

*Edition III, Dated 07th November 2020*

# SERVO NEWSCAST

*(The Official Newsletter of Servo Hospitality School)*



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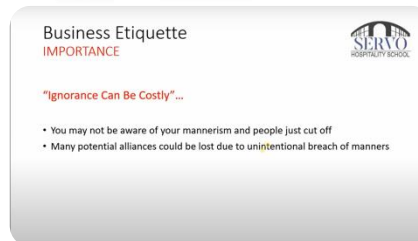
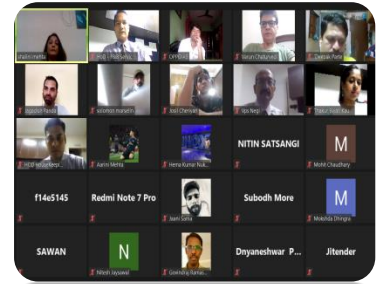
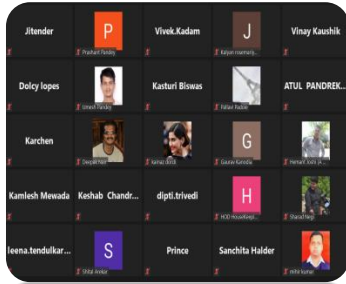
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- 14. Amul's Live Cooking Workshop on Smoke on Fire- Evolving Indian Cuisine** 15<sup>th</sup> July, 2020  
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- 16. Live Workshop on Mock-tail** 19<sup>th</sup> August, 2020  
• *Mr. Vipul Bhandari, HoD – F&B Services, Servo Hospitality School, Dehradun*
- 17. Live Demonstration on Food Production by the Students** 24<sup>th</sup> August, 2020  
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- 18. Live Demonstration on F&B Services by the Students** 25<sup>th</sup> August, 2020  
• *Mr. Vipul Bhandari, HoD – F&B Services, Servo Hospitality School, Dehradun*
- 19. Live Demonstration on Towel Art by the Students** 26<sup>th</sup> August, 2020  
• *Mr. Ajay Rawat, HoD – Housekeeping, Servo Hospitality School, Dehradun*

# QUARTER 3 (JULY, AUGUST & SEPTEMBER)

## 1) Webinar on Corporate Etiquette (Dated: 03<sup>RD</sup> July 2020)

Resource Person:- Ms. Shalini Mehta, Etiquette Coach and Consultant - Servo Hospitality School.

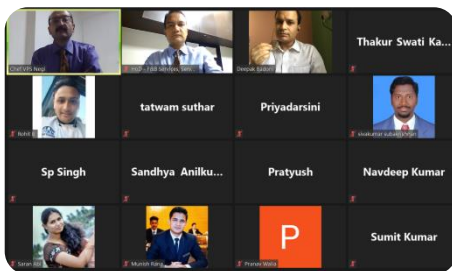
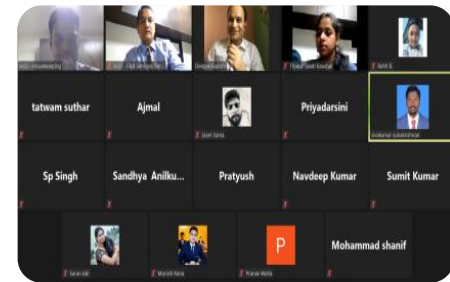
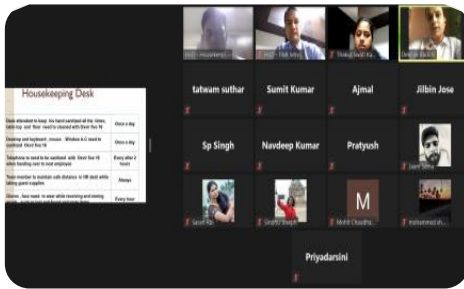


The expert, through her charismatic personality illuminated the audience, as to how the positive attitude, good work ethics, nice interpersonal skills and disciplined life routine can make an individual into a distinguished professional. She stated the importance of first impression, firm hand shake, having nice eye contact, possessing polite behavior, creating comfortable & healthy environment and accepting the mistakes, can lead one's career a long way. The speaker expressed her views on the fact, that the first few minutes can either make or break a person's impression. She also educated the participants on mobile etiquette, email etiquette, meeting etiquette and dining etiquette. Her advice to the audience was to keep the professional and personal life separate, so as it to lead a successful career and peaceful life.

The session was observed by teaching professionals, industry experts, students, guests and others. It was a full house occupancy with 100% seat acquisition. A healthy two way communication floated during the scheduled Q/A minutes.

## 2) Webinar on Housekeeping Protocols Redefined -New Standard Operating Procedures (Dated: 06<sup>th</sup> July 2020)

Resource Person: - Mr. Deepak Prasad, Executive Housekeeper - The Hans, New Delhi.

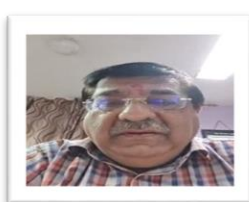
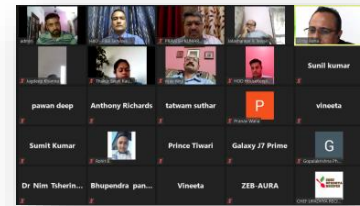
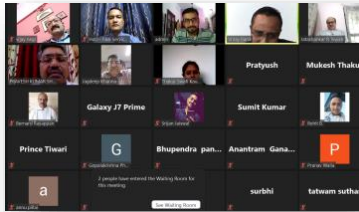


The session expert thoughtfully explained the sanitizing process of various substances and surfaces by using different chemicals. The procedure of cleaning and maintaining the ascetics of rooms, lobby area, reception, restaurants, banquets, bar, spa, elevators, electronic gadgets, back office, porch, trolleys, lawns benches, microphones, telephones, door handles & knobs and others, was narrated by the speaker. He briefly explained the importance of using the gloves, masks, various color coded dusters and changing the urinal mats on time. The speaker emphasized on using the pedal operated sanitizers & tissue boxes, placing the sanitization card outside the room and to greet the guests with folded hands, in order to have a safe and healthy environment. He informed the audience, that the thermal and PPE kit will now play an important role in their daily chaos. He also stated that the Housekeeping is a technical job and is also a good opportunity for people who want to explore more in themselves.

### 3) Webinar on Online Education – Managing Participation, Motivation & Student Engagement (Dated: 18<sup>th</sup> July 2020)

Resource Person: -

- i. Mr. Jagdeep Khanna, Principal – IHM, Dehradun.
- ii. Dr. Vinay Rana, Dean – School of Hospitality Management, IMS Unison University, Dehradun.
- iii. Dr. Jatashankar Tewari – Assistant Professor, Director (I/C) – Hotel Management, UOU, Haldwani.
- iv. Mr. Pravesh Kumar Sharma, Sr. Manager – (H.R. & Admin), Darrameks Hotels – Unit of Taj Resort & Spa, Rishikesh.

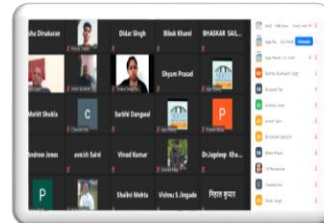
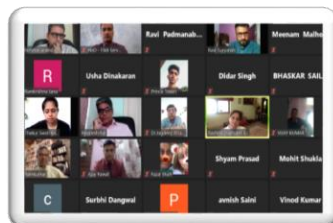


Servo Hospitality School organized a dynamic webinar, capturing the stalwarts of the hospitality fraternity. The well known speakers talked about the latest teaching pedagogy, new assessment style, advancement of new devices & software like Google meet, Goggle handout, Swayam, Cisco, Webex etc, merits & demerits of online technologies and their features, innovative ways of learning and many more. The session was an open forum for the live talk amongst the panelists, moderator and the participants, who witnessed the high learning outcomes during the course of it. Mr. Ravi Singh, moderator of the event, formally opened the session by first introducing the experts & the agenda of the day, followed by questions on the topics related to different aspects, issues and concerns; such as new reforms in online learning, traditional versus current teaching pedagogy, various mediums of online teaching, challenges faced during the virtual classes and many more. Mr. Khanna outlined his thoughts by stating that the personal touch and live practical training are being missed in the online classes. However, personal viewing of the students by the teacher has increased. Scholars are more focused and attentive now, since it's a one to one interaction. The students are away from all the unethical & nuance acts, as they are under close watch of their parents. Sharing his few experiences, he informed the audience how the different innovative styles of assignment submission are being worked out, during the pandemic. He appreciated the efforts of Servo Hospitality Team, while conducting the top notch live Sessions and Webinars, which according to him is again a global online approach to the masses. Dr. Rana emphasized on utilizing the current time with developing, training and upgrading the skills of students and staff. He quoted as saying, 'Necessity is the mother of invention' and that the current disruption has picked up the technology and its various learning features, at a faster rate. Deliverance of the practical training is a bit challenge nowadays; however, by 2021 there would be 9.6 million users that would plunge in for the online learning. Another success mantra that he mentioned for the online teaching and learning is the, Adoption of adapting to change. For greater online teaching experiences, one should have a blend of teaching, assignments, discussions, videos, quizzes etc. in his/her lot. Dr. Tewari talked about the harmful rays emitted from the mobiles/laptops that are actually damaging the eyes of the students and with the forthcoming invention of 5G & upgraded devices the disruption is expected to be more. The online education needs to have good quality learning apps, a separate content and delivery teacher (as one can be good while creating the text and the other can deliver it well), quality training to teaching fraternity on using the online applications. He further mentioned that 25% of the syllabus has to be completed via online channels, as per the directives of UGC and also emphasized on the use of various features of online applications like discussion forums, chat option, screen sharing, quiz, feedback form etc, which can be utilized for enhancing and testing the skills of an individuals . Online learning modules are the other good examples for better learning experience. Mr. Sharma informed the participants about the positive online approach that the hotels are now using in order to train and develop the skills of their employees. Organizing and attending the regular online training sessions for better results, is their current agenda. The hotels are still undergoing various technological changes, so as to comply and meet the demands of the people and for the betterment of the society. The online interview to check the candidate's knowledge, skills, communication, ethics etc, is the best way out during the hiring process. After hearing the pros & cons of the online education, the moderator concluded the session by thoughtfully sharing his personal teaching experiences and educating the audience with the advantages & needs of online teaching in the current scenario, along with its few disadvantages. The detailed and informative webinar ended with a Q/A round, wherein two way discussions took place and lasted for several minutes, followed by Vote of thanks.

## 4) Webinar on Sustainability and Responsible Tourism (Dated: 25<sup>th</sup> July 2020)

Resource Person: -

- i. Mr. Ravi Singh, Director - Servo Hospitality School.
- ii. Ms. Rachna Dushyant, Rural Social Entrepreneur - Pure Hands by Ankuri.
- iii. Mr. Ram Kumar, Author & Entrepreneur.
- iv. Mr. Himmat Singh, Founder - Tree of Life Resorts.
- v. Mr. Roopesh K Lal, Founder - The Goat Village & Bakri Chaap.

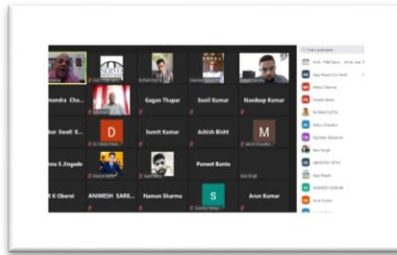
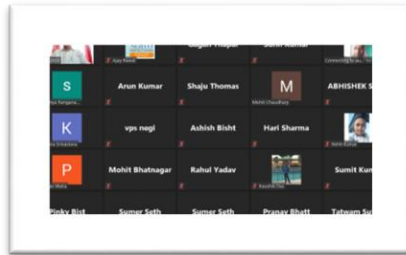


Mr. Ravi Singh officially began the webinar with the honorable guest's introduction, as well as of the respective topic. The host for this webinar was Ms. Rachna Dushyant who is a social worker and is running a school called 'Ankuri', for the rural women. She also runs a home stay called 'Thikana', and a camp by the same. Mrs. Dushyant moderated the session very zestfully and had put forward many interesting questions to make the session much more active. She covered various agenda based on sustainability and hospitality. She shared her views and made the session much more interesting. There were three promising speakers for the webinar. The first was Mr. Ram Kumar, who is a Sustainability Expert and is also a member of the National Climate Program. He was trained by the former Vice - President of the USA, Mr. Al Gore, in climate change. He had raised money for charity purposes on several occasions. He spoke as to how the objective of tourism is to enrich the spirit of the tourists, as they come to take a break from the daily hassles of their lives. But he also mentioned that there is so much to be preserved. He believes that we must keep contributing our bit. Another speaker for the session was Mr. Himmat Anand, who runs the Tree of Life Resort and is also an active writer on social media. According to him, hospitality is the worst exploiter of the environment, at large. He mentioned that the garbage produced by the hospitality industry contributes to 10% of the global GDP. He also said that the luxury does not just denote glitz and expenses, it is something more. His thoughts on tourism were that, it is like a canvas, where every tourist draws up his own landscape. Last but not the least, Mr. Rupesh Rai, a well known Rural Landscape Personality in rural landscape of Uttarakhand presented his thoughts. He is actively running a chain of the FMGC called 'Bakri Chaap'. He also has a firm ideology towards social equality. Mr. Rai participated actively in the session. He talked about luxury being outdated and customization as the new trend. Sustainability is a responsive tourism with the combination of all the three types of sustainability. He also believes that something moderate has to be done for the environment. In the end, Mr. Ravi gave the Vote of thanks and concluded the session.

## 5) Webinar on Working Together - As we set the stage for reopening of the Economy (Dated: 01st August 2020)

Resource Person: -

- i. Mr. Ravi Singh, Director - Servo Hospitality School.
- ii. Mr. Rupam Dutta, General Manager - Radha Regent Hotels.
- iii. Mr. Dipendra Benjamin, Founder and CEO - Morpho Hotels and Resorts India.
- iv. Mr. Mehul Sharma, Founder and CEO - Signum Hotels and Resorts.
- v. Mr. Ankur Chandra, Cygnett Hotels Group.



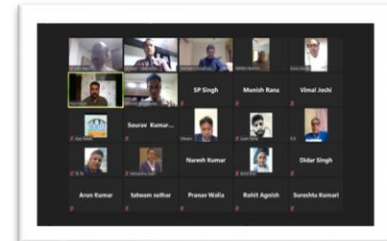
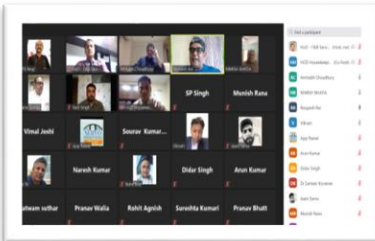
It was quite an interesting session, wherein, many important aspects were discussed. The discussion began with, that when we open again, we need to be united, to be joined together at all levels – a collaboration of the municipal, the local administration, the state administration as well as the central government. They discussed that it would be highly beneficial if the local bodies cooperate. It would be a great assistance to revive tourism, hospitality, business back on the track with corrective discussions and meetings. The idea of pushing tourism and henceforth international topics were two key points of the session. Emphasis was given on the need for time to gain trust among customers and the hospitality industry. Many other important points that were taken into consideration were, untrusting on hygiene and operating standards, the use of artificial intelligence, the use of modern technology, a collaboration of small to large companies, the need to negotiate with the suppliers and vendors. Points such as investment, costing parameters, returns and profits, use of robotics, and AI in hospitality and impact were also taken into account.



## 6) Webinar on Culinary Chronicle - Past, Present and Future (Dated: 08<sup>th</sup> August 2020)

Resource Person: -

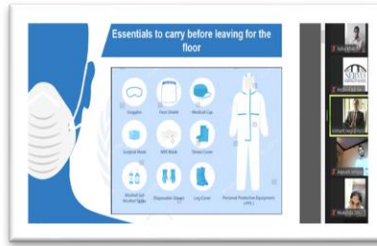
- i. Chef Amitabh Choudhry, Director Culinary - Singum Hotels & Resorts.
- ii. Chef Sudhansu Rajhans, Exec. Chef & G.M. - Cabana Hotels & Resorts.
- iii. Chef Vikram Sharma, Exec. Chef. - Shangrila, Kathmandu, Nepal.
- iv. Mr. Ravi Singh, Director – Servo Hospitality School.
- v. Mr. Roopesh K. Rai, Former Chef - Taj Hotels & Founder at Bakri Chaap.



Chef Amitabh Choudhry shared his views on culinary world on Past - Present - Future with culinary & modern technology and constant change in culinary world. Chef Nimesh Bhatia spoke on regional cuisine, competition, change in Indian & International cuisine, working chef trends, menu, adapting to new changes according to the regions, demand of the guests, nutrition, balanced diet, food preparation and service. Chef Roopesh Rai shared his thoughts on National & International fusion, happening in culinary world, gastronomic science, molecular food, trend setting which depends on customers need. Chef Rana Gomes views were highlighted on food demands, customers, change of technology, skills and innovations in terms of manpower supply & demand for the hospitality. Chef Vikram talked on food & beverage outsourcing fields. Q&A were followed post the interactive session on topics, which were cloud kitchen, future operations in hospitality, latest technology driven processes, decomposition of wastage and live showcase on production operation via virtual communication. In the end Mr. Ravi Singh & Mr. Roopesh Rai ended the session with closing note & vote of thanks.

## 7) Webinar on Changes in Hotel Operations (Dated: 12<sup>th</sup> August 2020)

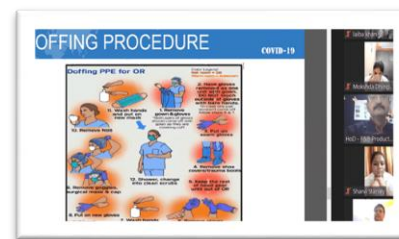
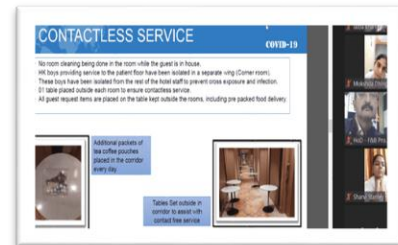
Resource Person: - Mr. Nishant Negi, GM - ITC Welcome Group Hotel, Dwarka, New Delhi.



**Menu Curation**

Rationalized set menus were designed basis guidelines received from Max Super Speciality Hospital as well as per preferences acquired through feedback calls to include nutritious and light meals.

Menu	Breakfast	Lunch	Dinner
Menu 1	...	...	...
Menu 2	...	...	...
Menu 3	...	...	...
Menu 4	...	...	...
Menu 5	...	...	...
Menu 6	...	...	...
Menu 7	...	...	...
Menu 8	...	...	...
Menu 9	...	...	...
Menu 10	...	...	...



Hygiene & safety is the priority of the hoteliers and guests. The session expert narrated the new hospitality changes; those shall be observed in near future. New SOPs are to be followed for welcoming all the travelers & tourists, such as use of own mobile device for entrance to the guest rooms, pens will be provided adjoining the bed, switching television on using cell phone apps, demarcation for guests and employees to be visible with proper markings, mandatory to wear redesigned PPE kits to disinfect the corridor & rooms, contact-less service, hand hygiene practices frequently to be carried by staff on duty and many more. Automation will be leading to more hygienic practices.

## 8) Webinar on Front Office Operations – The New Normal (Dated: 13th August 2020)

Resource Person: - Ms. Anshul Negi, Certified Hospitality Trainer – AHELI and Front Office Faculty - ITC's Hospitality Management Institute, Gurgaon.



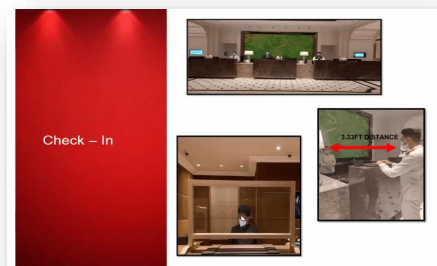
**WeAssure**

The WeAssure programme is ITC Hotels' **commitment** towards health, hygiene and safety, designed in collaboration with medical professionals and disinfection experts to further enhance the existing hygiene and cleaning protocols.

**BENCHMARKING CLINICALLY CLEAN STANDARDS WITH ITC**  
Working towards an accreditation against the National Accreditation Board for Hospitals & Healthcare Providers (NABH) for our procedures, protocols and hygiene standards.

**GLOBAL STANDARDS WITH DAILY BUSINESS ASSURANCE**  
Setting towards higher levels of health, safety and security, building upon the pillars of **health, hygiene and safety and pathogen control**.  
An ITC Hotel is the safest, healthiest and most secure and comfortable environment.

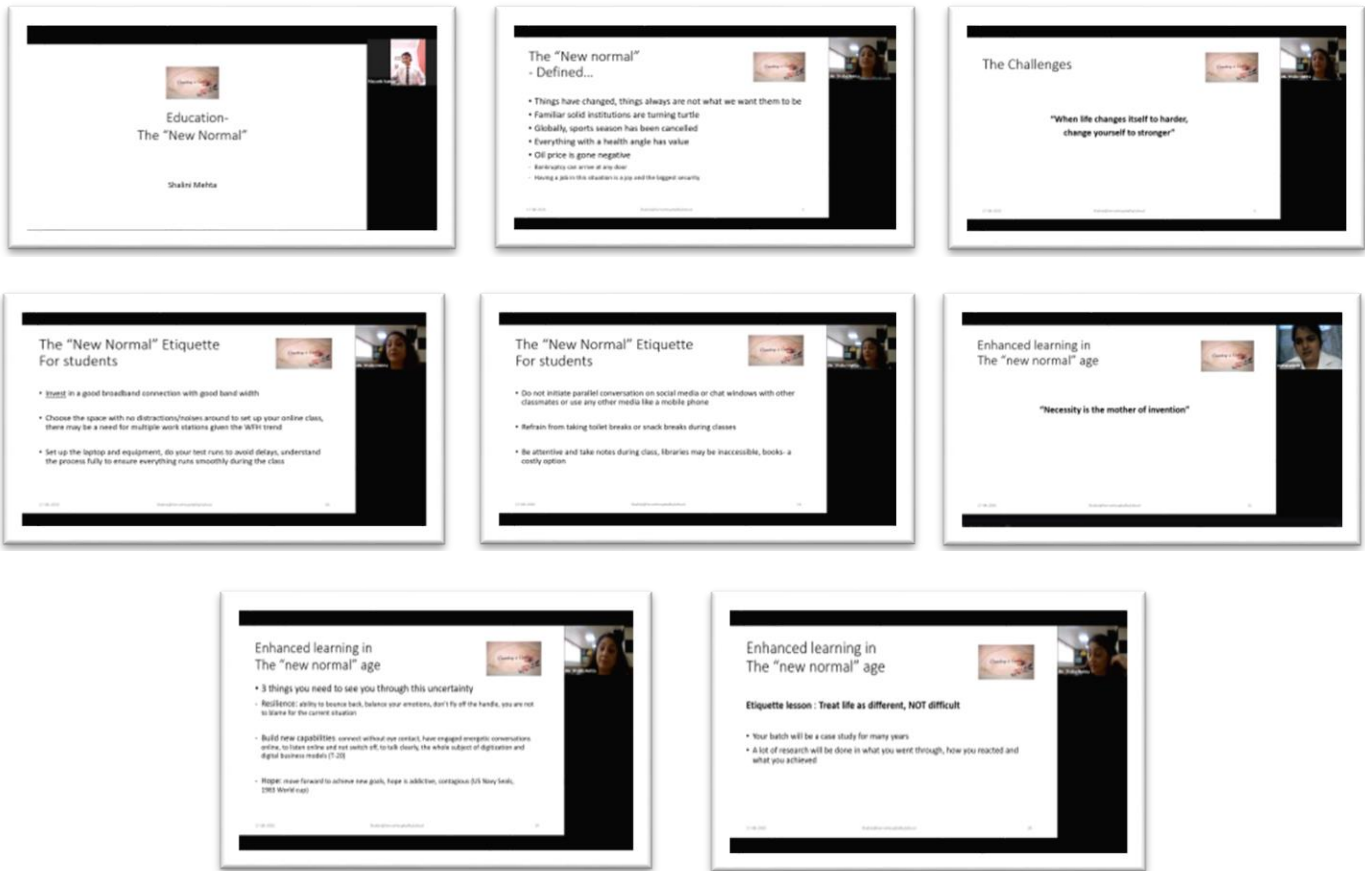
**ACCLAIMED EXPERTISE IN DISINFECTION & HYGIENE**  
Integrating globally tested know-how in germ protection towards hygiene through leadership in the WeAssure programme.



Ms. Anshul Negi is one of the best known individual in the hospitality industry. She had pursued her Diploma in Hotel Management in the year 1999 and a Post-Graduation Degree in Human Resource Management from Calcutta. During the session, she introduced students to the ITC Welcome Group and its new SOPs. For a perfect picture, she showcased a power point presentation, which explained the detailing of topics such as pre-arrival formalities, the safety procedures during check in, assistance during stay, post departure formalities etc.

## 9) Webinar on Online Education – New Normal (Dated: 17th August 2020)

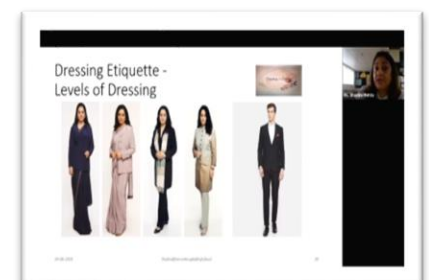
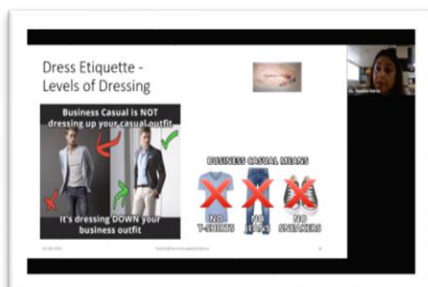
Resource Person: - Ms. Shalini Mehta, Etiquette Coach and Consultant – Servo Hospitality School.



The session expert referred the 'New Normal' to the things, which have been changed to a way which we would never wished them to be. She stated that the 'New Normal' has come as a handy tool in educational sector and has been acting positively. It has come up with digital education, along with interactive learning. But, good things take time to settle. It has been going through few challenges to set up its base for the students, educators, parents. But shortly, it will likely come up with higher opportunities for effective learning.

## 10) Webinar on Dress Etiquette (Dated: 24th August 2020)

Resource Person: - Ms. Shalini Mehta, Etiquette Coach and Consultant – Servo Hospitality School.



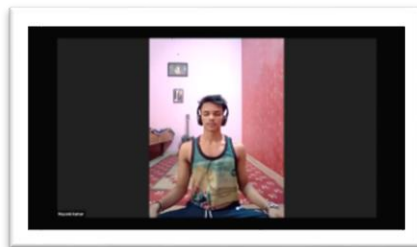
The expert is a highly skillful person who loves to share the in-depth knowledge on Etiquette, with the students around. Through her visual class, she stated that the dress etiquette offers a general knowledge on using clothes as a resource for professional success. It refers to clothing as a resource that focuses on fulfilling the needs and achieving the goals as its objectives. It has good outcomes which help the individual in gaining strength in communication and accomplishing the professional goals. She further narrated that the dress etiquette is of great importance. It builds up the confidence level and boost the morale of the person. This is achieved by following a proper dress code and maintaining the right visual image, which is extremely important. After all, the client is unknown, and so, the first impression seems to be everything at that point.

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## 11) Yoga Session

(Dated: 14<sup>th</sup> August 2020)

Resource Person:- Major Geeta Gawali, Former HR Director – Ananda In the Himalayas, Narendra Nagar, Uttarakhand.



Brief insights on Yoga and how it affects the life of an individual, was provided by the expert - Major Geeta Gawali, who also holds her forte in the field. The session started with a brief explanation about yoga and some generic reasons so to why practicing the art is essential in the hospitality industry. Usually, the hospitality industry has significant dealings with clients and customers, after which one has to be patient. This patience can be gained only through yoga and meditation. So, there is a brief acknowledgment of the small yet important yoga practices. Students and faculties members practiced yoga along with the expert, which included light meditation therapy followed by breathing and stretching of body & its parts.

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**12) World Tourism Day  
(Dated: 27<sup>th</sup> September 2020)**



- Halasana**
1. Calms the brain.
  2. Mitigates the effect of a backache.
  3. Beters digestive process.
  4. Strengthens the abdomen muscle.



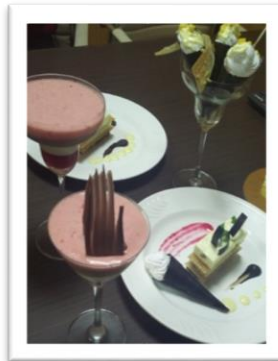
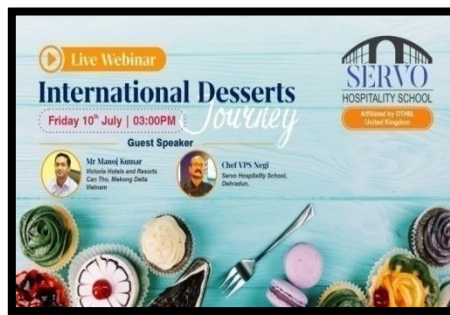
Students prepared and presented various facets of global tourism via video mode on the World Tourism Day. Different monuments, places, cultures and food delicacies were showcased in the presentation. Students also narrated the history, importance and their thoughts on the same. For more information click on the link below:

[https://www.youtube.com/watch?v=Z2JJC2r\\_abc&authuser=1](https://www.youtube.com/watch?v=Z2JJC2r_abc&authuser=1)

### 13) Live Workshop on International Desserts Journey (Dated: 10<sup>th</sup> July 2020)

Resource Person:-

- i. Chef Manoj Semwal, Victoria Hotels & Resorts Can Tho, Mekong Delta, Vietnam.
- ii. Chef VPS Negi, Servo Hospitality School, Dehradun.



Mouth-watering delicacies were baked & showcased during the 'International Desserts Journey' webinar, which was streamed live on the official Servo Hospitality School's Facebook page. Exotic desserts were prepared during the session namely Flair of Chocolate with Caramel Crunch, Trio of Mousse and Milk Chocolate filled with Mascarpone Cheese. The step by step processes covering the aspects such as whipping the cream, tempering of chocolate, preparation of ganache, molding the garnishes, crumbing and layering of different bases, were thoroughly explained by the Chefs. People from all walks of life witnessed and enjoyed the session.



## 14) Amul's Live Cooking Workshop on Smoke on Fire- Evolving Indian Cuisine (Dated: 15<sup>th</sup> July 2020)

Resource Person:- Chef VPS Negi - HoD Food Production, Servo Hospitality School.

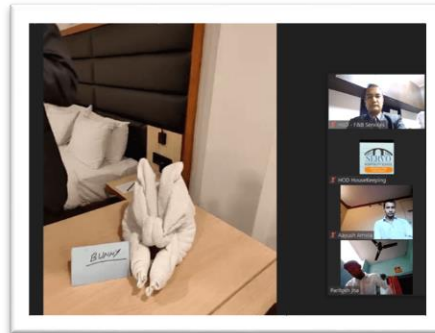
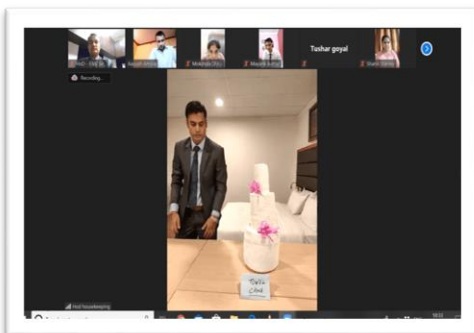
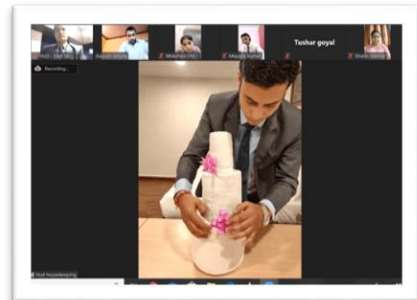


Servo Hospitality School and Amul India, jointly worked to evolve the flavors of Indian cuisine. The workshop demonstrated the live preparation & presentation of 'Paneer ke Soole Saunf wale and Achaari Soya Chaap', by Chef VPS Negi. The Chef showcased various Indian ingredients used for the preparation of the dishes. He educated the audience on the positives of home cooking, organic foods, use of local crops and ingredients. The participants were mesmerized by the live smoking and flambé effects created due to burning of charcoal within the dishes. Numerous flavors and aromas were imparted during the process. The fundamental series of mise activities and cooking procedures started right from washing & chopping of vegetables, nicely arranging it in the skewers, flavors engrossing marination, tossing and roasting of cottage cheese and others to extract the juices, followed by the x-factor techniques of flambéing and smoking. The delicious delicacies were portrayed in beautifully presented tableware. The accompaniments and condiments namely chilly paprika sauce, mint relish, onion garlic sauce and cheesy flavors were outlined too with the main dishes. Different Amul products were used in the process such as milk, cream, cheese, butter etc, along with various vegetables and Indian spices. More than 100 participants viewed it live over Servo Hospitality School and Amul India Facebook page and actively participated during the workshop. Several comments, likes, suggestions kept flowing in during & till the end of the session. Chef Negi acknowledged and responded to the questions and queries over the call.

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## 15) Live Workshop on Towel Art (Dated: 13<sup>th</sup> August 2020)

Resource Person:- Mr. Ajay Rawat, HoD – Housekeeping, Servo Hospitality School.



Beautiful towel folds were articulated by the Head of the Department, Mr. Ajay Rawat. Folds which were presented during the session were Cake, Snake, Mouse, Elephant, Lotus, Bunny, Crab etc. Students were excited and delighted to observe the various designs made by towels, via the online mode learning. The session expert, through his live demonstration class also educated the audience about the importance of each towel fold.

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## 16) Live Workshop on Mock-tail (Dated: 19<sup>th</sup> August 2020)

Resource Person:- Mr. Vipul Bhandari, HoD – F&B Services, Servo Hospitality School.



Another interesting session on beverages was conducted by the Head – F&B Services. Several quick, easy and healthy beverages were prepared live with the students, who visualized the entire session through their online classes. Beverages which were demonstrated to the students were Coconut Mint Lemon, Virgin Cucumber Cooler, Virgin Mojito, Blue Lagoon and Mango Smoothie. The session covered the history of the mock-tails, recipe of each mock-tail and presentation style. The role of each syrup was also covered during the session.

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## 17) Live Demonstration on Food Production by the Students (Dated: 24<sup>th</sup> August 2020)

Resource Person:- Chef. VPS Negi, HoD – Food Production, Servo Hospitality School.



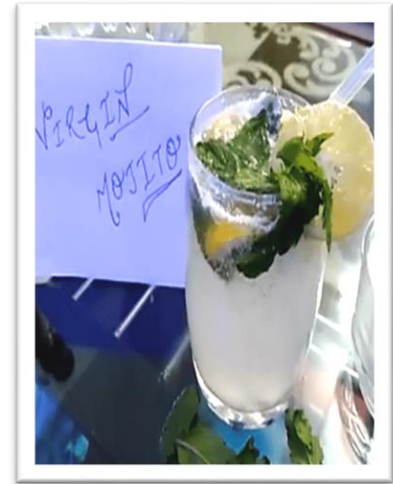
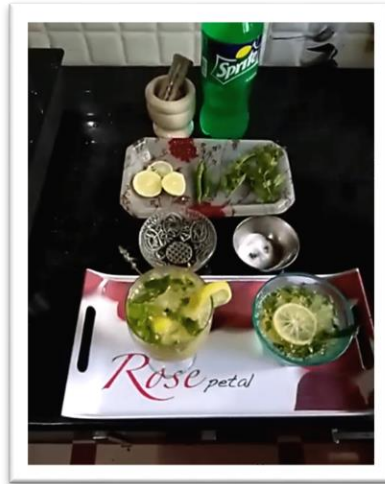
The session was dedicated to the live demonstration on Culinary by the students. The competition was judged on the parameters such as recipe of the dish, innovation, presentation & wastage. The session observed the wonderful delicacies of Continental & Indian cuisine, bakery and many more. As it was a tough competition, hence, all the students worked really hard and applied their full energies & efforts in order to compete in the race.

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## 18) Live Demonstration on F&B Services by the Students (Dated: 25th August 2020)

Resource Person:- Mr. Vipul Bhandari, HoD – F&B Services, Servo Hospitality School.



Students demonstrated various healthy beverages during the live session. Although, it was a practical learning for the students, but to inspire a competitive spirit in them, it was later turned into a competition. The judging parameters were creativity, recipe, presentation & the purpose of selecting the drink for the competition. Beautiful drinks were presented such as Gul - paan, Kiwi Mojito, Cinderella, Virgin Mojito, Mint Chilli Mojito, Virgin Cucumber Cooler etc.

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## 19) Live Demonstration on Towel Art by the Students (Dated: 26<sup>th</sup> August 2020)

Resource Person:- Mr. Ajay Rawat, HoD – Housekeeping, Servo Hospitality School.



The live showcase of innovative towel folds was prepared during the competition. The session was judged on following verticals: creativity, difficulty level and presentation. Immaculate folds which were observed and presented to the expert, were Lotus, Rabbit, Mouse, Elephant, Crab etc. The participants were delighted to see their own and other's beautiful creations during the session.

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