

### -: ONCE AGAIN WGSHA RANKED #2 OVERALL AND #1 IN PRIVATE :-

The WEEK- Hansa Research Survey June 2019



**Outlook - June 2019** 

WGSHA Ranked as No. 1 in PRIVATE HOTEL MANAGEMENT COLLEGES ALL INDIA





# **CONQUER FROM ROOT TO SKY,** AN OPPORTUNITY TO EXCEL IN GLOBAL HOSPITALITY.





Chef K Thirugnanasambantham Principal

Welcome to academic year 2019-20.

We have started this academic year with the Orientation Programme for BHM and B A in Culinary Arts students. We are happy to invite young future hoteliers to our college. We at WGSHA have taken new initiatives to introduce our very own Alumni, as mentors to both BHM and B A in Culinary Arts students. During the orientation, 8 of our wonderful alumni have interacted with our students. It was well received from all our stake holders.

To build strong foundations and inculcate ITC Hotel's culture and philosophy, we invited 3 ITC Hotel managers to be a part of our Freshers Immersion Programme. Besides this, we have also conducted workshops on how to handle peer pressure and the stress management with the help of KMC's Clinical Psychiatrists.

We have conducted pre-placement talks to our final year UG and PG Students.

As a part of faculty research programme, we have organised Nivo workshop.

As part of our research and consultancy, we have organised Etiquette workshop for SIBM Senior and first time branch managers.

It was possible to organise all these activities with the support of MAHE and ITC leadership team. I am happy and proud of my students' and faculty's achievements.

My special thanks to our alumni, stake holders and my team at WGSHA.

Happy reading. Jai Hind.



"To mould young men and women into competent and responsible professionals with pleasing personalities, who would with requisite experience, become leaders in the Hospitality Industry"

# 34<sup>th</sup> Course of Bachelor of Hotel Management begins!



July 24, 2019: Welcomgroup Graduate School of Hotel Administration, a constituent unit of MAHE, Manipal conducted its Orientation function on August 23, 2019 in Dr T M A Pai Auditorium, KMC, Manipal.

In his inaugural address, Dr Narayana Sabhahit, Registrar, MAHE, Manipal, Chief Guest for the function, recalled the history of making of the college and the adjoined hotel in partnership with ITC Hotels. He recognized the presence of WGSHA Alumni as speakers in the function. He said WGSHA endeavours to provide education beyond classroom teaching and the university will also expose students to research activities. He praised WGSHA and MAHE rankings, the high-tech facilities and services of MAHE offered to the students. He asked for their regularity in classes and focus on academics during their stay in Manipal.

He also said that the WGSHA and Manipal brand becomes helpful in placements too. He thanked the parents and alumni for helping the university and college in several aspects.

#### **Principal's Message**

Watch here



Chef K. Thiru, Principal, in his message said that any institute's value depends on its curriculum, infrastructure and faculty resources. He said WGSHA also provides additional benefits with exposure at the attached hotel. He said students would gain enhanced skill sets and learn to master that art, will learn to manage time. He also announced that WGSHA was the first college to introduce Outcome Based Education (OBE) in Hotel Management in the country. Chef Thiru then guided the students to take an oath to promise to follow value systems, follow ethics, and make their parents and country proud.

# 34<sup>th</sup> Course of Bachelor of Hotel Management begins!

#### Mr. Ajay Nambiar



Orientation

#### Mr. Arnab Saha



#### Watch here

**Mr. Ajay Nambiar**, Alumnus of the very first course of WGSHA, now Senior CXO at Emaar Mumbai with over 28 years of experience across Hospitality, Technology and Real Estate sectors, while mentioning the astounding growth in students' numbers, recalled memories of their student life, living between MIT and KMC, as a small community of hotel management students. He said WGSHA life will be phenomenal as learning experience and told parents not to worry much on their daily routines which the kids will figure out themselves and WGSHA will groom them well.



**Mr. Arnab Saha**, from 3rd Course, WGSHA, currently leads IBM's Client Experience Centers across India, said just as they did in their college days, students will go through all experiences including things like cutting onions, participating in food festivals and will be able to interact with anybody and everybody. He said that the college prepares them for the best. But he also cautioned that what will ultimately matter is their attitude and their passion.

#### Ms. Gagandeep Singh



#### Watch here

**Ms. Gagandeep Singh**, Alumnus from the 4th Course of WGSHA, congratulated the students for making the right choice of hotel management as their profession and said that over their years of study here, students will build themselves up with maturity, life skills, technical skills, guests focus, safety etc., and transform themselves to mature adults.

#### Mr. Sunil Tarneja



#### Watch here

**Mr. Sunil Tarneja**, Additional General Manager, Indian Railway Catering and Tourism Corporation, handling South Central, East Coast and South East Central zones of IRCTC, recalled his college days full of hard work and told students that either they learn to adopt or will perish. He advised students to think out of the box and to always keep their commitments.

# 34<sup>th</sup> Course of Bachelor of Hotel Management begins!

Chef Vikas Khanna on skype

Orientation



**Chef K Thiru** invited Chef Vikas Khanna on skype and while congratulating him for his movie 'Last Colour' also complimented him on his achievements as our distinguished alumnus, being Michelin Star, author and now director of movies. Chef inspired the young minds sitting in front of him by his magical words and also cautioned them on being with such people who always put people down during their college days and they are the ones who don't achieve much for themselves and will still be looking for new jobs throughout their lives. Chef Vikas said with all that he achieved in his early days, he realized that he got disconnected from parents, loved ones and his college and only when he connected himself back with his family and his old faculty, he felt really happy in life.

**Talent Show by Students and Parents** 



Rain Walk – Hostel to End Point

The college also organized a Rain Walk with the students and parents next day, walking to the 'end point' of Manipal where all participated in sports and games reminding them the importance of fitness and sports in their daily routines.



### 9<sup>th</sup> Course of B.A. in Culinary Arts begins!

Dr. Poornima Pro Vice Chance

July 27, 2019: **Dr. Poornima Baliga B** - Pro Vice Chancellor (Faculty of Health Sciences), MAHE while welcoming the new BHM students to Manipal family, mentioned that Manipal Academy of Higher Education has been conferred 'Institute of Eminence' tag by Union Ministry of Human Resource Development (HRD), Govt. of India. She also described the making of Manipal under Dr T M A Pai, with few buildings and old surroundings at that time from which today's Manipal was created.

She said as a town for education and research, Manipal also has several clubs for encouraging extra-curricular activities. She explained in a very creative way, the ABCDs of life, namely, a good Attitude towards friends, parents and guests, a well-defined Behaviour expected from them, followed by a strong Character with good Communication skills and lastly giving Dignity to the profession, having Determination and self-Discipline.

She praised the faculty team and sound infra-structure of the college and encouraged students to make use of all facilities in Manipal, enjoy their years of study here and learn from successful alumni on how they have progressed from here, how they have helped students during their training and they always wish to give back to their institution.

She wished all to become good human beings. She concluded by wishing the students all the best and thanked the parents for trusting the college.

#### **Principal's Message**

Orientation

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Chef K. Thiru welcomed all to the International university town and said that WGSHA believes in nation building and we do everything with pride, quality and consistency as dreamt by our founder and visionary statesman, Dr T M A Pai,. Then Chef briefly explained the successful journey of the Department of Culinary Arts, which was inaugurated by Late Mr Y C Deveshwar, Padma Bhushan Awardee and former Chairman, ITC Ltd., and by Dr Ramdas M Pai, Padma Bhushan Awardee and Chancellor of MAHE, in 2011. He predicted that human interaction based jobs like hospitality will be gaining prominence and said repetitive jobs will be left to technology in future.

He told the students to be adoptive and flexible, where they must always learn, unlearn and relearn. He asked them to be disciplined, well-groomed, maintain ethics and manage their expenses well. He promised that the college will facilitate their growth but cautioned that achievements cannot come overnight without preparations and hard work. He encouraged them to remain fit and build other skills in which they are interested through co-curricular activities, not restricting them to only academics.

Concluding his message, Principal, Chef Thiru took promise from the parents to empower the college to groom their wards and then guided the students to take an oath to promise following value systems, following ethics, make their parents and country proud.

## 9<sup>th</sup> Course of B.A. in Culinary Arts begins!

#### Mr. Sujeet Kumar

Orientation



Chef Mohammad

Ashfaque Qureshi

#### Watch here

**Mr. S. Sujeet Kumar**, Alumnus of 3<sup>rd</sup> course of WGSHA, now General Manager, Sheraton Grand Bengaluru, India, spoke about his company Marriott International, being largest hotel brand of the world with 7000 hotels with several brand portfolios. He presented through very interesting videos, the key ingredients of becoming a Chef which excited the young entrants to the college.

#### Watch here

**Mr. Mohammad Ashfaque Al Qureshi**, CEO, Grande Cuisines of India, New Delhi, and WGSHA Alumnus from 3<sup>rd</sup> course shared stories that changed his life. He said that a 1991 article about Chef Imtiaz Qureshi, his father, being uneducated, made him feel bad in the beginning, but his realization that it is his dad's achievements that he should be proud of instead of looking at his weakness. He said life is all about this internal struggle, which we must win. He said that if we can't fight inside, we would never be able to be anything that we ever want to be. He advised students to fight their own fears and fight their own struggle.

He also mentioned that he would launch a chain of restaurants named as 'Firangi Qureshi' a name he was given as, when he started cooking western food, hailing from a family of chefs with heritage of 220 years. He said any family legacy could bring benefits and could also be of disadvantage as comparison will always be made.

#### Mr. Prasanjit Singh



#### Ms. Alka D'Souza



#### Watch here

**Mr. Prasanjit Singh**, from 3rd course, WGSHA, Managing Director and Founder, Studio Gourmet, Delhi, reiterated that this campus was world class and was the best among the culinary schools. He said like them sitting as alumni in front of them, all having different journeys but what brought them success in different ways, were a few qualities that drove everyone. In his presentation 'From employee to Entrepreneur'. Being Hunter or Farmer', he shared the entrepreneurial qualities being restless, failing fast and rising again, thinking big but starting small, keeping the passion, being intense and being able to assemble the right team, being enthusiastic with energy, competitiveness etc. and having eye for details.

#### Watch here

Ms. Alka D'Souza, WGSHA Alumna - 4<sup>th</sup> course & Proprietor, Foxes Fiesta: Restaurant & Bar, Calangute, Goa in her talk she mentioned to the parents that as a parent herself she could feel their anxiety of how their children would survive here. She said that living in this campus was more than just learning cooking. Making their beds, washing clothes, getting tougher, all these would be part of their growing up. To the students she said, having a restaurant as their goal is not going to be enough. She advised them to continuously make investments in properties and assets, which will give them the power to do their own thing at a later date. She talked about 'Residual Incomes', which would give them money even from those sources which they would not be working in. She also asked them to align with what would be around them. She suggested to see the big picture always, listen carefully and learn to give.

### 9th Course of B.A. in Culinary Arts begins!

Chef Vikas Khanna on skype



### **Chef** Thomas Zacharias on skype



Orientation What has almost become a tradition of WGSHA orientation, Principal Chef Thiru invited Michelin Star Celebrity Chef Vikas Khanna on skype and with his well-known charm and exciting words Chef Vikas mesmerized the students and parents again. As the new batch of students were starting a new journey, Chef Vikas wished them the very best. He mentioned that many of these students will become ambassadors of the country, being representatives of the culinary industry. He advised the students that having an amazing environment around them, being unique and different from others is what will make them great. He also said that being in South of India for the first time in their lives, they would experience India, finding many different things around them. He advised them to learn and absorb everything as much as they can and also learn to stand alone. He said that many years back, being new in America, when he told his friends that one day he'll get Michelin Star, everyone in that group laughed. And now that it was done, and proven that it is achievable, he promised the students that today if they would wish the same, nobody will laugh at them. He proudly said that these students are a continuity of him and wished them the best before taking a few questions from the audience.

> Principal Chef Thiru brought in another famous Indian Chef in Skype, Chef Thomas Zacharias, WGSHA and CIA alumnus, Executive Chef Bombay Canteen, Mumbai.

> Chef Zacharias, spoke to the budding chefs of the new batch and shared his journey of becoming a chef. He said that earlier, when we would go to restaurants, we wouldn't see the Chefs behind the kitchen door. But today, Chefs have become very important part of the community. His journey after WGSHA, took him to New York, but his life's lessons were learnt in Manipal. He said that being in the best culinary school in India, it was up to the students on what they would make out of it. He proudly said that time was ripe for chefs to take over the world and influence people on what to eat. Chef Zacharias took several questions from students and parents and gave his good advises to them.

Talent Show by Students and Parents

Watch here



Rain Walk – Hostel to End Point



The college also organized a Rain Walk with the students and parents next day, walking to the 'end point' of Manipal where all participated in sports and games reminding them the importance of fitness and sports in their daily routines.

### WGSHA - Alumni Mentorship for 34<sup>th</sup> Course BHM & 9<sup>th</sup> Course BACA





With an objective to develop a deepening and sustaining relationship with important stakeholders, the Manipal Academy of Higher Education (MAHE) focuses on building stronger relations with Alumni within India and Internationally. It is believed that effective engagement with Alumni leads to improvement of Academic, Research and Employer Reputation of MAHE globally. Also, the overall merit of an institution is assessed not just by the quality of its alumni, but by the quality of their engagement with the Alma Mater after they graduate. Joining hands with the vision of MAHE, team WGSHA is making an attempt to bring together active, ongoing, formal and mandate driven alumni association and engagement by creation of alumni chapters as well as involving successful alumni as mentors to present students. Hopefully this initiative will catalyze the creation of broad alumni base that would supplement and provide significant credibility to the courses offered at WGSHA.

Under the able stewardship of Chef Thiru, Principal, Welcomgroup Graduate School of Hotel Administration initiated its first ever formal mentorship program for hotel management students. Four "Alumni Mentors" from 1st to 5th course BHM were involved in the orientation program held on 24th July 2019. Through this initiative, students of 34th course will get an opportunity to stay connected with their mentors: Mr. Ajay Nambiar, Alumnus 1st course (Senior CXO, Emaar Group, Mumbai), Mr. Arnab Saha Alumnus 3rd course (Head CEC, IBM, Bengaluru), Ms. Gagandeep Singh, Alumna 4th course (Chef Consultant, Hyderabad), and Mr. Sunil Tarneja, Alumnus 5th course (Additional GM, IRCTC, Hyderabad) during their tenure at WGSHA.

Similarly, the students of 9th course BACA will get an opportunity to stay connected with their mentors: 1. Mr. Sujeet Kumar, GM, Sheraton Grand, Bangalore, 2. Mr. Mohammad Ashfaque Qureshi, CEO, Grand Cuisines of India, Delhi, Mr. Prasanjit Singh, Founder, Studio Gourmet, Delhi, and Ms. Alka D'Souze, Proprietor, Foxes Fiesta, Goa.

This initiative was very well received by the parents, students, alumni and faculty members of the institute. It is hoped that continued support from the mentors help in deciding one's career path and make a smooth transition from academic life to professional life.



### Hospitality Operations Immersion Programme 2019

July 29-31, 2019: Hospitality Operations Immersion Programme was conducted for the 34<sup>th</sup> Course of BHM and 9<sup>th</sup> Course of BA in Culinary Arts students. Felicitators were, Mr. Animesh Gosain (Assistant Housekeeper ITC Royal Gardenia, Bengaluru), Mr. Upender Singh Tomar (Food & Beverage Manager, ITC Royal Gardenia, Bengaluru), Mrs. Shabnam Mehra (Co-Founder & Director, Culinary Cart, Mumbai) and Chef Logesh Gandhi (Sous Chef, ITC Windsor, Bengaluru)



**Mr. Animesh Gosain** spoke to the students extensively for a week with 7 different batches regarding his experience as well as the role and importance of housekeeping in the hotel industry. He did also explain the importance of grooming in hotel industry, the scope of housekeeping in various establishments, the career growth in housekeeping department, the coordination of housekeeping department with other departments. He did a session on guestroom cleaning cycle, the priority of cleaning guest rooms, and the DND procedures followed in the hotel industries. The students found it very interesting and had a good insight of the Housekeeping department with the One week that Mr. Animesh had spoken about. The student gave a positive feedback about the sessions as well as requested to have more of these kind of sessions in future.

### **Mr Upender Singh Tomar**

Food & Beverage Manager ITC Royal Gardenia, Bengaluru



Mr Upender Singh Tomar spoke about the mission, vision and values of the company and pointed out the unmatched worklife balance and excellent opportunities for professional growth that ITC Welcomgroup offers. His words found eager listeners and during his interaction with the students, he drew their attention towards the preparation required in delivery of high-quality service. The students were cautioned to be mindful of guests' desires as tomorrow they will turn into wants. He further stressed the importance of high expectations that guests have from a leading Indian hotel chain-such as ITC Welcomgroup-and how the organization has successfully risen to not only meet but surpass guests' expectations. Mr Tomar urged the students to make fruitful use of their time at India's best hospitality school and inculcate within themselves the qualities required to be a successful hospitality professionals namely teamwork, flexibility, details, innovation, communication, and attention to interpersonal skills,. In his concluding remarks, Mr Tomar exhorted the students to be prepared for future roles as leaders in the global hospitality industry.

### Hospitality Operations Immersion Programme 2019



### Ms. Shabnam Mehra

Co-founder and Director, Burgundy Box, Mumbai

**Ms. Shabnam Mehra** is an accomplished entrepreneur and life skills coach in Mumbai. She conducts workshops for students as well as corporate clients on life skills. This orientation workshop was organized for fresher's to help them identify their goals, maximize their potential and to develop actionable plans to achieve their goals. They were given inputs on the visualization of different perspectives about life and to learn how to manage their lives better and more productively. This was done with an objective to provide students with the social and interpersonal skills that enable them to cope with the demands of everyday life.

Chef Logesh Gandhi (Sous Chef, ITC Windsor, Bangaluru) addressed the students of WGSHA as they enter a very important part of their undergraduate program. With a lot of personal anecdotes, the young chef talked to the students about ITC as a conglomerate and how it takes utmost care of its employees, career opportunities with them and how to work towards achieving those careeroriented goals. The South Indian Specialist urged the students to read up and know the company and its varied associations inside out to be able to confidently make conversations and state facts at the Personal Interview Stage. He insisted that the key to nailing an interview is to share personal experiences to communicate your passion, interest and potential in order to hook the panel members and there after build the interview. While answering questions about how to tackle difficulties at work place, Chef Logesh explained to the students that having a personal will to learn, an unhindered curiosity to gain knowledge and ability to showcase keen interest in work given to you, just like his own, can help you break all preconceived notions and barriers.

### **Chef Logesh Gandhi** Sous chef in ITC Windsor, Bengaluru



### **Stress-Management Sessions**

For the new batch of Bachelor of Hotel Management and B.A. in Culinary Arts



July 29-31, 2019: Stress Management workshop was organized for the newly admitted students of 'Bachelor of Hotel Management' and 'BA in Culinary Arts' as part of their orientation program. The sessions mainly focussed on the causes of stress on youngster, its implications and remedies. Dr. Vidya Patwardhan and Dr. Rajiv Mishra from WGSHA along with Dr. Suma of Psychiatry Department at KMC, Manipal, coordinated the sessions. Resource persons and experts, who delivered the sessions were - Dr. R.K. Bhandary (Assistant Professor, Dept of Psychiatry), Dr. Thippeswamy (Assistant Professor, Dept of Psychiatric Social Work), Mr. Praveen Jain (Lecturer, Dept of Psychiatric Social Work), Dr. Soyuz John (Assistant Professor, Dept of Psychiatric Social Work) and Dr. Sonia Shenoy (Assistant Professor, Dept of Psychiatry). The day-long sessions on stress-management commenced by forming informal groups based on identical animals' sound and focussed on various causes of stress. Different individual and group activities were organized to emphasize the impact of stress on students and various remedial ways were taught as part of the game to overcome them. Both physical and emotional ways of dealing with stress were discussed as part of role-plays and several games & activities. After every games, students were asked to explain the difficulties they faced during the activity. Students were taught to overcome stress by positive addictions which include music, reading, dancing, singing, daily-workout including meditation and relaxation.

The sessions ended with awareness and after effects of substance abuse and related mental health issues concerning the same. Students had an overwhelming response to the sessions and were indeed happy to partake in the same.



# **Pre Placement Talk by ITC** For the final year students of Bachelor of Hotel Management, BA in Culinary Arts and MSc

Hospitality and Tourism Management



July 30, 2019: Hospitality Operations Immersion Programme was conducted for the final year students of Bachelor of Hotel Management, BA in Culinary Arts and MSc in Hospitality and Tourism Management. Felicitators were Mr. Animesh Gosain (Assistant Housekeeper ITC Royal Gardenia, Bengaluru), Mr. Upender Singh Tomar (Food & Beverage Manager, ITC Royal Gardenia, Bengaluru), Mrs. Shabnam Mehra (Co-Founder & Director, Culinary Cart, Mumbai) and Chef Logesh Gandhi (Sous Chef, ITC Windsor, Bengaluru)



Mr. Animesh Gosain Assistant Housekeeper ITC Royal Gardenia, Bengaluru



Mrs. Shabnam Mehra Co-Founder & Director Culinary Cart, Mumbai



Mr. Upender Singh Tomar Food & Beverage Manager ITC Royal Gardenia, Bengaluru



Chef Logesh Gandhi Sous Chef ITC Windsor, Bengaluru

### Empowering Faculty Members with Research Facilities



**July 4, 2019:** As part of the faculty development program, IQAC of the college conducted a guest talk on 'Empowering Faculty Members with Research Facilities' for the faculty. Resource persons were Dr. N Udupa, Director Research (Health Sciences), MAHE and Dr. Srinivas Mutalik, Professor – Department of Pharmacuetics, MCoPs, MAHE.

### Nvivo for Qualitative Research Analysis



July 8, 2019: As part of the faculty development program, Centre for Hospitality and Tourism Research (CHTR) of the college conducted a workshop on **'Nvivo for Qualitative Research Analysis'** for the faculty. Resource persons were Dr. Anil Raj A, Lecturer in Medical Surgical Nursing, MCoN, MAHE.

### Soft Skills Training Workshop for Executives/ Managers of Syndicate Bank



July 13 & 19, 2019: Recognizing the importance of soft skills at workplace and its contribution to professional success, we at Welcomgroup Graduate School of Hotel Administration (WGHSA) conducted a training in soft skills for the managers and executives of the Syndicate Institute of Bank Management (SIBM), Manipal. The activity-filled sessions were well-received by the participants who were led through four sessions on managing and delegation, dining etiquette, professional grooming, and body language and communication.



WGSHA Student represented India at AIESEC in Thailand program"



**Mr. Sachin Kapoor** final year student of M.Sc. in Hospitality and Tourism Management had an opportunity to join the "AIESEC in Thailand program" the volunteer ship project of six weeks from 21st June to 4th August 2019 hosted by the **"Kasetsart University"** and the name of the project was **"Sawasdee Thailand Project-34"**.

Alumnus Dr Balakrishna Jayasimha from 3rd Course awarded with Karmaveer Chakra and certified with REX Karmaveer Global Fellowship (#RKGF) by #iCONGO in Partnership with the #UnitedNations



Congratulations to our alumnus **Dr. Balakrishna Jayasihma** on receiving certificate for the REX Karmaveer Global Fellowship (#RKGF) and Karmaveer Chakra award instituted by #iCONGO in Partnership with the #UnitedNations.

#RKGF celebrates #ChampionsOfChange who make a difference in our society with their #IdeasForAction to be the change and REXChange mindsets by walking the path less trodden.

The award to honour individual work done by people to "be the change" and/or walk off beat road (as innovators, entrepreneurs, filmmakers, free thinking crusaders etc) or any field of work that inspires and brings in Growth Mindset.

### RIVATE HOTEL MANAGEMENT COLLEGES AI INTERVIEW: AIR FORCE CHIEF BS, DHANDA

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8	Hotel and Catering Management Institute		
10	AISSMS College of Hotel Management and Catering Technology		
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13	University Institute of Tourism and Hospitality Management		
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  - 08 DAHS admission and Orientation
  - 10 HF -Bakrid-Lunch (BHM 2 year-Section A); Simulation 1 (BACA 2 and 3 Year-A Section)
  - 15 UH Independence Day

- 12 UH Bakrid (only for students)
- 21 World Entreprenuer Day
- 24 HF SriKrishna Janmasthami Lunch (BACA 3rd year-Section A)
- 31 HF Ganesh Chathurhti Lunch (BACA 3 year-Section B)

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