January 2021



# Ohwo wiele

Welcomgroup Graduate School of Hotel Administration

A constituent unit of MAHE, Manipal

Featuring the events of October - December 2020





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- FINALE TO "FINESSE: Housekeeping Appreciation
- 🔹 Karnataka Rajyotsava (ಕರ್ನಾಟಕ ರಾಜ್ಯೋತ್ಸವ) 2020 Celebrated with Singing Competition
- World Diabetes Day 2020 SUGAR RUSH
- Alumni Entrepreneurs' Summit 2020: WGSHA, Manipal
- FDP 3.0 Curriculum and Outcomes Assessment for Hospitality Education
- Constitution Day 2020 celebrated at WGSHA
- Dietary Intake Estimation and Analysis DietCal Software Online Demonstration
- Expert Lecture Series on 1st Year MHM Course Modules
- Research Methodology E-workshop on Data Analysis using "R"
- OPEN MIC, Online Event
- Ayudha Pooja & Farewell
- Awards and Recognition

# 



Dear Reader,

Greetings.

It's yet an other month of buzzing activities in WGSHA. Since the pandemic, we have adapted ourselves quickly and kept the morale high; be it the students, the faculty or the support staff.

These few months have been a testament to our never-ending search for eminence. Various activities such as keynotes, motivation talks and much more have taken place apart from the regular classes for students. These events are proving to be highly beneficial to our students. Their thirst to learn more everyday is commendable. Bringing diversity to these events are the wonderful invitees. I appreciate their contribution in these demanding times too.

Our faculties are on their toes each and everyday to address the issues faced by our students. I hold them in high regard for their efforts.

Discover in detail all that we have done in last three months. There is indeed light at end of the tunnel.

Sincerely,

Chef K. Thirugnanasambantham

Principal

#### Mission Statement

"To mould young men and women into competent and responsible professionals with pleasing personalities, who would with requisite experience, become leaders in the Hospitality Industry"

Expert Lecture Series

#### **Storytelling in Sales & Marketing**



Vice President -Marketing,

Communications & PR, Knight Frank India Storytelling in Sales & Marketing!

Tii

Thursday, 1st October 2020 3.30pm to 5.30pm

The Brand Story

- Product Story
- Brand Positioning 3

3.30pm to 4.30pm

- Brand Identity

A Sales Champion

- Product Story - Brand Positioning

4.30pm to 5.30pm

- Brand Identity

4 L

4th year BHM (32nd Course)

Sarina is passionate about people, customer service and marketing. Her role and contribution has been strategic with a focus on providing successful marketing delivery and programs. accomplished story teller motivational speaker, her focus areas have been Business Marketing Development, Corporate communications. has worked at ITC Hotels, Oberoi Hotels, Prospects in the United Kingdom, Khanna Hotels Pvt Ltd and is now Vice President Marketing, Communications & PR at Knight Frank India based In Mumbai. An Alumnus of WGSHA, 4th course, she has recently completed her Post Graduate

Diploma in Learning & Development

from ISTD, New Delhi.

Speaker Profile
With 28 years in several senior

positions in the Hospitality industry,

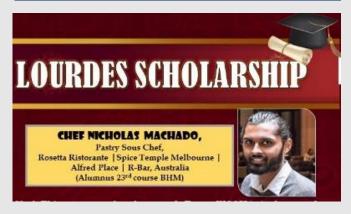
**October 1, 2020:** Event was focused on The Brand Story and Sales Champion is hospitality sector. The resource person explained real time examples on Taj Hotels brand story, Vodafone merger with Idea Cellular and Sales and Marketing aspects in the hospitality industry.

#### **World Mental Health Day**

#### **LOURDES SCHOLARSHIP**



**October 10, 2020:** WGSHA celebrated World Mental Health Day 2020. **Ms. Mohini Mohandas** - Alumna 30<sup>th</sup> Course (BHM) interacted with current students on Instagram live.



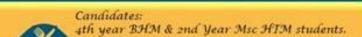
**Chef Nicholas Machado** (alumnus 23<sup>rd</sup> course BHM) initiative to support his alma mater WGSHA by giving LOURDES SCHOLARSHIP, named after his mother "Lourdes" who advocated Nicholas to pursue hospitality education.

He will be contributing Rs.1,00,000/- every year towards student's tuition fee for the duration of his/her course.



Hosted By: Chef X Thiruananasambantham

Finance, Hyatt Hotels, India Alumnus – 19th Course BHM



October 1, 2020: This session has helped students dilute many of the myths we generally have about revenue management. Firstly, there are no defined rules to do revenue management, everyone has their own opinion. This kind of sums up the daily life of a revenue manager. There is no right angle to look at the situation, the fact demonstrated with the help of an advertisement on Bingo mad angles. Choosing the right distribution channel is also important besides choosing the right product, customer, price and time. There is no good way or better way of doing it. It's all about moving forward. The skill set can be developed and acquired. It is an ever evolving and dynamic stream. The fact that revenue management applies to almost every industry, from a fruit and vegetable vendor to the airlines industry. This led students to understand the various market segments associated with the hospitality industry and the importance of understanding the market and customer behavior. You further clarified all the doubts about forecasting and pricing strategies. The session covered almost every topic from service recovery management to software that make Revenue management more automated. The importance of forecasting and study of historical demand pattern were demonstrated using some very interesting poll sessions. Session also covered the importance of understanding the seasonality of tourist destinations, importance of days of the week and how it affects the revenue earnings. It was explained that Revenue management is not just confined to the Rooms but also applies to other aspects like F&B services, banquets and so on.

Chronicle: Newsletter from WGSHA, MAHE

A Journey Through The World Of Whisk(e)y

On the Rocks Club presents

A journey through the world of whisk(e)y by

Mr. Uday Balaji, Whisky Advisor

Participants:
2nd, 3rd and 4th
year BHM students

On 8th Oct

Chef K Thirugnanasambantham

Webinar conducted by On the Rocks club as part of club activity. The guest speaker for the event was Mr. Uday Balaji, The whisky advisor. MC for the event was Kavya Kotekal, 32nd course BHM, Introduction by Rudrash Solanki, 33rd course, BHM, Summary and Vote of Thanks by Gowri Pai, 34th course BHM.

2020, 2:30-4PM

Mr. Uday Balaji spoke about the history of whiskey and its journey from Mesopotamia to Ireland. In turn the rest of Europe, it reaching the USA and Canada through immigrants and finally, to Asia. He explained the different brands of Indian and international whiskey; the process of making whiskey from malting, all the way to distilling and maturing; the types of whiskey depending on their sources, the wood they are matured in, whether blended or not, etc.; and the finer nuances of tasting and appreciating whiskey.



On the Rocks club organized a webinar on Food & Beverage: Industry Opportunities & Future Work Force by Dr. Kandappan, Associate Professor at Taylor's University, Malaysia.

Dr. Kandappan spoke about the current trends, like online ordering and delivery, disposable materials, etc. The different dining experiences that customers can be given; virtual and augmented reality, which is used in restaurants for various purposes like engaging guests before their food arrives, robotic service, etc. The challenges the hotel industry has faced due to the pandemic and the various measures that restaurants are taking to ensure both comfort and safety of their guests; the talent shifts over the different eras; and finally, the future job opportunities and the changing skills required for a job in the post-COVID world.

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Principal, WGSHA

#### **Rendezvous with Chef Sanchit Kapoor**



Chef Sanchit Kapoor
Head Chef, Mw Eat Ltd, London
WGSHA Alumnus – 17th course



13<sup>th</sup> October 2020 11:30 am to 1:00 pm





Session focused on how important it is to have a strong foundation as it enables us to handle any situation which we will come across in our careers. Chef spoke about being courteous to all colleagues; knowing the local market, demand and produce; tasting and trying all local foods on our travels; incorporating seasonal ingredients in the menu; the different work cultures abroad and in India; and how hands-on experience is the most important when applying for a job.

#### **Embracing Our Heritage**

A journey fromMichelin starredrestaurants toRegional Indian food



Welcomgroup Graduate School of Hotel Administration (WGSHA) organized a webinar on Restaurant Industries, embracing our Heritage - "A Journey from Michelin Starred Restaurants to Regional Indian Cuisine". Held on October 8th 2020 through Zoom live streamlined on Facebook for the students of all courses to know about the Life Journey of Chef Hussain from the time he graduated from WGSHA to becoming the Executive Chef of O'Pedro, Mumbai. He shared his ideas for the students to observe, adapt and apply skills in the right way during their college life. Chef talked a little about the OCLD program on how much physical strain it had on him but still it helped him a lot about being professional and disciplined in the work environment. Chef Hussain shared his journey in Eleven Madison Park. He also said, "Being a good cook does not mean being a good Chef". He also threw some light on how his life changed after meeting Chef Floyd and his ideas on Indian cuisine and endless possibilities of using local ingredients. Chef Hussain quoted "Sacrifice, drive and passion comes within" and we do not learn it in school or college.

Which directed the students to understand that willingness to learn is the only key to the vast knowledge floating the infinite Universe.

#### Cookunication: All about delicious talking



October 5, 2020 :Cookunication was a wonderful event held at 10am (5/10/2020), where students get acquainted to "The Art of Effective Communication" by RJ Errol Gonsalves, 92.7 Big FM, Mangalore. The introduction by the M.C., a welcome speech and some glorious statements set forward by Chef. K. Thirugnanasambanthanam, the Principal of WGSHA marked its beginning. Following this was the introduction of the guest speaker, at the end of which the spotlight was drifted on RJ Gonsalves, the star countless through his voice. A diverse personality, RJ Errol mainly notified the students about the significance of Communication, power in unity, and the soulful relationship between food and music that helps in sustaining peace in life. Apart from this, he enlightened us about the ways to improve communication and advised us to always keep our minds open for perceiving knowledge. The question answer session also added to the legitimate points. With summarization of the session and the vote of thanks the event concluded.

#### Run for a cause



The wait is finally over for all you fitness enthusiasts as the SPORTS CLUB of WGSHA announces the celebrations of DAAN UTSAV (the joy of giving week) by using the IMPACT app!

Date:

8th October

Stay fit. Do good.

Time:

7 AM - 7 PM



Join us in making a change!

RUN FOR A



**October 8, 2020:** Run for a Cause – was the first virtual fundraiser organized by the sports club of WGSHA. The initiative saw huge participation from the student community. The event was kept open from 7:00 AM to 7:00 PM on 8<sup>th</sup> October as a part of **DaanUtsav** activity – the joy of giving week. Impact app was used to facilitate the event.

Purpose – The event aimed to inculcate the joy of giving amongst students. It was an effort to help the ones in need, to bring about a difference in their life. As the app does not accept fund transfer, students had to work hard for the money the generated. The event was proposed on 29<sup>th</sup> September by the sports secretaries and approved by the principal on 3rd October. Post that, publicity for the event was done on via social media platform. Registrations for the same opened on 6th October through Google from and was open for 24 hours. Once registered, a WhatsApp group was created to ease communication and facilitate the event. Total number of registrations – 210, Total number of participants who joined the team – 179, Total amount raised – INR 10, 711

#### **Employability Enhancement Certificate Programs**

Webinar on

"Employability Enhancement Certificate Programs"

By

#### MR. KANAV MATA

Consultant, EHL Advisory Services

DATE: 05.10.2020

TIME: 4 P.M - 5P.M



Live Webinar by EHL Group, Switzerland to be conducted for the final year students of WGSHA. The intent of the webinar was:

- 1. To provide student body with additional information and insights about Ecole hôtelière de Lausanne, the Certificate Programs and how it can help students boost their professional careers through a combination of self-paced learning and virtual live sessions with industry experts.
- 2. The webinar was aimed to gauge the interest levels from student body.

#### The Game of Revenue



On the 10th of October, students of WGSHA were privileged to be graced with the presence of Mr. Vivek Kumar Singh, HOD at the Keys Prima Hotel Parc Estique, Pune. Mr. Vivek gave an insight into the importance of Revenue Management in a hotel, and spoke about the various terminology used in the department, With the help of live examples and fun games, sir captivated the audience and ensured that they were locked in during the entire time. Sir made sure that we received current knowledge, and gave us various examples of companies that specialised in Revenue Management services not only in India, but across the globe. Mr. Vivek also spoke about the ABCDs of Revenue Management and the other basic essentials of the department. Sir ended with a beautiful quote, which was – "Find passion and pleasure in work, and you will earn position, power and prosperity."

#### **Event Management: Anand Bisarya**

Webinar On

## "EVENT MANAGEMENT"



#### MR. ANAND BISARYA

Elegante World Delhi, India





14.10.2020, Wednesday



(3) 2:30 p.m. to 4:00 p.m.



3<sup>rd</sup> and 4<sup>th</sup> Year BHM 3<sup>rd</sup> Year BACA 2nd Year Msc HTM

Hosted by, Chef K. Thirugnanasambantham, Principal, WGSHA

Elegante World is a corporate MICE organization that operates in the space of destination management, event management, and artist management. The session by Mr. Anand Bisarya highlighted various aspects of organizing different kinds of events. While organizing events the importance of having proper back up plan, counter checking and the importance of under commitment and over delivery was discussed. The session was made interesting by various activities involving students to participate in icebreaking session and case study question and answer sessions. He explained the essential characteristics of an event manager that includes essential personality and behavioral traits, and the importance of being focused on time management, intelligence, creativity, constant learner, good listening skills, organized and of friendly nature. The session concluded with few real time experiences of managing events in Elegante World in the form of case examples.

#### **Employability Enhancement Certificate Programs**













'WGSHA Entrepreneurship development cell' and 'On the Rocks club' presents Entrepreneur's talk on Bars and Bartending by

Mr. SANDEEP VERMA

Founder & CEO, Institute of Bar Operations and Management Entrepreneur, Sommelier, Consultant, Mixologist, Trainer



Participants
BHM and BA
Culinary Arts
students
10 OCT
2020 2PM
onwards

Hosted by Chef K Thirugnanasambantham Principal, WGSHA

Mr. Sandeep started talking about his venture, and how he began his journey in hospitality industry like any other aspirant and how he realised kitchen was never his area of interest but maybe F&B service was and how he has always loved to innovate and create with the help of his skills.

Mr. Sandeep also highlighted how we should never feel shy to move on from something we are not interested in. We should never keep ourselves from what we absolutely desire or think. Mr. Sandeep also stressed on how important it is to keep on interacting with people and not be afraid of approaching them first. For him bartending is more about passion than just a job. He also spoke on how a customer is the bottom line of the business in the industry and how we can change their wants into needs by simply presenting the product in front of them, at the end of the day it's all about skills, trust and our passion or our commitment towards the work.

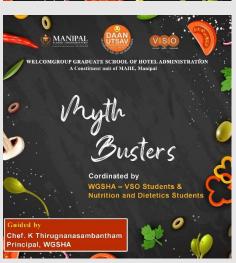
The main objective of our work must be earning people, and money will itself be the by-product of it. He stressed on how collaboration is always better than competition which will lead to speed and money loves speed. Moving on he assured us how it is okay to make mistakes but at the same time he focused on how we should analyse our mistakes and success and how we can improve and bring forward new ideas. Further he introduced us with his code of honour that has helped him throughout his journey from the day one and how he used it very wisely. As a manager of the team it is important to know every person and care about their wellbeing. He clearly is very passionate on how many people he can inspire and reach with his ideas and strategies. Last but not the least he asked the students never to stop learning. In order to grow it is important for any person to come out of his comfort zone.

#### "Health Bites" posters released as part of the **Daan Utsav Activity**











Yogurt is probably the best-known dietary source of probiotics that can give our immune system a boost.

 Turmeric has anti-bacterial. anti-viral and anti-fungal properties that boost our immune system. We can include 'Haldi Doodh' in our diet to boost immunity.



 Ginger works against micro organisms. We can include Ginger tea or fresh ginger juice

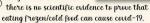
THIS IS HOW YOUR PLATE SHOULD LOOK LIKE



Eat Variety- Eat a combination of wholegrains like wheat, maize, rice, legumes like lentils and beans which are rich in fibre and helps you feel full for longer period of time. You should also try to include food from animal sources such as meat, fish, eggs and milk in your diet along with fresh fruits and vegetables.



1) Myth: Frozen foods such as ice-cream causes cerenavirus Fact: People should avoid eating cold/frozen food which might lead regular cold or cough. Other than that,





2) Myth: Adding pepper to your food can prevent coronavirus. Fact: Pepper is considered an important ingredient that aids digestion and combats cough and cold. But there is no scientific evidence to prove that it helps prevent/ cure covid-19.



Citrus fruits have Vitamin C, anti -viral and anti-bacterial properties that boost immunity and also heal and repair the worn out cells and tissues in our body.

 Black pepper is antimicrobial and efficient against cough and cold.





· Cinnamon is anti-viral and is efficient against respiratory and seasonal infections. We can prepare cinnamon tea or cinnamon infused water.

• Chia seeds or any dry seeds are rich in antioxidants and omega-3 fatty acids, which enhances our immunity.



• Replace butter, ghee and lard with healthier fats like olive oil, soy, sunflower or corn oil while cooking.

· Choose white meat like poultry and fish which are generally lower in fats than red

meat: trim meat of visible fats and limit

the consumption of processed meats. Avoid processed and fried foods that contain industrially produced trans-fat.

#### Stay Hydrated



Drink enough water Drink 9-12 glasses (2-3 Litres) of water per day. Limit salt intake to 5 grams (equivalent to a teaspoon) per day Avoid processed and fried foods that contain industrially produced trans-fat. Limit your sugar intake as well.



3) Myth: Eating rasam or curry helps prevent coronavirus. Fact: There is no scientific evidence to prove that rasam helps prevent coronavirus. However, they do provide other health benefits.

4) Myth: Eating meat can cause coronavirus. Fact: There is no scientific evidence to prove that coronavirus can spread through consumption of meat. But, meat should always be cooked thoroughly before

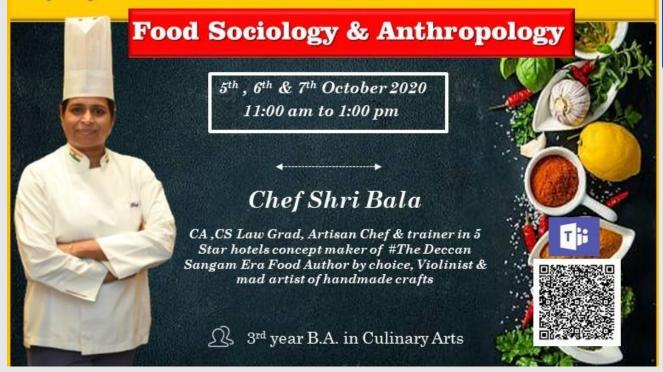


consumption.

5) Myth: Eating garlic helps Fact: Garlic helps in boosting your the immune system and has antimicrobial properties.

However, there is no scientific evidence to prove that cating garlic helps prevent the spread of coronavirus.

#### Food Sociology & Anthropology: Lecture Series



Post introduction of the speaker by our principal and fellow classmate Chef Sri Bala commenced her illustrious and detailed 1st lecture of the three day from FOOD AND ANTHROPOLOGY LECTURE SERIES

On day one, ma'am spoke about the the Sangam period and later moving on to the unified Southern region. Moving towards the consumption of meats she mentioned the warzone meals. A quick run through of the 6 tastes through Ayurveda and she spoke about the food for the royal family and their subjects.

The second day was focused on evolution of South Indian food.

The third day was further a dip into the interregnum era - Chola dynasty, starting from the Guerilla warfare and meat eating to a plethora of descriptive literature from the period with guidance on recipes to the coming and existence of fermented steaming in the southern part of the country. We then discussed South- East Asian influence on South Indian food while taking references from the past to support the same. We also briefly discussed the importance of the 'black gold', Arab influence on Indian food preparation and the significance of Jalikattu tradition in Tamil Nadu.

All three days were power packed, ending with thought provoking students as well as faculty

#### **Affiliation to Hotel Chains: Chef Nikhil Nagpal**



"The hotel affiliation lecture series" was a live event, which took place on the 6th of October 2020, via online mode. This lecture series focused its attention on enlightening the budding hoteliers, about India's one of the largest hotel chain ITC.

The event was graced by chief guest, Chef Nikhil Nagpal (Avartana, ITC Grand Chola)

This event would not have been possible without the collaboration of our college WGSHA MAHE with ITC, this collaboration has offered students, its excellent expertise to enhance learning. Students interacted with the award-winning Chef Nikhil Nagpal. The collaboration provided a platform for the students to gain not only employability skills but to cater to the larger needs of the service sector. Chef also talked about Avartana where all the dishes are created with a modern twist yet the ethnicity is preserved. Chef talked about the 3 sectors of ITC namely the commercial sector, hotels and the hospitality management institute. WGSHA has constantly persevered to keep students motivated towards one dreams, the viewers felt honored and privileged to be a part of this lecture series orated by our own successful alumnus.

#### Affiliation to Hotel Chains: Mr. Varun Mohan



by

#### Mr. Varun Mohan

General Manager — Hyatt Centric MG Road Bangalore & WGSHA Alumnus from 19<sup>th</sup> Course



7<sup>th</sup> October 2020 3p.m to 4:30 p.m

for 1st year BHM & B.A. (Culinary Arts)

The hotel affiliation lecture series was a live event, which took place on the 7th of October 2020, via online mode. This lecture series focused its attention on enlightening the budding hoteliers, about one of the world's largest hotel chain Hyatt.

The event was graced by chief guest Mr. Varun Mohan (GM, Hyatt Centric, Bengaluru)

Mr. Varun Mohan, an alumnus of WGSHA and currently, the youngest general manager at Hyatt Centric, Bengaluru. The session kick started with a short video on the history of Hyatt hotels over the past 63 years. It was a time travel of the journey of Hyatt hotels. He then explained the mission and vision of Hyatt which is to deliver distinctive experience to the guest and to get a world full of understanding and care. He then elaborated upon the brand portfolios of Hyatt and then enlightened the attendees that "feel, fuel and function" are the three landmarks of well-being at Hyatt. The presentation was very interactive, with a lot of pictures and videos and a Q and A session.

Mr. Varun also mentioned that "WGSHA nurtured the best of personal and professional traits, in him".



Ms. Shreya Gupta explained how APCA is an establishment whose advent began in 2010. Having an approximate of 2300 students and universities in multiple countries across Asia. Their first culinary institute was established in Malaysia, their founder being chef Nikhilesh Sharma. The Malaysian faculty after a struggle of 7 years and 3 attempts finally in the year 2019 won the COUP DU MONDE.

Students of APCA have also participated and represented APCA in World Pastry Cups in the years 2016 and 2018. She also showed us the many different cuisines and disciplines taught at the APCA university. The students are exposed to many extra circular activities like, Trips to France, Vineyard tours etc. The students have been exposed to a lot of internship opportunities which help them in the future for their placements. The student course comprises of a diploma in either Pastry arts or Cuisine for 6 months and 9 months, respectively. They also offer an extensive UG program for 3 years in both culinary and pastry art. The post Pandemic scene has been offered through online classes and weekend classes are offered.

Chef Michelle Peris begun her session by explaining the essence of what fondant decorations and fondant work. Explaining the two types of fondant namely Rolled and poured. Rolled fondant is used for sculpting and decorative work and poured fondant is used for fillings and covering desserts. She further went on to explain what gum paste Is and how it is different fondant by the addition CMC. Gum paste is used for decorative purposes and she even showed a few of her own work using gum paste. She took us through how to build a fondant cake beginning by the sponge itself and then work through crumb coating, frosting and finally decorating. She further mentioned the different tools used in fondant cake making. She further mentioned how fondant decoration is done, a formula i.e. 2\*height + diameter will give you the length at which the fondant has to be rolled out.

She also mentioned the importance of packaging and storing of cakes. She further brushed on the tips and tricks of handling fondant cakes namely practicing on dummy cakes and made us understand how fondant is greatly affected by climate. The two methods of fondant decoration are raping and paneling method. She also mentioned a few quick fixes of handling fondant cakes like how to handle cracked fondant, dry fondant. An important note that a fondant should be rolled out to a thickness of ¼ to 1/8 of a cm.

She also mentioned how tier cakes are made and showed us what dowels are and the necessity of thick cake drum or base. She also mentioned that pricing of a cake is very important, and she showed us how the different factors play a part in determining the price of a cake namely direct cost, indirect cost labor costs and delivery costs.

#### Internal Quality Assurance Cell (IQAC) 2020 with representatives from Academia, Industry, Alumni & Parents



Prof. (Dr.) K Sankaran Director, Justice K S Hegde Institute of Management, Nitte, Karnataka



Mr. Kenneth Pinto 'Accredited Coach' Former Regional Training Manager, Taj Group of Hotels



Dr. Dharini Krishnan Consultant Dietitian, Former Chairperson -RB of Indian Dietetic Association Former National President - Indian Dietetic Association



Chef Rakesh Sethi Corporate Executive Chef, Radisson Hotel Group. South Asia



Dr. Kandappan Balasubramanian Associate Professor. 'School of Hospitality, Tourism & Events', Taylor's University, Malaysia

October 10, 2020: The meeting was convened with the primary objective of disseminating information regarding the functioning of Internal Quality Assurance Cell and quality sustenance measures taken by WGSHA in tune with the Manipal Academy of Higher Education quality objectives based on NAAC guidelines.

#### **Staff Training: Microsoft Forms**



Chef K. Thirugnanasambantham Principal, WGSHA



October 10, 2020: It is very important to update ourselves as per the advancement in technology and working environment. Supporting-staff of an institute is always behind the effective performance. Considering this WGSHA is regularly conducts various staff trainings. This time it was on Microsoft Forms. The resource person of the session was our own faculty Mr. Raghavendra G - Assistant Professor (Selection Grade), WGSHA.





On 16th October 2020, an Orientation for Masters Programs 2020 was conducted online, via the MS Teams platform. Former Chief Administrator of WGSHA, Maj Gen (Rtd) BN Kaul was the Chief Guest.

The session started with Dr Meenakshi Garg, Coordinator Dietetics and Applied Nutrition welcoming the new batch of students, and alumni Expert speakers Mr. Parvinder Singh Bual, General Manager, Taj Falaknuma, Hyderabad and Mr. Jasdeep Singh, Group CEO of Care Hospitals India, Hyderabad.

Chef Thiru, Principal WGSHA, delivered the Orientation message to students.

16th October 2020 at 10:00 am

Chief Guest Maj Gen B N Kaul addressed the students on the key points of both master's program and its relevance in society. The session continued with alumni expert session by Mr. Parvinder Singh Bual where he shared his key learnings that included: 1. Having an eye for detail, 2. Emotional quotient, 3. Learning from mistakes and failures, 4. Networking and being social, 5. Travel experiences, 6. Hard work and smart work and 7. Trust and ethics. While providing his perspectives on hospitality and tourism, he mentioned about the status of domestic travel, need for innovation, differentiation, being agile and responsive and the necessity of everyone behaving like 'business managers' in the organization. Second alumni session was by Mr. Jasdeep Singh who stressed that his background in hotel management helped him to switch over to a hospital set up without any problems as students achieve an all-round development at WGSHA. He called upon students to be empathetic to their customers, be it in hotel or hospital, and take feedback seriously as this would be the game changer. The orientation program ended with vote of thanks by Mr. P Rajshekar Vice Principal, WGSHA. Ms Swathi Acharya, Asst. Prof (Sr. Scale) and program manager of MSc DAN 2020 course, was the MC for the orientation program.

Dr. Senthil - the course coordinator of MHM and Dr. Meenakshi Garg - the course coordinator of M.Sc. DAN program presented the course overview of the respective pograms.

A series of online events were organised for the newly admitted students of Master of Hotel Management (MHM) and M.Sc. Dietetics and Applied Nutrition (DAN) between 12<sup>th</sup> to 16<sup>th</sup> October 2020.



#### Hear from the Les Clefs d'Or

**October 14, 2020:** WGSHA organized an Online Expert Talk on 'Concierge with the Golden Keys' on October 14, 2020 from 11.00 am to 1.00 pm on Microsoft Teams platform.

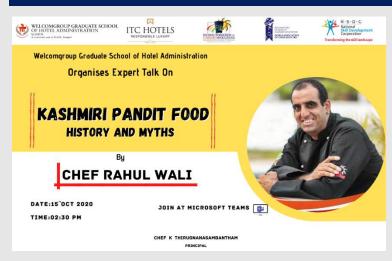
11 a.m. to 01 p.m.

Concierges are elite members, better known as 'Les Clefs d'Or' (with the 'keys of gold') play an important role among guest services including transfers, offsite activities and jobs that require excellent networking. The students of WGSHA will get to know the inside story of these special tasks which bring delight to our hotel guests.

Mr. Maxim Mascarenhas, WelcomConcierge, ITC Maratha A Luxury Collection Hotel, Mumbai; Mr. Satish Gaikwad, Chef Concierge, Taj Mahal Palace, Mumbai, Mr. Rocky Saldanha, Concierge Executive, Trident Nariman Point, Mumbai and Mr. Nilesh Belapallu, Chef Concierge, St. Regis, Mumbai, addressed the students of WGSHA, all of them also being members of Les Clefs d'Or India.

#### **Kashmiri Pandit Food**

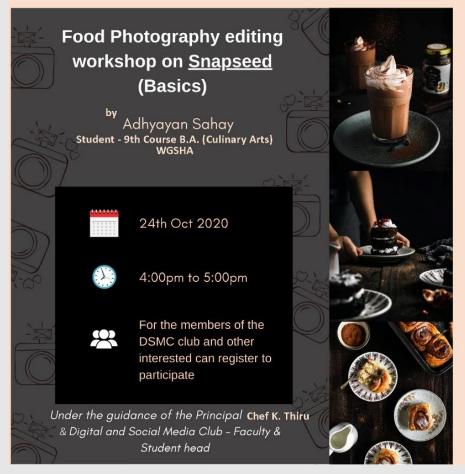
Principal, WGSHA



October 15, 2020: The webinar on Kashmiri Food – History and Myths" by Chef Rahul Wali, a Creative Chef and Food Stylist described the origin of Kashmiri Pandit Cuisine through centuries and the traditional practices carried on till date.

## **Digital and Social Media Club**Organises





Food
Photography
Editing
Workshop on
Snapseed
(Basics)

October 24, 2020: Digital & Social Media Club of WGSHA organized Food Photography Editing Workshop on Snapseed (Basics) on 24<sup>th</sup> October 2020 on for the members and also the interested on Microsoft Teams platform. The session was taken by our own student - food photography expert Mr. Adhyayan Sahay who is currently studying in 3<sup>rd</sup> Semester BA (Culinary Arts)

The workshop started with an introduction about the speaker. Mr. Adhyayan showed the editing process of photos by performing it live in which he covered the basics of editing a food photo on Snapseed. From basic edits like Saturation, Brightness etc. to Tone curves, Sharpening of images. The session was very interactive, as there were a lot of doubts and questions, which were smartly answered by the expert.

The session was with a Q&A round. It was attended by students from all the batches and even the faculty. Overall it was a good session, and the student expert had a good knowledge of what he was talking about.

The session was conducted under the guidance of the principal Chef K. Thirugnanasambantham. Faculty members of the club Raghavendra G, Narayan Prabhu, Nithish D, Sachin George Varghese and Prithvi Roy were present.



October 20th is celebrated as International Chef's day since its inception by late Chef Dr. Bill Gallagher. Chefs around the world are committed to celebrate the noble profession and pass on their knowledge to the next generation.

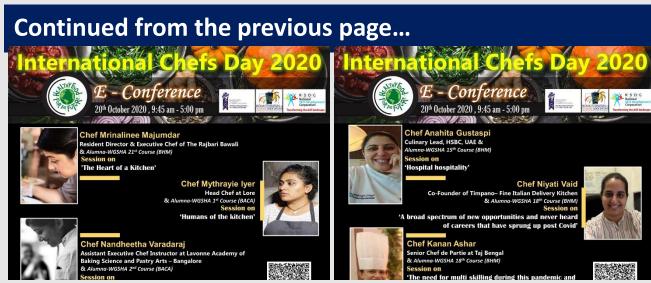
This year Welcomgroup Graduate School of Hotel Administration (WGSHA) is celebrated *International Che fs Day* 2020 *E-Conference* with a spotlight on women chefs to gain their perspective about culinary industry and educate students about the theme" *Healthy Food for the Future*" in order to ensure a healthy planet for future generations.

Chief Guest Chef Manisha Bhasin – Corporate Chef ITC hotels was the keynote speaker. Chef is the corporate chef of ITC hotels New Delhi, Vice chairman of the committee of education, World association of Chefs Societies and also the Founding Board Member of Cuisine India society. Despite all the barriers and societal pressures, Chef Manisha beat all the odds and in her words "all it takes is a glaze of hard work with a pinch of dedication and a couple of tablespoons of will power making a perfect recipe for success in the long run". She believes that it is an individual's passion to excel that eventually makes one achieve their goals. She will give her inputs on "Women leadership in the Culinary Industry". Her address will be followed by sessions by:

Chef Anahita Gustaspi will speak on "Hospital Hospitality". Chef Anahita is an alumna of WGSHA from the 15th Course. She has a vast experience in all top hotel brands in India and abroad. She has 14 years of work experience in the industry, and is now a Chef and menu planner for the Mediclinic City Hospital and Al Jalila Children's Hospital, Dubai. She has a keen interest in Parsi cuisine in addition to all her other specializations.

Chef Niyati Vaid will speak on "A broad spectrum of new opportunities and never heard of careers have sprung up post covid". An alumna of 18th course of WGSHA She completed her Management Training at the Taj Group of Hotels after which started her journey as a Jr. Sous chef there. She trained across five Taj Properties and then moved on to being the co-founder of The Cherry Tree Bakery in December 2010. Currently she is working on another one of her own ventures, Timpano, which stands for casual authentic Italian, a fine Italian food delivery chain.

Page: 19



Chef Kanan Ashar will speak on "Starbucks collaboration with Taj, Virtual lunches and dinners bringing in revenue during covid times and Taj starting with their delivery app called qmin. An alumna of 18th course WGSHA she is currently working at The Taj Bengal. Chef Kanan started her journey as a Hotel Operations Management Trainee at The Taj Group of Hotels, where she continued to work as Chef de Partie till 2010. She then moved to The Cherry Tree Bakery in Lucknow, after which, in 2013, she acquired the title of sous chef at The Casa Toscana, an Italian fine-dine. She then went on to work with Lalit Ashok where she was a part of the pre-opening team.

Chef Mrinalinee Majumdar on "The heart of a kitchen". An alumna of 16th course of WGSHA, Chef Mrinalinee Majumdar graduated with honors from WGSHA in 2010. Having started her Career with the Taj Group of Hotels, in properties in Delhi, Chennai & Kerala, she has maintained her passion for food. Apart from her love for food & being a passionate culinarian, Chef Mrinalinee keeps alive her imagination and art of cooking in her menus. Beyond her formal studies in the culinary academics she draws inspiration on traditional Bengali & Oriental home food cuisine from elders in her family, for the most part her mother and grandmother's home-style food towards which she has a deep affinity.

Chef Mythrayie Iyer will speak on "Humans of the kitchen". An alumna of WGSHA from the 1st course of BACA she started her career with ITC Hotels where she was chosen to be a part of the pre-opening team of Restaurant Avartana which instilled in her a sense of responsibility towards procuring seasonal produce, being locavore and finding the suitable technique to bring out the best on a plate. Following this, she worked at the restaurant NOMA under Chef Rene and his team which, she quotes to be a game changer, shifted her outlook on the industry and how work culture and environment could make such a big difference.

Chef Nandeetha Vardaraj will speak on "My thoughts on this career path". She was the Award winner of the Vikas Khanna Rolling Trophy at WGSHA and runner up of the Chocolate Sculpture Competition at the Ottawa Culinary Festival She has been one of the most commendable alumna of WGSHA. She graduated as the Best Graduating Student of BA Culinary Arts class of 2012-2015 and went on to pursue a Diplôme de Pâtisserie from Le Cordon Bleu Ottawa Culinary Arts Institute. She was a pastry chef and chocolatier at The Stubbe Chocolates, Ottawa, at present she is an Assistant Executive Chef Instructor at Lavonne Academy of Baking Science and Pastry Arts – Bangalore.

Alongside the conference the student council of WGSHA is conducting a series of competitions "Omakase" – "I trust the Chef". These competitions challenge the student chefs of WGSHA to take part in intriguing competitions like "Chai aur Biskoot" and "Taste of Triads" to name a few. All of these events will be presided by Principal, Chef K. Thiru, and conducted by the able team of faculty and the strength of the college – the students. As always Welcomgroup Graduate School of Hotel Administration takes pride in engaging the students effectively even during difficult times.

## Effective Strategies for Virtual Teaching & Learning by Prof. Dipra Jha





#### FACULTY DEVELOPMENT PROGRAM 2.0

## Continuing Hospitality and Culinary Education: Lessons in Excellence



"Effective Strategies for Virtual Teaching & Learning"

#### Speaker Prof. Dipra Jha,

Scholarly Associate Professor Assistant Director, School of Hospitality Business Management, Washington State University, Carson College of Business



Moderator Chef K. Thirugnanasambantham Principal, WGSHA

28<sup>th</sup> October, 2020,

10:00 A.M. - 11:00 A.M.(IST)

A highly qualified and well-educated workforce plays a decisive role in the success of economics of education. To balance the outputs of higher education in terms of graduates and market needs, education providers have to upgrade their knowledge and skills continuously. Hospitality and Culinary higher education is an open and flexible education system that offers a broad range of study provisions and opportunities through numerous learning pathways for students and faculty members. Highlighting the role of continuing higher education as a significant catalyst for the holistic development of students, the second edition faculty development program is organized with the apt theme 'Effective Strategies for Virtual Teaching & Learning'. COVID-19 has changed the education landscape forever with the distinctive rise of e-leaning and online pedagogy. We at WGSHA have adopted timely measures to sail through the most critical phase and managing its staggering impacts. To make virtual teaching and learning conducive to sustained growth as it may eventually become an integral part of higher education, the expert session on the aforementioned theme is organized. The 'Lessons in Excellence' lecture series is one of the novel initiatives introduced in the recent past to equip educators at WGSHA with contemporary and impending knowledge in the field of hospitality and culinary education.







Prof. Dipra Jha highlighted the impacts on COVID 19 on hospitality and tourism industry along with sharing his personal experiences. On virtual teaching and learning, he stressed on the importance of five aspects 1. Pedagogy for virtual teaching – ROPES where he said teaching should start with Reviews, Overview, Presentation, Evaluation, and Summary. The second aspect was on the importance of visual storytelling as a pedagogical tool. While story telling it is important to consider the theory, the narrative, visuals, effects, and guided questions to evaluate the learning aspects. The third facet was tips on theoretical constructs in virtual teaching where he mentioned about the relevance of Blooms taxonomy paired with Zone of Proximal Development. He mentioned about the usage of mixed methods, hybrid, HyFlex where we need to simultaneously combining in-person and virtual mode of teaching. The instructor should create a discussion board and ask students to comment on their learnings over a period of time and also creation of mixed-reality classrooms to enhance the impact of learning. He described the effective use of Learning Management System and he advised teachers to properly plan their virtual presence. This included institutional infrastructure, virtual aesthetics, effective communication, and digital etiquettes. His session concluded with his advice to teachers on the importance of empathy, patience, inclusivity, and kindness while engaging online classes.

#### **FINALE TO "FINESSE: Housekeeping Appreciation**















29TH OCTOBER 2020 | WGSHA | 2.30PM

## HOUSEKEEPING APPRECIATION WEEK - 2020









**October 29, 2020:** Housekeeping Appreciation Week represents a special opportunity to acknowledge the outstanding efforts of the housekeeping professionals and thank them for a job well done! With this in mind, we organize "Finesse" a week full of fun & interactive competitions to recognize their hard work and express our gratitude.

Guest speakers for this events were — Dr. Parvadhavardhini, Principal, YIASCM College, Mangalore who is also the ex-principal of WGSHA, Ms. Sameera Singh, Executive Housekeeper, Sheraton, New Delhi, Alumna - 13th course (BHM), Ms. Schezereen Mehta, Executive Housekeeper, The Oberoi Udaivilas, Udaipur, Alumna - 16<sup>th</sup> course (BHM), Mr. Biswadeep Chowdery, Executive Housekeeper, The Westin Mindspace, Hyderabad.

Dr. Parvadhavardhini, chief guest of the event spoke about how housekeepers are being called the cleanliness warriors, She mentioned about the increasing overlap between healthcare and housekeeping in light of the current pandemic and concluded by saying- " a career in housekeeping is pillared by 3 P's-passion, perfection and precision."

The second speaker was Ms. Sameera Singh, spoke about the topic - "hotels move from clean to clinically clean". Ms. Schezereen Mehta briefly spoke about what a housekeeping career is like and the importance of the right attitude and the right aptitude. Mr Biswadeep Chouwdhury address on creating a wow factor by telling about new grades of chemicals and technologies which are now be used in the housekeeping department and how gradually the occupancy is increasing.

#### Karnataka Rajyotsava (ಕರ್ನಾಟಕ ರಾಜ್ಯೋತ್ಸವ) 2020 Celebrated with Singing Competition







Students of WGSHA Cordially Invite you to the Celebration of

ಕರ್ನಾಟಕ ಠಾಜ್ಯೋತ್ಸವ 2020

#### Program List

Invocation

Welcoming

Message from The Principal

Glimpse of Karnataka Rajyotsava 2019

About Karnataka - by a student representative
ONLINE SINGING COMPETITION

- GRAND FINALE

Announcement of upcoming events
Vote of thanks

#### Karnataka Rajyotsava 2020

This was the day in 1956 when all the Kannada language-speaking regions of South India were merged to form the state of Karnataka.



1<sup>st</sup> NOV 2020 11.00 a.m. - 12.15 p.m. ಕಾರ್ಯಕ್ರಮ ಪಟ್ಟಿ

ಪ್ರಾರ್ಥನೆ ಸಾಗತ

್ವಾ. ಪ್ರಾಂಶುಪಾಲರ ಸಂದೇಶ

ಹಿನ್ನೋಟ – ಕರ್ನಾಟಕ ರಾಜ್ಯೋತ್ಸವ 2019 ಕರ್ನಾಟಕದ ಬಗ್ಗೆ ವಿವರ – **ವಿದ್ಯಾರ್ಥ ಪ್ರತಿನಿಧಿ** 

ಆನ್ ಲೈನ್ ಗಾಯನ ಸ್ಪರ್ಧೆ – ಅಂತಿಮ ಸುತ್ತು ಮುಂದಿನ ಸ್ಪರ್ಧೆಗಳ ಪ್ರಕಟಣೆ ಧನ್ಯವಾದ ಸಮರ್ಪಣೆ

facebook.com/wgsha.mu



Chef K. Thirugnanasambantham Principal, WGSHA

**November 1, 2020:** WGSHA virtually celebrated the 65th Karnataka Rajyotsava with great zeal. The whole event was streamed live on WGSHA's Facebook page.

Our Principal Chef Thirugnanasambantham motivated us all through his wise words. "We are here to celebrate Karnataka's rich culture and language. We shall take a pledge to protect our mother India with all we have and strive to make our nation better" were Chef's exact words.

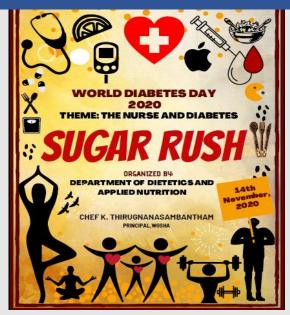
Further, Mr. Abhishekh Shetty (33rd Course BHM) and Ms. Dharani G (9th Course BACA) took the audience back to 2019 by showing us a glimpse of 2019 Kannada Rajyotsava celebrations. Everyone reminisced about the wonderful times that we had back in college while celebrating Rajyothsava.

In honor of Rajyothsava, a kannada singing competition was conducted by WGSHA. The last round of the same was conducted during the live. The event was judged by few faculties and Mr. Amol Patwardhan, Senior Executive HR at MEMG Bangalore. Students from different states of the country sang Kannada songs hence this event was special. While the results were being tabulated, Ms. Shereen Gomez (34th course BHM) rendered an informative presentation about the history, heritage sites, tourist sites, festivals celebrated, handicrafts and cuisines of Karnataka.

To conclude the event, the Vote of Thanks was delivered by Ms. Shradha Rajesh (34th Course BHM). The programme was hosted by Ms. Priyanka Muralidhara and Ms. Sharvari Kiran from 34th Course BHM. The invocation song was sung by our very own faculty Ms. HS Sethu.

The event was coordinated by faculty- in-charge of Digital and Social Media Club Raghavendra G and Cultural Coordinator Pallavi G Shettigar.

#### World Diabetes Day 2020 - SUGAR RUSH





**November 2020:** World Diabetes Day is celebrated on 14<sup>th</sup> November every year and was created in 1991 by the International Diabetes Federation and the World Health Organization. It is the world's largest diabetes awareness campaign which draws attention to the growing concerns about the health threat posed by diabetes to people worldwide. The theme for this year is "The Nurse and Diabetes", which is a campaign aiming to raise awareness around the crucial role that nurses play in supporting, educating and managing the impact of the condition on diabetics.

World Diabetes Day 2020 was celebrated at WGSHA with a student run event "SUGAR RUSH", comprising of a range of fun and interesting competitions based on this year's theme, organized by Dr Meenakshi Garg, Coordinator MSc DAN, Ms Pallavi M Shettigar, Assistant Professor - Selection Grade, Ms Swathi Acharya K, Assistant Professor\_- Sr. Scale, Department of Dietetics and Applied Nutrition. Live events were held on Microsoft Teams and Zoom platforms, from 9<sup>th</sup> - 11<sup>th</sup> November. Battle of the Brains, was an interactive brainstorming quiz event consisting of 4 elimination rounds based on diabetes, general health and nutrition. The classic game of Charades was held as a live event in 3 rounds. Diabetes related words and phrases were enacted in various creative and innovative ways by the participants. Minute to Win It, an extempore event, made the participants' adrenaline rush as they expressed their opinions on the diabetes related topics given on spot.

The submission events activated the creative genes of the students and they were able to showcase their innovative ideas through them. In Do-Diabetic-Doodle, the participant had to submit a hand drawn doodle based on the theme of "Nurse-The Nourisher". Meme-O-Mania, an original meme making competition, made sure that the entries not only tickled the funny bones of the judges but also incorporated the themes of "Walk out of diabetes" and "Eat to beat type 2 diabetes". An animated poster making competition with the themes of "Steps towards prevention and management of diabetes in daily life" and "Role of nurses in educating and in the management of diabetes in day to day life" was also held. Two interesting cooking competitions brought out the innovative inner chef from within the participants. In Ready-Steady-Cook, the participants had to recreate the recipes given as two challenges, into diabetic friendly recipes. Sweet-No-Sweet was a dessert making competition, in which the participants had to prepare a diabetic friendly recipe without using sugar, honey or any artificial sweeteners. Along with the events, awareness regarding diabetes was also created through social media posts. Facts and myths regarding diabetes were posted on the official Instagram page of WGSHA throughout the event week. An exclusive video highlighting the importance of physical activity among diabetics, created by the MSc. DAN 2nd year students was also posted on social media handles of WGSHA.

#### Alumni Entrepreneurs' Summit 2020: WGSHA, Manipal



**November 18, 2020:** The Welcomgroup Graduate School of Hotel Administration organized Alumni Entrepreneurs' Summit 2020 through Welcomgroup Entrepreneurship Development Cell(WEDC). Students from various courses interacted with alumni entrepreneurs who have sailed through the toughest times and have emerged as famous and successful entrepreneurs of the industry. The event was live on social digital media and was attended by thousands of viewers.

The event started off with a brief introduction of the activities of WEDC and the purpose of Alumni Entrepreneurs' Summit by the Coordinator of WEDC Prof H.S.Sethu. The introduction was followed by the message of Principal, Chef Thirugnanasambantham, who emphasized on quality of education maintained at WGSHA and its relationship with its alumni. Explaining the significance of hospitality entrepreneurship in the Indian economy, he urged the students to gain knowledge and get insights on entrepreneurship in hospitality and tourism through this Summit.

Dr Rohit Singh, Director - Alumni Relations, MAHE, Manipal, appreciated WGSHA as one of the best institutions, which was much ahead of times. He also informed the audience about strong alumni network of MAHE and WGSHA which the present students should connect with.

The next session was by the Chief Guest of the event, Chef Vikas Khanna, the most famous WGSHA alumnus, Michelin star awardee, restaurateur, cookbook writer, filmmaker and humanitarian. He held the audience captive with his enthralling address.





Chef Vikas Khanna who joined from New York, explained how the college life at WGSHA, helped him to achieve glorious heights in his professional life. According to him, if he had never come to Manipal, he would never have experienced and understood the meaning of cooking and food like he knows them today. He thanked his teachers, friends, and the city "Udupi" for the knowledge he gained about culture and food. He explained about how "risk-taking" and "being focused" play a very important role for one, to grow as a chef and entrepreneur. Chef Vikas Khanna motivated the young hospitality students to absorb the knowledge and information from their teachers and be benefited by it, as the future leaders of the industry

The Key note address was rendered by an Alumnus from 6th course Bachelor of Hotel Management, Mr Vikas Mahajan, Chief Executive Officer at River Cree Resort and Casino in Edmonton. He joined the Summit from Canada. He highly appreciated WGSHAs thorough preparation of its students. He advised the students to be ready to explore the world. Mr Vikas Mahajan gave tips on leadership qualities and used popular quotes by famous personalities. The quotes included positive attitude, hard work, work-life balance, taking chances, making mistakes etc to name a few.

After the Key note address sessions were held by renowned alumni entrepreneurs ranging across nearly two decades of WGSHA's existence. The earliest Alumni to speak during this Summit was from 6th course and the latest from 24th course.

#### Contd.,

After the Key note address sessions were held by renowned alumni entrepreneurs ranging across nearly two decades of WGSHA's existence. The earliest Alumni to speak during this Summit was from 6th course and the latest from 24th course. The line-up of eminent speakers were as follows

- 1. Mr Rishit Bhandari, managing Director, Alka Group
- 2. Mr Vikas Malik, Business head, Mr Brown Bakeries
- 3. Chef Nitin Tondon, Owner, The Bharat Hospitality
- 4. Mr Prasanna Vijayakumar, co-founder, WOW hotels and resort
- 5. Ms Tanima Khilani, Founder Sugar Bug
- 6. Mr Om Shiva Nayak, founder Om Hospitality
- 7. Ms Swastika Sobti and Mr Maninder Sobti, Co Founders, Cake Square bakery
- 8. Mr Tejas M Hegde, Owner, Central Prabhu Restaurant and Bar
- 9. Mr Akhil Malik, Director Jumbo Restaurant Pvt Ltd
- 10. Mr Nishant Vijay Kumar, Founder, Brownie Heaven

All the speakers shared their journey which showcased their learnings, failures, and success stories. Students discussed the various topics like the role of innovation, education, women entrepreneurship funding, marketing, financials etc. There was immense knowledge transmission during discussions.

The speakers were positive about the hospitality industry in India post the present pandemic. The extensive knowledge and experience of the speakers was very evident through their answers to the questions posed by the students.

The speakers were presented with certificates of appreciation as a token of gratitude at the end of their sessions. There was extensive learning by student from their role models and felt motivated to be the future entrepreneurs. The program ended with a promising note from every speaker who offered to provide assistance and networking for the budding entrepreneur.

The programme was concluded by a Vote of Thanks by Prof Manoj Sharma, a faculty from WEDC, WGSHA.

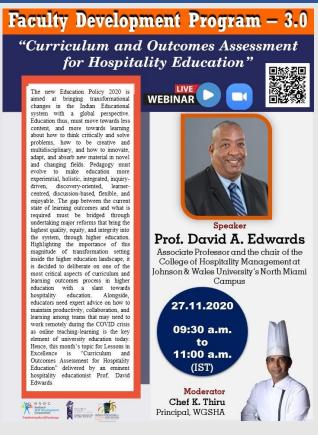
#### **Pre-Placement workshop**



Oct 12<sup>th</sup> to Nov 14<sup>th</sup> 2020: The pre-placement workshop was organized at WGSHA by the Corporate Trainer & Business Process Consultant Mr. Kingshuk Bhadury and Ms. Antara Bhadury for the final year Students of Bachelor of Hotel Management (BHM), B.A. (Culinary Arts) and M.Sc. HTM.

The workshop was aimed at honing up the skills of the students who would be participating in upcoming campus recruitment. It comprises of sessions on CV writing, interview techniques and sessions on mock interviews

## FDP 3.0 - Curriculum and Outcomes Assessment for Hospitality Education: Webinar held by Prof. David A. Edwarda



November 27, 2020: The third edition of faculty development program was organized Graduate Welcomgroup School of Administration (WGSHA) with the theme 'Curriculum and Outcomes Assessment for Hospitality Education'. An eminent hospitality educator, Prof. David A. Edwards from Johnson and Wales University, North Miami Campus, USA was the resource person for the session. He is presently Associate Professor and the Chair of the college of Hospitality Management.

Chef K. Thirugnanasambantham, Principal, WGSHA [ Thirugnanasambantham K ] was the moderator for the session. The session started by invoking the almighty through a video followed by the introduction of the speaker by the principal.

Emphasizing the role of continuing higher education as a significant catalyst for the holistic development of students, Prof. Edwards stated that the hospitality industry is in the midst of historic growth across the globe with the onset of COVID.

He urged that there are several junctures where we are forced to accept changes and as an industry we should not hesitate towards change and innovation. He mentioned that hospitality industry today is not looking for 'specialists' but looks for 'generalists'. He highlighted the importance of experiential education through internships, class room based critical thinking sessions, and hands on experience in the campus through various projects and simulations. He provided his view points on experiential education, taxonomy of learning, measures of outcome assessment, and teaching practices. He stressed the relevance of 'symbiotic relationship' between academics, students, and industry to develop students who are market suitable, and flexible. He advised that while developing curriculum we need to ensure that every course in the curriculum has some relevance to the program outcomes and we need to blend it with the industry expectations.

The session was broadcasted on WGSHA YouTube Channel. The live session was well attended by faculty of WGSHA and across MAHE, Manipal. Dr. Vidya Patwardhan [ Vidya Patwardhan ] compered the session. WGSHA is continually making attempts to benchmark our curriculum to make it contemporary, have a global presence and transform it in tune with the strategic vision of Manipal Academy of Higher Education. The Faculty Development Program was launched in June 2020 with an objective to provide a communication platform for educators together with chosen industry experts to share experience in responding to the new challenges and opportunities. Currently the program is continuing with a new title "Lessons in Excellence" where are organizing one session every month with the support from eminent international academicians and industry experts. The first edition of lessons in excellence was organized last month on the theme "Effective Strategies for Virtual Teaching & Learning" which was very useful and appreciated by all concerned.

#### Constitution Day 2020 celebrated at WGSHA



**November 26, 2020:** On the 26th of November, also known as Constitution Day or Samvidhan Divas, WGSHA conducted a webinar for the same. We had a special guest speaker Dr. Nanda Kishor, Associate Professor Department of Geopolitics and International Relations and Coordinator of Centre for Polish and Central European Studies, MAHE, Manipal who spoke on the topic "Envisioning the Constitution as a Living Document".

Dr. Nanda Kishor began the session by telling how the constitution is a living document and has affected our lives. We were made aware of the fact that no constitution is perfect and each one can be modified according to changes in future. Then Dr. Kishor told about the Soviet Union which has had four constitutions in the span of 74 years. He also told how amendments are made in the constitution.

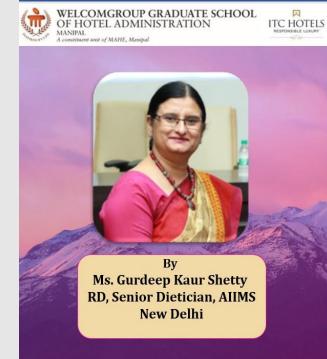
Dr. Kishor explained that our constitution has been effective ever since it was made because it is capable of modifications due to change in society and when the makers Dr.Babasaheb Ambedkar and the drafting committee wrote it they were farsighted so that the constitution would cover all the people of India without any discrimination.

Dr. Kishor finished the session on the note that no matter what the situation, the constitution was made for the people of India and that they were the ones who had the power to control it.

On the occasion of "Constitution Day", the Principal, Vice Principal and faculty of Welcomgroup Graduate School of Hotel administration (WGSHA), MAHE, Manipal read the Preamble to the Constitution of India thereby reaffirming our commitment to uphold its ideology. Principal, Chef K. Thirugnanasambantham lead the reading of the Preamble to the Constitution of India.



## Dietary Intake Estimation and Analysis - DietCal Software Online Demonstration



## DEPARTMENT OF DIETETICS AND APPLIED NUTRITION

Organizes Guest Lecture & Demonstration
On

DIETARY INTAKE ESTIMATION & ANALYSIS — DIETCAL SOFTWARE



Date: 12/12/2020 @2PM M.S Teams Join here

Chef. Thirungnanasambantham Principal, WGSHA

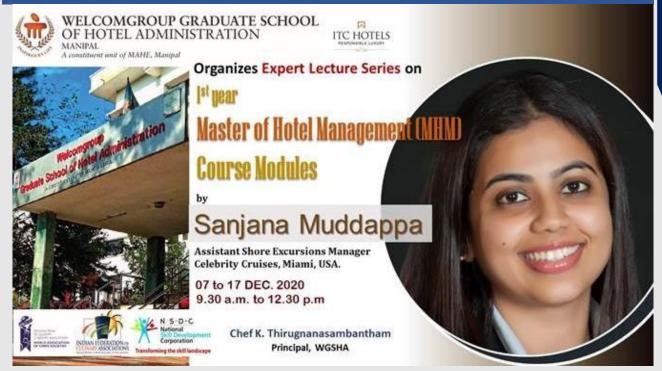
**December 12, 2020:** Ms. Gurdeep Kaur Shetty has developed the Indian Nutrition Software, DietCal. It provides solutions to extensive Dietary calculations involved in any clinical and research set up dealing in Nutrition.

DietCal has been extensively used by many scientific bodies like PHFI, INCLEN, SAI, ILSI, CCDC, N-DOC, TERI, DFI, IARI, UNICEF and ICMR projects and so on. Used by Nutrition students, PhD Scholars, lecturers, Dieticians and other practicing Nutritionists across the country, it has proved to be a boon in reforming the working modalities of the scientific community dealing in Nutrition. DietCal software helps in calculating the nutritive value of whole recipes also along with individual ingredient calculation.

This feature makes it extremely easy to collect 24 hr diet recall data for research purposes and advice patients for clinical purposes. The software contains 3 main sections, Diet Bank, Diet Analysis and Diet Utility. The Diet Bank database contains about 545 food items in almost all the regional languages, it helps by giving an accurate value of the dietary intake. The dietary analysis section can be used for regular and research use. She explained how to create a project and accurately add data for research and clinical purposes. Students understood that it is possible to select nutrients and get accurate data on our subject using the nutrient analysis section. Food Group Analysis is the most helpful feature of DietCal. The software calculates all the quantity of raw ingredients and segregates them into respective food groups. Dietcal makes research work easier and in case they need to modify nutrients for a specific study, it is possible to segregate them in the software.

DietCal Utilities has a useful recipe guide, nutrient guide and standardized katori measures along with pictures. Dr Meenakshi Garg, Coordinator MSc DAN welcomed Ms Gurdeep Kaur and everyone. Ms Swathi Acharya, Assistant Professor\_Sr grade, introduced the resource person and Ms Kashvi Parmar, 2nd year MSc DAN summarized the session and gave the vote of thanks.

#### **Expert Lecture Series on 1st Year MHM Course Modules**



**December 2020:** Expert Lecture Series Course Modules was organized for the students of 1<sup>st</sup> year Master of Hotel Management (MHM) from 7<sup>th</sup> to 17<sup>th</sup> December 2020 on MS Teams. Alumna Ms. Sanjana Muddappa – Assistant Shore Excursions Manager, Celebrity Cruises, Miami, USA was the expert speaker.

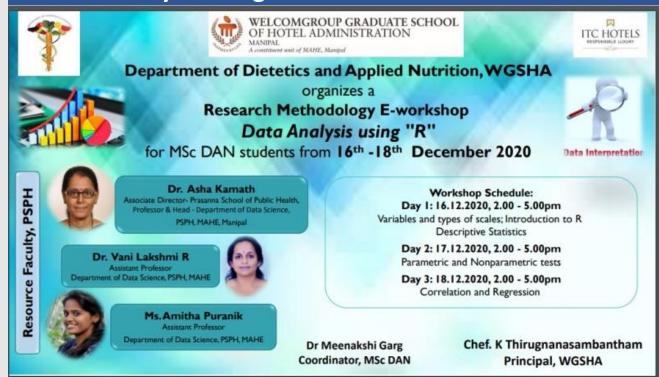
The session was kicked off by an introduction to the hospitality industry highlighting how in the recent years, the strong economies, rising global consumer purchasing power and digital innovation have all fueled the growth of the industry. But, there are still several challenges that could throw the industry off course even as we stand at the end of 2020. A number of topics which build the industry such as contemporary issues, trends and challenges, hotel sales and marketing, the basics of customer service, customer complaint handling steps, service gaps and recovery process was touched upon.

The major trends that are impacting the industry's daily operations like the rising need for digitalization, the increase in international travelers, an increased emphasis on health and well-being and the need for personalization was discussed. Also, how with growing conscious travelers, it is important to initiate and implement sustainability practices. Few challenges such as the changing guest expectations, ineffective marketing tools and an overall shortage of human resource along with the opportunities to overcome some of these challenges were highlighted. The importance of skills like Networking, Interpersonal, Customer Service, Multi-tasking, Teamwork and Time Management was discussed and their application in hospitality operations. there was a brief discussion on the performance management process and few key skills like attention to detail, being eager to learn new things and emergency preparedness to succeed in the hospitality industry.

Furthermore, a detailed discussion on how customer service is the key to any hospitality business. The different aspects of good customer service like knowledgeable and helpful staff members, prompt communications, a relaxed and welcoming environment and creating a trusting relationship with guests was discussed with some examples from daily operations in a hotel.

All the sessions were supported with real-life experiences and examples from working in the hotel and cruise line industry. Each class started off with situation-based activities and subsequent evaluation exercises were undertaken. There were three evaluations conducted during the expert lecture.

## Research Methodology E-workshop on Data Analysis using "R"



**December 2020:** The Research Methodology e-workshop on Data Analysis using R software was organized by the Department of Dietetics and Applied Nutrition, WGSHA, MAHE, Manipal from 16th – 18th December 2020 using the MS team platform.

The day 1 of the event was moderated by Mrs. Swathi Acharya K, Assistant Professor – Sr. Scale, DAN, WGSHA, MAHE who introduced the resource person to the audience. The day 1 of the workshop was conducted by the Resource person Ms. Amitha Puranik who covered theory and practical application of topics such as data entry, importing data sheet in EZR, creating variables, types of scales and Introduction to R Descriptive Statistics.

Day 2 of the workshop was moderated by Dr. Namratha Pai K, Assistant Professor, DAN, WGSHA, MAHE who introduced the resource person Dr. Vani Lakshmi R. The session included aspects of parametric and non-parametric tests; its hypothesis, assumptions, data analysis and output interpretation of the R software.

Day 3 of the workshop was introduced by Dr. Meenakshi Garg, Coordinator, DAN, WGSHA. The resource person Ms. Amitha Puranik covered the aspects of correlation and regression, its examples, interpretation, key points, data analysis and output interpretation using the EZR software. Both the resource persons shared the software and sample datasheets making the practical session more interactive. The workshop was concluded with a vote of thanks by Dr. Meenakshi Garg.



**December 2020:** "OPEN MIC", an online event conducted on 28th Dec 2020, by 1<sup>st</sup> batch of MHM, WGSHA-MAHE. Organized as an assignment given to entire batch by Prof Princia Dsouza- Dept. of commerce, MAHE.

As part of evaluation, 1<sup>st</sup> MHM batch was divided under 6 Heads, "Registration, Promotions & Marketing, Logistics, Technical, Creative & MC-Feedback. Each head has 1 Team Leader and other 5 students who contribute with their liking &skills. "OPEN MIC" has 4 categories to perform, namely "JAM, PROSE, TURN COAST & STANDUP COMEDY.

JAM: Just a minute, where participants were given a topic to speak for a minute, 30 seconds were given to participants to think and perform.

Prose: participants were given a topic for poetry and 5 minutes to write and perform in stipulated time.

Turn Coat: Participants' were given a topic on the spot and they were expected to debate against themselves. Participant's had to switch their stance after 1 min of stipulated time

Standup Comedy: Participant were expected to perform based on topic given, Judges for the "OPEN MIC". Prof. P. Rajshekhar- Vice Principal of WGSHA-MAHE was "CHIEF JUDGE" and other Judges were, Prof. Everil Jacklin Fernandes, Prof Princia N Dsouza and Prof. Mathew Thomas Gill all from Dept. of Commerce-MAHE, Mr. Nathan Gomes is an English stand-up comic from Mumbai was external judge.

The event was organsied under the guidance and support of the principal of WGSHA Chef. K Thiru, coordinated by Prof. Valsaraj P, technical support by Mr. Raghvendra G and also help and support from the Academic Office.

#### Ayudha Pooja







Ayudha Puja celebrated on the tenth day of the Navratri festival, which is traditionally celebrated in India. It is also called "Astra Puja" that is "Worship of Instruments" - Veneration of implements, machines, weapons, books, musical instruments and any other instruments we use in our business or profession. This is to worship and celebrate the tools that enable us to work and perfect our services. Welcomgroup Graduate School of Hotel Administration (WGSHA), MAHE, Manipal celebrated Ayudha Pooja this year too, but with necessary care which essential in this pandemic situation.

#### **Farewell**



**October 24, 2020:** WGSHA organised a farewell function to the recently retired non teaching staffs – Mr. Sadashiva Anchan who worked as a senior Electrician and Mrs. Leelavathi who worked in College Office as Senior Clerk.

Same day Mr. Ramdas Shetty worked in the Department of College Housekeeping and retired in the month of August 2019 and Mr. Ravichandra Devadiga worked in College Office as General Duty Worker who has been promoted as Library Assistant and transferred to MIT, Manipal recently were also honored.



#### **Awards and Recognition**

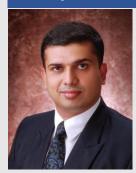


#### **Best Principal Award to Chef K Thiru**



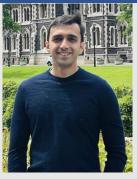
Our Principal Chef K. Thirugnanasambantham K received the "Best Principal Award 2020" at Global Educational Skills MSME & Entrepreneurship Summit Leadership Award 2020 from International Chamber for Service Industry.

#### Best presenter presentation award



Mr. Valsaraj P - Associate Professor and Coordinator of Department of Food and Beverage Service, WGSHA has received the best presenter/oral presentation award (Researcher Category) the 2nd International Conference on Contemporary Issues- 2020, conducted by International Manipal University, Malaysia on the 25th & 26th November 2020.

#### **Otago Doctoral Scholarship**



Mr. P Naresh Nayak -Assistant Professor - Senior Scale, Accommodations Operation have been awarded the prestigious Otago Doctoral Scholarship 2020.

Currently he is pursuing his PhD from University of Otago, New Zealand and Teaching Fellow at Department of Tourism, Otago Business School, University of Otago.

#### Chef of the year





#### Prize in e-poster presentation



Ms. Sudeepti Pramod Nayak 2<sup>nd</sup> year MSc DAN bagged the 3<sup>rd</sup> prize in the National e-poster presentation contest on the theme "Sustainability Challenges in the global food system" organised by the Dept. of Clinical Nutrition and Dietetics, Sri Devraj Urs

College of Higher Education and Research, Tamaka, Kolar, on the occasion of World Food Day on 16th October 2020.

#### **Awards and Recognition**

#### HR of the year 2020

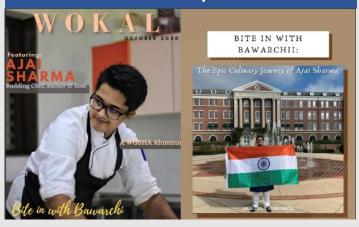




Our alumna from 10th Course (BHM) Swatee Chaturvedi Director of HR President Mumbai -IHCL SeleQtions being awarded as HR of the year by Indian Human Capital Summitt & Awards 2020.



#### Interviewed by WOKAL



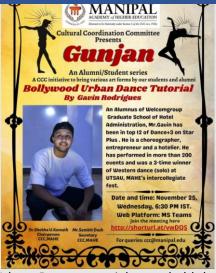
Our alumnus **Mr. Ajai Sharma** was interviewed by the WOKAL Magazine for the month of October issue.

#### Mr. Adarsh Khare

Mr. Adarsh Khare alumnus from 30<sup>th</sup> Course (BHM), appointed as a Motel Manager - Hill Myna Highway Treat, Chhatissgarh Tourism board. (Govt. Undertaking)



#### Mr. Gavin Rodrigues



Bollywood Urban Dance tutorial was held by WGSHA Alumnus *Mr. Gavin Rodrigues* on 25<sup>th</sup> November 2020 through MS Teams for students of MAHE.



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