

AKSHAR

RE-SCRIPTING HOSPITALITY



CHRIST
UNIVERSITY
BENGALURU, INDIA

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Department of Hotel Management, Christ University, Hosur Road, Bangalore 560029

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Repertoire

Akshar wishes all its readers a Happy New Year 2016! We embark upon the New Year with a promise to continue delivering quality content. Join us this edition as we update you of the happenings in the Department of Hotel Management at Christ University. Also see what our outgoing batch has to say in our special column – “Countdown to Graduation” and read about the “Chikoo” or the “Sapodilla” fruit – our pick for the ingredient of the month. All this and more as you read on. Enjoy!

Avin Thaliath

Editor-in-chief

Architecture and Hotels– A play on facades and the Mind

– Navaz Barucha

When you walk into a hotel, you walk in with a neutral feeling. The sudden change you feel from the door to the reception, ever wondered why the change? It's the architecture, the music, the colours, the open spaces. An architect has 10 seconds to change the guest's mood from neutral to positive. The architecture of a hotel conveys the culture of the hotel. From a heritage feel to a modern feel, the architect must be able to understand the hotel's culture before designing it. For example, ITC Gardenia gives the guest a very 'desi' feel, while ITC Windsor Manor gives the guest a Victorian castle feel.

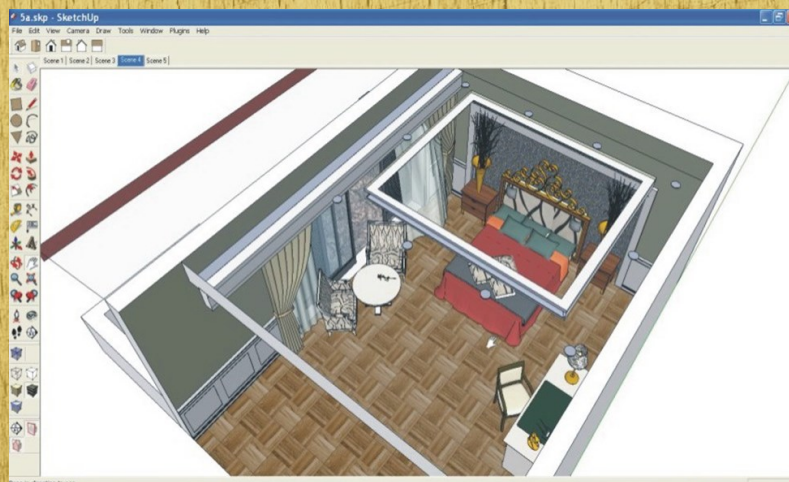
The location is the primary influential factor; the outward design of a hotel must reflect the surroundings. Having a fancy glass building in an old style area would definitely affect the overall business of the hotel. An architect is free to break away from monotony and be expressive but must keep in mind the general style of the area. The physical form can subtly direct guests through the main entry and on to the front desk. The architecture should be able to do this without the use of signage and without being intrusive.

The restaurants in hotels are usually of a varied type. If a guest wants to dine at an Italian restaurant at an India themed hotel, once he finishes his meal, he shouldn't be shocked back into the Indian theme. This would deter the effect of the Italian meal. Therefore, the architect must ensure that this transition takes place gradually and calmly.

Most hotels have grand entrances which gives the guest that 'Wow factor'. The height, the feeling of space, the light music, is factors that make the guest feel small in comparison. This is then countered by the cozy rooms which gives a homely feel. The whole experience is beautifully balanced, thus giving the guest a positive feel.



A new age factor in architecture is sustainability, Hotels are being designed to conserve energy and utilize alternate sources of energy. Many hotels attempt to emulate western architecture, this proves to be detrimental. Western architecture is based on the climate in that area. The materials used are suited to that particular location, emulating this in India will reduce the durability and may even be detrimental to the environment. If a hotel is not designed to utilize its maximum resources, this may cause an increase in cost. The best solution would be to use locally sourced materials. In conclusion, architects are responsible to design to provide for society as a whole. Their designs are on public display, they add to the skyline of the city. Their buildings can be a reflection of the culture itself. Hotel design plays a significant role in the hotel business. A well designed building makes the hotel not only better looking but also more functional, thus adding value to the hotel as a whole. Properly used, the power of architecture can be used to create a statement that will be a draw to customers.



World Food Wednesday

– Mandira Belliappa , Sruthi Veeradhi

The 13th of the January 2016 was no ordinary day for us Christites. It wasn't your typical Wednesday afternoon with you ranting about what exactly you're going to get for lunch. This was the moment students couldn't wait for the bell to strike at 1, because we all knew what was in store for us. Just when we thought our day couldn't get any better that's when



the students from the Department of Hotel Management came out with an interesting concept known as "World Food Wednesday". The entire concept of World Food Wednesday was so well executed that not only was the event a big success but it was an entirely new learning experience for us students. The event showcased the talents of students where they got an opportunity to learn about various cuisines.

There were six stalls which included countries such as Africa, Germany, South Korea, Italy, Turkey and Greece. The amount of gusto and dedication put in by the students was impeccable. Each and every stall had students jumping about as they couldn't wait to get their hands on the food. Why wouldn't they? Not only was it a treat to the eyes but the food looked and smelt ravishing. The amount of zeal that was put in by the students was mind boggling. The crowd made the entire atmosphere what it was and this pushed the students to work harder and faster. World Food Wednesday was undeniably a challenge to many students as it included a lot of patience and perseverance. The entire concept was about preparing cuisines from all around the world.

First off, Italy. Italy is famous for its pizza's and pasta's. It's said that there's no better feeling in the world than a warm box on pizza on your lap. The students did a great job by capturing a few dishes of Italy, they started off with a starter which was an Italian country loaf with fresh tomato followed by a sweet onion focaccia. For the main course it was Italy's finest pasta which was the penne arrabiata and fried fish with garlic sauce. For dessert it was the Italian chocolate cake along with some cappuccino tart. As much as we wanted to stop ourselves from eating it all at once, we all knew it was now or never. Italy, I have to say mammamia that was excellento!

The students who worked on the cuisine from Germany performed exceptionally well. The amount of innovation put in was remarkable. The students created a small variation by replacing a simple black forest cake into a black forest fudge cake. As Germany is one of the highest consumers of black coffee they came up with the idea of creating a dessert being coffee mousse. Few other preparations include Schnitzel with mashed potato, pretzel and breads.

Tucked in the corner, near Block I, is the fun fledged stall Turkey, promising us some Turkish delicacies like Falafel, Koftas wraps, Lavash etc. From the roots of Middle Eastern Europe, the Turkish stall bought some favorites. Dishes like Falafel and Kofta wraps, sold like hot cakes, to the extent where, they had to stop orders to prepare their dishes. The promising smell of the mutton Koftas, was worth every bit. The



sight of it, simply satisfying. With well-seasoned dishes, and well organized team, you could see the students of hotel management in full gear in getting their orders right. The crowd, of course enjoyed every bit of it. And the stall finished their dishes pretty quick!

A pit stop at Africa's stall was a must. Something a little unusual for the usual palette, but it didn't fail to impress us Christites. You'll find Africa's favorite like Akras with hot pepper, Baboti with rice, Malva pudding, African Doughnuts and Koeksisters. The Akras and hot pepper is a fritter like dish. Babotie and Rice, a cinnamon flavored ice, accompanied with a warm curry(Babotie). Malva pudding is a pudding that contains apricot jam and has a spongy caramelized texture served hot with custard and/or ice-cream. Now the African doughnut is rather n intriguing sight to watch. Unlike the usual Doughnuts, this variant is used at breakfast with honey or with favorite fruit preserves or at Dinner with red beans and diced beef. The shape of this doughnut was ball like in shape. All though it was unusual menu it didn't stop the enthusiastic Christites from venturing out and trying this cuisine.



A visit to the South Korean stall will get your ears listening to “My favorite Pop band is Korean!” or “Oh my god Korean food!” Yes you’ll find all fans of Korean culture flocking around this stall. The Hotel Management students prepared some traditional food of South Korea, keeping in mind the Indian palette. Bulgogi, stir fried rice, bread rolls and some ginger cookies were their dishes. Bulgogi is a grilled marinated beef dish. It was quite interesting to some Korean students, who are presently in Christ University on a program, to try their food!

As they say all good things come to an end but this one was definitely the hardest thing to say goodbye to. The entire concept was definitely appealing and quite loved by most. World food Wednesday was an eye opener to many as it showed the rich culture and flavors included in each cuisine. The students of hotel management did face a few obstacles but this didn’t let them down. They worked their way through to get the best of each cuisine and the amount of time put in by each student was commendable. This may have been a fun experience but at the same time it was a learning experience to many. They got to learn how to deal with pressure, budgeting and most of all how important it is to work as a team. All in all it was a tremendous effort put in by all the students and this day was definitely worth the wait. And for us christians? It’s definitely no backing out as for us our first love is food. As they say eating is not merely pleasure. Eating well gives us a spectacular joy to life and contributes immensely to goodwill and happy companionship. It is of great importance to morale.



Chikoo Picking

– Shivani Parihar

Sapota, Chiku, Manikara, Zapota and Zofeda are all synonyms for this tropical evergreen fruit belonging to the sapotaceae family. Sapota has a sweet and malty flavour, resembling a combination of peaches, pears, brown sugar, cinnamon and a little brandy tinge. The soft and creamy flesh is made entirely out of sugars and replenishes and revitalizes the body instantly. Sapota is believed to have originated in Mexico and Belize, from there it has spread across the tropical belt and is being commercially grown in a large scale in India, Sri Lanka, Indonesia and Malaysia.

Facts about the Chikoo

- It is also called the potato fruit because of its resemblance.
- The tree can grow up to 100ft tall. Interesting fact is that the seba short tailed bats pollinate the trees while drinking nectar produced by its flowers. They also carry the fruit dropping the seeds which eventually grows into trees.
- There fruits are very rich in tannins which makes Sapota beneficial in several medicinal applications.
- The juice extracted from the seeds of this fruit is an effective sedative and can be used in treating anxiety and depression.



The fruit is not only a hit among central Americans but also favourite of rainforest residents like howler monkeys, kinkajous, tapirs and bats. Not many people know that Sapota tree's 'chicle' sap was in fact the mother ingredient for the first chewing gum which were being made by the Aztecs and Mayas.

Infact in Mexico it is illegal to harvest the Sapota tree because of its value as the chicle source. Sapota is a very versatile fruit and can be eaten raw or made into jam, custard, sherbet or ice cream and the fruit along with leaves is a traditional medicine to treat diarrhoea, coughs and cold .

Try this recipe for Low fat wheat Sapota and date cake!

Ingredients

- 1 ½ cup whole wheat flour
- 1/3 cup olive oil
- ¾ cup low fat curd
- ¾ teaspoon baking soda
- 1 cup muscovado sugar or ¾ cup white sugar powdered
- ½ teaspoon baking powder
- ½ teaspoon vanilla essence
- ½ cup Sapota (chikoo) puree
- 10 to 12 dates, washed pitted and cut in-
to strips.

Method

- Preheat oven to 200 degrees C. Grease and dust one 8 inch cake tin. Line the bottom with parchment paper.
- Whisk together whole wheat flour, baking soda and baking powder.
- Mix together Sapota puree, curd, oil and sugar. Mix well. Add vanilla essence.
- Add dry ingredients to wet ingredients and mix gently. Do not over mix. Fold in chopped dates. Reserve some to sprinkle on top.
- Spoon the batter into the prepared tin. Level the top and arrange the reserved chopped dates.
- Bake for 10 minutes at 200 degree C. Reduce the heat to 180 degrees and bake for 30 to 35 minutes or till a toothpick inserted in the center comes out clean.
- Remove from the tin after 10 minutes. Cool in the rack. Slice next day.



Reference :- www.rainforest-alliance.org

8th National Housekeeping Colloquium 2015

– Anusha Sona, Amit Srikumar



The department of Hotel Management at Christ university and the Taj group of hotels have had a 7 year long association wherein both have come together to discuss various issues, trends, and innovations in the field of housekeeping on an annual basis. This year the theme of the colloquium was, “Think Differently : An innovative step towards Productivity”. Among the participants included were executive housekeepers and housekeeping managers from several eminent properties such as the Taj, the ITC, the Atria, Orange County and the Leela Palace, several professors from T. John College, IHMs of various cities like Aurangabad, Mumbai and Hyderabad and students from PES college and Christ University.

Our keynote speakers on the first day of the colloquium were Dr. DNS Kumar from the centre of research project , Christ university, Mr. Valentine, training manager of Vivanta by Taj, MG road and Mr. Jan Hartog, the housekeeping manager of the Marriott Marquis City centre, Doha who flew down to speak on the occasion. These speakers shared with us the importance of innovation through research and the significance of those studies within the housekeeping department and how from the student’s perspective housekeeping should be endorsed and the best way to ensure productivity was to dedicate time to understanding the work force. By getting to know the employees better they were able to address their problems and connect with them.

The afternoon session was a panel discussion regarding the day's topic which included panelists like Mr. Hartog (housekeeping manager, Marriott Marquis City Centre), Ms. Emilie Florita Rose (sales and marketing manager, Marriott Marquis City Centre), Ms. Bhavana Alvares (executive housekeeper, Vivanta by Taj, MG Road), Ms. Swaranalatha Mankikar (executive housekeeper, ITC Gardenia) and Ms. Grace Gideon. The Moderator Prof. Jaykumar, Academic coordinator for the department of Hotel management raised questions and distinguished brainstorm on several key issues faced by the Housekeeping department such as sustainability and going the extra mile for the modern day guest. The session for the day concluded with an open forum based on the questions raised during the discussion. The participants were enthusiastic with their opinions and we finished for the day.

The second day of the colloquium was held at the Shangri La hotel, Bangalore. The session for the day was commenced by Mr. Kiran Kumar, the executive housekeeper of the Shangri La who introduced us to the technological innovations that have been introduced in the housekeeping department of their hotel. Among the innovations mentioned were the recent trend for fitting linen with RFID tags in order to track their inventory and usage. The session was followed up by Dr. DNS Kumar who joined us yet again and piqued interest by speaking about various components and factors from personal experience regarding work-life balance, employee satisfaction, financing and how hotels can incorporate elements from various other sectors apart from hospitality in order to better cater to the modern guest and improve efficiency in terms of productivity and employee engagement.

Mr. Gens Corder, the General Manager of the Shangri La, was the next to approach the dias who spoke about technology and the leaps and bounds Shangri La has made in defining a new era for it in Bangalore. The various innovations include from having digital phones in the rooms to having their very own water



refinery which purifies and recycles water for re-use in horticulture and for the flush systems used in the bathrooms. He concluded his session by emphasising on the importance of the growth of technology in India and that would be the deciding factor on the future of hospitality.

The final speaker for the day was Mr. PK Mohan Kumar, Hospitality Advisor from the Ozone Consultancy Group, here spoke about emerging trends in the hospitality industry and how the industry should adopt trends that its contemporaries abroad have started to adopt. His valuable insights truly highlighted the hospitality industry as what it should strive to be. The gathering was then



addressed by Dr. Leena N. Fukey, who organised the event in association with Ms. Bhavana Alvares, and together they conducted the valedictory function and certification followed by the vote of thanks. After completing the session the gathering was escorted around the property and invited to lunch at the multi-cuisine restaurant “the B-Café”. On this final note concluded the two day colloquium.

GUESS THE DISH!

1. A North-Eastern delicacy from the state of Meghalaya. The dish consists of pork intestines cook in the blood itself and sautéed onions and fermented soya bean , served in steamed banana leaves. The dish also has a similar international counterpart in Germany called “Blutwurst”.

CLUE: It is also known as the “Khasi Sausage”.



2. This is a Burmese inspired dish, now served across the globe especially in Laos and Thailand. The dish consists of a soup made with wide rice noodles, coarsely chopped pork, tomatoes, fermented soy beans, chillies, shallots, and garlic, then topped with pork (or chicken), bean sprouts, chopped scallions, and chopped cilantro.

CLUE: It commonly known as “Cut Rice”

3. This is vegetarian dish in Maharashtrian an Gujarati cuisine. The dish comprises of colocasia leaves stuffed with rice flour and flavourings such as spices, tamarind and jaggery.

CLUE: in order to use the leaves for the dishes one must oil their hands to avoid allergies



Countdown to Graduation

When asked – “What would you say to someone when they ask you about your time and experience in the BHM course of Christ University 5 years after you graduate? “ This is what some of our awesome final year students had to say...



Christ has opened a world of opportunities for me. Through my four years I have been able to do things which I would have never imagined I would do. It's been a platform where I could showcase not only a few talents but also test my capabilities. The Bachelor's in Hotel Management at Christ University, Bangalore not only prepared me to face the industry but the entire corporate world. The BHM department pressed hard when it came to discipline and towards the end of the course I came to understand why. The course has made me live by a principle of one of my role models Rahul Dravid who says, "To succeed in life one must stick to three P's Punctuality, Polished shoes and a Perfect uniform."

– **Behzad Tarapore**

In this fast growing and fast paced world, Hotel management has helped me gain skills and knowledge that I would not have gotten from any other course. It has taught me everything from the finer skills in the kitchen, to being well groomed and punctual. This course has made me a well-rounded professional.



– **Upamanyu Urs**



Education is important.. But Christ teaches you a little more than that. I used to cook before I joined Christ, but it is here that I learnt how to be a chef. It seems like it was just yesterday when we joined the college.. a group of strangers.. wary of what lies ahead.. but we leave with so many wonderful memories. So many friends and idols we found in our four year journey. It has truly been a roller coaster ride and believe me when I say this, we enjoyed and learnt from every minute of it!! Thank you Christ.. You will always hold a special place in our hearts.

– **Manushi Sagar**

Having spent 6 years of my life in Christ, it's going to be uneasy for me to bid farewell to the place where knowledge and value is the soul, teachers are more than just teachers and friends your reflection. I am going to miss my second home.

– **Shraddha Patil**



Our journey of learning doesn't start at the beginning but starts at the end(after graduating).What I would think about Christ is that it would be the same fun filled and a vibrant college and would always love to return to just recollect all the great memories I had carried along as I graduated!

– **Sai Vignesh Chandra**

The first day was just yesterday, but it has been a journey of a lifetime. The journey that helped me discover myself and what I want to be . My friends , some have been passers-by and some my companions. Each with their contribution of their own for this day today. When I am to look back at this time it would be for an incredible experience, the good and the bad for making me the person I am.

– **Hafsa Rizwana**



Good friends are the people in your life that make you laugh louder, smile brighter and live better. I found the best of friends in Christ university. We didn't realize we were making memories. We just knew we were having fun! And, If someone asks me to describe Christ university in 2 words, they would definitely expect me to answer “the best”. But I won't, I would simply smile and say "nothing compares".

Cheers to BHM!

– **Karishma Mohinani**



My parents have always said that the years you spend in college are the years you never forget. Graduation marks the end of that era for me. In 4 years I've seen and done things that most people would not have had the opportunity to do, I've experienced so many new things and met so many people that I'm thankful for and I know that most of these friends will last me a lifetime. With this I also say, 5 years down the line I will think fondly of my time in Christ, the good, the bad and the ridiculous. And thank you to the educators who were patient with us throughout. After all what's an institute without people to culture new minds? Here's to the memories. Thank You.

– Amit Srikumar

These past four years in Christ have been some of the best times. Right from meeting new people from doing things I wouldn't have ever imagined, it's been one amazing journey. I would always cherish these moments and just wish that it didn't come to an end so soon. Like the saying goes all good things comes to an end , this good journey has also come to an end , but the learning and memories and the people will be there forever .



– Arthi Tivari



Christ University gave me a platform where I could express my skills and talents and also identify my hidden talents and abilities. It transformed me into an entirely different individual. It also gave me an opportunity to meet and connect with a lot of people. Christ helped me understand how to choose my career wisely. I do and will always say that it is Christ University that deserves the credit for my success in all my ventures. It also gave me a lot of memories and I would say that these were the best four years of my life. I feel that joining Christ University was definitely the right decision!

– Aniket Vivek Joshi

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