



SAROSH INSTITUTE OF HOTEL ADMINISTRATION



The New College Building Spread across the 5-acre Campus

S. I. H. A. DIARY



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Message from Trustee and Correspondent

Happenings at SIHA during the second half of the academic year 2008- 2009 are showcased in this issue for the benefit all involved in the institution.

I wish our passing batch of BHM Graduates, a sunny future.

Do make yourselves, your parents and Alma Mater proud.

B R Hegde

Trustee & Correspondent





Principal Speaks

Another eventful year has passed by here at the Sarosh Institute of Hotel Administration.

Our students bagged both the ranks for BHM of the Mangalore University Exams of 2008. The new college building is getting ready for occupation from the academic year 2009.

The sixth semester students underwent eighteen weeks of on-the-job training in various hotels in India and abroad. Many of them have returned with appreciation letters from the hotels and even job offers for when they finish the course. This has made us proud and renewed our resolve to motivate and train our students to the high standards expected from the hospitality industry.

Many final year students have found placements and others have decided to further their studies by pursuing their Masters. Many of our alumni have gained laurels for their sincere and creative efforts in the hospitality industry. It's heartening to note that they keep in touch with their alma mater and give us credit for their success. Starting with this edition we've decided to highlight some of the achievements of our Alumni as well.

The following pages will brief you of all the activities that have taken place in the college. These activities have provided students with life experiences of organizing & executing the various functions, as well as sharing and bonding with each other...

We will catch with all of you in our new campus in the next academic year

Matharani Mathias MA, MII, CHE
Principal



Edit Talk

The second issue of volume II of the SIHA diary provides glimpses of the activities organized by the students.

These bring to light the collateral learning they do, by using whatever opportunities they come across. Going through the diary one perceives the synergy which permeates the campus.

"Real education is that which enables one to stand on one's own legs"

- Says Swami Vivekananda

So read on to capture the feel of synergy.....

Lena Fernandes



Food Festivals

Penta Kids Fest 2009



The Second Semester students organized the PentaKids Fest on 24th January 2009 . Around 120 kids along with their parents had fun time with games galore for various age groups and a mouth watering sumptuous buffet.

To internalize social responsibilities the college sponsored tickets of Rs. 150 each for 20 children from the St.Antony's ashram, who enjoyed the evening by participating in the event with gusto. The take home gifts for the children were ordered from the "Rehabilitation unit Father Muller's Charitable Institution", to patronize the efforts of the institution, providing yeoman service to society.

Aroma 2009

The American Food Fest - held on 21st February 2009 was a functional annual food festival. Organised and managed by Mr. Praveen Anchan & Mr John Premraj of the Final Year BHM with Mr. Mr. Mohammed Zufikar as Faculty coordinator, it drew a large crowd between 5.30pm and 10pm. It highlighted the fun, a family can have with demonstrations, games, music and entertainment.

Each class organized and managed the food stall, aptly decorated to depict the theme. The final year students converted the training restaurant into a **Theme Restaurant** to serve the D'hote meals in addition to manning food stalls.

The "piece de resistance" of the aroma fest was the centrally placed ice and vegetable carvings counter, done by the students themselves

With Synergy, the hoteliers in the making did put their best foot forward in translating theory into practice..



"Offer has to one another without dumbblind"



Socio-Cultural Activities

National Service Scheme

- i. The **Annual Special Camp** was held from 19th November 2008 to 25th November 2008 at Sharada Ganapathy Vidya Kendra, Mudipu, Bantwal Taluk. Mr. Ramanath Rai, MLA, Mrs. Sumathi, Local corporator of the place were the guests at the inaugural function. Various activities such as Shramadhan - where in the NSS Volunteers actively participated in digging the soil and levelling the ground for making the cowshed, Trekking, Seminars & Sports were also conducted as part of the camp. The trustees and management of the school acknowledged with appreciation the work done by the students & applauded the discipline and positive attitude of the campers.
- ii. On the 12th of January 2009 students actively participated in the Rally conducted by the District Administration against Terrorism in our country. They also took charge of dispensing packed food containers to the 40,000 participants of the rally.
- iii. A special lecture was organized on 14th February 2009 on "**Human rights & anti-terrorism the Mangalore Pub incidence as case study**". Well know activist and coordinator of Citizen Forum for Mangalore Development- Ms. Vidya Dinkar was the key speaker
- iv. A **Blood Donation Camp** was organized along with the staff of Fr. Muller's Charitable Hospital on the 28th of February 2009



Rotaract Club

- i. 'Moksha' -A Fellowship DJ evening was organized for the students of the college on the 31st of January 2009, as a funds raising activity. The members will prepare and serve a banquet to the AIDS affected children housed at Samvedana with funds collected.
- ii. Cookies, snacks and cakes were prepared by the club members and donated to 'Samvedana'- the home of HIV+ children.





First year BHM Excursion Study tour CFTRI Mysore 8th - 10th March 2009

On the 9th March 2009 Students were accompanied by Mr. Amar Z. Cherian, Assistant Professor and Ms. Dhanya C Menon, Lecturer, on a Study Tour to Mysore. The First place planned was the CFTRI (Central Food Technological Research Institute) an ISO 9001 and 14001 ORGANISATION. Central Food Technological Research Institute came into existence on October 21, 1950 as a constituent institute of Council of Scientific and Industrial Research (CSIR) as its third national laboratory, located at Mysore, a cultural city of Southern India, CFTRI prides itself as the premier organization of Scientific and Industrial Research in Food Science and Technology in this part of the world. CFTRI celebrated its golden jubilee last year. CFTRI today stands out among the largest and most diversified Food Technology laboratories in the world. The students had a brief preview on the latest baking technology, methods of food packing & prevention of food adulteration.



Sports Day

The Annual Inter-House Sports Meet was held on the 15th of February 2009 at the Mangala Stadium. A total of 12 athletic events were held

Congratulations to all the participants and winners who have shown true sportsmanship spirit.

Best Sports Person - Male -	Mr. John P. J.	First Year
Best Sports Person - Male -	Mr. Tony K. Thomas	Second Year
Best Sports Person - Female -	Ms. Minu Mary Thomas	Final Year

Overall Sports Person Champions - Green House

Best Housemate - Green -	Minu Mary
- Blue -	Vinay Lobo
- Yellow -	Praveen Anchan
- Red -	Divya D'souza

Best House - Blue House

College Day :

The Annual College Day Celebrations were held on 27th February 2009 in the college campus. The key note address was delivered by the Chief Guest Mr. Jagadish Shenoy, Managing Director, New Taj Mahal Café Pvt Ltd and President of D.K Hotel & Restaurant Association of Mangalore. He gave the students an insight into the problems in the Hospitality Industry and put forth a few probable win-win solutions.

The following were presented mementos for putting their best foot forward

Best F&B Service Person for the year 2008-09	Mr. Vinay Lobo
Best Food Production Person for the year 2008-09	Mr. Sherin Jude J Das
Best Mess Manager for the year 2008-09-	Mr Kuriachan Mathew

"Hospitality is dining when served with love" - Kofi Awoonor





Best Asst. Mess Manager for the year 2008-09 **Mr. Vigil Kumar**

Best Out going Student for the Year 2008-09 **Mr. Shravan Kumar G**

Ms. Faye Mascarenhes was awarded a cash prize of **Rs. 5,000** by the Management for securing the **First rank** & **Mr. Mithesh Kumar Soni** was awarded **Rs. 2,500** for securing the **Second rank**. We are proud to say that our students have done the hatrnick by securing the First Rank in BHM at the Mangalore University consecutively for the third time.

Farewell Banquet

The farewell Banquet for the 2005-'09 batch was hosted by the management, Principal and faculty for the outgoing students on 28th March 2009. The students, faculty and staff spent the evening with students going down nostalgia lane into freedom from classes and training.





Vegetable Carving Classes were conducted in the College Campus by Mr. Sherin Jude J Das & Mr. Deepu Gopal Final year Student for 15 days.



Hostel Day

Hostel Day was celebrated on 21st March 2009 with a wide variety of food prepared by the hostel inmates.

Alumni

The Annual Homecoming of **SIHA Alumni** was held on the 21st of February 2009. The alumni took part in the annual food festival. They also shared their experiences and networked with each other.

Guest Speakers

- **Chef Pankaj Gupta**, former executive chef with the Oberoi and presently Executive Chef of Google Search Engine at Hyderabad shared his experiences as a chef trainee with the OCLD to being a chef with international experience and handling 3,000 meals a day at the Google Search Engine industrial canteen, on the 28th of January 2009
- **Mr. Jeff Bowcock**, International Business Development & Recruitment Executive of Black pool & Fylde College, addressed the students of the IV year BHM about the various options of further education in UK on the 13th of February 2009.
- **Mr. R. Srikantan**, former Vice President- India Operations for Siesta Hospitality Services Pvt Ltd, Bangalore, addressed the students about the various career and educational opportunities available for a BHM graduate on the 19th of February 2009





Seminars attended

- Ms. Basavarajeshwari attended the UGC sponsored State level Seminar on the topic Inflationary Trends in India on 20th & 21st of March at Bhandarkar's Arts & Science College, Kundapur.

Accolades, Staff, Students & Alumni.

- The manuscript titled "**Hospitality employees'** expectations of QWL: a qualitative study" by **Mrs. Indira Kandasamy** who has been sponsored by the college to pursue her Doctrate studies in Human Resources at the Goa University, has been accepted for publication in the International Journal of Hospitality Management USA
- **Mr. Akshay Shetty** of the 2nd year BHM was awarded Trinity Guildhall (Foundation Level Graded Examination) Grade III Speech & Drama with Distinction by Trinity College London.
- **Ms. Kiran Varma** of the 2nd year BHM was awarded Trinity Guildhall (Foundation Level Graded Examination) Grade III Speech & Drama with Distinction by Trinity College London
- **Ms. Vinisha Jayaswal**, **CHE, Training Manager**, The Leela Kempinski, Mumbai, Sahar Mumbai - 400 059, India, has won the **FHRAI Award** for young training manager for the year 2008, and also **Awarded CHE (Certified Hospitality Trainer) of AH&LA.**



Kerala Hospitality

Competencies of hospitality professional students

The hospitality industry is essentially a service industry where interpersonal relationships and social skills are given predominance over technology and scientific interpretations, as the very meaning of the word 'hospitality' is 'to take special care'.

The hospitality trade, being a people's business and a single platter of showmanship, diplomacy and sociability, students are required to have high standards in their approach and behaviour. Besides developing the ability to communicate effectively in English, certain etiquettes associated with friendliness must also be practised for enhancing the ambience of hospitality.

Attitude : Students must maintain cheerful attitude, which would ensure co-operation from faculty members and goodwill among the student community. All practical work will be worthwhile if the student's outlook is cheerful. Subsequently a cheerful attitude will result in an atmosphere, which is pleasant and devoid of any tension.

Interpersonal relationships : A person's ability to maintain harmonious and cordial relationships with everyone around even during times of pressure and stress can be termed as a good interpersonal relationship or skill. It is an attribute, which further leads to increased efficiency and helps in resolving problems due to teamwork and friendship.

Ability to overcome physical and menial work : Students must tune in their mental resources and offer no resistance to any activity, which requires them to do physical work and menial jobs as they form part of the



hospitality curriculum.

Communication skills : Students must realise the importance of speaking fluently and correctly in English. Speaking correctly is of as much importance as that of speaking fluently and they must avoid the use of slang and casual communication.

Tactfulness and initiative : Though both are not inborn qualities, a student can develop them with constant practise and dedication. As a manager, these are handy qualities one must possess to overcome crisis and overcome tricky situations in guest handling or solving guest complaints.

Courtesy : Courteous behaviour is very important in the hospitality business as it brings back customers. A person with courteous behaviour normally makes the workplace free of tension and conflicts.

Emotional stability : This is an important trait students must understand and develop in the early years of hospitality education and training. One must mould oneself in a manner that would give ability to handle normal personal problems with minimum of tension and handle them with reasonably good judgement.

Grooming and personal appearance : 'Clothes maketh a man' goes the adage. The desired ambience of Hospitality can be created only if the people in the business have elegant attire and are spotlessly clean.

Punctuality and discipline : All practising students of hospitality must understand the importance of these two traits go hand in hand and are important elements of personality and professionalism.

(Written and compiled by Prof. K.S. Sajit, Sarosh Institute of Hotel Administration, Mangalore.)



By
Savio D'Souza
4th BHM 'A'



Campus Recruitment for the year 2008-2009

Sno	Name of the student	Department
The Oberoi Group - Bangalore		
1	Vinaya Lobo	Assistant F&B OCER
Coffee Day - Bangalore		
1	Rajeev	Hotel Operation Trainee
2	Sravan Kumar	Hotel Operation Trainee
3.	Savio D'Souza	Management Trainee
4.	Memson Barnes	Management Trainee
Ista - Bangalore		
1	Divya	Hotel Operation Trainee
2	Justin	Hotel Operation Trainee
Domino's - Bangalore		
1	Praveen Anchan	Associate Manager
2	Danny	Associate Manager
3	Prashanth	Associate Manager
4	Bhupesh Sharma	
5	Lolita	
6	Sravan Kumar	
7	Rakesh Mishra	
Krishan Palace- Bellary		
1	Reshmi	Housekeeping
2	Rakesh Mishra	F&B Service
3	Sravan Kumar	F&B Service
4	Sravan Kumar	Front Office
5	Balaisukalang Deingdoh	House Keeping
6	Sreekanth Nair	Front Office
Gold Finch- Bangalore & Mangalore		
1	Lolita	Management Trainee
2	Bala	HOT
3	Sravan	HOT
4	Savio	Management Trainee
5	Rajeev	Management Trainee
6	Prashanth	Management Trainee
7	Bhupesh Sharma	HOT

Batch of 2008-2009



First Row (Left to Right) : Avinash, Kapil Ganjoo, Hafeez Ahamed, Patankar Charudutt Deepak, Reshmi M., Divya D'Souza, Terence Rodrigues, Mohammed Zulfikar, Matharami Mathais (Principal), Vijaya D'Souza, Vaseem Farokhi, Minu Mary Thomas, Lolita Deima Lobo, BalaiaSukdang Diengdoh, Ashith Serrao, Sharath Kumar

Second Row (Left to Right) : Kuriachan Mathew, Justin Joy, Deepu Gopal, Rakesh Kumar Mishra, Abyn George, Alfonso Denver Christan, Prashant Upendra Nayak, Harish Sankar N.I., Pravin Vishwanath Anchan, Savio John D'Souza, Manoj Kumar, Jinu Kumarm Arun Mathew, Sherin Jude J. Das, Preetham Stephen Lobo, Sujan J. Suvama, Joyson Pramod Crasta, Roshan

Third Row (Left to Right) : Philipose s Kannadickal, Sanjay S, Bibin Baby, Vipin B.L., Sijo S. Kunuvilla, Rohan Kaushik, Renjith Paul, Vivek M., Thomas Varghese, Athul Lal S.R., Rajeev Singh Kathait, Danny Gonsalves, Lobo Prabhu Vinay Nigel, Arunkrishnan K, Sreenath N R, Sreekanth T Nair, Anselvinu S.D., Shabin A, Vineeth Kumar, Rakshith.

Fourth Row (Left to Right) : Jinesh Mathew, Jyothish R, Manoj Kumar K, Rony Eapen Thomas, Tibin Tom, Sujith Thomas, Sam Rose K Nithin Mathew John, Jason Rodrigues, Aguiar Sanjilan Sanjiv, Kaup Harshith Ashok, Gowda Kishor Kumar, Sravan Kumar G, Memson Prajwal Barnes, Bhupesh Sharma, Rahul R, Rakesh R Pillai, Lawrence Godwyn Cutinha, Gratann Joy D'souza, Anwar Hussain, Dexter D Souza, John Prem Raj D Souza

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