



मंथन 2025  
**Manthan**

Essence of Thoughts

**Mahakumbh Edition**



**Neelendra Prasad Srivastava**

Principal

Joined on 27-11-2024

**IHM LUCKNOW**

Institute of Hotel Management, Catering Technology  
& Applied Nutrition, Lucknow



# धर्म और संस्कृति का महासंगम

## प्रयागराज महाकुंभ-2025 की दिव्यता और भव्यता

### Point of Attractions



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I.A.S.  
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**Paryatan Bhawan,**  
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Lucknow - 226 010 (U.P.) India

Date: 27 March 2025



--: **MESSAGE** ::--

It gives me immense pleasure to extend my heartfelt greetings and congratulations to the Institute of Hotel Management, Lucknow, on the release of the 21<sup>st</sup> edition of its annual magazine "**Manthan**" for the year 2025.

IHM Lucknow has consistently demonstrated its commitment to excellence in hospitality education, nurturing future leaders who are contributing significantly to the tourism and hospitality sectors across India and the world. The institute's dedication to skill development, innovation, and professionalism is commendable and has positioned itself as a key player in shaping global hospitality standards.

"Manthan" is a reflection of the creativity, knowledge, and achievements of the talented students, faculty and other staff members of IHM Lucknow. This publication provides a valuable platform to showcase thought leadership, fresh perspectives, and the evolving trends in the hospitality and tourism industry, both nationally and internationally. I am sure that this edition will inspire its readers and reflect the dynamic spirit of the institute.

I extend my best wishes to Sh. Neelendra Prasad Srivastava (Principal), editorial team, faculty & administrative staff members and students, for the successful publication of "**Manthan 2025**" and for continued success in all future endeavors.

*Mukesh*  
.. 27/03/25  
(Mukesh Kumar Meshram)

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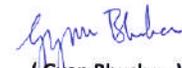
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ADDL. SECRETARY LEVEL  
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GOVERNMENT OF INDIA  
NEW DELHI



#### MESSAGE

It gives me great pleasure to extend my heartfelt congratulations to the Institute of Hotel Management, Lucknow on the release of the 21<sup>st</sup> edition of its annual magazine "Manthan" for the year 2025. As one of the premier institutions under the Ministry of Tourism, Government of India, IHM Lucknow has consistently demonstrated excellence in hospitality education and skill development. Its commitment to nurturing future-ready professionals who contribute to India's growing tourism and hospitality industry is truly commendable. The global hospitality landscape is evolving rapidly, and institutions like IHM Lucknow are playing a crucial role in preparing students to meet international standards of service, innovation, and sustainability.

"Manthan" serves as a vibrant platform to showcase the creativity, insights, and academic pursuits of the students, faculty and administrative staff. It highlights their dedication to not just mastering the craft of hospitality, but also contributing fresh perspectives on industry trends and best practices. I am sure that, this 21<sup>st</sup> edition will inspire young professionals to push boundaries and strive for excellence. I extend my best wishes to Sh. Neelendra Prasad Srivastava (Principal), editorial team and the entire IHM Lucknow family for the successful publication of "Manthan 2025" and their continued contribution to the hospitality sector.

  
(Gyan Bhushan)

अतुल्य!भारत

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डा. राजेन्द्र कुमार सुमन  
Dr. Rajendra Kumar Suman



उप महानिदेशक  
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पर्यटन मंत्रालय, भारत सरकार  
Deputy Director General  
Regional Director (North)  
Ministry of Tourism, Government of India

संदेश



मुझे यह जानकर अत्यंत हर्ष हो रहा है कि इंस्टीट्यूट ऑफ होटल मैनेजमेंट, लखनऊ द्वारा अपनी वार्षिक पत्रिका 'मंथन 2025' का 21वां संस्करण प्रकाशित किया जा रहा है। यह पत्रिका संस्थान की विविध गतिविधियों, अकादमिक उत्कृष्टता, नवाचारों तथा छात्रों की सृजनात्मक प्रतिभा का दर्पण है।

आज के प्रतिस्पर्धात्मक दौर में पर्यटन और आतिथ्य सेवा क्षेत्र में निरंतर परिवर्तन और विकास हो रहे हैं। वैश्वीकरण, तकनीक और सतत विकास की अवधारणाओं ने इस उद्योग की रूपरेखा को पूरी तरह परिवर्तित कर दिया है। ऐसे समय में संस्थान की जिम्मेदारी और भी बढ़ जाती है कि वह उद्योग की आवश्यकताओं के अनुरूप दक्ष मानव संसाधन तैयार करे। आई.एच.एम लखनऊ इस दिशा में सराहनीय कार्य कर रहा है और अपने विद्यार्थियों को न केवल अकादमिक रूप से सशक्त बना रहा है, बल्कि उनमें व्यावसायिक नैतिकता, सेवा भाव और सामाजिक उत्तरदायित्व की भावना भी विकसित कर रहा है।

वार्षिक पत्रिका 'मंथन' छात्रों के ज्ञान, रचनात्मकता और दृष्टिकोण को अभिव्यक्त करने का सशक्त माध्यम है। यह न केवल उनके लेखन कौशल को निखारती है, बल्कि उन्हें विचारशील, शोधपरक और नवोन्मेषी बनने के लिए प्रेरित भी करती है। इस पत्रिका के माध्यम से छात्रों को पर्यटन एवं आतिथ्य उद्योग की नवीनतम प्रवृत्तियों, चुनौतियों और अवसरों के बारे में अवगत होने का अवसर मिलता है।

भारत सरकार के पर्यटन मंत्रालय द्वारा 'देखो अपना देश', 'आज़ादी का अमृत महोत्सव', 'एक भारत श्रेष्ठ भारत' जैसी पहलें युवाओं के लिए अनेक अवसर उपलब्ध करा रही हैं। मुझे यह देखकर गर्व होता है कि आई.एच.एम. लखनऊ के विद्यार्थी इन पहलों को आत्मसात करते हुए देश और समाज के प्रति अपने दायित्वों का निर्वाहन कर रहे हैं। सतत पर्यटन, हरित आतिथ्य सेवाएँ और डिजिटल नवाचारों को अपनाते हुए यह संस्थान उद्योग की भविष्य की आवश्यकताओं को पूरा करने हेतु विद्यार्थियों को सक्षम बना रहा है।

मैं आई.एच.एम. लखनऊ के प्राचार्य श्री नीलेन्द्र प्रसाद श्रीवास्तव, संकाय एवं कर्मचारी सदस्यों, संपादकीय समिति और विद्यार्थियों को इस सार्थक प्रयास हेतु हार्दिक बधाई एवं शुभकामनाएँ देता हूँ। मुझे पूर्ण विश्वास है कि 'मंथन 2025' का यह अंक भी अपने उद्देश्य में सफल होगा और पाठकों के लिए उपयोगी, जानकारीवर्धक तथा प्रेरणास्पद सिद्ध होगा।

आप सभी को उज्वल भविष्य एवं निरंतर प्रगति हेतु मेरी शुभकामनाएँ।

राजेन्द्र कुमार सुमन  
( डॉ. राजेन्द्र कुमार सुमन )

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## PRINCIPAL PENS....

It is with immense pride and heartfelt gratitude that I pen this message for Manthan 2025, the annual magazine of the Institute of Hotel Management, Lucknow. This year holds special significance for me, as I begin my journey as the Principal of this esteemed institution—a place I proudly call my alma mater.

As an alumnus of IHM Lucknow, walking these familiar corridors leading as Principal fills me with both nostalgia and a profound sense of responsibility. I am deeply honoured to have been entrusted with leading this iconic institute, and I have vowed to dedicate my utmost efforts to upholding its legacy of excellence while ushering in new horizons of growth and innovation.



Over the past years, IHM Lucknow has continued to shine as a beacon of hospitality education, producing talented professionals equipped with not only technical expertise but also compassion, creativity, and resilience. Our students, with their brilliance and insatiable thirst for knowledge, have made remarkable strides in academics, competitions, and industry engagements. Their accomplishments are a testament to their determination and the nurturing environment we collectively foster here.

Our distinguished faculty members remain the guiding force behind this success, steadfast in their dedication to mentoring, inspiring, and shaping the next generation of hospitality leaders. Their commitment to academic rigour and holistic development ensures that our students are ready to meet the dynamic demands of the global hospitality industry.

Behind the scenes, our devoted administrative team works tirelessly to ensure the seamless functioning of the institute. Their unwavering support and diligence enable us to maintain the high standards synonymous with IHM Lucknow.

Warm appreciation is extended to the editorial team of Manthan 2025, under the dedicated leadership of our esteemed faculty coordinators, Dr. Vinod Pandey and Dr. Ankit Dambhare. Their unwavering commitment, innovative ideas, and enthusiasm have resulted in a publication that truly reflects the dynamic spirit, accomplishments, and future aspirations of our institute.

As I embark on this journey with all of you, I am filled with optimism and determination. Together, as one IHM Lucknow family, we will continue to strive for excellence, embracing innovation while preserving the values that have made this institute a revered name in hospitality education.

With warm regards and best wishes,

A handwritten signature in blue ink, which appears to read "Neelendra Prasad Srivastava". The signature is written in a cursive style and is positioned above the printed name.

**Neelendra Prasad Srivastava**

Principal

Institute of Hotel Management, Lucknow

## विभागाध्यक्ष के डेस्क से

मुझे अत्यंत गर्व और प्रसन्नता हो रही है कि मैं आईएचएम लखनऊ की वार्षिक पत्रिका 'मंथन 2025' के सभी पाठकों को हार्दिक शुभकामनाएं प्रेषित कर रहा हूँ। यह प्रकाशन न केवल हमारी उपलब्धियों का प्रतिबिंब है, बल्कि हमारे संस्थान की सामूहिक प्रेरणा, सृजनात्मकता और प्रतिबद्धता का प्रमाण भी है। आईएचएम लखनऊ ने हमेशा आतिथ्य एवं पर्यटन उद्योग के क्षेत्र में उत्कृष्टता का परिचय दिया है, जहां हम प्रतिभागों को निखारते हैं और उद्योग के भावी नेतृत्वकर्ताओं को तैयार करते हैं। बीते वर्ष में, हमने अकादमिक क्षेत्र, औद्योगिक सहयोग, शोध और सामुदायिक सहभागिता में उल्लेखनीय प्रगति की है। यह उपलब्धियां हमारे छात्रों की निष्ठा, नवाचार, अनुशासन और उत्साह का परिणाम हैं, जिन्होंने लगातार उत्कृष्टता के नए मानक स्थापित किए हैं।



यह वर्ष आईएचएम लखनऊ के लिए उपलब्धियों और नवाचारों से भरपूर रहा। हमने अनेक शैक्षणिक, सांस्कृतिक और व्यावसायिक कार्यक्रमों की मेजबानी की, जिससे हमारे विद्यार्थियों को बहुआयामी अनुभव प्राप्त हुआ। संस्थान में इस वर्ष हिंदी पखवाड़ा, स्वच्छता अभियान, अंतर्राष्ट्रीय महिला दिवस, फूड फोर्टिफिकेशन पर कार्यशाला, किचन प्रैक्टिकल वर्कशॉप, पोस्ट-बजट वेबिनार, इंटरनेशनल ब्रेड डे, रिस्पॉन्सिबल टूरिज्म पर कार्यशाला और "कॉनकॉर्डिया" - वार्षिक खेल एवं सांस्कृतिक प्रतियोगिता का आयोजन किया गया। इसके अतिरिक्त, "रामपुरी फूड फेस्टिवल", जिसे फेयरफील्ड बाय मैरियट होटल लखनऊ के सहयोग से आयोजित किया गया, इस वर्ष का एक प्रमुख आकर्षण रहा। संस्थान ने इस वर्ष कई प्रतिष्ठित होटल चेन और व्यक्तिगत होटलों के साथ समझौता ज्ञापन (MoU) पर हस्ताक्षर किए, जिनमें हिल्टन, फेयरफील्ड बाय मैरियट, लेमन ट्री, द सेंटरम और दयाल ग्रुप ऑफ होटल्स शामिल हैं। इन समझौतों के माध्यम से विद्यार्थियों को उद्योग से जुड़ने और अपने व्यावहारिक ज्ञान को सुदृढ़ करने का अवसर मिला। इसके अलावा, आईएचएम लखनऊ ने कई प्रशिक्षण कार्यक्रम भी संचालित किए। इनमें एम. के. आई. टी. एम. लखनऊ छात्रों के लिए विशेष प्रशिक्षण कार्यक्रम और यु.पी.सु. डा. के सहयोग से शक्ति रसोई की महिलाओं के लिए प्रशिक्षण कार्यक्रम प्रमुख रूप से शामिल रहे। इन कार्यक्रमों ने न केवल कौशल विकास को बढ़ावा दिया, बल्कि समाज में व्यावसायिक प्रशिक्षण के महत्व को भी रेखांकित किया।

हमारे विद्वान संकाय सदस्यों ने सीखने और विवेचनात्मक चिंतन की संस्कृति को विकसित करने में महत्वपूर्ण भूमिका निभाई है। उनके मार्गदर्शन और औद्योगिक अनुभव से हमारे विद्यार्थी वैश्विक स्तर पर प्रतिस्पर्धी कौशल प्राप्त कर रहे हैं। मैं हमारे प्रशासनिक कर्मचारियों के अथक प्रयासों को भी सराहना देना चाहता हूँ, जिनके निरंतर सहयोग से हमारा संस्थान सुचारु रूप से कार्य करता है।

"मंथन 2025" की संपादकीय टीम को विशेष धन्यवाद! आपकी मेहनत, सृजनशीलता और सूक्ष्म दृष्टि ने इस पत्रिका को जीवंत बनाया है, जो हमारे संस्थान की पहचान को बखूबी दर्शाती है। आईएचएम लखनऊ निरंतर अपने दृष्टिकोण पर अडिग है- एक ऐसा संस्थान जो न केवल कुशल बल्कि सामाजिक रूप से जिम्मेदार और वैश्विक स्तर पर प्रासंगिक आतिथ्य एवं पर्यटन पेशेवरों को तैयार करता है।

मैं राजेश कुमार सिंह, विभागाध्यक्ष, आप सभी के उज्ज्वल भविष्य की कामना करता हूँ एवं एक और वर्ष की शिक्षा, विकास और उपलब्धियों की ओर अग्रसर होने की आईएचएम लखनऊ की प्रतिबद्धता को दोहराता हूँ।

राजेश कुमार सिंह  
विभागाध्यक्ष  
आईएचएम लखनऊ



# **E**ditorial Team



**Dr. Vinod Pandey**  
Faculty Advisor



**Neelendra Prasad Srivastava**  
Principal



**Dr. Ankit Dambhare**  
Faculty Advisor



**Kunal Gupta**



**Manvika Rathor**



**Uplabdh Shingewar**



**Ayush Jha**



**Arpita Soni**



**Amar Dev Singh**

## ACKNOWLEDGEMENT

I am delighted and honored to introduce Manthan 2025, the much-awaited annual magazine of IHM Lucknow. This edition is a testament to the creativity, dedication, and collaborative spirit of our institution.

IHM Lucknow has always been at the forefront of hospitality and tourism education in India. With a legacy of excellence, the institute has consistently nurtured professionals who have gone on to make their mark in the global hospitality industry. Our alumni are contributing to some of the world's leading hotels, resorts, airlines, and tourism organizations, upholding the values of professionalism, innovation, and service excellence that IHM Lucknow stands for.

At the outset, I extend my deepest gratitude to our respected Principal, Shri Neelendra Prasad Srivastava, whose visionary leadership and constant motivation have been a source of inspiration for all of us. His unwavering support has been the driving force behind the successful completion of this publication.

I am also sincerely thankful to our Head of Department, Mr. R.K. Singh, for his valuable guidance and encouragement throughout this journey. His constant support has provided us with the confidence to take this project forward with enthusiasm and commitment.

A heartfelt thanks to our faculty coordinators, Dr. Vinod Pandey and Dr. Ankit Dambhare, whose mentorship and dedication have played a pivotal role in shaping Manthan 2025. Their continuous guidance, constructive feedback, and encouragement have been instrumental in bringing this edition to life.

I also take this opportunity to thank the entire editorial team and contributors who have worked tirelessly to compile a magazine that reflects the vibrancy, talent, and hard work of the IHM Lucknow family. Your creativity, commitment, and teamwork have made this endeavor both enjoyable and rewarding.

We hope Manthan 2025 inspires and resonates with its readers, showcasing the dynamic spirit and excellence that IHM Lucknow represents in the world of hospitality and tourism.

Warm regards,

**Kunal Gupta**

Editor, Manthan 2025

3rd Year, B.Sc. H&HA

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## Campus Placement Summary Report

TOTAL OFFERS	407
TOTAL STUDENTS APPEARED	215
JOB OFFERS V/S STUDENT RATIO	1.9

TOTAL PLACED	205
TOTAL MANAGEMENT TRAINEE- HOTELS	51
KMT's (KITCHEN MANAGEMENT TRAINEE)	12
F&B (FOOD & BEVERAGE)	12
FRONT OFFICE	15
HOUSEKEEPING	11
SALES	1
TOTAL HOT'S (HOTEL OPERATIONAL TRAINEE)	50
TOTAL MANAGEMENT TRAINEE- RETAILS	50
TOTAL MANAGEMENT TRAINEE- QSR's/ FMC's	72
TOTAL MANAGEMENT TRAINEE- OTHERS	28
TOTAL ASSOCIATES	96
HIGHER STUDIES	20
SELF (WALK-IN INTERVIEWS)	3
ENTERPRENEURSHIP/STARTUPS	1
FAMILY BUSINESS	8

TOTAL COMPANIES VISTED	56
HIGHEST PACKAGE	5.5 LPA
AVERAGE PACKAGE	4.25 LPA

## Hotels Extending Industrial Training

- Aditya Birla Hospitality
- Aloft New Delhi
- Anand Kashi IHCL
- Andaz Delhi
- Compass
- Eros Hotel New Delhi
- Fairmont Jaipur
- Haldiram
- Hyatt Chandigarh
- Hyatt Dehradun
- Hyatt Gurugram
- Hyatt Jaipur
- Hyatt Regency Delhi
- Hyatt Regency Kolkata
- IHCL NCR
- ITC Forest Hill
- ITC Grand Bharat
- ITC Maratha
- ITC Rajputana
- ITC Royal Bengal
- JW Marriot Aerocity
- JW Marriot New Delhi
- Le Meridien
- Leela Ambience New Delhi
- Leela Palace Udaipur
- Marriott Jaipur
- Novotel Lucknow
- Pullman Aerocity, New Delhi
- Raddison Blue Goa
- Radisson Indore
- Renaissance Lucknow
- Roseate House Delhi
- Taj City Centre
- Taj Convention Centre Goa
- Taj Corbett Uttarakhand
- Taj Falaknuma Palace
- Taj Fateh Prakash Palace Udaipur
- Taj Ganges & Nadesar
- Taj Mahal Lucknow
- Taj Palace New Delhi
- Taj Resort Goa
- Taj Rishikesh
- Taj Udaipur
- The Lalit New Delhi
- The Oberoi, New Delhi
- The Park New Delhi
- Trident Bandra Kurla
- Welcome By ITC Dwarka
- Westin Gurgaon

## Campus Placement Hotel Associates





## Retails



## QSR'S



## Others



# Academic Achievers

## 5<sup>TH</sup> SEMESTER



**Akshit Verma**  
1<sup>st</sup>



**Tarishi Singh Tomar**  
2<sup>nd</sup>



**Tarun Sinha**  
3<sup>rd</sup>

## 3<sup>RD</sup> SEMESTER



**Vimal Verma**  
1<sup>st</sup>



**Udbhav Rai**  
2<sup>nd</sup>



**Yogendra Singh Mehra**  
3<sup>rd</sup>

## 1<sup>ST</sup> SEMESTER



**Tanisha Upreti**  
1<sup>st</sup>



**Shrishti Shukla**  
2<sup>nd</sup>



**Sakshi Shukla**  
3<sup>rd</sup>



**Yashasvi Kesari**  
3<sup>rd</sup>

## Strengthening Industry-Academia Ties!

### MOU with Hilton Hotels

On 13th February 2025, IHM Lucknow proudly signed an MOU with Hilton Hotels, marking a significant step towards enhancing industry-academia collaboration. Under the leadership of Principal Sh. Neelendra Prasad Srivastava, this partnership opens doors for our students to gain exceptional learning opportunities, industry exposure, and career growth in the hospitality sector. Together, we are shaping the future of hospitality professionals, equipping them with the skills and knowledge needed to excel in this dynamic industry.



### MOU with The Centrum Hotels



Under the leadership of Principal Sh. Neelendra Prasad Srivastava, Institute of Hotel Management, Lucknow proudly signed an MOU with The Centrum Hotels Lucknow on 24th February 2025, marking a significant step towards strengthening industry-academia partnerships. This collaboration aims to provide students with hands-on training, industry exposure, and career opportunities in the dynamic hospitality sector, further enhancing their learning experience and preparing them for a successful career in hospitality.

### MOU with Dayal Hospitality

On 18th March 2025, IHM Lucknow signed a Memorandum of Understanding (MoU) with Dayal Hospitality Group to enhance academic-industry collaboration. The partnership aims to provide students with enriched opportunities through ongoing campus placements and industrial training. The collaboration also supports ongoing ODC (Industrial Exposure) programs, and plans include expert-led lectures on operations and soft skills. The initiative also focuses on skill training programs for hotel staff, reinforcing a shared commitment to excellence in hospitality education and professional development.



## MOU with Lemon Tree Hotels

IHM Lucknow, under the guidance of our Principal I/C Mr. Rajesh Kumar Singh, hosted an enriching Industry-Academia Interaction with Lemon Tree Hotel, Lucknow, as part of the MOU signed between NCHMCT and Lemon Tree Hotels. This collaboration serves as a platform for knowledge sharing, offering students invaluable insights into the hospitality industry. It marks a significant step forward in bridging the gap between academic learning and industry expertise, paving the way for future opportunities and growth.



## MOU with Marriott Hotels



IHM Lucknow, under the leadership of our Principal I/C Mr. Rajesh Kumar Singh, proudly hosted an Industry-Academia Interaction with Marriott Hotels. This initiative, part of the MOU signed between NCHMCT and Marriott Hotels, opens new doors for our students to gain valuable industry insights. It serves as a stepping stone to preparing them for a bright future in the hospitality industry, enhancing their learning experience and connecting them with industry experts.

## MOU with IHG Hotels & Resorts

IHG Hotels & Resorts signed a Memorandum of Understanding on 27th September 2024, marking a meaningful collaboration aimed at bridging academic knowledge with industry practices. This initiative will provide students with practical insights into the hospitality sector and foster career development. As part of the ongoing efforts, industrial training (ODC) continues, and discussions have begun for faculty training and a staff skilling program. Additionally, hotel staff members are being invited to enroll in short-term summer courses to enhance their professional skills.

**IHG<sup>®</sup>**  
**HOTELS & RESORTS**

## IHM Lucknow Shines at Abhyudaya 2025

IHM Lucknow marked its debut with resounding success at the 19th edition of the National Hospitality Talent Hunt competition, Abhyudaya 2025, hosted by Amrapali University, Haldwani. Demonstrating exceptional talent and skill, our students brought laurels to the institute by securing four prestigious awards among participants from 18 esteemed universities, colleges, and institutes across the country.

The event served as a vibrant platform for aspiring hospitality professionals to showcase their creativity, expertise, and passion. IHM Lucknow's remarkable achievements are as follows:

1. Master Chef Mystery Basket Competition - Winner: Shivansh Tiwari (B.Sc. 3rd Year)
2. Dress the Cake Competition - 1st Runner-Up: Anurag Kumar Singh (B.Sc. 3rd Year)
3. Bar Tending Competition - 2nd Runner-Up: Arnim Verma & Ayush Thapa (B.Sc. 3rd Year)
4. Adhyan (Case Study) Competition - 2nd Runner-Up: Ananya Tuli (B.Sc. 3rd Year)



## IHM Lucknow Excels at Amiphoria 2025

Amity University Lucknow Campus hosted its annual fest Amiphoria 2025 with the theme "Relive, Rejoice, and Recharge." IHM Lucknow proudly participated in the Frosting Fantasies – A Cake Decorating Contest with the theme "Flavours of India." Representing IHM Lucknow, Sonu Kumar Yadav and Khushi Yadav, students of the Diploma in Bakery and Confectionery, showcased exceptional skills with a cake celebrating India's diverse traditions. Their artistic creation earned them the title of 2nd Runner-Up. This achievement reflects the creativity and training at IHM Lucknow, inspiring fellow students to pursue excellence. Congratulations to Sonu and Khushi for their remarkable success!



## IHM Lucknow Shines at Mahakumbh 2025!

It was a moment of immense pride as IHM Lucknow actively participated in the MahaKumbh 2025 at Prayagraj, the world's largest spiritual congregation. A dedicated team of approximately 160 students, representing three different batches, showcased their talent, professionalism, and hospitality skills by providing exceptional services at the ITDC Camps. This prestigious opportunity allowed students to gain hands-on experience in managing hospitality operations at an event of massive scale, where millions of pilgrims and dignitaries gathered. From guest relations, food and beverage service, housekeeping, and front office management, to ensuring seamless logistics and maintaining high standards of hygiene and sanitation, the students exemplified the core values of service, dedication, and excellence that IHM Lucknow stands for. Participating in MahaKumbh 2025 was more than just an academic exercise—it was an enriching experience where learning blended with service, giving students a firsthand understanding of managing hospitality at mega events, while also being part of a spiritually and culturally significant event. Their hard work, enthusiasm, and commitment earned appreciation from guests and officials alike, reinforcing IHM Lucknow's reputation as a leading institution in hospitality education.



IHM Lucknow students with Hon'ble Shri Gajendra Singh Shekhawat, Minister of Tourism, Government of India, at MahaKumbh 2025



Students of IHM Lucknow sharing a moment with fitness icon Milind Soman during MahaKumbh 2025



IHM Lucknow students with Principal Shri Neelendra Prasad Srivastav at the ITDC Camps, MahaKumbh 2025



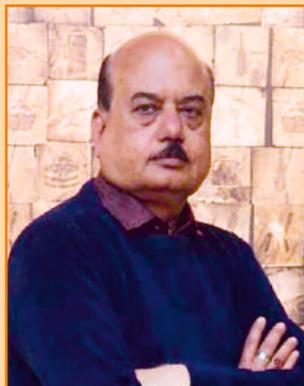
A proud encounter of IHM Lucknow students with cricket legend Anil Kumble at MahaKumbh 2025

## 46<sup>th</sup> Session of the World Heritage Committee

The 46<sup>th</sup> Session of the World Heritage Committee was held from 21st to 31st July 2024 at Bharat Mandapam, Pragati Maidan, New Delhi. This prestigious 10-day event brought together delegates from 152 countries to discuss and strategize the preservation of world heritage sites. The conference served as a significant platform for global collaboration in heritage conservation. We are proud to share that our college was actively involved in this prestigious event. A team of eight students and three faculty members represented our institution and played a lead role in ensuring the smooth execution of the conference.



# INSPIRE US-ALUMNI SHARES



**Mr. Prajesh Kumar Srivastava**  
(IHM Batch 1981-1984)  
Director, Shrivias India

**"Leadership is not about being in charge. It is about taking care of those in your charge."**

— Simon Sinek

Namaskar, I am Prajesh Kumar Srivastava, a proud alumnus of IHM Lucknow's 1984 batch. My journey in hospitality began as an Assistant Manager at Clarks Awadh, where I had the

privilege of contributing to the establishment of the iconic Falaknuma restaurant. Eager to expand my horizons, I transitioned into project management with Regency Industries.

In 1989, I took on the role of General Manager at Royal Café, leading its structural and operational transformation under Regency Industries' ownership. Witnessing its continued success remains a proud milestone in my career.

My professional path led me to a different challenge as a Hospital Manager at Ram Murthi Samarak Institute of Medical Sciences (SRMS Bareilly) from 2000 to 2003. Later, I returned to hospitality, playing a key role in establishing reputed properties like Tekarees Inn, City Club, Heritage Hotel & Resorts, Myraid Hotel, and the renowned Kool Break Chinese Restaurant. Today, as the Director of Shrivias India, I continue to offer consultancy services, sharing my experience and expertise to support hospitality ventures.

To all aspiring hospitality professionals, I say — **"Embrace challenges, stay committed, and never stop learning. In hospitality, every experience shapes you. Passion, resilience, and dedication will lead you to success."**

Dr. Bharat Sah is a seasoned professional with over 37 years of diverse experience in Administration, Operations & Project Management and more. He started his career, with Air India's Centaur Lake View Hotel, Srinagar, Jammu & Kashmir, and after that worked with premier Institutions,



**Dr Bharat Sah**  
(IHM Batch 1983-1986)  
Former Director  
National Institute of  
Fashion Technology  
(NIFT), Raebareli

including Sanjay Gandhi Post Graduate Institute of Medical Sciences, Lucknow, U.P Health System Development Project (A World Bank Project) and at senior management levels with U.P State Tourism Development Corporation. He has a strong background in Management, Law, and Education. He holds a Master's in Business Administration, Bachelors of Law, & Hotel Management and subsequently obtained Doctor of Philosophy (Ph.D) in Management, on topic "Medical Tourism, Driving the Growth of Indian Health Care System".

Dr. Sah joined National Institute of Fashion Technology, Raebareli as Director in January 2014 and with his vast experience and expertise lead NIFT for 10 years, towards excellence in fashion education.

After his superannuation Dr Bharat Sah has recently been appointed as Vice Chancellor of AAFT University of Media & Art, Raipur, Chattisgarh, by the Honourable Governor of Chattisgarh through State's Gazette Notification.

His contributions to education and society have been recognized with the State award of "U.P. RATAN" for the year 2016 and a Special Public Honour by Acharya Mahaveer Prasad Dwivedi Samiti.



**Dr. Sanjeev Kumar Saxena**  
(IHM Batch 1989-1992)

Associate Professor  
Assam University  
(A Central University),  
Silchar.

Mr. Saxena is an Associate Professor in the Department of Hospitality & Tourism Management at Assam University (A Central University), Silchar, since August 2021. With over 32 years of experience in industry and academia, he began his hospitality career in 1992 with The Taj Group of Hotels as a Chef. After five years, he transitioned into academics as a Lecturer at IHM Jodhpur, where he served for over nine years. He then worked as a Training Manager at Jaypee Hotels for five years before becoming the Principal of IHM Silvassa. In 2013, he returned to Jaypee Hotels & Resorts as Additional General Manager (Learning & Development) and Head of Jaypee Hotel Training Centre, Agra, a role he held for eight years before joining Assam University. A firm believer in the philosophy that “no dream too big”, he continues to inspire and shape the future of hospitality education.



**Raj Bhatt**  
(IHM Batch 1992-1995)

Founder & CEO,  
Hozpitality Group

Raj Bhatt is a dynamic hospitality entrepreneur and industry leader with over 30 years of global experience in hotel management, business management, and executive recruitment. A graduate in Hotel and Business Management, Raj built his career working with prestigious hotel brands across

India, Kenya, and Tanzania, including The Oberoi Group, Holiday Inn, Ramada Plaza, Sun n Sand Hotels, Metropolitan Hotels, and Neptune Hotels.

In 2007, Raj moved to Dubai and became a driving force in hospitality recruitment, successfully sourcing top talent for world-renowned hotel groups such as Caesars Palace Bluewaters, Sofitel Dubai, Conrad Dubai, St. Regis Abu Dhabi, Hyatt Hotels, Armani Dubai, The Westin Dubai, The Address Hotels, Shangri-La, Plan Hotels, City Seasons, Flora Hotels, Aloft, Hamra Hotels, IHG Group, HMM Group, Ramada Hotels, Hilton Doha, and many more. His expertise spans executive search, pre-opening recruitment, and large-scale hiring initiatives.

Mr. Vishvapreet Singh Cheema is Director of Operations, South West Asia – InterContinental Hotels Group (IHG®) and leads the operations of all managed hotels across India, Nepal, Bhutan, Bangladesh and Sri Lanka.

With over 28 years of experience in the hospitality industry, his

journey has been fueled by a passion for operational excellence and strategic leadership, which is currently exemplified in his current role. The diverse perspectives and experiences he brings to the team, bolsters the collective goal of fostering sustainable growth and industry-leading hospitality services. In his current role he is instrumental in developing and executing business plans that have significantly enhanced IHG’s regional performance over the years. Prior to his current role, Vishvapreet held various senior leadership roles within IHG®, Marriott India Pvt. Ltd, Radisson Hotel Group, IHHR Hospitality Pvt. Ltd., P&O Cruises - UK and Oberoi Hotels & Resorts.



**Vishvapreet Singh Cheema**  
(IHM Batch 1994 - 1997)

Director of Operations  
-South West Asia –Inter  
Continental Hotels Group

Recognizing the evolving needs of the hospitality industry, Raj founded Hozpitality Group in 2008, which has since grown into one of the fastest-growing online platforms for hospitality professionals and businesses across the Middle East, Asia, and North America. Under his leadership, Hozpitality Group has expanded into six distinct ventures in the UAE, offering a comprehensive ecosystem for hospitality recruitment, networking, awards, media, education, and marketplace solutions.

With an unwavering passion for hospitality and a vision to revolutionize talent acquisition and industry engagement, Raj continues to drive innovation, helping brands and professionals thrive in an ever-changing global landscape.

Vishvapreet is an alumnus of INSEAD – The Business School of the World, Fontainebleau - France, and Oberoi Center of Learning & Development (OCLD), New Delhi – India. He holds a Bachelor of Commerce degree from IGNOU, New Delhi - India and has done his Diploma in Hotel Management from Institute of Hotel Management, Lucknow - India.

Vishvapreet has been felicitated with numerous accolades throughout his career with the top ones being “The Best Operational Head of the Year 2022” at the 17th Hospitality India Travel Awards 2022; “EMEAA Operations Leader of the Year 2020” at the IHG EMEAA General Managers Learning Event 2020 and “The Best General Manager of Luxury Hotel 2015” at the 11th Hospitality India Travel Awards 2015.



**Chef Rajendra Nayal**  
(IHM Batch 1997-2000)  
Executive Chef-  
TajSATS Air  
Catering Ltd., Mumbai

Chef Rajendra Nayal, a proud alumnus of IHM Lucknow (Class of 2000), began his culinary journey with The Oberoi Group, where he worked from 2000 to 2003. During this time, he gained hands-on experience across a wide array of global cuisines and had the distinguished opportunity to work at the renowned Oberoi Delicatessen.

Driven by his passion for exploring international culinary landscapes, Chef Nayal joined Carnival Cruise Lines, contributing to their fine dining restaurant, The Supper Club. Here, he had the privilege of working on the signature menu curated by Michelin-starred French Chef Georges Blanc, further honing his expertise in haute cuisine.

Since 2010, Chef Nayal has been serving as the Executive Chef at TajSATS Air Catering Ltd., Mumbai. In this role, he oversees the production of over 65,000 meals daily, leading culinary innovation and excellence in both Inflight and Institutional catering.

Chef Nayal’s journey is a testament to his unwavering passion for gastronomy, his dedication to the craft and his commitment to upholding the proud legacy of IHM Lucknow.





**Manglesh Bangwal**  
(IHM Batch 1999- 2002)  
Zonal Head -  
JLL's Property &  
Asset Management

Mr. Manglesh Bangwal, a seasoned professional with over 22 years of experience, has made significant strides in hospitality and property management. His career began at The Oberoi Group, where he earned a Gold Medal in Housekeeping Management and contributed to various properties, including the pre-opening of The Oberoi Udaivilas.

In 2010, Bangwal transitioned to JLL, a leading IPC, joining their property and asset management sector. Now serving as the Zonal Head for West India in JLL's Property & Asset Management division, he leverages his diverse background to bring a unique perspective to the field. Bangwal's expertise combines hospitality's focus on guest experience with strategic asset management, driving operational excellence and business growth.

Key attributes for success: positive attitude, humility, practicing what you preach, accomplishing without credit-seeking, and taking full responsibility as a leader. These foster professional growth and personal contentment. Importantly, happiness and peace are the foundations of success, not its outcomes. Cultivating these qualities leads to a balanced, fulfilling life.

Mr. Seth is an alumnus of the Institute of Hotel Management, Lucknow (IHM Lucknow – 2002). He began his career training at Raj Vilas, Jaipur, before joining Grand Hyatt, New Delhi. Over the years, he progressed through various roles, eventually managing all-day dining operations at Taj Palace, New Delhi.



**Tarun Seth**  
(IHM Batch 1999-2002)  
Group General Manager  
Hyatt Corporations

In 2006, he returned to Hyatt, taking on leadership roles across multiple food and beverage outlets and earning a promotion to Assistant Director of Food and Beverage in 2007. In 2010, he moved to Grand Hyatt Mumbai, where he launched new dining concepts.

In 2014, he joined The Oberoi, New Delhi as Executive Assistant Manager – Food and Beverage. Over six years, he advanced to Hotel Manager at Trident BKC and later General Manager for Trident, Cochin, and The Oberoi Motor Vessel Vrinda.

In 2018, he was appointed General Manager of Hyatt Regency Delhi, leading the hotel for four years before taking on a pre-opening role at Grand Hyatt Gurgaon in 2022.

A seasoned hospitality professional, Tarun specializes in food and beverage operations, concept development, and revenue optimization. His strategic leadership has earned him recognition as one of India's Top 5 Luxury and MICE Hotel General Managers.



**Vivek Sharma**  
(IHM Batch 1999-2002)  
General Manager-  
Taj The Trees, Mumbai

Vivek Sharma a pass out of IHM-Lucknow batch 1999-2002 has around 22 years of hospitality experience of working in world renowned hotels and resorts. He was a management trainee with IHCL and specialized in food & beverage operations, later he transitioned into general management. He has been leading hotel operations over the past seven years as a General Manager of various Taj luxury hotels. His career spans luxury resorts and city hotels across India, Maldives, and UAE, with IHCL, Anantara and Oberoi groups. Currently, as General Manager of Taj The Trees, Mumbai, he played a key role in its successful launch and continues to drive its growth and reputation.



**Dr. Chef Swatantra Gautam**  
(IHM Batch 2000– 2003)  
Vice President  
(Culinary & QA) -  
Paradise Biryani Hyderabad

A Passionate Culinarian and Management Trainee graduate from Old world Hospitality with an extensive experience of more than two decades in Leadership role at some of the top Hospitality brands in the country that includes Le Méridien Hyderabad, Novotel Goa , Radisson Salem, Hotel Ashok New Delhi, EHV International, Emirates Dubai, DLF Hospitality, Habitat World @ India Habitat Centre.

Currently as Vice President (Culinary & QA) for Paradise Biryani Hyderabad, taking a legacy forward for the legendary Biryani brand for Pan India operations.

**“Inspiration exists, but it must find you working, be courageous. Challenge orthodoxy. Stand up for what you believe in.”**

With a Master’s in Tourism Management and Hotel management graduate from IHM Lucknow in 2008, Mr. Sajwan started as a Chef with Taj Hotels, moving ahead as Assistant Lecturer with IHM Pusa, Shimla & Jaipur. He then switched to Training in 2014 with The Fern & Sarovar Hotels where got awarded as Best Training Manager for Sarovar Hotels in 2017.



**Sonal Sajwan**  
(IHM Batch 2005-2008)  
General Manager –  
Sarovar Hotels & Resorts,  
Jaipur Rajasthan  
Food Blogger & Reviewer

Challenged self into operations in 2018 as Food & Beverage Manager with Sarovar Hotels and took the position of Executive Assistant Manager with Lemon Tree Hotels in 2021, climbing the ladder as one of the youngest General Managers with Sarovar Hotels in 2022 at the age of 35 years. Awarded Best GM award by Sarovar Hotels, BW Hotelier India, Best 30 commended GMs in India Power List by Hozpitality.com & listed in Top 100 GMs shaping the industry by Luxury Lifestyle Awards in years 2024 & 2025. He has many professional milestones such as Awarded General Manager of the Year by Sarovar Hotels 2023-2024, Awarded General Manager of the Year North India by BW Hotelier India Hotel Awards 2024 being the only General Manager across categories & brands from Rajasthan. Awarded Best Commended GM Powerlist by Hozpitality.com. He has also been listed in the Top 100 GMs shaping the Industry by Luxury Lifestyle Awards 2024. He is Jaipur’s top reviewer & food blogger, handle-BhookaSher & accredited with Zomato #1 food blogger badge (2018-19) in the city, active participant in various bloggers meet & events of the city.

After completing my B.Sc. in Hospitality and Hotel Administration from “IHM Lucknow” in 2013, I started my career journey with Hyatt Hotels, getting selected as “Corporate Leadership Trainee” in F&B Service through Campus Recruitment at Park Hyatt Hyderabad.



**Khushboo Goyal**  
(IHM Batch 2010-2013)  
Learning & Development  
Manager -  
The Leela Ambience  
Gurugram Hotel  
& Residences

After graduating in the Program and continuing working at Park Hyatt Hyderabad, I later explored

opportunity with a Pre-opening assignment at Hyatt Regency Chandigarh in the role of Assistant Restaurant Manager. My next assignment took me to IHG Hotels, at their Flagship Hotel, “Crowne Plaza Today Gurgaon” in the role of Bar Manager and in 2019 I transitioned into Learning & Development.

Starting with Marriott Hotels, to Apeejay Surendra Group of Hotels and coming back to Hyatt in the role of Leaning Manager in 2022, I continued to hone my skills as L&D Professional in different cities.

Today I continue to grow in my role as, September 2023, opened the new doors of Luxury Hospitality exposure for me and I joined at The Leela Ambience Gurugram Hotel & Residences in the role of Learning & Development Manager. The ever-evolving landscape of this hotel keeps me motivated to stay ahead of trends and embrace new challenges.

As I continue forward on my professional journey, I remain committed to excellence, innovation, and making a meaningful impact in my industry. The road ahead is exciting, and I look forward to the next chapter of growth and success.



**Cherian Sonkar**  
 (IHM Batch 2011 – 2014)  
 Assistant Head  
 Sommelier -Amazonico,  
 Dubai UAE

Passion, perseverance, and a commitment to excellence—these are the driving forces behind my journey in the world of hospitality and wine. With over eight years of experience in some of the finest restaurants and hotels, I have honed my craft and dedicated myself to delivering

unforgettable dining experiences. After earning my Bachelor of Science in Hospitality and Hotel Management from the Institute of Hotel Management in Lucknow in 2014, where I also completed six months of industrial training at ITC Mughal Hotel in Agra, I began my career with a focus on service excellence. Since then, I've built a diverse range of experiences, from being the sole in-charge of wine cellars at Hyatt Regency Delhi to leading wine procurement, training, and menu engineering at top Dubai restaurants like Ramusake and Lima. Along the way, I've had the honor of competing and earning recognition in prestigious sommelier competitions, including being named a top three finalist in the Gaggeneau Sommelier Competition in Abu Dhabi and earning second runner-up in the UAE Sommelier Challenge. Currently working in Dogus Group (Amazonico Restaurant ) in Dubai as an Assistant head Sommelier. These experiences have shaped me as both a professional and a mentor, driven by a love for wine and a passion for teaching others the art of exceptional service. Wine is more than just a beverage—it's a story, a culture, and an experience that brings people together. My mission has always been to elevate that experience, not only for guests but also by training and inspiring teams to develop their own passion for excellence.

I stand here today, not just as a sommelier but as a believer in lifelong learning, innovation, and the power of dedication. The journey never stops, and neither do I. Here's to raising the bar, one bottle at a time!"\*

**"Success is not just about what you achieve, but about how you inspire and empower others along the way."**

Hello, I am Gaurav Srivastava, a proud graduate of IHM Lucknow (Batch of 2012-15). My journey began with an exciting opportunity as a Management Trainee with IHCL (Taj Group) through campus placements. I honed my skills as a Restaurant Manager at Taj Lands End, Mumbai, from 2015 to 2018, managing grand events, including B-Town gatherings and extravagant weddings.

Being part of the pre-opening team for Chambers, the prestigious members-only club at Taj Mumbai, was a significant milestone. I contributed to its setup and the development of Standard Operating Procedures (SOPs). Later, I managed Vista, one of the top 5 revenue-generating coffee shops in India, with an impressive turnover of ₹24 Cr, where I played a key role in menu planning and operational excellence.

In 2018, I returned to my roots in Lucknow and founded Shrivastava India, a décor and event management company. Over the years, we have grown to become an official vendor for almost all five-star hotels. We manage events across the nation, working with prestigious clients like SIDBI, HPCL, Indian Oil, Dharma Productions, Yash Raj Studios, and the World Bank.

From luxurious Indian weddings to large-scale corporate events, Shrivastava India has left its mark globally. I believe every event tells a story, and I'm passionate about bringing those stories to life. To aspiring professionals, I say — **"Stay curious, work relentlessly, and remember that every challenge is an opportunity in disguise."**



**Gaurav Srivastava**  
 (IHM Batch 2012-2015)  
 Founder, Shrivastava India



**Tej Singh Barkhane**  
(IHM Batch 2012-2015)  
Kitchen Supervisor,  
Homi Bhabha Cancer  
Hospital and Research  
Centre, Visakhapatnam

**"The future belongs to those who believe in the beauty of their dreams." — Eleanor Roosevelt**

Hello, I am Tej Singh Barkhane, a proud alumnus of IHM Lucknow (Batch of 2012-15). My journey began with a campus placement at Domino's Pizza, where I worked as an Associate

Guest Delight Manager at Sapru Marg, Lucknow. However, my fascination with government service never faded. Having completed my schooling at Jawahar Navodaya Vidyalaya (JNV) Sehore, Madhya Pradesh, I always held a deep admiration for the institution. In 2018, I was fortunate to join the Jawahar Navodaya Vidyalaya as a Catering Assistant at Chukitong, District Wokha, Nagaland. Serving in the educational sector for four years was a deeply rewarding experience. Since January 2023, I've been serving as a Kitchen Supervisor at Homi Bhabha Cancer Hospital and Research Centre, Visakhapatnam, under the Department of Atomic Energy, Government of India. Every day, I find fulfillment in contributing to a cause that touches lives. The training and values instilled in me at IHM Lucknow have prepared me to adapt and excel in diverse environments. From the fast-paced hospitality industry to the public sector, the skills I acquired have always guided me towards success. To all aspiring professionals, I'd say – follow your passion fearlessly. The journey may take unexpected turns, but each experience will enrich your perspective. Stay committed, embrace challenges, and always strive to make a difference.

**"Success is not about where you start, but how you adapt and grow along the way."**

**"Challenges are what make life interesting, and overcoming them is what makes life meaningful."**

Hi, I am Mohammad Faizan Sabir, a proud alumnus of IHM Lucknow (Batch of 2012-15). My hospitality journey began with a campus placement at Thomas Cook, Gurgaon, where I joined as a Management Trainee in the Foreign Exchange

Department. The initial phase of my career as a Customer Relationship Executive was a learning curve that laid the foundation for my professional growth. Driven by a desire to explore new avenues, I transitioned to McDonald's as an Assistant Manager, managing operations across Lucknow, Kanpur, and Allahabad for two years. My journey then led me to Cinopolis, Lucknow, where I spent four enriching years as an Assistant Operations Manager. Every role brought new challenges and experiences, helping me grow into a dynamic leader. Since February 2022, I have been part of HCL Tech, Noida, working as a Senior Specialist. Leading teams and multiple projects optimizing service delivery processes has been a fulfilling experience. With over 9 years of diverse experience, I've developed a results-oriented approach, fostering customer satisfaction, driving operational efficiency, and mentoring teams to achieve success. The hospitality degree from IHM Lucknow empowered me with the versatility and adaptability needed to excel in any field. It taught me resilience, teamwork, and the ability to embrace change. To all aspiring professionals, I'd say – never shy away from challenges. Each experience shapes you, builds your confidence, and propels you toward growth. Success is not merely about reaching a destination but continuously evolving and making a meaningful impact. Keep striving, keep learning, and always believe in your potential.

**"Adaptability is about the powerful difference between adapting to cope and adapting to win." – Max McKeown**



**Mohammad Faizan Sabir**  
(IHM Batch 2012-2015)  
Senior Specialist,  
HCL Tech, Noida



**Satya Vardhan Singh**  
(IHM Batch 2012-2015)  
Research Officer -  
Sports Authority of  
India (SAI)

IHM Lucknow takes immense pride in its alumni who excel across industries, and Satya Vardhan Singh is a remarkable example. A Taekwondo athlete and sports administrator, Satya’s journey from hospitality to sports management showcases the versatility of a hospitality education. Starting his career in retail and sales with Bestseller, Bose Corporation, and Pepperfry.com, he later followed his passion for sports, joining the Sports Authority of India (SAI) in 2023. As an Athlete Relations Manager and now a Research Officer, he plays a crucial role in supporting India’s top athletes through the Target Olympic Podium Scheme (TOPS) and Target Asian Games Group. Beyond his professional role, Satya has been instrumental in sports governance as Secretary General of the District Taekwondo Association Varanasi (DTAV), pioneering a ranking and grading system inspired by hospitality standards. He has contributed in managing Indian team in major recent events like the Asian Games ,Olympics, and National Sports Awards at Rastrapati Bhavan which highlight

how his training in operations, planning, and customer relations at IHM Lucknow has shaped his career. Representing IHM Lucknow he won a Gold Medal in Taekwondo at Spardha 2014 (IIT BHU) and an award at National Hospitality Seminar 2014 (IHM Ahmedabad), Satya continues to make IHM Lucknow proud. His journey exemplifies how hospitality education fosters leadership and adaptability, proving that its impact goes far beyond the traditional industry.



**Zeeshan Ahmad**  
(IHM Batch 2012-2015)  
Assistant Housekeeper,  
Trident Gurgaon

Hi, I am Zeeshan Ahmad, a proud alumnus of IHM Lucknow (Batch 2012-15). My journey in hospitality started with a campus placement at The Oberoi Group. I began as an OCER in the Housekeeping Department at Trident Bandra Kurla Complex, Mumbai, where I spent nine enriching years

learning, growing, and honing my skills. Last September, I moved to Trident Gurgaon as an Assistant Housekeeper.

It’s been almost a decade with Oberoi, and the Oberoi Dharma has become a way of life for me. To all the young hospitality enthusiasts out there, I would say – consistency, commitment, and continuity are the keys to success. Believe in the

**"The world is your kitchen; every challenge is a new recipe for success."**

Hello, I am Mohit Gupta, a proud graduate of IHM Lucknow (Batch of 2012-15). My culinary journey began with a campus placement at The Oberoi Group as an OCER. I started as a Kitchen Assistant at The Oberoi, New Delhi, and soon after, I moved to Trident Bandra

Kurla Complex, where I was promoted to Demi-Chef. With a passion for exploring the global culinary landscape, I embraced an opportunity at The Oberoi Beach Resort, Al Zorah, Ajman in the UAE, continuing as a Demi-Chef. My career path then led me to Intercontinental Dubai Marina, where I earned the position of Chef de Partie. Eager to expand my horizons further, I set my sights westward. Canada



**Mohit Gupta**  
(IHM Batch 2012-2015)  
Chef, Horizon North,  
Canada

brand and its values, and you'll surely grow. I know the initial days can be tough, but stick to your commitment and embrace the joy of serving in this wonderful world of hospitality. And remember – always smile!

**"Success is not final; failure is not fatal: It is the courage to continue that counts." — Winston Churchill**

welcomed me with open arms, and I took on the role of Head Chef at Guru Kitchen & Bar. Currently, I'm honored to be part of Horizon North, a renowned Canadian brand, working as a Chef. To the aspiring chefs at IHM Lucknow, I say — the culinary world is vibrant and full of opportunities. Study diligently, master your skills, and take the plunge into this rewarding industry. The world is your canvas, and every dish is a masterpiece waiting to be created.

**"Great chefs aren't born; they are made through passion, dedication, and an insatiable curiosity."**



**Miraal Haider**  
(IHM Batch 2013-2016)  
Revenue Head -  
OYO USA

A 2016 graduate of IHM Lucknow, he started his career as a Reservations Associate at Oberoi Hotels before transitioning to the hospitality startup space with FabHotels and OYO. With 9 years of experience into business development, revenue management, growth and strategic initiatives, currently, he serves as the Revenue Head – New Business for OYO USA, leading revenue strategy for newly acquired properties. His expertise spans revenue management, business expansion, and strategic planning, making him a key player in driving growth within the hospitality sector.

Quick Tip for Hotel Management Students -Master revenue management early—understanding pricing, demand forecasting, and distribution channels will set you apart. Stay updated on technology trends and sharpen problem-solving skills to excel in the hospitality industry.



**Aman Kanojia**  
(IHM Batch 2014-2017)  
Chef - Four Seasons,  
Bangalore

IHM Lucknow proudly celebrates the remarkable journey of Aman Kanojia, whose culinary expertise has transcended borders, earning him a distinguished place in the global hospitality industry. With a foundation built at IHM Lucknow, Aman refined his craft through rigorous training at Shangri-La's Eros Hotel, New Delhi,

and Renaissance Hotel by Marriott, Lucknow, before embarking on an extraordinary career with some of

Reservation Team Lead, Mama Shelter Dubai - Ennismore Group | Former Reservations Agent, Mercure Hotel Suites & Apartments – Accor Group

My journey from the halls of the Institute of Hotel Management, Catering Technology & Applied Nutrition, Lucknow, to the bustling hospitality industry of Dubai has been a testament to the power of dedication, adaptability, and continuous learning. Graduating



**Maria Moses Sinha**  
(IHM Batch 2017-2020)  
Reservation Team Lead,  
Mama Shelter Dubai -  
Ennismore Group

the world's most prestigious hospitality brands. His tenure at JW Marriott, Bangalore, saw him orchestrating seamless kitchen operations while curating exceptional dining experiences. His global footprint expanded as a Range Chef aboard the Royal Caribbean Cruise, where he managed high-volume, high-quality buffet operations at sea. At Akshaya - The Picture Drome, Liverpool, he showcased his expertise in fine dining and exclusive catering services. As a Personal Chef at Four Seasons, Bangalore, Aman catered to an elite clientele, creating bespoke culinary experiences that set new standards of excellence. Through his unwavering commitment to innovation and precision, Aman continues to elevate the art of gastronomy. His journey stands as a testament to the transformative education at IHM Lucknow and the limitless opportunities it creates for those who aspire to redefine excellence in the culinary world.

with a BSc. in Hospitality & Hotel Administration (2017–2020) provided me with a strong academic foundation and a deep understanding of the hospitality sector, which I have since built upon in my professional career

During my time at the institute, I developed not only technical expertise but also essential soft skills like communication, teamwork, and problem-solving. These skills have been instrumental in my roles at Mercure Hotel Suites & Apartments and now as Team lead at Mama Shelter Dubai have also allowed me to further hone my skills in reservation management, revenue optimization, and guest relations.

To current students, I would say: “Embrace every opportunity, stay curious, and never stop learning. Success is a journey, not a destination. My time at IHM Lucknow taught me the value of perseverance and adaptability, which continue to guide me in my career.”

## A Proud Moment for IHM Lucknow!

On World Food Day, 16th October 2024, Mr. R.K. Singh, Principal I/C of IHM Lucknow, had the privilege of sharing his valuable insights in an interview with Doordarshan Lucknow. During the interview, he covered various important aspects of food, from sustainability to innovation in culinary education, providing a forward-thinking vision for the future of food and hospitality. This achievement is a significant milestone for IHM Lucknow, reflecting our commitment to excellence and leadership in the culinary and hospitality sectors. A great moment for the entire IHM Lucknow family!



## अतिथि सत्कार उद्योग (हॉस्पिटैलिटी इंडस्ट्री)

असीमित सम्भावनाओं से भरा उद्योग

भारत में सदा से ही अतिथि को अत्यन्त सम्माननीय स्थान प्राप्त रहा है और अतिथि सत्कार को एक महान तथा पवित्र कर्तव्य माना जाता रहा है। 'अतिथि देवो भवः' की भावना से प्रेरित होकर जिस प्रकार कोई अपने यहाँ आए हुए देवता को हर प्रकार से सन्तुष्ट करना अपना धर्म समझता है, उसी प्रकार अतिथि को भी अपने अच्छे व्यवहार तथा सुख-सुविधाओं से सन्तुष्ट करना परम धर्म माना गया है। अतिथि सत्कार की इसी भावना ने ही भारत के बाहर समस्त विश्व में फैलकर अतिथि सत्कार को आज एक व्यापक उद्योग का रूप दे दिया है। अतिथि जब किसी देश या स्थान पर जाता है तो वह केवल आर्थिक लाभ ही नहीं लाता, बल्कि अपने देश की सद्भावनाएँ तथा सांस्कृतिक मान्यताएँ भी साथ लाता है, जिससे 'वसुधैव कुटुम्बकम्' की भावना को भी बल मिलता है। वर्तमान काल में अतिथि सैलानी, पर्यटक (Tourist), शोधकर्ता (Research Scholar) व घुमन्तू (Wanderer) के रूप में एक स्थान से दूसरे स्थान पर यात्रा करता है। इससे यह निष्कर्ष निकलता है कि जहाँ पर्यटकों का आवागमन अधिक होगा, वहाँ उनकी आवश्यकताओं के अनुसार सुविधाओं तथा संसाधनों की आवश्यकता भी उतनी ही अधिक होगी। अतः अतिथि सत्कार उद्योग (Hospitality Industry) का विकास भी अधिक होगा। किन्तु हमें केवल पर्यटकों की संख्या बढ़ाने पर ही ध्यान नहीं देना चाहिए, बल्कि उनकी सुख-सुविधाओं और सन्तुष्टि पर भी विशेष ध्यान देना होगा। विश्व में औद्योगिक तथा वाणिज्यिक विकास बहुत तेजी से हो रहा है जिससे लोगों की सम्पन्नता भी बढ़ी है। इसके परिणामस्वरूप वाणिज्यिक पर्यटकों की संख्या में वृद्धि के साथ-साथ अन्य क्षेत्रों जैसे साहित्यिक, वैज्ञानिक, औद्योगिक, शोधपरक कार्यक्रम जैसे गोष्ठियाँ (Conferences), शोधपरक संस्थाओं (Research Seminars) के अतिथियों की संख्या में भी अप्रत्याशित वृद्धि हुई है। अतः अतिथि सत्कार उद्योग में भी विकास की सम्भावनाएँ अत्यधिक बढ़ गई हैं।

### अतिथि सत्कार उद्योग क्या है?

पूर्व में यह उद्योग दो भागों में बाँटा जाता था, किन्तु पर्यटकों की श्रेणियों में विविधता आने के कारण अब इसे केवल दो भागों में बाँटना उपयुक्त नहीं रह गया है। आधुनिक काल में इसे पर्यटन (Tourism), यातायात (Transport), आवास (Accommodation), खानपान (Food), तथा विभिन्न प्रकार की पर्यटक आवश्यकताओं व अभिरूचियों के आधार पर वर्गीकृत करना उचित होगा। मनुष्य आदिकाल से ही नए-नए स्थानों को देखने के लिए उत्सुक रहा है। वास्को-डि-गामा द्वारा भारत की खोज, कोलंबस द्वारा अमेरिका की खोज तथा एमंडसन द्वारा अंटार्कटिका की खोज, इसी मानवीय प्रवृत्ति का परिणाम हैं। आधुनिक युग में विभिन्न देशों में आर्थिक तथा व्यापारिक प्रतिस्पर्धा ने अतिथि सत्कार उद्योग को विस्तार व मजबूती प्रदान की है। आज का मानव अपने परिश्रमी तथा व्यस्त जीवन से समय निकालकर मानसिक विश्रान्ति के लिए ऐसे नए और सुरम्य स्थानों पर जाना पसंद करता है, जहाँ वह प्रकृति के आकर्षक दृश्यों का सौंदर्य निहार सके, अपने मन को हल्का कर उबाऊ जीवन एवं कार्यशैली से मुक्ति पाकर प्रसन्नता एवं ताजगी प्राप्त कर सके, तथा जहाँ उसे विश्राम के दौरान सभी प्रकार की सुविधाएँ प्राप्त हों। मानव की इसी आवश्यकता को ध्यान में रखकर प्रायः सभी देशों ने, जहाँ प्राकृतिक सौंदर्य से परिपूर्ण दर्शनीय स्थल अधिक हैं, वहाँ आतिथ्य सत्कार उद्योग को सुव्यवस्थित तथा संगठित रूप में विकसित किया है, जो पहले केवल धर्मशालाओं या सरायों तक सीमित था। आज सामान्य होटलों से लेकर पाँच सितारा होटलों तक का निर्माण हो चुका है। कई देशों ने अपने पुरातात्विक तथा ऐतिहासिक स्थलों का आकर्षण संसार के लोगों में उत्पन्न कर अपने यहाँ पर्यटन उद्योग को इतना विकसित किया है कि उनकी अर्थव्यवस्था ही इस पर निर्भर हो गई है। संसार में उद्योग-धंधों की वृद्धि के कारण मानव की आर्थिक सम्पन्नता में भी वृद्धि हुई है, जिससे पर्यटन उद्योग का विस्तार हुआ है और उनकी आय भी बढ़ी है। साथ ही, उनके द्वारा प्रदत्त सेवाओं की गुणवत्ता में भी अप्रत्याशित विकास हुआ है।



श्रीमती मंजुला श्रीवास्तव  
श्री नीलेंद्र प्रसाद श्रीवास्तव  
(प्राचार्य, आई.एच.एम.  
लखनऊ)  
जी की माताश्री

## अतिथि सत्कार उद्योग का अर्थव्यवस्था में योगदान

भारत विश्व की सबसे पुरातन सभ्यताओं में से एक है। यहाँ प्राकृतिक और मानव निर्मित, प्रागैतिहासिक, पुरातात्विक, मध्यकालीन तथा आधुनिक स्थलों की भरमार है। इसके अतिरिक्त, भौगोलिक विविधता के कारण यहाँ प्रकृति ने अनेकों दर्शनीय स्थलों का निर्माण स्वयं ही कर दिया है। भारत अति प्राचीन काल से ही एक धर्मपरायण देश रहा है, अतः यहाँ सभी संप्रदायों के धार्मिक स्थलों की भरमार है। हमारे देश का शायद ही कोई ऐसा भाग हो, जहाँ वर्ष में एक बार उत्सव या मेला न होता हो। काशी, तिरुपति, जगन्नाथ पुरी, अयोध्या, द्वारका, मथुरा, शिर्डी, सोमनाथ, उज्जैन, बोधगया, श्रवणबेलगोला, प्रयाग, अजमेर शरीफ तथा अन्य अनेक स्थल ऐसे हैं, जहाँ धार्मिक तीर्थयात्रियों की अधिकता रहती है। इन स्थलों का अधिकांश कार्यभार स्थानीय पंडों, सरायों और धर्मशालाओं द्वारा ही निभाया जाता रहा है। किंतु आधुनिक जीवनशैली तथा व्यक्तिगत आर्थिक सम्पन्नता में वृद्धि के कारण समृद्ध तीर्थयात्री अब ऐसे होटलों की ओर आकर्षित हो रहे हैं, जो उन्हें सात्विक भोजन तथा पूजा-पाठ की समुचित सुविधाएँ प्रदान करते हैं। वर्तमान युग में प्राकृतिक एवं मानव निर्मित (प्राचीन और आधुनिक दोनों प्रकार के) पर्यटन स्थलों की संख्या के आधार पर भारत का विश्व में चतुर्थ स्थान है। धार्मिक स्थलों एवं ऐतिहासिक स्थलों के अतिरिक्त देश में तेज औद्योगिक विकास के कारण कॉरपोरेट, साहित्यिक एवं सामाजिक गोष्ठियों की भी बहुलता हुई है, जो प्रायः उच्च कोटि के होटलों में ही आयोजित की जाती हैं। इससे होटलों में ठहरने वाले लोगों की संख्या में भी वृद्धि हुई है। खेल जगत की अनेक गतिविधियाँ, जैसे राष्ट्र परिवार खेल समारोह (कॉमनवेल्थ गेम्स), विश्व स्तरीय क्रिकेट तथा अन्य खेलकूद प्रतियोगिताएँ जो विशेषकर 2010 के दशक में भारत में आयोजित हुईं, उनसे न केवल होटल उद्योग को बल्कि भारतीय बाजार को भी अच्छी आय प्राप्त हुई। इसके साथ ही देश की अर्थव्यवस्था को भी श्रेष्ठ विदेशी मुद्रा प्राप्त हुई। भारत में प्रतिवर्ष लगभग 50 लाख से अधिक पर्यटक विभिन्न भागों में भ्रमण करते हैं, जिससे देश की अर्थव्यवस्था को सुदृढ़ता प्राप्त होती है और रोजगार के नए अवसर भी सृजित होते हैं। एक अनुमान के अनुसार, वर्ष 2010 में उपरोक्त आयोजनों से लगभग 800 करोड़ अमेरिकी डॉलर का व्यवसाय हुआ था। आगे के वर्षों में यह संख्या निरंतर बढ़ती गई। वर्ष 2024 की शुरुआत (जनवरी से मई) तक भारत आने वाले विदेशी पर्यटकों की संख्या में 9.1% की वृद्धि हुई, जिससे विदेशी मुद्रा आय में 22.52% की वृद्धि दर्ज की गई। वर्ष 2023 में अंतरराष्ट्रीय पर्यटकों का आगमन 18.89 मिलियन और विदेशी पर्यटकों का आगमन (FTA) 9.52 मिलियन था, जिससे भारत को 231927 करोड़ रुपये की विदेशी मुद्रा आय प्राप्त हुई। वर्ष 2023 में घरेलू पर्यटकों (DTV) की संख्या 2509 मिलियन तक पहुँच गई। इन आँकड़ों से भारत में पर्यटन क्षेत्र की आर्थिक प्रगति स्पष्ट होती है। भारत सरकार ने वर्ष 2047 तक 100 मिलियन इनबाउंड पर्यटकों को भारत लाने का लक्ष्य निर्धारित किया है।

पर्यटकों के लिए यह स्वाभाविक है कि पर्यटन स्वालों के भ्रमण के पश्चात् होने वाली थकान मिटाने के लिए उन्हें ऐसे आश्रय स्थलों की आवश्यकता अनुभव होती है, जहाँ वह घर जैसी सुविधाओं तथा सुखदायी वातावरण का आनन्द ले सकें। पर्यटकों की इन्ही आवश्यकताओं की व्यवस्था करने के लिए अत्याधुनिक होटलों का निर्माण शुरू हुआ। इन होटलों में पर्यटकों की थकान मिटा कर पुनः स्फूर्तिदायक वातावरण में लाकर सुखी तथा सन्तुष्ट करने के सभी साधन उपलब्ध होते हैं। इस वातावरण को सजीव बनाकर सुव्यवस्थित रूप से चलाने के लिए मानव संवेदनाओं का होना अति आवश्यक है। अतः उपलब्ध साधनों को समुचित तथा व्यवस्थित रूप से संचालित करने के लिए तथा अपने अतिथियों के लिए परम उपयोगी बनाने के लिए दक्ष मानव सेवा की आवश्यकता होती है। क्योंकि कोई भी मशीन मानव संवेदनाओं को विस्थापित नहीं कर सकती है। इसलिए दक्ष तथा संवेदनशील मानव सेवा की आवश्यकता होती है। अतः होटल के अधिकारी तथा कर्मचारियों का यह आदर्श होना चाहिए कि जैसे अस्पताल के मरीजों के लिए वहाँ की नर्सों की जो कर्तव्य भावना तथा संवेदना की आवश्यकता होती है, वैसी ही कर्तव्य परायणता तथा संवेदना की अपेक्षा पर्यटकों को होटल के अधिकारियों व कर्मचारियों से होती है। किसी भी होटल का सुखी तथा संतुष्ट अतिथि उस होटल का देश-विदेश में ब्रांड एम्बेसडर होता है। यही कारण है कि होटलों के विकास के साथ-साथ दक्ष मानवीय सेवाओं की आवश्यकता में भी वृद्धि हो रही है।”

## दक्ष मानव सेवा प्राप्त करने के साधन

आज होटल केवल रात्रि व्यतीत करने का आश्रय मात्र नहीं रहा है। व्यक्तियों की आर्थिक समानता बढ़ने के साथ-साथ होटलों की पारस्परिक प्रतिस्पर्धा भी बढ़ गई है। एक ओर तो पर्यटकों को होटलों से अधिक सुख-सुविधाओं की अपेक्षा होती है, वहीं दूसरी ओर प्रत्येक होटल का अपने प्रतिस्पर्धी होटलों से अधिक सुविधाएँ प्रदान करने की होड़ होती है। अतः अपने ग्राहकों की अपेक्षाओं को केंद्र में रखकर, उत्कृष्ट सेवाओं के माध्यम से ही आगे बढ़ा जा सकता है।

### होटल के कार्य को वर्तमान समय में चार भागों में बाँटा जा सकता है:

**1. फ्रंट ऑफिस या स्वागत कक्ष** - यह होटल का प्राथमिक तथा सबसे महत्वपूर्ण भाग होता है, जहाँ पर्यटक सबसे पहले होटल के संपर्क में आता है। यहाँ नियुक्त कर्मचारियों को सुशिक्षित, मनोवैज्ञानिक दृष्टिकोण वाला, संयमित व्यवहार करने वाला, कुशल, धैर्यवान, नम्र व विनम्र होना चाहिए ताकि वह ग्राहक से बात करके उसकी आवश्यकताओं को समझकर अति कुशलता पूर्वक यह विश्वास दिला सके कि यह होटल ही उसके ठहराव के लिए सबसे उपयुक्त स्थान है। इस कक्ष में नियुक्त कर्मचारियों को यह ध्यान रखना चाहिए कि "First impression is the last impression" बल्कि "everlasting impression" हो।

**2. फ्रंट ऑफिस के पश्चात** ग्राहक (पर्यटक) का संपर्क उस कर्मचारी से होता है जो उसे उसके कक्ष तक पहुँचाता है। इन कर्मचारियों का यह कर्तव्य होता है कि वे यह सुनिश्चित करें कि कमरे में ग्राहक की आवश्यकता की समस्त सामग्री यथास्थान हो तथा कमरा पूर्णतया स्वच्छ और व्यवस्थित हो। यदि ग्राहक को किसी अन्य वस्तु की आवश्यकता हो तो उसे तुरंत (promptly) पूरा करें।

**3. अन्य शहरों या देशों से आने वाले पर्यटकों** के लिए, जिनके कक्ष पहले से आरक्षित हैं, होटल के पास उन्हें हवाई अड्डे या स्टेशन से लाने और पहुँचाने के लिए डीलक्स बसें और टैक्सियाँ होनी चाहिए। इनके ड्राइवर नम्र स्वभाव, ईमानदार और सच्चरित्र होने चाहिए, जिससे पर्यटकों की जान-माल की सुरक्षा सुनिश्चित हो और वे उचित मूल्य पर पर्यटन स्थलों तक पहुँच सकें। इसके साथ ही प्रशिक्षित टूरिस्ट गाइड की सुविधा भी होनी चाहिए, जो वहाँ के प्रमुख पर्यटन स्थलों का संक्षिप्त परिचय दे सकें। इससे पर्यटन व्यवसाय की लोकप्रियता में वृद्धि होगी।

**4. भोजन** - पर्यटक के कमरे सहित होटल की अच्छी व्यवस्था, वातावरण, आंतरिक स्वच्छता, साज-सज्जा तथा हाउसकीपिंग स्टाफ के सद्व्यवहार ग्राहक को जिस प्रकार प्रभावित करते हैं ठीक उसी प्रकार होटल का अच्छा और स्वादिष्ट भोजन भी उसे प्रभावित करता है। व्यंजनों की सुरुचिपूर्ण प्रस्तुति पर्यटक को आत्मसंतुष्टि प्रदान करती है। अतः भोजन निर्माण में लगे हुए शेफ (chefs) को प्रशिक्षित होना चाहिए। आज का पर्यटक वैज्ञानिक दृष्टिकोण रखने वाला है और स्वाद के साथ-साथ भोजन की पौष्टिकता (nutritious) एवं हानिरहित (non-toxic) होने की अपेक्षा भी करता है।

आज वैज्ञानिकों ने कुछ ऐसे पदार्थों का भी चयन किया है, जो भोज्य पदार्थों की स्वादिष्टता बनाए रखते हुए उनमें कुछ ऐसी गुणवत्ता उत्पन्न करते हैं, जो कुछ व्याधियों जैसे डायबिटीज, हृदय रोग, कैंसर आदि की संभावना को कम करते हैं। अतः रसोई के शेफ्स को डाइटीशियन का प्रशिक्षण भी आवश्यक हो गया है। फूड एंड बेवरेज सर्विस विभाग की प्रस्तुति शैली का भोजन की ग्राह्यता पर विशेष प्रभाव पड़ता है।

होटल के उपरोक्त सभी विभागों की दक्षता (expertise), परस्पर सहयोग (mutual coordination) एवं सेवा भावना (devotion to duties) से ही होटल की सफलता का आकलन होता है तथा उसकी ख्याति बढ़ती है। अतः होटल के उपरोक्त सभी विभागों के लिए दक्ष मानव शक्ति तैयार करने हेतु होटल मैनेजमेंट काफलेजों की संख्या में वृद्धि हो रही है। इसी श्रृंखला में, इन्स्टीट्यूट ऑफ होटल मैनेजमेंट, लखनऊ (अलीगंज स्थित), भारत के अग्रणी संस्थानों में से एक है।

इस संस्थान में होटल उद्योग के उपरोक्त सभी विभागों के लिए दक्ष व्यक्तियों के प्रशिक्षण के अतिरिक्त, प्रशिक्षुओं के व्यक्तित्व विकास तथा उनमें संवेदनशीलता एवं सेवा भावना उत्पन्न करने पर विशेष ध्यान दिया जाता है। इसके अतिरिक्त होटल

फाइनेंस, हॉस्पिटैलिटी, मार्केटिंग तथा ह्यूमन रिसोर्स मैनेजमेंट में भी दक्षता प्रदान की जाती है। भोजन उत्पादन विभाग में फूड साइंस तथा न्यूट्रिशन का प्रशिक्षण भी दिया जाता है। होटल मैनेजमेंट की डिग्री प्राप्त करने के पश्चात डिग्रीधारक किसी भी पाँच सितारा या सात सितारा होटल में अच्छा रोजगार प्राप्त करने में सक्षम होता है। इसी उद्देश्य की पूर्ति के लिए प्रशिक्षु (Trainee) को 6 माह का औद्योगिक कार्य (Industrial Exposure) का व्यावहारिक (Practical) प्रशिक्षण भी दिया जाता है।

**5. जॉब प्लेसमेंट-** होटल मैनेजमेंट के प्रत्येक संस्थान में एक प्लेसमेंट सेल होता है, जो वहाँ के प्रशिक्षु (Trainees) या डिग्रीधारकों के लिए प्लेसमेंट की समुचित व्यवस्था करता है। वर्ष 2023 तक इस क्षेत्र में विभिन्न संस्थानों द्वारा 43 मिलियन नौकरियों का सृजन किया जा चुका था।

### पर्यटन कोर्स का भविष्य

मनुष्य की आर्थिक समृद्धि बढ़ने के कारण उसमें पर्यटन की प्रवृत्ति भी बढ़ रही है। फलस्वरूप पर्यटन उद्योग के असीमित विस्तार की अपार संभावनाएँ विकसित हो रही हैं। इसलिए इस उद्योग में दक्ष मानव संसाधनों की माँग भी बढ़ना स्वाभाविक है। पर्यटन व्यवसाय आज सबसे सफल उद्योगों में अपना स्थान रखता है। इसी कारण इस क्षेत्र में प्रशिक्षण पूरा करने पर रोजगार का इतना विस्तृत क्षेत्र उपलब्ध है जो किसी अन्य क्षेत्र में नहीं है।

होटल व्यवसाय के अतिरिक्त, प्रशिक्षण प्राप्त व्यक्ति एयरलाइंस, शिप लाइंस, कॉर्पोरेट कैंटीन, कॉल सेंटर्स, रेलवे कैंटरिंग सर्विस, रेस्टोरेंट, फास्ट फूड सेंटर्स, बैंक, मॉल्स, स्टॉक एक्सचेंज कैंटीन, नर्सिंग होम्स एवं शिक्षण संस्थानों की कैंटीन में भी रोजगार प्राप्त कर सकता है अथवा अपना स्वयं का रेस्टोरेंट भी चला सकता है।

**योग्यता-** होटल मैनेजमेंट एक व्यवसायिक प्रशिक्षण है। इसमें डिग्री कोर्स करने के लिए न्यूनतम योग्यता 102 है। इसके अतिरिक्त किसी भी क्षेत्र के ग्रेजुएट इस कोर्स में प्रशिक्षण प्राप्त कर सकते हैं।

**चयन प्रक्रिया-** अधिकतर संस्थान अखिल भारतीय प्रवेश परीक्षा एवं साक्षात्कार के माध्यम से प्रशिक्षुओं का चयन करते हैं।

**कोर्सेस-** इन्स्टीट्यूट ऑफ होटल मैनेजमेंट, लखनऊ, नेशनल काउंसिल फॉर होटल मैनेजमेंट एंड कैंटरिंग टेक्नोलॉजी (पर्यटन मंत्रालय, भारत सरकार) तथा जवाहरलाल नेहरू विश्वविद्यालय, दिल्ली के साथ सहयोग से निम्न कोर्सेस चलाता है-

3 वर्षीय बी.एससी. (एचएचए)- इसमें फूड प्रोडक्शन, फूड एंड बेवरेज सर्विस, हाउसकीपिंग, फ्रंट ऑफिस मैनेजमेंट, आतिथ्य एवं होटल प्रशासन, अकाउंटिंग, मार्केटिंग एवं हॉस्पिटैलिटी पढ़ाया जाता है।

1 वर्षीय डिप्लोमा (विशेषज्ञता) : फूड प्रोडक्शन, फूड एंड बेवरेज सर्विस और बेकरी

2 वर्षीय एम.एससी. (हॉस्पिटैलिटी एडमिनिस्ट्रेशन)

कोर्स पूरा करने के पश्चात आपको होटल प्रबंधक, असिस्टेंट होटल मैनेजर, खाद्य एवं पेय पदार्थ प्रबंधक, इवेंट मैनेजर, बिक्री प्रबंधक, हाउसकीपिंग प्रबंधक, राजस्व प्रबंधक, अतिथि सेवा प्रबंधक, स्पा मैनेजर, विपणन प्रबंधक आदि के रूप में नौकरी प्राप्त होती है। इसके अतिरिक्त, पर्यटन मंत्रालय द्वारा होटल प्रबंधन संस्थानों को "पर्यटन मित्र" (पुरुषों के लिए) तथा "पर्यटन दीदी" (स्त्रियों के लिए) का प्रशिक्षण कार्य भी सौंपा गया है, जिससे वे स्थानीय लोगों को प्रशिक्षित कर उन्हें पर्यटन के महत्व के विषय में जागरूक करें। इसमें उन्हें इतिहास, सांस्कृतिक पहलुओं तथा स्थानीय पर्यटन उत्पादों को राष्ट्रीय व अंतरराष्ट्रीय स्तर पर बढ़ावा देने हेतु डिजिटल उपकरणों से भी प्रशिक्षित किया जाता है।



## Challenges and Opportunities in Hospitality Management Education in India

Hospitality Management and Operation Education started in 1954 by setting -up Institute of Hotel Management, Bombay then opening of three others IHMs in Delhi, Calcutta and Madras and nine food craft institutes at different state capitals to impart diploma level hospitality craft education of hospitality industry.

In late 80s, few Food Craft Institutes were upgraded as IHMs and some other IHMs were established to take the number of IHM's to 21 under central government, and few others in state Government.

In mid 90s AICTE started approval of IHMs in private sector and some universities also started Department of Tourism and Hospitality to offer tourism and hospitality management programmes.

India being the vast country in terms of population and for providing suitable learning and employment, these IHMs played vital role in last seven decade by training young student in the field of hospitality operation and management and providing placement in hotels, restaurant, industrial catering, airline catering, along with the several other allied professions.

We also have seen the growth of several hospitality trained professionals as a successful entrepreneur who establishing and hotel chains, restaurant chains, individual hotels & restaurants and other promising business.

With increase of IHM in government and private sector, we feel that somewhere our students are not being getting job as per their expectation, and this situation became alarming during and after Covid.

Major concern is we are not able to reach to the level of Pre-Covid enrolment in hospitality management program even after the period of three years, which clearly indicates that young talent is not keen for HM Education, maybe because of treatment with the staff working in hotels and restaurant during Covid and now not able to get employment as per their expectation.

Therefore, it is imperative for all stakeholders of hospitality industry to analyse the situation and find out where we need to focus to regain the confidence of students and parents of class 10th, 11th and 12th to bring them back in Hospitality management and operation education.

In my opinion, attracting budding professionals to Hospitality industry, we need to work on multipronged strategy with strong cohesion among all stakeholders.

There are few points coming in my mind to be addressed by all stakeholders, namely-

### **Students and IHMs-**

IHMs being the prime stakeholder engaged in developing attitude, personality, communication along with the imparting knowledge and mastering skill among the students. IHM are large number, therefore, it is not expected that all student will get employment at Managerial level and it is a hard fact also that reasonable percentage of a students are only capable to be employed at supervisory or even at entry level.

Therefore, fine mix of managerial and operational knowledge, relevant skills, and managerial ability needed to be imparted to the Students, so that they can get job as per their expectation, but also as per their hard work and efforts they did in long three years in improving their attitude, personality communication, gaining knowledge and mastering skills.



**A. K. Singh**

(IHM Batch 1981-1984)

Director, FHRAI-IHM,  
Greater Noida &

Ex. Principal, IHM, Mumbai,  
Lucknow and Jodhpur

No doubt, it is the responsibility of the institute to train potential candidate in long three years as per the expectation of the industry and capability of the students, but the kind of dedication, devotion and discipline needed for developing those abilities for getting better job opportunity is missing in reasonable number of students these years.

HM Institute must induce the concept on self-learning among students by avoiding or minimising teaching theory in classroom, which has been stopped in IIMs about two decade back.

The existing concept of classroom teaching of history, principle and other theoretical input needed to be bare minimum and time is to be utilised for inducing and motivating to have case studies, live projects, research and innovation to develop their mental ability pertaining to decision making, adaptability, situation handling.

I do understand that this is not easy but doable if IHMs wish to see sea changes in learning, confidence, commitment and employment opportunities.

We need to treat students as adult from day one in Institute to make them responsible citizens and professionals. We all understand it is very difficult to move the existing teaching concept to proposed model but we have to start that someday to survive them in job market and entrepreneurship.

Institutes and student must understand that these 3 years of work is in golden opportunity of learning and developing, so that employer should bound to select them for the job at Managerial otherwise senior Supervisory cadre.

Student have vast potential and talent and need of the hour to unlock those potential with the support of the faculty members in a positive environment of the institute.

## **2- Hospitality Industry -**

Hospitality industry also need to understand that these HM graduates are future assets of the organisation and industry.

Therefore, it is imperative for them to give positive handholding by offering reasonable pay package on their first employment, keeping motivating working conditions and strengthen MENTORSHIP, so that these young professionals, if selected, should stick to the industry for long time with high moral.

Hospitality industry is in my opinion need to differentiate among three years Hospitality graduates, 18 months diploma students and 3-4 months skill trained candidates.

Hospitality graduates are needed to be selected at a level higher than the diploma holders, whereas 3 to 4 months skill trained staff is advised to be taken in limited numbers. The idea of replacing Hospitality graduates with skilled trained students is an unthoughtful idea and will weaken the base of hospitality industry in years to come.

## **C- Central and State Government-**

India is only country in the world where government has created such an excellent training infrastructure by establishing IHMs and therefore government needed to keep a vigil eye on the policies pertaining to the employment of young hospitality professionals so that purpose of creating infrastructure is not defeated.

Students, once selected by hotels need to UPSKILL to remain relevant in this dynamic industry. The upskilling will not only prepare them for their existing job but also enhance their career prospects. Mastering latest development and technologies, adoptability, communication and leadership in hospitality profession will make them relevant and indispensable.



## Upholding Hygiene And Maintenance Excellence Across 22 CMS Campuses

City Montessori School (CMS), Lucknow, stands as a beacon of quality education with 22 campuses dedicated to nurturing young minds. As the Hygienic and Maintenance Secretary of this esteemed institution, I am privileged to lead initiatives ensuring that the highest standards of cleanliness, hygiene, and maintenance are meticulously followed. With a career that spans luxury hospitality brands like Hyatt International, Oberoi Hotels, Hilton, and Laing O'Rourke UK, and as an alumna of IHM Lucknow (2003), my journey has been rooted in professional housekeeping, front office operations, and hospitality management. My academic pursuits, including an MBA in Brand Management, MTTM, and current PhD research, further empower me to implement structured systems at CMS.



**Pranita Sah**  
(IHM Batch 2000-2003)  
Hygienic and  
Maintenance Secretary  
CMS, Lucknow

### Standard Operating Procedures (SOPs) for Cleanliness and Maintenance

At CMS, maintaining hygiene across all 22 campuses requires a unified approach. We have developed comprehensive SOPs tailored specifically for cleanliness and maintenance. These SOPs serve as a roadmap for housekeeping staff, front office personnel, and maintenance teams. They detail daily, weekly, and monthly cleaning schedules, waste management protocols, pest control procedures, and emergency cleaning drills. We ensure these procedures are updated regularly, keeping in line with global best practices and local regulations.

### Inspection Tools and Audit Checklists

To ensure adherence to these standards, we have created customized inspection tools and checklists. These cover every aspect of hygiene, from classrooms and laboratories to washrooms, auditoriums, and guest rooms. Routine audits are conducted using these tools, and comprehensive reports are submitted to the CMS management for review and action. Our frequent audits help us identify gaps and ensure a continuous improvement cycle.

### Training and Development: Building Professionalism in Housekeeping

Identifying training needs is a key priority. At CMS, we have established a structured training planner for Nodal Officers and Housekeeping Supervisors. Training sessions focus on modern housekeeping techniques, safety and hygiene protocols, front office management, and guest handling. Drawing from my hospitality background, I emphasize the importance of professional conduct, attention to detail, and consistency. These programs are designed to equip our teams with the knowledge and skills required to maintain a world-class learning environment.

### Inventory and Manpower Management

Efficient inventory management is essential to maintain quality standards. We have implemented a centralized system to track housekeeping supplies, equipment, and guest room amenities. Regular stock audits ensure no shortage or wastage. Manpower management is equally critical; we ensure optimal staffing ratios and deploy staff according to the workload of each campus, ensuring efficiency and effectiveness.

### Guest Room and Auditorium Protocols

CMS campuses regularly host dignitaries and events, making the cleanliness of auditoriums and guest rooms a top priority. We adhere to strict protocols covering everything from linen management and sanitation to room readiness and hospitality services. Our goal is to offer an experience that reflects CMS's commitment to excellence.

### Coordination and Consultation

Effective communication and collaboration with CMS Principals and top management ensure that all initiatives align with the institution's vision. Regular consultations help in addressing campus-specific challenges and implementing consistent solutions across the board.

With a robust background in hospitality and education management, I am committed to upholding and elevating CMS's reputation as a clean, safe, and welcoming environment for students, staff, and visitors. Our continuous efforts aim to set new benchmarks in hygiene and maintenance, contributing to CMS's legacy of excellence.



## Evolution of the Term 'Hospitality' Beyond Hotels, Success Mantra & the Mindset Shift

'BIGGER the challenge, GREATER is the learning' says Syed Asad Gauhar, General Manager- Operations at Max Estates Limited. An Alumni of IHM Lucknow, Asad started his career with The Oberoi Udaivilas in 2005 and has 20 years of experience in the Hospitality industry, QSR brands that includes working experience in both India and abroad and the Residential and Commercial asset class in the Real Estate Industry.

Prior to joining Max Estates, Asad has worked with leading luxury brands like The Leela Palace, Udaipur, Ananda in the Himalayas Rishikesh, Anantara Resorts and Spa, Maldives, Oberoi Hotels in Udaipur and Agra and Yum foods, Marriott hotels, DLF Limited at Gurugram.

He holds a degree of Bachelor of Science in Hospitality and Hotel Administration (National Council & IGNOU) with Diploma in Tourism and Post Graduate Diploma in Business Administration with specialization in Human Resources from Symbiosis Centre of Distance Learning, Pune.

The mantra of success for any youngsters taking up the challenge of this industry has to revolve around work ethics, discipline, organized approach and a well-planned mind frame.

Asad further mentions that the biggest challenge for youngsters when climbing up the ladder in their career progression journey, will be the 'diverse nature of the various organizations, coping up with the change of work ethos, principles and operating philosophy' that one gets associated with.

He further emphasizes a 5-step strategy which is derived very practically and is a sure shot success formula as these common attributes are far becoming uncommon amongst this generation and by practising these 5 things, Asad believes that it will give an individual a guaranteed edge over their contemporaries: 'Horses for courses planning' + 'Dive deep' + 'Be meticulous and detailed' + 'Analytical outlook (not many believe that this is required in our industry)' + 'Excellent foresight'

Great news for all Hotel graduates is that the word 'Hospitality' is not confined only to Hotels now. There are equal opportunities across various customer-oriented sectors like Retail, Hospitals, PVR, Real Estate,



**Syed Asad Gauhar**  
(IHM Batch 2002-2005)  
General Manager-  
Operations  
- Max Estates Limited

Airlines, Telecom, BPO's, standalone F&B and so on and so forth, however it is imperative that the start of the journey has to be with the top-notch hotel brands for one to encash the experience and elevate your value proposition as you grow along in your career.

A hotel graduate has to remain extremely optimistic when graduating out of college and should not get worried about the lack of work life balance and low payroll structure across levels in hotels. Instead, the vision should be a long term one, similar to how a farmer sows the seeds of success in scorching sun in pursuit of the greater good in future.

Asad further emphasizes that importance of staying patient and building an ability to think 10 years ahead. Timing is the key when switching jobs, for the ones who are risk takers and are willing to experiment across various hospitality driven sectors as explained above. The mindset to ensure a rewarding present experience should be nothing short of exemplary, with your day revolving around learning, learning and learning rotating between strategic thinking, revenue management, creative thinking for marketing efforts and the pleasure of meeting new people every day from every walk of life. All these factors combined together will make life interesting, joyful and more importantly it will provide the satisfaction that one needs at the end of day.

Hotels by far probably is the only industry that grooms you to be a 'PERSON OF DISTINCTION' by not only helping one become a thorough disciplined professional but also grooms the personality of an individual resulting in enhancing the overall outlook towards life.

The above guidance is purely driven out of personal and real-life experiences. Each word and has been written with full heart and soul dedicated to the younger generation from a college, who gave me wings to fly and the readers who will trust and follow the guidance in this article, can be assured of a flying career.

Happy Reading!



Healing is not always the process,  
Sometimes it's the person.  
That someone's mere existence,  
Is the answer to all your concerns.

Is answer to all your tsunamis and infernos,  
Their mere presence a comforting shade,  
To relieve you from all your traumas and sorrows,  
Fears and insecurities start to fade.

Cuts and scars vanish from memories,  
Making you brave, careless and carefree,  
Like a feather adrift on the wind,  
Fearless of where it lands in the end.

Thank that You are blessed, If you have that someone  
Whose presence make you feel the bliss at once.  
Whose presence can calm your soul effortlessly.  
Heal you beyond time and distances magically.

Even their thoughts whisper peace.  
Thank that you are blessed to have them.

## Healing



**Rakesh Bhandari**  
(IHM Batch 2002-2005)  
Director of Global Sales  
Dusit Hotels and Resorts

## Happiness

I am happy now, and always will be,  
A constant current that flows wild and free.  
My joy existed even when we were apart,  
A flame that flickered within my own heart.

Your presence brings a warmth I can't deny,  
But happiness doesn't hinge on your reply.  
If you choose to stay, my smile will surely bloom,  
But if you leave, my heart won't meet its doom.

For your happiness becomes a part of mine,  
A wish upon the stars, a light that will shine.  
Whether you find love in someone else's eyes,  
The simple fact you breathe fills my spirit with skies

So blue and boundless, a happiness so deep,  
That you exist, a promise I can keep.  
To find contentment in the air you breathe,  
The life you're living, a joy I can't bereave.

The thought of you smiling, a beacon so bright,  
Warms my soul with a love that transcends the night.  
With every beat of your heart, a happiness sings,  
A freedom within you, the joy that it brings.

This happiness lives, a constant refrain,  
For you, for me, a love that washes away the rain.

## Let Go

I let go...  
To hold on...

Then I let go again,  
To hold back on...

Back and Forth,  
This goes on and on...

Until one fine day,  
It's all gone...

Hah ! Then the person remains....  
But feelings forgone...

Then I let go...  
To never hold on...

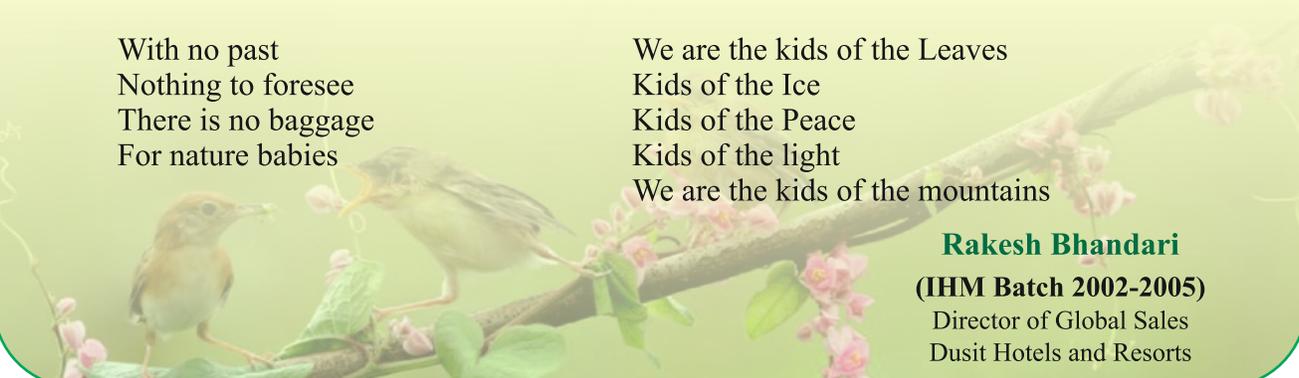
## Kids of Dervhumi Uttarakhand

We are the kids of the mountain  
Kids of the breeze  
Kids of the soil  
Kids of the trees

The days and nights  
Starry skies, our eyes  
Pure bliss channelize  
From sunset to sunrise

With no past  
Nothing to foresee  
There is no baggage  
For nature babies

We are the kids of the Leaves  
Kids of the Ice  
Kids of the Peace  
Kids of the light  
We are the kids of the mountains



**Rakesh Bhandari**  
(IHM Batch 2002-2005)  
Director of Global Sales  
Dusit Hotels and Resorts

Chef Somnath Porel started as KMT with TajSats, New Delhi, then worked as Sr. CDP at Compass Group UK & Ireland in Manchester, UK. After that worked with TajSats- Delaware North for Common Wealth Games Delhi 2010. Then reassigned as Executive Chef with Compass Group India PLC, thereafter with The Bristol Hotel, Gurugram. Growing to Executive Chef at Radisson Hotel Group, Bravura Gold Resort, MRG group, and Elements by Rosetta, South Goa (Presently working)

He is an experienced Rosetta Group Executive Chef with a demonstrated history of working for more than two decades in the hospitality industry. He had worked with Taj Group of Hotels, Compass Group UK & Ireland, Compass Group India, Manchester United FC (UK), The Hilton Tower, Manchester (UK). He has also been with the Reliance Foundation Group as an Executive Chef for Mrs. and Mr. Mukesh Ambani.

His skill set is in Catering, Menu Engineering, Food & Beverage, training and Modern British Cuisine. A very strong operations professional with a Master's Degree focused on Strategic Hospitality Management from MMU (UK).

“There are no shortcuts to being a successful person in any career opportunity; hard work, smart work, perseverance and patience are the key to success.”



**Somnath Porel**  
(IHM Batch 2002-2005)  
Executive Chef  
Elements by Rosetta,  
Varca, South Goa

## A Basic Guide to Food and Beverage Pairing

At the very start of your career, understanding how to pair food and beverages is a crucial skill to have. The right pairing can enhance an average meal to a truly memorable experience. Knowing how to pair beverages with food is essential to giving your guests the best experience possible.

This small article will cover the basics of food and beverage pairing, including tips and suggestions for creating the perfect combination.

### Food and Beverage Pairing Basics

It is an endless permutation and combination when it comes to pairing beverages with food. From water and tea to beer and cocktails, the objective is to find the perfect beverage that enhances the flavours of the dish the guest will be consuming. To do this effectively, there are some elements that need to be considered.

**1. Brightness and Acidity:** Acidity excites and enlivens the palate. Acidic wines, such as a Pinot Grigio or Sauvignon Blanc, pair well with rich foods, such as chicken Alfredo, Chicken tikka, Crab cakes, or spicy Chinese food. Acidic cocktails, such as a Mojito, or non-alcoholic acidic drinks like lemonade, also work well.

**2. Tannin and Bitterness:** Tannins are naturally occurring compounds found in red wines like Cabernet Sauvignons, Malbecs and Zinfandels. Tannins are what give these wines a slightly bitter taste. Tannins pair well with fatty cuts of meat, like a ribeye steak, roast duck, Mutton Seekh kebab, Galauti Kebab, Mutton rarra, Roganjosh, or a slice of prime rib. Tannins can also be found in tea and cranberry, and pomegranate juices.

**Note:** Tannins can accentuate the fire in spicy foods, so big reds are generally not a good choice to accompany things like Mexican food or Thai.

**3. Sweetness:** Salty and spicy dishes need a sweeter wine to balance the palate. Choose a sweet or semi-sweet wine for dishes like baked ham, chilli con carne, or Kung Pao chicken.

If you'd rather have a non-alcoholic drink, grab a glass of sweet tea.

## Suggestive Pairing Ideas

### 1. Pork

- Red wine - Pinot Noir
- Beer - bold stout or a hearty German wheat beer.
- Non-alcoholic - apple cider

### 2. Fish and Seafood

- White wine - Chardonnay
- Sparkling Wine - Champagne with shrimp, lobster, and scallops.

### 3. Poultry

- White wine - Riesling for a chicken dish with a rich sauce
- Chardonnay for roast chicken

**Note:** Exception - red wine paired with dark turkey meat or duck.

### 4. Beef and Lamb

- Red wines-Cabernet Sauvignon, Super Tuscan, or Malbec are best with steak or beef roasts.
- The leaner the cut, the fewer tannins you'll want in your wine.
- Beers that go well with red meat include pale and amber ales and light lagers.
- For lamb, a lighter red wine, such as a Pinot Noir or even an Italian Chianti, is a good choice.

### 5. Spicy Dishes

Spicy cuisines Mexican, Chinese, Thai, and Middle Eastern cuisines, and Indian, just to name a few, are packed with versatile flavours.

- Light, acidic, white wine, such as a Riesling or Sauvignon Blanc.
- Beer is also a good choice with spicy foods, especially an IPA or a Belgian ale.

### 6. Cheese

- Acidic wine.
- However, the complex flavour profile of cheeses like bleu and aged Swiss requires something a little different.
- In general, the older the cheese, the more complex the wine it requires.
- Soft cheeses (feta, brie, and camembert) - sparkling wines and rosés
- Firm, young cheeses (Havarti, Edam, and Jarlsberg) - Chardonnays and White Burgundies.
- Blue cheeses (Roquefort, Stilton, and Gorgonzola) - Ports, Sauternes and Sherries.
- Hard, aged cheeses (cheddar, aged Swiss, and Asiago) - sweet Rieslings, Viogniers, Red Ports and Cabernet Sauvignons.

### 7. Desserts

- No acidic beverage
- Not too sweet as it will compete with the sweetness of the dessert.
- A semi-sweet Champagne or sparkling wine is usually a good choice.
- Sachertorte - Shiraz
- Moscato - Crème Brûlée,
- Gewürztraminer - apple pie,
- Port - pecan pie,
- Zinfandel - cherry pie

Food	Beverage
Pork	Pinot Noir   Stout   Beer   Wheat Beer
Fish and Seafood	Chardonnay   Champagne
Chicken	Riesling   Chardonnay
Beef and Lamb	Cabernet   Sauvignon   Super Tuscan   Malbec   Pale Ale   Amber Ale   Pinot Noir   Italian Chianti
Spicy Dishes	Riesling   Sauvignon Blanc IPA   Belgian Ale
Soft Cheese(feta, brie, camembert)	Sparkling Wine   Rosé
Firm Cheese (Havarti, edam and Jarlsberg)	Chardonnay   White Burgundy
Blue Cheese (Roquefort, Stilton, Gorgonzola)	Port   Sauterne   Sherry
Hard, Aged Cheese (cheddar, aged Swiss, asiago)	Riesling   Viognier Red   Port   Cabernet Sauvignon
Dessert (Doux)	Champagne   Sparkling Wine   Shiraz   Moscato   Gewürztraminer   Port   Zinfandel
Turkey	Beaujolais   Rosé   Riesling   Viognier



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## **Cloud Kitchens & Delivery Trends: The Future of Food Service**

The food service industry has undergone a radical transformation in recent years, fuelled by technological advancements, evolving consumer preferences, and the rise of the gig economy. One of the most prominent disruptions in the industry has been the emergence of cloud kitchens, also known as ghost kitchens, dark kitchens, or virtual kitchens. These delivery-only food production facilities have changed the way food businesses operate, significantly reducing overhead costs while maximizing efficiency. In parallel, delivery trends have evolved with changing customer behaviours, shaping the future of food service. From AI-powered logistics to sustainability in food packaging, the industry continues to embrace innovation at a rapid pace. This article delves deep into the concept of cloud kitchens, their advantages, challenges, and the latest trends in food delivery that are shaping the future of the food service industry.

Cloud kitchens are professional kitchen spaces optimized for food delivery, with no dine-in facility. They cater to multiple food brands and leverage technology to streamline operations. Unlike traditional restaurants, cloud kitchens operate with lower capital investment, minimal staffing requirements, and a focus on delivery and takeout services. The concept of cloud kitchens emerged alongside the rise of online food delivery platforms such as Uber Eats, DoorDash, Zomato, and Deliveroo. As consumer demand for convenient and fast-food delivery grew, restaurateurs sought new ways to reduce costs and increase efficiency. The COVID-19 pandemic further accelerated the adoption of cloud kitchens as lockdowns and restrictions forced traditional restaurants to pivot towards delivery-based models.

There are several types of cloud kitchens, including independent cloud kitchens that operate under a single brand, multi-brand cloud kitchens that house multiple brands within the same facility, and aggregator-run cloud kitchens that are operated by delivery platforms like Uber Eats and Zomato. Additionally, outsourced cloud kitchens prepare food on behalf of existing brands, and virtual restaurants exist solely in the digital space without a physical presence. These variations offer different levels of flexibility and scalability for businesses seeking to optimize their food service operations.

Cloud kitchens offer numerous advantages, including cost-effectiveness, as they eliminate the need for expensive real estate, decor, and front-of-house staff. Their operational efficiency is enhanced through centralized food production and data-driven insights that help improve menu offerings and demand forecasting. The scalability of cloud kitchens allows brands to expand rapidly into new locations with minimal risk, while multi-brand models help diversify revenue streams. Additionally, cloud kitchens offer

flexibility in adapting to changing consumer preferences and the ability to experiment with new business models such as subscription-based meal plans.

Despite their advantages, cloud kitchens face several challenges. The lack of direct customer interaction makes it difficult to build brand loyalty, and heavy dependence on third-party delivery services can impact service quality. Digital marketing and brand awareness are crucial but highly competitive, requiring strong SEO, social media engagement, and influencer partnerships. Quality control and food safety are also concerns, as maintaining consistency across multiple locations and ensuring proper food packaging are critical to customer satisfaction. Dependency on delivery platforms poses financial risks, with high commission fees cutting into profit margins. Regulatory compliance, including food safety standards, health regulations, and labor laws, adds another layer of complexity to cloud kitchen operations.

Food delivery trends are shaping the future of the industry, with AI and automation playing a significant role in optimizing order management and delivery logistics. Autonomous delivery vehicles, drones, and robotics in food preparation are streamlining operations and reducing labour costs.



Sustainability is another key trend, with increasing demand for eco-friendly packaging, biodegradable materials, and sustainable ingredient sourcing. Hyper-local and community kitchens are growing in popularity, ensuring faster order fulfilment while supporting local food entrepreneurs. Subscription-based meal services and meal kits are also on the rise, offering personalized, convenient dining experiences.

Virtual and augmented reality (VR and AR) are being integrated into food service, enhancing the online ordering experience through immersive restaurant tours and interactive menu previews. The cloud kitchen franchise model is expanding, allowing brands to scale quickly with lower capital investment. Many restaurants are adopting direct-to-consumer (DTC) strategies by launching their own mobile apps and websites, bypassing third-party delivery platforms and improving customer retention through loyalty programs and personalized recommendations.

The future of food service will be shaped by smart kitchens equipped with AI and IoT for precision cooking and efficiency, blockchain technology for food traceability and supply chain transparency, and the rise of ghost franchises leveraging cloud kitchens for global reach. Personalization will play a greater role in menu offerings, driven by AI-driven analytics, while enhanced last-mile delivery solutions such as drones and robotic deliveries will improve sustainability and speed. As digital-first dining experiences become the norm, businesses that embrace automation, sustainability, and data-driven strategies will thrive in the evolving food ecosystem. The way we experience food delivery is continuously evolving, and those who adapt to these changes with a customer-centric approach will emerge as leaders in the industry.



## A Day in the Life of a Hospitality Student – An Engaging Student Diary Feature

The world of hospitality is a dynamic and ever-evolving industry that thrives on passion, precision, and service excellence. For students pursuing a degree in hotel management at esteemed institutions such as the Institute of Hotel Management (IHM), every day is a learning experience filled with practical exposure, rigorous training, and real-world simulations. As a hotelier and a senior alumnus of IHM, I take immense pride in reminiscing about the life of a hospitality student—one that is both challenging and rewarding. This article provides an engaging account of a typical day in the life of a hospitality student, offering insight into their daily routines, academic engagements, and the unique experiences that shape them into industry-ready professionals.

**Morning Hustle: A Fresh Start with Discipline-** The day of a hospitality student begins early, often before the crack of dawn. With a profession that demands discipline and punctuality, students are trained to adhere to a strict schedule right from their academic journey. The morning usually starts with a neatly made bed and a well-groomed appearance—after all, personal presentation is a key component of the industry.

Many students opt for a nutritious breakfast at the campus cafeteria, understanding the importance of a balanced diet in sustaining energy levels throughout the day. For those involved in kitchen operations, the day might begin in the training kitchen, where they prepare breakfast under the watchful eyes of their chef instructors. Precision in chopping, measuring, and plating is drilled into them, reinforcing the importance of attention to detail.

**Classroom Learning: Theoretical Insights and Industry Trends-** After breakfast, students head to their lecture halls for theoretical sessions. Hospitality education is an intricate blend of business acumen, operations management, and customer service. Lectures cover a variety of subjects, including Front Office Management, Housekeeping Operations, Food & Beverage Management, and Financial Accounting.

Professors, many of whom are seasoned industry professionals, share real-life experiences to bridge the gap between academia and industry requirements. Guest lectures by hoteliers and hospitality entrepreneurs add to the richness of learning, giving students insight into evolving market trends, customer expectations, and innovative service strategies. These sessions help students develop a strong foundation in understanding the intricacies of hotel operations and service excellence.

**Mid-Morning Practical Training: Hands-on Experience in Action-** By mid-morning, students transition from theoretical learning to practical sessions in various departments. One of the most exciting aspects of studying hospitality is the hands-on training received across different domains.

For those in the kitchen, practical sessions involve mastering different cuisines, learning about food safety, and plating techniques. Each dish prepared undergoes scrutiny from instructors, who assess not just the taste but also presentation, hygiene, and efficiency in execution. The training kitchens are abuzz with activity, with students perfecting everything from gourmet dishes to intricate desserts.

Meanwhile, students specializing in Front Office Operations practice handling guest check-ins and check-outs, mastering reservation systems, and learning about customer service etiquette. Role-playing exercises help them develop confidence in handling guest queries, resolving complaints, and creating an exceptional first impression.

Housekeeping practicals are equally rigorous, with students learning the art of bed-making, linen management, and room maintenance. Every aspect of room preparation is executed with military precision, as even the slightest error can impact a guest's experience.



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### **Lunchtime: A Social and Culinary Affair-**

Lunch breaks at IHM campuses are not just about refueling the body but also a time for camaraderie and discussions. Students often get the opportunity to experience the culinary brilliance of their peers in training restaurants, where meals are prepared and served as part of their coursework. Dining etiquette, plating presentations, and service interactions are put to the test, ensuring a wholesome learning experience.

For some, lunch may also mean practicing hospitality service in the training restaurant, where they take on roles of waitstaff, sommeliers, or restaurant managers. Every element of fine dining service is rehearsed to perfection—from laying the table to serving food with elegance.

**Afternoon Sessions: Advanced Learning and Industry Simulations-** Post-lunch sessions usually consist of advanced training modules, including industry simulations and case studies. Students engage in activities such as revenue management analysis, hotel design planning, and digital marketing strategies for the hospitality sector. The industry is increasingly tech-driven, and students learn to navigate hotel software, booking engines, and customer relationship management tools.

Additionally, team projects and assignments encourage collaboration, problem-solving, and leadership skills. Many hospitality institutions incorporate competitions where students showcase their culinary skills, mixology expertise, and business plans, fostering a sense of creativity and innovation.

**Evening Activities: Events, Guest Lectures, and Extracurriculars-** As the sun sets, the vibrancy of campus life continues. Hospitality students are often engaged in organizing and managing campus events, including food festivals, themed dinners, and industry networking meets. These events are a real-world rehearsal for managing high-pressure scenarios, coordinating logistics, and ensuring seamless execution.

Guest lectures and industry panel discussions are frequently held in the evenings, where students get an opportunity to interact with renowned chefs, hotel general managers, and hospitality consultants. Such interactions serve as valuable networking opportunities and inspire students to carve their niche in the industry.

**Night Shift Training: The Real Taste of the Industry-** For many students, night shift training is a part of their curriculum. Whether it's learning about hotel night auditing, security procedures, or banquet event setups, working during odd hours prepares students for the 24/7 nature of the hospitality industry. This experience instills adaptability and resilience, qualities that define successful hoteliers.

**Winding Down: Reflection and Preparation for Another Day-** As the day draws to a close, hospitality students often reflect on their learnings, noting down observations and feedback from instructors. Some utilize this time for self-study, researching new hospitality trends, or practicing skills to refine their craft.

For those residing in hostels, dorm life is another enriching experience. Peer discussions, sharing stories from practical training, and cultural exchanges create a vibrant environment, fostering friendships that last a lifetime.

**Conclusion: Shaping Future Hospitality Leaders-** A day in the life of a hospitality student is a rollercoaster ride of learning, creativity, and discipline. It is a journey that molds individuals into meticulous, service-oriented professionals equipped with the expertise to manage global hospitality businesses. The combination of rigorous training, real-world exposure, and passion for service excellence ensures that graduates are well-prepared to embark on rewarding careers in hotels, resorts, cruise lines, and even entrepreneurial ventures.

For those considering a career in hospitality, the journey may be demanding, but the rewards are unparalleled. The ability to create memorable experiences for guests, the thrill of working in a fast-paced environment, and the opportunity to travel and interact with diverse cultures make hospitality a truly fulfilling profession. As an IHM alumnus, I can confidently say that the discipline, creativity, and resilience instilled during student life serve as the foundation for success in this exhilarating industry.



“एक बार जो आ गया, फिर लौट के न जा सका,  
इस शहर के कबाबों का नशा कभी न उतर सका!  
जाफरों की महक हो या खुशबू है नवाबी,  
हर दावत में छुपी है एक दास्तान शाही!”

## Awadhi Alchemy: A Culinary Love Affair with Lucknow's Royal Flavors

Awadh-a land where food isn't just cooked, it's crafted like poetry. Step into Lucknow, and you'll feel it-an intoxicating aroma lingering in the air, a mix of sizzling kebabs, slow-cooked gravies, and the unmistakable fragrance of saffron, ghee, and rose water. Awadhi cuisine isn't just about taste; it's an experience, a royal affair that leaves you longing for more.

The Nawabs of Awadh may be gone, but their culinary heritage thrives, making every bite a journey into the past. Awadhi cuisine is an art form-each dish is crafted with patience, using the traditional **Dum Pukht** method, where food is sealed and slow-cooked over a gentle flame, allowing flavors to intensify and meld into perfection.

Take a bite of **Galouti Kebab**, and you'll know why it was made for a toothless Nawab. Soft as butter, these melt-in-the-mouth kebabs are infused with over **150 spices**, offering a taste so rich, it's almost mythical. Equally mesmerizing are the **Kakori Kebabs**, a delicacy so delicate that they seem to vanish on your tongue, leaving behind a trail of aromatic spices. And then, there's the **Lucknawi Biryani**-a regal dish where fragrant long-grain rice, marinated meat, and a secret blend of spices come together in a symphony of flavors. Unlike its Hyderabad counterpart, this biryani is light, aromatic, and subtly spiced, making it an absolute masterpiece.

Awadhi cuisine isn't just about kebabs and meat. The vegetarian fare is equally indulgent. **Dal Sultani**, a slow-cooked lentil dish enriched with cream and saffron, offers a silky, royal texture. **Paneer Rezala**, with its yogurt-based gravy and nutty aroma, is a treat for the senses. And let's not forget the **Sheermal**, a saffron-infused sweet bread that pairs beautifully with rich gravies.

What's an Awadhi meal without a sweet ending? The **Shahi Tukda**, a Mughlai-inspired dessert of crispy bread soaked in rabri and laced with dry fruits, is pure decadence. Then there's the **Zafrani Kheer**, a creamy rice pudding infused with saffron and cardamom, making every spoonful a delight. And for those who crave something unique, the **Malai Gilori**-a delicate, rose-flavored milk dessert-is a bite of heaven.

Awadhi cuisine isn't just food; it's an emotion, a legacy that has been carefully preserved through generations. It's in the bustling **Tunday Kababi**, where the grills have never gone cold, and in the hands of **Khansamas** (royal chefs) who still prepare dishes with the same love and dedication. So, whether you're a die-hard foodie or just someone who enjoys a good meal, Awadhi cuisine guarantees one thing-**ek baar jo chakh liya, phir mohabbat ho gayi!**



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## IHM LUCKNOW- KUMBH DIARY 2025

*"Enter to Learn, Go Forth to Serve"* is a phrase that embodies the values of education, personal growth, and community service. It suggests that the purpose of learning is not only to acquire knowledge but also to apply that knowledge to make a positive impact in the world.

This motto is often associated with educational institutions, but its message is relevant to anyone who seeks to make a difference. It reminds us that our learning journey is not just about personal achievement, but also about using our skills and knowledge to serve others and create positive change.

### Some Fascinating Facts about The Kumbh Mela 2025!

The Kumbh Mela is a majestic and sacred Hindu festival that takes place every 12 years in India and this year 2025 it is after 144 years. It's a massive gathering of devotees, sadhus, and tourists from around the world, who come to bathe in the sacred rivers and seek spiritual enlightenment.

- **Massive Congregation:** The Kumbh Mela is considered the largest human gathering in the world, with over 62 crores devotees including of 17 lakh foreign tourists attending the festival this year 2025 and making it the world's largest religious gathering.
- **Spiritual Significance:** The Kumbh Mela is a celebration of the mythological story of the churning of the ocean of milk, which produced the nectar of immortality, known as Amrita. The festival features various rituals, including the Amrit Snan (royal bath or shahi snan), where sadhus and devotees take a dip in the sacred river. The Maha Kumbh is a spiritual celebration symbolizing the union of faith and salvation, where devotees take a holy dip at Triveni Sangam to cleanse sins and bring spiritual liberation (moksha). The Kumbh Mela is also an opportunity for spiritual seekers to meet and learn from various gurus, sadhus, and spiritual leaders.
- **Cultural Extravaganza:** The festival showcases India's rich spiritual heritage, with vibrant processions, cultural performances, and traditional music and dance. Cultural Ministry established Kalagram, a vibrant cultural space showcasing India's rich heritage and this includes performance by Kailash Kher, Shankar Mahadevan, Kavita Krishnamurthy, Hariharan, Mohit Chauhan. These performances enhanced the spiritual experience by blending music with devotion.
- **Cutting-Edge Technology:** For the first time, underwater drones have been deployed to ensure the safety of devotees, monitoring underwater activities 24/7. AI-Enabled surveillance systems were installed across the venue to manage crowds and detect unusual activities. 700 flagged boats equipped with safety teams, including PAC, NDRF, and SDRF personnel, ensure waterway security. The event integrates digital tools for real time updates and security management, setting a benchmark for future global events.
- **Unity in Diversity:** The event reflects unity in diversity, with people from across India and the world joining hands in devotion
- **Important Dates:** The festival is held at Prayagraj (formerly Allahabad), Uttar Pradesh from January 09 2025 to February 26th 2025 and important seven bathing dates for Amrit Snan were Jan. 13 (Paush Purnima), Jan.14 (Makar Sakranti), Jan 29 (Mauni Amavasya),Feb.03 (Basant Panchami), Feb. 04 (Achla Saptami), Feb.12 (Maghi Poornima) and Feb. 26 (Maha Shivratri).



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## The Maha Kumbh Mela-2025 & IHM Lucknow Association

- Total 167 volunteers from all courses including of M.Sc H.A., B.Sc H.H.A and Diploma programs participated as an intern (trainee) in Luxury Camps organized by Indian Tourism Development Corporation and Zenith Hospitality in three batches (Batch-1 from Jan 6 to Jan 26, Batch-II from Jan 25 to Feb 16 and Batch-III from Feb 15 to March 05).
- Volunteers were divided in key functional departments like Food Production, Food and Beverage Service, Front Office and Accommodation Operations) to ensure their personality and skill development by ITDC and Zenith Hospitality.
- All volunteers were given an oath to ensure Excellence in Hospitality and provide memorable experiences to the visitors.
- Members of Tourism club and volunteers also performed in various cultural and spiritual activities at Luxury Camp, Decarbonizing the Kumbh and organized various campaigns like Dekho Apna Desh, Clean India, Swachh Bharat Shreshtha Bharat, Tourism Promotion, and creating awareness about NCHM-JEE.
- The Maha Kumbh Mela of 2025 ultimately teaches us that the intersection of the tradition and modernity, devotion and responsibility and invaluable lessons- not just about managing and understanding mass gatherings, but about how we navigate the complexities of faith, community and shared humanity in an increasingly interconnected and polarized world.
- Volunteers also learned how such events can inspire unity and progress without being co-opted to deepen divides the pluralistic values that are essential to a just and inclusive society.
- Volunteers were able to develop their inter-personal, managerial and communication skills and decision making ability during their internship.
- Self management is the process of taking deliberate and intentional steps to manage one's own life so active participation in this event, volunteers got an opportunity to manage one's own life, time and resources and volunteers managed themselves at many occasions as they faced tough conditions during their transits due to heavy traffic jams, route diversion, and unavailability of transportation and logistics services.
- Guest's feedback boost up the morale of all the volunteers and meeting with celebrities, national and international leaders at ITDC luxury camps was life time experiences and day dreams to all of them.



Neelendra Prasad Srivastava  
Principal



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Executive Coordinators for  
Maha Kumbh Event held at Prayagraj

## The World of Liqueurs

A fine dinner often comes to an end with the offer of a cup of tea, coffee, a glass of brandy or a glass of liqueur. But the best selection of the liqueur can be made by understanding the basic technicalities of how this delightful drink is made and the most suitable way of enjoying it.

The importance of the liqueurs also lies in the fact that they make valuable addition to some selected cocktails by providing aromas and finesse to a cocktail. They blend instantly with the neutral flavored spirits like vodka or manage to compliment other spirits with identifiable aromas of their own like whiskies and dark rums.

Derived from a Latin word liquifacere meaning “to dissolve” is almost always a sweet alcoholic drink flavored with fruits, herbs flowers and spices or sometimes even with creams.



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Today liqueurs are not only preferred after the meals but are considered a great additive to the cocktails. These liqueurs are commonly categorized on the basis of presence of the distinguished flavors of chocolate, coffee, cream, crème, fruits, berries, flowers, nuts and few other flavors. Some liqueurs may also infuse certain woods and others may be distilled from aromatic or flavoring agents. Alcohol is definitely a regulated feature and may range from 15 to 30 percent and in some cases it may range up to 55 percent.

There is a good health angle too to these delicious drinks. Some work as a good aperitif, but most of them are good digestives. Anise liqueurs like PERNOD have an additional property which is eye catching and interesting; this transparent liquid turns milky when mixed with water surely a very interesting digestive. Limoncello an Italian liqueur made from the lemons often served in small ceramic glasses is also a very fine digestive. Bailey's Irish Cream and St. Brendon using Irish whisky and Heather cream using Scotch whisky are also some of the renowned digestives. Other popular liqueurs featuring in the list of preferred digestives may include Maple cream, Cruzan rum, amarula, dooleys and voyant chai cream.

Liqueurs may be added with food items, ranging from starters to main dishes and definitely with desserts. One basic thing to remember while cooking with liqueurs is that if it is not good to drink it definitely is not good for cooking. Another important thing to remember is that as compared to other products alcohol freezes at lower temperature, therefore use of liqueur in frozen desserts may not be advisable.

Although experimenting with them can never be ruled out. The best combinations are Amaretto with almonds, Frangelico with hazelnut, Kahlua with chocolate and Grand Marnier with oranges. Also Amaretto, Bailey's, Cherry brandy, Amarula are suitable for puddings. Liqueurs like Cointreau and Drambuie are good to go with red meats and Grand Marnier with the red meat and poultry.

Liqueurs may be stored in a cool dark place, away from direct sunlight or harsh bulb displays. When stored some liqueurs which have higher sugar content get a film of dried sugar around the cap, but that does not mean that the liqueur has lost its potency. This can be easily remedied by wiping the inside of the cap and the bottle after use and before stocking it away.

Liqueurs if served directly as digestives may be served straight in a liqueur glass or as frappe (over the bed of crushed ice) in a saucer style glass. If mixed in a cocktail may be served in a martini glass, or Tom Collins glass or even in margarita glass. Old style fancy crystal cut glasses are also being preferred by some to sip their favorite liqueurs now a days. Small short glasses are best for liqueurs like Drambuie, Benedictine amaretto and many other herbal and nut flavored liqueurs. If there is a mix of two liqueurs and ice is added to it, then a regular glass which tapers dramatically but is still short is good.

The bartenders have always played an important role in popularizing the liqueurs with particular brand and taste. Some of the most favored liqueurs because of their full flavor that they remain favored as cocktail ingredient or for cooking or may be just for pouring over the desserts. Grand Marnier, Cointreau, Amaretto, Tia Maria etc. to name a few.

While Baileys is quite relevant, Amarula which uses South African wine made from a local fruit Marula is gaining popularity as an important liqueur. Certain crème liqueurs which are heavier and sweeter in taste and do not use cream are becoming more relevant as they impart color and consistency to the cocktail bases.



## Satisfaction Level Through the Eyes of Devotees in Mahakhumb 2025- Uttar Pradesh

The number of people visiting places of unique cultural and historical significance has been on the rise in the past decade and Kumbh Mela (the festival of the sacred Pitcher) is one of such religious events. This month-long event is the largest peaceful congregation where devotees believe in the purifying power of sacred rivers (snan). This festival is celebrated every 12 years at four sacred sites (Prayagraj, Haridwar, Nashik, and Ujjain), with Maha Kumbh Mela occurring every 144 years. This year the Maha Kumbh Mela commenced from 13 January 2025 and concluded on 26th February 2025 in the city of Prayagraj formerly known as Allahabad in Uttar Pradesh. The Kumbh Mela being recognized as part of UNESCO's Intangible Cultural Heritage of Humanity saw a footfall with an estimated 65 crores devotees towards its conclusion on Mahashivratri. To facilitate the influx of devotees Uttar Pradesh Government focused on providing top notch facilities and amenities to the devotees along with high level sanitation, upgraded infrastructure, medical facilities and security measures.



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The other facilities included availability of public transport with sufficient signage and directions, accommodations of various room categories, presence of CCTV surveillance cameras, adequate number of bathrooms with proper sanitation and hygiene. Sufficient food stalls /langars / bhandaras were found on mela premises on reasonable rates. In terms of environmental friendliness waste segregation was actively practiced and area was kept plastic-free. In terms of hospitality lost and found services and help desk was set-up in various locations. In a recent survey conducted by The Times Of India, March 2025 regarding the Kumbh experience of the visitors in terms of facilities and services it was found that none of the respondents had poor experience highlighting overall arrangements being very good. The sample size included 1350 respondents including devotees, foreign tourist, local service providers, religious figures, police, medical staff volunteers and shopkeepers. Out of them 54% came as first time visitors, 29% came by train, 17% used private transport, 32% stayed on the premises, 39% were domestic tourist, 6.4% were locals in age group of 45 to 60 and 15 to 30. The survey indicated that 54% of the devotees used public transport and found it accessible and convenient. The guests were satisfied with the adequate direction signage, Ramps and pathways for wheelchair users. The study found high satisfaction level amongst respondents with the help desk. While 86% said they did not face any language barrier while interacting with the staff. 76% of the respondents said lost and found centres were easily identified while 23% said centres could not be seen as walking in the crowd was distracting. In terms of hygiene and sanitation 84% reported adequate bathroom facilities within the premises while 20% mentioned the bathrooms were located in distant locations. On the travel front 70% of the guest faced no significant issues reaching Maha Kumbh however 30% faced challenges such as traffic congestion, diversions and overcrowding. The study also revealed that the guests were highly satisfied with the accommodation and the parking facilities provided in the premises. The study further analyzed that 66% of the guest spent less than ₹500 per day while 14% spent between 500 to 1000 on accommodation. Lastly the guests were highly satisfied with the security measures where 90% confirm the availability of changing rooms and 80% agree to the safety measures in place for taking snan. The survey concluded highlighting substantial advancements. The study also highlighted the level of motivation of people attending the mela, 50% of guests reported as pilgrimage, 42% visited for cultural experiences while 8% individuals came for business opportunities.



## The Evolution of Hotel Front Office: From Reception Desks to Digital Check-ins

*"The first impression is the last impression."* – This proverb holds true, especially in the hospitality industry. The front office is the first and last point of contact for guests, shaping their overall experience. Over the years, the hotel front office has evolved from traditional reception desks to digital check-ins, transforming the way hotels operate and enhancing guest convenience.

### The Traditional Front Office: A Symbol of Personal Interaction

In the past, hotel front desks were the heart of guest interactions. Guests would approach the reception for check-ins, check-outs, room keys, and inquiries. The process was highly manual, time-consuming, and paperwork-intensive.

For example, in luxury heritage hotels like The Taj Mahal Palace, Mumbai, a grand welcome at the reception with traditional garlands and personalized greetings was an essential part of the experience. Such gestures made guests feel valued and connected. However, as hotels expanded and technology advanced, the need for a more efficient, seamless, and contactless experience arose.

**The Shift Towards Digitalization** *"Change is the only constant."* – This applies perfectly to the hospitality industry, where guest expectations have driven technological innovations.

With the rise of technology and smart hospitality, hotels began integrating Property Management Systems (PMS), online booking platforms, and automated check-in kiosks. The introduction of key cards replaced traditional metal keys, making security and access control more efficient.

### Examples of Digital Advancements:

- 1. Mobile Check-ins & Keyless Entry** – International hotel chains like **Marriott, Hilton, and Hyatt** now offer **mobile apps** where guests can check in before arrival and use their smartphones as **digital room keys**.
- 2. Self-Service Kiosks** – Budget hotel brands such as **Holiday Inn Express** have introduced **self-check-in kiosks**, reducing wait times and enhancing guest autonomy.
- 3. Facial Recognition & AI** – Luxury hotels in China, such as **FlyZoo Hotel by Alibaba**, have implemented **AI-driven facial recognition** for a completely contactless check-in process.

These innovations not only save time but also reduce operational costs and enhance guest convenience.

**The Impact of COVID-19 on Front Office Evolution** *"Necessity is the mother of invention."* – The pandemic accelerated the transition to **contactless solutions** in the hotel industry.

Hotels adopted **QR code-based menus, AI-powered virtual assistants, and touchless payment systems** to maintain hygiene and safety standards. Chains like **IHG (InterContinental Hotels Group)** introduced **AI chatbots** for virtual concierge services, enabling guests to request services without physical interaction. In response to **social distancing measures, robotic concierges** have also become a trend. For example, **Yotel hotels in the U.S.** use robotic assistants to handle guest luggage and room service, offering a futuristic hospitality experience.

### The Future of Front Office Operations

*"Innovation distinguishes between a leader and a follower."* – Steve Jobs.

The future of hotel front offices is **smart, efficient, and highly personalized**. Some upcoming trends include:



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- **Voice-activated assistants** (like Alexa for hospitality) in hotel rooms.
- **Blockchain-based guest profiles** for secure, universal check-ins.
- **Augmented Reality (AR)** for virtual hotel tours at the front desk.

Hotels will continue to blend technology with personalized service, ensuring that while automation increases efficiency, the essence of warm hospitality remains intact.

### **Conclusion**

The hotel front office has come a long way from its traditional role as a manual, paperwork-heavy department to a tech-driven, guest-centric hub. While digitalization has made check-ins and check-outs faster and more efficient, the core of hospitality – warmth, courtesy, and personalized service – remains unchanged. As hotels continue to adapt and innovate, one thing is certain: the front office will always be the face of the hotel, where the first impression leaves a lasting impact.



## **The Sourdough Revolution: India’s Rising Love for Fermented Bread**

Over the past few years, India has witnessed an unexpected, yet delightful culinary transformation—“**The Sourdough Revolution**”. What started as a niche interest among home bakers during the pandemic has now evolved into a full-fledged trend that has taken the country’s food scene by storm.

Sourdough, the tangy, naturally fermented bread, has carved a space in the hearts (and kitchens) of Indian households. Unlike traditional bread made with commercial yeast, sourdough relies on a starter—a mix of flour and water teeming with wild yeast and bacteria—for fermentation. The result is a loaf that is healthier, more flavourful, and packed with probiotics.

**A Pandemic-Borne Hobby Turns Mainstream-** India’s tryst with sourdough began during the lockdowns, as people sought creative outlets and comfort in baking. Social media became flooded with images of crusty sourdough loaves, fueling curiosity and inspiring thousands to start their own fermentation journeys. What was once considered an intimidating craft soon became accessible through online tutorials, workshops, and community support groups.

**The Health Factor-** One of the driving forces behind sourdough's popularity is its health benefits. It is easier to digest, thanks to its long fermentation process, which breaks down gluten. Additionally, sourdough is lower on the glycemic index, making it a popular choice for health-conscious Indians, including those managing diabetes.

**A Fusion of Cultures-** Indian bakers and chefs have added their unique spin to sourdough, incorporating local flavors and ingredients. From loaves infused with masala and turmeric to sourdough naan and kulchas, the bread has seamlessly integrated itself into Indian cuisine. Artisanal bakeries in urban hubs like Mumbai, Delhi, and Bengaluru are booming, offering sourdough in creative forms like pav and sandwich bread.

**Challenges and Triumphs** However, the sourdough movement is not without challenges. Maintaining a starter in India’s varied climate requires patience and care. Despite this, bakers, both amateur and professional, have embraced the process, often sharing their tips and tricks to succeed. The Sourdough Revolution reflects a broader shift towards mindful eating and culinary experimentation in India. It’s not just about bread; it’s about a community that celebrates the joys of creating something wholesome and delicious from scratch. As India continues to embrace its love for sourdough, one thing is clear—this tangy, crusty loaf is here to stay. The revolution has begun, one slice at a time.



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## The Art of Edible Innovation: Where Tradition Meets Imagination

In the evolving world of culinary arts, the bakery and confectionery domain is witnessing a delightful fusion of tradition and innovation. Gone are the days when a cake was merely a dessert for celebrations. Today, it is a canvas for edible artistry. From hyper-realistic cakes to intricately crafted pastries that narrate stories, the boundaries of creativity are being redefined.

A notable trend emerging in modern patisseries is **flavor storytelling**. Imagine a dessert inspired by the earthy aroma of a forest after rain or the vibrant tang of a bustling Indian street market. Pastry chefs are now blending unconventional flavors — think saffron-infused croissants, miso caramel tarts, or basil-strawberry éclairs — to create experiences that resonate with emotions.

Sustainability also stands at the forefront of innovation. Bakeries are incorporating **zero-waste practices** by creatively using food scraps for flavored crumbs, fruit peels for candied garnishes, and aquafaba (chickpea water) as a vegan substitute for egg whites or as a meringue alternative. Moreover, the resurgence of **ancient grains** like millets and amaranth has brought healthier, nutrient-packed options to indulgent treats.

Furthermore, the concept of **experiential desserts** is gaining momentum. Multi-sensory experiences — desserts paired with aromas, soundscapes, or interactive elements — are leaving a lasting impression on guests. Picture a chocolate dome that reveals a smoky surprise or a dessert plated like an abstract painting, inviting diners to decode its flavors.

The future of bakery and confectionery is not just about creating something delicious. It is about **telling a story through food**, sparking curiosity, and offering an immersive experience. As we embrace this era of edible innovation, one thing is certain — every bite has the power to surprise, delight, and inspire.

**After all, in the world of desserts, imagination is the only limit.**



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## Factors Causing Dissatisfaction Among Employees of Prominent Chain Hotels of Lucknow

Employee well-being, organisational performance, and general social welfare are all significantly impacted by the widespread problem of dissatisfaction with work that affects organisations throughout. Job dissatisfaction is a complicated phenomenon that is impacted by a wide range of circumstances. It is defined as the negative psychological response that arises from an individual's opinion of their job and work environment. For organisations looking to provide meaningful work experiences and encourage employee engagement, it is critical to comprehend the reasons behind and effects of job dissatisfaction. Individuals who are dissatisfied with their jobs may have severe consequences such as fatigue, stress, decreased productivity, and poor health outcomes. These consequences at the individual level can then have an adverse impact on the overall organisational establishing, leading to lower productivity, higher turnover costs, and damage an individual's reputation. Job dissatisfaction refers to the unfavourable state of mind employees go through when they believe that certain elements of their employment or workplace fail to measure up to their demands or expectations. It is a subjective assessment based on personal experiences, perceptions, and contrasts with ideal or anticipated circumstances.



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Organisations may take a number of initiatives targeted at boosting employee fulfilment, redefining the workplace, and developing an engaged and well-being culture in order to successfully address job dissatisfaction. Employers can enhance employee satisfaction, engagement, and well-being by putting these strategies into practice. Employee feedback should be routinely gathered through focus groups, questionnaires, or one-on-one meetings in order to pinpoint areas of unhappiness and compile ideas for enhancement. Assisting employees in growing their abilities and moving up the corporate ladder, provide training courses, mentorship opportunities, and well-defined career pathways. Examining and modifying pay plans to make sure they are fair and competitive. Establishing official recognition initiatives to recognise and honour employee's contributions. Assisting employees in striking a better balance between their personal and professional life, support flexible work arrangements including paid time off, flexible scheduling, and remote work opportunities.

Employee dissatisfaction in prominent chain hotels arises from factors like low compensation, excessive workload, poor management, and lack of career growth. A toxic work environment, job insecurity, and inadequate recognition further contribute to frustration. Addressing these issues through fair policies, better leadership and employee support can enhance job satisfaction, reduce turnover and improve overall service quality. Inadequate pay, long hours, limited growth and unsupportive management lead of the causes of dissatisfaction. When employees feel overworked, undervalued or stuck in rigid policies, motivation and service quality decline. To retain talent and maintain high hospitality standards, hotels must cultivate a culture of respect, fair compensation and professional growth. Hence, organisations should prioritise creating a positive work environment, providing competitive pay and benefits, providing opportunities for growth and development and fostering strong relationships between employees and upper management in order to increase employee job satisfaction and ultimately improve organisational performance.



## कार्यस्थल पर महिला सुरक्षा: एक समावेशी और सुरक्षित भविष्य की ओर



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लखनऊ

21वीं सदी में महिलाएं हर क्षेत्र में अपनी उपस्थिति दर्ज करा रही हैं, चाहे वह कॉर्पोरेट क्षेत्र हो, सरकारी संस्थान हों, शिक्षण संस्थान हों या उद्यमिता का क्षेत्र हो। उनकी बढ़ती भागीदारी न केवल आर्थिक विकास में सहायक है, बल्कि समाज में समानता और समावेशिता को भी प्रोत्साहित करती है। लेकिन महिलाओं की यह

प्रगति तभी सार्थक होगी जब कार्यस्थल उनके लिए सुरक्षित हो।

कार्यस्थल पर महिला सुरक्षा केवल एक कानूनी आवश्यकता नहीं, बल्कि एक नैतिक जिम्मेदारी भी है। जब महिलाएं कार्यस्थल पर सुरक्षित महसूस करती हैं, तो वे अधिक आत्मविश्वास और ऊर्जा के साथ काम कर सकती हैं, जिससे उनकी उत्पादकता में वृद्धि होती है और संस्थान की कार्यसंस्कृति भी सशक्त होती है। इस लेख में हम कार्यस्थल पर महिला सुरक्षा के विभिन्न आयामों, इससे जुड़े कानूनों, नीतियों और बेहतर कार्यस्थल निर्माण के उपायों पर विस्तृत चर्चा करेंगे।

### महिला सुरक्षा का महत्व

महिलाओं के लिए एक सुरक्षित कार्यस्थल न केवल उनकी व्यक्तिगत सुरक्षा सुनिश्चित करता है, बल्कि संस्थान के विकास और उत्पादकता में भी महत्वपूर्ण भूमिका निभाता है। यदि महिलाएं कार्यस्थल पर असुरक्षित महसूस करती हैं, तो उनका ध्यान अपने कार्य पर केंद्रित नहीं रह पाता, जिससे उनके कार्य प्रदर्शन पर नकारात्मक प्रभाव पड़ता है।

एक सुरक्षित कार्यस्थल के निम्नलिखित लाभ होते हैं-

- 1. सकारात्मक कार्यसंस्कृति-** जब महिलाएं सुरक्षित महसूस करती हैं, तो कार्यस्थल का माहौल सहयोगपूर्ण और सकारात्मक बनता है।
- 2. महिला कर्मचारियों की संख्या में वृद्धि -** कार्यस्थल पर सुरक्षा सुनिश्चित करने से अधिक महिलाएं काम करने के

लिए प्रेरित होती हैं, जिससे लैंगिक संतुलन बना रहता है।

**3. संगठन की छवि को मजबूती -** महिला सुरक्षा सुनिश्चित करने वाले संस्थानों की सामाजिक और व्यावसायिक छवि बेहतर होती है।

**4. नैतिक और कानूनी जिम्मेदारी -** महिला सुरक्षा न केवल संस्थानों की नैतिक जिम्मेदारी है, बल्कि विभिन्न कानूनी प्रावधानों के अंतर्गत भी आवश्यक है।

**कार्यस्थल पर महिलाओं के लिए सुरक्षा संबंधी कानून**  
महिला सुरक्षा को लेकर भारत सरकार ने कई महत्वपूर्ण कानून बनाए हैं, जो कार्यस्थल पर लैंगिक समानता और सुरक्षा सुनिश्चित करने के लिए आवश्यक हैं।

### 1. कार्यस्थल पर महिलाओं का यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013

इस अधिनियम को "POSH Act" के नाम से भी जाना जाता है। यह कानून महिलाओं को यौन उत्पीड़न से बचाने और उनके लिए सुरक्षित कार्यस्थल सुनिश्चित करने के उद्देश्य से लागू किया गया था।

### मुख्य प्रावधान

प्रत्येक संस्थान में आंतरिक शिकायत समिति (ICC) का गठन अनिवार्य है।

किसी भी महिला कर्मचारी की शिकायत पर समिति को गोपनीय जांच करनी होगी।

दोषी पाए जाने पर संबंधित कर्मचारी पर अनुशासनात्मक कार्रवाई की जा सकती है।

यदि कोई महिला शिकायत करने से डरती है, तो उसके लिए गोपनीय शिकायत की सुविधा होनी चाहिए।

### 2. भारतीय दंड संहिता (IPC) के तहत प्रावधान

धारा 354 - महिला का अपमान करने या उसे अनुचित रूप से छूने पर दंड का प्रावधान।

धारा 509 - किसी महिला की मर्यादा को ठेस पहुँचाने के लिए अपशब्द कहने पर सजा का प्रावधान।

धारा 376 - कार्यस्थल पर यौन शोषण के गंभीर मामलों में कड़ी सजा का प्रावधान।

**3. मातृत्व लाभ अधिनियम, 1961-** यह अधिनियम महिलाओं को मातृत्व अवकाश और अन्य सुविधाएं प्रदान करता है, ताकि वे गर्भावस्था के दौरान कार्यस्थल पर असुविधा का सामना न करें।

#### 4. समान पारिश्रमिक अधिनियम, 1976

यह कानून सुनिश्चित करता है कि महिलाओं और पुरुषों को समान कार्य के लिए समान वेतन मिले।

#### महिला सुरक्षा सुनिश्चित करने के उपाय

कानूनी प्रावधानों के अलावा, संस्थानों को महिला सुरक्षा के लिए कई महत्वपूर्ण कदम उठाने चाहिए, ताकि एक समावेशी और सुरक्षित वातावरण तैयार किया जा सके।

#### 1. आंतरिक शिकायत समिति (ICC) को प्रभावी बनाना

समिति को निष्पक्ष और संवेदनशील होना चाहिए। सभी कर्मचारियों को इस समिति की भूमिका और प्रक्रिया की जानकारी होनी चाहिए।

समिति की कार्यप्रणाली पारदर्शी और गोपनीय होनी चाहिए।

#### 2. लैंगिक संवेदनशीलता प्रशिक्षण कार्यक्रम

सभी कर्मचारियों को महिलाओं के प्रति सम्मानजनक व्यवहार सिखाने के लिए जागरूकता कार्यक्रम आयोजित किए जाने चाहिए। वरिष्ठ अधिकारियों को विशेष प्रशिक्षण दिया जाना चाहिए ताकि वे किसी भी प्रकार के उत्पीड़न को रोकने में सक्रिय भूमिका निभा सकें।

#### 3. सुरक्षा उपायों को मजबूत करना

कार्यस्थल पर सीसीटीवी कैमरों की स्थापना करनी चाहिए।

महिलाओं के लिए सुरक्षित परिवहन सुविधा सुनिश्चित करनी चाहिए।

कार्यस्थल में पर्याप्त प्रकाश और संरक्षित स्थानों की व्यवस्था होनी चाहिए।

#### 4. गोपनीय और प्रभावी शिकायत प्रणाली

महिलाओं को बिना किसी डर के शिकायत दर्ज कराने की सुविधा होनी चाहिए।

शिकायतों की गोपनीयता सुनिश्चित करनी चाहिए ताकि शिकायतकर्ता असुरक्षित महसूस न करें।

हर शिकायत की त्वरित और निष्पक्ष जांच होनी चाहिए।

#### 5. महिला कर्मचारियों की भागीदारी सुनिश्चित करना

महिला कर्मचारियों को निर्णय लेने की प्रक्रिया में शामिल करना चाहिए।

उनकी सुरक्षा से जुड़े नियमों और प्रक्रियाओं पर उनकी राय लेनी चाहिए।

संगठन में लिंग भेदभाव को खत्म करने की दिशा में सक्रिय प्रयास करने चाहिए।

#### महिला सुरक्षा का व्यापक प्रभाव

कार्यस्थल पर महिला सुरक्षा सुनिश्चित करने से पूरे समाज पर सकारात्मक प्रभाव पड़ता है। जब महिलाएं सुरक्षित माहौल में काम करती हैं, तो वे अधिक स्वतंत्रता और आत्मनिर्भरता का अनुभव करती हैं। इससे सामाजिक और आर्थिक विकास को भी बढ़ावा मिलता है।

#### 1. कार्यस्थल पर महिलाओं की भागीदारी में वृद्धि

सुरक्षित कार्यस्थल होने से अधिक महिलाएं नौकरी करने के लिए प्रेरित होती हैं, जिससे लैंगिक समानता को बढ़ावा मिलता है।

#### 2. संगठन की प्रतिष्ठा में वृद्धि

जो संगठन महिला सुरक्षा को प्राथमिकता देते हैं, वे समाज में एक सकारात्मक छवि बनाते हैं और प्रतिभाशाली महिलाओं को आकर्षित कर सकते हैं।

#### 3. उत्पादकता में सुधार

जब महिलाएं तनावमुक्त और सुरक्षित महसूस करती हैं, तो वे अपने कार्य पर अधिक ध्यान केंद्रित कर पाती हैं, जिससे उत्पादकता में वृद्धि होती है।

#### 4. कानूनी समस्याओं से बचाव

महिला सुरक्षा को सुनिश्चित करने वाले संगठन कानूनी मुकदमों और विवादों से बच सकते हैं, जिससे उनकी विश्वसनीयता बनी रहती है।

महिला सुरक्षा केवल कानूनी बाध्यता नहीं, बल्कि एक सामाजिक और नैतिक जिम्मेदारी भी है। हर संस्थान को यह सुनिश्चित करना चाहिए कि महिलाओं को कार्यस्थल पर किसी भी प्रकार की असुरक्षा या भेदभाव का सामना न करना पड़े।

सुरक्षित कार्यस्थल का निर्माण न केवल महिलाओं के लिए फायदेमंद है, बल्कि यह समाज और संगठन दोनों के लिए भी लाभकारी है। जब महिलाएं सुरक्षित होंगी, तभी वे अपनी पूरी क्षमता से योगदान दे सकेंगी और एक समावेशी, समृद्ध और न्यायसंगत कार्यसंस्कृति की स्थापना संभव हो सकेगी।

हमें यह समझना होगा कि महिला सुरक्षा एक दिन में सुनिश्चित नहीं की जा सकती, बल्कि इसके लिए सतत प्रयासों की आवश्यकता है। यह तभी संभव होगा जब सरकार, संस्थान और समाज मिलकर एक सकारात्मक बदलाव की दिशा में कार्य करें।



## कार्यालयी जीवन में टीम वर्क का महत्व

किसी भी कार्यालय या संगठन की सफलता का आधार उसकी टीम होती है। जिस प्रकार एक गाड़ी के सभी पहिए एक साथ चलते हैं तभी गाड़ी आगे बढ़ती है, उसी प्रकार किसी भी कार्यालय में सभी कर्मचारियों का मिल-जुल कर कार्य करना संगठन को सफलता की ओर ले जाता है। इसे ही टीम वर्क कहा जाता है। टीम वर्क न केवल कार्यालयी जीवन को सरल बनाता है, बल्कि कार्यक्षमता, उत्पादकता और आपसी समन्वय को भी बढ़ाता है।

### टीम वर्क का अर्थ और महत्व

टीम वर्क का सरल अर्थ है - एक साथ मिलकर कार्य करना, जहाँ प्रत्येक व्यक्ति की भूमिका स्पष्ट होती है और सभी एक साझा लक्ष्य की प्राप्ति हेतु प्रयासरत होते हैं। कार्यालय में यह विशेष रूप से महत्वपूर्ण हो जाता है क्योंकि यहाँ विभिन्न कार्यों के लिए अलग-अलग विशेषज्ञ होते हैं और सभी के प्रयासों से ही संगठन आगे बढ़ता है।

### टीम वर्क से होने वाले लाभ

- 1. कार्य कुशलता में वृद्धि-** जब एक टीम एकजुट होकर कार्य करती है, तो समय की बचत होती है और कार्यों की गुणवत्ता में भी सुधार आता है। एक-दूसरे की सहायता से कठिन कार्य भी सरल हो जाते हैं।
- 2. समस्या समाधान में सहूलियत-** टीम के सभी सदस्य अपनी-अपनी विशेषज्ञता और अनुभव साझा करते हैं। इससे किसी भी समस्या का समाधान जल्दी और प्रभावी ढंग से निकल आता है।
- 3. सकारात्मक कार्य वातावरण का निर्माण-** टीम वर्क सहयोग, समझदारी और विश्वास को बढ़ावा देता है। जब कर्मचारी एक-दूसरे की मदद करते हैं, तो कार्यालय का माहौल सकारात्मक और सौहार्दपूर्ण बनता है।
- 4. प्रेरणा और आत्मविश्वास में वृद्धि-** टीम में कार्य करने से कर्मचारियों में आत्मविश्वास बढ़ता है। जब उनके विचारों और प्रयासों को टीम द्वारा सराहा जाता है, तो वे और अधिक प्रेरित होकर कार्य करते हैं।
- 5. साझा लक्ष्य की प्राप्ति में सरलता-** किसी भी संस्था का लक्ष्य तभी सफल होता है जब सभी कर्मचारी मिलकर उस पर कार्य करें। टीम वर्क में सभी अपनी जिम्मेदारियों को समझते हैं और साझा उद्देश्य की प्राप्ति हेतु समर्पित रहते हैं।

### कार्यालयी जीवन में टीम वर्क को बढ़ावा कैसे दें

- 1. स्पष्ट संवाद-** टीम वर्क के लिए आपसी संवाद अत्यंत आवश्यक है। सभी सदस्यों को अपनी बात कहने और दूसरों की सुनने का अवसर मिलना चाहिए।
- 2. सम्मान और विश्वास-** टीम के प्रत्येक सदस्य को सम्मान देना और उस पर विश्वास करना आवश्यक है। इससे एक-दूसरे के प्रति भरोसा बढ़ता है।
- 3. समान अवसर और भागीदारी-** टीम में सभी को अपनी भूमिका निभाने का समान अवसर मिलना चाहिए ताकि कोई भी उपेक्षित न महसूस करे।
- 4. प्रशंसा और मान्यता-** किसी भी सदस्य द्वारा किए गए अच्छे कार्य की प्रशंसा करने से उत्साहवर्धन होता है और बाकी सदस्य भी प्रेरित होते हैं।

### निष्कर्ष

टीम वर्क किसी भी कार्यालय की रीढ़ की हड्डी है। इससे न केवल कार्यों की गुणवत्ता बढ़ती है, बल्कि आपसी विश्वास, सहयोग और सकारात्मकता का वातावरण भी बनता है। आज के प्रतिस्पर्धी दौर में केवल व्यक्तिगत मेहनत नहीं, बल्कि संगठित प्रयास ही किसी संस्था को सफलता की ऊँचाइयों तक ले जा सकते हैं। अतः कार्यालयी जीवन में टीम वर्क को अपनाना और प्रोत्साहित करना समय की माँग है।



संदीप कनोजिया  
अवर श्रेणी लिपिक  
आई.एच.एम, लखनऊ

## होटल प्रबंधन संस्थान नए अवसरों का द्वार

सन् 1969, उत्तर प्रदेश को मिली होटल प्रबंधन संस्थान की सौगात निराली थी। गंगा, यमुना, सरस्वती से मिलकर संगम बना। वैसे ही विभिन्न प्रकार की संस्कृतियों से मिलकर बना होटल प्रबंधन संस्थान बना। पूरब, पश्चिम, उत्तर और दक्षिण, सभी क्षेत्रों से विद्यार्थी आते है, मिलकर सशक्त राष्ट्र बनाते हैं।

भाषा बोली और विचार भले ही सबकी अलग हो पहचान, आदर सत्कार का तरीका एक ही अपनाते है। होटल प्रबंधन संस्थान लखनऊ सपनों का द्वार यहाँ सपनों की उड़ान, हौसलों की है डोर, होटल प्रबंधन संस्थान, खोले सफलता का द्वार। सेवा का रंग, संस्कृति का है यहाँ संगम, अनुभवों की पाठशाला, सीखें हम हरदम। पाक कला की खुशबू, आतिथ्य का है यहाँ ज्ञान, प्रबंधन के गुर सीख, बनें हम निष्ठावान। कमरों की सजावट, मेहमानों का है यहाँ मान, पर्यटन की दुनिया में, रोशन करें अपना नाम। थल, जल, नभ और सभी दिशाओं में, जो रोजगार के अवसर करें प्रदान, होटल प्रबंधन संस्थान, सपनों का है आँचल, भविष्य को दें आकार, बन जाएँ हम सफल।



सुरेन्द्र प्रसाद भट्ट  
अवर श्रेणी लिपिक,  
होटल प्रबंधन संस्थान,  
लखनऊ



## Ek Bharat Shreshtha Bharat

Ek Bharat Shreshtha Bharat is a flagship initiative of the Government of India aimed at promoting national integration and celebrating India's rich cultural, linguistic, and culinary diversity. Under this mission, IHM Lucknow organized a series of activities to foster awareness and appreciation for the unity in diversity that defines the nation. On 31st July 2024, a workshop on Uttarakhand cuisine was conducted with special emphasis on tribal culinary traditions, showcasing the traditional foods of the region and sensitizing students to lesser-known cultural practices. On 28th August 2024, a culinary demonstration of Awadhi cuisine was organized to highlight the culinary prospects and heritage of Uttar Pradesh. Continuing its efforts, IHM Lucknow hosted a food festival on 5th September 2024 featuring the cuisines of North Eastern states, aiming to bridge regional differences through the universal language of food. From 9th to 17th November 2024, a food stall was set up at the Gomti Book Fair, furthering public engagement under this initiative.



Showing the power of fire through the eyes of agniastri

## Travel for LiFE Program



IHM Lucknow students participated as volunteers during the Mahakumbh 2025 held at Prayagraj

The "Travel for LiFE" initiative, under the larger umbrella of Mission LiFE (Lifestyle for Environment) launched by the Government of India, emphasizes responsible and sustainable tourism practices that minimize environmental impact and promote eco-conscious travel behavior. This mission encourages individuals and institutions to adopt mindful, planet-friendly habits in daily life and during travel. IHM Lucknow has undertaken several meaningful activities to contribute towards this national mission. As part of an energy conservation effort, energy-efficient LED

tube lights were installed in the Institute's Quantity Training Lab on 25th October 2024, showcasing a commitment to reducing energy consumption. Furthering the mission's objectives, an online training session on the orientation module of Mission LiFE was successfully conducted via the IGOT Portal, ensuring that students and staff were well-informed about eco-friendly practices and sustainable lifestyle choices. On 1st November 2024, an online pledge-taking activity was organized, reinforcing the Institute's dedication to adopting and promoting sustainable behaviors. Additionally, 50 students from IHM Lucknow actively participated as volunteers during the Mahakumbh 2025 held in Prayagraj, where they helped spread awareness about responsible tourism practices among visitors. Complementing these efforts, 40 students took part in a Yoga Activity organized during the Institute's Annual Fest on 26th March 2025, emphasizing the integration of wellness, mindfulness, and sustainability in daily life. These collective actions reflect IHM Lucknow's ongoing commitment to the principles of Mission LiFE and its proactive role in fostering a culture of environmental consciousness and sustainable hospitality.



## Ek Ped Maa Ke Naam



Tree plantation at IHM Lucknow by Hon'ble Shri Vishak G., IAS, District Magistrate, Lucknow

## World Environment Day

Under the esteemed guidance of the Senior Economic Advisor and CEO of NCHMCT, the Institute of Hotel Management, Lucknow, celebrated World Environment Day on 5th June 2024. The event aimed to raise awareness about environmental conservation and the importance of maintaining cleanliness. As part of the celebrations, a tree plantation drive was organized, where the Principal of IHM Lucknow, along with faculty members and administrative staff, came together to plant saplings in the campus garden, reinforcing their commitment to a greener future.

## *"Ek Ped Maa Ke Naam" – A Green Tribute to Motherhood*

The "Ek Ped Maa Ke Naam" campaign beautifully merges environmental stewardship with the timeless reverence for motherhood, encouraging individuals to plant trees as a heartfelt tribute to the nurturing spirit of mothers. As a proud participant in this noble initiative, IHM Lucknow contributed to this green movement by planting 40 trees. This gesture stands as a living symbol of gratitude and love, embodying the values of care, growth, and sustainability that mothers represent. The campaign has taken root in our community, inspiring collective action and environmental consciousness. Through every sapling planted, we not only honor our mothers but also sow the seeds of a greener and more compassionate future.



## हिंदी पखवाड़ा

होटल प्रबंधन, खान-पान प्रौद्योगिकी एवं अनुप्रयुक्त पोषाहार संस्थान, लखनऊ में दिनांक 14 से 30 सितम्बर 2024 तक हिंदी पखवाड़ा 2024 का आयोजन राजभाषा विभाग, गृह मंत्रालय तथा पर्यटन मंत्रालय, भारत सरकार के निर्देशानुसार सफलतापूर्वक संपन्न हुआ। इस अवधि में हिंदी भाषा के प्रचार-प्रसार और कार्यालयीन कार्यों में इसके प्रभावी उपयोग को बढ़ावा देने हेतु विभिन्न प्रतियोगिताएँ एवं कार्यक्रम आयोजित किए गए, जिनमें कर्मचारियों ने उत्साहपूर्वक भाग लिया। प्रतियोगिताओं में हिंदी टिप्पणी एवं प्रारूपण प्रतियोगिता (17.09.2024), राजभाषा प्रश्नोत्तरी प्रतियोगिता (19.09.2024), हिंदी श्रुतलेख प्रतियोगिता (23.09.2024) और हिंदी वर्ग पहली प्रतियोगिता (27.09.2024) प्रमुख रहीं। इसके अतिरिक्त, दिनांक 25.09.2024 को हिंदी के तकनीकी और प्रशासनिक उपयोग पर एक विशेष कार्यशाला का आयोजन किया गया। पखवाड़ा समापन के अवसर पर विजेताओं को स्मृति चिन्ह एवं प्रशस्ति पत्र प्रदान कर सम्मानित किया गया। हिंदी पखवाड़ा 2024 के आयोजन ने संस्थान में हिंदी के प्रति जागरूकता को बढ़ाया और कार्यालयीन कार्य में हिंदी के प्रयोग को सशक्त बनाने की दिशा में महत्वपूर्ण योगदान दिया।



## आईएचएम लखनऊ में एक दिवसीय हिंदी कार्यशाला का सफल आयोजन

दिनांक 21 जून 2024 को आईएचएम लखनऊ में एक दिवसीय हिंदी कार्यशाला का आयोजन किया गया। इस कार्यशाला के मुख्य अतिथि श्री दिवाकर मणि, सहायक महाप्रबंधक (राजभाषा), भारतीय स्टेट बैंक रहे। कार्यशाला के दौरान श्री दिवाकर मणि जी ने “कंठस्थ 2.0” अनुवाद टूल के प्रयोग और इसकी विशेषताओं के बारे में विस्तार से जानकारी दी। उन्होंने बताया कि यह टूल किस प्रकार दैनंदिन राजभाषा कार्यों को सरल और प्रभावी बनाता है। इस प्रशिक्षण से संस्थान के कर्मचारियों को अत्यधिक लाभ प्राप्त हुआ, जिससे उनके राजभाषा के प्रयोग में दक्षता बढ़ी।



## Workshop on the Cuisine of Uttarakhand With Special Emphasis on Tribal Cuisine

IHM Lucknow organized a one-day workshop on "The Cuisine of Uttarakhand with Special Emphasis on Tribal Cuisine". The event showcased traditional tribal dishes, indigenous ingredients, and unique cooking techniques, enriching participants' knowledge of Uttarakhand's rich culinary heritage.



## Workshop on Responsible Tourism

The B.Sc. First Year students of IHM Lucknow participated in a one-day workshop on "Responsible Tourism", organized by UP Tourism at the Taj Mahal Hotel, Lucknow, on 3rd September 2024. The insightful workshop focused on promoting sustainable and responsible tourism practices. In the latter half of the day, the students were given an exclusive Familiarization (FAM) Tour of the hotel, where they explored various departments and gained valuable insights into the hotel's operations and sustainable hospitality initiatives.



## Seminar on Garbage Management & Waste Disposal

IHM Lucknow successfully conducted a seminar on "Garbage Management & Waste Disposal" under the Swachhata Action Plan on 19th September 2024. The session focused on innovative waste segregation techniques and sustainable practices within the hospitality sector, promoting environmental responsibility and efficient waste management.



## IHM Lucknow Hosts Workshop on Cleanliness for Housekeeping Staff

On 13th December 2024, IHM Lucknow proudly hosted a one-day workshop on cleanliness for housekeeping staff from various government bodies. With 30 participants from Nagar Nigam, GSI, and Science City, the event focused on enhancing skills and promoting best practices in maintaining hygiene and cleanliness standards. Together, we work towards creating cleaner and healthier environments, fostering a greater sense of responsibility and excellence in cleanliness management.



## One-Day Seminar on "Hygiene and Sanitation Practices in the Hospitality Industry"

IHM Lucknow organized a one-day seminar on January 31, 2025, focusing on the theme "Hygiene and Sanitation Practices in the Hospitality Industry." Conducted under the Special Awareness Program (SAP), this initiative aimed to educate and sensitize students about the critical role of hygiene and sanitation in upholding standards of excellence in the hospitality sector. The session was graced by Dr. Supriya Singh, Food Safety Officer, Food Safety and Drug Department, Lucknow, who shared her extensive knowledge and expertise on the subject. Dr. Singh's insightful address covered key aspects of food safety regulations, best practices in sanitation, and the importance of maintaining hygiene protocols in hospitality establishments. Her engaging interaction encouraged students to adopt and promote stringent hygiene standards in their future careers. The seminar was highly informative and received an enthusiastic response from the students, reinforcing IHM Lucknow's commitment to holistic and industry-relevant education.



## Workshop on Food Fortification

On 24th February 2025, IHM Lucknow had the privilege of organizing an enlightening Workshop on Food Fortification, a significant step towards promoting nutritional awareness and public health in the hospitality industry. The event was graced by the esteemed presence of Hon'ble Shri Vishak G., IAS, District Magistrate, Lucknow, as the Chief Guest, whose insightful address underscored the critical role of fortified foods in combating malnutrition and improving nutritional security at the grassroots level. The workshop focused on the importance of enhancing the nutritional value of everyday food products through fortification, highlighting key issues such as food safety, quality control, and the regulatory frameworks established by the Food Safety and Standards Authority of India (FSSAI). Distinguished speakers shared their expertise on how food fortification can bridge nutritional gaps, particularly in vulnerable populations, and its potential to transform public health outcomes across the country. Faculty members and students actively participated in interactive discussions, gaining valuable insights into innovative food processing techniques, fortification methods, and their practical applications in the hospitality and food service sectors. The event concluded with a vote of thanks, extending heartfelt appreciation to all speakers, dignitaries, faculty, and students who contributed to the success of this impactful workshop. IHM Lucknow continues its commitment to education with a purpose, driving awareness and fostering initiatives that contribute to a healthier and more nourished society.



Principal IHM Lucknow Welcoming Hon'ble Shri Vishak G., IAS, District Magistrate, Lucknow



Speech on fortified foods by Hon'ble Shri Vishak G., IAS, District Magistrate, Lucknow



Principal of IHM Lucknow gave the Hon'ble District Magistrate, Lucknow guided tour of the institute



Group Photograph of IHM Lucknow staff members with Hon'ble Shri Vishak G., IAS, District Magistrate, Lucknow

## Post-Budget Webinar: “Investing in Economy - Ease of Travel”

On 5th March 2025, the faculty members, administrative staff and students of IHM Lucknow had the privilege of attending a Post-Budget Webinar on the theme “Investing in Economy - Ease of Travel,” organized by the Ministry of Tourism, Government of India. This high-profile webinar brought together esteemed dignitaries representing over 20 ministries from across the nation, who shared their perspectives on emerging trends and opportunities in the travel and tourism sector in the context of the Union Budget 2025. A remarkable 25,000+ participants from institutions and organizations across India joined the session, underscoring the significance and scale of the event. The highlight of the webinar was the inspiring address by the Hon’ble Prime Minister of India, who outlined the vision for the new education system, the integration of technology, and the future scope of the tourism sector. His speech emphasized the theme of investing in people, promoting innovation, and strengthening the economy, offering valuable insights for aspiring hospitality professionals.



## Hands-on Kitchen Practical Workshop with Chef Ashish John

**Event date: 07-March-2025**

IHM Lucknow proudly hosted a one-day **Hands-On Kitchen Practical Workshop** conducted by **Chef Ashish John**, a distinguished alumnus of the **2013 Diploma in Kitchen Batch**. Currently serving as a **Sous Chef** with **Norwegian Cruise Line** in the United Kingdom, Chef Ashish brought with him a wealth of international culinary experience, having worked with esteemed hospitality brands like **Radisson Blu, Le Meridien, and Celebrity Cruises**.

The workshop was thoughtfully structured into three immersive sessions:

- **Session I:** *The Art of Fruit & Vegetable Carving* - Participants explored the intricate skills of carving, enhancing their presentation techniques.
- **Session II:** *The Essence of a Mezze Platter* - A deep dive into the authentic flavors and components of a traditional Middle Eastern Mezze Platter.
- **Session III:** *Crafting a Three-Course Continental Menu* - Learners gained hands-on experience in preparing and plating a refined continental menu using professional techniques.

Key highlights of the workshop included insights on working in professional kitchens, career opportunities in cruise liners, and advanced plating and presentation methods. Chef Ashish's engaging demonstrations and practical tips enriched the learning experience, leaving participants inspired.

होटल प्रबंधन, खान-पान प्रौद्योगिकी एवं अनुप्रयुक्त पोषाहार संस्थान, लखनऊ  
Institute of Hotel Management, Catering Technology & Applied Nutrition, Lucknow  
एवंतन मन्त्रालय, भारत सरकार के तहत एक स्वायत्त निकाय  
An Autonomous Body Under Ministry of Tourism, Government of India

**One Day Hands on Kitchen Training Workshop**  
by  
**Chef Ashish John**  
[Sous Chef]  
(Norwegian Cruise Liner, United Kingdom)

Venue: Bakery III, 2nd Floor North Block, IHM Lucknow  
Date: March 7th, 2025  
Time: 09:15 am - 04:45 pm

**WORKSHOP SCHEDULE:**  
Session I : The Art of Fruit & Vegetable Carving  
Session II : The Essence of a Mezze Platter  
Session III : Crafting a Three-Course Continental Menu.

**KEY TAKEAWAYS:**  
• UNDERSTANDING THE WORKINGS OF A PROFESSIONAL KITCHEN.  
• CAREER OPPORTUNITIES IN CRUISE LINERS AND THE GLOBAL CULINARY INDUSTRY  
• ADVANCED PLATING & PRESENTATION TECHNIQUES FOR ELEVATING CULINARY ARTISTRY.



## Hands-on Workshop on Bakery & Confectionery

Students of the Diploma in Bakery & Confectionery of IHM Lucknow participated in a one-day Hands-on Workshop on March 20, 2025, at Amity School of Hospitality, Lucknow Campus. The workshop focused on the preparation of a variety of breads, cakes, and chocolates, providing students with practical exposure to advanced baking techniques.

A total of 22 students attended the session, gaining valuable insights and hands-on experience under the guidance of industry experts. Such initiatives help bridge the gap between theoretical learning and real-world application, enhancing students' skills and preparing them for successful careers in the bakery and confectionery industry.



## Guest Lecture on "Preparing the Right Resume"

IHM Lucknow organized a guest lecture on "Preparing the Right Resume" by Miss Kajal Srivastava on 26th July 2024. The session provided valuable insights into crafting an effective resume, highlighting key skills, and enhancing employability for aspiring hospitality professionals.



## Online Lecture on Culinary Entrepreneurship and Business Strategies



IHM Lucknow had the privilege of hosting a captivating online lecture on 'Culinary Entrepreneurship and Business Strategies' by the renowned Chef and Entrepreneur, Mr. Atul Kochhar. Our students had the unique opportunity to gain insights from one of the industry's leading figures, learning about the dynamic world of culinary entrepreneurship. This enlightening session was organized as part of an initiative by NCHMCT, aimed at empowering the next generation of culinary leaders.



## Empowering Minds and Promoting Safety

IHM Lucknow hosted a thought-provoking session on POSH (Prevention of Sexual Harassment) by our esteemed guest lecturer Dr. Vijeta Dua. The session aimed at creating awareness and fostering a safe, respectful, and inclusive environment for all. Through this enlightening discussion, we continue to empower minds and reinforce our commitment to upholding safety and respect within our institution. Together, we build a stronger, more supportive community at IHM Lucknow.



## स्वच्छता ही सेवा अभियान

दिनांक 19.09.2024 को स्वच्छता ही सेवा 2024 अभियान के अंतर्गत कार्यालय आदेशानुसार स्लोगन राइटिंग प्रतियोगिता का आयोजन सफलतापूर्वक संपन्न हुआ, जिसमें कुल 30 प्रतिभागियों ने उत्साहपूर्वक भाग लिया। प्रतियोगिता का उद्देश्य स्वच्छता के प्रति जागरूकता बढ़ाना और स्वच्छ भारत अभियान को सशक्त बनाना रहा।



## Felicitation Ceremony of Swachhata Hi Seva 2024

It was a proud moment for IHM Lucknow to host the Felicitation Ceremony of Swachhata Hi Seva 2024, celebrating the unwavering efforts of individuals and teams committed to building a cleaner, greener, and more sustainable future for all. This event recognized and appreciated the dedication of those who have actively contributed to the vision of a Swachh Bharat (Clean India). Their hard work and passion inspire us all to take collective action towards cleanliness, sustainability, and community well-being. Together, we can continue to make a difference and turn the dream of a Swachh and Swasth Bharat into reality!



## Special Campaign 4.0 on Swachhata and Reducing Pendency



IHM Lucknow actively participated in the Special Campaign 4.0, focusing on Swachhata and reducing pendency as part of a nationwide initiative. Held on the 9th, 10th, and 11th of October 2024, the campaign emphasized the importance of maintaining a clean and

organized environment while ensuring timely completion of pending tasks. IHM Lucknow reaffirmed its commitment to Swachhata and efficiency by demonstrating how small initiatives can create a lasting positive impact on the institutional environment.



## Nukkad Natak Under the Swachhata Action Plan

On 25th October 2024, students of IHM Lucknow passionately performed a Nukkad Natak under the Swachhata Action Plan, spreading the message of cleanliness and environmental responsibility. Through their impactful street play, they inspired communities to actively participate in keeping their surroundings clean and green. Let's join hands and work together for a cleaner, healthier, and brighter future!



Nukkad Natak performed by IHM Lucknow students at Clock Tower, Lucknow

## Nukkad Natak (Special Awareness Program)



On 29th January 2025, the talented students of IHM Lucknow took center stage with a thought-provoking Nukkad Natak (street play) as part of the Special Awareness Program (SAP). The performance was aimed at raising awareness about the importance of cleanliness in public places and promoting responsible civic behavior among the community. With powerful dialogues, engaging storytelling, and impactful messages, the students captivated the audience and effectively conveyed the significance of maintaining hygiene and sanitation in public spaces.



Nukkad Natak performed by IHM Lucknow students at 1090 Chauraha, Lucknow

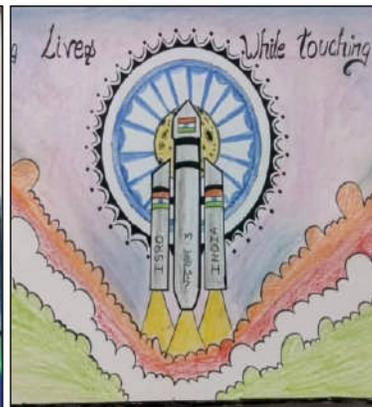
## Induction Program

IHM Lucknow conducted an Induction Program for new students of M.Sc., B.Sc. in H&HA, and Diploma programs on 5th August 2024. The session welcomed freshers, introducing them to the institute's academic framework, campus culture, and career opportunities in the hospitality industry.



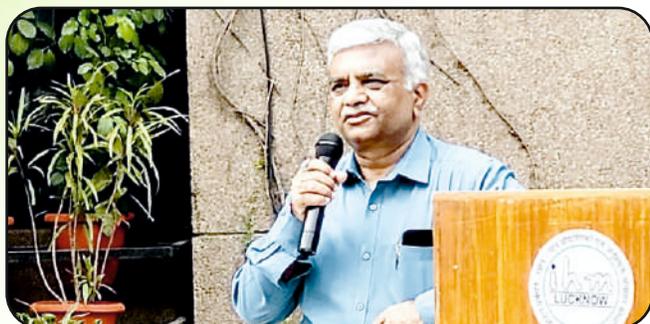
## National Space Day

On 23rd August 2024, India celebrates its Inaugural National Space Day, honoring the nation's remarkable achievements in space exploration and innovation. To mark this historic occasion, IHM Lucknow organized a Drawing/Painting Activity for its students. The theme of the event was "Touching Lives while Touching the Moon: India's Space Saga." Students enthusiastically participated, showcasing their creativity and artistic expressions inspired by India's incredible journey in space, including landmark missions like Chandrayaan and Mangalyaan. The event highlighted the role of space technology in transforming lives on Earth while reaching for the stars. The celebration reflected pride in India's scientific accomplishments and inspired the young minds at IHM Lucknow to dream big.



## Independence Day

On 15th August 2024, IHM Lucknow celebrated the 78th Independence Day of our Nation with immense pride and patriotic fervor. The celebration witnessed the enthusiastic participation of faculty members, staff, and students, who came together to honor the spirit of freedom and unity. The event commenced with the hoisting of the National Flag, followed by the singing of the National Anthem. Various cultural performances, patriotic songs, and inspiring speeches by students and faculty highlighted the significance of this historic day. The celebration was a true reflection of the spirit of independence, unity, and commitment towards building a better and stronger India.



## Fresher's Party: Mitran Di Mehfil

On 30th August 2024, IHM Lucknow hosted the much-awaited Fresher's Party – 'MITRAN DI MEHFIL' 2024, extending a warm and vibrant welcome to the new batch of B.Sc., Diploma in Food Production, Diploma in Bakery, and Diploma in F&B Services students. The event began with a series of cultural and artistic performances, creating an atmosphere of excitement and celebration. Our respected Principal (I/C), Mr. R.K. Singh, addressed the freshers with an enlightening speech, inspiring them as they embark on their new journey at IHM Lucknow. A special highlight of the evening was the Mr. and Miss Fresher Contest, where first-year students enthusiastically participated in fun games, a ramp walk, and talent showcases. After a spirited competition, Mr. Kushagra Pandey and Ms. Shweta Mishra were crowned Mr. Fresher and Miss Fresher, winning the hearts of everyone present.



# Teachers Day



Every year on 5th September, India celebrates Teachers' Day to honor the birth anniversary of Dr. Sarvepalli Radhakrishnan, the second President of Independent India. A visionary philosopher and statesman, Dr. Radhakrishnan firmly believed that "Teachers should be the guiding minds of the nation." The tradition of celebrating Teachers' Day began in 1962, and it continues to be a day of gratitude and respect for educators across the country. On 5th September 2024, IHM Lucknow joyfully celebrated Teachers' Day with great enthusiasm and heartfelt appreciation for its faculty. The celebration commenced with the lighting of the ceremonial lamp by our esteemed Principal and Heads of Departments, symbolizing the triumph of knowledge over ignorance. The day was a memorable one, highlighting the special bond between teachers and students and expressing gratitude for the dedication and guidance of the faculty at IHM Lucknow.



## World Tourism Day

IHM Lucknow proudly organized a vibrant celebration of World Tourism Day on September 27, 2024, embracing the spirit of travel, culture, and hospitality. The event featured insightful sessions, cultural performances, and engaging discussions that highlighted the significance of sustainable tourism. Students actively participated in various activities, showcasing their passion for the industry while exploring innovative ideas to make tourism more inclusive and environmentally responsible. Through this celebration, IHM Lucknow reaffirmed its commitment to nurturing future hospitality leaders who will contribute to a thriving and sustainable global tourism landscape.



# Navrang

On 10.10.24, IHM Lucknow embraced the vibrant colors of culture, tradition, and joy through Navrang—an evening filled with energetic dance performances, captivating cultural showcases, and a lively Dandiya Night. The festivities brought the IHM family together in a beautiful celebration of unity, rhythm, and tradition. The spirit of Navratri lit up the night, leaving everyone with unforgettable memories and smiles.



## International Chefs Day

IHM Lucknow celebrated International Chef's Day on 20th October 2024 to honor the hard work, dedication, and culinary expertise of the chefs at IHM Lucknow. The event was a tribute to their passion for the art of cooking and their continuous contribution to shaping the future of hospitality. It was a moment of appreciation for their creativity, skill, and commitment to excellence in the culinary field.



## World Bread Day – 2024

To commemorate World Bread Day and celebrate the global diversity of bread, the Institute of Hotel Management, Lucknow organized a spectacular Bread Festival on 16th October 2024. The event marked the anniversary of the founding of the Food and Agriculture Organization of the United Nations (FAO), aligning with its goal to address food security and hunger worldwide. The festival showcased an extravagant display of over 120+ varieties of breads from around the world, highlighting cultural heritage and culinary artistry. From traditional Indian bread like Sheermal and Litti to international classics like Baguette, Pretzel, and Focaccia, the exhibition was a visual and sensory delight. Each bread had a story to tell, reflecting its cultural significance and historical evolution. The event was inaugurated by the Principal of IHM Lucknow in the presence of General Managers and chefs from leading chain hotels of the city. Their presence added to the grandeur of the occasion, and they applauded the efforts of the students and faculty for curating such a vibrant display. A cake-cutting ceremony further enhanced the celebratory spirit. Guests and visitors appreciated the thought-provoking theme of "Vasudhaiva Kutumbakam" – The World is One Family, which resonated through the diverse range of breads. Moreover, the festival emphasized the importance of reducing food wastage and combating world hunger.



## Gomti Book Festival

IHM Lucknow successfully participated in the Gomti Book Festival, organized by the National Book Trust (NBT) at Janeshwar Mishra Park, Lucknow, from 9th to 17th November 2024. During the event, students showcased their exceptional culinary talents through a vibrant food stall, offering a variety of delicious and creatively presented dishes. The stall attracted a large number of visitors who appreciated the flavors, quality, and hospitality that reflected IHM Lucknow's commitment to culinary excellence. The event provided an excellent platform for students to demonstrate their skills and interact with the public, making it a memorable experience for all involved.



## Celebrating 75 Years of India's Constitution Day

IHM Lucknow proudly celebrated the 75th Constitution Day with a sense of pride and reverence, honoring the remarkable legacy of India's democracy. As part of the nationwide initiative "Hamara Samvidhan, Hamara Swabhimaan", the institute conducted a Preamble Reading Ceremony, reaffirming our collective commitment to the core values of justice, liberty, equality, and fraternity enshrined in the Constitution of India. Constitution Day (Samvidhan Divas), also known as National Law Day, is observed every year on 26th November to commemorate the historic adoption of the Constitution of India in 1949, which came into effect on 26th January 1950. This day serves as a reminder of the principles that unite us as a sovereign, democratic, and secular nation. Through this solemn occasion, the students, faculty and staff members of IHM Lucknow paid tribute to the architects of our Constitution and renewed their pledge to uphold the values that guide our nation towards inclusive growth, justice, and equality.



## Community Langar at Gurudwara Sahib Aliganj

On 23rd November 2025, the Institute of Hotel Management (IHM), Lucknow, organized a Community Langar at Gurudwara Sahib Aliganj, embracing the spirit of sewa (selfless service) and community welfare. Faculty members and students came together to prepare and serve wholesome meals to devotees and the local community as a gesture of unity, compassion, and social responsibility. The initiative not only provided students with hands-on experience in large-scale food preparation and service but also instilled the values of humility, empathy, and inclusivity. The event was warmly appreciated by the Gurudwara committee and attendees, reinforcing IHM Lucknow's commitment to meaningful community engagement and cultural harmony.



## Shaping Future Hospitality Leaders!

The dedicated faculty, administrative staff and students of IHM Lucknow conducted impactful career counseling sessions across various schools in Lucknow and nearby areas, guiding students about the dynamic and rewarding career opportunities in the hospitality industry. During these sessions, students were also provided with valuable insights and preparation tips for the upcoming NCHM JEE 2025, scheduled for 27th April 2025. The initiative aimed to inspire and motivate young minds to pursue a future in hospitality, equipping them with the knowledge and confidence to take their first step towards a successful career.



## Grand Christmas Fruit Soaking Ceremony

IHM Lucknow ushered in the festive spirit with its Grand Christmas Fruit Soaking Ceremony held on 29th November 2024. The event was a joyous celebration, graced by eminent media personalities, journalists, enthusiastic school students, and distinguished General Managers from prestigious five-star hotels. The fruit soaking ceremony, an age-old tradition that heralds the onset of the Christmas season, was conducted with great enthusiasm and grandeur. This ritual not only symbolizes the beginning of the festive celebrations but also marks the arrival of the harvest season. As part of the tradition, an assortment of dry fruits, nuts, grains, and aromatic spices was lavishly mixed and soaked in premium-quality rum, wine, and other spirits, a process essential for crafting the traditional Christmas plum cake. The vibrant ceremony saw active participation from faculty, students, and invited guests, who came together to engage in this lively and colorful ritual. The air was filled with the rich aroma of spices and spirits, setting the tone for the festive season ahead. At IHM Lucknow, the fruit soaking ceremony has become an annual highlight, celebrating not only the culinary artistry involved in baking but also fostering a sense of community, joy, and tradition.





## Welcoming Ceremony for Our Alumnus Principal, Sh. Neelendra Prasad Srivastava

IHM Lucknow extends a warm and heartfelt welcome to Sh. Neelendra Prasad Srivastava, the new Principal of IHM Lucknow. Our staff members are excited to have him onboard as we embark on a new journey of success and excellence under his guidance. With his leadership, we look forward to achieving greater heights and shaping the future of hospitality education at IHM Lucknow. Here's to a bright new beginning and a successful future ahead!



## Hospitality Educator of The Year Award: 2024

We are immensely proud to share that Shri Neelendra Prasad Srivastava, Principal of IHM Lucknow, has been honored with the prestigious Hospitality Educator of the Year 2024 award at the 4th Indian Hospitality Excellence Awards, organized by Hozpitality, held in New Delhi at Hotel Crowne Plaza on 4th January 2025. This remarkable recognition is a true testament to his visionary leadership, unwavering dedication, and commitment to excellence in hospitality education. It is indeed a proud and inspiring moment for the entire IHM Lucknow fraternity!



## Lohri Festival

On 13th January 2025, IHM Lucknow came alive with vibrant festivities as students, faculty and other staff members gathered to celebrate Lohri, the popular winter festival rooted in Dogra and Punjabi traditions. Marking the end of winter and the welcome of longer days, Lohri signifies the sun's journey towards the Northern Hemisphere and is traditionally celebrated on the eve of Maghi. The celebration was filled with warmth, joy, and cultural spirit. Students participated enthusiastically in singing traditional songs and performing energetic Bhangra and Gidda around the bonfire. The crackling bonfire, traditional sweets like rewri and gajak, and the rhythmic beats of the dhol created an atmosphere of togetherness and celebration.



## Holi Celebration



# HAPPY Republic Day

IHM Lucknow celebrated the 76th Republic Day with immense pride, patriotism, and enthusiasm. The event began with the ceremonial unfurling of the National Flag by our esteemed Principal, Shri Neelendra Prasad Srivastava, followed by the National Anthem that echoed the collective pride of everyone present. In his inspiring address, Shri Srivastava emphasized the significance of the Constitution and our duties as responsible citizens, leaving everyone motivated and reflective. The celebrations were further enhanced by vibrant cultural performances by the students, showcasing India's rich heritage and diversity. Adding a meaningful touch to the occasion, a tree plantation drive was conducted, symbolizing the institute's commitment to sustainability and a greener future. The program concluded with a heartfelt vote of thanks by Shri R.K. Singh, Head of Department, who expressed gratitude to all participants and attendees for making the event memorable. The Republic Day celebration at IHM Lucknow was a true reflection of unity, pride, and dedication to the values enshrined in our Constitution.



## International Women's Day

On the occasion of International Women's Day, IHM Lucknow came together in a heartfelt celebration to honor the strength, resilience, and achievements of women. The event began on an auspicious note with a soulful Saraswati Vandana, invoking wisdom and grace, followed by inspiring addresses from our esteemed Principal, Shri Neelendra Prasad Srivastava, and Head of Department, Shri R.K. Singh, who emphasized the invaluable contributions of women in every sphere of life. The celebration was further enlivened with a series of vibrant cultural performances, including mesmerizing classical and western dance performances, soulful singing, and engaging quizzes and games that added joy and energy to the occasion. IHM Lucknow proudly salutes the unwavering spirit of women—today and every day!



## Cocktail Workshop and Rampuri Food Festival

IHM Lucknow students & faculty members attended cocktail workshop & Rampuri Food Festival organized by Fairfield by Marriott Lucknow as part of the collaborative efforts under the MOU between IHM Lucknow and Fairfield by Marriott. The students gained valuable exposure to the rich culinary traditions of Rampur and observing professional hospitality practices in a live event setting. This experience contributed to their understanding of cocktail making & regional cuisine of Rampur.



## Concordia 2025

### Celebrating the Spirit of Togetherness at IHM Lucknow

"Concordia" – a Latin word symbolizing harmony, unity, and the spirit of togetherness – truly came alive at IHM Lucknow as the institute proudly hosted its much-awaited four-day annual cultural and sports fest from 24th to 27th March 2025. The event was a grand celebration of creativity, skill, energy, and sportsmanship, bringing students, faculty, and staff together in a vibrant and dynamic atmosphere. Four teams—Rudrastr, Brahmastr, Agniatr, and Indrastr—competed with unmatched zeal and camaraderie throughout the event. Day 1 kicked off with a burst of enthusiasm, blending culinary creativity and hospitality finesse through exciting competitions like Food Festa, Mocktail Making, Towel Art, and Bed Making. The campus buzzed with innovation and passion as participants showcased their talents and dedication. Day 2 turned up the adrenaline with a thrilling lineup of sports activities including Cricket, Kabaddi, Relay Races, Shot Put, and Dodgeball, reflecting the athletic spirit of IHM Lucknow. Parallel to the high-octane matches, students also demonstrated their artistic flair in Photography and Reel Making, capturing the essence of Concordia in every frame. Day 3 began with serenity and strength at the Yoga session, followed by spirited competitions like Volleyball (Boys), Girls' Cricket, and the much-anticipated Principal 11 vs HOD 11 Cricket Match, where Principal 11 clinched victory. The day also featured the ever-popular Tug of War for both boys and girls, energizing the grounds with laughter and teamwork. The grand finale on Day 4 dazzled with colorful cultural performances—dynamic dances, powerful skits, captivating band acts, and moving open mic sessions. The evening concluded with the Award Distribution Ceremony, where winners were honored by the Principal, Heads of Department, Faculty, and Staff Coordinators, celebrating their hard work and dedication. The fest culminated in a triumphant moment as Team Rudrastr was crowned the winner of Concordia 2025, earning well-deserved applause and admiration. Concordia 2025 was not just an event; it was a celebration of unity, diversity, and the vibrant spirit of IHM Lucknow. Here's to the memories made and the bonds forged—until next time!









आइएकम में चल रहे कानसालिया में प्रतिभागी छात्र-छात्राएं • सोहन • अजयराज

### कानसालिया में दिखा रोमांचक मुकाबला

जैसे • लक्ष्मण • इंस्टीट्यूट ऑफ सेक्टर मैनेजमेंट (आइएकएम) में चल रहे कानसालिया के दूसरे दिन प्रतिभागियों ने अपना सर्वश्रेष्ठ देने में कोई कसर नहीं छोड़ी। सुबह की गुरुआत क्रिकेट मैच से हुई, जहां टीमों ने अपने खेल कोशल और रणनीति से दांकों को खे खे रखा। बल्ले और गेंद की जंग में हर राइट और हर विकेट पर

लक्ष्मणों की गुंज सुनाई दी। 200 मीटर रिले खेड हुई, जिसमें प्रतिभागियों ने अपनी गति और समन्वय से दांकों को रोमांचित कर दिया। कबड्डी के मुकाबले ने शक्ति और रणनीति को आसानी परीक्षा ली, जहां हर रेड और टेकल पर रोमांच बढ़त गया। शूट पुट प्रतियोगिता में प्रतिभागियों ने तकल और स्ट्रीकना का जबरदस्त प्रदर्शन किया।



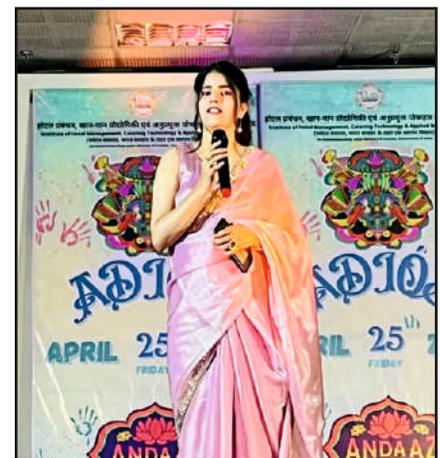
## Culinary Sherpa - Aagaz-e-Hunar

IHM Lucknow proudly hosted Culinary Sherpa - Aagaz-e-Hunar, an inter-college Awadhi culinary competition, in collaboration with SKAL International Lucknow Chapter. With participation from over 8 teams from various institutes and universities, the event was a vibrant celebration of tradition, skill, and creativity.



## Farewell 2025 "ADIOS" at IHM Lucknow!

A day filled with memories, emotions, and heartfelt goodbyes! On 25th April 2025, under the bright Lucknow sky, IHM Lucknow bid a warm and nostalgic farewell to the graduating students of 3rd Year B.Sc., M.Sc., and Diploma courses. "ADIOS 2025" was beautifully organized by the juniors to celebrate the incredible journey of their seniors and to wish them well for the road ahead. From vibrant performances and fun-filled games to touching tributes and emotional moments, the event captured the true spirit of the IHM family. Laughter mixed with teary smiles as students relived memories and shared their gratitude for the institute that shaped their dreams. As our graduates step into new phases of their lives, we send them off with pride, love, and the hope that they carry IHM Lucknow's values wherever they go. Once an IHMite, always an IHMite. Here's to fresh starts, bold dreams, and endless opportunities!





# Towards a Food-Secure and Hunger-Free India

## Introduction

Food insecurity and malnutrition are global challenges, worsened by rising costs, conflicts, and climate change. Although India has made progress in food production, the focus must shift from mere food sufficiency to ensuring access to affordable, nutritious diets. This is crucial to addressing persistent hunger and malnutrition.

## Current Status of Food Security in India

Despite significant strides in agricultural production, food insecurity remains a challenge. According to the International Food Security Assessment, approximately 333.5 million people in India were food insecure in 2022-23, with this number projected to fall to 24.7 million in the next decade. However, 63.3% of rural Indians cannot afford a required diet even with 100% of their income spent on food. The Global Hunger Index (GHI) ranks India 111th out of 125 countries, behind Pakistan and Sudan.

## Challenges in Addressing Hunger

- 1. Inefficient Public Distribution System (PDS):** While the PDS has improved, issues like leakages, corruption, and exclusions persist. Over 90 million eligible people are excluded from entitlements under the Targeted PDS. The "One Nation, One Ration Card" scheme remains incomplete.
- 2. Income Inequality and Poverty:** Despite reducing poverty, India remains one of the most unequal countries, with the top 10% holding 57% of the national income. Nutritional deficiencies are prevalent, with 35.5% of children under five being stunted.
- 3. Nutritional Challenges:** India's food security often focuses on calorie sufficiency rather than nutrition. The country faces a triple burden of malnutrition: undernutrition, micronutrient deficiencies, and obesity. Rural populations often fall short of required daily calorie intake, with 17.1% classified as deprived based on expenditure thresholds.
- 4. Urbanization and Food Systems:** Rapid urbanization is changing food consumption patterns, with food insecurity growing in urban areas. A study in Delhi showed that 51% of slum households experienced food insecurity.
- 5. Gender Inequality:** Women face gender-based discrimination in food access, often eating last and least, leading to poor nutritional outcomes. Anaemia prevalence in women is 57% according to NFHS-5 data.
- 6. Inadequate Focus on Non-Staple Foods:** India's food security policies focus on cereals like wheat and rice, neglecting other nutrient-rich foods. The country produces large quantities of wheat but needs a more diverse food security strategy.
- 7. Post-Harvest Losses and Food Waste:** Significant food loss occurs due to inadequate storage and transportation infrastructure, with 30-40% of fruits and vegetables wasted.
- 8. Access to Clean Water and Sanitation:** Poor sanitation and inadequate water access contribute to malnutrition. Despite efforts like the Swachh Bharat Mission, 163 million people still lack clean water.

## Achieving Food Security and Reducing Hunger

To address these challenges, India must implement a multifaceted approach:

- 1. Strengthen the Public Distribution System (PDS):** The PDS should include more nutritious foods like pulses, millets, and fortified products. Technology, such as biometric authentication, can reduce inefficiencies, and the "One Nation, One Ration Card" scheme should be fully implemented.
- 2. Invest in Climate-Resilient Agriculture:** Programs promoting drought-resistant crops, water-efficient irrigation, and climate-adaptive technologies must be scaled up. Expanding crop insurance schemes can help protect farmers against climate shocks.
- 3. Enhance Nutrition Education:** Comprehensive campaigns should be launched to educate diverse demographics on nutrition. This includes integrating nutrition education into school curricula and community services.
- 4. Strengthen Urban Food Security:** Urban food insecurity must be addressed with targeted programs like community kitchens, urban agriculture, and food banks. Identifying vulnerable urban populations can improve outreach.
- 5. Promote Dietary Diversification:** India should incentivize the production and consumption of diverse, nutrient-rich crops like millets and pulses. Small-scale food processing units can enhance the availability of nutritious foods.
- 6. Empower Women in Agriculture:** Policies should increase women's land ownership and access to agricultural inputs. Programs like Mahila Kisan Sashaktikaran Pariyojana have shown success in empowering women farmers.
- 7. Reduce Food Waste:** Investments in decentralized storage, cold chains, and food processing can reduce post-harvest losses. Public-private partnerships can improve agri-logistics infrastructure.
- 8. Improve Social Protection for Informal Workers:** Expanding social security measures for informal workers, including portable benefits, can help ensure access to nutrition. Urban employment guarantee schemes can provide support in vulnerable areas.
- 9. Implement a Life-cycle Approach to Nutrition:** Nutrition interventions should address specific needs at different life stages, from pregnancy to old age, and integrate new programs for adolescents and the elderly.
- 10. Leverage Technology:** Real-time monitoring using AI and big data can track food security indicators and help predict potential hunger hotspots. Technologies like satellite imagery can aid crop yield predictions.

### Conclusion

Addressing food insecurity and hunger is essential for India's national development and achieving the Sustainable Development Goals (SDGs), particularly Goal 2, which aims to end hunger. By strengthening the PDS, investing in climate-resilient agriculture, promoting dietary diversity, and empowering women, India can transform its agri-food systems. These efforts will not only alleviate hunger but also improve the health and well-being of its population, contributing to global commitments to eliminate hunger by 2030.

**Parijat**  
(4th SEM M.Sc. H.A)

## Lucknow Luxury Dining: Key Consumer Drivers

Lucknow, a city synonymous with culinary opulence and cultural refinement, is experiencing a dynamic evolution in its fine dining landscape, particularly within the precincts of its star-rated hotels. These establishments have transcended their traditional role as mere dining venues, evolving into curated destinations that offer immersive and transformative experiences. For hoteliers seeking to capitalize on this burgeoning market, a nuanced understanding of the key drivers influencing consumer choices is paramount.

### **The Pinnacle of Culinary Artistry:**

At the core of any successful fine dining venture lies an unwavering commitment to culinary excellence. This encompasses not only the intrinsic quality of ingredients but also the artistry with which they are transformed into gastronomic masterpieces. Consumers expect a symphony of flavors, textures, and aromas, crafted from the freshest, highest-quality produce. In Lucknow, this necessitates a delicate equilibrium between honoring the city's rich Awadhi culinary heritage and embracing contemporary global culinary trends.

The presentation of dishes is equally critical, serving as a visual prelude to the dining experience. Each plate should be a canvas, showcasing the chef's artistry and attention to detail. Moreover, the mastery of authentic Awadhi cuisine is non-negotiable, given Lucknow's global renown for its culinary legacy.

**The Symphony of Service and Ambiance:**

Fine dining is inextricably linked to exceptional service, characterized by attentiveness, knowledge, and discretion. Staff must be adept at anticipating and catering to individual needs, creating a personalized and memorable experience. The ambiance of the restaurant plays a pivotal role in setting the mood, with elegant décor, curated lighting, and a refined soundscape contributing to a sophisticated and relaxing atmosphere. The overall design of the establishment must harmonize with the high caliber of the culinary offerings.

In the contemporary context, hygiene is paramount. Consumers, particularly in the post-pandemic era, demand stringent cleanliness standards as a fundamental expectation.

### **Leveraging Brand Equity and Reputation:**

The reputation of the star-rated hotel itself serves as a potent signal of quality and reliability. Consumers expect a consistent level of excellence across all hotel services, including its fine dining restaurant. Positive online reviews, word-of-mouth recommendations, and a robust social media presence are crucial for attracting discerning clientele.

### **The Experiential Imperative:**

Consumers are increasingly seeking more than just a meal; they desire transformative experiences that create lasting memories. Fine dining is often associated with special occasions, celebrations, or a desire for a luxurious indulgence. Restaurants that can craft unique and immersive experiences, such as chef's tables, bespoke wine pairings, or thematic culinary events, gain a distinct competitive advantage.

While price remains a consideration, consumers are willing to invest in experiences that deliver exceptional value, justifying the premium charged.

### **Strategic Location and Accessibility:**

The location of these fine dining establishments within well-known, star-rated hotels provides a significant advantage in terms of accessibility and visibility. This inherent accessibility contributes to consumer convenience and reinforces the perception of prestige.

### **Strategic Implications:**

To achieve sustained success in Lucknow's dynamic fine dining market, star-rated hotels must adopt a holistic and strategic approach. This necessitates a relentless pursuit of culinary excellence, a commitment to impeccable service, the creation of a captivating ambiance, the cultivation of a strong brand reputation, and the delivery of transformative dining experiences. By understanding and catering to these key consumer drivers, hoteliers can establish their fine dining restaurants as premier culinary destinations, attracting discerning clientele and solidifying their position in Lucknow's evolving gastronomic landscape.

**Ratan Kirti Singh**

3rd Year Student

B.Sc. in H& HA

### **Become A Happy Virus!**

Happiness is indeed like a virus. When we are happy, it doesn't remain limited to ourselves, but it spreads. This is the most effortless activity I feel. Yes, being happy and wearing a smile everyday. We find it difficult, why? Because of the tensions and problems we hold within ourselves. From my perspective, or almost everybody feels so, life can never be perfect, neither will we become a perfect human if we get to live a perfect life. We will only become perfect at times when we deal with life which is full of hardships and without comforts. And that is what we call as we are gaining experience at every step of life. Now, when you are troubled from within and everyone outside in the world is the same like you. Have you ever thought about it? If you greet someone with a smile, you can become someone's reason for smiling. That person will be cheered out of all his worries. This is why it is necessary to become a happy virus. People have a natural attraction towards happy people, because they themselves feel that they are not happy. They are burdened with stress. So they want a company of delightful people around them. And they seek for the same. So, you can understand being a sad and mentally disturbed person is very common and certain in today's world. But being different is all about staying cool in difficult times and being cheerful. If you are a happy virus person then you tend to make everyone around you happy. You have that happy vibes. It is easy and anyone can try this. You can take an example of your own family. When one person is happy then the whole family is filled with boundless happiness, Isn't it? All you have to do is. Even if you are unhappy and you don't feel like talking with anyone around you. First thing you should try to forget your matters and stop upsetting yourself. You should try being with people. There are problems in everyone's life who is born on earth. But there is no need to express it in front of anyone. Remember we should give apparent happiness...only then we can receive it back!

**Divyanshi**

Diploma in Bakery & Confectionary

# Sustainable Practices in the Housekeeping Department

## Introduction

Sustainability has become a priority in the hospitality industry, with hotels focusing on eco-friendly initiatives to reduce their environmental impact. The housekeeping department plays a crucial role in achieving sustainability goals by minimising resource consumption, reducing waste, and adopting greener cleaning methods. Implementing sustainable housekeeping practices benefits both the environment and hotel operations by cutting costs and enhancing guest satisfaction.

## Eco-Friendly Cleaning Practices

Traditional cleaning products often contain harmful chemicals that affect indoor air quality and contribute to environmental pollution. Sustainable housekeeping prioritises the use of:

**Biodegradable Cleaning Products:** These are made from natural, non-toxic ingredients, reducing the release of harmful substances into the environment.

**Microfibre Cloths and Mops:** These require less water and cleaning agents, making them an efficient and sustainable alternative to disposable wipes and paper towels.

**Electrolysed Water Technology:** Some hotels use ionised water as a chemical-free disinfectant, reducing the need for synthetic cleaners.

## Water Conservation Strategies

Housekeeping is responsible for a significant portion of a hotel's water usage, mainly in laundry operations and room cleaning. Sustainable water conservation strategies include:

**Linen and Towel Reuse Programs:** Encouraging guests to reuse towels and bed linens for multiple days helps reduce unnecessary laundry loads, saving water and energy.

**Low-Flow Fixtures:** Installing water-saving showerheads, faucets, and toilets significantly reduces water consumption without compromising guest comfort.

**Efficient Cleaning Methods:** Using spray bottles instead of running taps while cleaning and employing steam cleaning for sanitisation can save large amounts of water.

## Energy Efficiency in Housekeeping

Hotels consume a significant amount of energy, and the housekeeping department can contribute to energy efficiency by:

**Using LED Lighting:** LED bulbs last longer and use less electricity than traditional incandescent lights.

**Smart Thermostats and Motion Sensors:** These devices automatically adjust heating, cooling, and lighting based on occupancy, preventing energy wastage.

**Energy-Efficient Laundry Equipment:** High-efficiency washing machines and dryers reduce water and energy usage while maintaining cleaning quality.

## Waste Management and Recycling

A well-structured waste management system helps reduce landfill waste and promotes sustainability. Housekeeping can contribute through:

**Recycling Programs:** Separating paper, plastic, glass, and metal waste for proper disposal and recycling.

**Composting Organic Waste:** Some hotels have composting programs to manage food and plant waste sustainably.

Reducing Single-Use Plastics: Replacing plastic toiletry bottles with refillable dispensers and using biodegradable bin liners help minimise plastic waste.

### **Sustainable Linens and Guest Amenities**

The materials used for bed linens, towels, and guest amenities also impact a hotel's sustainability efforts. Eco-conscious hotels opt for:

**Organic and Recycled Linens:** Bedding and towels made from organic cotton or recycled fabrics reduce environmental damage caused by conventional textile production.

**Plastic-Free Amenities:** Providing bamboo toothbrushes, wooden combs, and paper-wrapped toiletries instead of plastic alternatives.

**Eco-Friendly Packaging:** Using minimal or biodegradable packaging for guest amenities further reduces waste.

### **Training and Staff Engagement**

For sustainability initiatives to be effective, housekeeping staff must be educated and actively involved in green practices. Hotels should:

**Conduct Regular Training Sessions:** Staff should be trained on sustainable cleaning methods, water and energy conservation techniques, and waste management.

**Encourage Staff Participation:** Rewarding and recognising employees for eco-friendly contributions can boost motivation and adherence to sustainability goals.

**Promote Guest Awareness:** Informing guests about the hotel's sustainability initiatives and encouraging their participation in programs like towel reuse enhances overall impact.

### **The Future of Sustainable Housekeeping**

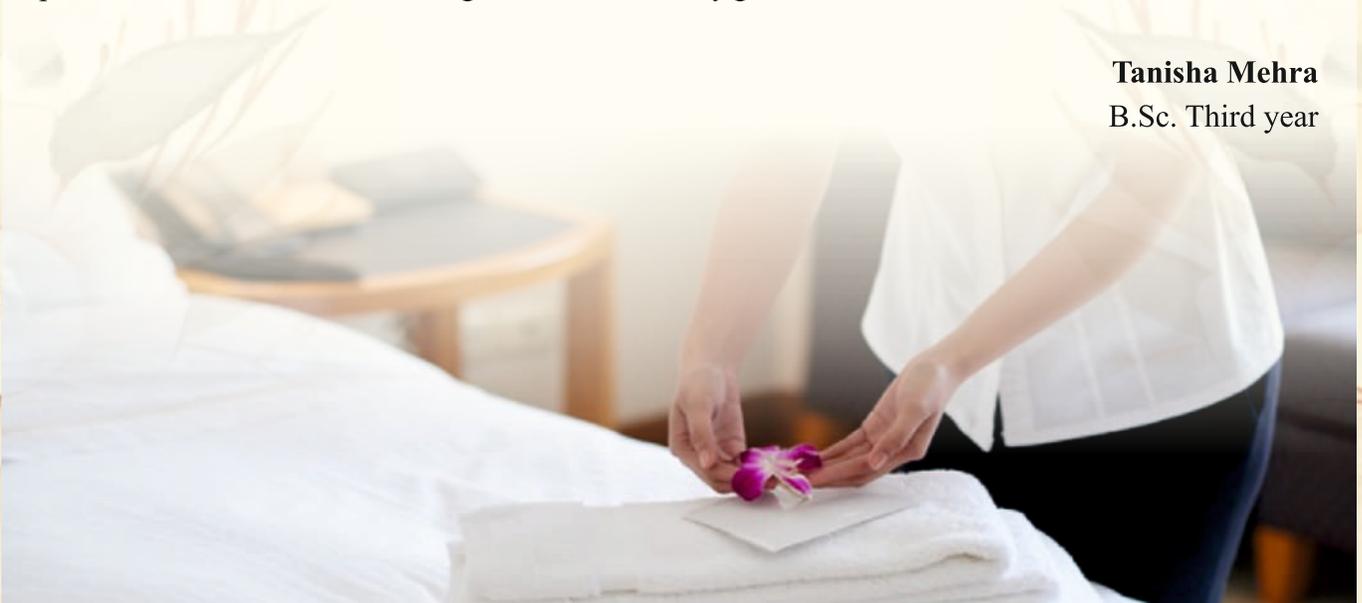
As the hospitality industry evolves, sustainable housekeeping will continue to advance through:

**Smart Technology Integration:** AI-powered housekeeping management systems can optimise cleaning schedules and resource usage.

**Zero-Waste Initiatives:** Hotels are increasingly aiming to eliminate landfill waste through effective recycling and composting programs.

**Collaboration with Sustainable Suppliers:** Partnering with eco-conscious brands ensures that cleaning products, linens, and amenities align with sustainability goals

**Tanisha Mehra**  
B.Sc. Third year



# Cross-Cultural Management: A Key to Organizational Success

Cross-cultural management involves understanding and navigating cultural differences in organizational settings. It requires more than tolerance; it demands proactive efforts to foster inclusivity, communication, and collaboration across diverse cultural boundaries. This discipline plays a crucial role in reducing misunderstandings, enhancing productivity, and promoting harmonious relationships within teams and with international stakeholders.

## Understanding Cultural Dimensions

A key to effective cross-cultural management is recognizing the cultural dimensions that shape behaviors. Geert Hofstede's cultural dimensions theory offers valuable insights into these variations:

- 1. Power Distance:** This measures how power is distributed in an organization. Understanding power distance helps managers adjust their leadership and communication styles based on cultural contexts.
- 2. Individualism vs. Collectivism:** Individualistic cultures prioritize personal achievement, while collectivist cultures value group harmony and loyalty.
- 3. Masculinity vs. Femininity:** Masculine cultures focus on competition and achievement, while feminine cultures emphasize cooperation and quality of life.
- 4. Uncertainty Avoidance:** Cultures with high uncertainty avoidance prefer clear rules, while those with low uncertainty avoidance tolerate ambiguity.
- 5. Long-Term vs. Short-Term Orientation:** Long-term cultures focus on future rewards, while short-term ones value traditions and social obligations.
- 6. Indulgence vs. Restraint:** Indulgent cultures encourage enjoyment and fun, while restrained cultures suppress these desires.

By understanding these dimensions, managers can better navigate cultural differences and tailor their approaches accordingly.

## Strategies for Cross-Cultural Success

- 1. Cultural Awareness:** Organizations should invest in cross-cultural training and encourage cultural immersion experiences to enhance employee understanding.
- 2. Effective Communication:** Clear communication is essential. Managers should avoid jargon and be mindful of non-verbal cues and language barriers.
- 3. Trust and Respect:** Building trust through empathy and open communication is crucial. Treating everyone with dignity and respect fosters strong relationships.
- 4. Adaptable Leadership:** Effective leaders adapt their styles to suit different cultural contexts, adjusting decision-making and motivational strategies as needed.
- 5. Conflict Management:** Cross-cultural differences may lead to conflict, so managers must be skilled in mediation and negotiation to resolve issues constructively.
- 6. Diversity and Inclusion:** Promoting diversity within the organization and ensuring equal opportunities fosters a more inclusive and productive environment.

## Challenges and Opportunities

Cross-cultural management presents challenges like language barriers and cultural misunderstandings. However, it also offers opportunities to expand global reach, enhance innovation, and build competitive advantage. By embracing cultural diversity, organizations can create a more inclusive and productive work environment, ensuring long-term success in the global marketplace.

**Sakshi Shukla**  
B.Sc. First Year

## The Divine Mahakumbh 2025

MAHAKUMBH :- A Divine Mela which is being celebrated once in 12 years but if we talk about the Hindu Panchang , then you'll get to know that this divine festival is actually celebrated once in 144 years and very few percent of the population get a chance to be a part of this festival . It was a very proud moment for the IHM students as well as for the IHM that they got to be the part of this. This extraordinary event , rooted in ancient Hindu tradition which is particularly celebrated among 4 states that include :- Prayagraj ,Haridwar, Nashik as well as in Ujjain . It is considered an auspicious occasion where millions of devotees gather to bathe in the holy rivers to clean themselves of seek and spiritual salvation .



IHM LUCKNOW STUDENTS AS THE VOLUNTEER



MAHAKUMBH 2025

If we talk about the concept , it is deeply embedded in Hindu Mythology . The term “ Kumbh” refers to a pot and “Mela” means gathering. At the time of Samudra Manthan the places where the 4 drops of AMRUT fell were Prayagraj , Haridwar , Nashik and Ujjain and in today’s era these scared places became the site for Kumbh Mela and it is believed that taking dips in these rivers during the festival washes away sins and leads to liberation ( Moksha ).

Organizing the Maha Kumbh Mela is a colossal task. Authorities transformed approximately 4,000 hectares into a temporary city, providing essential amenities to accommodate the influx of pilgrims. This included the construction of 30 pontoon bridges, 150,000 tents, 3,000 kitchens, and 145,000 restrooms. Enhanced security measures involved deploying 40,000 police officers and implementing AI-powered surveillance systems to ensure the safety and smooth conduct of the events .

The Maha Kumbh Mela garnered extensive international media coverage, highlighting its scale, cultural richness, and the challenges of managing such a vast gathering. News outlets from around the world reported on the event, emphasizing its status as the largest peaceful congregation of humanity.

The Maha Kumbh Mela of 2025 was a testament to India's deep-rooted spiritual traditions and its capacity to organize events of unprecedented scale. While the festival offered profound religious experiences and cultural displays, it also underscored the need for continuous improvements in crowd management and safety protocols to prevent future tragedies

**Amar Dev Singh**  
B.Sc. First Year

## लिप्पन आर्ट: इतिहास और विकास

लिप्पन आर्ट, जिसे मड मिरर वर्क भी कहा जाता है, गुजरात के कच्छ क्षेत्र की पारंपारिक कला है। यह मुख्य रूप से कच्छ के रेगिस्तानी इलाकों में रहने वाले रबारी समुदाय द्वारा दीवारों को सजाने के लिए विकसित की गई थी। इस कला में मिट्टी, गोबर और छोटे शीशों का उपयोग करके सुंदर ज्यामितीय डिजाइन बनाए जाते हैं। यह शीशे न केवल सौंदर्य बढ़ाते हैं बल्कि रेगिस्तानी क्षेत्रों में उपलब्ध सीमित प्रकाश को प्रतिबिम्बित कर घरों को रोशन करने में भी मदद करते हैं।

समय के साथ, लिप्पन आर्ट का स्वरूप बदला है। पहले यह केवल घरों और मंदिरों की दीवारों तक सीमित थी, लेकिन अब इसे लकड़ी, प्लाईवुड और कैनवास पर भी बनाया जाने लगा है, जिससे यह एक व्यावसायिक कला का रूप ले चुकी है।

आधुनिक कलाकार इस पारंपरिक कला को नए-नए रूपों में प्रस्तुत कर रहे हैं, जिससे यह राष्ट्रीय और अंतरराष्ट्रीय स्तर पर लोकप्रिय हो रही है।

आजकल, लिप्पन आर्ट को होम डेकोर, वॉल पैनल्स और गिफ्ट आइटम्स के रूप में भी अपनाया जा रहा है। कई कलाकार इसे ऑनलाइन और ऑफलाइन प्लेटफॉर्म पर बेच रहे हैं। जिससे यह न केवल सांस्कृतिक धरोहर को बचाने में सहायक हो रही है, बल्कि ग्रामीण कारीगरों के लिए आजीविका का एक महत्वपूर्ण साधन भी बन गई है।

समीक्षा वर्मा

बी.एससी. प्रथम वर्ष

## Time, Time, Time with me

Time, Time, Time with me  
when will you rhyme?  
Will you stay the same  
or a time come when I will shine?  
Will I always see you from a far  
or one day you will be mine?  
I am not just a thought,  
a voice of millions of youngsters  
whose life is on the line  
Time, Time, Time, everyone has the same question:  
after growing up will I be fine?  
are you the friend of everyone  
or the enemy of mine

**Jatin Singh**  
4th Semester  
B.Sc. in H& HA

## Chalkboard To Campus

The morning bell, the classroom cheer  
The dusty air, the friends so near  
The timetable ruling our days  
In playground laughter, we found our ways  
From learning the alphabet to Maslow's law,  
we find out our path streams  
The homework weighs us,  
but the lunch break restores us,  
The teachers scolded yet they cared  
Wisdom shared with lessons of life  
Then one day, we stand there, on paths unknown  
With heavy hearts, yet fully grown  
The college gate opens wide,  
With dreams to chase and fear to hide  
From freedom knocking on our door,  
to lecture halls and sleepless nights  
From strangers to friends so true, navigating the  
highs and lows that we push through  
The exam still haunts me,  
but my passion has grown,  
With every lesson, the future glows,  
From innocent days to bolder sights,  
From guided steps to wings in flights,  
The school was home, but so is here  
Both built stories we hold so dear.

**Disha Nankani**

2nd Semester, B.Sc. in H& HA

## Front Office- The First Hello

When guests arrive, tired or new,  
We greet them with a smile so true.  
A "Welcome, Sir," a "Welcome, Ma'am"  
Making them feel safe and calm.  
Room keys ready, check-ins fast,  
Ensuring their stay will always last.  
Answering calls, guiding the way,  
Helping guests night and day.  
A busy place, yet full of grace,  
The hotel's heart, the front desk space.  
Learning each day, growing so tall,  
Serving with kindness - that's our call!  
So here I stand, eager and bright,  
A first-year student trying to learn right,  
I see my start by serving with passion,  
soul and heart

**Aadesh Gupta**

2nd Semester (B.Sc. in H & HA)

## कविता

खा जाती हैं जरूरतें,  
निगल जाती हैं मजबूरियाँ।  
शुरुआत में नहीं लगता था,  
अब बहुत खलती हैं ये दूरियाँ।  
फिर समय ऐसा बदला कि,  
दुबारा लगी नहीं वो बैठक!  
फिर कभी हुई नहीं वो बातें,  
जिनका निचोड़ न था निकलता।  
बदलता समय है, इंसान नहीं बदलता,  
डूबा हुआ सूरज, फिर वैसा नहीं निकलता।  
सब कहने की बात है, मेरे दोस्त,  
फिर दुबारा यहाँ कोई नहीं मिलता...

अनुज कुमार सैनी  
बी.एससी. प्रथम वर्ष

## कविता

एक शहर जहाँ की हर गली में नवाबियत बसती है ।  
ऐसा शहर जिसके हर दीवार हर इमारत हर छज्जे और हर मकां मे कहानियाँ बसर करती है ।  
एक शहर जहाँ शामें धुंधली और सुबह गुलाबी होती है ।  
ऐसा शहर जहाँ आखरी पत्ते के गिरने का इंतजार नहीं होता है ।  
ऐसा शहर जहाँ शर्मा जी की चाय और बन मकखन के बिना दिन शुरू नहीं होता ।  
एक शहर जहाँ कहानियाँ बारिश के बाद मिट्टी सी महकती है ।  
एक शहर जहाँ शहर दिन ढलने के बाद शुरू होता है ।  
एक शहर जहाँ एक कोने मे टुंडे कबाब का स्वाद तो कहीं इदरीस की बिरयानी का स्वाद उतना ही तगड़ा है ।  
प्रिंस का पान, श्रीनाथ की जलेबी, मोतीमहल की कुल्फी और बाबा की ठंडाई जवाब उतना ही तगड़ा है ।  
इस शहर की महमॉनवाजी भी कुछ खास है ।  
एक कटोरी सेवई और रूह अफजा तो बस शुरूआत है ।  
इस शहर ने बहुत कुछ देखा है ।  
कही गोमती के रिवर फ्रंट पे दो दिलों की शहादत में शामें अपने नाम करली ।  
तो वहीं दूसरी तरफ तुम कौन सी खाओगे मैंगो कुल्फी कि केसर पिस्ता के  
इस जद्दोजहद में लोगों ने सुबह से शामें करदी ।  
एक शहर जहाँ यार दोस्तों के साथ गॉसिप-वॉसिप नहीं, मियां बकैती से, लैस हर नुक्कड़ मिलता है  
एक शहर जहाँ गलतियाँ करने पर पापा का थप्पड़ नहीं अम्मी का लप्पड़ मिलता है ।  
उर्दू के साथ हिंदी तालीम का शहर मम्मी-पापा के साथ अम्मी-अब्बू का शहर ।  
इश्क, इबादत और मेहबूब का शहर । ज़ायके का शहर ।  
एक शहर जहाँ दरगाह की चादरों पर मंदिर की नक्काशी होती है  
और जिंदगी को चिकनकारी से तराशा जाता है ।  
एक शहर जहाँ किस्से कहानियाँ तमाम है । मुस्कुराइए आप लखनऊ में हैं ।

निशांत शर्मा

द्वितीय सेमेस्टर, बी.एससी.



## Faculty Members



## Administrative Staff



## Support Staff



## विभागीय राजभाषा कार्यान्वयन समिति



## Campus Recruitment Team



## Campus Kitchen Team



## Industrial Training Coordination Team



## Cultural Team



## Disciplinary & Anti-Ragging Team



## Prevention of Sexual Harrasment Team



## Social Media Marketing Team



### Appreciation for Teams of IHM Lucknow

The excellence of IHM Lucknow in the field of hospitality is driven by the combined efforts of its dedicated teams. From the teaching faculty imparting knowledge to the administration and support staff ensuring smooth functioning; from the Vibhagiya Rajbhasha Karyanvan Samiti promoting language policies to the campus recruitment team shaping career paths—every role is vital. Special appreciation to the kitchen team, whose hands-on training sharpens students' culinary skills, and the industrial training team, which tirelessly places students in reputed hotels for real-world experience. Whether it's the disciplinary and anti-ragging team ensuring safety, the cultural team nurturing creativity, or the social media marketing team enhancing IHM's visibility—each contributes meaningfully.

*Your dedication drives IHM Lucknow distinction.*

**TEAMWORK**  
— MAKES THE —  
**DREAM**  
**WORK**

## M.Sc.



## B.Sc. Third Year



## B.Sc. Third Year



## B.Sc. Third Year



## B.Sc. Third Year



## B.Sc. Third Year



## B.Sc. Second Year (Summer Batch)



## B.Sc. Second Year (Summer Batch)



## **B.Sc. Second Year (Summer Batch)**



## **B.Sc. Second Year (Summer Batch)**



## B.Sc. Second Year (Winter Batch)



## B.Sc. Second Year (Winter Batch)



## B.Sc. Second Year (Winter Batch)



## B.Sc. Second Year (Winter Batch)



## B.Sc. 1<sup>st</sup> First Year



## B.Sc. 1<sup>st</sup> First Year



## B.Sc. 1<sup>st</sup> First Year



## B.Sc. 1<sup>st</sup> First Year



## B.Sc. 1<sup>st</sup> First Year



## B.Sc. 1<sup>st</sup> First Year



## B.Sc. 1<sup>st</sup> First Year



## B.Sc. 1<sup>st</sup> First Year



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## Diploma in Food Production



## Diploma in Bakery & Confectionary



## Diploma in F & B Service



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Institute of Hotel Management, Catering Technology & Applied Nutrition, Lucknow

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*Moving Ahead with Neoteric Thoughts in the  
Field of Hospitality to Acquire New Milestone.*

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