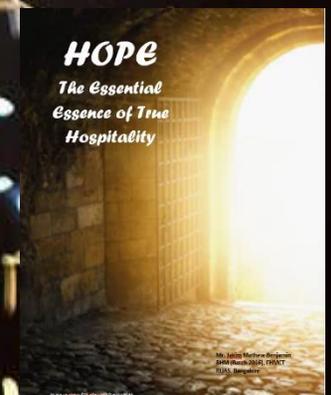
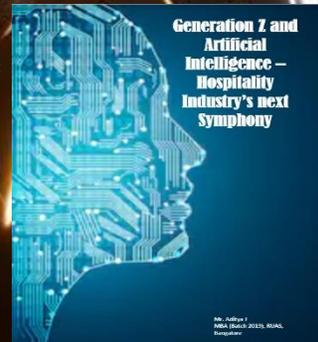
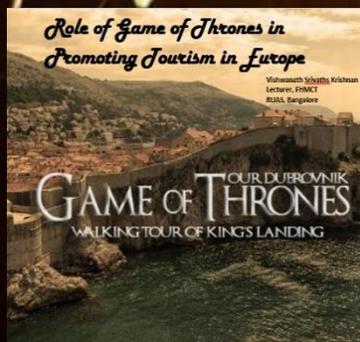
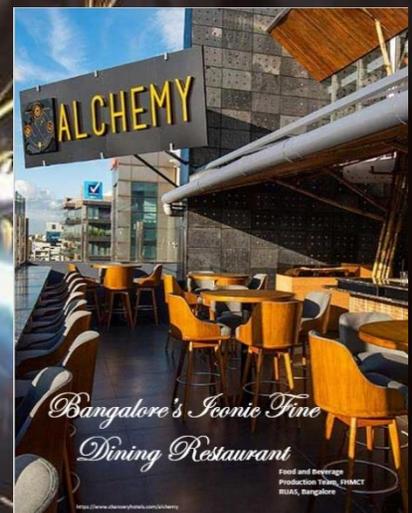
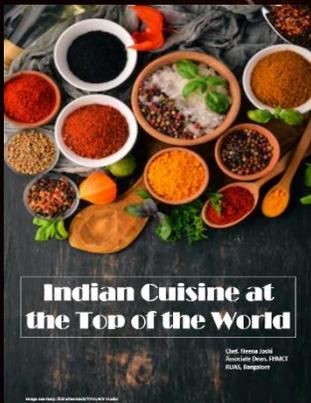


HOSPITIUM

Cover Story





Hospitium

is the ancient Greco-Roman concept of hospitality.

A divine right of the guest and a divine duty of the host.

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Professor. Abby Mathew, Dean of FHMCT, RUAS, Bangalore

FOREWORD

Exchange of Information is the essence of education. I believe that a writer exists within all of us. Developing the art of writing brings out the true potential of an individual. This belief was the driving force that led to the creation of this magazine.

It gives me immense pleasure in congratulating all the members of the Faculty of Hospitality Management and Catering Technology, Ramaiah university of Applied Sciences, on the release of the first issue of our Magazine – Hospitium. The articles in the magazine are informative and the only aspect that differentiates the authors' talent is how they have told the story.

Richard Bach once said, "A professional writer is an amateur who didn't quit." Here's wishing the entire team the very best in their journey towards becoming professional writers.



Dr. Sweety Jamgade

Assistant Professor, FHMCT, RUAS, Bangalore
Editor-in-Chief, Hospitium Magazine
Email: sweety.fo.hc@msruas.ac.in

Dear Readers,

“Start writing, no matter what, the water does not flow until the faucet is turned on.”- Louis L’Amour.

This quote is meant to inspire writers to share their thoughts through articles.

This magazine is a platform to 'bring out the writer in oneself' so as to spark the minds of authors and readers. This was the inspiration behind the name HOSPITIUM. Hospitium is the ancient Greco-Roman concept of hospitality as a divine right of the guest and a divine duty of the host.

The articles written, portray original thoughts put forth by the authors in their own unique styles. They explore various areas of hospitality trends. Reflections on Indian cuisine, restaurant reviews, need for ethical practices, personal travel trails, slow tourism, film tourism, impact of internet, hope in the hospitality industry and importance of research in the hospitality industry are some of the areas explored.

The journey of launching an In-house Magazine was a learning curve for all members of the Faculty of Hospitality Management and Catering Technology. Diligent planning and execution by the editorial board with immense support from all faculty members and students has made this a possibility today.

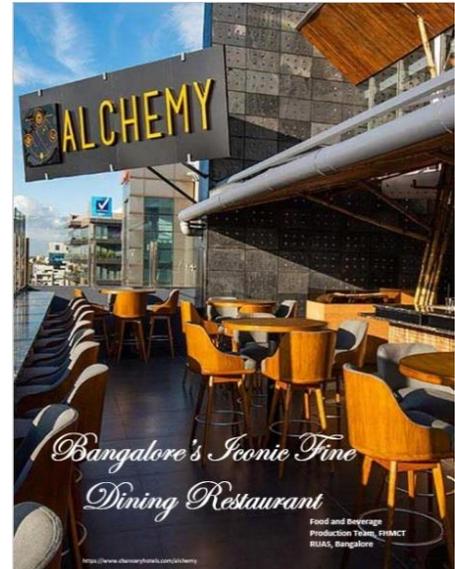
We thank everyone for all their contributions. I would like to specially convey my gratitude to the art and design team. It would have been impossible for us to carry out this task without their meticulous efforts towards the magazine’s sparkling creativity. I sincerely hope that this piece of literature lives up to the expectations of the readers and that we have succeeded in intriguing their minds.

We are deeply thankful to our Dean Mr. Abby Mathew for encouraging us and providing us with the opportunity to make this beginning.

May this spark of writing and reading keep us connected forever. Happy Reading!

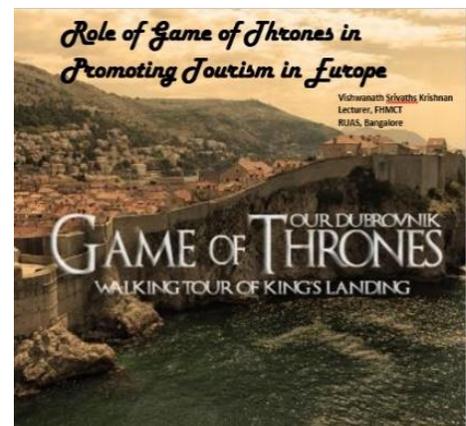
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Indian Cuisine at the Top of the World

Chef. Neena Joshi
Associate Dean, FHMCT
RUAS, Bangalore

FOOD CORNER

Indian cuisine has evolved over centuries, it is geographically well defined and has a variety of dishes based on distinct flavours of ingredients that play a culinary role as well as a medicinal role in creating a balanced diet for good health. Whatever one eats is believed to be the cause and cure of all ailments. Thus, food has been as much an art as a science in our culture which revolves around an enchanting culinary tradition. Though Indian cuisine has become popular in certain parts of the world, it is yet to be given a place at the top, worldwide. Some of this could be attributed to the fact that most culinary schools in India do not attach as much importance to Indian cuisine as they would to French and Italian cuisines.

Pan Asian cuisines have in the recent past taken centre stage globally but Indian cuisine is still lagging. This is very apparent in the quality of Indian cuisine served in the metro cities of the world. On an average, except for the high-end fine dining restaurants, Indian cuisine available to tourists in India and abroad leaves a lot to be desired. There is more to Indian cuisine and its repertoire of dishes than what tourists are served. It is time for culinary professionals and teachers in India to sit up, take notice and do something about it. The time has arrived to do justice in promoting quality Indian cuisine the way our ancestors meant it to be.

Open the shelves of any kitchen in India and you will see rows and rows of glorious ingredients, each one with a character of its own and a story to tell. Cinnamon vying for attention by the side of the vibrant chilly, saffron by the side of the mysterious asafoetida. As diverse as the people of India are in their culture, habits and occupation, the diversity in food is unmatched and no other country's cuisines come even close. It's no surprise then, that for any Indian who loves to cook, deciding the menu is a huge task with so much to choose from.

The Origins of Indian Cuisine goes back to Harappa and Mohenjo-Daro, two ancient civilisations in 2600 and 3000 BC. It is the oldest known civilization where the inhabitants were urban and not agrarian. From the Vedic age, food has played many roles in India's evolving culture through centuries of migration and colonial occupation. India has seen a phenomenal intermingling of cultures that has resulted in culinary and cultural influences. Indians bond over food and no interaction is complete without the topic of food being introduced. Indians are extremely generous with their food and the concept of eating alone in the company of others would be taboo, unlike our western counterparts.

India's climate is so varied, that one experiences hot tropical to the cooler alpine across the length and breadth of the country.

Nature has created a broad

variety of ingredients and food has become a unifying factor with a social identity of its own.

Traditionally, there are various taboos and preferences associated with food which are strictly passed down from generation to generation in spite of globalisation and awareness. It is said that any national cuisine is a sum total of its regional cuisines and if one tries to create an Indian menu the list would never end. This makes the professional chef's job more challenging.

But the time has arrived for Indian chefs to be proud of their cuisine and let it have an identity of its own without demeaning it with western influences. Much is said about fusion cuisine which in my opinion is basically killing the flavours and confusing the consumer. Having said that, India is unique in that, it has more than 35 regional cuisines and five fusion cuisines where Indian culinary influences play a dominating role. Purity in the use of ingredients is the essence of Indian cuisine. No self-respecting Indian chef, domestic or professional will ever use store bought spice powders, every ingredient is treated with respect due to the role it plays in providing taste, flavours, digestive benefits and nutrients. There are more than a hundred pre-mixed 'Masala Powders' and 'Freshly Ground Masala Pastes' that is sacred to every household.

FOOD CORNER

What makes Indian cuisine so special? Overlapping flavours are never used in Indian recipes and this ensures a unique taste that gets anyone who tries it for the first time hooked for life. Indian recipes usually include a long list of ingredients but what is incredible is that the flavour of each ingredient stands out without being overpowering. Allow me to take examples of some multi ingredient Indian dishes.

Each of the ingredients in both the dishes have a strong, special flavour and taste of its own. There are bursts of flavours in the mouth which are unique and leaving even one of them out will alter the taste of the dish completely. There is a misconceived notion that Indian cuisine is spicy or worse still reduced to one word 'Curry'. Spice can be controlled but every dish has ingredients whose contribution to the flavour and taste of the dish cannot be denied.



Mutton Pepper Fry is traditionally made by combining pieces of mutton with onions, garlic, curry leaves, green chillies, coriander powder, cumin powder, pepper corns, turmeric, red chillies and fennel.



Chana Masala is traditionally based with green chilies, onion, garlic, coriander leaves, coriander powder, cumin seeds, cardamom, cinnamon, peppercorns, cloves, turmeric, red chillies, dried mango powder tomatoes and cooked

Indian Cuisine in a Nutshell – The Thali

There are literally hundreds of sweet and savoury snack foods in India which are typically served for breakfast and for evening tea. This is unmatched by any cuisine in the world. The wide range of snacks starting from the 'Vada and Idli' of South India to the 'Samosa and Dumplings' of North India. Gujarat and Maharashtra cannot be left behind with 'Thepla, Khakra, Dhokla, Vada Pav and Missal Pav'.

What's great about Indian cuisine is its adaptability to evolving food trends in the world. Be it 'Vegan' or 'Bowl Foods' or 'Fusion', Indian cuisine has blended and made its presence felt. If Indian cuisine is still not the top trending cuisine in the world, it is only due to the ignorance of gourmets in understanding the diverse nature of the food and the million different ways in which Indian cuisine can be part of any menu for any occasion and for any taste in the world. From the 'Dal Raisina' served to the Indian President to 'Palak Chaat' served to the American President, Indian cuisine as a global concept is here to stay. Let's raise a hat to the 'Incredible Indian Cuisine'

Avocado Delight

Image courtesy: ©Shutterstock/MNStudio

Chef. Sridhar Krishnan
Assistant Professor, FHMCT
RUAS, Bangalore

Avocado, botanically known as '*Persea americana*', a native of south Central Mexico is the most popular fruit nowadays and is also considered as 'Super Fruit' since its packed with lots of antioxidants, fiber, vitamins and minerals. They are widely available across the globe. Avocado, locally called as butter fruit is rich in monounsaturated fatty acids that help to lower *Low Density Lipoprotein* (LDL) or bad cholesterol and help in raising High density lipoprotein (HDL). It has versatile uses in cookery and bakery.



Eggless Avocado Cake

Ingredients:

Butter	50gm
Avocado pulp	75gm
Condensed Milk	200gm
Brown sugar	200gm
Maida	250gm
Baking powder	10gm
Soda water	300ml
Vanilla essence	5ml

Preparation:

- In a bowl, add butter and avocado pulp (use soft and completely ripened pulp and use only the yellow part of the pulp avoiding the pulp to close to the skin) mix together till a smooth and homogeneous mixture is obtained.
- Add sugar and condensed milk, mix till light and fluffy.



- Sieve the flour and baking powder into the pulp mixture and gently mix with a spatula. Add the essence and mix.
- Slowly pour the soda water with the fizz and mix till completely incorporated and till you get a smooth batter
- Grease the baking tray and line it with parchment paper, pour in the cake mixture. Pre-heat the oven for 180°C and place the tray and bake at 170°C for 20 to 25 minutes or till the skewer comes out clear
- Cool the cake and serve it plain or with frosting along with black coffee
- To prepare an icing, mix icing sugar and butter and spread it over the cake once it is cold.
- Enjoy the cake with the goodness of avocado!

MORINGA THE MIRACLE FOOD

**Chef. Nagarekha Palli and
Chef. Neena Joshi, FHMCT
RUAS, Bangalore**

Moringa has been a part of the Indian diet, especially in South India for centuries. Every part of the plant can be converted into a delicious dish, all by itself or combined with lentils or even eggs. The fruit of the moringa plant called drumsticks are a favourite among the young and the old. Moringa is a tree with leaves that have anti-inflammatory benefits, with healing properties superior to that of even turmeric. It grows abundantly in India. A moringa tree is found very commonly in most of the south Indian backyard.



<https://cdn.instructables.com/F30/SCL5/1H0WC0GI/F30SCL51H0WC0GI.LARGE.jpg>

The moringa tree has been referred to as the 'Tree of Life' or 'Miracle Tree' and the title speaks for itself. and antioxidants.

In some countries, it is also called the horseradish tree, as the grated edible roots taste like horseradish.

While moringa has many medicinal benefits, and extensive studies have been conducted to prove the same, it cannot be consumed as a medicine without consulting a medical practitioner. It is more useful as a preventive and therapeutic ingredient in the diet. It has a beneficial effect of prevention of ailments of practically every organ in the body. Moringa extract is also used in the cosmetic industry for the manufacture of moisturisers and ointments. Moringa is an amazing plant source ingredient as it contains anti-bacterial compounds similar to pharmaceutical drugs but without any side effects. The antioxidant properties of drumstick are being studied (Justin M. Dark, 2018) for the treatment of cognitive disorders.



https://www.nykaa.com/beautyblog/wpcontent/uploads/images/issue231/moringa_11.jpg

Studies have also shown that moringa contains amino acids (organic compounds that form proteins), carotenoid phytonutrients (found in carrots and tomatoes) and cancer prevention agents. Moringa contains a compound called chlorogenic corrosive, which controls blood sugar levels. Moringa oil is commonly used to detoxify the body and to boost kidney-liver functions. Vitamin C in moringa oil boosts collagen, diminishing fine lines, wrinkles and drooping skin. The essential amino acids arginine and histidine in moringa helps counter protein deficiency in the world's under privileged communities. It is recommended that pregnant women be cautious in consuming moringa because of its abortive properties.

http://www.moringacare.co.za/images/2017/Moringa_Category2.jpg



It is no wonder that moringa is considered a super food and is increasingly making its presence felt in restaurant menus especially in India. It is a user-friendly ingredient that is available in the fresh form, dried form or as a powder.

FOOD CORNER

Moringa has a similar flavour to a powder made from dried green tea leaves called 'Matcha'. This powder can be added to smoothies, gravies and sauces to boost the nutrient value.

For chefs, moringa is a versatile ingredient with an enhanced nutritive value that can benefit their customers. Moringa leaves are a simple super food that

don't cost much and can be easily grown in a pot or in the ground. Given that it is packed with protein, calcium, iron, beta carotene, vitamin C and more, it can rightfully challenge 'Kale' which is considered the most nutritious green leafy super food. Salads are supplemented with the leaves of the moringa tree to add nutritional value. Cold pressed drumstick oil is

appreciated for its long shelf life and used in many culinary preparations.



<https://www.commodityonline.com/uploads/b2b-commodity/2016/drumstick-402001659.jpg>

Popular Dishes

Some of the dishes that can be made with moringa are dal, sambar, thoran, sabji, soup, tea, paranthas, adai, pesarattu, chutney pudi, scrambled egg, and kofta.



<https://i.ytimg.com/vi/IJYlcv1yiA/hqdefault.jpg>

Bassar and Palya – Karnataka style drumstick leaves and toor dal boiled and prepared two dishes, one dry vegetable and rasam.



<http://www.jopreetskitchen.com/wpcontent/uploads/2017/01/step3-1-300x200.jpg>

Moringa flower with egg– scrambled egg with moringa flowers.



https://www.google.com/url?sa=i&source=images&cd=&ved=2ahUKEwips_j

Drumstick sambar – drumsticks are cut into pieces and cooked with lentils.

Moringa can be used in many forms. Moringa leaf powder can be used in both savoury and sweet dishes. Moringa can be easily mixed in liquids, doughs or batters. It's best to cook moringa leaves completely before adding it to any dish. The slightly bitter taste can be offset with a little lemon juice or tamarind juice.

Moringa seed pods or drumsticks are a wonderful and take any dish, be it the humble 'Sambar' or the majestic 'Avial' to another level. Drumsticks are cut into pieces, cooked with lentils or other vegetables or stir fried in oil and do not require lengthy processing as it is rich with flavour of its own and tastes best when cooked simply.

FOOD CORNER

Grow your own Moringa Tree

Moringa trees are easy to grow and can be grown in the ground or in big grow bags. They can be grown from seeds or from cuttings. They grow in poor soils and need only about 8 months to bloom and produce drumsticks

It is necessary to cut the tree after it has stopped producing fruit each year to facilitate fresh growth of leaves. The cut branches can be used as cuttings. It is recommended that each cutting be 6 feet long and 1" in diameter. Plant the cutting in a pit which is 3 ft. by 3 ft. deep filled with sandy soil and compost. A cutting can be planted in a grow bag of the same dimensions.

Since moringa seeds do not have a dormancy period they can be planted as soon as they are mature. Plant the seed in light and sand soil where the tree is proposed to be grown in a 1 foot by 1-foot pit. It is good to plant more than one seed, 2" apart and about 1" into the soil, not too deep. The soil must be moist to allow the sapling to grow out but not too wet. The extra saplings can be moved to other locations when they are about 6" high.

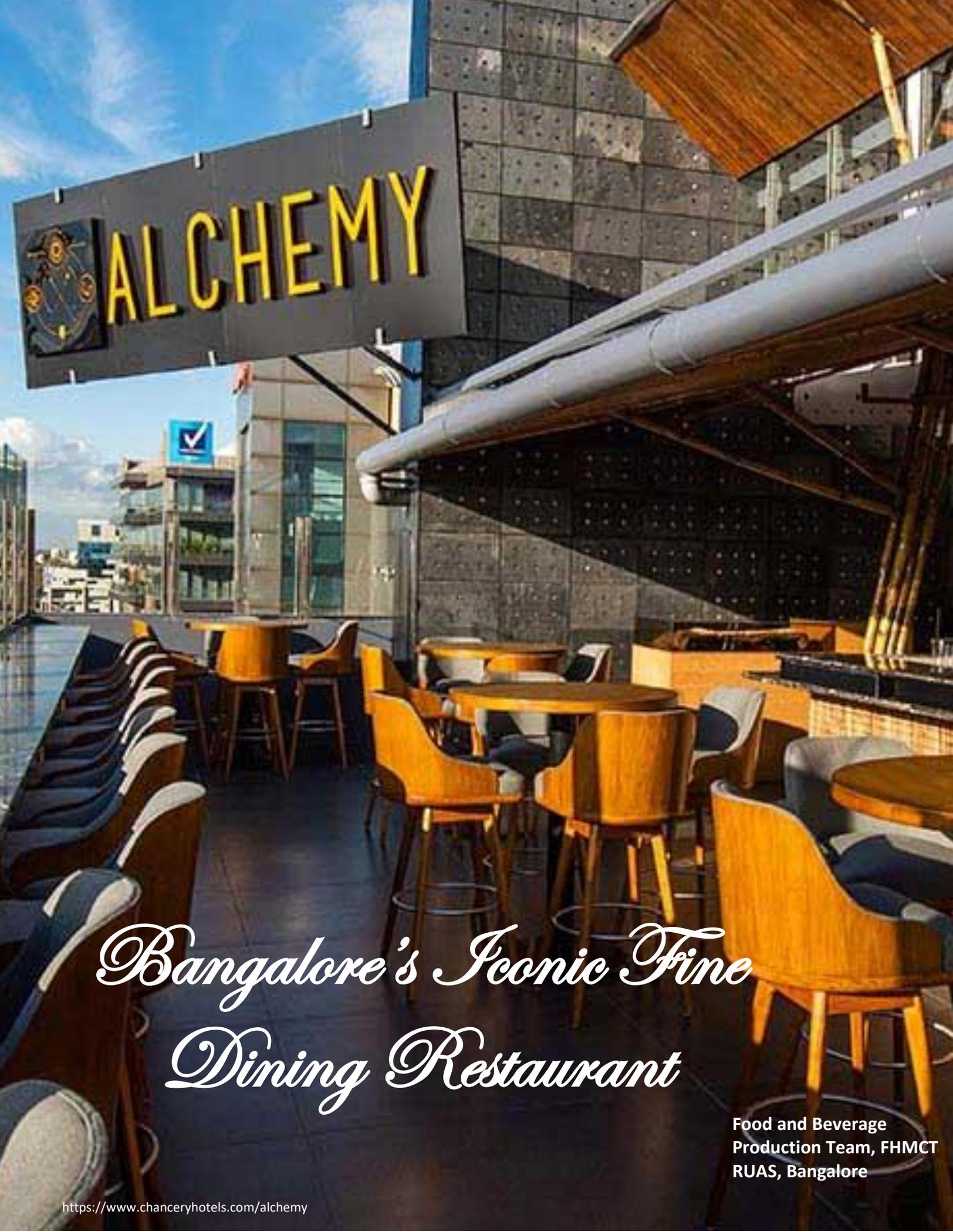
Moringa is therefore one of 'Mother Earth's' most valuable plants and produces fruits within one year of planting the seed. It grows throughout the year and is a practically a food store on a tree with edible leaves, seeds, pods and roots. The rest of the tree provides material for oil, paper, cosmetics and medicines. It is no wonder then, that it is called the 'Tree of Life' because it also provides shade and shelter to animals and human beings.

Reference

Xianjuan Kou, Biao Li, Julia B. Olayanju, Justin M. Darke and Ning Chen (2018) Nutraceutical or Pharmacological Potential of Moringa Oleifera Lam, *Nutrients*, 2-3.

<https://cdn.instructables.com/FZ3/KQ75/IGV6LRXR/FZ3KQ75IGV6LRXR.LARGE.idg>





ALCHEMY

*Bangalore's Iconic Fine
Dining Restaurant*

Food and Beverage
Production Team, FHMCT
RUAS, Bangalore

FOOD CORNER

Alchemy at Chancery Pavilion is 'An epicurean delight' (as quoted by Zomato), a rooftop gastronomic destination; it offers specially curated Indian food with a global appeal. The word Alchemy means transformation or experimentation.

The Alchemy team has transformed the perception of fusion cuisine into a fine menu which has global appeal but stays true to Indian cuisine. Located in the city centre close to M.G. Road, The Alchemy stands out to anybody who drives down Residency Road. Every auto driver knows where to go when you mention the restaurant's name. No wonder "The Alchemy" has very quickly become Bangalore's iconic restaurant.

The view is great and the interiors are rustic with bamboo fixtures and a theme of gold and black. Home to a microbrewery that has been set up in collaboration with Cavalier Brewing, a craft brewery based in Melbourne, Australia which manages all stages of the brewing process.

The Alchemy is special to Faculty of Hospitality Management and Catering Technology, Ramaiah University of Applied Sciences, because Suresh D.C, Head Chef is an alumnus. Always passionate about his culinary journey he gave up a career at the Taj to work under Chef Hari Nayak who is an internationally acclaimed celebrity chef based in the US. The rest is history and the

Alchemy team is like a choir to Chef Suresh's conductor of culinary music.

To most of us, cooking is all about following a recipe, ensuring that the food is cooked, seasoned well and presented in an appetizing way. But at Alchemy the chefs take the preparation and presentation of food to the most extraordinary level. They make the flavours and tastes mingle and create an extravaganza of pure deliciousness in the mouth. Seemingly simple regional dishes of India are merged together with international flavours to bring out amazingly reinvented creations to dazzle the diner. The use of indigenous ingredients like Gondhoraj, a lemon from Assam with Crème Anglaise to create a magical dessert is one among many spellbinding preparations on the menu. Karnataka's humble yet most popular 'Chitranna' is combined with pan seared fish fillet served with a base of Kerala's Moilee gravy. But wait till you hear this, the chitranna is made with quinoa to give it a firm bite.

If you ever have a chance to visit the Alchemy kitchen, do not miss the transformation of thin raw banana slices into the most amazing chips seasoned with salt and paprika, served as a snack to go with a choice of four standard craft brews that range from mild to bitter and with tropical flavours. Alchemy also serves the 'Speciality and Seasonal' limited edition brews which change often.

To watch the chefs at Alchemy, produce these dishes from scratch is a visual delight. The attention to detail that goes into the prepping of ingredients, the controlling of temperatures and time of cooking really proves the saying 'Cooking is both, a Science and an Art'. As far as plating is concerned, the plate is their canvas and the elements of each dish, the paints. Every order is treated like a VIP and the whole process is like an opera.

Some of the most transcendent combinations are 'Hickory Smoked Chicken Kabab' and 'Paneer Pinwheel in Corn Makhani', served with cocktails which are as innovative as the food like 'The Secret' and the specially curated craft brew infused with indigenous ingredients. If you intend having a feast at Alchemy, the recommendations given are sure to blow you away.



Artichoke Aloo Samosa- Crispy phyllo pastry cones filled with a soft mixture of potatoes and artichokes cooked with Indian spices and served like an ice cream topped with wasabi flavoured mayo.

FOOD CORNER



Chicken Sukka Bulgogi-The unlikely combination of chicken and fermented chili paste brings Korean and Indian cuisine together in this delicacy served in mini appams which are so adorable

Konkan Fish Fillet-Brings visions of the Konkan coast with the delicate flavour of lemongrass combined with the richness of coconut extract



Paneer Pinwheel in Corn Makhani Gravy-Spinach and cottage cheese combined together in a unique way and cooked in the tandoor, served on a bed of a rich corn gravy to produce a dramatic result

Jalapeno Peas Kulcha-This is a kulcha redefined, so delicious that you want to sink your teeth into one, even if it is burning hot.



Gondhoraj Lemon Mousse-for people with a sweet tooth and a penchant for citron. Lemony and airy served with mousse fried in liquid nitrogen

With their six food menus which include set menus to choose from and nine beverage menus, it is certain that nobody will be disappointed at the Alchemy, as every taste and preference seems to have been taken into consideration. Chef Suresh says “Our trials ran into months till we had created the perfect dish”. With that kind of dedication, it is no wonder that the menus leave the customers astounded when they see the food and savour it.

The icing on the cake, however is use of molecular gastronomy techniques to produce fascinating dishes like ‘Saffron Spears’ made with saffron syrup and agar-agar jelly set in sodium alginate to form bubbles that burst magically in your mouth. Other ingredients that go into the making of these absolutely marvellous creations are ‘Lota Carrageenan’, a hydrocolloid obtained from seaweed used for thickening. Also used is ‘Calcium Gluconolactate’ to enrich the product with calcium. A process called ‘Reverse Spherification’ is used in which a gluco enriched liquid gel is immersed in a solution of sodium alginate.

Artichoke Aloo Samosa

- Phyllo pastry 30g
- Potatoes, boiled and grated 200g
- Coriander seeds 3g
- Cumin seeds 4g
- Turmeric 2g
- Salt 7g
- Red Chilli Powder 5g
- Green Chilli 10g
- Coriander Leaves, chopped 10g
- Artichoke, small dices 70g
- Jeera Powder 5g
- Chat Masala 5g
- Kasuri Methi Leaves 2g
- Coriander Powder 5g
- Ghee 30ml

Wasabi Crema

- Cream 10g
- Mayonnaise 50g
- Wasabi Paste 2g

Method

1. Cut the phyllo sheet into rectangles and form into cone and bake at 200 C.
2. Heat ghee in a pan, add coriander and cumin seeds. Allow to crackle.
3. Add artichoke and sauté well.
4. Add turmeric, chilli powder, jeera powder, chat masala, Kasuri methi leaves, coriander powder and cook.
5. Add green chilli, potatoes, salt and coriander leaves and mix together.
6. Put this mixture in a piping bag with wasabi cream.
7. Pipe the mixture into the cone like an ice cream and top with wasabi crema.

The team at Alchemy has not changed since its inception and any culinary student who had the opportunity to intern there has come back as an employee and stayed on. This says a lot for the work culture and team spirit. Dining at Alchemy is definitely a culinary affair to remember.

The Art of Plating Food



**Chef Shashi Sharma and
Chef. Neena Joshi, FHMCT,
RUAS, Bangalore**

In a challenging environment for chefs, the key to keeping customers happy when they dine is food plating and presentation. However, chefs who are either too busy or more concerned with the flavour of their meals often overlook plating of food. Most people devour food with their eyes before they even put a morsel in their mouth. Being creative during the process of plating augments the eye appeal of the food creating anticipation of good taste and flavours to follow. The difference between eating a well-cooked dish at home and at a restaurant lies in the plating and presentation.

The chef's talents are taken to the next level when he uses the

plate like a canvas and the food to be plated as his paints. Plating food creatively and presenting it to the diner with a flourish adds value and the diner are satisfied and the expense justified. Food has traditionally been plated as per unwritten rules to suit the convenience of eating or in some order that has been followed conventionally.



In today's scenario, professional chefs have moved away from traditional food plating; and

plated food no longer looks like the traditional plate of food which is almost like the face of a clock i.e. the starch at 10 o'clock, the vegetable at 2 and the entree' straddling 4 to 8. Chances are that the same vegetable and starch went with entrees making the meal boring and predictable.

Globalisation has resulted in talented young chefs getting opportunities for international



FOOD CORNER

exposure with fusion of ingredients, cooking methods, flavours and tastes changing the face of food presentation. Food were stacked instead of laid out, vegetables and starch became part of the meal experience. Harmonious way of building experience was introduced instead of every item being paired with same vegetable. Food presentation is an art that's easily acquired.

For professional chefs, meeting the requirements of customer expectations and at the same time controlling costs and making the dish profitable has, is and will always be a challenge. Standardisation of cooking food by the use of standard purchase specifications, standard recipes and pictorial representation has ensured that consistency in terms of flavour, taste, doneness, portion size has been achieved. The same consistency is paramount to plating and presentation.



Considering the guidelines given in this article will help amateur professional chefs to wrap their mind around the complex yet simple process of plating. Plating is not just about placing the main element on the plate and decorating it with attractive garnishes. The cuisine, the meal,

the course, the portion size and the nutritional aspects also play a role and any chef would benefit from not ignoring even one of them while plating. Pairing of the dish with the garnish and accompaniments in terms of flavours, colours, and textures is crucial to plating, not just how the dish looks.



The Elements of Plating That a Chef Must Focus On

The Plate

The size, the colour and shape of the plate are all significant in effective food plating. As I said before, the chef is the artist and the plate is the canvas and the food is the medium. The size of the plate must be proportionate to the portion size of the food being plated with enough space for the garnish, sauces and accompaniments. While the colour of the plate is important and any colour can be used, white is the most preferred one because of its neutral nature. White background creates a high contrast and can be used to easily identify the focal point of the plating. The 'Rule of Thirds' principle of photography is usually used where the focal point of the dish is either to the right of the plate or to the left of the plate, instead of the centre.



Attention to Details

Every element of the plating process is important and a chef must pay attention to the contrast, colour, combination of elements, textures, garnishes, sauces and accompaniments. Think of them as one entity and not in isolation. Visualising the plate before plating helps in getting the desired result and filtering out unnecessary aspects are required.

FOOD CORNER



Placement of Elements

A rule of thumb for plating is to view your plate as a clock and place the elements of the food being plated at different times. The protein element is between 3 and 9, carbohydrate element is between 9 and 12 and vegetable element is between 12 and 3.

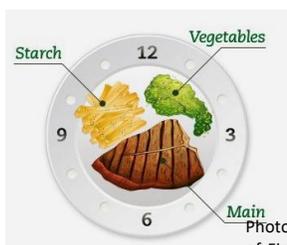


Photo Credits: Plate of Fine Dining Meal dreamstime.com

Tips on Food Plating

The objective of creative food plating is to craft flavour bites that combine all the flavours of the dish, garnish, sauce and accompaniment and please both the eye and taste. It is always a good idea to use moist ingredients like sauces, glazes,

gravy as a base and place other foods on them.

Serving odd numbers of food instead of even amounts creates better visual appeal and a sense of more quantity of food being served, for e.g. serve 7 pieces of shrimp instead of 6 or 9 cookies instead of 8. The plate must never be over crowded with too many elements making the focus challenging. Only one element must be the focal point, usually the meat. This will make the other elements be as complementary.

Elements That Add Colour to the Plate

Adding green or coloured vegetables to the plate always creates a striking background or ingredients with contrasting colours will increase the eye appeal of the dish. Use a sharp knife to slice vegetables evenly or dice them uniformly.



Strange as it may sound, it is true that the cut of the vegetable can impact how it tastes and looks on the plate. An everyday salad can be pepped up by changing how the vegetables are cut. Green herbs like parsley, mint, spring onions and coriander leaves add flavour, and colour to the plate.

A trend that has caught on is creating heights in the plate and



giving the presentation a 3D effect. A tall plate will catch the diner's eye by creating an enhanced visual appeal. Using of angles while placing the plate with food and accompaniments always creates a great visual image. Any diner will agree that this technique beats a flat one-dimensional plate any day.



Sauces Matter

If a chef is an artist and the plate is his canvas, then the sauces surely will qualify as paints. And that is exactly what every chef must do, use the sauces as paints and don't pour them covering everything. Use the sauces to create designs on the plate to complement the focal point and to provide colour and texture contrasts. A spoon, a fork,

FOOD CORNER



a piping bag or a squeeze bottle will act as a paintbrush most effectively. A steady hand and a creative mind are all it takes. 'The rule of Thirds' principle will give you space to dot one side of the plate with dots or the main element can be drizzled over with sauce.



Plating of food must be done as quickly as possible to allow the dish to be served as fresh as possible at the correct temperatures. Taking too much time in plating can ruin the dish and take away from the dining experience of the guests. Keeping all elements of plating ready, be it the tools, the plate, the sauces or the garnish is paramount to getting the plate out to the diner as fresh as possible. Plating must also be done by handling the elements as little as possible because food is perishable and touching it too many times can impact its freshness negatively. Create a visual in the mind before starting the plating process and stick to the visual without overthinking the outcome. Keep the tips in mind and you will have a home run. Happy Plating !



The Garnish Acts as a Show Stopper on the Plate

If the plate was the ramp and the food and accompaniments the models then the garnish surely is the show stopper. But to achieve this, using appropriate and edible garnishes is necessary. The ingredient used as a garnish must have some context with the dish. Strongly flavoured ingredients like raw herbs must be avoided as they distract from the taste of the main dish and not complement. The purpose of garnishing is to enhance the eye appeal and balance the taste. The garnish has to be exquisite and small and not steal the thunder from the entrée or the dessert being served.

Tools Used for Plating Effectively and Efficiently

Moulds



Decorating Brushes



Plating and Precision Tongs

Plating Wedges



Shavers



Squeeze Bottles



Photo Credits: Web Restaurant Store

SLOW TOURISM: FINDING THE TIME TO TAKE THE TIME

**Ms. Amrita Prabhu
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TRENDS

In a world where speed of doing things has taken over our lives and everything is expected to be done at a surreal pace, knowing how to take time off has become a luxury. Achieving the perfect work-life balance is one of the biggest challenges we face. Stressful work situations paired with the constant need to make time for recreation, disrupts our emotional state of mind. It also has an impact on our efficiency and reflects in our behaviour, our body language and our social skills. Breaking from this daily routine and travelling can be therapeutic for both body and mind alike for those of us who love it. And for those of us who do, slow tourism presents itself as a new way of travelling. It allows us to return to the origins of the journey. Free of any definition, slow tourism can be viewed as an invitation to take the time to discover the destination visited, to appreciate the landscapes, with particular emphasis on the least polluting means of transport. It also means taking the time to stop, to exchange, to listen, to watch, to taste and to learn from others.

Slow Tourism is a travel concept inspired largely by the slow food movement. In 1986 Carlo Petrini, an Italian born political activist, reacted to the emergence of fast food consumption and decided to fight «mcdonaldisation» (a concept coined by American sociologist George Ritzer) of the food world and to restore its nobility to the culinary heritage

by establishing the Slow Food movement. This movement, whose main objective is to raise awareness among citizens about eco-gastronomy and consumer affairs, opposes food standardization. It gives us a choice to relearn how to eat and rediscover the pleasures of the table as opposed to food on the go. Its logo is a snail which symbolizes slow movement.



<https://en.wikipedia.org/wiki/File:SlowFoodThera06676.JPG>

Ten years ago, tourists wanted to see as many things as possible in a minimum amount of time. However, it is safe to say that today, they want to take the time to soak up their holiday experience. Trekking in the mountains of Nepal, following in the footsteps of the philosophers who meditated in caves, discovering Burkina Faso by moped at 30 km/h are some unique examples that fall under the category of slow tourism. The tendency would no longer be to race to museums but to the art of enjoying and sharing the daily life of local people. It is both a spiritual quest, a physical experience of rediscovering the pleasure of living with more tranquillity and giving oneself time to enjoy the moments of simple happiness.

Slow tourism appears to be a

definite trend adopted by Europeans. This trend, although still emerging has become a real need for all those who wish to enjoy their lives better. In an era of speed and instant outcome, slow travel can be viewed as a healthy counterbalance.

Often characterised by local travel, a small ecological footprint and an enhancement of the tourism experience as such, slow travel still provokes debate as to its defining elements. It is however difficult to identify and measure the current societal trends that nevertheless reinforce its reason to be and its growth.

Those interested in slow tourism look forward to their relaxed holidays without the stress of transport and without a strict schedule set in advance and time constraints to be respected at all costs. So slow tourism is about travelling green, favouring the nearest destinations and the least polluting means of transport such as a train, a bicycle, a horse, a boat, a moped or even foot. This form of tourism allows to live to the rhythm of the local populations. The aim is to give ourselves time to learn more about the culture and traditions of the people we meet. Accommodation at the homes of the local people is therefore a key element of slow tourism.

Any travel plan is accompanied with the expectation of it being an absolute treat to all our

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senses. Every destination is englobed with its own energy vibrations uniquely dependant on its land, flora and fauna. A slow traveller is recommended to absorb these vibes of nature and to embrace the rhythm of the place. With slow tourism, our senses come alive as we create memories of mesmerising smells of fresh earth and beautiful flowers, heavenly bursts of flavours for our taste buds through mouth-watering local cuisines, incredible sights of remote hidden beaches and caves, sounds of birds chirping, humming their daily song and the feeling of cold water from gurgling brooks on our fingers and toes. This unexpected experience of being closer to nature, is complete only in the company of the locals, when we get an insight into every aspect of their daily lives, learn their traditions, live their memories and share their joys.

On the one hand slow tourism ensures that our travel is eco-friendly and organic. It is also very economical as we stay, eat, shop and travel local. We are not bound by time or deadlines. Slow tourism teaches us to dial down the pace of our lives and admire the beauty around. On the other hand, the greatest challenge you would face while planning such a trip is probably taking the time off from work. An addiction to technology is a clear drawback as it negates the purpose of slow tourism. This would definitely not suit those who don't like long slow

journeys, being close to nature and learning the history and culture of a new place.

However, if you are convinced that slow tourism is just right for you, here are some of the places you could visit. If you prefer the train, you could enjoy a trip aboard the mythical Trans-Siberian to cross the landscape.



Trans Siberian Image courtesy: ©Shutterstock/jaras72

You could also cross the Sahara on the back of a camel and discover the Tuareg Culture.



Sahara Image courtesy: ©Shutterstock/vixit

Swiss Alps Image courtesy: ©Shutterstock/Eva Bocek



If you like to trek, you could go back-packing with the locals on the Swiss alps and travel with their donkeys to carry all essentials. You could also travel across Ireland in caravans pulled by horses.



Ireland Image courtesy: ©Shutterstock/markmanderson

The duration of your visit to any destination is purely subjective. It could range from a month to a year. Discovering the simple and peaceful ways of the mountain dwellers of northern or north-eastern India could be a great way to unwind. Kaza is a remote village in the Spiti valley of Himachal Pradesh situated at an altitude of 12000 feet. Snow-clad mountains surrounded with deafening silence is where you can admire the stunning views for hours. Ladakh is known for it's magical, almost supernatural landscapes.

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Kaza Image courtesy:
©Shutterstock/Prasenjit Paul



Ladakh Image courtesy: ©Shutterstock/chris piason

If you prefer the sea to the land, board a sailboat and gently descent the Nile. Better yet, rent a house boat and sail along the backwaters of coastal Kerala. Alleppey is one of Kerala's many divine destinations. The village life along the banks in Alleppey can be a travellers' heaven and Munnar reflects a thousand shades of green where cloud watching over the magnificent Western Ghats could melt your stress away.



Alleppey Image courtesy: ©Shutterstock/ Em Campos



Munnar Image courtesy: ©Shutterstock/Santhosh Varghese

Slow tourism is probably the least frequent among all types of tourism, but it lasts longer in terms of duration and forever in terms of the experiences that you bring back with you. Just make sure you travel without any expectations and with an open mind.

Role of Game of Thrones in Promoting Tourism in Europe

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GAME OF THRONES
TOUR DUBROVNIK
WALKING TOUR OF KING'S LANDING

Game of Thrones (GOT) is a telenovela set in the medieval period, a time when Kings, Feudal lords, and Knights roamed and ruled the people. In fact, the fictional continent of Westeros is what many people believe is the romanticized description of medieval England. The series is based on the fantasy novel series, written by George R. R. Martin, A Song of Ice and Fire. GOT was the title of the first novel. The series is produced by David Benioff

and D. B. Weiss and has achieved huge levels of success, having garnered praise from critics all around and many Emmy awards.

Eight seasons have aired since it premiered on April 11, 2011, with the episode 'Winter is Coming'. The series concluded with the final episode, 'The Iron Throne', on May 19, 2019.

The series gained notoriety as well as followers since it was

Poster for Dubrovnik Walking Tour PC:tripadvisor

of the few fantasy series to portray sexually explicit content, gory and violent scenes, as well as foul language. At the same time, the show also explores the moral grey areas of philosophy and politics.

GOT was shot extensively in Northern Ireland, Belfast to be precise, at the Titanic Studios, located in the former shipyard where RMS Titanic, the one which drowned in the Atlantic

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The Iron Islands tour PC:discovernorthernireland.com

This studio, unlike various other film studios like WB studios, Universal etc., is not currently open the public. Most of the interior scenes for the fictional locations were shot inside the studio. GOT was shot in a number of locations in different countries. Due to the multiple kingdoms and the different landscapes in each episode of the series it has been shot at several places. Many outdoor locations are used as well; quite a few are near Belfast, and organized tours are available that go to many of those locations. The series was also shot in many other locations across Europe as well as in Canada.

The list of locations where the series was shot includes:

- Croatia – King’s Landing, Mereen and Braavos
- Iceland – Castle Black and places north of the wall
- Malta – The wedding scenes of Khal Drogo and Daenerys
- Morocco - Pentos
- Scotland - for a few scenes in the first episode of Season One
- Spain - Dorne and Essos

Throughout the series Iceland has been used for shooting the scenes that take place in cold winter climes while Morocco

was the main location for the parts of the Daenerys story line at Mereen that happens in the desert. Malta, Croatia and Spain became the locales for the warmer areas and Season Seven was shot mainly in Northern Ireland, Spain and Iceland.

With the exception of most of the studios, all the filming locations can generally be visited by travelers, and indeed many locations are fascinating tourist destinations in their own right, having natural or architectural beauty and plenty of real-life histories beyond their interest to Thrones fans.

This tourism phenomenon is known generally as Film tourism/ Film induced tourism or Fiction tourism. Film Tourism is a modern tourism marketing practice adopted by tour operators and destination marketing organizations (DMOs) across the industry which is a concept derived from the influential impact that a film has on the masses. It stems from the desire of an individual to wear the similar brand and style of clothes used by the lead cast, or use the products used by the lead cast, the idea of film tourism is to create a desire to visit the location portrayed in the film.

This marketing strategy is less expensive as DMOs and agencies have to spend less on advertising locations as the movie showcases the destination influencing the target market. Film-induced tourism is a journey which is

seeing visuals in recreational media. This, in turn, impacts the decision-making process of the consumer.



PC: Publicis.london

Northern Ireland is capitalizing on this popularity due to GOT and has dedicated tours offering tourists the opportunity to visit the locations where the series has been shot. Not only Northern Ireland but even the Republic of Ireland is marketing its tourism using GOT.

The development of the above-mentioned destinations where GOT was shot will definitely give a much-needed boost to tourism at the locations.

Currently after eight seasons and the end of the show (even though many say that the last season was a disaster, with many fans requesting a redo of the entire eighth season), the mania surrounding Game of thrones tourism is unlikely to die down soon. For example, Gaztelugatxe, the location made famous as dragon stone the fictional ancestral home of Daenerys Targaryen (Queen of the Andals, Mother of Dragons, Breaker of Chains, or Dany for short). Visitors to the island may not see the castle, which

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was a Computer-Generated Imagery creation, but will definitely see the island's 10th century church dedicated to St. John the Baptist. In fact, the sheer number of fans visiting this place post the filming of GOT, has increased to such an extent that Local police had to redirect the traffic away from the island with parking extending for at least a couple of miles. The local government in the quaint Basque town has had to set up control measures with only a few pre-registered tourists being allowed in to visit the church.

The mania surrounding GOT tourism is just beginning. While the show may not be everyone's cup of tea, a lot of millennials, the shows primary audience and the current crop of backpackers, have an inclination to travel to see the show's stunning settings.



Gaztelugatxe, an island in the Bay of Biscay in Northern Spain, and the location for Daenerys Targaryen's ancestral home of Dragonstone. PC: flickr.com

A cottage industry of Game of Thrones tours has evolved to meet the growing demand. Belfast has been slated to become home to a Game of Thrones studio 'experience' in 2020. The city is also home to Game of Thrones Tours, which claims to be the largest GOT tour company in the world aims to capture the

market with this phenomenon. One of their tours in Northern Ireland includes GOT sites Iron Islands, Giant's Causeway & Rope Bridge Adventure. An "epic" 9-hour bus tour from Belfast, costing about \$65 gives the tourist a chance to dress up in House Greyjoy cloaks and wave swords and banners. The company also offers a Dublin Winterfell Locations Trek that starts at the decidedly un-medieval Hilton Garden Inn. It includes a three kilometer walk through a forest to the location where "the Night's Watch find dismembered wildling bodies in the snow and the bridge where the Starks find a dead dire wolf and her pups."



Game of Thrones fans trying their hands at axe throwing at the Castle Ward Estate in Strangford northern Ireland the location of Winterfell in Game of Thrones. PC: Getty Images

Over 4500 such tours have sprung up in Croatia. One company, Kings Landing Dubrovnik, lists walking tours of the Croatian capital from Viator where 'Thronies' will get to know the fictional city of King's Landing while exploring Dubrovnik's UNESCO-listed Old Town. "Climb the city walls, picturing the bloody battles from the TV series, and visit Lovrijenac Fortress to learn about the evil exploit of King Joffrey." Again, as with

Gaztelugatxe, due to the high number of Thronies, numbering to around 7,50,000, a 'Respect

The City' plan was instituted. Its goal: limiting the number of tourists visiting Dubrovnik's Old Town to 4,000 at a time. Game of Thrones has demonstrably driven increased tourism in Croatia, Spain, Iceland and Ireland. Cruise Croatia, in 2020, is launching what it calls a "one-time-only" Games of Thrones tour. The seven-day August 2020 cruise, will visit Qarth, Braavos, the Riverlands and King's Landing, with the trip being open to just 38 Thronies. The mayor of Dubrovnik, Mato Franković, in an interview with Bloomberg mentioned that the show had accounted for half of the city's 10% jump in tourism.

And in Northern Ireland, a 2018 report noted GOT, adds almost \$40 million in tourism dollars each year.

In conclusion GOT has increased tourism in its tourist destinations at a scale and scope bigger than anything the public has ever seen. So fellow Thronie what are you waiting for, pack your bags, mount your horses and get on board to set sail across the narrow sea and into the black water bay to experience the place that has been a part of your fantasy since 2011.



Dubrovnik, Croatia or Kings Landing to Thronies. With the iron bank of Braavos seen in the back ground PC.: tripadvisor.com

Internet Addiction among Youth

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Internet addiction can be described a mental disorder caused due to compulsive use of the internet. Prolonged usage may cause significant damage to an individual's social and interactive functions. When we look at the addiction possibilities, we find that it could be an addiction to texting or gaming. Some may also be addicted to inappropriate content.

Whatever type it is, internet addiction is said to lead to neurological, psychological and social problems. If we were to do a quick online search, we would come across news of several deaths caused due to certain games. India is facing online game addiction amongst its teenagers. Games like PUBG, Blue Whale, Tiktok are giving a sense of excitement to the youth today but they aren't realizing its terrible consequences.

According to an article published by Statistical Research Department in Jan 2019, it was estimated that by the year 2021 the market value of the gaming industry in India will be around 71 billion Indian Rupees. The number of employees in the gaming industry in India will be more than 40 thousand by the year 2022. The gaming industry is able to realize their maximum potential because of the growing youth population in our country and their extreme fondness for internet gaming. It has been found that majority of gamers in our country are below the age of 24.

Pew Research Centre, United States, revealed that 95% of adolescents (ages 12–17) and young adults (ages 18–29) in the United States are online (Madden, Lenhart, Duggan, Cortesi, & Gasser, 2013). A youth in the United States, spends an average of 1.4 hours per day (15 to 18 year olds) (Rideout, Foehr, & Roberts, 2010) to 2.6 hours per day (12 to 17 year olds) (Bleakley, Vaala, Jordan, & Romer, 2014) on a computer, but not necessarily online. Mobile technologies like smartphones have made the Internet more accessible, and ownership of such devices among the youth has increased (Madden et al., 2013).

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Majority of the youth of today are observed to be glued to their smartphones. On an average they spend around nine hours on digital media per day. Maximum amount of their waking hours is spent online and there is a gradual decrease in their outdoor activity. Working out no longer involves physical activity done outdoors. Instead it is done in the living room with live trainers or on workout apps.

It could be argued that internet addiction is robbing the present youth from real-life experiences. Rather than going on say a hiking expedition, some would prefer to be curled up in bed and be active on social media. This behaviour pattern can lead both mental and physical health problems.

Health issues are not the only concern that the youth face. Academic performance is also affected due to internet usage. Some of them suffer from sleep deprivation as they stay up late networking or playing online games.

There have been so many tragic headlines as a result of internet addiction circulating around us that it is difficult to ignore the darker side of internet usage. For example, the daughter of a young couple in Korea died due to negligence as the parents were very engrossed in raising a virtual daughter. Another equally disturbing instance happened in China wherein two students were killed by a train in the railway track as they were so sleepy and tired after playing online games for two nights continuously that they passed out in the railway track itself.

Now the question is what makes these youth addicted to the digital world.

Researchers have found out the reasons which are mentioned below:

Anxiety of youth can lead to compulsive use of the internet. They use it as an “escape from reality” mode. They also use it to become “someone else”, even if it’s online.

Completely consumed by the virtual world, many youths suffer from depression after become addicted to the online world.

The positive impacts according to them are:

It is a medium to connect with friends and family, explore and learn new things, keep oneself entertained, express oneself and get some kind of support from others.

The negative impacts according to them are:

It is a medium that can lead to peer pressure, spreading of false rumour, destroying or harming relationships, addiction, distraction, mental health problems and developing unrealistic perspectives on others’ lives.

Remedies for youth suffering from internet addiction:

Some of the remedies can be, talking with the affected youth and addressing the issue. Every youth needs to be assured of love and





Generation Z and Artificial Intelligence – Hospitality Industry’s next Symphony

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The existence of life as we know it has been significantly turned around due to the development and use of technology. Albeit humans are the ones still taxing the neurons day in and day out for people to say technology has made our lives far easier. I always thought what is the innuendo that this strategy proposes? Is it to allow Artificial Intelligence (AI) to perform numerous tasks that were usually done by Homo sapiens? Or can there be a possibility that whilst artificial intellect can greet guests, take care of their demands, we can tuck ourselves away and explore more unidentified areas in mechanical intelligence and their cosmic world of programming and software?

The Hospitality industry has sailed into an ocean which has immense opportunity of yielding higher margin of profits with the help of technology. Physical energy is one of the main personality traits that the industry demands from its workers. According to me AI has definitely become the road runner in this case. Front office, concierge and check in and check out services today are all duties that are being already carried out by robots in hotels like Hilton, where one can interact with Connie the Robot Concierge. Another instance of the implementation of AI in this industry can be seen in the Aloft Hotels who use automated Butler service on their premises.

A survey was conducted by Ecole hôtelière de Lausanne (EHL). The results of the same highlighted the characteristics of generation Y and Z. The outcome of the survey was “Older generations think about hotels and car rentals. Younger generations think about Airbnb and Uber.” A survey was conducted by Ecole hôtelière de Lausanne (EHL). The results of the same highlighted the characteristics of generation Y and Z. The outcome of the survey was “Older generations think about hotels and car rentals.

Younger generations think about Airbnb and Uber.” There has not been a more dynamic drive to integrate AI into the hospitality industry. Generation Z today has been spoilt for choice in terms of the numerous technologies and the gizmos that are being laid out as a buffet.

The adoption of RAISA (Robots, Artificial Intelligence, and Service automation) by the post millennials has become the trend in the hospitality industry today. The use of RAISA in technologies like chatbots, robot concierge, service quality, human resource management and operating costs are an advantage to many businesses as it brings down cost. The use of AI in this industry helps it to earn more revenue as the working hours of the kiosk machines, service robots are not limited, unlike the human resource. Automated menus help to get more orders whilst the waiter may be taking orders from one table.

The millennials used AI and had concocted a new way of trying to get more customers by using Virtual Reality (VR). Back in 2017 a firm from Europe had presented this technology in an exhibition. The technology allowed people to stand thousands of miles away from their dream destinations and yet the vicinity they are standing can be customized in such a manner that the destination they wanted to visit was brought to them. This was how VR had changed the face of the tourism industry.

To conclude, Beethoven always believed that an art should not only be practiced but all its secrets should be unearthed. Accordingly, AI should not be limited in its range. As each key is played, generation Z should listen to every vibration and possibility of a new sound. In the future this will definitely help them to strike the best chord with the industry.

Pertinence of Research in Hospitality Industry



Image courtesy: ©Shutterstock/Rawpixel.com

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Many professionals in the hospitality industry get so absorbed in catering to the needs of the customer, that they become oblivious to the significant impact of research in hospitality industry.

There has been much debate that the hospitality industry is skill based and there is no pertinence of systematic and scientific investigation or experimental approach, but is just an illusory.

This incognizant perception regarding research in hospitality needs to be made cognizant by showcasing the various

activities. Research is an assured key to success for growth and development of any business, professionals, nation and world at large. Its awareness and training have become an inevitable part of academics.

The technology enabled services in restaurant and hotels and introduction of humanoid robot services in few hotels are a result of extensive research. The online food delivery system and tourism service providers have undergone massive marketing research.

There are many researches contributing towards the sustainability of environment

which brought about the need of ecotel, ecotourism, green travel, responsible tourist, biodegradable cutlery set, eco-friendly products in restaurant, etc.

From a culinary stand point, tremendous experiments and trials have been conducted resulting in packed-instant ready to cook food, molecular gastronomy, fusion food, smart millet food, vegan food, fast food, confectionery, healthy diet, the proportion of cocktail, mocktail, food and wine pairing, etc which are the results of research contributed by professionals.

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Cultural research studies have shown growth impacts on the economy, entrepreneurship avenues and society development at large. The research on customers' need analysis have shed light on the changing needs of customers. It has provided many opportunities to the start-ups and contemporary business. Airlines and other transportation services have utilised this market research to cater to the varying needs of travellers. Many research studies shed awareness towards the multidisciplinary fields of marketing, management, employee behaviour, tourism products, etc. The latest product in tourism research is the 'Space Travel aka Space Tourism' provided by Russian Space Agency, Virgin Galactic, Blue Origin and SpaceX agency also entered in the venture. This new concept of 'Space Tourism' needs to have an investigative study for its practical implications on the environment.

The research contributions by hospitality academicians and students have added literature repository in this field, aiding to the purpose of further studies. The young minds at under graduate and masters level have manifold ideas, product innovations, solutions which can add treasure to the academic excellence in any institution. Few of the students' research project in FHMCT, RUAS are mentioned here:

'Development of Gluten Free Product – Replacing of Butter with Avocado in Bakery products, Development of Frozen Drink Mixes, Development of Edible Stirrer, Stevia as a Mainstream Sweetening Agent in Desserts, Development of Craft Beer Using Sorghum, Lacto Fermentation, its Health Benefits & Product Development, Study on Antioxidants and Development of



Dry Soup Mix Containing Antioxidant Properties



Veggie Cuppa, Camouflaged Palate Cleanser



Development of Edible Shot Glass

Design and Development of a Low Cost Semi-Automated WC Cleaner, Eco-Friendly Vetiver Air Cooler, Development of a Smart Notification Device for Staff in Hotels, Development of Smart Travel Guide for Tourism in India' and many more.

Inclusion of participatory and causal research methodology in academic institutions and hospitality industry is the need of the day. To conclude, an applied focus of research among professionals and academics can create ripping effect in the industry.

WAKE UP CALL

ETHICS



Image courtesy: ©Shutterstock/Olivier Le Moal

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Ethics, as we all know are the moral principles that govern one's behaviour. How many schools and colleges today include 'Ethics' in their curriculum? There are probably hardly any. Ethics form an important part of our learning and is definitely taught at the school level, although it may not be a subject in itself. Introduction of 'Ethics' at the University level as a course would have a large impact on the overall outcome of university education.

When we talk about ethics in the customer service industry, it is

something that is given utmost importance. The Hotel Industry as a rule discusses ethical behaviour with every new employee and demonstrates it in every interaction of the employee with guests, the goal being guest satisfaction and ensuring that all guests leave with not just a happy feeling but also the desire to return.

The Internet Encyclopaedia of Philosophy defines Ethics or moral philosophy as a branch of philosophy that involves systematizing, defending,

and recommending concepts of right and wrong conduct.

To be ethical for example, would be to display the prices on the menu card, mentioning the number of pieces of chicken, prawns, cuts of meat etc. that would be served as part of a dish.

Ethics is not about putting a fine print of disclaimer at the bottom of applications, forms or any other hotel document, which the hotel's management mostly wishes that the guests would miss. That would be an eye wash.

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Studies have shown that challenges related to ethics have increased the complexity of one's work environment. Let us look at a few possible reasons for an employee's unethically behaviour.

Theft in many forms – using guest supplies like soaps and towels in the staff lockers, consuming fresh and dried fruits kept in rooms for guests, drinking beverages from the minibar, stealing guest property etc. and extreme cases of use of recreational drugs at work.

Overbooking in hotels also seems to edge on an absolute trick where the hotel is selling a product that does not exist. This stands on the belief that maybe few of the guests being scammed may not realise what has been done to them or hope that the guests may have mess-ups of their own and fail to take up rooms reserved by them.

Lying – The management forcing the staff to lie about the cost, taxes, deductions, discounts, offers etc.

Flouting rules – Government sets certain laws about hotel operations which are often violated. And when caught, bribes are offered to wriggle out of the situation. For example, the rule says that alcohol must not be served to individuals below 21 years of age, however some

organizations violate the rule and do not ask for age proof and manage making those extra sales.

Gender bias – which could also mean that you are partial towards one gender and are unfair to the other, not recruiting as many women in the Food and Beverage Production as much as there are in Front Office or Housekeeping.

Others – Not changing bed sheets for new arrival guests and claiming that it has been changed, drying the drinking glasses with soiled pillow covers, using bath towels to clean the bathroom floor, claiming that the hotel is green when it really isn't just so to get more business and revenue.

Suggestions to overcome unethical practices and behaviour –

Appreciating the employees when you notice that they are putting ethics before other qualities. It may be done in non-monetary ways, by creating a succession and growth plan for them. This will motivate the employees to behave ethically.

Rewarding hard-working, motivated employees and letting the unethical others know that those who have put in efforts are not going to be rewarded and others may be reprimanded if caught, through effective supervision.

Discussion and communication of

ethics with employees is a must.

Ethics laid down by the company must be deliberated with employees. It may also act as a culture – building activity and help create a positive work atmosphere. It will also make the employees feel more associated with the company.

During recruitment the management of the company must discuss the Code of Conduct and ethical behaviour expected from the employees. Instructions about drinking, smoking or drug use at work must be explained. The unethical behavioural trends existing in the industry is a wake-up call to all Hotel managers whose responsibility does not just end at operating hotels and bringing business from it, they are equally responsible to inculcate civil behaviour amongst staff and thereby creating a positive work culture. If the staff follows appropriate work ethics it will result in betterment of self, and will benefit the organisation.

Over the years we have realised that apart from certain attributes that are best suited for the Hospitality Industry like, sensitive communication, reliability, honesty, punctuality, thinking ethically while handling complaints and working as a team, good performance from the employees is also necessary for most organisations to flourish and not to mention flourish ethically!!



SWASTHA MARG

A Bustling Place in Ramaiah Campus

Ms. Vanishree K
Assistant Professor, FHMCT
RUAS, Bangalore

Ramaiah University Campus is a mini town in itself. It accommodates various academic disciplines, hospitals, banks, food outlets etc. The street known as 'Shopping Complex, Swastha Marg' is a hotspot among all age groups, catering to the needs of all.

A survey conducted by MBA-Hospitality Management students (Batch 2017) to analyse and compare the food outlets on this street indicated that there are 51 operational outlets, in which 48 are occupied with 36 outlets as fast food outlets and remaining 12 are ATMs, Laundromats, Mobile and Electronic stores, Book Stalls, Saloons, Xerox Shops and Stationeries.

The popularity of these food outlets is mainly dependant on the convenient location and easy access to a large section of the student population. Not to mention reasonable pricing, cleanliness and hygiene ambience, quality food and service which add to the charm of

the food outlets

Different regional food outlets are available here, like North-Indian, South-Indian, Juice centers, Chaat shops etc. which cater to all; the patients, their guardians, staffs, students and even outsiders.

This street within the Ramaiah campus is an added feather in the university cap. Patients and their guardians at Ramaiah Hospital, have easy access to good food due to the facilities provided by these food outlets.

From the point of students, they have the maximum benefit as they can enjoy food from their native land within the campus. Most students also celebrate various events like birthdays in these food outlets.

The non-food outlets are also extremely helpful to students in purchasing stationary, photocopying etc.

The overall ambience of this street radiates happiness. Anyone

who enters this street can feel their mouth-watering because of all the delicious food

Employees also use these food outlets for refreshment purpose where they spend some time for tea, coffee, juices, meals, etc.

Ramaiah is facilitating less rent with more profits to the public. Most of the people who have opened outlets here are benefited to do business with less investment and a vast customer base. This shows how Ramaiah is taking initiative towards the public and society by giving the job opportunities and developing entrepreneurial skills. These outlets don't require any advertisement because of the location.

Employees who work in any institution expect good infrastructure; this helps employees to work efficiently. As the employee of Ramaiah, we are fortunate to work in this well-structured infrastructural campus. This always motivates us to work more efficiently.

A Gastronomical Glimpse of Saudi Arabia



**Ms. Barirah Ahmed Kasim
BHM (Batch 2017), FHMCT
RUAS, Bangalore**

It can be said that one spends time in associating descriptions to a place in order to define the atmosphere, culture, food and people through the eyes of the viewer. My meagre attempts to describe this place run short of any precision as it is an experience.

I will now seek to unravel this nation, layer by layer, in order to let your mind, participate as I pen down descriptions of this place my home 'Saudi Arabia'.

In trying to grasp what my first few words could potentially be, the only word recurring time and time again is 'community'. I believe this word really does encapsulate the best of this nation. This instinctive norm is now a part of the day to day life of one who resides in Saudi Arabia.

In welcoming guests, some households out do even hotels where genuine friendship is treated and shown with a kiss on the cheek (three times) and wholesome hugs which brighten all spirits.

Courtesy in this country is not only for the host to distribute delicious dates and a piping hot cup of kahwa (a green Saudi tea) but for the guest to accept the same.

Food has always been a binding thread strung around communities, the common factor that brought people together.

Meat and vegetables are plentiful. Delicacies, such as camel meat, are prepared on festivals or other special occasions. Even here, it is usually witnessed that the entire household gathers together with friends to eat.

As the clanging of kitchen utensils resonate with me, I'm forced to think about the Shawarma which is found in almost every nook and corner of this country.

Among the famous restaurants, Al Baik has to be one of the most captivating restaurants. Having only a few franchises sprinkled around Saudi Arabia, people from all over travel miles together only to relish the food delivered by this restaurant.

Work life was always considered an important ethic. Men are usually the one's labouring at work, while the women oversee the household.

Women are also given high ranked work in most of the firms. Again, emphasizing on how important community is, it is often witnessed that businesses are family based and usually continue to be kept within the family.

Saudis are the sponsors for all Non-Saudi residents, so if a person needs to start his business, they are supposed to run the business under their sponsors. The people earn their livelihood in the form of Saudi Riyals. On a larger scale, the nation looks after its own by improving their foreign exchange through various forms of export business. Having oil and gold in abundance, facilitates trade with neighbouring countries.

Saudi Arabia is also seen to being united under law. Being a Monarchy, this country finds their rules bound by the Royal Family and more specifically the King. Running in power since January 2015, is King Salman.

In this land, the law is above the King and the People. Sharia Law or the Islamic Law governs the land. The identity of this nation lies with its people. Now we see that 'community' is no longer just a word of association devoid of meaning, but one that is most apt. For it is clear now that everything enjoyed by one is not only enjoyed by one.

It is indeed remarkable when we see that houses operate together, food is enjoyed together, work was traditionally done within the families together and the law is obeyed together. 'Saudi Arabia, hence, is one nation, one community.'

ROADWAY TO HEAVEN

Dotted with Heavenly Cuisine Along the Way

Ms. Raksha Agarwal
BHM (Batch 2016), FHMCT
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What do you do when your helicopter ride to the mountains get revoked? You book a Jeep and take a heavenly drive to the Mountains.

Traveling has always been a part of me. This year '2019' I have pledged myself to travel at monthly intervals. It is as challenging as fascinating it sounds, especially when you're a student with no time and source of income.

On 11th of January, 2019, I packed my bags for an expedition that I will remember till the evening of my life.

The goal was to set foot on the land of Mustang, a sacred place amidst the rugged rocks capped with snow also known as the Himalayas with a precipitous stream flowing from the mountains across the district named the Kali Gandaki gorge, the deepest gorge in the world.

We cruised all the way from Pokhara to Lower Mustang covering places like Dhampus – Baglung – Beni – Tatopani – Ghasa – Larjung -Tukucue – Marpha – Lete-Jomsom – Kagbeni – Muktinath.

The diverse landscapes and cultures to be found along the routes give marvellous insight into the way of life of rural Nepali people.

I have always had a huge crush on the Himalayas, which kept me wondering how it would feel to watch the impermeable massif with my naked eye.

TRAVEL TRAILS



Road map of what our trip looked like



This image was taken when we passed Tatopani. A village in Mustang district. The image is dominated by Mt. Dhaulagiri.

The wheels stumped from high pitched roads to steep and craggy hills. As we moved forward, we passed icy rivers with a scenic view of mesmerizing waterfalls & great canyons, the temperature got frigid and the roads were turning out to be very perilous.



Terror started developing in our minds when we had to choose directions on our own with no living soul around. We had given up on our hopes, when an old man helped us choose our way into the mountains.

Jomsom, a famous village in Mustang district where people start trekking towards Muktinath. Jomsom had very limited number of houses but many lodges and hotels to accommodate the tourists. We reached till the end of the village just to find out that everything was shut. We decided to spend the night in the car as moving forward would not be safe. We were famished but didn't have enough food to fill ourselves up.

I got out of the car to see if there was any one around, and guess what? I saw a house with lights on. It was a homestay run by an old couple. We rushed to the place and managed to get a room for the night. While the old lady was cooking for us, the old man was making sure we were warm and



TRAVEL TRAILS

comfortable. He mentioned how lucky we were to find them, as there was no way we would have been able to survive the night out in the cold when the temperature was as low as -16°C .

We were happy to gorge on the authentic Nepali thali that Amma cooked for us.



I crawled up to my bed, with no sign of sleep in me. I opened up the window to take a glance at the sky, just to know that I was sleeping under the sky where a gazillion stars squeezing against each other to shine out bright.

Oh! what a starry night it was. I then believed that I was away from all the hustle and bustle of the city, in an isolated corner of Earth where mother nature was at its true form. We left our homestay before it hit dawn to continue our journey.

Next morning, we got into the car and were ready to travel a little further to the gateway of upper Mustang.

Next morning, we got into the car and were ready to travel a little further to the gateway of upper Mustang. Just as the vision got vivid, so did the mountains. The temperature went down till -16°C . But did it matter? No, because I was surrounded by a charismatic 360-degree angle of illustration. There were mountains everywhere.



The Land of MUKTINATH



TRAVEL TRAILS

We completed another two-hour journey in no time. We had reached our destination.

Ranipauwa, a town located in the district of Mustang, also known as the gateway of Upper Mustang, which is located 12,140 above the sea level.

As I got out of the car, I could feel a different kind of allurements in the environment. Huge mountains, standing tall in a row, so powerful and energetic, swallowing me into its picturesque frame. We passed through Mount Dhaulagiri. Annapurna, Nilgiris, Himchuli, fishtail also called Machhapuchhare, Tukuhe peak, Lamjung Himal. We made our way up till the temple and rushed back to the car as we were getting caught by altitude sickness. As much as the snow everywhere looked pretty, it wasn't easy to survive in that temperature. We sat inside the car with heaters on and enjoyed the majestic view on our way back.

There was something about taking a moment and gazing at the sun rays fall upon the peak of snow-capped mountains, which made me feel more alive than ever. It seemed like the start and end of what is described as nothing but beauty. I was blissfully welcomed by the mountains; my heart had never felt so full before. I breathed a sigh of relief as my soul expanded in the worship of the creator.



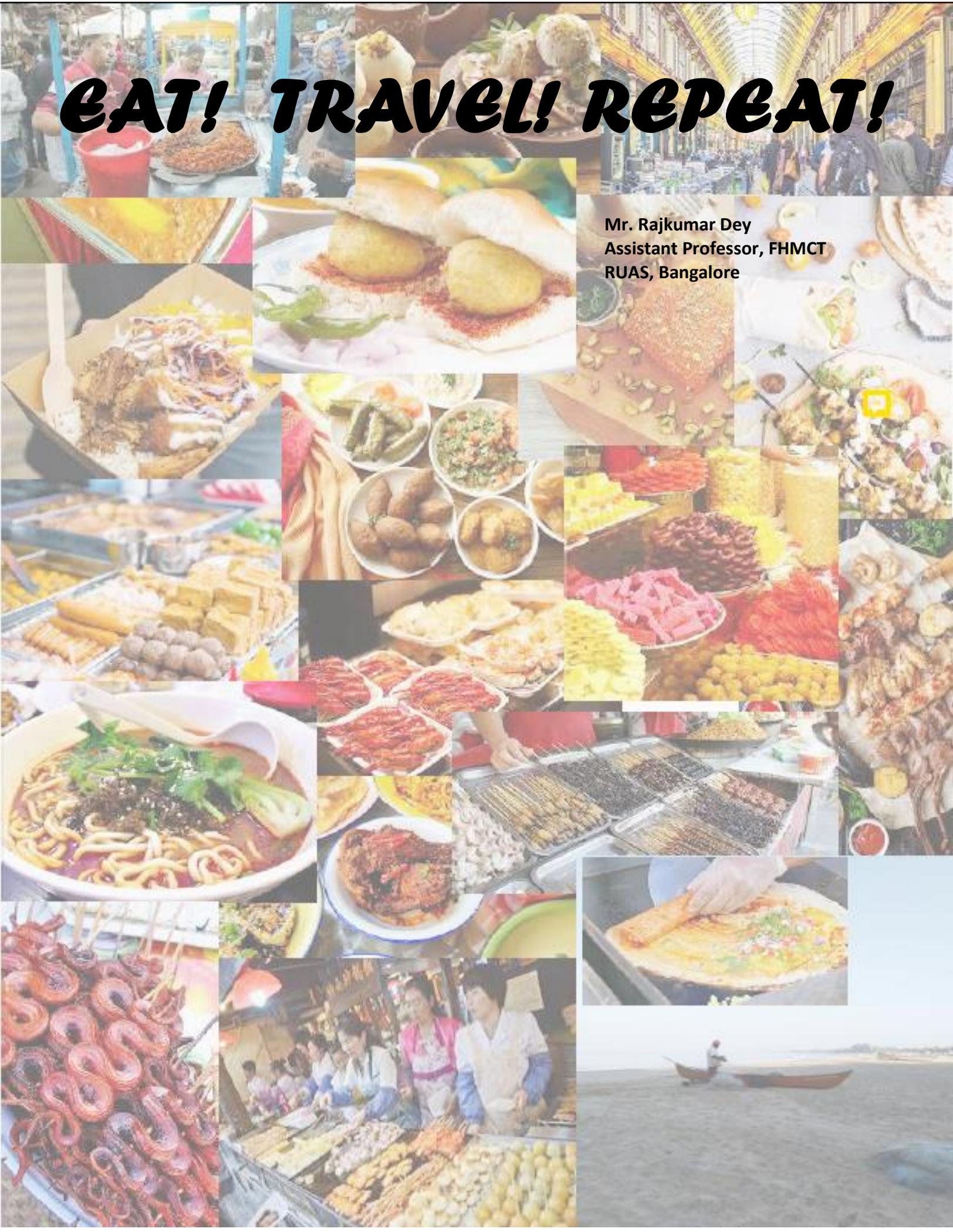
Mount Dhaulagiri, the seventh highest mountain in the world at 8,167 m above sea level, forms part of the Dhaulagiri Mountain range.



Nilgiri Himal, a range of three peaks for Annapurna Massif.

EAT! TRAVEL! REPEAT!

Mr. Rajkumar Dey
Assistant Professor, FHMCT
RUAS, Bangalore



TRAVEL TRAILS

'The world is a book and those who do not travel read only a page' – St Augustine.

Based on the above quote we can say that, people love to discover the world for leisure purposes to see the unseen, to learn the local culture and most importantly to indulge in the local cuisine the place has to offer. While talking about cuisine, the food epitomizes the essence of local philosophy. As quoted by Scott Westerfield, 'the premium way to see the city is to eat it!' and at the same time Paul Prudhomme states that 'you don't need silver fork to eat good food'.

It is hard to trace the origin and history of street food, but one can relate it back to the ancient Greek and Roman civilization where the most popular meal was fried fish. It is mostly consumed by people who could not afford to spent much on their meals in lavish restaurants or eateries and also by people who wanted to try different delicacies.

However, now a days it is becoming trendy with the tourists to indulge in street foods as it is most convenient way of dining on the go and also the ideal way to explore the local cuisine with a variety of options.

As street food is a global phenomenon, each and every country has its unique speciality on its street food. However, this article will portray some of the

popular ones that are must try while visiting these countries. 'Bon voyage and Bon Appetit!'

India: Let's start our journey with India! 'Namaste' is how we greet each other. It is the home of some mouth-watering delicacies and when it comes to street food, every region has its own speciality and it is considered to be the hidden gem of Indian cuisine. As we have many speciality dishes of each state, I will focus on few specialities from each region. For example, northern region, chole bature, samosa kachori and chats of Delhi. Poha and Jalebi from Indore are must try. Moving to eastern region nothing can beat the kathi rolls of Kolkata along with fuchka or pani puri. In the West we have vada pav and not to forget the famous dosa and vadas of southern India. It creates a unique food experience journey throughout India as we explore each and every state will enhance your taste buds in its own way.

Middle east: 'As-salaam aleykum' as they greet each other in middle eastern states is also known for falafels, shawarma and kebabs which can be found on road side eateries along the middle eastern states.

China: 'Ni Hao' is the greeting gesture in Mandarin language. It is known for some of the world's sui generis food. In Beijing, Wangfujing snack street offers various kind of Chinese delicacies ranging from steamed rice cakes, tea cakes, stinky tofu of Hunan,

mutton skewers of Xinjiang, Dim sums stuffed with various stuffing ranging from kung pao chicken and vegetables. If you are brave enough, you can try centipede, grass hopper, scorpion, starfish and spiders as Chinese believe that every edible living organism provides unique benefits to human body.

United Kingdom: The "hello" hug is generally reserved for friends or family. Here I will talk about street food of London from my personal experience of 7 years. Street food in London doesn't mean food on the street as you cannot see the vendor on the street. There is however a very famous shop in East Ham for chicken wings and chips known as SAM's Friend chicken which is so yummy and mouth-watering you can eat here starting from just 1 pound with five wings of crispy chicken and chips. You could go to Oxford street to shop. As a tourist you see a variety of fantastic street food restaurants. There is a very famous place known as Upton Park in an area of East London borough of Newham, known as little India, well known for its Indian street food take away & curry house restaurant. Taking a walk in Upton park, you feel like you're in India

Bangladesh: "Salaam aleykum" personal interactions are often initiated with the greetings to which the expected response is 'Waleykum Assalam'.

Bangladesh is a wonderful and

TRAVEL TRAILS

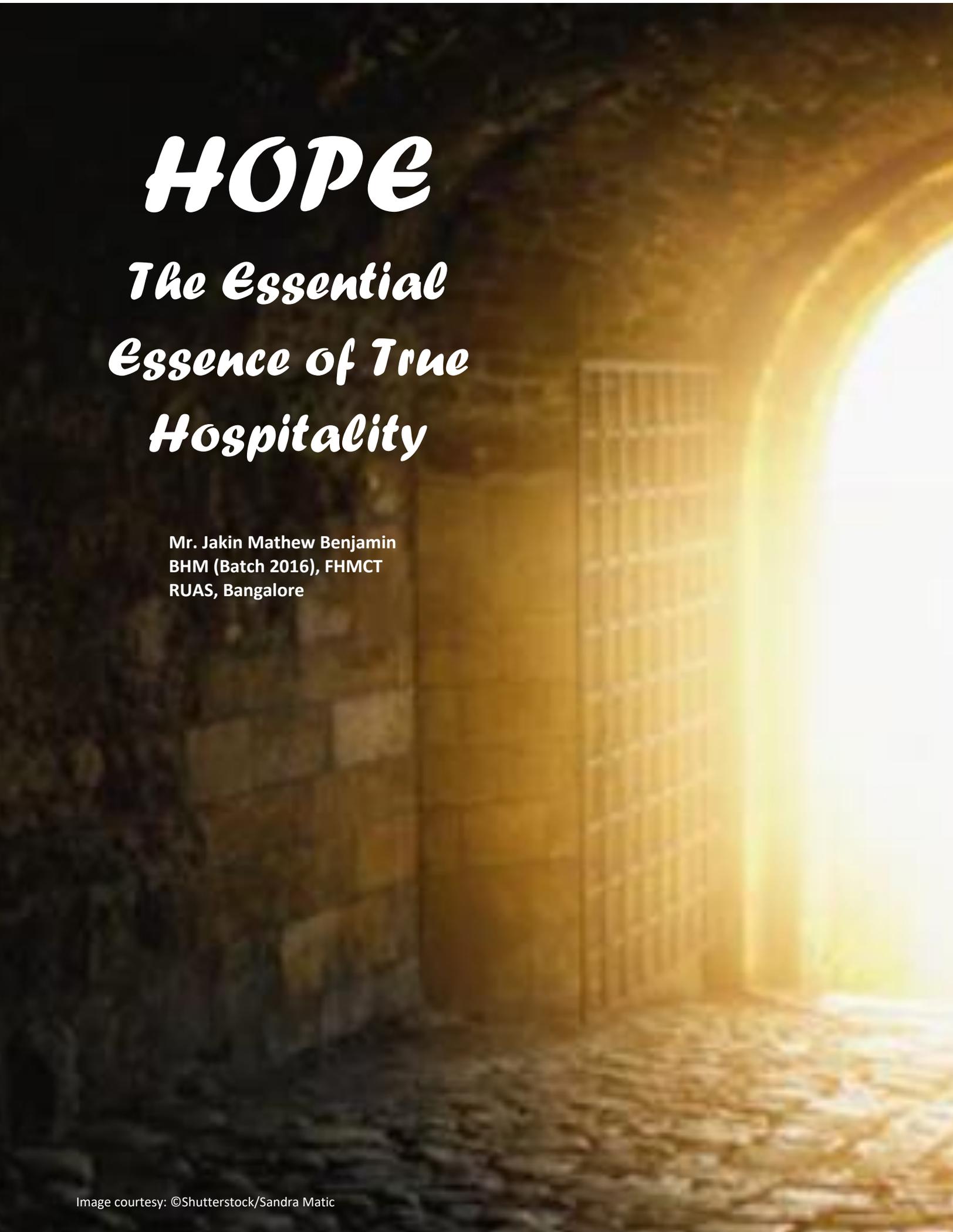
true street food paradise. There are a lot of enjoyable street foods to eat in old Dhaka street where you can spend a lifetime trying street food. The most mouth-watering street food is known as Bhortas. Bhortas means mashed dry fish or mashed vegetables like Aubergine with mustard oil, garlic, chili onion and the sprinkle of lime occasionally. Shidol Chutney is a unique idea of a smelly dish that are eaten by the people with rice and dal and costs not more than 15 Taka (equivalent of about 10 rupees). Shidol Bhorta (a dried fish) is mashed heavily and a mix of shidol, onion, garlic spiced with the green and red chilli is

savoured with white rice.

Nepal: Namaskar is also used in Nepal however 'Tapaain Laaee Kasto Chhaa' is the general greeting gesture. Before I went to Nepal in the year 2017 for my job as a hospitality trainer, I can honestly say that I had never heard of Newari culture or Newari food. Newars are a group of Nepali people that are originally from the Valley of Kathmandu. I saw some Newari restaurants and after doing a bit research and exploration around Bhaktapur and Kathmandu, I was able to try the first plate of a Newari dish known as samay baji. So, if you ask about samay baji the vendor will take a metal steel plate and then

pour a pile of beaten rice known as chura. He will then add some roasted peanuts, chickpeas curry and vegetable curry and finally a spoonful of buffalo curry. The dish is so good and unique that I hope it will become popular worldwide one day. If you visit Kathmandu, Nepal, and if you have a chance to eat Newari food, you must visit Thamel where you find various street foods and this is one of it.

Street foods that are often sold by peripatetic or stationary vendors, create authentic gastronomic experience for the tourists. So, it can be said that tourism and street food go hand in hand and in turn enhance the dining and cultural aspect of a particular region.



HOPE

The Essential Essence of True Hospitality

Mr. Jakin Mathew Benjamin
BHM (Batch 2016), FHMCT
RUAS, Bangalore

Hospitality today is very different from the hospitality of the day's past. Many assume that bountifulness was the core requirement that enables one to take care of another. However, nothing is further from the truth. The lack of inns in the past made it that much more necessary for people to be hospitable. In other words, hospitality grew even when there were no hotels. This hospitality took all sorts of shapes and forms. It included men taking on more work to provide for another, women spending more time in the fields to collect more grain for another and for families to sacrifice living space and shelter in order to serve another.

The English language today, at the least, has become diluted. Words no longer mean what the speaker intends to say. In Greek, which is a more precise language, the word 'hospitality' comes from two root words. φιλό (pronounced Philao), one of several words for "love" and the word ξενος (Xenos) which makes up the second half of the word which means "stranger". Hospitality was initiated not to serve friends, but strangers. This is seen even today, across the globe, as hospitality professionals attempt to serve one who is a stranger.

The word 'hospitality' is the *mot juste* (right word). Not only does the direct translation from Greek display the literal meaning of what it takes to be hospitable (love) but going beyond the text and considering the context we see that hospitality did not only convey the meaning of love but that of hope too.

You may ask me, well, how hope? History can never truly be perceived by us unless we experience it for ourselves. Consider this example. A family from the 1st century. Living in a house a little larger than most of our bathrooms, formed a safe haven for the family who stayed in it. In contrast to the Aristocrats, the people, in general, were poor. Handmade huts were the only canopy that helped them weather the storm. Suppose, in the middle of the night, the father hears a knock on the door, he cautiously and quietly treads across the room and to the door. Being careful not to wake up his children, whose crying would end all sleep, he unlatches the unsteady door.

The traveller who knocked would have probably asked for a piece of bread, only to find that the father would pull the stranger in without any further talk, to shelter him from the extremities of the furious weather. From the father's perspective, there is love shown to a stranger, but from the stranger's perspective, not only is love received but hope that he would endure the night.

I feel that in the hotels, our job is not only to show love but create a sense of hope. Sure, the guests may not have to endure a freezing night but hope takes place in any form of assurance for the future. The profit-making aspect of it should not be negated as that is one of the primary goals in starting a hotel but even still, our guests, and more specifically, our strangers must feel that a hotel is a place of hope.

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Sustainability

The talk of the Town

Ms. Deborah Jessica Isaac
BHM (Batch 2018), FHMCT
RUAS, Bangalore

For a long time, we've all heard about how we need to act soon to save our future. We've heard of endangered species, melting ice-caps and increased temperatures and probably never moved a muscle towards their aid. Today however, sustainability is one of the most talked about movements, and that is because our ailing future is no longer a distant nightmare, but a very real and crucial present.

How does this world-wide crisis affect the booming hotel industry? As hoteliers, we are in the business of providing a home away from home. Customers expect care, hospitality and comfort. But at the rate we're going, in a quickly degrading environment, we soon won't have the resources and materials to meet these wants. So, what better way to be hospitable than to take care of the place we all call home, planet Earth!

For those of you don't know, sustainability "...meets the needs of the present without compromising the ability of future generations to meet their own needs"¹, as defined in the Brundtland Report, 1987.

YOUTH SPEAKS

To put it in my words: sustainability is when producers and consumers ensure that what they provide and use - whether goods or services- are not destroying the environment, society, and economy.

As hoteliers we have a huge reach in this regard. We impact millions of lives worldwide. Therefore, if we don't move closer to achieving this concept, the hospitality that we love, the services that we desire to provide, and the smiles we long to put on the faces of our guests will all be in jeopardy. As of today, only a very small percentage of the world's population act in a way that moves toward a more sustainable lifestyle. The biggest reason attributing to this is convenience. Convenience has become so important in one's lifestyle that its impact to future generations and even our own is completely ignored. For example, single use plastics, like forks and spoons are quick and easy, but they end up polluting the oceans and land as waste material. Not to mention the hazardous process of manufacturing that plastic object in the first place.

If hotels offered sustainable options and made it convenient for their guests at the same time, that would result in their own brand name being enhanced. It would be ground-breaking and

pioneering. Let me tell you three of the small differences we can immediately bring into effect:

Affect Supply and Demand

It is not easy to source sustainable products because the need for them is very low and industries don't see their impending requirement. If demand were to increase, so would supply. What if hotels created that need? The need for sustainably produced goods to such an extent that the existing industries start moving toward that direction. For example, we as an industry can greatly augment the demand for organic produce. This is of value because research shows that inorganic food has a negative impact on our health as the ingested pesticides can accumulate across the food chain and in our bodies causing hazardous effects.

Increase Transparency

One of the problems we face is that sometimes guests don't trust hotels, especially in India. When asked, several friends mentioned they don't trust where unpackaged drinking water comes from. Let's change that! Let us make our operations so transparent that guests will not only trust but also choose the more sustainable option.

Cut Out Single Use Plastic in Hotels

Single use plastic is one of the

major components of the waste that ends up in landfills and in the oceans. Statistics show that over 1 million plastic bottles are bought globally every minute. If hotels could switch out all plastic water bottles in every room to more sustainable options like built in water filters and reusable glasses, imagine the drop in those numbers! Plastic straws should be banned and can be replaced with reusable metal straws or bamboo straws where necessary. These actions will not only reduce the use of unnecessary plastic, but also create a more luxurious feel to service. With regard to housekeeping, hotels can provide the guest with a wooden toothbrush rather than a single-use plastic one. They can also give small, organic shampoo and soap bars rather than small plastic containers of mass-produced chemically based products.

A question often asked, is how much of a difference can one person make. The ironic part is that every other person says that. That means if 7.7 billion people say that every day and refuse to see how their actions can impact the environment, it will add up to billions of bad decisions for the environment corresponding to that attitude. We can positively affect decision making in a clean, friendly and, gentle manner.

We can all agree that prevention is better than cure. Instead of trying to change our practices once they reach the point-of-no-return, why not begin today and make a difference. In fact, guests appreciate and value a business that is aligned to a bigger cause!

¹ Towards Sustainable Development. (1987). In *Our Common Future*(p. 41). New York, New York State: Oxford University Press.



Kalpesh Mishra

Venue Manager of Father's Office,
Melbourne, CBD, Australia

An Excerpt on 'Hospitality Trends in Melbourne'

More than a Speakeasy Bar, 'Father's Office' is producing flavoursome, generous and sophisticated American style food since opening its doors in 2012. The Speakeasy theme is featured throughout the entire venue with vintage pieces adorning the walls

We asked Mr. Kalpesh "what are the current hospitality trends around Melbourne?" and his response was, "Trends means the changes you bring in to keep yourself updated with new styles or requirements of the business. They are based on customer needs, fashion, health etc. The hospitality industry is extremely competitive and it is important for businesses operating within to keep up with the latest trends. The industry needs to modify their operations in order to avoid being left behind in the market."

He said, "Melbourne restaurant trends started from local cuisine to multi cuisine to fusion cuisine to vegan now a days. There has been a cultural shift with people becoming more aware of the things they putting in their bodies, leading to the health food and drinks trend. Nobody would have thought that kJ (kilojoules- an Australian measure of energy, 1kJ= 0.2 calories) would play a very important factor in choosing your food these days. Healthier food with minimum calories, maximum energy and protein will be the bestselling item on your menu. Talking about Melbourne trends, the menus have become leaner and healthier. Vegan is a new trend in Melbourne. Many people are turning to vegetarian and vegan. Vegan restaurants in Fitzroy Melbourne CBD are busier than any other restaurant around Melbourne city. It's not only because people have becoming vegan, but it's the new trend or so-called fashion.

Restaurants are revamping menus with healthier options including gluten free, dairy free, low fat, vegetarian, vegan and organic options. However, you can't deny the fact that people are also being aware of animal killings. Melbourne is one big hub where most vegan NGO's are active. Don't forget Australian are meat lovers with highest quality of meat available around the country. However, in Melbourne City alone there are around 15-20 vegetarian restaurant. 90% of the restaurant would have vegan menus available. Melbourne is been most liveable city in the world from past 6-7years. Adapting to the new hospitality trends is the key to Melbourne's success. Melbourne also has been the most updated city when it comes to new hospitality trends. However, the trend for health food and drinks extend to hotels, catering services and even holiday destinations. People are opting for more health food options and healthier and no sugar drinks behind the bar".

We thank Mr. Kalpesh Mishra for sharing his insight on Hospitality trends in Melbourne.



Saurabh Bhargava

**Restaurant Manager,
Ritz Carlton, Bangalore**

The Food and Beverage service sector is one of the most challenging sectors of our industry, as it demands long working hours, exemplary technical skills and multitasking skills. Mr. Saurabh Bhargava is a great inspiration for the hoteliers of today and tomorrow.

Personal Life

He hails from Jhansi, Uttar Pradesh. His hobbies are cricket and snooker; he was the captain of his college cricket team and played regional level snooker and represented Jhansi for cricket.

Passion for Hotels

Mr. Bhargava wanted to make a career in snooker/cricket, but it was his father who chose this field for him. He had no passion or interest towards hospitality, but after a few years of working he realized he was made for this industry and started enjoying his work, due to which his passion towards this industry was born and he continues to work in hotels.

He sees himself as the General Manager of a 5-star deluxe property in the next 7 years and this is only because of the sheer passion and love he has towards this industry.

Career

Mr. Bhargava completed his hotel management from Asia Pacific Institute of Hotel Management

and then joined the Oberoi Centre of Learning and Development.

Memorable Moment of his Career

The most memorable movement of his career is his transition from a supervisor to a manager at the Trident Hyderabad; his entire thought process changed and he evolved as a hotelier, as he became a team leader from a team member.

Message to the Future Hoteliers

The most important requirement for a person in this sector is to have the “right attitude”. Mr. Bhargava emphasizes that skill sets can be developed but having the right and positive attitude, passion and an open mind to learn is important for a hotelier through which his growth in the industry becomes boundless.



Anand Kumar

**Restaurant Manager, The
Radisson Blu, Jaipur**

Career

Mr. Anand Kumar has been in the industry for eight years. After graduating from IIHM Hyderabad, he joined the Westin Hyderabad* as a supervisor for 4 years. Later, he joined Hilton Worldwide as the Food and Beverage Executive. He then moved to Movenpick Hotels and Resorts, Dubai as an Outlet Supervisor. After 3 years, he moved back to India and joined Radisson Blu, Jaipur as an Assistant Restaurant Manager. 9 months later, he was promoted as the Restaurant Manager.

Qualities of an F&B personnel

As a restaurant manager, Mr. Kumar looks for personnel that are tactful, disciplined, courteous, good humoured and of an even temper. He/she should act on the spot, must have knowledge about the product, must have good communication skills and should never say 'no' to the guest.

Handling guest complaints

Mr. Kumar has 5 simple steps for handling a guest complaint.

- Listen
- Empathise
- Respond immediately
- Solve the complaint
- Follow up with the guest

These steps help him to handle guest complaints well and solve them immediately.

INDUSTRY SPEAKS



Raveesh Chhetri

**Learning Manager, The Ritz
Carlton, Bangalore**

Why this profession?

Mr. Chhetri would give credit to his cousin (who still works with the Taj Group of Hotels) and was his inspiration to choose this profession. At his early stages, he saw him in his profession which seemed glamorous. At the time, he only saw the frontier side of the hospitality world and was really attracted to it. There are a lot of things that go on behind the operations that he didn't know about. However, he says that even if he knew about it, he would still choose this profession. "You get to work in an air-conditioned environment with the best of people around the world".

One thing that he has learnt is "It's not about the technical or the knowledge with this industry, it is that your heart has to be in the right place" He feels that hospitality is not just about the hotels, it's a wide spread industry which has Airlines, hospitals, and many more. So, if one has the right attitude which is most important and the genuine care, one can work in any brand in this industry.

Career

After Mr. Chhetri completed hotel management with IIM Lucknow, he was a core operations guy with the Oberoi hotels. "I was into Food and Beverage Service which a lot of people want to join, but it is not easy."

The inspiration for him coming into the training department was his training manager. It was the time when Oberoi hotels had started the Systematic Training and Education Programme (STEP) programme and the Training Manager needed a lot of help with regards to getting STEP trainees into the Amarvilas, Agra.

During this time, his interest in the training department grew. The opportunity however, didn't come through the Oberoi hotels but through the Taj hotels where he was given a cluster role to train. Now, it has been a good seven years with the training department. After working for four years with Taj, he thought it was time to explore something new. He shifted to the Leela hotel in Delhi where it was a new world altogether. He spent two and a half years there.

He had always thought of moving to an international brand as he only had Indian brands in his portfolio. He knew it would bring a new life and new exposure. So, when he got an opportunity at The Ritz Carlton, Bangalore, he took it. It has been six months working there and he would describe it as "New journey, new world, new processes, and a great team to work with"

The best department

Mr. Chhetri is of the opinion that the different departments of the hotel industry hold their own charm. He shifted from food and beverage service department to the training wing and only has nice things to say about both. Since training is more like Human Resources, your own team is the guest there.

INDUSTRY SPEAKS

He is also familiar with front office and housekeeping and says that at the end of the day it is equal responsibility in any department. “You are in front of the line as foot soldiers before the guests” and he concludes that “both departments are sailing together; one stands strong only because the other stands strong.”

Achievements

Though he prefers not to call it achievements, but rather a journey of learning. He says his first achievement was that of getting into Oberoi hotels. The second was getting nominated for the Certified Departmental Trainer (CDT) in Oberoi. One of his bigger achievements was in Taj, where he was awarded the Taj Award for Business Excellence (TABE).

He also mentioned that he was awarded the best training manager across the brand, he has converted a brand; Keys Hotel to Taj and opened up multiple hotels of the Taj. However, he considers his biggest achievement to be his ability to bring a smile to someone’s face. He says that regardless of which brand one is a part of, if one can do this, then that is the biggest achievement.

Education or experience?

Educational background definitely holds a lot of value, but it is the attitude that is most important. When new employees are hired, the first thing that is checked is if a candidate has the attitude to work because a person is not chosen for one level, but according to where he/she would be three years down the line. The candidate is not looked at as a fresher but as a potential managerial level candidate.

For example, Marriott has more than 7000 hotels so there are vast opportunities. Mr. Chhetri openly states that his GM Mr. Amitabh Rai does not ask any technical questions in the interview but instead finds out if the candidate is made for the industry.

Theory vs. Practical

Mr. Chhetri sees a gap between what is being taught in college and what actually happens in the industry as each have their own set of guidelines. He has noticed that faculty that teach in the college and employees that work in the operations of the hotel often have weak connections. This is something that he would like the industry to brush up on because it is important so that tomorrow when graduates have to join hotels, they will know exactly what they are getting into. He also feels that there should be an equal share of hotels going to colleges and colleges coming to hotels, so that everybody is on the same page.

To the students

There are two things that he would like to share with all the students around the globe. The first being the expectations of a hotel. The hotel only expects three things every day, the rest is taken care of. They are: come to work, come to work on time and come to work well groomed.

Mr. Chhetri feels that this is where 90% of the people fail. In the industry, grooming plays a vital role so if one is able to do this, then there is nothing to stop them. The second is of internal processes. Just as a person must focus on his/her internal processes to look good on the outside and not only spend hours in front of a mirror. The same goes for working in a hotel. Sleep well, be physically fit, drink adequate amounts water and eat healthy. If everything is in balance the rest will fall into place.

ALUMNI SPEAK



Chef. Iniyen Vijay

Hockley Valley Resort

He is an alumnus of M. S. Ramaiah College of Hotel Management. He is from New Delhi, India and currently lives in Orangeville, Ontario

What's your favourite seasonal ingredient?

I can't wait until we are enjoying the fresh ingredients of spring in Ontario! Ramps are a great spring choice, especially for pickling – they are also perfect for steamed mussels or in a risotto. One of the things I love most about our on-site garden is that it allows us to grow what we love!

In the summer, I love tomatoes. We use them to make jams, preserves, sauces and salads, and there are so many varieties to choose from; we grow a wide variety in our garden. Fall calls for swiss chard, it's a great fall ingredient because it's hearty and earthy, perfectly suited to fall. Cellared root vegetables are our go-to in the winter, I love using ingredients like carrots or parsnips, which are amazing as side dishes or braised as part of a dish.

What's the best part of working with Ontario food and drink?

Working with Ontario Food & Drink has been incredible. I love working with local farmers and showcasing what they have to offer, as well as being able to tailor our menu to feature what's seasonal locally. It's so great that guests, chefs and restaurant owners have started appreciating farmers more and are taking an interest in where their food comes from.

What's your drink of choice?

Craft Beers are my favourite in the summer! I love to try different local brewers, one of my favourites is Side Launch, which is located in Collingwood.

Most underrated ingredient?

Turnips! They come in a variety and are so versatile. I love to use them raw in salads, as well as pickling them to serve with our in house-made salami. So tasty!

Favourite restaurant?

Cabin is, of course, my favourite! I also love Richmond Station*, Chef Carl Heinrich focuses on great rustic food. My all-time favourite is Per Se in New York, though.

Why is Feast On important to you and your restaurant?

Feast On is a fantastic forum for locals to get interested and involved in Ontario-grown food and it continues to help chefs, restaurant owners, farmers and foodies to build relationships focused on Ontario farming.

What does your 'Perfect Weekend' in Mono look like?

My perfect weekend is when the resort is humming with guests, like when we are full with weddings or conferences, when cabin is sold out for dinner and when Babbo patio is packed with poolside! It's when I'm super busy preparing fresh, farm-to-table fare for both the resort and the winery. It's when I am at my happiest!



ALUMNI SPEAK

Mr. Sharath Kumar, Batch 2011-2015



Mr. Sharath Kumar, an alumnus of Faculty of Hospitality Management and Catering Technology, Ramaiah University, cooked about 201 dishes, which weighed about 396kg of cooked food, at an event sponsored by Freedom Cooking Oil. Food from different cuisines were prepared like South Indian, Indian, Italian, Mexican, American, Chinese, French etc. Baking was also done. The cooked food was distributed to NGO kids, students, visitors and crew.

The student cooked non-stop for two days from 27th April 2018, 07:26 am to 29th April 2018, 07:26pm. His record attempt has been approved by **INDIA BOOK OF RECORDS, ASIA BOOK OF RECORDS, LIMCA BOOK OF RECORDS, GUINNESS BOOK OF RECORDS** and was also awarded in TOP 100 RECORDS of 2018.



Chef. Suresh D C, Batch 2009-2013



Chef. Suresh D C graduated from M. S. Ramaiah College of Hotel Management and joined Taj Hotels as hotel operation management trainee. He then joined **Alchemy restaurant** in The Chancery Pavilion Bangalore and became the head chef in 4 years. He is currently working with celebrity chef Hari Nayak who is a restaurateur, author as well as a culinary consultant in North America.

He recently cooked for the legendary chef Marco Pierre White, who is called the godfather of modern cooking by Australian MasterChef.

Mr. Abhijith Santhosh: MBA Batch 2016-2018 Assistant General Manager, OYO Home, Calicut



Abhijith Santhosh has recently began his career in OYO Home as an Assistant General Manager in Calicut. He controls the busiest Operations of 7 - 8 OYO Home properties. He is an MBA Hospitality Management alumnus of Ramaiah University of Applied Sciences.

“The knowledge I gained from the college has helped me to achieve the position that I'm in now. Thank you RUAS for nurturing me.”

- Abhijith Santhosh

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