

# **BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NEW DELHI**

**Report prepared by: Reshma Kamboj**

**Event title/ name: Enhancing Guest Service Skills in Hospitality**

**Conducted By: Mr. Saurabh Bagai**

**Date of the event held: 29<sup>th</sup> August, 2024**

**Organized by: Front Office Department**

**Organized event is at Institutional level/ departmental level: Institute Level**

**Organized event is as per activity/ academic calendar: Yes**

**No. of students/participants: - 52**

## **Objectivity of the event: -**

1. Skill Development
2. To reiterate the importance of grooming standards.
3. To develop the essential guest service skills of students.
4. To discuss Industry specific cases

## **Event Write-up (Detailed Information):-**

Department of Front Office – BCIHMCT organized a workshop on "Understanding Customer Service in Hospitality Industry" for students of Eighth Semester.

Final year students of Elective 1 and Elective 2 of BCIHMCT had the privilege of attending this workshop conducted by **Mr. Saurabh Bagai (Alumni of Batch 2009-13)**, Manager Training PAN India at CBRE on 29th August, 2024.

The session kicked off with a crucial aspect of guest service - the importance of grooming. Mr. Bagai emphasized that a well-groomed hospitality professional is essential for creating a positive first impression, building trust, and setting the tone for a memorable guest experience. He stressed that attention to detail in one's appearance is a reflection of respect for the guest and the establishment, and that it plays a significant role in shaping the overall perception of the brand. This helped Students gain much more knowledge as they'll be sitting for their placement interviews and helps in shaping up life as hospitality professional.

The importance of grooming was further exemplified by the exceptional standards of airline professional cabin crews, who epitomize impeccable appearance and poise. Their crisp uniforms, polished shoes, and well-groomed hair create a lasting impression on passengers, setting the tone for a pleasant flight experience. The attention to detail in their appearance reflects the airline's commitment to excellence and respect for their customers. This level of professionalism is a testament to the significance of grooming in the hospitality industry, where it can make or break the

guest experience. By emulating these high standards, our students can deliver exceptional service and create memorable experiences for their guests.

The session then delved into the significance of delivering exceptional customer experiences, with a focus on the 'Moment of Truth' - that pivotal instant when a guest's experience is forever defined. Mr. Bagai emphasized the importance of seizing this moment to create lasting impressions and build brand loyalty.

Furthermore, he elaborated on the concept of 'Brand Value' and its direct correlation with customer satisfaction. Our students gained valuable insights into how consistent, high-quality service can elevate a brand's reputation and drive business success.

Through engaging discussions and activities, Mr. Bagai shared industry expertise and best practices, empowering our students to develop essential guest service skills. We extend our gratitude to Mr. Bagai and CBRE for collaborating with us to shape the future of hospitality professionals.



## **BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NEW DELHI**

**Report prepared by: Ms. Jyotsna**

**Event title/ name: Industry-Institute Connect- Expert Session –Campus –Sarovar Hotel  
Campus**

**Date of the event held: 10th April 2024**

**Organized by (name of the department/ cell):- T & P Cell**

**Organized event is at Institutional level/ departmental level (specify):- Institutional**

**Organized event is as per activity/ academic calendar (specify):- Yes**

**Objectivity of the event: -.** To provide aspiring hospitality professionals with a golden opportunity to embark on a fulfilling career in the dynamic world of hospitality.

**Event Write-up (Detailed Information):-**

**Faculty Coordinator:-T&P Team (Ms. Jyotsna, Dr.Manish Malhotra, Mr.Nikhil Sharma, Ms. Neha Sahni)**

**Attach related/relevant pictures(Geo-Tagged pictures)**

On April 10th, 2024, Sarovar Hotel Group conducted campus placements at Banarsidas Chandiwala Institute of Hotel Management and Catering Technology. The panel for the interview consisted of **Mr. Yash Raghav(Alumni of Batch 1999-2003)**, General Manager- Training at Sarovar Hotels and Mr. Siddharth Guj Training manager special projects .A total of 29 students participated in the personal interviews conducted by the panel. The purpose of the interviews was to assess the skills and suitability of the candidates for various roles within the Sarovar Hotel Group. Mr. Yash Raghav, with his extensive experience in the hospitality industry, led the panel in evaluating each candidate's qualifications, communication skills, and aptitude for the hospitality sector. The students were provided with an opportunity to showcase their talents and express their interest in joining Sarovar Hotel Group, a renowned name in the hospitality industry known for its commitment to excellence in service and customer satisfaction. Overall, the campus placement session was a valuable opportunity for both the students and Sarovar Hotel Group, allowing the company to identify potential candidates who could contribute to its success while providing students with the chance to kick start their careers in the hospitality sector.



# **BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NEW DELHI**

**Report prepared by: Ms. Jyotsna**

**Event title/ name: Industry-Institute Connect- Expert Session –Campus –Oasis Baklawa**

**Date of the event held: 20th May 2024**

**Organized by (name of the department/ cell):- T & P Cell**

**Organized event is at Institutional level/ departmental level (specify):- Institutional**

**Organized event is as per activity/ academic calendar (specify):- Yes**

**Objectivity of the event: -** To provide aspiring hospitality professionals with a golden opportunity to embark on a fulfilling career in the dynamic world of hospitality.

## **Event Write-up (Detailed Information):-**

Banarsidas Chandiwala Institute of Hotel Management and Catering Technology recently hosted an enriching placement drive featuring distinguished guest Mr. Dinesh Mutreja, Managing director and **Mr. Dhruv Sood(Alumni of BCIHMCT)**, Revenue Director at Oasis Baklawa, TCF chocolates and gifts Pvt Ltd. The event aimed to bridge the gap between aspiring hospitality professionals and the esteemed Oasis baklawa brand . Mr. Mutreja, in his role, presented a detailed PowerPoint presentation, providing an insightful overview of Oasis Baklawa' ethos, its commitment to excellence, and the expectations from potential candidates.

Accompanying Mr. Mutreja were key members of the Placement International team, contributing significantly to the success of the placement drive. Balamurugan Subramani, the Placement Manager, efficiently orchestrated the logistics of the event, ensuring a seamless and organized process. His meticulous planning and attention to detail were evident throughout the drive.

The placement drive at Banarsidas Chandiwala Institute provided students with a unique opportunity to engage with industry professionals and gain firsthand knowledge about career opportunities at Oasis Baklawa. The interactive sessions allowed candidates to showcase their skills, while the Oasis Baklawa team assessed the potential alignment between candidates and the hotel's diverse roles.



# **BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NEW DELHI**

**Report prepared by: Ms. Jyotsna**

**Event title/ name: Industry-Institute Connect- Expert Session –Cinopolis Campus Placement**

**Date of the event held: 17<sup>th</sup> Jan 2024**

**Organized by (name of the department/ cell):- T & P Cell**

**Organized event is at Institutional level/ departmental level (specify):- Institutional**

**Organized event is as per activity/ academic calendar (specify):- Yes**

**Objectivity of the event: -**

1. To highlight the Campus Placement season at BCIHMCT .
2. To provide aspiring hospitality professionals with a golden opportunity to embark on a fulfilling career in the dynamic world of hospitality.

**Event Write-up (Detailed Information):-**

On the 17th of January 2024, the BCIHMCT campus was graced by the esteemed presence of Cinopolis, a renowned Mexican and international movie theatre chain. Cinopolis, often referred to as the capital of cinema, sent a distinguished delegation to BCIHMCT, comprising key representatives from various departments. The visit was not only an opportunity for the students to learn about the workings of a global cinema giant but also marked the commencement of an engaging campus placement process.

The following distinguished guests from Cinopolis shared their valuable insights with the BCIHMCT students:-

**Mr. Amritesh Dhar- Deputy Manager Training (Alumni from Batch 2008-12)**

**Ms. Priyanka Soni- Senior Manager, Talent Acquisition**

**Mr. Tarun Awal- Unit Head, Cinopolis DLF Avenue, Saket**

**Ms. Mansi Singh- Executive- Talent Acquisition**

The representatives from Cinopolis conducted an informative session where they shared the history, global presence, and values that define Cinopolis as a brand. The session served as an excellent opportunity for students to gain a deeper understanding of the cinema industry, particularly from the perspective of a leading player like Cinopolis.

The successful execution of this campus placement event reflects the commitment of BCIHMCT to bridging the gap between academia and industry, ensuring that students are well-prepared for their future careers.

**Faculty Coordinator:-T&P Team (Ms. Jyotsna, Dr.Manish Malhotra, Mr. Nikhil Sharma)**

**Attach related/relevant pictures(Geo-Tagged pictures)**

