with their families, revolutionizing crowd management.

The Maha Kumbha Mela 2025 has not only been a monumental spiritual event but also a powerful testament to India's potential as a leading destination for spiritual tourism. The unprecedented gathering, coupled with significant infrastructural developments and global attention, has firmly placed India on the world map as a land of profound spiritual significance and cultural richness. The legacy of the Maha Kumbha will continue to attract spiritual seekers and tourists for years to come, further bolstering India's spiritual tourism sector and its global image. The event has successfully demonstrated India's capability to host mega-events while preserving its deep-rooted traditions, paving the way for continued growth and innovation in its spiritual tourism offerings.



Bharatiya Bhojana Margasya Vignyanam

(The Science behind Indian way of Dining)



In the modern age of eating with a fork and knife, eating with hands might seem incredibly archaic. However, compared to using silverware, eating with your hands is significantly healthier and more beneficial for your body and gut.

The Vedas state that our fingers and toes represent the PanchaMahabhoota (five components). Each finger has a spiritual significance that influences digestion and eating. Agni (Fire) is associated with the thumb finger, Vayu (Air) with the index finger, Akash (Space) with the middle finger, Prithvi (Earth) with the ring finger, and Jal (Water) with the little finger. It is believed that



these five components nourish the meal, cleanse it of any negative vibrations, and prepare it for consumption (Kamat, 2014). When the fingertips touch the food, the five components are activated, allowing agni (the stomach's fire) to secrete digestive juices. It is believed that when eaten with hands, each finger brings in the representing element, so balancing the internal mechanism's functioning.

According to science, eating with your hands improves digestion because they contain bacteria that protect the body from numerous harmful germs in the environment.

While some may be concerned about hygiene, it is vital to understand that eating with

your hands in Indian culture does not imply uncleanliness. Hand cleanliness is traditionally seen as extremely important. Indians wash their hands thoroughly with water and natural hand cleaners like neem or ash before eating. By following this procedure, hands are kept clean before handling food.

Dining on the Floor

Eating with your hands in Sukhasana or Vajrasana position is ideal. The stomach prepares to process the meal by secreting digestion-related juices when the person sits down to eat in the proper position. As a person eats, the vagus nerve (the primary nerve that delivers signals from the stomach to the brain) sends signals to the brain regardless of whether the person feels content or shows symptoms of fullness. Therefore, eating while seated on the floor offers a significant weight-loss benefit. (Sampath, 2014).

Leaves make Food Healthier

The best plates for serving meals are leaves. People have been using leaves to consume food since they first lived in forests. Even now, a lot of nature reserves provide food on leaves. In Indian tradition, many types of leaves, such as banana, lotus, jackfruit, and teak, are used to serve food. In general, water is sprinkled on leaves before usage to demonstrate cleaning. The usage of leaves to serve meals pre-dates the advent of metals as the primary cutlery material.

Banana leaves are high in polyphenols, a cancer-preventive chemical found in many plant-based diets. It activates the digestive fire. It is beneficial in the treatment of toxicity, fatigue, and gout. Teak leaves balance vata and kapha, treat ascites and

> **Mr. Vara Prasad** Faculty - IHM Shri Shakti

abdominal tumors, relieve dyspnea, improve taste, and boost overall health.

Fresh leaves were regarded more sterile and disposable. Banana leaves are abundant, large, thick, and not easily punctured. The banana leaf also adds aroma to the food and improves its flavor. When serving food, the banana leaf is arranged in a precise manner: the tip should be on the left side. According to sages, the cosmos developed on the left side and was obliterated on the right. This indicates the beneficial effects of leaves on body development. Shree Rangamahaguru explains that water is repelled by a greasy coating on lotus leaves. Similarly, sages' inner strength prevents them from being enmeshed in the frivolous issues of the outside world. Accordingly, the sages encouraged the use of lotus leaves in Prasad preparation.

Paatra Secures Nutrition

Vessels are called Paatra, which means the object that keeps food from falling. The kitchen contains a variety of pots made of aluminum, copper, precious stones, and so on. Each species has a unique advantage in ensuring nutrition. According to Acharya Sushruta, ghee should be kept in iron vessels; fruits and all eatables (snacks) in vessels made of leaves; parishuska (cooked meat), pradigdha (cooked meat soaked in milk), and drinks in silver vessels; sour food items (eg, sauces, cooked buttermilk, and so on) in stone vessels; water well boiled and then cooled in copper vessels; syrups and wine in vessels made of mud, glass, or rock crystal (stone) (which makes them cold and decorative).

Conclusion

Indian culture places a great deal of importance on eating with your hands that goes well beyond practicality or taste. It represents a deep bond between people, cuisine, and their cultural background. This traditional technique is still quite popular in India for a number of reasons, including the sensory experience, natural portion control, benefits to physical and mental well-being, hygienic issues, and cultural identity preservation. By embracing and understanding the significance of Indian dining, we develop a greater appreciation for Indian culture while also recognizing the need of preserving varied culinary traditions around the world.

The majority of modern utensils are highly expensive; however the leaves recommended by Acharyas are extremely simple and beneficial. As previously said, one should use a vessel that secures the nourishment in food and provides well-being. In the past, people utilized leaves and appropriate vessels, ate with their hands while sitting on the floor, and lived long lives. In the same vein, individuals in the present day should adhere to these practices in order to live long lives.

Desire

I have a desire not to be perfect, But I want to make my ideas reflect. I have a desire to get loved by everyone, But I don't want to get walked over . I want to fly high, But I don't want to get away from loved once . I have a desire to see the world with my tiny eyes, By breaking the society's reckless rules and ties. I have a desire to enjoy life to its fullest, But I don't want to get hurt by painful wounds which hurt the deepest. I have a desire for success, But by learning from each failure iassess. I feel lucky to have such a desire, Like the burning flame and endless fire. Ready for a brand new start

Leaving behind the past

It's time to run fast

Deserting failures apart

Ready !for a brand new start



Bhargavi B.Sc., III Year - IHM Shri Shakti

BRAVO - 2025





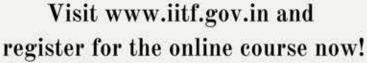
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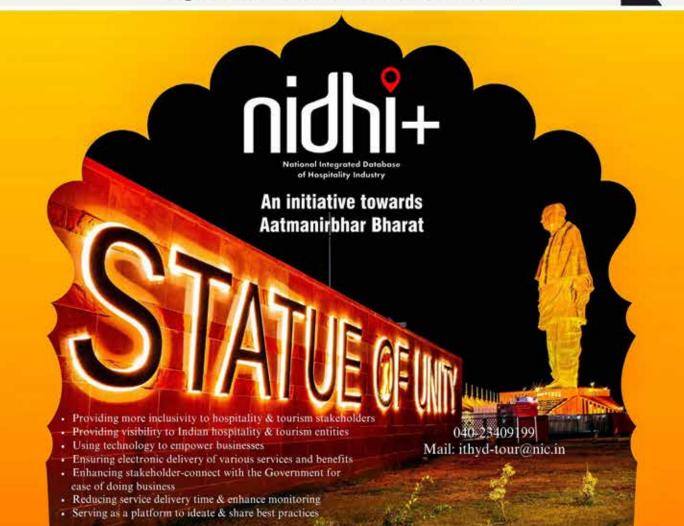
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Celebrating Shaktite's



"People will forget what you said, forget what you did, but people will never forget how you made them feel"

- Maya Angelou

4