



**Sattvika**  
Hospitality Magazine

*Volume 1*



**WESTIN**  
College of Hotel Management



VIJAYAWADA

WESTIN COLLEGE

WWW.WESTIN.AC.IN



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# Editorial

"Of all the things wear, our expressions is most noticeable".

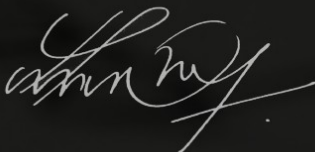
With immense pleasure and joy, we put forward our first dynamic digital magazine "SATTVIKA", which is an amalgamation of talented souls, along with a blend of unique taste from each one who have contributed for this magazine and, is going to surely unfold the unraveled world of the hospitality industry.

Sattvika is more than just a magazine where the potentials, talents, achievements and vision of our college gets reflected. This is that cherished moment where our faculties and students take pride to present their fruits of hard work and sincerity. The magazine is to be viewed as a launch pad for the student's creative urges to blossom naturally. This issue of magazine is indeed a pious attempt to make our budding talents give shape to their creativity and learn the art of hospitality and its professionalism because I believe that success depends upon our power to perceive, the power to observe and the power to explore. We are sure that the positive attitude, hard work, sustained efforts and innovative ideas exhibited by our young buddies will surely stir the mind of the readers and take them to the surreal world of unalloyed joy and pleasure. We have put in relentless efforts to bring excellence to this treasure trove.

In this issue, we have included some college community highlights like reports on industrial visits, interviews with hospitality professionals, articles on current trends in hospitality industry and articles on various national and international tourist places. It also highlights; with a sense of pride, the triumphant national and international training and placement activities undertaken by the training and placement division of the college.

Some of the most inspired ideas are the ones that start off as crazy concepts. By allowing them to be possible, they may blossom into something really usable. The reflection of the students' creativity and achievements is the epitome of this magazine. I take the opportunity to thank all the contributors as their contribution is the reason that makes this magazine endearing with our readers. By keeping this "positive drive concept" behind, we are presenting our magazine SATTVIKA.

Read on- and please, take the time to enjoy!



**Rahul Nair**  
Lecturer Front Office &  
Training & Placement Coordinator



# Contributors

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VENU GOPAL

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PARAS CHAUDHARY

GAYATHRI

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# *Links*

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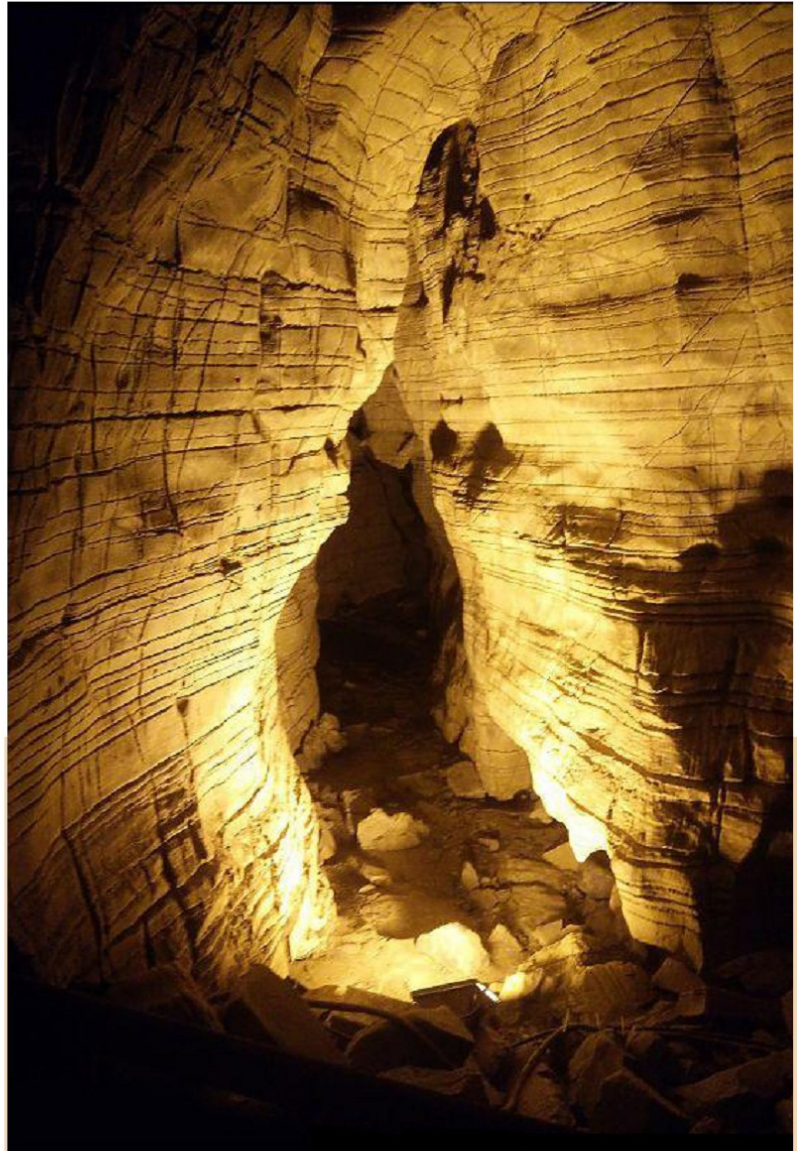
[INSTAGRAM.COM/WESTINBHARATHI/?HL=EN](https://www.instagram.com/westinbharathi/?hl=en)

## TOURISM

# Belum Caves

Belum Caves is the largest and longest cave system open to the public on the Indian Subcontinent, known for its speleothems, such as stalactite and stalagmite formations. Belum Caves have long passages, galleries, spacious caverns with fresh water and siphons. This Cave system was formed over the course of tens of thousands of years by the constant flow of underground water from the now-disappeared river Chitravathi. The cave system reaches its deepest point (46 m (151 ft.) from entrance level) at the point known as Pataalaganga. In Telugu language, it is called Belum Guhalu. Belum Caves have a length of 3,229 m (10,593.8 ft.), making them the second largest caves on the Indian Subcontinent after the Krem Liat Prah caves in Meghalaya.

It is one of the centrally protected Monuments of National Importance. Belum came to scientific attention in 1884 by a British surveyor, Robert Bruce Foote and from 1982 to 1984, a team of German speleologists headed by H. Daniel Gebauer conducted a detailed exploration of the caves.



## INSIDE THE CAVE

There after in 1988, the state government declared the site Protected, and Andhra Pradesh Tourism Development Corporation (APTDC) developed the caves as a tourist attraction in February 2002. Today, 3.5 km (2.2 mi) of the caves have been successfully explored, though only 1.5 km (0.9 mi) is accessible to visitors. There are 16 different path ways, including the main entrance and there are deposits of quartz in the caves. The caves consist of black limestone.

## HISTORY IMPORTANCE

Belum Caves are geologically and historically important caves. There are indications that Jains and Buddhist monks occupied these caves centuries ago. Many Buddhist relics were found inside the caves. These relics are now housed in Museum at Ananthapur.

Archaeological survey of India (ASI) also found remnants of vessels of the pre-Buddhism era and dated the remnants of these objects to 4500 years BCE.



Article by  
Vamsi Chowdary  
Bsc(H&HA)  
Source : **WIKIPEDIA**

## BIOLOGICAL IMPORTANCE

A new and second Indian cavernicolous (inhabiting caves) species of the Genus *Andhracoides* was discovered in the Pataalaganga chamber. The organism is named *Andhracoides gebaueri* in honour of Herbert Daniel Gebauer who documented and mapped the complete

FOOD

# Day Cheese



Cheese is a dairy product derived from milk that is produced in a wide range of flavours, textures, and forms by coagulation of the milk protein casein. It comprises proteins and fat from milk, usually the milk of cows, buffalo, goats, or sheep. During production, the milk is usually acidified, and adding the enzyme rennet causes coagulation. The solids are separated and pressed into final form. Some cheeses have moulds on the rind, the outer layer, or throughout. Most cheeses melt at cooking temperature.

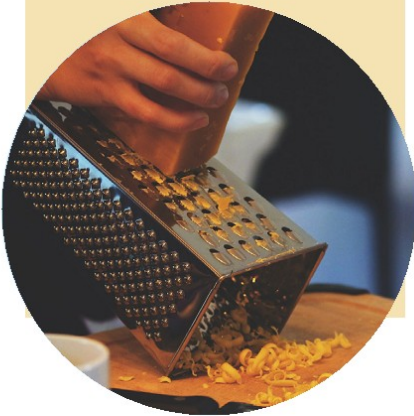
The word cheese comes from Latin caseus, from which the modern word casein is also derived. The earliest source is from the proto-Indo-European root Kwat-which means “to ferment, become sour”.The word cheese comes from cheese (in Middle English) and cīese or cēse (in Old English). Similar words are shared by other West Germanic languages West Frisian tsiis, Dutch kaas, German Käse, Old High German chāsi—all from the reconstructed West Germanic form \*kāsi, which in turn is an early borrowing from Latin.

The nutritional value of cheese varies widely. Cottage cheese may consist of 4% fat and 11% protein while some whey cheeses are 15% fat and 11% protein, and triple-crème cheeses are 36% fat and 7% protein. In general, cheese is a rich source (20% or more of the Daily Value, DV) of calcium, protein, phosphorus, sodium and saturated fat. A 28-gram (one ounce) serving of cheddar cheese contains about 7 grams (0.25 Oz) of protein and 202 milligrams of calcium. [35] Nutritionally, cheese is essentially concentrated milk, but altered by the culturing and aging processes: it takes about 200 grams (7.1 Oz) of milk to provide that much protein, and 150 grams (5.3 Oz) to equal the calcium.



## ORIGIN

Cheese is an ancient food whose origins pre-date recorded history. There is no conclusive evidence indicating where cheese making originated, whether in Europe, Central Asia or the Middle East, but the practice had spread within Europe prior to Roman times and, according to Pliny the Elder, had become a sophisticated enterprise by the time the Roman Empire came into being. Earliest proposed dates for the origin of cheese making range from around 8000 BCE, when sheep were first domesticated. Since animal skins and inflated internal organs have, since ancient times, provided storage vessels for a range of foodstuffs, it is probable that the process of cheese making was discovered accidentally by storing milk in a container made from the stomach of an animal, resulting in the milk being turned to curd and whey by the rennet from the stomach.



Article by  
Nagasai  
Bsc(H&HA)  
Source : **WIKIPEDIA**



## MOST POPULAR CHEESE

There are many types of cheese, with around 500 different varieties recognized by the International Dairy Federation. The varieties may be grouped or classified into types according to criteria such as length of ageing, texture, methods of making, fat content, animal milk, country or region of origin. Some known names of cheese are Mozzarella, Ricotta, Parmigiano-Reggiano (Parmesan), Blue Cheese, Cheddar & Feta Cheese.

In 2014, world production of cheese from whole cow milk was 18.7 million tonnes, with the United States accounting for 29% (5.4 million tonnes) of the world total followed by Germany, France and Italy as major producers (table). Other 2014 world totals for processed cheese include

GROOMING TIPS



## Grooming Tips

- 1 PERSONAL HYGIENE** - Hygiene is one of those things everyone is expected to know but no one ever talks about, and there's more to it than just wearing deodorant and rinsing with mouthwash.
- 2 UNIFORM** - One has to wear not just by name sake But with carrying a great sense of pride. Uniform tells a Lot about A personality & hence reflects image of Organization
- 3 SMILE & CONFIDENCE** - Intangible Aspect yet most important for a professional. Confidence always boost up morale of individual & Smile gives a perfect touch to it.
- 4 INTEGRITY** - Integrity is the practice of being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values towards work
- 5 BEING HUMAN** - Be the Human and Being Human raise the standard of Humanity, which is almost required in hospitality industry

Take Look at This

IN CONVERSATION WITH

# "Atithi Devo Bhava"



A VALUABLE INTERVIEW FROM MR. RAJESH BERRY GENERAL MANAGER OF  
QUALITY HOTEL DV MANOR

It gives us an immense pleasure to share the glimpse of conversation with one of the most dignified yet humble and a true hotelier by profession- Mr. Rajesh Berry, General Manager, Quality Inn DV Manor.

Being there with a sense of pride, Quality Hotel DV Manor was the First ever 4 star hotel which Vijayawada ever had, under the true and continuous guidance and leadership of good 20 years by Mr. Rajesh Berry.

## According to you what is hospitality?

Hospitality is basically to make a guest feels like be at home in your hotel and we have to work an extra

mile to make them comfortable, so they go back to old memories and they come back to you and talk about your hospitality with everyone.

## May I know why people choose hotel industry?

People do not choose hotel industry. If they choose, they will leave also very soon from the industry. It is the interest that you should have in serving the guest. If you're forced to join you don't stay very long in the industry. It is only for those who have a desire to serve. It is very simple we can desire for ourselves at a festival when others are celebrating, we don't have any time for ourselves.



(From Right to Left)  
Rahul Nair, Suma , Mr Rajesh Berry & Saurabh kumar

**WE ARE FOR OTHERS,  
WE ARE MEANT FOR OTHERS AND  
WE SERVE TO OTHERS.**

**Sir as you said one should have interest rather than choosing, how would the interest rise in them in the industry?**

If you ask me frankly, it is your insight. People now a days leave the industry within 6 months to a year! Since many options are opened like IT, Corporate companies, working in the Staff Cafeteria etc., and they find that more comfortable than working in hotels, working 9-5 jobs having Saturday and Sunday offs. You dream of that at least but I can't!! I work 7days a week so for me it's my work only & I loved that. I joined the industry in the year 1974 with Oberois, now it is in my stream.

**Dv Manor is a brand and you being like a center nerve of it. Could you enlighten on the same.**

Our property is senior property & ours was the first luxury hotel of Vijayawada. When we started here people didn't have any idea of star hotels. You won't believe in those days people used to come in the best of their costume & Come stand near the elevator just to take photographs as if they have come for wedding & I am proud of my team even today we are at 20th year of our operations and 65% my staff is still with me right from the day one. It's their dedication, their hard work & every one working together for making the guest stay comfortable so, that's what has been growing.

**How do you enjoy your success?**

Success is not something that can be buy from the market!! Success is your hard work, your dedication towards duties & responsibilities. You have to sacrifice a lot in our industry, you do everything to guest 99 times but once if you fail or in a situation where guest is not comfortable his first word will that your hotel always like this only!! Simply he forgets ever thing. So, you always have to be on your toes & make sure the guest is comfortable all the time. Like we say, guest is always right!! I believe our Indian Tradition "ATITHI DEVO BHAVA" hence I follow that to the core.

**You said that key for success is communicating with guest. How you communicate or handle the frustrated guest?**

Softness..... don't bend down, explain yourself to your guest whatever it may be. For example guest doesn't like the room then apologize and empathize To them that we are sorry and change the room; extend some extra courtesies.If we look at the guest psychology, guest is like a child... that was what I have been thought, that was what I felt & that was what I have realized. But again I was coming back what I said at first "The Guest is always right"

**Do you remember any incident were you have dealt with such a challenging situation or to deal with frustrated guest.**

I always have an excellent relationship with my guests. one of the survey conducted by others in which 80% of guest are patronizing us from the past 15 to 20 years & then like I said they always have a word of mouth publicity where ever they go & they speak highly about us, they change option of other but not D.V manor of Vijayawada..

**What is the future of hostility industry? What role robotic technology play in our industry?**

Whatever it may be robot could not have your kind of expressions, your kind of receiving & your kind of courtesies that you extend to your guest. Robot is robot, it is machine to some extent they do good work in factories, to work kitchens in our industry & do some of housekeeping jobs, but then the capability of forming a human connection is required, machines can't replace the humans!!!

ALL THE BEST THANK YOU FOR YOUR TIME ALL BEST FOR THE FUTURE

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LECTURE ARTICLE



## EDIBLE BIRD'S NEST

Today I am going to tell about one of the most unknown dishes of our country. It is famous in China, Vietnam, Malaysia and Thailand. So the name is Edible Bird's Nest which is created by a small bird swiftlet by its saliva. It is entirely made from saliva and these nests are used to make Nest soup

## ETYMOLOGY

The Chinese name for edible bird's nest, [yànwō], translates literally as "swallow's (or swift's) nest"; in Indonesia "sarang burung walet" often serves as a synonym for bird's nest soup.



Most nests are built during the breeding season by the male swiftlet over a period of 35 days. They take the shape of a shallow cup stuck to the cave wall. The nests are composed of interwoven strands of salivary cement. Both nests have high levels of calcium, iron, potassium, and magnesium.



Article by  
Sanjit Thakur  
Food & Beverage Service  
Lecturer  
Source : Web



## HARVESTED NESTS

The most heavily harvested nests are from the edible-nest swiftlet or white-nest swiftlet (*Aerodramus fuciphagus*) and the black-nest swiftlet (*Aerodramus maximus*). The nests are supposedly rich in nutrients, which are traditionally believed to provide health benefits.



## COST OF BOWL OF SOUP

In India these birds are found in Andaman and Nicobar island and known as Andaman Grey rumped swiftlet which mostly lives in cave. After research Doctors found that it helps to purify blood, control ageing. It is one of the most expensive wildlife product sold at \$ 4000 for one kg and one soup bowl price is around Rs 3000.

# Types of Wine



## RIESLING

"Reese-ling"

### PROFILE



## RIESLING "REESE-LING"

**TASTE:** Citrus (kefir lime, lemon juice) and stone-fruit (white peach, nectarine) always feature prominently, although there are also usually floral and sweet herbal elements as well.

**STYLE :** Floral and fruit-driven aromatic white that comes in variable sweetness. Some producers vchoose not to ferment all the grape sugar and therefore make the wine in an "off-dry" style.

**DESCRIPTION:** Always very high in acid, when made as a table wine Rieslings can be harmoniously sweet (sweet and sour) or dry (very acidic). The wine is polarizing because some people find dry styles too acidic and sweet styles too cloying, but sweetness is always a wine making decision and not inherent to the grape.

**FOOD PAIRING:** chicken, pork, duck, turkey, cured meat, Indian, Thai, Vietnamese, Moroccan, German, washed-rind cheeses and fondue

## CHARDONNAY "SHAR-DUN-NAY"

**TASTE:** Yellow citrus (Meyer lemon), yellow pomaceous fruits (like yellow pear and apple), tropical fruits (banana, pineapple), and often a touch of butter-scotch, vanilla or toasted caramel notes from oak

**STYLE:** Medium- to Full-Bodied White Wine.

**DESCRIPTION:** Chardonnay is a dry full-bodied white wine that was planted in large quantities for the first time in France. When oak-aged, Chardonnay will have spicy, bourbon-y notes. Unoaked wines are lighter and zesty with apple and citrus flavors. Chardonnay is the white grape of Burgundy.

**FOOD PAIRING:** lobster, crab, shrimp, chicken, pork, mushroom, French, cream sauces, soft cheeses such as triple cream brie, medium-firm cheeses like Gruyère



## CHARDONNAY

"Shar-dun-nay"

### PROFILE





## ZINFANDEL "ZIN-FAN-DELL"

**TASTE:** A broad, exotic array of fruits from stone (overripe nectarine), to red (raspberry, sour cherry), to blue (plum, blueberry), to black (blackberry, boysenberry), Asian 5 Spice Powder, Sweet Tobacco

**STYLE:** Medium-bodied to full-bodied Red Wine

**DESCRIPTION:** Zinfandel (aka Primitivo) is a medium-bodied red wine that originated in Croatia. Wines are fruit-forward and spicy with a medium length finish. Zinfandel is a red grape that may be better known in its pink variation, White Zinfandel.

**FOOD PAIRING:** chicken, pork, cured meat, lamb, beef, barbecue, Italian, American, Chinese, Thai, Indian, full-flavored like cheddar and firm cheeses such as Manchego



### ZINFANDEL

"Zin-fan-dell"

#### PROFILE



## CABERNET SAUVIGNON "KAB-ER-NAY SAW-VIN-YAWN"

**TASTE:** Black Cherry, Black Currant, Baking Spices, and Cedar (from oak)

**STYLE:** Full-Bodied Red Wine

**DESCRIPTION:** Cabernet Sauvignon is a full-bodied red grape first heavily planted in the Bordeaux region. Today, it's the most popular wine variety in the world! Wines are full-bodied with bold tannins and a long persistent finish driven mostly by the higher levels of alcohol and tannin that often accompany these wines.

**FOOD PAIRING:** lamb, beef, smoked meats, French, American, firm cheeses like aged cheddar and hard cheeses like Pecorino.

### CABERNET SAUVIGNON

"Cab-er-nay Saw-vin-yawn"

#### PROFILE



Article by  
Manikanta  
Bsc(H&HA)  
Source : Wine Folly  
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## Sustainable Practices Followed by Novotel Varun Vijayawada

The main practice going on in Novotel is using rainwater for washing purposes by recycling the rainwater. To reduce the wastage of the water they are bringing awareness to the guests not to wash the Lenin which was used only one time through sign boards

**SOAP FOR HOPE.** The main motto is to recycle the used soaps by the guest are and distribute them at free of cost to the rural people. By this they are providing soaps to many orphanages, old age homes as well

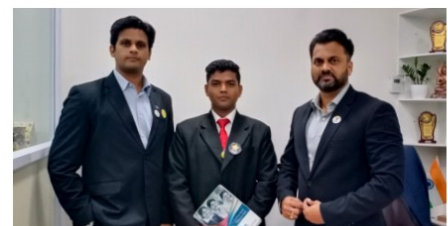
**NO BIN DAY** They follow Mr Narendra Modi's Swachh Bharat Mission in unique way. They conduct every year **NO BIN DAY** in the hotel, on that day no waste is thrown or collected. By this they reduce the wastage. The guests also follow this practice

**NO FOR PLASTIC** In Novotel plastic is not used. They are using jute bags for the removal of guest linen, clothes & garbage purposes. The guest are happy by these practices.

To reduce the wastage of food they are keeping sign boards about the importance of food in the Restaurant.

**PLANET 21 BY ACCOR** They have conducted this event for creating environmental awareness, to the guest and also to the people in the locality. They have planted trees for improving greenery around

**EARTH DAY** They have conducted **EARTH DAY** to bring awareness to the guest about the Earth and the problems facing by the earth now a days and the solutions to solve the problems. They contributed their support to the Welfare society's which were fighting for the problems of the earth.



(From Right to Left )  
Mr Kiran Manager (Human Resources) ,  
Abhinav & Mr Shekar Manager (L&D)

Article by  
Abhinav Bsc (H&HA)  
Source : Novotel Varun

# Integrity



“Honesty is telling the truth to other people, integrity is telling the truth to myself”. This is a famous saying which perfectly describes integrity. The word ‘integrity’ itself has a Latin origin. It is derived from the word ‘integer’ and means to feel whole, i.e. a complete person. So it refers to the sense of completeness and togetherness one enjoys when they live their lives honestly and morally. So a person that has integrity will act and behave as per set values and beliefs they hold dear.

Academic integrity refers to the ethical policies and moral code employed in the academic world by all members – the students and the teachers. So as we saw, it involves being honest and doing the right thing even if you get no recognition for doing so. It involves being honest and correct when no one is watching. Academic integrity is important to lay down a good foundation for the student, so he can follow the same principles for the rest of his life. Integrity leads to trust-building among colleagues and friends. It is also the sign of a good future leader. It is a good habit to develop early in your life, it will hold you in good stead as you progress in your life.

Professional integrity is when a person adopts his values and integrity to his chosen profession and job. As we know, integrity is one of the essential values an employer always seeks in his employees. Sound moral and ethical beliefs and basic honesty are highly valued characteristics in an employee. Such an employee behaves morally with his co-workers, his superiors and all other stakeholders of the organization. Acting with integrity and honesty is an actual advantage in the workplace. It builds trust and people are drawn towards such honest and dependable behavior. Integrity in a workplace also promotes a positive environment which encourages higher productivity. Not only students and professionals, but integrity is also a value that everyone should strive for. Integrity is a trait that goes a long way in making people a better version of themselves, better human beings in general. And a person with true integrity does things because it is the right thing to do, and never for any praise or recognition. True integrity is never practiced for recognition or praise but to fulfill personal values.



Article by  
Saurabh Pandey  
PGDHM  
Source : Google



**NEW YEAR, NEW TRENDS : WHAT  
WILL HAPPEN IN THE HOSPITALITY  
INDUSTRY IN 2020?**

## TREND 1. PERSONALIZED STAY

In 2020, guests will look for personalized hospitality, not only services, but also the human contact reserved by the staff of the facilities. The new tourists are looking for human and sincere interactions with those who take care of his precious vacation. They are buying a stay based on experience and enrichment of their knowledge. Families require more often than a sojourn designed only for themselves but adhoc for their children. They value an accommodation that offers extra services such as a cot in the room, the warm baby bottle, babysitting, children's entertainment.

## TREND 2. EXPERIENTIAL TOURISM

When we have guests at our house or in our city, we take care of their stay: we think about what to show them and what to do with them, and that is exactly how you have to approach your customers. Tourists are increasingly looking for experiential vacations and activities that make them feel part of the place. Therefore, hotels will have to pay more attention to experiences for guests not only within the facility. It is important to have conventions with museums, clubs and gyms in the local area. it also helps to find at the reception brochures and maps, what to do or to visit.

## TREND 3. PET FRIENDLY HOTELS

According to a study by the Hotel Tonight hotel booking company, Italy is positioned above the world average for the number of pet-friendly accommodations, with 1 out of 2 structures that welcomes furry friends. Pet friendly services will attract a market very fruitful because pet owners are willing to spend more money to keep them on holiday. In addition, people with at least one pet are growing, according to the ASSALCO - Zoo mark report 2017, the number of pets is in a 1: 1 ratio to the Italian population.

## TREND 4. SMART HOTELS

The hotel of the future will be smart because guests expect to find on - demand - devices in room, free Wi-Fi, technological systems to control all room functions with a remote control. In particular, you need to install your E-chatbots, software that allows all customers to contact and interact with the structure through artificial intelligence. Today these applications can be installed within specific platforms or more simply on social media, such as Facebook or Skype, or on the hotel website. Last but not least, live streaming to get in direct contact with your customers: using Facebook you can reach millions of users and present their structure through this new way of marketing.

Article by  
Debabrata Ray  
Food & Beverage Service  
Lecturer  
Source : LinkedIn





## Around World Hospitality Events

Events and conferences are a huge part of the hospitality industry, and are continuing to grow. Whether it be focused on music, sport, learning or luxury, events around the world are generating billions of revenue and changing the way businesses, hospitality organizations and resorts operate.

The growth of the events has been fuelled by a number of factors, not least the emergence of dedicated event listing, management and ticketing sites, such as Eventbrite. The sector has also experienced major disruption, with non-traditional venues such as co-working spaces, bars and live webinars increasingly offering flexible hosting options

### HSMIAI Digital Marketing Strategy

When: January 22, 2020

Where: New York Marriott Marquis | New York, New York

Host: Hospitality Sales and Marketing Association International (HSMIAI)

Who it's for: Senior leaders in hotel marketing

### The Americas Lodging Investment Summit

When: January 27-29, 2020

Where: JW Marriott & Microsoft Theater | Los Angeles, California

Host: Northstar Travel Group

Who it's for: Hotel investors and senior leader

### BD West: A Boutique Design Trade Fair

When: March 12-13, 2020

Where: Los Angeles Convention Center | Los Angeles, California

Host: Boutique Design

Who it's for: Hoteliers and investors of independent hotels

### Hunter Hotel Investment Conference

When: March 18-20, 2020

Where: Atlanta Marriott Marquis | Atlanta Georgia

Host: Hunter Hotel Advisors

Who it's for: Hotel owners and industry influencers

### International Hotel Technology Forum

When: March 24-26, 2020

Where: Austria Center | Vienna, Austria

Host: Arena International Events Group

Who it's for: Hoteliers in the EMEA region

### The Boutique Hotel Investment Conference

When: 2020 dates not yet announced

Where: 2020 location not yet announced

Host: Boutique & Lifestyle Leaders Association

Who it's for: Business professionals in the boutique and lifestyle sector of hospitality

### Hotel Data Conference

When: August 12-14, 2020

Where: JW Marriott Nashville | Nashville, Tennessee

Host: STR and Hotel News Now

Who it's for: Any hospitality professional interested in using data.



Article by  
Venu Gopal  
Bsc(H&HA)  
Source : Google



## FOOD PRODUCTION



**SANJAYA TAJPURIYA**

My name is Sanjaya Tajpuriya. I am from Nepal. Currently I'm pursuing BSc. (H&HA) in Westin College of Hotel Management, In Vijayawada. I never imagine in my life. I would become star performer of food and production

## FRONT OFFICE



**J.MADHAV REDDY**

This is J.Madhav Reddy I am currently pursuing B.Sc. H&HA In Westin College of Hotel management I am proud to say that I am the star performer Of the Both Front office and Food and beverage service. Right I am feeling very happy. And I learned a lot of importance about the both departments.

## FOOD&BEVERAGE SERVICE



**HARISH ALI**

I am Harish Ali and I want to share my feelings about my batch which I got during Food & Beverage service practical, I felt so proud when I achieve batch and I believe I will get more batch during my other subject practical. I think giving batch is a very good idea because of that many students started to study more for achieving batch.

## HOUSE KEEPING



**L. ABHAY**

Myself L. ABHAY. I'm currently pursuing 1st year B.Sc. (Hospitality & Hotel Administration) in Westin College of hotel management. I achieved a star badge in Housekeeping department



**P. RAJA MAHESH**

This is P. Raja Mahesh and I had received star badge from respective Food production department While I receive the badge I was little shock and most happy also.



**PAWAN KUMAR**

This is Pawan kumar and I had received star badge from front office department while During practicals while receiving it I felt so happy



**J.MADHAV REDDY**

This is J.Madhav Reddy I am currently pursuing B.Sc. H&HA In Westin College of Hotel management I am proud to say that I am the star performer Of the Both Front office and Food and beverage service. Right I am feeling very happy. And I learned a lot of importance about the both departments.



**AKHIL**

Myself Akhil. I am pursuing B.Sc. H&HA From Westin collage of hotel management. Recently I have achieved Star Badge from the house keeping department for my work when I received the badge from our director DURGA PRASAD SIR.



**ANJIT CHAUDHARY**

I am Anjit Chaudhary I am currently pursuing BSC (H&HA). I got a star batch in bakery. Before that I was in food and beverage practical at that time



**NANDEWAR CHAUHAN**

My name is Nandewar Chauhan. I have attended front office practical class and at the last of the practical class I got star performer of the week.



**BHANNU DEV**

This is Bhannu Dev and I felt so happy when I achieved star badge in Food & Beverage service while during practicals



**SHAIK. RABBANI**

Myself sk RABBANI I am pursuing B. S. C H&HA in Westin college of hotel management. I have achieved star Badge from the HOUSEKEEPING department all our ANAND sir's training and support.



*"The key to artificial intelligence has always been the representation."*

*— Jeff Hawkins*



# ARTIFICIAL INTELLIGENCE IN HOTELS

In today's world, technology is growing very fast, and we are getting in touch with new technologies day by day. Here, one of the booming technologies of computer science is Artificial Intelligence which is ready to create a new revolution in the world by making intelligent machines.

Artificial Intelligence is playing an increasingly important role in hospitality industry, primarily because of its ability to carry out traditionally human functions at any time of the day. Artificial intelligence is changing all that. With its ability to streamline processes, provide valuable insights and optimize experiences, it's driving the new wave of responsive, guest-centric hospitality. This potentially means that hotel owners can save significant money, eliminate human error and deliver superior service.



erational cost. Machine learning capabilities make the integration of artificial intelligence in hospitality more beneficial both for hoteliers as well as guests.

With the artificial intelligence in hotels we can have many benefits for hotels like Save staff time, immediate responses to guest, cost reduction and increased revenue and also benefits for guests like Allows for self service, personalised service, guest convenience and also many other advantages like Booking platforms can be powered by artificial intelligence, it will make big data easier to manage, travellers will become smarter shoppers. Few different ways of artificial intelligence is already impacting hospitality like Personalisation, occupancy and rate optimisation, booking staff

In particular, customer service is a vital part of the travel industry, with hotels often living and dying based on the way they treat their customers. One of the key customer services challenge faced is responding to customer question quickly, artificial intelligence now provides an additional option for tackling the problem. Moreover it has the capacity to assist with tasks like data analysis and through data collections, can effectively "learn" and adapt to customer interactions

Hotels need precisely crafted, strategic process automation of its internal and customer care services to reduce service cost and optimize the op-

interaction, update and maintenance, reputation management, informing competitive intelligence.



Article by  
Niharika  
PGDHM  
Source : Google

## HOT SPOTS

# Nepal's Delicacy

Nepal is known for its mountain peaks. The small country contains eight of the 10 highest peaks in the world, including Mount Everest and Kanchenjunga. Nepal is known for its mountain peaks. The small country contains eight of the 10 highest peaks in the world, including Mount Everest and Kanchenjunga. UNESCO has listed four world heritage sites inside Nepal.

The staple food of each Nepali household, Dal Bhat is mainly rice served along with lentil soup and vegetable curry or chicken. This meal is the most beloved one amongst Nepali people as it's wholesome and provides with the needed nutrition. The next very popular dish is Momos. This is one of the favourites for tourists and is a must try for everyone visiting Nepal. Momos are small envelopes of white flour stuffed with veggies or minced lamb or chicken. They are served with different kinds of sauces and mayonnaise which makes the combination a delicious snack. This food in Nepal has taken India by storm and is a popular street food across many countries as well. Wo is a kind of pancakes made by the Newari people of Nepal. The Newaris are an indigenous group of locals in the Kathmandu valley. Wo is made with ground lentil batter during the 'Sithi Nakha', a Newari festival. These Dal patties are light and perfect for snacks. For non-vegetarians, Bara can also be added with minced chicken and battered egg.

A fusion of doughnut and bagel, Sel Roti is one of the most sought after snack in Nepal during festivals like Tihar and Dashain. It is a circular rice flour bread which is deeply fried to make it crunchy on the outside and soft on the inside. It is crispy and sweet and tastes best with yoghurt or veggies. A sweet dish prepared from rice dough and stuffed with a sweet paste made of coconut, sesame seeds and molasses, Yomari is a festival food in Nepal, made only during the festival of Yomari Punhi. This festival is celebrated each year in the winters to thank the Gods for a good harvest. This dish is very famous in Kathmandu and you might also find its spicy version made with lentil. This is a condiment or a side dish often accompanied by Dhido. It is considered as the national food in Nepal. It is actually fermented or pickled green and leafy vegetables. It is made by storing mustard, radish and cauliflower in an earthen pot which is then left to be pickled until the veggies inside release acidic juices and have undergone fermentation. Also apart of the extensive Newari cuisine, this food in Nepal is a spicy one made with water buffalo meat. There are also other variants of Choila that use duck meat or normal meat. This is a hot and spicy savoury dish served with rice flakes. This is also a part of the Samay Baji and is a very famous dish during festivities.



Article by  
Paras Chaudhary  
Bsc(H&HA)  
Source : Google

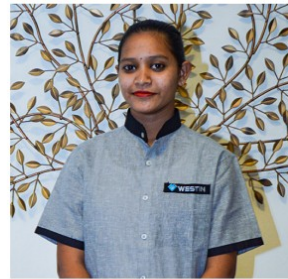
# Smile

To assume a facial expression indicating pleasure, favour or amusement, but sometimes derision or scorn.

Smile is the best thing one can wear. A smile can even stop wars. A smile can boost our mind help to release stress and make us look more beautiful the benefit of smile can be felt in our work place.

Especially for those who are in the hospitality sector which is based on providing quality services to the people . A smile is needed of the hospitality industry, so no matter what the time of the day it is an employ should always sense with a smile.

- Smile give a good first impression
- Smile adds a friendly touch to your personality
- A general warm smile along with good manner is the key for successful life
- The cheerful attitude at the workplace as smile is vital for a friendly looking personality
- In hospitality since, a genuine smile and friendly approach is crucial to make the right first impression
- A smile can cost nothing but gives so much to reaches those who receive without making poorer those who gives. It takes but a moment, but the memory lasts sometimes a lifetime.
- A smile is sunshine to the sad, and is natures best antidote for trouble
- No matter where you stand , once you see the client a smile is worth more than a thousand words



Article by  
Gayathri  
Bsc(H&HA)  
Source : Google

*“A simple smile. That’s the start of opening your heart and being compassionate to others.”*

*— Dalai Lama”*

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# Novotel Varun Vijayawada





ORIENTATION TOUR FOR FIRST YEAR



# Art of Preserving

Modern-day food preservative methods, such as water-bath canning, helps you can and preserve with ease. After you understand the basic procedures for a food preservation method, you'll just need to concentrate on preparing your recipe.

1. Canning is the process of apply heat to food that's sealed in a jar in order to destroy any microorganisms that can cause food spoilage. Proper canning techniques stop this spoilage by heating the food for a specific period of time and killing these unwanted microorganisms. During the canning process, air is driven from the jar and a vacuum is formed as the jar cools and seals.
2. Freezing food is the art of preparing, packaging, and freezing food at their peak of freshness. You can freeze most fresh vegetables and fruits, meats and fish, breads and cakes, and clear soups and casseroles. The key to freezing food is to make sure it's absolutely fresh, that you freeze it as quickly as possible, and that you keep it at a proper frozen temperature. Proper packaging food in freezer paper or freezer containers prevents any deterioration in its quality.
3. Drying is the oldest method known for preserving food. When you dry food, you expose the food to a temperature that's high enough to remove the moisture but low enough that it doesn't cook. Good air circulation assists in evenly drying the food.



Article by  
NAVEEN KOTHAPALLI  
LECTURER:CULINARY  
Source : Google

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## CULTURE



MALAYSIA &  
SOUTH CHINA SEA

# Brunei



Brunei is a small nation on the island of Borneo, surrounded by Malaysia and the South China Sea in two separate parts. It is renowned for its beaches and for its biodiverse rainforest, many of which are covered in reserves. Bandar Seri Begawan, the capital, is host to the opulent mosque of Jame' Asr Hassanil Bolkihah and its 29 golden domes.

The huge Istana Nurul Iman palace in the capital is the home of the reigning sultan of Brunei. The small state of Brunei has one of the highest standards of living in the world thanks to its abundant oil and gas reserves. Royal family members, headed by Sultan Hassanal Bolkihah, head of state, hold immense private fortunes. Bruneians are not paying any income tax. Under various government policies, the Sultan periodically allocates land lots and housing to deserving citizens. Brunei, a British protectorate since 1888, was the only Malay state in 1963 that chose to remain so instead of entering the Malaysian federation. In 1984, complete independence came relatively late. In 2014, Brunei became the first East Asian country to adopt strict Islamic Sharia law providing for punishments such as stoning for adultery and gay sex under certain circumstances. The Syariah Criminal Code Order (2013) was fully implemented on 3 April 2019. The code prescribes death by stoning for adultery and gay sex under certain conditions. In the face of international condemnation, the Sultan said that a ban on the execution of the death penalty would be enforced as it had been in common law cases for more than two decades.

Embark on an eco tour through Belalong National Park and the Temburong Scuba Diving District to explore ancient wonders such as the Cement Wreck, the Blue Water Wreck, and the Australian Wreck. Try your hand at underwater macro photography, where you can find plenty of nudibranchs and the Rig Reef. Try the tasty nasi katok (curry chicken or rice and beef). Take a water taxi across Bandar Seri Begawan.





## RELIGION IN BRUNEI

Sunni Islam is prevalent among the religions of Brunei. According to the CIA World Fact-book, 79% of Brunei's population is Muslim. Nevertheless, other religions also have a strong presence in Brunei: 9 per cent of the population is Christian and 8 per cent more Buddhist.

## SOCIAL CONVENTIONS IN BRUNEI

Visitors are supposed to dress modestly. Shoes have to be discarded when entering mosques and Muslim homes. Many Bruneians are not shaking hands with people of opposite sex. It is impolite to refer to the index finger (the right thumb should be used instead). Food may be served without cutlery: eat using the right hand only. It is widely regarded as discourteous to refuse refreshments or to eat in public during Ramadan. Tourists should remember that there are severe penalties for all drug offences, and that the Brunei legal system is partly based on Shariah law and may also apply to non-Muslims, including tourists. Dress is casual except on special occasions. Women will ensure that their heads, knees and arms are protected.

## HOLIDAYS AND FESTIVALS

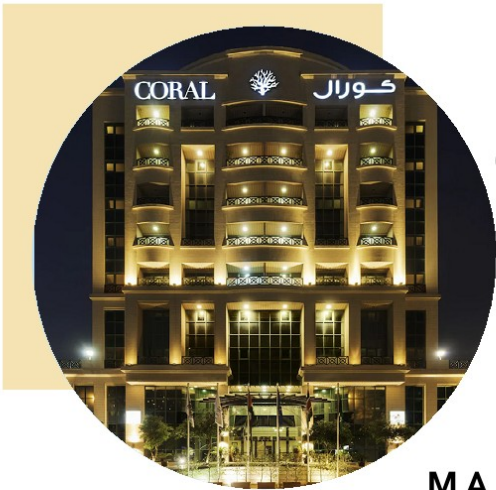
Most of the Brunei Darussalam holidays and festivals are religiously focused, but there are also holidays commemorating important historical events. The First Day of Hijra, the Birthday of the Prophet Muhammad, and the Chinese New Year have no set dates and other prominent holidays include the National Day and the Sultan's Birthday.

Article by  
V.Vamsi  
PGDHM  
Source : Google



Sattvika 33

# International



## CORAL DUBAI ,DEIRA

SUMITH REDDY  
D.MOHAN

FRO  
MC  
JULY TO

## MADINAT JUMEIRAH, DUBAI

PREM  
T NAVEEN KUMAR



## AL BALEED RESORT SALALAH BY ANANTARA, OMAN

VINAY KRISHNA  
NAVEEN GONE  
NARASIMHA



## DOMAIN



# College Placements

**M THE  
NTH  
DECEMBER**

## **DUBAI WORLD TRADE CENTRE, UAE**

MANKYALA RAO KATTA  
NARASIMHA RAO PANDI  
RATNAKAR MALLIPUDI  
BHASKAR JADDU  
SOMANATH



## **AL KHOORY EXECUTIVE HOTEL, AL BADA**

SHARUKH BASHA  
KARTHIK PAVAN  
BHARGAV PHANI  
VENKATESH  
PURNA CHAND  
G MAHESH  
SANTOSH



## **HOTEL, BAHRAIN**

SRINIVAS KELLA  
LIKHIL

## **ROBINSON CLUB RESORT, MALDIVES**

Y.VAMSI KRISHNA



# Internship

## COURTYARD BY MARRIOTT, MADHURAI



RAMGOPAL  
ASHOK TEJA  
ACHYATH  
UDAY KIRAN  
SUDHEER  
DURGA VINAY

## HILTON JAIPUR

P CHANDRA SHEKHAR  
P NARESH  
VISHWANATH



## RADISSON BLU, MYSORE



DIVIJA  
SAI CHARAN  
NANDHINI  
SAI SUMANTH  
MAHALAKSHMI  
LOKESH

## NOVOTEL AHMEDABAD

K SIVA TEJA  
B GOWTHAM  
G VARUN CHAKRAVARTHI  
B HARI KRISHNA  
DMANEENDRACHOWDARY  
CH LEELA MANIKANTA



## HOLIDAY INN, PUNE



BABJI  
BHANU PRAKASH  
G VENKATA GURU SWAMY  
JEJI SAI  
L KUMAR  
MOHAN  
RAVI TEJA  
SANAKA VENKATESH

## INDANA PALAC



# 2019 -20

## THE OBEROI GRAND, KOLKATA

PRAYAG ADHIKARI



## THE LEELA, KOVALAM

A DURGA PITCHSWARA RAO  
G N R SUMANTH  
K SURESH BHARGAV  
PRAVEEN  
RAMAKRISHNA  
VAMSI  
VENKATESH PANDIT



## COURTYARD BY MARRIOTT, BANGALORE

SAMUEL  
BHANU PRAKASH  
GANESH



## THE LALIT, JAIPUR

P SAI VARAPRASAD  
PRASANNA KUMAR  
VENKATA TARUN  
DASARI SAI SIDDESH KUMAR  
SANAKA VENKATESH



## NOVOTEL CHENNAI OMR

A SAI GANESH  
BHAVANI REDDY  
B DINESH  
K RAVI SHANKAR  
K SRIKANTH  
SHUBHAM



## E JODHPUR

AMARESWAR	SUNIL
G RAMA KRISHNA REDDY	T MAHESH REDDY
I SUMANTH	AVS CHAKRADHAR
K CHANDU REDDY	K PARASHARAM
KRNS SUBASH	
N DILEEP	
REDDY SRI HARSHA	
SRINIVAS	



*Our Suc*



If there is one thing that is important in the hospitality industry, it is that employees must have the ability to effectively communicate with guest, patrons, vendors and other staff.

Communicating with everyone in a polite, conversational manner, is imperative.

To be successful in the hospitality industry, your whole mindset should be to ensure the satisfaction of the guest. You must do whatever it takes to make, and keep, guests happy and returning to your place of business.

**MS. SHANTI (BHM)**



I would like to thank everyone at Westin college. It is a good college because they will help you towards building a career. The faculty have a lot of experience from the hospitality industry; and I have learnt a lot of skills through hands on training. I really enjoyed my time at Westin. It was really nice over there because everyone was like your friend. I've learned so much about Hotel Management topics and cultures all over the world, from the culinary, food and beverage to different management process in different countries around the world.

**SUMITH REDDY B.sc.(H&HA)**



Hi this is Naveen First of all I would like to thank my college and my principal for giving this opportunity to do my training in abroad in Madinat Jumeirah. I am feeling very proud to do my training in Madinat Jumeirah and this is an opportunity to prove myself. Hard work never fails if we want to succeed in life we have to work with passion

**T NAVEEN B.sc.(H&HA)**



مركز دبي التجاري العالمي  
DUBAI WORLD TRADE CENTRE

Hello This is Manikyala rao I had a great & memorable experience with WESTIN. I would like to say thank you to the entire team of Westin for helping me to reach my goals in future.

**MANIKYALA RAO B.sc.(H&HA)**

# Success Stories



## Jumeirah

MADINAT JUMEIRAH

Hi, I'm Prem. I'm doing my internship at Madinat Jumeirah, Dubai. It's a great experience to do internship here, I learnt a lot of new things and got many new experiences doing internship here at Jumeirah is one of the best things that ever happened to me in my life. so I thank, whole heartedly, the entire Westin college

**PREM B.sc.(H&HA)**



Hi Everyone This Naveen Gone I Have Completed Three years of Journey with Westin. I Was Selected at Al Baleed Resort Salalah By Anantara I am thankful for option given by director sir & principal sir for giving this good opportunity & I am thankful to each & every facility for motivating & guiding a lot. I can strongly say that my memories with westin never fades and thank you Westin family

**NAVEEN GONE B.sc.(H&HA)**



Hello this is Vinay Krishna from Vijayawada I was studied in westin college of hotel management in which I have passion about hospitality industry By the placement & training department I was selected to the Al Baleed Resort Salalah By Anantara which is in Omar I am very happy for being selected to the hotel by placement cell from where I developed many skills to improve myself & I am thankful to college for giving me such a great opportunity

**VINAY KRISHNA (BHM)**



# Sattvika

Hospitality Magazine



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