

**Edition-VI, Dated 07th November, 2021**

# **SERVO NEWSCAST**

**(The Official Newsletter of Servo Hospitality School)**



**SERVO HOSPITALITY SCHOOL**

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## TABLE OF CONTENT

<b>Learning from the Leaders</b> <i>Mr. Rahul Mathur, General Manger, Ramada Dehradun</i>	06 <sup>th</sup> April, 2021
<b>Developing Skills &amp; Competencies</b> <i>Prof. Anand Mittal, Principal, IHM Meerut</i>	12 <sup>th</sup> April, 2021
<b>Webinar: Boost Your Career Dreams</b> <i>Mr. Saurabh Pandey, Restaurant Manager, M.H Alshaya, Kuwait</i>	01 <sup>rd</sup> May, 2021
<b>Webinar: V- Grow Operating in Present Hospitality</b> <i>Mr. Puneet Sharma, Operations Manager, Creators Lifestyle LLP, Surat, Gujrat</i>	05 <sup>th</sup> May, 2021
<b>Live Webinar: Italian Cuisine</b> <i>Chef Deepak Bhan, Senior Sous Chef - The Leela Palace, Udaipur</i>	08 <sup>th</sup> May, 2021
<b>Webinar: From Food to Productivity</b> <i>Ms. Sabrina Ha Trinh, Founder &amp; Managing Director, Happi Oha, Vietnam</i>	13 <sup>th</sup> May, 2021
<b>Live Webinar: Lead Your Luck</b> <i>Mr. Akanshu Shrivastava, Power Speaker</i>	15 <sup>th</sup> May, 2021
<b>Live Webinar: Grapes &amp; Wine</b> <i>Mr. Mukesh Kumar, Sommelier, Sula Vineyards, Nasik</i>	19 <sup>th</sup> May, 2021
<b>Webinar: The Future Scope &amp; Opportunity in the Hospitality Industry</b> <i>Mr. Manu Narang, Principal, Jaypee Hotel Training Centre, Agra</i>	22 <sup>th</sup> May, 2021

**Live Workshop: Cookie Making (Basic dough & Types of Cookies)** 29<sup>th</sup> May, 2021  
*Chef Ashish Spencer, Lecturer & Chef Trainer, Dewan V.S. IHM, Meerut*

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*Dr. Anshul Garg, Faculty of Social Science & Leisure Management,  
Tylor University, Malaysia*

**Live Workshop: Salad is not a meal, it's a style** 08<sup>th</sup> June, 2021  
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*Mr. Surjhit Dhillion, Former General Manager, Taj Group of Hotels*

The logo for SERVO features the word "SERVO" in a large, blue, serif font. Above the letters, there is a faint, light blue architectural illustration of a bridge with multiple arches and a railing.

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HOSPITALITY SCHOOL

## QUARTER-II (April, May & June)

### 1. Learning from the Leaders

6<sup>th</sup> April, 2021

Resource Person: Mr. Rahul Mathur – Former General Manager Hotel Ramada, Dehradun



An astounding session by Mr. Rahul Mathur, General Manager, Ramada Dehradun was conducted in Servo Institution on Monday 05th April 2021, on various enriching topics such as, Leadership & its importance, Role of managerial skills in the hospitality industry, Dynamic results of team-work, Prerequisites for the Industrial training and many more. The expert mesmerized the audience with his phenomenal oratory skills, experience & thorough knowledge on the subject. The session was also part of the student's Orientation Programme for the Industrial training that shall commence from April in Ramada Dehradun.

## 2. Developing Skills & Competencies

12<sup>th</sup> April, 2021

Resource Person: Prof. Anand Mittal, Principal, IHM Meerut



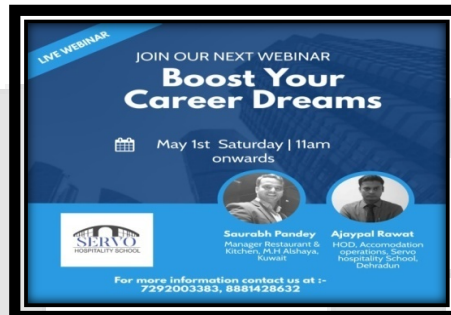
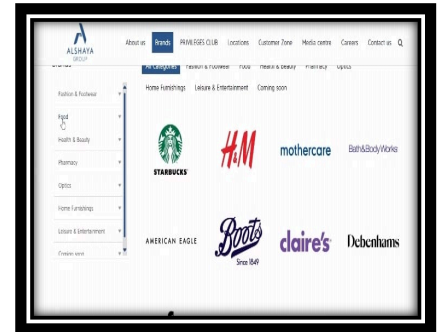
An interactive session on 'Developing Skills and Competencies' was recently conducted by Prof. Anand Mittal, Principal - IHM Meerut at Servo Hospitality School. The guest speaker, Prof. Mittal motivated the students with his inspiring words and some thought-provoking life quotes. He emphasized the attributes of a hospitality professional, the importance of preserving an optimistic attitude and creating a good rapport with the guests & colleagues. He put special importance on leadership qualities. As an industry expert, he shared his life experiences and interesting anecdotes to inculcate professionalism in budding hospitality professionals. He secretly shared a few 'guru mantras' with the students, to be successful in the hospitality world.



### 3. Webinar on Boost Your Career Dreams

01<sup>st</sup> May, 2021

Resource Person: Mr. Saurabh Pandey – Restaurant Manager, M.H Alshaya, Kuwait

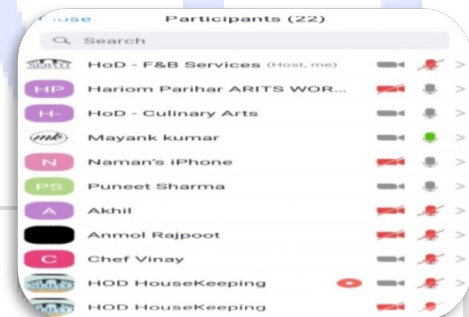
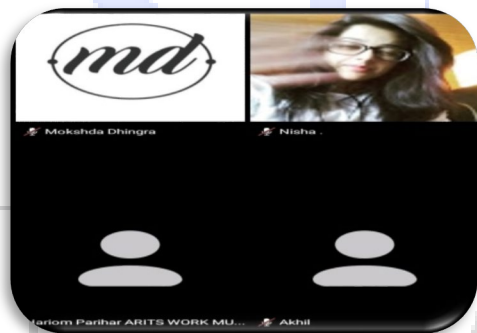


The webinar on 'Boost your Career Dreams', was conducted by Mr. Saurabh Pandey, Manager Restaurant & Kitchen, M.H. Alshaya, Kuwait. A hotel management graduate, Mr. Pandey holds more than ten years of exhaustive industry experience, which includes five years of rigorous international exposure at various positions. Mr. Saurabh Pandey, a unique personality shared his knowledge & experiences with the students. During the session, he explained to the budding hotelier about the importance and extensive role of the staff as 'Guest Relations', which basically plays a major role in the success of the operations. According to him, the on-job-training (OJT) period is the best time to explore & learn while working. 'Earning while learning' is another mantra for success, that he shared with the students. He emphasized on keeping a 'to do checklist', operational checklists, proper handling of guest complaints etc., which are the essentials and the best ways for maintaining the smoother operations. The guest speaker is currently working with MH Alshaya International Kuwait - a top recruiter in the Middle East. They provide maximum jobs for Indians, because as per them, the Indians have strong capabilities towards the job. The session expert also stated that his organization has a PIC (Person in charge) license known as 'baladiya', which a food safety certification is issued by the government, without which no one can work in the Middle East. He explained the detailed procedure of cleaning & sanitization and management audits that are followed in his organization. Mr. Ajay Rawat, HoD - Accommodation Operations ended the session with a vote of thanks to the speaker.

#### 4. Live Webinar on V- Grow Operating in Present Hospitality

05<sup>th</sup> May, 2021

Resource Person: Mr. Puneet Sharma, Operations Manager, Creators Lifestyle LLP, Surat Gujrat



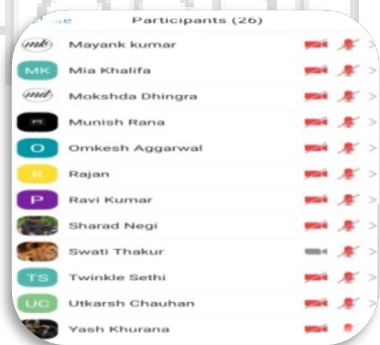
Snapshots from our recently conducted webinar on 'V Grow Operating in Present Hospitality' by Mr. Puneet Sharma, Manager Operations Administration, Creators Lifestyle LLP, Surat (Gujrat). The session was engulfed around the present hospitality scenario and the required future course of action in the sector. Several leading hotels have been converted into quarantine facilities and thus serving the masses. Long staying & other guests are being hosted with extra care & facilities than earlier. S.O.P to be followed strictly for conducting smoother operations and synergies required between departments for an effective plan, was also highlighted by him. 'Entrepreneurship' is currently booming trending. The speaker stated, that it is very necessary for all the budding hospitality professionals, to get connected over social media like LinkedIn, face book, Instagram etc,

so as to help & build up our fraternity. He emphasized on the booming growth of the hospitality sector in future. The session expert motivated the students by telling them to dream, encounter problems & commit mistakes, while pursuing their goals. Also, it is very necessary for them to learn from those mistakes and thus move ahead towards their bright future.

### 5. Live Webinar on Italian Cuisine

08<sup>th</sup> May, 2021

Resource Person: Chef Deepak Bhan, Senior Sous Chef, The Leela Palace Udaipur



A significant webinar on ‘Italian Cuisine’ was conducted by Chef Deepak Bhan, Senior Sous Chef, The Leela Palace, Udaipur, hosted by Servo Institutions. The session expert possessed vast exposure in the field and had great experiences, while working with the leading brands of the industry. He explained to the audience, the role of each ingredient,



culinary methods & various courses of Italian cuisine. Different raw materials to prepare popular, regional & authentic Italian delicacies were covered up during the session. Topics such as Italian wines, their role while preparing the Italian meal and food pairing wines were thoroughly narrated by the session expert. Different forms of Italian cheese, their accompanying nature with wines, risotto & its types, preparation styles and several Italian recipes were also unfolded during the webinar. Q/A session was quickly followed up, after the closure of the expert’s presentation on the topic. Several queries & doubts were raised by the participants, which was very calmly & humbly answered directly by the Chef. HoD - Culinary Arts, Chef V.P.S Negi extended his sincere gratitude towards the speaker, while concluding the session.

## 6. Webinar on from Food to Productivity

13<sup>th</sup> May, 2021

Resource Person: Ms. Sabrina Ha Trinh, Founder & Managing Director, Happi Oha, Vietnam



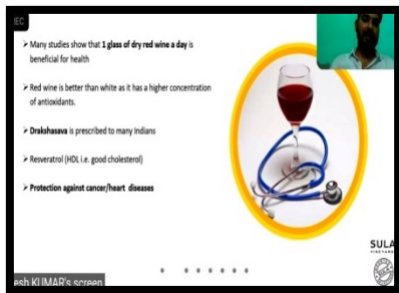
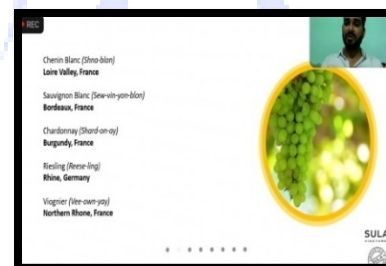
A noteworthy webinar on the role of food & its nutrients, 'From Food to Productivity', by Ms. Sabrina Ha Trinh, Founder & Director, Happi Oha, Vietnam. The session expert is a well-known name in the food & nutrients sector and her area of expertise is health care. She has worked in the capacity of a Nutritionist, prior to opening her own venture. She has

worked in the capacity of a Nutritionist, prior to opening her own venture. Ms. Sabrina spoke on healthy eating habits and covered all the points a person wants to know about having a balanced diet. She stated that the balanced diet would not be complete without having a complete nutritional meal. To live happy & healthy, the energy requirements have to be fulfilled. A balanced diet should contain the right amount of calories, minerals, carbohydrates, protein, fats, which she explained to the participants, in depth. She quoted that having a healthy diet will not only keeps a person fit, but also releases the right hormones, which are beneficial to the human body. Also, a balanced diet will help in meeting the right amount of calories, required during the day. Another aspect which the guest speaker covered was the global health issues of people. Reasons behind this can be lack of fitness activities, lifestyle or nutrition malfunction. She emphasized on pursuing regular meditation for a peaceful mind & soul. Regular exercises can help in building the metabolism rate, burning the extra calories and controlling the blood pressure & sugar level. She advised the audience to follow a proper lifestyle for a healthy mind & body.

## 7. Live Webinar on Grapes & Wine

19<sup>th</sup> May, 2021

Resource Person: Mr. Mukesh Kumar, Sommelier, Sula Vineyards, Nasik



Informative session on 'Grapes & Wines' was conducted by Mr. Mukesh Kumar, Sommelier - Sula Vineyards, Nasik over zoom platform. Mr. Kumar has been associated with 'Sula' for several years and is a W.S.E.T., U.K. certified. In the past, he has performed many live demonstrations on 'Wines' for the students, faculties & staff members of Servo Institutions, Dehradun. This session revealed important information on wines, its harvesting procedures, manufacturing process, storing steps, bottling & serving styles. The

history of Sula, it's demographical area, grapes & it's varieties was thoroughly explained by the expert to all the participants. The benefits of wines for better health, such as protection against severe chronic diseases, regulating blood sugar level and lowering bad cholesterol, when consumed in limited amount were covered up during the session. He also informed the audience about the best wines of the World and their regions of production. It was quite an informative & interactive session. The participants interacted with Mr. Kumar, while gaining in-depth knowledge on the Beverage. Q/A session followed up in the end. The Principal, Mr. Vipul Bhandari extended the vote of thanks towards the speaker.

**8. Webinar on the Future Scope & Opportunity in the Hospitality Industry 22<sup>th</sup> May, 2021**  
 Resource Person: Mr. Manu Narang, Principal, Jaypee Hotel Training Centre, Agra

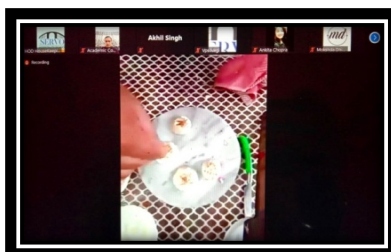


Live webinar conducted by Mr. Manu Narang, Principal - Jaypee Hotel Training Centre, Agra on "The Future Scope & Opportunities in the Hospitality Industry", hosted by Servo Institutions. The speaker expressed his great thoughts on visualizing, improving and making the Industry more valuable for people. According to him, the Industry's busy schedule can be matched with the people's daily life work pattern, which is so full of enthusiasm & energy and this is the reason the sector is engulfed with charm & livelihood. Different styles of tourism, types of travellers, reasons behind travelling and the growth of tourism in respect to the country's GDP was narrated by the session expert via a power point presentation. He told the audience about the various career opportunities that one

can possess post completion of the course such as in hotels, airlines, cruises, catering divisions, Q.S.R., hospitals and many more. He strongly emphasized on possessing a positive, sincere, dedicated, honest and a helpful attitude to be a successful hospitality professional. Each topic of the presentation was thoroughly explained by him with his life experiences. The guest spoke on the future scope in the tourism industry post covid, as he believes that the sector will bounce back with leaps and bounds. He updated on different SOP, that are being currently followed in accommodation, food & beverage services, tour & travel agents, transportation, vendors and many other departments. The speaker said, that in future the organization will be much more hygienically systematized & organized, which means that the sanitation procedures will be carried out more often, people will take care of their children, old age people & other family members and humans will now bear more social distancing norms. Things & processes will be digitized & mechanized such as digital bills, menu, checkouts, key cards, registration & reservation. Mr. Vipul Bhandari, Principal concluded the session by extending his sincere gratitude towards the speaker.

**9. Live workshop on Cookie Making (Basic dough & Types of Cookies) 29<sup>th</sup> May, 2021**

Resource Person: Chef Ashish Spencer, Lecturer & Chef Trainer, Dewan V.S.IHM, Meerut



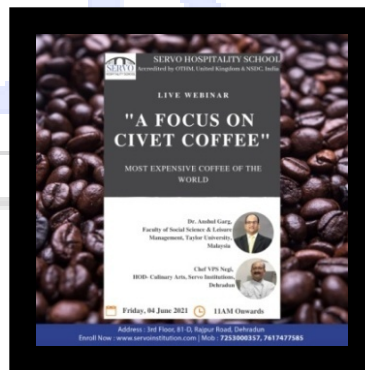
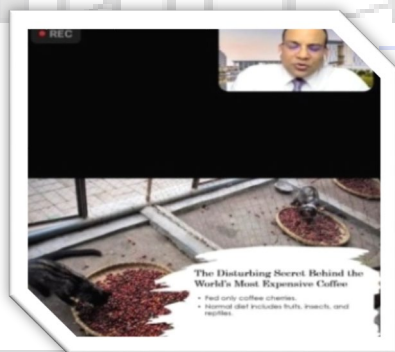


Live demonstration on 'Cookie Making - Basic Dough & Types of Cookies', driven by Chef Ashish Spencer, Faculty & Chef Trainer, Dewan Institute of Hotel Management, Meerut for the students, faculties & other participants of Servo Institutions. The Chef expressed his immaculate culinary skills during the entire session. The ingredients knowledge, mixing styles & baking techniques was showcased by the expert. He demonstrated to the audience the role & proper usage of each ingredient, different processes involved during baking, accurate temperature settings & resting period, which lead to the freshly baked cookies. Each step evolved greater techniques & skills. Chef laid the importance of understanding the science & art behind baking. A professional chef has to obey the rules of science first & the beauty of art later. Baking is a nice blend of science, techniques & art. People love to pursue a career as a Pastry chef, since it involves creativity in mind & heart.

### 10. Webinar on a Focus On Civet Coffee

04<sup>th</sup> June, 2021

Resource Person: Dr. Anshul Garg, Faculty of Social Science & Leisure Management, Tylor University, Malaysia.



Engrossing webinar on 'Most Expensive Coffee of the World - A focus on Civet Coffee' was conducted by Dr. Anshul Garg, Faculty of Social Sciences & Leisure Management, Taylor's University, Malaysia, organized by Servo Institutions. Dr. Garg introduced the premier, yet

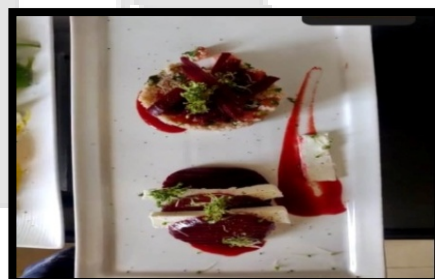


not very easily accessible coffee 'Kopi Luwak'. The unusual production concept of the coffee makes it stand out from the rest. Kopi Luwak is made from the coffee beans that have been primarily consumed & then excreted by the Asian Palm Civet. The enzymatic process from inside the civet's digestive tract is said to improve the coffee's flavour. Hence making it a different one, overall. It is mainly produced in Indonesia, Philippines & Vietnam. The presentation on Civet coffee included the taxonomy of the animal together with the history of Civet coffee and its health benefits. The speaker also discussed a few other expensive coffees in the world. Several student's queries pertaining to the topic were very humbly & politely clarified by the expert. Chef V.P.S. Negi, HoD - Culinary Arts thanked the speaker for his precious time.

### 11. Live Workshop on Salad is not a meal, it's a style

08<sup>th</sup> June, 2021

Resource Person: Chef Vimal Dhar, Consultant Chef & Entrepreneur



Astonishing Live Workshop on 'New Age Salads – Nouvelle Styles in Salads & Hors d'oeuvres' was demonstrated by Chef Vimal Dhar, Director - Innovating Hospitality, Udaipur for the students, faculty team, staff members and other participants of Servo Hospitality School. The Chef introduced various delectable salads, which can also be served as hors d'oeuvres. He showcased the nouvelle styles in each one of them. Right

from introducing ingredients, to mise-en-place activities, followed by preparation of the salads and finally plating them, everything was immaculately presented. The session expert prepared three innovative salads namely, Beetroot Hummus with Tzatziki Onion Shells (Peppers with Roast Garlic, Marinated Chickpeas & Chili Oil), Crisp Spinach & Cucumber Ribbon Melon (Sweet & Sour Lotus Stems, Orange Wedges & Orange Reduction) and Beetroot Slivers with Feta (Mustard Cress, Barley Millet & Beetroot Reduction). The role of each ingredient & different processes involved was thoroughly explained by him. Chef Vimal Dhar is a Consultant Chef and an Entrepreneur, who started his journey from Taj Lake Palace, Udaipur in 1997. His remarkable career has been exposed to cruise lines, which sailed through Miami, Brazil & Barcelona. He had been featured in various food magazines & documentary films with Chef Anthony Bourdain in channel 'Travel and Living' and had also been featured as the World's Best 50 Chefs in a coffee table book - My Last Supper. The session was very well carried out by the expert and was thoroughly enjoyed by the spectators too. It was live streamed for more than 2 hours and several participants from different walks of life like students, home-makers, professionals etc. participated enthusiastically. The vote of thanks was given by Mr. Vipul Bhandari - Principal.

## 12. Live Webinar on Safety Standards & Marketing in Food Industry 12<sup>th</sup> June, 2021

Resource Person: Mr. Surjhit Dhillon, Former General Manager, Taj Group of Hotels



Amazing session on 'Safety Standards & Marketing in Food Industry' was conducted by Mr. Surjhit Dhillon, Former General Manager, Taj Groups of Hotels, for the students & staff of Servo Hospitality School, wherein, deep insights of the topic were delivered by the expert to the audience. Various questions & queries pertaining to the subject were raised by the students, which were very calmly & politely answered by the session expert.