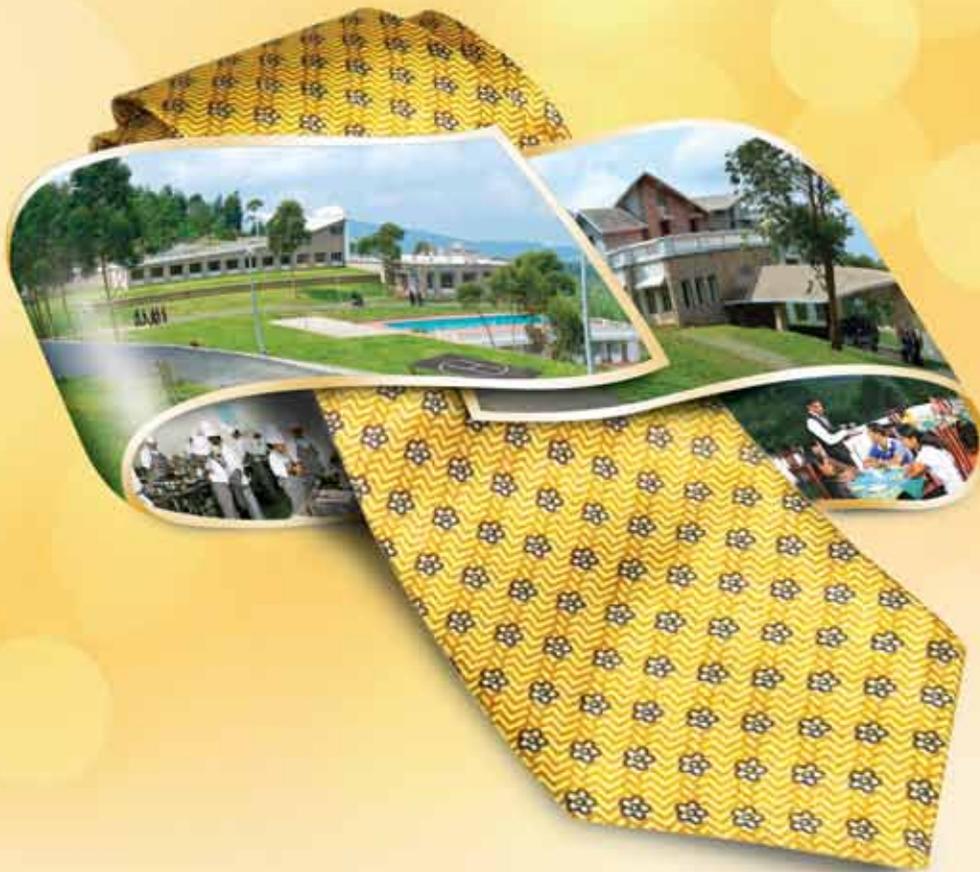




**Munnar Catering College**

# ROYAL LAURELS



**SOUVENIR 2012**



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*A Wholesale Travel Store*

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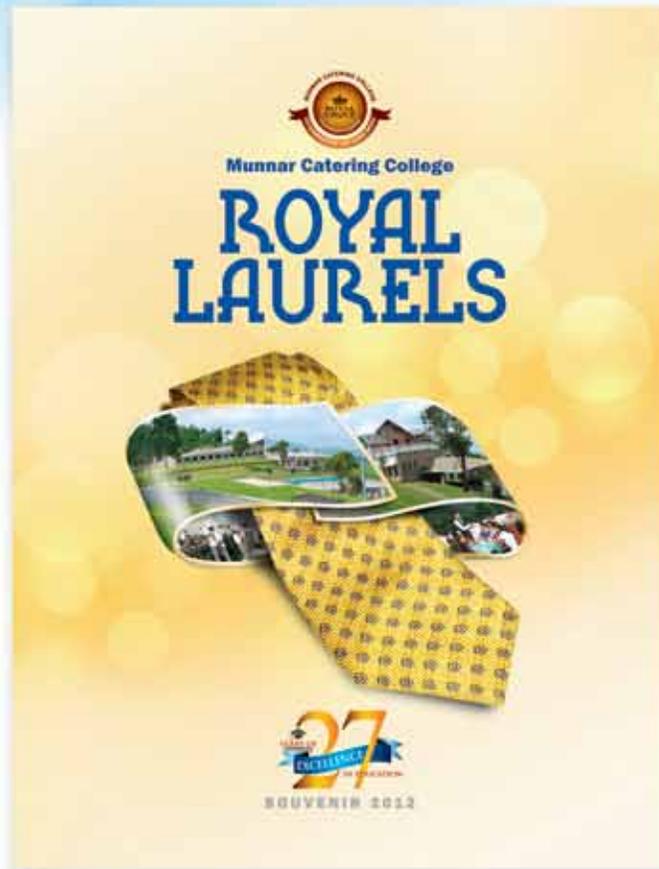
Fax: +91-484- 2381760 / 2367740

Mobile: 94470 79018, 94470 79017, 94470 79016, 94470 79095

Email: royalgroup@vsnl.com / royalgroup@eth.net / royalgroup@airtelmail.in

[www.keralaforyou.net](http://www.keralaforyou.net)

[www.fortmunнар.com](http://www.fortmunнар.com)



### **Munnar Catering College**

International Campus, Thachankary Hills, Sooryanelli, Munnar-685 618. Kerala, South India.

Ph: 00-91-4868-249900 Mob: 00-91-94477 76667, 94477 46664, 94477 06660

E-mail: [mccmunnar@dishnetdsl.net](mailto:mccmunnar@dishnetdsl.net) / [mccmunnar@vsnl.net](mailto:mccmunnar@vsnl.net)

[www.munnarcateringcollege.edu.in](http://www.munnarcateringcollege.edu.in)

**Published By:**

Mr. Shinow Baby

Principal

On behalf of Munnar Catering College,

Sooryanelli, Munnar

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**പി. കെ. അബ്ദുറബ്ബ്**  
വിദ്യാഭ്യാസ വകുപ്പുമന്ത്രി  
കേരളം

റൂം നമ്പർ 501  
അഞ്ചാം നില, സെക്രട്ടേറിയറ്റ് അനക്സ്  
തിരുവനന്തപുരം

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**സന്ദേശം**

റോയൽ ഗ്രൂപ്പിന്റെ, മൂന്നാർ കേറ്ററിംഗ് കോളേജ് കഴിഞ്ഞ കാല പ്രവർത്തനങ്ങൾ ഉൾപ്പെടുത്തി ഈ വർഷം മാഗസിൻ പ്രസിദ്ധപ്പെടുത്തുന്നു എന്നറിയിച്ചതിൽ സന്തോഷമുണ്ട്.

ആതിഥ്യ വ്യവസായവുമായി ബന്ധപ്പെട്ട് നടത്തുന്ന വിദ്യാഭ്യാസ പ്രവർത്തനങ്ങൾക്ക് കൂടുതൽ സാധ്യതകളുണ്ട്. സമൂഹത്തിന്റെ എല്ലാ തലത്തിലുള്ളവരേയും പരിഗണിക്കാനും വിദ്യാഭ്യാസത്തിന് ജനകീയ സ്വഭാവം വരുത്താൻ യത്നിക്കാനും ആഹ്വാനം ചെയ്യുന്നു.

സ്ഥാപന പുരോഗതിക്ക് എല്ലാ പിന്തുണയും വാഗ്ദാനം ചെയ്യുന്നു.

മാഗസിൻ വിജയമാകട്ടെ

**പി.കെ.അബ്ദുറബ്ബ്**

ടിസ്സൻ.ജെ.തച്ചൻകുറി  
ചെയർമാൻ  
മൂന്നാർ കേറ്ററിംഗ് കോളേജ്

*Message*



GOVERNMENT OF KERALA  
Dept. of Technical Education

Office of the  
Director of Technical Education  
Fort(P.O.) Thiruvananthapuram - 695 023

Phone: 91-471-2451369, 2463877(O) 9447611333(M)

Fax: 91-471-2451369, 2463733

lethajanaki@gmail.com



23.01.2012

**MESSAGE**

I am glad to know that the Munnar Catering College is publishing its 3<sup>rd</sup> edition of Royal Laurels, the College Souvenir.

I extend my sincere greetings and best wishes for the great success of the Magazine.

DR. J. LETHA

## *From the desk of the Chairman...*

Realizing the pedagogical revolution the Hospitality Management Education has experienced in recent years, Munnar Catering College(MCC) is moving in the right path exploring all possibilities hitherto unexploited in moulding young professionals. MCC emphasises not only on academic evolution but holds itself committed to the grooming of an individual in totality to make them successful professionals and responsible citizens. Because of the unique system of education and training followed at MCC our students are gaining an unparalleled knowledge base, vibrant dynamism and above all sustained commitment.

It is said that the four pillars of education are 'learning to know, learning to do, learning to bend and learning to live together'. Unfortunately today's learning is more oriented towards 'learning to earn' and is therefore leading to unhealthy competition. Here also MCC stands apart setting new benchmarks in hospitality education and training in a globalized context. We refine and develop the hidden talents of our students so that they can apply their knowledge and skills in any field in their life. Technical competency, creativity, adaptability and the passion to take up challenging assignments are the qualities they acquire from MCC. We motivate them to work towards progress, prosperity and harmony as they are the future pillars of the Hospitality, Hotel and Tourism industries. Spreading the message of human virtues and moral values our students are marching ahead with steady steps and a clear vision. I am sure that their creations in Royal Laurels -2012 will act as a catalyst in their professional development.

With best wishes

Tissan J Thachankary  
Chairman



*Forward*

*From the desk of the Vice Chairperson...*

Progress in professional and technical education decides a nation's development and economic growth. The new challenges we are faced with as a result of globalization and liberalization of the economy can be solved only by sharp intelligence and the highest degree of technical knowledge and expertise. To keep pace with global competition in all fields including Hospitality and Tourism industries, Munnar Catering College is committed to educate and train world class professionals; cultured with the highest standards of personal and ethical values.

A successful professional in the Hospitality industry requires excellent social skills, a pleasant personality, and a genuine interest in customers' needs. They must be highly result oriented and flexible, exhibit exceptional leadership skills, excellent managerial skills and quick thinking and adaptive capabilities. A career in the Hospitality industry can certainly be tough and demanding; but with the right education and proper training an individual will find this work both pleasurable and promising. I am sure that hundreds of future professionals passing out from Munnar Catering College will successfully enter the industry with confidence and enthusiasm. Why? Because they are 'MCATS' and are trained thus.

I extend my best wishes and congratulations to the staff and students of Munnar Catering College for bringing out ROYAL LAURELS -2012 with impeccable standards.

MIMI TISSAN  
Vice Chairperson





## *Editor's note*

Rains have stopped, Clouds have cleared  
The sun is in its horizon, clearing the darkness  
The Air is fresh and Pleasant, with scent of flowers  
The birds decree the arrival of a new generation  
Lo! 'The Royal Laurels' has bloomed afresh....

Ladies and Gentlemen, we announce the arrival of the third edition of the Munnar Catering College's Year Book "Royal Laurels".



The year that ended, started with a lot of hope, belief and vision for the looming days. Many a milestone crossed, targets achieved, visions realized and goals missed too. However, the year's balance sheet ended on a positive note. The year had a lot of action, reaction and sublime moments. A lot had to be archived and lot had to be stored. The souls, related to this lovely college performed and achieved lot more than what they did hope. This edition of 'Royal Laurels' would give you, the reader a glimpse of what went through and what was achieved.

Hope this blossom takes you for a gentle sashay through the nostalgic world of the past year...

**Bennet Manoharan**  
Senior Head – Food Production



## Principal's Message

Another year has flown past and here we are again publishing the 3rd edition of Royal Laurels. It is with a sense of deep pride and satisfaction that I address the issue of Royal Laurels for the second time.

Munnar Catering College and Royal Community College have passed through another year of evolution and we can proudly claim that the growth has been positive and successful. The year that went by was a year of events. As the saying goes, "With one step starts each journey", the new academic year began with lot of enthusiasm & activities. The first being the new batch's formal inaugural function which was held on August 8<sup>th</sup> & was attended by our dear Chairman, Mr. Tissan Thachankary. It was a great occasion as the new incumbents & their families were given a grand welcome & all their anxiety & apprehensions were laid to rest. The fresher's were also given a party by the seniors called "The First Crush" which was full of fun, games, cultural programmes & DJ. A Halloween theme dinner "The Exorcist Night" was organised by the final year cadets which exceeded everyone's expectations & imagination. "Onam" celebrations came up next which was celebrated in the true traditional style with a "Pookalam" & "Sadhya" & lot of cultural programmes to back up. Saraswati Pooja was also held on the Vijayadashmi Day, where all the cadets & faculty joined together irrespective of their beliefs. Then came the "festival of lights", "Diwali", which was again celebrated in its true style with crackers, music & dance.

Besides all these activities the cadets were taken for industrial visits to star hotels, every week, which is a great learning experience for them. A cake mixing ceremony was held to usher in the Christmas fever. As part of the Christmas celebrations, a Christmas carol was taken to the local area to spread the joy of Christmas. We also had a grand Christmas function & paid a visit to an orphanage. The year was also marked by Seminars from Industry Experts, Quiz Competition, as Faculty took turns to plan and organize an event every week. Campus recruitments also have commenced and will continue through the academic year. We also successfully managed to place 25 of our students in UAE which opened a new chapter and was another milestone in the history of MCC.

With the advent of New Year, there was new excitement, new hopes and new heights to achieve. The first celebration of the year was for "Pongal Festival" aptly called the Harvest festival which was celebrated by preparing the traditional Tamil dish "Pongal" as is customary for the day. This was followed by various competitions that were held to tap the talents of our cadets. Cultural events, sports events, drawing and painting competitions, essay writing, Mr & Ms MCC, Chef of MCC, Iron Man of MCC are to name a few. The future is arriving, newer trends are emerging, markets are changing and opportunities are evolving. The time is to change, to evolve, to grow and to find one's own feet amidst the changes. As Abraham Maslow said - "We are not in a position in which we have nothing to work with. We already have capacities, talents, direction, missions, and callings". The need of the hour is to identify our capabilities, build on our talents, seek directions from the experienced and chart out a vision and mission for the future and answer our callings. Dear Cadets: "May the road rise to meet you. May the wind always be at your back. May the sun shine warm upon your face, the rains fall soft upon your fields and, may God hold you in the palm of his hand". Here is wishing everyone a rewarding and successful career.

With Regards & Best Wishes

**SHINOW BABY**  
Principal



## How to manage your time

**W**e live life in the fast lane. We don't always have time to finish everything we started and sometimes, we don't even have the time to start anything at all. However, with the help of the right time management strategies, we can make time for everything!

You may sound pretty doubtful, but that's only because you've been stuck in "no-time-for-everything land" for too long. Not using effective time management tips could make you lose a lot of time to bond with your family and friends, maintain a romantic relationship, and take care of yourself. If you're not efficient in time management, you tend to be too focused on work priorities, forgetting that there is more to life than just that.

Time management strategies are often overlooked. However, you'd be surprised at how efficient your life will become once you employ some of them in your everyday routine

- Don't Put Off for Later  
What You Can Do Now
- Learn to Multi-task
- Follow a Time Table
- Set Priorities
- List down everything you would have to do for the next day.
- Follow A Good Routine.

**So  
in managing time,  
try to fit in an  
everyday routine  
of which you feel  
comfortable with,  
and try to stick with  
that as much as  
possible.**



## Love yourself..... Life's too short

Some say I'm self-absorbed and self-obsessed, while some, whom I don't even know, envy me, which eventually ends up in disliking me and my ways. Oh gosh!!!!

Well, I can react to it in two ways. Firstly, I can go mad at it, I can let people go on criticizing me and affecting me, I can question myself, my abilities and blah blah blah...

But then what? What will it leave me with? What will I gain from it? Inferiority complex, lack of self-esteem, lack of self-confidence, and lots of fighting within myself. That's it. So, it's better to choose the other way which is to be contented, be confined of what I am. I don't want to be a carbon copy of someone. I'm simply good at being me. I don't need a shoulder to cry on, myself makes me happy. Is there anything wrong with being self-dependent? Well, I don't think so!!! What's your say on this???

Finding something similar? Is all this matching to the track your life is playing on right now? Well, if yes, then keep reading on. Trust me, it's worth it. I understand, sometimes, it's just not easy to cope up with people around you. But remember, it's just not the right time to react. You'll appear foolish to people, just boasting about your feelings, or in their words, your greatness. Don't worry. Just let go. You know yourself. You know what you are. You may not be perfect, well, you don't have to be. God created you that way.

So as I conclude, I must say "Life is too Short" to wake up with regrets. Love the people who treat you right and forget the ones who don't. Believe that everything happens for a reason, for our own good. After all, God still exists!!! If you get a chance, take it. If it changes your life, let it. Because at one point, whatever you are doing is exactly what you ever wanted. I don't say, life would be perfect, I just say, it will be worth it.....

Reny Mathew  
BSc & DHMCT 4<sup>th</sup> Semester



# 10 Dream Steps to Success

## How to Bring Your Dreams to Reality

### Putting power in your steps

To come from nowhere to a place of power, a clear understanding of past, present and future is critical. By dwelling in the past, we are deterred from our dreams and dream objectives. By emotionally living in the past, we distract ourselves from discovering and giving voice to our deepest most inspirational desires.

### The past doesn't equal to future

In thinking of the past, we stir up negative explanations as to why our dreams can't come true because they haven't come true in the past. It is a specific sort of blame game and subtracts from our power to take responsibility for what our life has become.

### The future

The future is exciting because it is a blank state and if we understand it, as a creative opportunity, the future will not keep us in fear. The past is gone and the future is not yet here, so by investing ourselves too much in either the past or the future we diminish our power to act in the present moment.

### The powerful present moment

The past and future are illusory. They are not tangible and only reside in the mind. This is where the self-control of thoughts will influence your dreams in the present moment. Visualize our dreams in the present and actually attract the future based on your focus.

## The Ten Dream Steps for Success

### Step-1

Launch your courage  
(Concept: Courage to dream)

### Step-2

Drive your desires  
(Concept: Conscious belief systems)

### Step-3

Free your Imagination  
(Concept: Imagination stimulation)

### Step-4

Stage your dream  
(Concept: Enlightened visualization)

### Step-5

Pen your dream script  
(Concept: Power of words – write it)

### Step-6

Set your dream on fire  
(Concept: ignite dream momentum)

### Step-7

Publish your dream plan book  
(Concept: Connect with the “Thinking stuff”)

### Step-8

Inspire your dream with action  
(Concept: Power of the present moment)

### Step-9

Awaken your dream with thanks  
(Concept: Attraction action of Gratitude)

### Step-10

Become a dream achiever  
(Concept: Live share expand your dreams)



Rahul S Ravi  
BHM 2<sup>nd</sup> Semester



## Future trends in the Hospitality Industry

**Undoubtedly, the Hospitality Industry is growing. But where is it headed and what does the future hold? As a stakeholder trying to chalk out a career in the hotel industry, the cadets of MCC would surely like to know.**

*Let's find out:*

### **Emerging Markets:**

According to a survey conducted by Amadeus, Globalisation has been identified as a key driver. With the European and American markets nearing saturation, Russia, India, China and the Gulf Countries have been identified as the emerging markets. With unlimited opportunities already existing for the hardworking and the determined, there cannot be better news.

### **New Breed of Guests:**

The study further adds that we will be dealing with a new breed of guests. Guests who are informed, demanding and prefer experiences built around his personal needs. We would witness a breed of guest behavior based on SOLOMO (Social, Local and Mobile). The social speaks of what we do as human beings and how we share our travel experiences. Local refers to our need for information from our local environment and mobile personifies always "On the Go" attitude.

The hotels must go further in adoption of social networking and harness its power. Hotels have now to meet the challenge of satisfying a guest who not only has done a significant amount of research using their peer group as a main source of information but also is capable of generating real time feedback about his experiences for everyone to see. The hotel will be challenged with satisfying the guests at all touch points. The question that now arises is: How will this be achieved? The hotels will need to proactively collect and store more data and also will be required to access it faster to extend a more personalized and targeted guest experience. The message is loud and clear, to be successful; be ready to embrace the change and exceed expectations of this new breed of guests.

### **Technological Integration:**

The influence of technology has been widely seen in the hospitality industry. With the growth in smart phones the era of mobile technology has finally dawned. The hotels will be challenged with integrating the technology at all levels. The evolution from the phone to the fax to the PC to the PDA is finally shifting to the smartphones and tablets. There will be convergence of the social media with the smartphone technology resulting in further empowerment of the guest. The internet and the worldwide web will continue to play a vital role so much so that even a word "discomgoogolation" was coined to describe that strange feeling of 'disconnect' when deprived of the internet.

Hotels will become intelligent and will be capable of capturing the choice of its guests in video, voice or a 'mood snap'. Hotels will be capable of capturing the moment of truth as it happens. This feedback system will be the cornerstone of the guest satisfaction index at any point in time. The General Manager can obtain live updates at a glance on how guests in his hotel are feeling. He

can zero in on the causes of exemplary service or dissatisfaction. The system can extend valuable assistance quickly correcting the service lapses if any and will prove to be a deciding factor in the performance of the hotel.

*The moral: Like it or not, there is no escaping technology.*

### Smart Room:

Hotels are evolving to a stage where every amenity and service desired could be chosen and customized, arranged and delivered. Take a step ahead and welcome to the intelligent hotel room. A normal hotel room to the naked human eye; but hides nanotechnology and gizmos. A room that can adapt to the guests desires by altering the textures, colours and moods. A room that not only cleans itself but can also take care of its guests, from determining what temperature, music and lighting best suits their bio-rhythm in order to make them feel their very best. The hotel can even redesign itself into spaces more familiar to the guest such as his home.

Would this lead to a situation where hotels are run without people? The obvious answer is "NO"! Even with all the gizmos, a hotel experience would still be incomplete without the human touch. A guest would still need someone to talk to, someone who is willing to listen, empathise and help.

### Go Green:

Amidst growing concern over environment friendly services, a majority of travelers now prefer Green and Eco lodgings. Recent surveys by trade associations such as Partnership Travel Industry Association and online retailers like Yahoo have revealed that about 70% of the guests are willing to pay 9 to 10 % extra for environmental friendly lodgings.

This will not only make the earth a better place to live in but will also be a step towards leaving a better earth as legacy for the generations to come!

Welcome to the Future!

SHINOW BABY  
Principal



## My Heart's Rays



Pure heart, Love me the way I want you to

Grasp me in your arms as you always do

I feel an ease melting in your arm,

You let me free, you let me calm

Make me lay my head on your shoulder

Feeling your strength inside me, I'm bolder

Your hands gently combing my hair

From deep down I feel a touch of care

Pull me towards you closer

Feelings between is much better

My heart wants nothing more, my Love

Melvin Thomas  
BSc & DHMCT 4<sup>th</sup> Semester

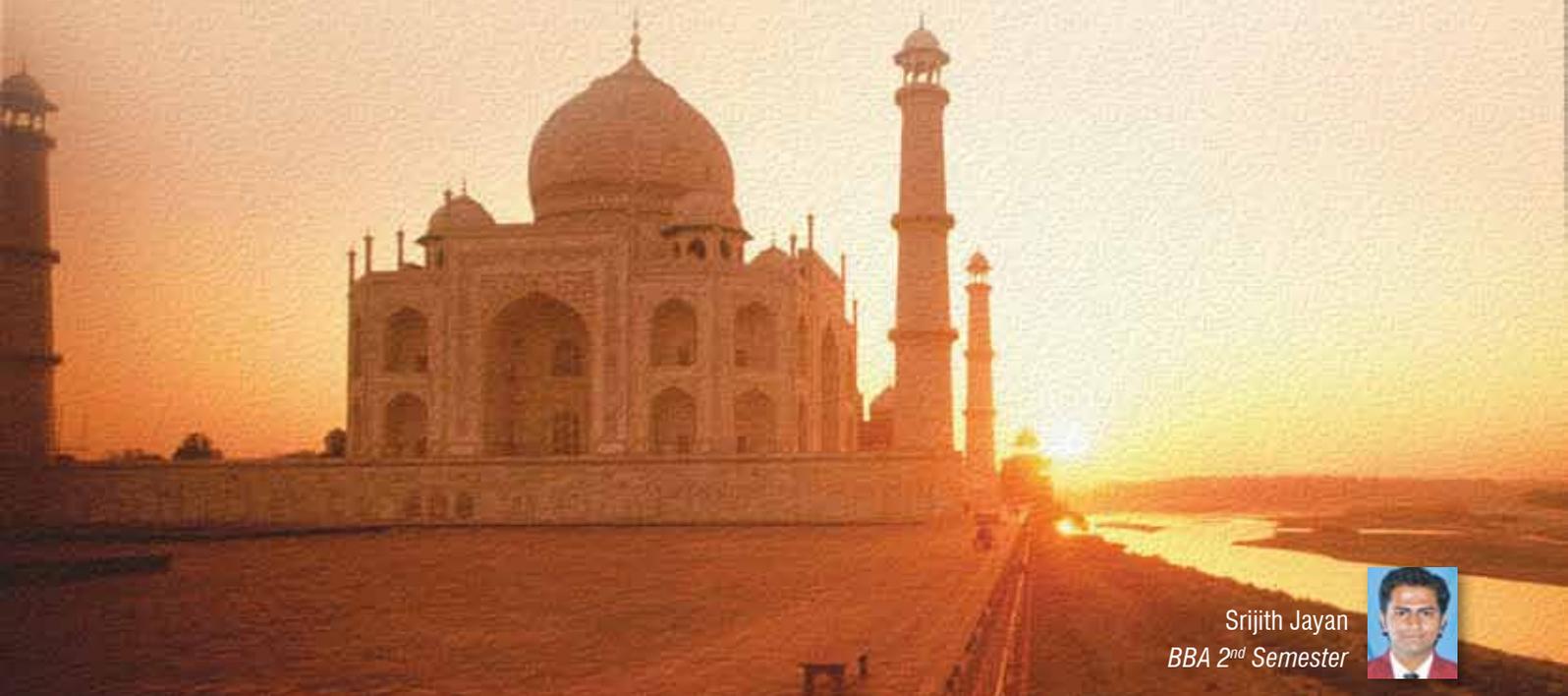


## The TajMahal story

**T**ajMahal, the magnificent monument that stands at the heart of India has a story that has been melting the hearts of millions of listeners since the time Taj has been visible. A story, that although ended back in 1631, continues to live on in the form of Taj and is considered a living example of eternal love. It's the love story of Shah Jahan and Mumtas Mahal, two people from the course of history who set an example for the people living in present and future to come. An English poet, Sir Edwin Arnold best describes it as, "not a piece of architecture, as other buildings are, but the present passion of an emperor's love wrought in living stones". The story that follows next will prove why the statement is true.

Shah Jahan, initially named Prince Khurram, was born in the year 1592; he was the son of Jahangir, the fourth Mughal Emperor of India and the grandson of Akbar the Great. In 1607 when strolling down the Meena Bazaar, accompanied by a string of fawning courtiers, Shah Jahan caught a glimpse of a girl hawking silk and glass beads. It was love at first sight and the girl was Mumtas Mahal, who was known as Arjumand Banu Begum at that time. Then, he was 14 years old & she, a Muslim Persian Princess, was 15. After meeting her, Shah Jahan went to his father and

declared that he wanted to marry her. The match got solemnized after five years. i.e., in the year 1628 that Shah Jahan became the Emperor and entrusted Arjumand Banu with the royal seat. He also bestowed her with the title of Mumtas Mahal, meaning the "Jewel of the Palace". Though Shah Jahan had other wives also, Mumtas Mahal was his favorite and accompanied him everywhere, even on military campaigns. In the year 1631, when Mumtas Mahal was giving birth to their 14th child, she died due to some complications. While Mumtas was on her death bed, Shah Jahan promised her that he would never remarry and will build the richest mausoleum over her grave. It is said that Shah Jahan was so heart broken after her death that he ordered the court into mourning for two years. Sometime after her death, Shah Jahan undertook the task of erecting the world's most beautiful monument in the memory of his beloved. It took 22 years & the labor of 22,000 workers to construct the monument. When Shah Jahan died in 1666, his body was placed in a tomb next to the tomb of Mumtas Mahal and now counts amongst the Seven Wonders of the World. This is the true story of TajMahal of India, Which has mesmerized many people with its bewitching beauty.



Srijith Jayan  
BBA 2<sup>nd</sup> Semester



# God's gift to Indian Football

## Baichung Bhutia

A shy, baby faced 16 year old boy with a halting walk in the famous red and gold colors of East Bengal strode onto the warm up area of the Corporation Stadium in Kozhikode in 1993.

All eyes were on this unknown youngster. His coach Dronacharya award winner Syed Nayeemuddin, brought him on with a quarter of an hour to go and the lad dazzled the packed stadium with his agility, dash and power, more importantly, he was already trying the bicycle-kick made so famous by Shyam Thapa in Indian football. Everyone who watched him on that day left with the unmistakable impression that a star had arrived on the Indian football firmament.

Two years later, the same boy made his international debut for India in the Nehru Cup in Calcutta and went on to score a goal on debut against Uzbekistan, his coach Rustam Akramov's country on, March 22, 1995. After a whopping 107 appearances for India, the most by any player, during which he has scored 43 goals, second only to PK Banerjee's tally of 65 goals in just 84 matches, that shy boy is now playing his testimonial match fittingly against the world famous German side Bayern Munich. His name is Baichung Bhutia, born in Tinkitam on Dec.15, 1976.

By the time India's Asia Cup campaign ended in 2011, Baichung had become the most capped player in Indian soccer and announced his retirement from International football. The All India Football Federation, for the first time is organizing a fitting finale for a player who has been the torchbearer of Indian football for a decade and a half.

It was the 1992 Subroto cup in Delhi, where he won the "Best Player" award, which propelled him to stardom. India goalkeeper Bhuskar Ganguly is credited with spotting his talent and the rest, as they say, is not just history but great, unforgettable history.

A player who possessed blinding speed, especially in short bursts as he would be off before you had finished calling his name, one who packed immense power in his right foot, a fearless striker who could trouble the best of defenders who had great ball control and above all, a team man who would prefer to pass the ball to someone better placed rather than try to score himself. That's Baichung, always the same yet always improving from debut to retirement.

Baichung dared to tread into uncharted territory. No footballer before him had the guts and gumption to go and play for clubs in Europe. Olympians Ahmed Khan and Goal Keeper KV Varadaraj had offers in their prime in the 1950 but did not take it up. In the summer of 2006, Baichung made history by signing for English second division club Bury FC. He later played on loan for Malaysia's Perak FC too.

East Bengal, JCT mills and Mohan Bagan are clubs in India which stacked their cabinets with trophies as Baichung netted goal after goal for them in tournament after tournament. He also helped East Bengal with the ASEAN Club Championship scoring a goal in the final in a 3-1 win over BECT TeroSasana of Thailand.

The Arjuna Award, the Padmashree Award, a stadium being named after him in Sikkim, best player of the tournament, Best player of the year, Highest goal-Scorer are all entirely expected accolades.

But no award can truly justify his outstanding contribution with single-minded dedication in as tough a sport as football in India. He was never the one to mind words and fought for all that he believed was right.

"That's why he is considered as God's Gift to Indian Football"



Rahul DS  
BAIHA 6<sup>th</sup> Semester

## IP Telephony

In India, Most of the hoteliers are still using TDM based combinations of analogue and digital switch board(PBX) systems instead of (IPT) internet telephony which creates multiple network environments i.e., laying separate network, CAT 6 cable lines and therefore, increases network and systems to manage. Due to the cellphones telephone revenues are dropping in hotels. Many hotels in India still don't see any ROI in the development of IP based telecom system and many upcoming hotel chains are still deploying old TDM telephone system or Hybrid based system which is capable of functioning with IP based telephones. IP based systems can help hotels in increasing customer satisfaction and over all speeding up the operations, by reducing cost. Further common myth among hoteliers is that an IP based phone is more expensive than a good quality digital or analog phone. Many hotels plan to switch over to maintain hybrid exchanges which can sustain analogue or digital lines or can even be aligned with

IP telephony networks for future requirement. Many hotels have started installing hybrid exchange which is ready for future IPT usage in guest room. In future, IP telephony service would find greater acceptability in Indian Hospitality.

### IP Telephony as an asset

IP Telephony helps convergence of various models of communication viz. voice, video and data. This reduces TCO considerably as it helps in reducing operating costs associated with maintaining multiple environment, while achieving superior guest satisfaction and increased employee productivity. In future, in contemporary hotels and resorts, automated room controls will be the choice of the guest. Hotels are working hard to ensure that their guest should feel at home.

Today travelers would like to use triple play communication: voice video, and text. They expect their hotel room technology to be user friendly and a simple plug –and- play without any human intervention. For example all of guest's electronic personal and other gadgets should work their private house. They generally



view television for news, chat, weather, medical, and to play video games etc. A guest should be in the position to use his personal entertainment gadgets with simple plug and play solutions.

### Reducing Human Intervention

IP based communication solution and a converged network significantly reduces human intervention when it comes to exchange between guest and guest service department. Guest can set their own wake-up calls from an IP phones screen directly without calling guest service. After this step, IP phones could also remind the guest if they would like to receive bed tea or breakfast after setting wake-up calls. Details of morning breakfast with a full color menu are possible with IP telephone. This makes the hotels food & beverage (F&B) operations efficient and proactive. Further, the number of guest calls to the room service department is reduced. Thus the errors are reduced during taking order by the room service.

IP networks can also ensure better security regime for guests. For instance, with a small camera attached to every door, the guest can get a view of the person knocking on the door on the television set in the room. Furthermore, in big hotel groups booked on to IP networks, Registrations with their property means your likes and dislikes being recorded in their database system for ever.

IP telephony also helps in enhancing the revenue of the hotels as they are very easy to use promotional and marketing tools. IP end points provide hotels with an opportunity to market their various products and service by playing promotional messages. In that context, an IP phone device does more than calling. With an IP telephony network, Hotels can constantly send messages pertaining to their product and service offerings (Like happy hours, food promotions and festivals, discount offers etc.) to their customers and some of this exchange can be undertaken on a customized basis catering to a specific clientele base.

So, this is a high class business communications technology which would help guests and hotel employees stay connected at all times. The scope of technology has definitely got widened in the sphere of true hospitality.



Cerin Varghese  
BSc & DHMCT 4<sup>th</sup> Semester

## A good student

**A**lways Liked by the Teacher

**G**reets Everyone with a Smile

**O**bedient to Elders

**O**n-time to School

**D**resses Neat and Clean

**S**tudies with Interest

**T**reats everyone with respect

**U**nderstands everything that's taught

**D**oes Daily Homework

**E**ager to Know New Things

**N**ever Misbehaves

**T**alks Less and Works More



Akhil Sasi  
BSc & DHMCT 2<sup>nd</sup> Semester

## Mineral Springs Spa

No one knows exactly where the word spa comes from, but there are two main theories. One is that spa is an acronym for the Latin phrase, “salus per aquae,” or “health through water.” Others believe the origin of the word “spa” comes from the Belgian town of Spa, known since Roman times for its baths. They speculate that the town was so prominent that the very word spa became synonymous in the English language with a place to be restored and pampered.

Modern spas have their roots in ancient towns famed for the healing powers of their mineral waters and hot springs. Travelers would come to “take the waters” and restore their health. The practice of bathing in hot springs and mineral waters dates at least to the Babylonians and Greeks, and knowing people, probably much sooner!

In the 19<sup>th</sup> century, Europe’s great spas were destinations for the wealthy, which went there to “take the waters.” Water treatments are still considered the heart of the spa experience in Europe. Today massages and facials are by far the most popular spa treatments. A mineral springs spa has a source of natural mineral water that you can soak in. Mineral springs have been valued for thousands of years for their power to ease joint pain, arthritis, and other physical ailments.

Mineral springs may come out of the earth at a tepid temperature and then be heated for bathing. If there is a lot of geo-thermal

activity, the mineral water is literally heated by the earth and is called a hot springs. Sometimes the water is so hot it has to be cooled.

Mineral springs have naturally occurring minerals and trace elements such as calcium, magnesium, potassium, sodium, iron, manganese, sulphur, iodine, and bromine. The exact makeup of the water varies from spring to spring, and many spas post the exact chemical make-up. Different waters are considered beneficial for different ailments.

Mineral springs spas vary greatly in the degree of luxury and amenities they offer. Some are historic bath houses where you go to soak for 20 or 30 minutes in a private room that may be very simple. Usually you can get a massage. There might be communal outdoor pools. But some of the world’s most lavish hotels and resorts were built on the site of mineral springs.

Some of the world’s great spa cities rose up because of mineral springs which includes Baden-Baden in Germany, Spa in Belgium and Bath in England.

In the 18<sup>th</sup> and 19<sup>th</sup> centuries drinking the mineral waters was an important part of the cure. This was a time when the wealthy classes went to spas to mingle, and the sipping pavilion provided the perfect opportunity. Today most people prefer a good soak to drinking the pungent, odd-tasting waters.



Arsha S  
BAIHA 6<sup>th</sup> Semester

# Black Hole

Most of you might have heard of Black holes. This is not related to our field of study; still it is necessary that we should have at least some additional knowledge in other subjects also. Black hole is such interesting topic that even those who hear it for the first time get attracted to it.

The greatest miracle that we humans ever know is our universe itself. It consist's of stars, galaxies & other heavenly bodies... Our planet Earth is just only a tiny part of this huge universe. All might have heard that the birth of stars takes place in 'Nebulas'. What about its death..? Why we see stars as shining ones? The process that is taking place in stars is nuclear fusion. That is the hydrogen molecules inside the star combine to form helium molecules. High heat and light energy is released during this process and we see stars as shining ones. Stars are actually very big heavenly bodies. Stars are having gravitational force inwards and force which is produced as a result of high pressure during the combustion of fuel outwards. Thus the stars maintain its shape. What happens when stars run out of fuel? When all the hydrogen molecules inside the star gets finished the outward force stops and only gravitational force will be there inwards. Thus stars begin to shrink. The size of the star gets reduced and mass increases. Black Holes are formed during this stage. Imagine the star shrinking to the size of 1 millimeter. A micro black hole which has a size of 1 millimeter will have a mass equal to the mass of moon.

An idea of a body so massive that even light cannot escape was proposed in 18th century. We can't see a black Hole because it is black in color. We see an object when light falls on that object, reflect back and reach our eyes. The gravitational force of Black Holes are that much high that even the light which falls on Black Holes never returns; but it gets absorbed. Thus we can never see a Black Hole; we can only detect its presence, when other body passes near to it, as it attracts them. Anybody which falls into a Black Hole gets torn out and all the information regarding the body is lost to the outside observers.

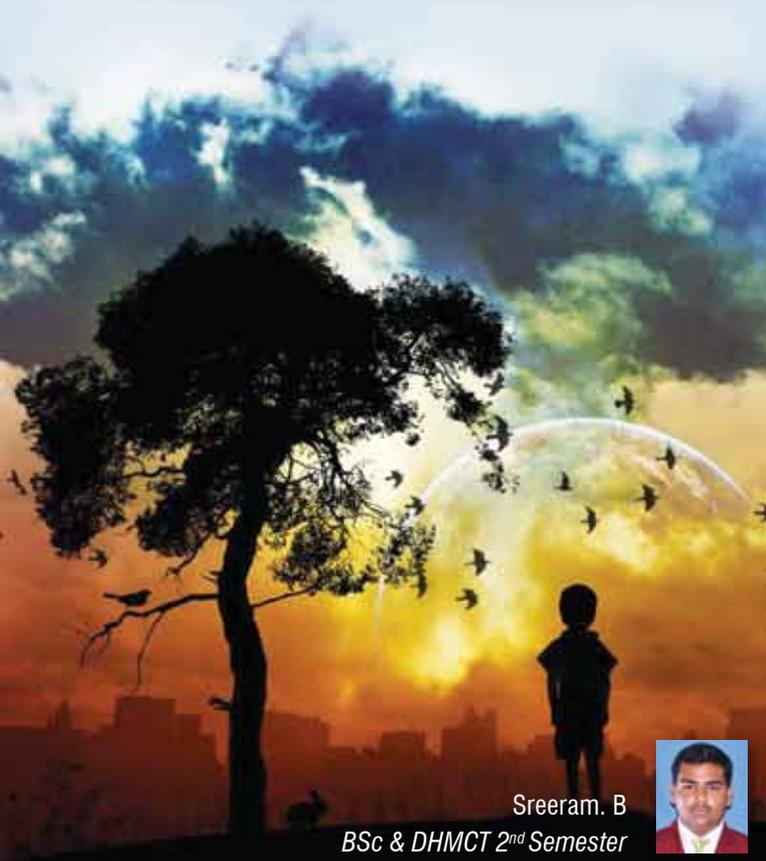
Our universe consists of millions of Black Holes and researchers are interested in this field of study. A strong evidence of a Black Hole of more than 4 million solar mass at the center of our galaxy Milky Way has been found. May be the end of our earth would also take place inside such a Black Hole.....

Priya Suresh  
MBA 2<sup>nd</sup> Semester



## My Fuel

The One Thing in the World  
That Wakes Me Day Today  
Giving Me Things in My Life  
That Used To Be a Dream to Pray  
A Fire Deep inside My Heart  
That Pushes Me to Go  
Even When I Want To Stop  
It's The One Thing That I Know  
That One Special Thing  
The Only Needed Fuel  
That Gets Me through It All  
My Love for God Is "The Fuel"



Sreeram. B  
BSc & DHMCT 2<sup>nd</sup> Semester



## Iced Tea

Iced-tea is more than just a cool drink, especially if it is freshly brewed using 'Green Tea'.  
Brew Some to Get Upto It

### Weight-loss

Overweight or Obese exercisers can burn-off 1.3 Kg More and 7% more belly fat when they green-tea instead of any other drink beverage with the same amount of calories, according to a new multicenter study.

### Cancer Prevention

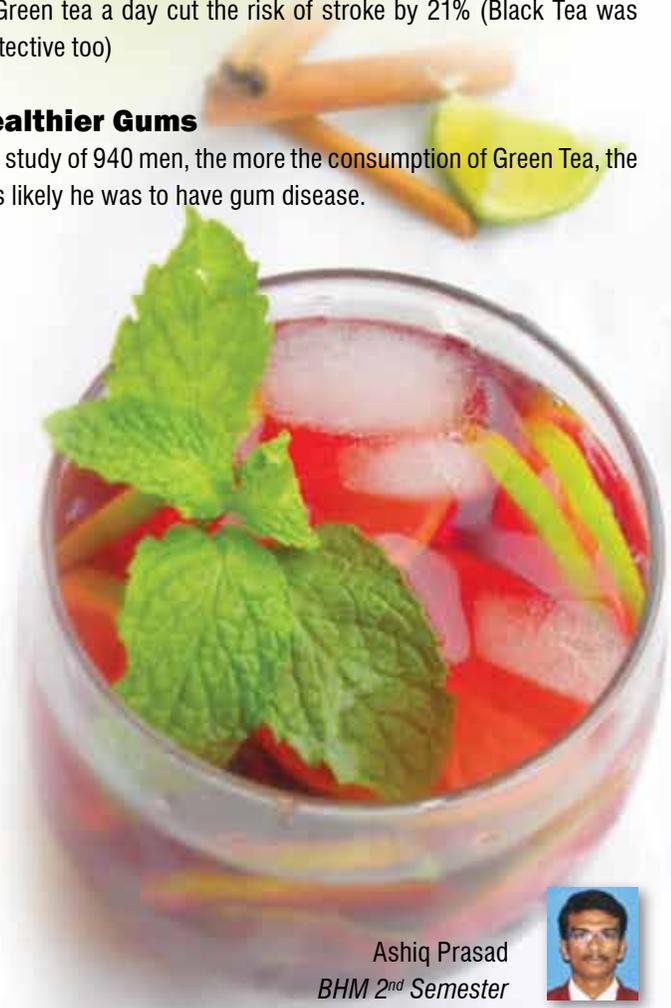
Regular green tea drinkers were 12% less likely to develop breast cancer than non-drinkers, according to research on 6928 women.

### Reduced Stroke Occurrence

A US university review of wine studies found that Three cups of Green tea a day cut the risk of stroke by 21% (Black Tea was protective too)

### Healthier Gums

In a study of 940 men, the more the consumption of Green Tea, the less likely he was to have gum disease.



Ashiq Prasad  
BHM 2<sup>nd</sup> Semester



## Elite, Exclusive & Expensive

**Spice:** Saffron; a spice grown worldwide is derived from the saffron crocus flower. A pound of dry saffron (0.45 kg) requires 50,000 to 75,000 flowers to make. Requiring so much resources and labor, prices for the spice go around.

**Nut:** Macadamia Nut; The macadamia tree produces nuts only after its 7 - 10 years old, requiring fertile soil and heavy rainfall. These nuts have a very hard seed, but once it's open it reveals a creamy white kernel containing up to 80% oil and 4% sugar.

**Seafood:** Caviar; Beluga caviar comes from a fish over 100 years old, which is virtually unchanged for 120 million years. The luxurious caviar comes from the oldest survivor of the Dinosaur era.

**Mushroom:** White Truffle; This mushroom has its origins in the Langhe area of the Piedmont region in northern Italy; it can reach 12 cm diameter and weighs 500g.

**Potato:** La Bonnotte; annually, only 100 tons of this top quality potato are cultivated and collected only on the island Noirmoutier, France. The potato fields require to be fertilized only with sea weed in a climate shaped by the nearby sea.

**Beef:** Wagyu; beef coming from the Wagyu cows. These Japanese cows are fed the best grass, drinks beer and provided the best treatment. That is why the meat is especially tender and particularly expensive.

**Coffee:** Kopi Luwak; This coffee comes from the Indonesian island of Sumatra and the total annual production is only around 500 pounds of beans.

**Tea:** Tieguanyin; A Rare Chinese oolong tea originated in the 19<sup>th</sup> century in Anxi in Fujian province.

**Champagne:** Perrier Jouet Belle Epoque Blanc de Blanc, made of specially selected grapes, sold in manually painted bottles.

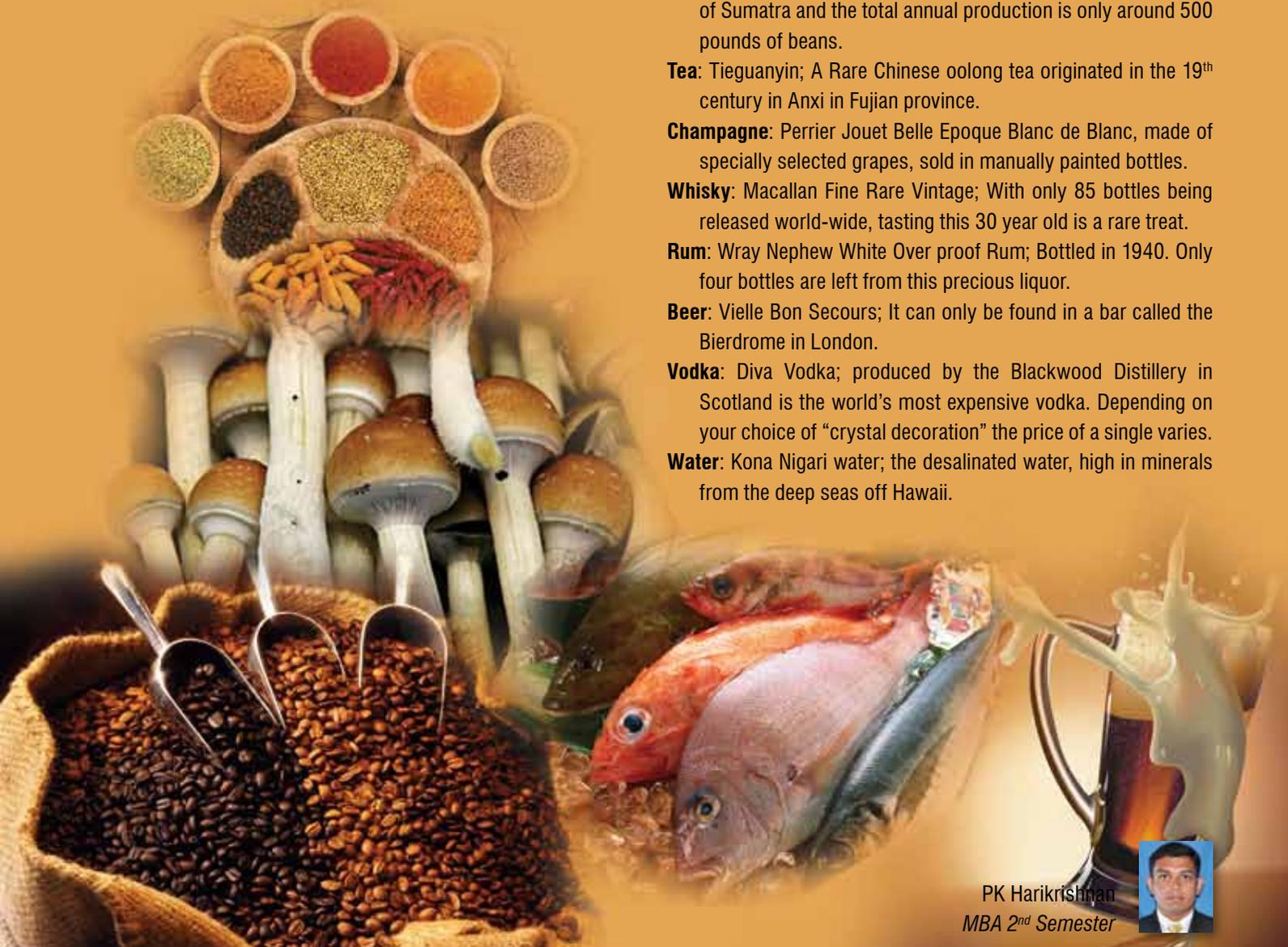
**Whisky:** Macallan Fine Rare Vintage; With only 85 bottles being released world-wide, tasting this 30 year old is a rare treat.

**Rum:** Wray Nephew White Over proof Rum; Bottled in 1940. Only four bottles are left from this precious liquor.

**Beer:** Vielle Bon Secours; It can only be found in a bar called the Bierdrome in London.

**Vodka:** Diva Vodka; produced by the Blackwood Distillery in Scotland is the world's most expensive vodka. Depending on your choice of "crystal decoration" the price of a single varies.

**Water:** Kona Nigari water; the desalinated water, high in minerals from the deep seas off Hawaii.



## Adolescents & Their Problems

### A Millennium Approach

The English word 'Adolescence' is a derivation of a Latin word "Adolescere" that means 'To Grow to Maturity'. This stage begins from the 12<sup>th</sup> year of the person to the 20<sup>th</sup>, i.e. 13 – 19 Years old, also called as 'The Teenage'. About 30% of the Indian Population is adolescents, who continuously need Nutritional, Medical, Psychosocial and Spiritual guidance.

Adolescence is the "Transition Stage" from Childhood to Adulthood. It is the most fascinating period in our life, a time of considerable changes in eventually all aspects of functioning. Transition happens in Physical structure (Physiological and Endocrinal), Patterns of Thinking, Attitude, Ideas, Relationships, Moral Standards and Abilities. It also prepares children to Face Adult Life with Confidence, Handle Responsibilities, Creating Their Identity and Gain Control over One's Emotions and Thoughts.

This Phase is also a "Problem Age" as all children passing this stage face Temperamental Issues, Lack of Understanding, and are Unwilling to Obey. The emergence of Nuclear Family, Fast-paced Lifestyle, Over-exposure and Peer-pressure compound this situation. Erroneous Beliefs and Imperfect Knowledge lead to Severe Aberrations which in-turn brings about Emotional Instability.

### Prevalent Problems in Adolescents

1. Addictions and Drug Abuse
2. Crime
3. Run-away and Homeless
4. Suicide
5. Anorexia (Eating Disorder)
6. Erroneous Company

### Addictions and Drug Abuse

As boot legging and drug trafficking is rampant these days, young people these days think that Alcohol is a "Gateway Drug"

### General Perception of Adolescents

- It improves social Bonds • Provides Relaxation • Just a ritual
- Status Symbol

### Crime

Psychoanalysis and Crime Detectors state that 57% of all serious crimes are committed by Adolescents.

#### Reasons

- Parental control is loosened • Unconstrained behavior

### Run-away and Homeless

High delinquency rates and poor school performance are principle causes of run-away. Sometimes the teenagers are not "Run-away" they are "Thrown Away"

#### Other Reasons

- Dysfunctional and/or Broken Families
- Sexual and/or Physical Abuse



## Suicide

Suicide is the second leading cause of Adolescent deaths

### Reasons

- Failure to develop strong ethnic identity
- Poor or No Family relationships
- Depression
- Impulsivity
- Addiction or Drug Abuse
- Lack of Problem Solving Skills
- Academic Failure
- Love Failure

## Anorexia (Eating Disorder)

It is primarily found in the female Adolescents.

### Reasons

- Consciousness of their beauty
- Social stigma against plump or fat women

## Erroneous Company

Throughout their adolescent life the child feels Friends and Peers are more important than other elders. According to Crolyn Shantz "Adolescent Friendship is a mutual relationship in which the friends care for each other, share their thoughts and feelings and comfort each other". These companies if wrongly chosen would spell doom for the child.

### The Solution

A good parent, teacher or Counselor can save the adolescent to come of the above discussed stress areas by teaching them necessary Thinking and Social Skills. These include

- Solving Problems
- Thinking Critically
- Making Right Decisions
- Setting Goals
- Appreciating Others
- Taking Responsibilities
- Good Knowledge and Sound Judgment
- Building Positive relationships with Family, Friends and Elders

As caring adults we have an opportunity to touch the lives of our young people, which can be influenced through understanding, guidance and teaching

Katherine – T – Hinksen Said "If you can influence the young, it would Bring Earth into Heaven"

Pandit Jawaharlal Nehru Said "The Future of India is in the hands of the Youth"

So, a good adolescent training is a must to change the very fabric of society on which the next century will be built.

Pinkymol S  
BHM 3<sup>rd</sup> Semester

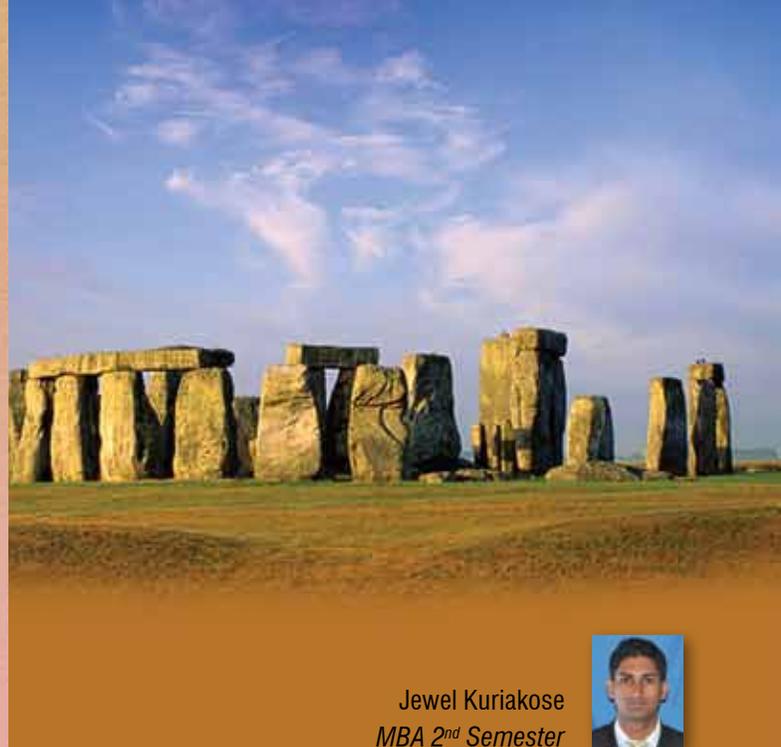


# Stonehenge

Stonehenge is a prehistoric monument located in the English country of Wiltshire, about 3.2 Kilometers (2.0 miles) west of Amesbury and 13 Km (8.1miles) north of Salisbury. One of the most famous sites in the world, Stonehenge is composed of earthworks surrounding a circular setting of large standing stones and sits at the center of the densest complex of Neolithic and Bronze Age monuments in England, including several hundred burial mounds.

Archaeologists had believed that the iconic stone monument was erected around 2500BC. However, one recent theory has suggested that the first stone was not erected until 2400-2200BC. Whilst another suggests that bluestones were erected at the site as early as 3000BC. The surrounding circular earth bank and ditch, which constitute the earliest phase of the monument, have been dated to about 3100BC.

The site and its surroundings were added to the UNESCO's list of World heritage sites in 1986 in a co listing with Aveburyhenge monument, and it is also a legally protected scheduled ancient monument. Stonehenge itself is owned by the crown and managed by English heritage while the surrounding land is owned by the national trust.



Jewel Kuriakose  
MBA 2<sup>nd</sup> Semester



## Financial System in India



“Financial System” is a broader term which brings under its fold, the financial markets and the financial institutions which support the system. The major assets traded in the financial system are money and monetary assets. The responsibility of the financial system is to mobilize the savings in the form of money and monetary assets and invest them to productive ventures. It provides the intermediation between savers and investors and promotes faster economic development.

### Weakness of Indian Financial Systems

Rapid industrialization has in turn led to the growth of the corporate sector and government sector. In order to meet the growing requirements of the government and the industries, many innovative financial instruments have been introduced. Yet it suffers from some weaknesses:

- Lack of coordination between different financial institutions
- Monopolistic Market Structure
- Dominance of Development Banks in Industrial financing
- Inactive Capital Market

### Conclusion

Some serious attention was paid to the development of a sound financial system in India. At the time of independence in 1947, there was no strong financial institution mechanism in the country.

With the adoption of the theory of mixed economy, the development of the financial system took a different turn so as to fulfill the socio-economic and political objectives.

*The economic development of any country depends upon the existence of a well-organized financial system. It is the financial system which supplies the necessary financial inputs for the production of goods and services, which in turn promotes the wellbeing and standard of living of the people of a country.*

Sony Stephen  
Lecturer – Management Studies



# Friendship

Friendship is the greatest wealth that brings many pleasures to gladden the heart  
A friend treasures every hope and dream  
Friendship is a glorious melody, whose beauty increases with the passage of time  
A really close friendship doesn't just happen....  
It takes time to build the kind of trust and respect, which makes a friendship, a lasting one  
Life is nothing without friendship, because it's only in the relationship that one  
Has the freedom to be oneself  
Friendship is smooth, free-flowing like a river of dreams  
That brings surprises all new, growing deeper day after day  
Friendship can show how beautiful life can be  
Happy is the heart that knows true friendship.  
THAT'S FRIENDSHIP



Robin Chacko Mathew  
BSc & DHMCT 2<sup>nd</sup> Semester





# Habit or Addiction???

People with an addiction do not have control over what they are doing, taking or using. Their addiction may reach a point at which it is harmful. Addictions do not only include physical things we consume, such as drugs or alcohol, but may include virtually anything, such abstract things as gambling to seemingly harmless products, such as chocolate - in other words, addiction may refer to a substance dependence (e.g. drug addiction) or behavioral addiction (e.g. gambling addiction). In the past, addiction used to refer just to psychoactive substances that cross the blood-brain barrier, temporarily altering the chemical balance of the brain; this would include alcohol, tobacco and some drugs. A considerable number of psychologists, other health care professionals and lay-people now insist that psychological dependency, as may be the case with gambling, sex, internet, work, exercise, etc. should also be counted as addictions, because they can also lead to feelings of guilt, shame, hopelessness, despair, failure, rejection, anxiety and/or humiliation. When a person is addicted to something they cannot control how they use it, and become dependent on it to cope with daily life. A habit may eventually develop into an addiction. Many of us can use substances or become engaged in activities without any significant problems. Some people, however, may experience damaging psychological and/or physical effects when their habit becomes an addiction.

## What is the difference between a habit and an addiction?

### Addiction

- There is a psychological/physical component; the person is unable to control the aspects of the addiction without help because of the mental or physical conditions involved.

### Habit

- It is done by choice. The person with the habit can choose to stop, and will subsequently stop successfully if they want to. The psychological/physical component is not an issue as it is with an addiction.

Addiction to substances or activities can sometimes lead to serious problems at home, work, school and socially. The causes of addiction vary considerably, and are not often fully understood. They are generally caused by a combination of physical, mental,

circumstantial and emotional factors. Addiction, often referred to as dependency often leads to tolerance - the addicted person needs larger and more regular amounts of whatever they are addicted to in order to receive the same effect. Often, the initial reward is no longer felt, and the addiction continues because withdrawal is so unpleasant.

## Overcoming Addiction

Addictions always serve a need. For many, it's a basic emotional need of coming to terms with self-worth and developing a strong sense of self. And the best thing you can possibly do is take action! Use these strategies to make positive changes in your life.

- Find the courage to determine what you need that you're not getting.
- List three things that you feel you're running from in your life. What are you using your addictions to avoid? Get to the heart of the matter.
- You can't change what you don't acknowledge. Get real with yourself. Ask the tough questions and listen closely to your answers.
- Behave your way to success. Instead of being afraid to be a successful person, learn how to own those positive feelings.
- Work on how to present yourself on an "even-up" basis with the world. How can you know if you can stand on your own without the crutch of your addiction unless you remove it?
- Stop running. You can run but you can't hide. Stop putting your own happiness off until tomorrow.
- Remember, you don't ever break a habit. If you want to get rid of bad behavior, you have to replace it with something positive "something that will make you stronger instead of weaker". Work on identifying positive behaviors that would make good replacements for your addictions.

Nima Ravindran  
Lecturer & Counselor



## Hire for Attitude, Train for Skill

“Hire for attitude & Train for Skill” is the new mantra that most of the companies seem to be following. Employers these days are looking for potential. The abstracts have become as important & critical as the definitive skills, while hiring a candidate. Some of the traits that are looked for are:

### Executor's Traits:

- Innovation: This is a near non-negotiable expectation. It is to keep organization ahead of competition & keep teams excited & motivated.
- Business Awareness: It is the ability to view situations from a commercial or a business perspective. It is one's understanding of what makes any business successful.
- Cross-cultural Orientation: The world is becoming more global & hence it is important to have candidates who are adaptable to various cultures & style of work.
- Value Proposition: Is the candidate bringing value, be it in terms of achieving revenue targets, grooming people, resource building.

### Tackling Uncertainty:

- Ability to Handle Stress & Change: In today's fast changing world this quality creates difference between two equally

performing candidates. One who can deal with stress & change takes lead in the growth plan.

- Ability to Overcome Ambiguity: Most Indians have this exceptional trait to make sense out of very little details & comprehend when little has been said or documented.

### Cutting Edge:

- Well-Constructed Aspiration: This indicates a candidate's level of ambition & how far or how little one can stretch oneself to achieve aggressive goals.
- Being Tech-savvy: Candidates who are not geeky are in for a tough time in most progressive organizations that have technology enablers to improve efficiency of work at every step.
- Being Socially Networked: Having presence in social networking is no more deemed time wasted. It is actually to showcase one's softer skills.

### Outdated:

- Loyalty: While loyalty is expected, not many employers dislike those who have some ship -jumping record (when it is not too short). Many organizations believe that beyond four or five years, it is good for employees to move on to induct fresh blood in to the system.
- Multiple Degrees: Matters very little, except probably for entry level positions.



Alan Boban  
BSc & DHMCT 4<sup>th</sup> Semester



## Extracts of a Swami's Life and Words

A spiritual genius of commanding intellect and power, Vivekananda crammed immense labor and achievement into his short life, 1863-1902. Born in the Datta family of Calcutta, Narendranath embraced the agnostic philosophies of the Western mind along with the worship of science.

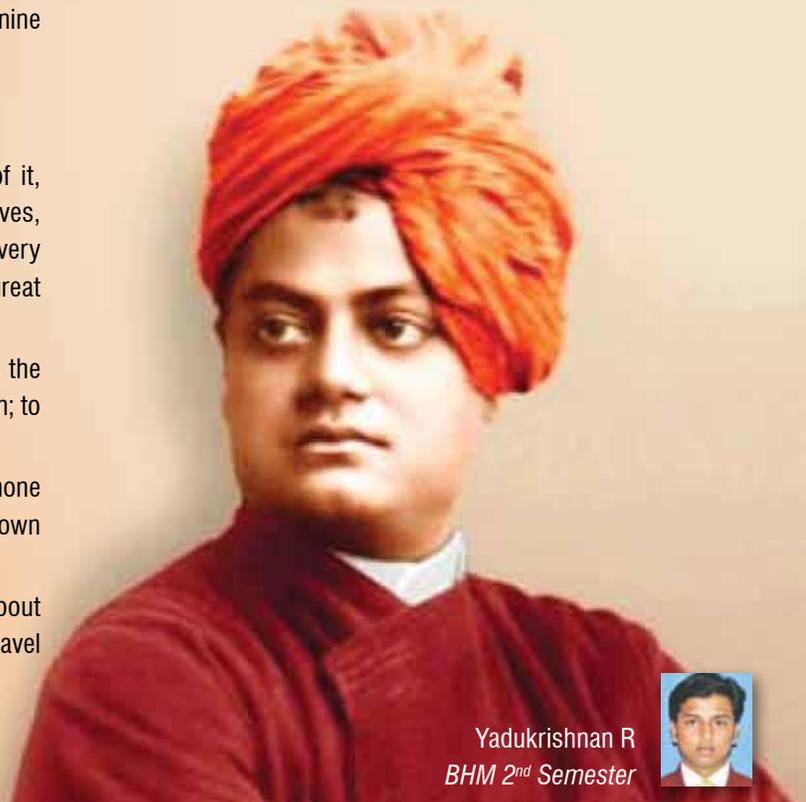
At the same time, vehement in his desire to know the truth about God, he questioned people of holy reputation, asking them if they had seen God. He found such a person in Sri Ramakrishna, who became his master, allayed his doubts, gave him Good vision, and transformed him into sage and prophet with authority to teach. After Sri Ramakrishna's death, Vivekananda renounced the world and crisscrossed India as a wandering monk. Accepting an opportunity to represent Hinduism at Chicago's Parliament of Religions in 1893, Vivekananda won instant celebrity in America and a ready forum for his spiritual teaching.

For three years he spread the Vedanta philosophy and religion in America and England and then returned to India and found the Ramakrishna Math and Mission. Exhorting his nation to spiritual greatness, he awakened India to a new national consciousness. He die don July 4, 1902, after a second, much shorter sojourn in the West. His lectures and writings have been gathered into nine volumes.

### Here are Some of His Words ...

- Take up one idea. Make that one idea your life - think of it, dream of it, and live on that idea. Let the brain, muscles, nerves, every part of your body, be full of that idea, and just leave every other idea alone. This is the way to success, this is how great spiritual giants are produced.
- Never think there is anything impossible for the soul. It is the greatest heresy to think so. If there is sin, this is the only sin; to say that you are weak or others are weak.
- You have to grow from the inside out. None can teach you, none can make you spiritual. There is no other teacher but your own soul.
- We are what our thoughts have made us; so take care about what you think. Words are secondary. Thoughts live; they travel far.

- Where can we go to find God if we cannot see Him in our own hearts and in every living being.
- You cannot believe in God until you believe in yourself.
- By the study of different Religions we find that in essence they are one.
- That man has reached immortality who, is disturbed by nothing material.
- External nature is only internal nature writ large.
- God is to be worshipped as the one beloved, dearer than everything in this and next life.
- The more we come out and do good to others, the more our hearts will be purified, and God will be in them.



Yadukrishnan R  
BHM 2<sup>nd</sup> Semester

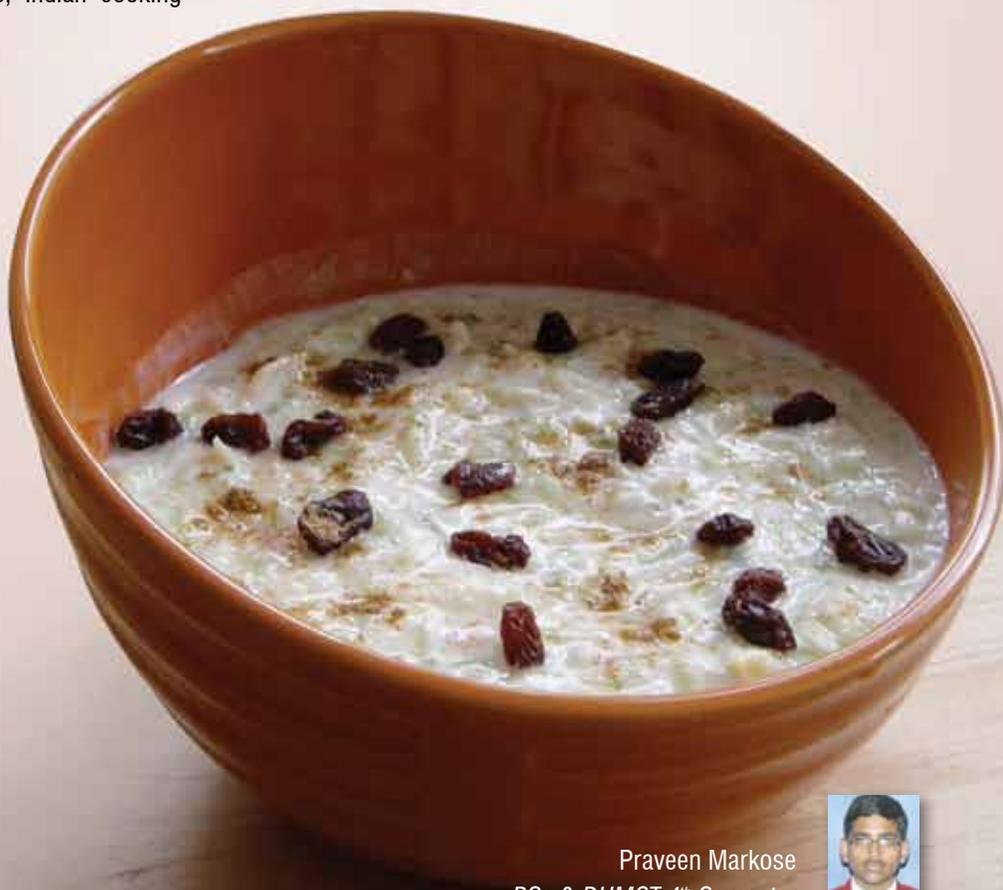


## Indian Cooking

Indian cooking displays a remarkable range of influences, as befits a subcontinent that has been subject to Mughal, British, Italian, Dutch, Portuguese & French colonial rule & which remains home to a vast number of religious practices. As new migrants of all nationalities flock in to the streets of Mumbai, Delhi, Kolkata & neighbors such as China & Myanmar exert their influences on ingredients & cooking techniques. The evolution & diversification of this popular cuisine may never be complete.

Indian cooking also boasts of the world's greatest array of vegetarian dishes. All are delicious & equally suited to entertaining friends or cooking for the family. The Indian recipes have traditionally been handed down from one generation to another, primarily through word of mouth.

The key to successful Indian cooking lies in the art of blending spices & herbs, rather than sophisticated cooking techniques. The traditional Indian cook relies on instinct rather than written recipes when measuring & combining spices & in this way very unique & very personal tastes can be created. The flavor of a dish will also vary according to the sequence in which the spices are added & the length of time each spice is fried & allowed to release its flavor. The rice or bread is considered the main dish of the meal in Indian menu. By the different taste & ingredients, Indian cooking always differs from other cuisines.



Praveen Markose  
BSc & DHMCT 4<sup>th</sup> Semester



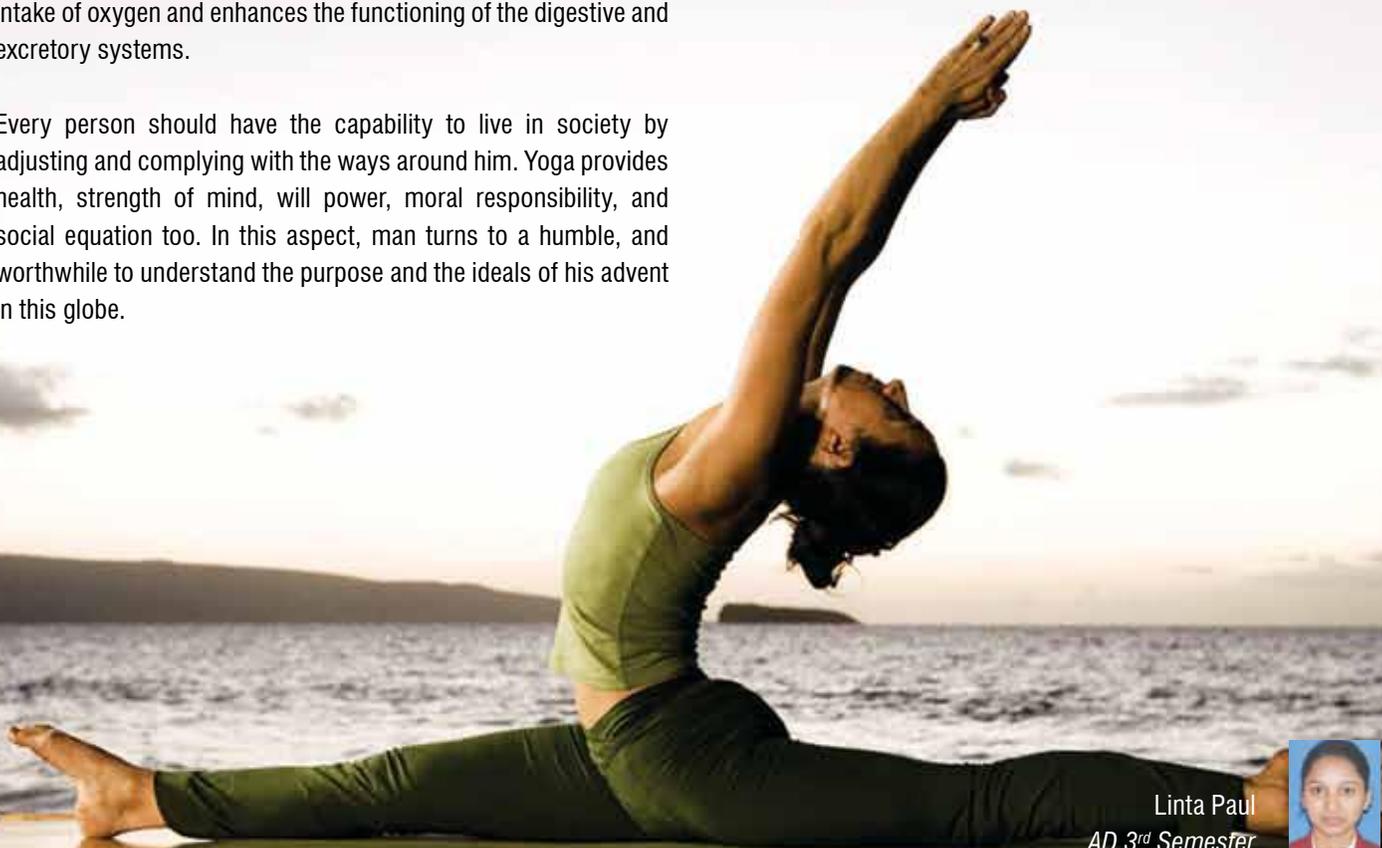
# Yoga & Pilates for Everyone

**M**ore and more of us are looking for fitness programs that address not just the body but the mind, too. We are turning to holistic forms of exercises that aim to develop the whole person. Yoga and Pilates are the two leading forms of mind body fitness taught in the west and practiced regularly. They can benefit every aspect of our lives, from our posture to our moods, and our physical well-being to our sense of happiness and peace.

Yoga is the best possible exercise there is for improving suppleness. However, yoga postures are more than physical poses; they work on the mind and spirit and promote increased awareness, vitality and inner peace. Pilates is much focused form of exercise that helps to strengthen and tone the body without automatically adding muscle bulk. Over time, it helps to develop a sculptured, Stream lined physique. Making yoga part of your daily routine will bring a cleaner mind and a more open- hearted acceptance of life, opening the way to the state of meditation. Yoga can be practiced in three dimensions such as a mental discipline, physical improvement and breath control and regulation. Yoga is the union between mind, body and spirit. It improves posture, increases the intake of oxygen and enhances the functioning of the digestive and excretory systems.

Every person should have the capability to live in society by adjusting and complying with the ways around him. Yoga provides health, strength of mind, will power, moral responsibility, and social equation too. In this aspect, man turns to a humble, and worthwhile to understand the purpose and the ideals of his advent in this globe.

Yoga is a practical philosophy, not a religion, and requires no allegiance to any particular system of belief. The word “yoga” comes from the Sanskrit word “Yug” meaning to join, yoke or unite. It is a traditional Indian philosophy that involves the integration of the physical and spiritual in order to achieve a sense of well-being. This synthesis and inseparability of the body and mind leads to a greater connection to one’s consciousness. It shows, from moment to moment, the way to face the world and at the same time to follow a spiritual path. “Yoga is a balance between the happiness of the world, that is self-centered happiness, and the happiness which extends beyond one’s own self”



Linta Paul  
AD 3<sup>rd</sup> Semester



## Thinking out of the Box

1. A woman has two sons who were born on the same hour of the same day of the same year. But they were not twins. How could this be so?
  - a. They were two of a set of triplets.
2. An American who has never been to another country sees the Great Wall of China with his own eyes. He is standing on a solid ground. How is this possible?
  - a. He is an astronaut on the moon.
3. The day before yesterday, Ravi was 17 years old. Next year he will be 20 years old. How is this possible?
  - a. Today is January 1st; his 18th birthday was on December 31st. This year he will be 19. Next year 20.
4. Three switches outside a windowless room are connected to three bulbs inside the room. How can you determine which switch is connected to which bulb, if you may enter the room only once?
  - a. Switch one light on for a minute, turn it off & turn on another & go in to the room & feel the off bulbs. The warm one is connected to the first switch, the on bulb is connected to the second switch.
5. A blind beggar had a brother who died. What relation was the blind beggar to the brother who died? (Brother is not the answer)
  - a. The blind beggar was the sister of her brother who died.



P.K. Harikrishnan  
MBA 2<sup>nd</sup> Semester

## Eco-Friendly Practices in Hospitality Industry

Since 1987, when the concept of sustainability was first mentioned on a coordinated international platform with the release of the UN-sponsored Brundtland Commission's "Our Common Future," the movement towards sustainability has expanded across the globe. Governmental and nongovernmental organizations, corporations and consumers are increasingly focusing on the need to exist in harmony with their surroundings and reduce their environmental foot prints. The hospitality industry is no exception, and finally, the concept of sustainability has begun to gain momentum in this sector.

The global environmental certification program for the travel and tourism industry was developed in 1996 by three international organizations: the World Travel & Tourism Council, the World Tourism Organization and the Earth Council. These organizations jointly launched an action plan entitled "Agenda 21 for the Travel & Tourism Industry: Towards Environmentally Sustainable Development." Subsequently, "Green Globe," a benchmarking, certification and performance-improvement program based on the Agenda21 principles, was created. This program identifies the environmental and developmental issues which threaten the economy and ecological balance and presents a strategy for transition to more sustainable development practices.

Hotels receive "Green Globe" certification by addressing major environmental issues in key areas including: greenhouse emissions, energy efficiency, and management of freshwater resources, ecosystem conservation, and waste water and solid waste management. In addition to Green Globe and Agenda 21, the hospitality industry has an array of regional certification programs and initiatives developed by governments and private hotel companies.

Hotel companies are increasingly encouraging environmentally friendly practices and embracing sustainability through both developmental and operational strategies. With initiatives such as education programs, the implementation of energy efficient practices, and the development of buildings that comply with government-defined standards, the "greening" of the industry is a trend that is here to stay. Over the last decade, the

movement towards ecologically sound tourism has swept across the globe; and the practices being implemented are as diverse as the different geographies.

Hotel companies are being prompted by rising energy costs, government pressure, consumer expectations and the competitive landscape to increasingly make sustainability a top priority.

Almost a third of India's energy and water usage is consumed by commercial buildings, including hotels, thereby providing a significant opportunity to assess and accelerate the implementation of environmentally sustainable practices in India.



Jeevesh Vishwambaran  
Lecturer - Housekeeping



## Emu-the newest meat in India



### Emu – The Bird

The Emu is a ratite, a flightless bird, and is native of Australia. Emu's are related to other flightless birds such as ostriches, cassowaries, New Guinea, Kiwi and rheas.

The mature Emu is 5 to 6 feet tall and normally weighs 90 to 140 pounds. Flightless, they are strong runners and reach ground speed of up to 40 miles per hour in short bursts, covering about nine feet in stride.

Emu adapt well from temperature extremes in excess of 100 degrees/F to below zero. No diseases have yet been diagnosed as common to the species. They can exist on a simple diet and require a lot of water, drinking 2 to 4 gallons daily. They also will play in water or mud.

The Emu hen can be productive for 25 to 35 years or more and may lay 20 to 50 eggs in a season. A hen may lay as early as 18 months, but normally laying begins at 2 to 3 years old.

### Emu – The Meat

Emu meat is tender, juicy, and flavorful, it is low in fat and very nutritional compared to other meats, poultry and fish. Emu ranks high in iron and protein and low in cholesterol. The 98% fat free red meat is rich in protein and iron.

Emu meat adapts well to recipes. Because of its mild flavor emu meat accepts most seasonings. It responds especially well to sweet marinades made with honey, soy sauce, ginger, lemon juice and garlic. Grilling on a barbecue after marinating is an excellent way to bring out the succulent taste of emu meat.

### Storage of Emu Egg

Fresh emu eggs can be refrigerated up to a month or frozen up to a year. Eggs may be separated prior to freezing. When freezing the yolk, or scrambled egg, add either ½ teaspoon of salt or 6 teaspoons of sugar per cup. If you do not add salt or sugar, the yolk will become gelatin over time.

### Other Uses

#### Egg Shells

Emu eggshells have attracted the interest of handcrafters because of the unique outer layer of dark green, which provides an interesting base color for carving or scratch art. The middle layer of the egg is light blue.

#### Oil

Emu oil has wonderful skin care benefits. It can be used as a moisturizer and as a skin nourishing treatment. Many are turning to pure emu oil for treating fine lines and wrinkles as well. Skin conditions tend to respond well to the anti-inflammatory properties which soothe the skin and help relieve inflammation. Emu Oil was found to be a safe product with no known harmful side effects.

### Emu – The Business

Today, emus are transitioning from a breeder industry to a commercial industry. Their meat, oil, hide, feathers and other products are all in increasing demand. The increasing demand for Emu products makes it a livestock investment opportunity of the nineties and beyond.

Indians are discovering the profit potential of emus. With a little knowledge in Emu rearing, determination, some advice from pioneers and technical guidance you can also realize these profits.



Sathish Kumar  
Head – Food Production



## Air Travel - Then & Now

*Chinese discovered how to make kites, a form of glider, around 300BC. Later, large kites lifted people into the air. In 1783 two Frenchmen, Jean Platre de Rozier and marquis d'Arlandes, made the first free flight in a large linen and paper balloon which floated for more than 8km over Paris.*



Airships capable of prolonged flight and of being steered were introduced in the 1800s. In 1804 during world War-I, Sir George Cay lay of Britain built the first successful glider and Otto Lilienthal of Germany made the first manual glider in 1896. In 1903 the Wright Brothers made the 1st flight named "Flyer". It was a biplane, a two wing plane. Their first flight went 37 meters and lasted for 20 min and 12 seconds.

After World War – 1evolution in air craft took place. These flights were used for carrying mails & passengers between European cities. After this Jumbo Jets such as Boeing 707, 777 were launched. In 1976 the Concord, a supersonic transport plane that travelled faster than sound, began passenger service. It could roar through the air at about 2,180 Kilometers per hour.

The future aircraft, often called space planes or reusable launch vehicles (RLVs), would be powered by rocket engines. The venture star is envisioned to be the space delivery system of 21st century.

And did you know that it is forbidden to fly over the TajMahal...?

Adarsh P Nair  
BSc & DHMCT 2<sup>nd</sup> Semester











## Communication & IT in Hospitality



### The Need

Information and Communication Technologies are a necessary component of business culture. In the Hospitality Industry also, Information technologies plays an important role in the development of the business. The Hospitality Industry is at the forefront of the whole tourism sector and it is especially sensitive to the ever increasing competitive pressure and the growing need for more effective operational and control tools. The help that can be given by Information and Communication Technologies is therefore capable for providing new opportunities for business development.

The development of business need more and effective communication with different areas of the industry. So an effective System must be implemented in the organization after a vast study about which system is suitable for our organization. The need for computer knowledge is very important in all the fields. In the hospitality industry also the knowledge of computers

is very important. There are various software packages that are implemented in the Hotels for the fast and easy processing of the day to day activities.

Most of the well-established Hotels have branches in the important cities. They need to have proper communication between their branches. The new Information technologies make the process easier. These days in some Hotels there is a department for the maintenance of the Hardware and the software systems. The importance of the Communication technologies is increasing day by day. We cannot make an effective business without the help of Information and Communication Technologies.

In the coming years the strength of the computer and its new applications will increase and all the business activities will be controlled by the super brains of the computers. It will help the Hospitality Industry a lot to make its activities simple and easy.

Dijo Paulose  
MBA 2<sup>nd</sup> Semester





## Red Fort- A Historic Witness

As India carved out its independent entity on the midnight hour of the fifteenth day of August in the year 1947, the grandeur of the Mughal edifice which is the Red Fort became the backdrop to the fact that India has arrived. Since then, every year, the Prime Minister of India hoists the flag on Independence Day to commemorate India's glory and freedom. It is not only a place of architectural marvel but also a place that has seen numerous battles and bloodshed. From the rise of Mughal Empire to the end of it, the entire periphery of Red Fort, the old part of Delhi, had been the place of eventful happenings as the British took power and ruled the city. Fort Barracks here, erected in 1857, was used to imprison prisoners and hang them later. It was in 1945 that trials of members of Indian Army took place here as well.

Opposite to Red Fort is Chandni Chowk. It is known for its markets today, but has been a molten bed of independence struggle movement; it was here that more than 200 Ulemas were hanged. Sharif Manzil Haveli in Ballimaran is now an optical accessories market, which used to be a place where Mahatma Gandhi, Maulana Azad, Jawaharlal Nehru and Hakeem Ajmal Khan conducted many meetings. This place has witnessed umpteen public meetings during that period.

There are many key places that can be promoted for tourism keeping in mind their association with India's struggle for Independence. Some are historically archived and well publicized like those mentioned above. There are some places that have been completely forgotten. For example, Urdu park in Urdu Bazaar, in old part of Delhi near the Jama Masjid. Urdu Bazaar specializes in rare books, old manuscripts and journals. It was here that Abdul Kalam Azad is supposed to have gathered young men in 1942 to talk about "Quit India movement". Following his death on February 22, 1958, Azad was buried here; his mazaar is still there.

Other small but fascinating points of history on Delhi's map are the Shaheed Bhagat Singh park where Bhagat Singh formed Hindustan Socialist republican Army at Firoz Shah Kotla. It is remembered through as Shaheed Park Memorial adjacent to the office of "The Indian Express". The old vice regal lodge, now has offices of Delhi University is an important building. During 1937, it served as the court room for the trial of the people convicted for possession of arms and explosives, in addition to charges of conspiracy against the British rule. Delhi has Myriad stories related to India's independence struggle. This could be heard only if the Government authorities bring them to light by preparing Independence based theme tour packages. Sadly many of such places are lying in shambles and losing their glory.

Milan Mathew  
BHM 2<sup>nd</sup> Semester



## Computer Viruses

One might think of a computer virus as a tiny computer program designed to perform mischief. Most computer users have heard about computer viruses. A computer virus is the result of a destructive program that someone has written and placed inside a computer program, which unsuspecting people then place in their computer system.

*Some viruses can erase all the information from the place where it's stored on the computer's hard disk. But each virus is different. Some display strange messages on your computer screen; others make small changes in your computer programs.*

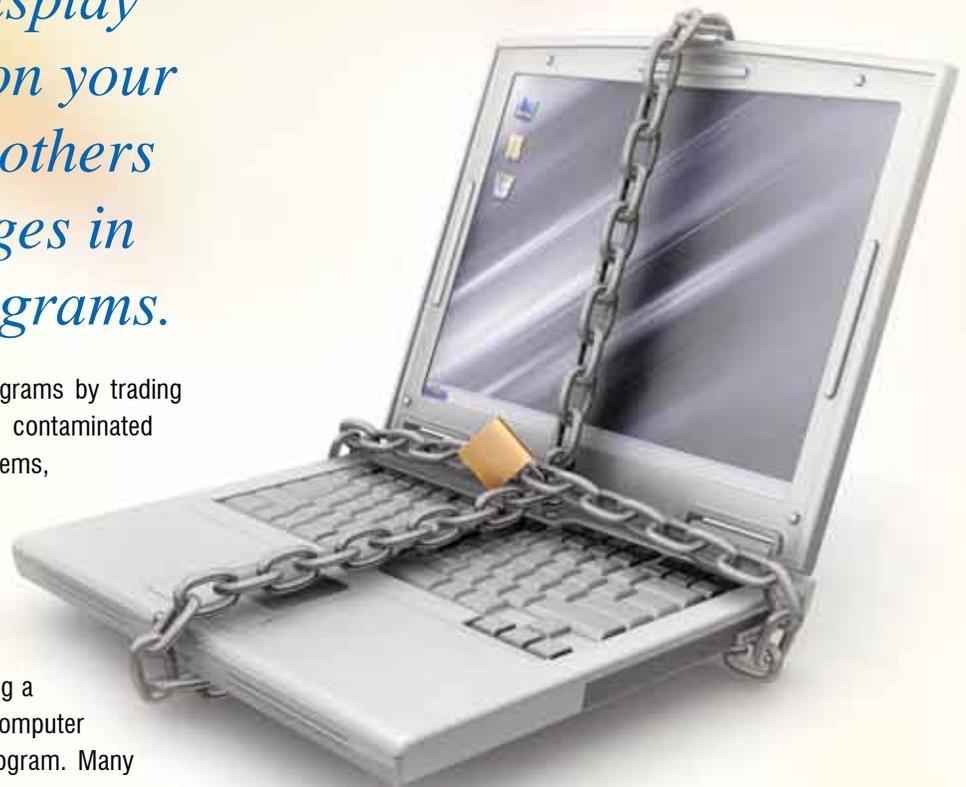
Many people get contaminated computer programs by trading programs with other people. Others get contaminated computer programs through the use of modems, which allow computers to communicate over telephone lines.

Most of the time, programs that arrive by modem or a trade are perfectly safe to use. However, you do stand a chance of getting a program that has been tampered with. Here a computer program virus is hiding inside the normal program. Many computer programs that are traded were copied illegally. The virus can't affect the computer's ROM (Read Only Memory), but it can affect RAM (Random Access Memory) and your computer disks.

When you shut off your computer, a virus that has been picked up will be lost, just like any other memory that is held in RAM.

If the virus is on your disk or hard drive, it will return to the computer when you use the program again. If you switch from one program to another without shutting down the machine, the virus will attach itself to the new program. In this way, it can slowly infect all your programs before you know that it exists. Today millions of dollars are being spent to rid and protect computer systems from these virus programs.

Commercial and shareware programs have been created with the sole purpose of detecting and fixing suspect programs that might be viruses infected. These detection programs should be ran when any disk is put into your disk drive or every time your computer is first started up each day to scan the computer's hard drive.



Rony Dinoy  
Lecturer – Computer Applications



## Laughter- The Antidote to Stress

Humour helps us to remain positive and allow us to see situations in a less threatening light. It also helps us to manage negative emotions. Laughter is innate and a natural expression of emotion in our life. Have you noticed that infants begin smiling during the first week of their life and laugh out loud within months of being born? Even if you did not grow up in a household where laughter was a common sound, we can still learn to laugh at any stage of our life.

Laughter is good for physical health. It improves the function of blood vessels and increases blood flow, which can help protect us against a heart attack and other cardiovascular problems. A good hearty laugh relieves physical tension and relaxes our muscles. Since laughter decreases the release of stress hormones, there is an automatic increase of immune cells that fight antibodies. It releases endorphins, which have the ability to relieve pain temporarily. You may ask how it is possible to laugh when we are in distress. When we start doing the logical thinking and not emotional thinking, then our anxiety and fear is eased and mind

produces the necessary endorphins for us to think with rationale. Logical thinking can be reflected in questions like: is it worth getting upset over? Is the situation irreparable? Is this really my problem? Emotional thinking, on the other hand, is evident in these statements. Why is this happening to me? Do I deserve this?

Humour and playful communication strengthen our social relationships by triggering positive feelings and fostering emotional connection. Laughing together creates a positive bond. This acts as a buffer against stress, disagreements and disappointment. It does not mean saying or doing things to others that will hurt them or making derogatory statements.

Developing Humour is not rocket science. Share some your embarrassing moments. We should take ourselves less seriously by talking about times when we took ourselves too seriously. Look for the humor in a bad situation, the irony and absurdity of life. This will help improve your mood. Surround yourself with a reminder to lighten up. Laughter is a priceless antidote.



Paul Rajkumar  
Lecturer – Food Production



## Global Warming

We hear the term “greenhouse gas” a lot—but what is it? Humans add various gases to the earth’s atmosphere every day; these gases known as “Greenhouse Gases” consist primarily of carbon dioxide, ozone, chlorofluorocarbons, nitrous oxide, and methane, and tend to warm the earth. Trees help counter greenhouse gas production during photosynthesis, by taking in carbon dioxide and producing oxygen, which of course we all need to survive. Scientists predict that the daily addition of greenhouse gases to the atmosphere, combined with daily removal of large portions of the world’s forests, will raise the earth’s average temperature by several degrees in the next century. This in turn will raise the level of the sea and potentially create significant changes in weather patterns on a global scale. As we move into the future, many climatologists expect that world will warm. What we do not know yet is how to scientifically predict which parts of the world will become wetter or drier. We do know there is likely to be an overall trend towards increased precipitation and evaporation, and more intense weather systems, in the form of violent rainstorms, snowstorms and sun-baked, drier soils.



sea level, and change precipitation and other local climate conditions.

- Changing regional climate could alter forests, crop yields, and water supplies.
- In the next century, the projected 2°C (3.6°F) warming could shift the ideal range of many forest tree species by about 300 km to the north.
  - Climate change could change grazing activities on grazing habitats due to shifts in water availability and plant compositions.
  - Human and animal health will be affected by more heat-related deaths. There will be increases in “Vector-Borne” diseases such as plague, malaria, encephalitis, and yellow fever.
- Loss of habitat may affect populations of many types of wildlife, including birds, reptiles, mammals, fish and sea life. Increased rates of extinction are expected.
  - Agricultural crops could be affected in a variety of ways due to changes in rainfall and temperatures. Farming and ranching will require adaptation to new crops or new agricultural practices in the face of climate change.

### The Facts

What Do We Already Know About Changing Global Conditions?

- Global temperatures are rising. Observations collected over the last century suggest that the average land surface temperature has risen 0.45 – 0.6°C (0.8 – 1.0°F) in the last century.
- Precipitation has increased by about 1 percent over the world’s continents in the last century, with more rain in high latitudes and less rain in many tropical areas.
- Sea levels have risen approximately 15 – 20 cm (6 – 8 inches) worldwide in the last century, due to melting mountain glaciers and ocean expansion from warmer ocean temperatures.

### The Future

What Predictions Can We Make About Climate Change and Global Warming?

- Rising global temperatures are expected to further raise

### What each one of us can do to help prevent global warming.

- Plant native trees around your homes and businesses.
- Replace your home’s refrigerator with a high-efficiency model.
- Buy products in reusable or recyclable packaging.
- Replace your washing machine with a low-energy, low-water use machine.
- Install a solar thermal system to help provide your hot water.
- Recycle all of your home’s waste newspapers, cardboard, glass, and metal.
- Leave your car at home two days a week (walk, bike, vanpool, or take the bus).
- Insulate your home, tune up your cooking range, and install energy-efficient showerheads.

Neenu Santhosh  
AD 2<sup>nd</sup> Semester



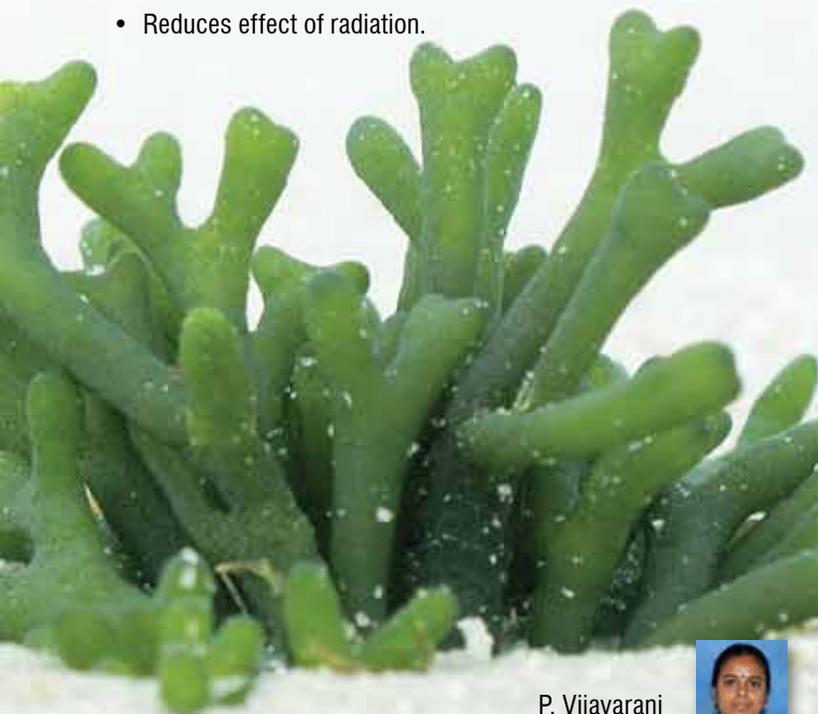
## Algae as Food!!!???

### Spirulina

**S**pirulina is a microscopic filamentous blue green alga found in warm water alkaline volcanic lakes. It is a traditional food of some Mexican and African peoples. It has a highly unusual nutritional profile that is rich in proteins, vitamins, essential amino acids, minerals and essential fatty acids like linolenic acid (GLA), natural mixed pigments. It is produced commercially and sold as a food.

An international detective hunt has been underway for 20 years. Researchers in Japan, China, India, Europe and the USA are discovering how and why this microalga is so effective for human and animal health. Hundreds of published scientific studies reveal how spirulina, and its unique phytonutrients and extracts, boost the immune system and improve health in many ways.

- Helps to prevent AIDS and Cancer.
- Enhances immune system.
- Reduces cholesterol.
- Anti-cancer tumor effect.
- Reduces kidney toxicity.
- Reduces hypertension and diabetes.
- Helps to prevent anaemia.
- Contains antibiotic effect.
- Reduces effect of radiation.



P. Vijayarani  
Lecturer – Food Science & Nutrition



## Rio de Janeiro

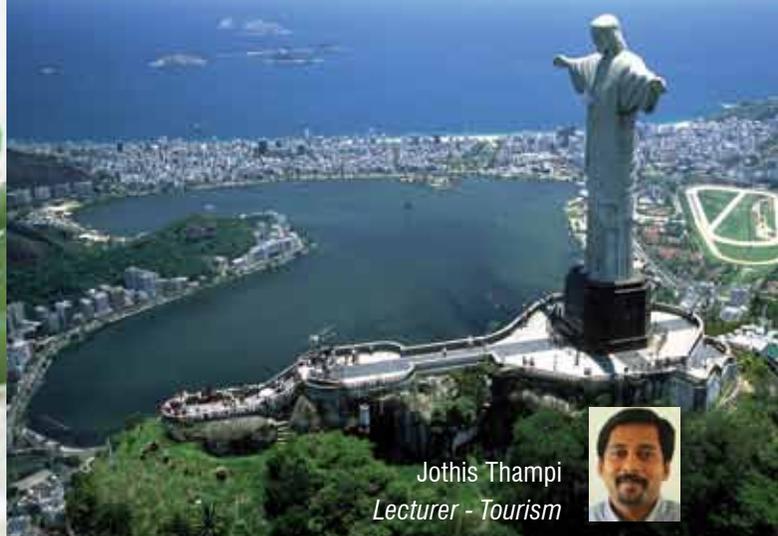
**R**io de Janeiro, The capital of Brazil is one of the most popular tourist destinations in Latin American Region, which is the second largest city of Brazil after Savo Paulo. Rio is nicknamed the ‘marvelous city’.

Rio de Janeiro is famous for Beaches and some popular events such as carnival celebration and samba, beaches such as Copa cabana, Lpanema and Leblon. Some of the most famous landmarks in addition to the beaches include the giant statue of Christ the Redeemer’s at Concovado Mountain named one of the new Seven Wonders of the World.

The 2016 summer Olympics will take place in Riode Janeiro. This will mark the first time a South American city host the event? Rio mariscana stadium will also host the final match for 2014 FIFA world cup. Rio de Janeiro will also host world youth day in 2013

Some of the popular tourist attractions are listed below;

- Carnival Rio de Janeiro- Watching the Samba School parade in the samba drone, the world’s greatest fantasy fest party.
- New Year’s Eve at Copa cabana beach dancing barefoot in the sand, drinking champagne, watching fireworks, watch Copa cabana New Year’s Eve shows.
- Wander among the hippie fair
- Maracana football Stadium – One of the world’s largest football stadium.
- Tijuca National Park: Tijuca forest is the biggest urban forest in the world.



Jothis Thampi  
Lecturer - Tourism



## Fitness

### The Most Common Myths

#### Aerobic fitness is not important for everyone

**N**ot True. Everyone needs to be able to efficiently take oxygen into their lungs and blood and pump it to their working muscles where it is utilized to oxidize carbohydrates and fats to produce energy. If you are particular about your health especially the risk of heart disease then there is no choice rather than moving through aerobic training. It ensures the quantity and quality of your life.

#### All the time spent exercising aerobically would be better used in the weight room

Not True. Aerobic fitness is among the most preventative medicines available. How strong you are, how well-sculpted your body is, and how good you feel about yourself will not be sufficient enough to you if you become seriously ill. So, aerobic fitness is as important as muscular fitness so there should be no compromise.

#### It may be too late for you to begin an aerobic training program

Not True. The benefits of aerobic fitness are so high and effective that anyone can approach to this. In fact, even a 70 year old individual can expect a substantial of 10% improvement in aerobic exercise from regular exercise. In short, it is never too late.

#### The more you sweat while exercising, the more body fat you lose

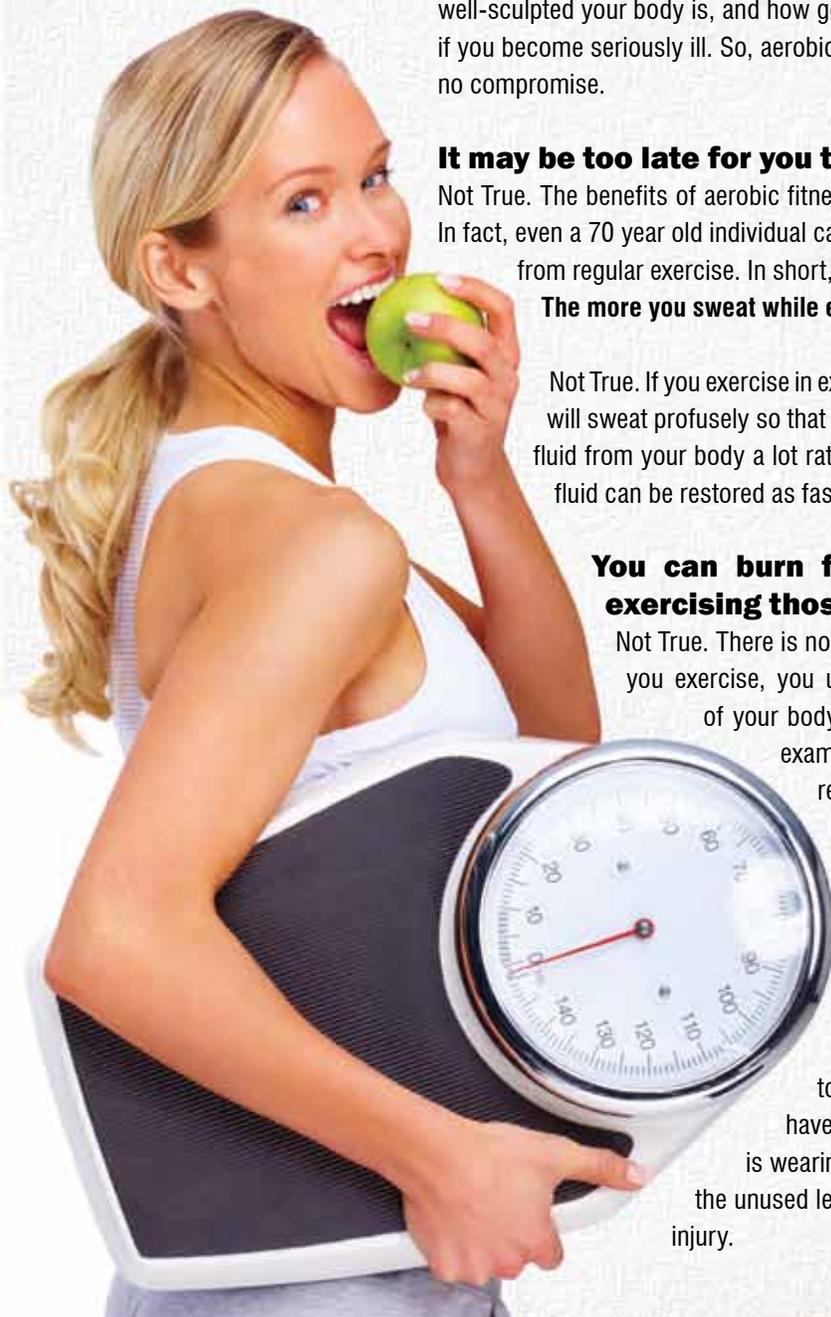
Not True. If you exercise in extreme heat or humidity or in “rubberized” clothing, you certainly will sweat profusely so that doesn’t mean that you are losing fat. In this case you are losing fluid from your body a lot rather than the fat and the most interesting thing is that the body fluid can be restored as fast as they left.

#### You can burn fat from specific regions of the body by exercising those areas

Not True. There is no such exercise has been founded for the ‘spot reduction’. When you exercise, you utilize energy produced by metabolizing fat from the regions of your body – not just the specific muscles involved in the exercise. For example, while doing sit-ups will not trim the fat off you abdominal region in fact the fat gets reduced from the thigh and buttock region. Therefore overall fat is been reduced from the body rather than the spot reduction.

#### Muscles will turn to fat when you stop exercising regularly

Not True. Muscles cannot turn to fat. Muscles and fats are two separate and distinct tissues. They do not have the capability to change from one type of tissue to another. In reality, muscles have the unique property to “use it or lose it”. It is like someone who is wearing a cast on a broken leg. When the cast is eventually removed, the unused leg muscles are considerably smaller than they were prior to the injury.



### **If I stay consistent with my program I will eventually have success**

Not True. Many trainees faithfully stick to a program that is not producing results, hoping to suddenly notice results. As obvious as it may seem, if you continue to do the same thing, you will continue to get the same results. If you are not consistently seeing results on a monthly basis, you need to reassess your training protocol.

### **Heavy weights (low repetitions) make you bigger, and lighter weights (high repetitions) get you defined**

Yes True. The average beginning trainee knows that high repetitions (15 repetitions or more) are best for muscular endurance, but are not conducive to gain muscular mass. The lighter loads used in high-repetition work are not enough to innervate higher threshold motor units in a muscle. When heavier weights (lower reps) are used in resistance training, more muscle fibers are recruited. The more muscle fibers recruited for an exercise, the greater the extent of remodeling in the entire muscle.

### **I can get as big as I am physically capable of getting by eating three square meals per day**

Not True. It takes 5 or 6 meals a day, each with an array of food groups, and each with an appropriate balance of fats, carbohydrates and protein, to ensure maximum growth. And let us not forget training.

### **I will be healthier if I stay away from fats, sodium and sugar**

Not True. Unless you are diabetic, have hypertension, or retain water, there's nothing wrong with unsaturated fats and sugars. Moderation is the key. As for sodium, seek medical advice before eliminating it from your diet. Sodium occurs naturally in foods and serves many important functions in the body.

### **It is not advisable to do physical training for the older adults**

Not True. They are most welcome to this training part of their valuable life. In fact to maintain physical and emotional independence we must engage in regular exercise. Older adults fear losing their independence more than they fear death. Proper exercise can help older adults prolong their independence. And apart from this, exercise can make an 85-year-old as strong as a 55-year-old person.

Hari Prasad  
Fitness Trainer



## **What's in a Name?**

1. 'Panama Hats' did not originate in Panama
2. Russians celebrate the 'October Revolution' in the month of November.
3. 'Camel Hair' Brushes are not made of Camel's Hair.
4. The Male 'Purple Finch' is crimson in color.
5. 'Hamburger' is not made of ham instead it's made of Beef

The largest 'Same Name' Gathering was held in Dubai in 2005, where 1600 people with name 'Mohammed' got together.



Albin Sebastian  
BSc & DHMCT 4<sup>th</sup> Semester



## Amicably Yours!!!

Friendship is needlessly considered one of the most important relationship in anybody's life. When we think what makes anyone to be a friend to another or a group of people to be friends, it should be acceptable in modern days that they must be sharing a common commitment, they enjoy each other's company or they should be beneficial to each other being friends. Yes. Sometimes friendship becomes a matter of choice. But still no one in this world can lead a pleasant life without friends.

A friend is a person to whom we share our good and bad that is happening in our life. A nice and good person is related to his friend in the same way as he is related to himself. Because he considers his friend as he considers and cares about himself.

A good friend must know what his friend is like .A friendship must not end like the one between Caesar and Brutus. Even though they were very good friends, if Caesar had known about Brutus's love for Rome there might have been a different end to the story. Because Brutus says, "Not that I loved Caesar less, but loved Rome even more". During bad times if so called friend lets one down, the very thought of it may lead to an end of a good friendship.

A person must also understand how he is different from his friend so that he does not do anything what his friend does not like. A person who is superior to his friend must put himself on his friend's shoes to be a good friend. A true friend will help the other spontaneously during crisis. Therefore it is always important to think twice to make friendship with such people whose words and action are different. Mutual help is one of the true aspects of friendship.

A good friend should correct the wrong things of the other by giving strong advises. Therefore we shall make friendship with those who would not hesitate even to make you weep by their strong advises, when you are involved in doing wrong things. Let our relationship with our friend emerge truly from our heart and grow mutually. Because true friends make you walk in the right path and share your sorrow in difficult times.



Sendan Puliyadi  
Lecturer – Food & Beverage Service



## Mistakes are good

**Perhaps it might sound absurd that how mistakes could be good. Yes, mistakes are good and it is always by mistakes we learn everything in our life. Our learning is always centered on the trial and error method and without making mistakes perhaps we would not have learnt anything in our life at all and there is a saying “Mistakes are the stepping stones to learning”**

Look back into our childhood days, when we learnt all the basic things for our life, all those learning were always preceded with mistakes; for instances how we would have begun to utter supposedly the very first word ‘Mother’ and how we would have started walking on our own feet, it was by pronouncing the wrong way first and in the case of walking it was falling down and getting up again and again. We can’t get anything right at the very first attempt.

If we would have got everything right in our first attempt itself perhaps we would not have various inventions possible. We would have always been content with what we would have invented, rather got from our first attempt itself. It is always one mistake that paves way for other manifold ways of solving the issues and thus, we have all the sophisticated technologies at our finger tips now.

If Thomas Alva Edison would have dropped his plan of inventing the electric bulb when his first attempt was a flop, perhaps Edison would not have invented electric bulb for us. He did not lose his confidence and he kept on trying constantly for his goal and at the end he could invent the electric bulb. It does not mean that we should willfully make mistakes in order to complete the learning



process. Mistakes always teach us how well we can accomplish the task. All the inventions that we are enjoying right now are developed through the trial and error method.

So, on the process of doing or achieving something if we see someone going wrong, let us not put him down with our sarcastic comments rather let us always support his intuitive mind and thirst for reaching his goal. If we are a failure in our first attempts to achieve something let us not lose our heart rather let us try persistently and finally we would reach in our goal because the world belongs to those people who can face failures in their life.

Many a time our inhibitions holds us back from performing something. We are always conscious about what people would think about us if we go wrong in what we are doing and we are scared of the fact that we will always be looked down by others if we go wrong.

It is by and through mistakes that each and every time we better our performance. We can’t afford to make mistakes in order to learn anything and everything rather we should also be able to learn from the mistakes of others. Our life is too short for us to keep on making mistakes in order to learn anything. However, mistakes are good.

Sajin Augustine  
Lecturer – Food and Beverage Service



## Munnar

### The Convergence of 3 Rivers

Munnar is a place that gets its name because it is the convergence of Three Rivers namely Muthirampuzha, Nallathanni and Kandala Rivers. 1600 meters above sea level, Munnar is a natural lover's paradise and was one of the summer resorts of the British Government in South India. Sprawling tea plantations, picture-book towns, winding lanes and holiday facilities make this a popular hill station.

Places to Visit In and Around

### Pothamedu (6 Km)

Excellent view of Tea, Coffee and Cardamom plantations on the rolling hills, lush mountains and the breathtaking scenery here is ideal for trekking and long mountain walks.

### Devikulam (7 Km)

This idyllic hill station with its velvet lawns, exotic flora and fauna and cool mountain air is a rare experience

### Attukal (9 Km)

A panorama of waterfalls and rolling hills, ideal for long treks

### Nyayamakad (10 Km)

It is a land of breathtaking waterfalls, the water cascades down from a height of about 1600 meters.

### Mattupetty (13 Km)

Situated at the height of 1700 meters, Mattupetty is known for its highly specialized dairy farm. Over a 100 varieties of high yielding cattle are reared here. Around its vicinity is the Mattupetty Dam and Kundala Lake where one can enjoy a nice boating with the tea plantations as a backdrop

### Lockhart Gap (13 Km)

Ideal place for adventure and trekking

### Echo Point (15 Km)

This scenic place gets its name from the natural echo phenomenon here.

### Eravikulam National Park (15 Km)

The 97 sq.km Park is the home of the 'NilgiriTahr'. This is the natural habitat of the 'NilgiriTahr' (Hemitrageshylocres), half of the World's Population of this rare mountain goat which is fast becoming extinct, is found here. The Anaimudi Peak (2695 m) is located in the southern region of the park.

### Powerhouse Waterfalls (18 Km)

This waterfalls cascades down a steep rock from 2000m above sea level.

So come to Munnar and surrender yourself to Nature!!



Justin Sony  
AD 3<sup>rd</sup> Semester



# Mentoring- An Emulation Activity

As a technique of human resource developments, mentoring has been in existence ever since the human race came on the planet earth. The culture of “mentoring” dates back to ancient Greece, When Odysseus entrusted his friend mentor with the responsibility of his son Telemachus’ education in his absence. The relationship between Telemachu and mentor came to be called “Mentoring”. In India Chanakya served as a mentor to Chandragupta Maurya, and Guru Dronacharya to Arjuna.

Mentoring is the process whereby a senior manager acts as a friend- philosopher and guide to a new recruit, easing the latter through the rites of passage from his business-school to organizational life. Mentoring is essentially an emotional kind of support provided by an experienced person to younger people through teaching, coaching, guiding, and counseling and so on. A mentor performs all types of elucidation to his/her protégé from drawing up a dress code to teaching table manners etc. It reduces training times, ensures individual attention to problems and makes the learning flexible rather than structured. Mentoring is a valuable tool for developing self-confidence and empowering managers who can operate under stress while retaining their quality standards and values.

According to Smith Kline Beecham consumer health care mentoring consists of the following steps.

## Initiation

The mentoring process begins with a meeting between the mentor and the mentee.

## Progression

As the mentor-Mentee relationship begins to crystallize, the mentor provides coaching and counseling.

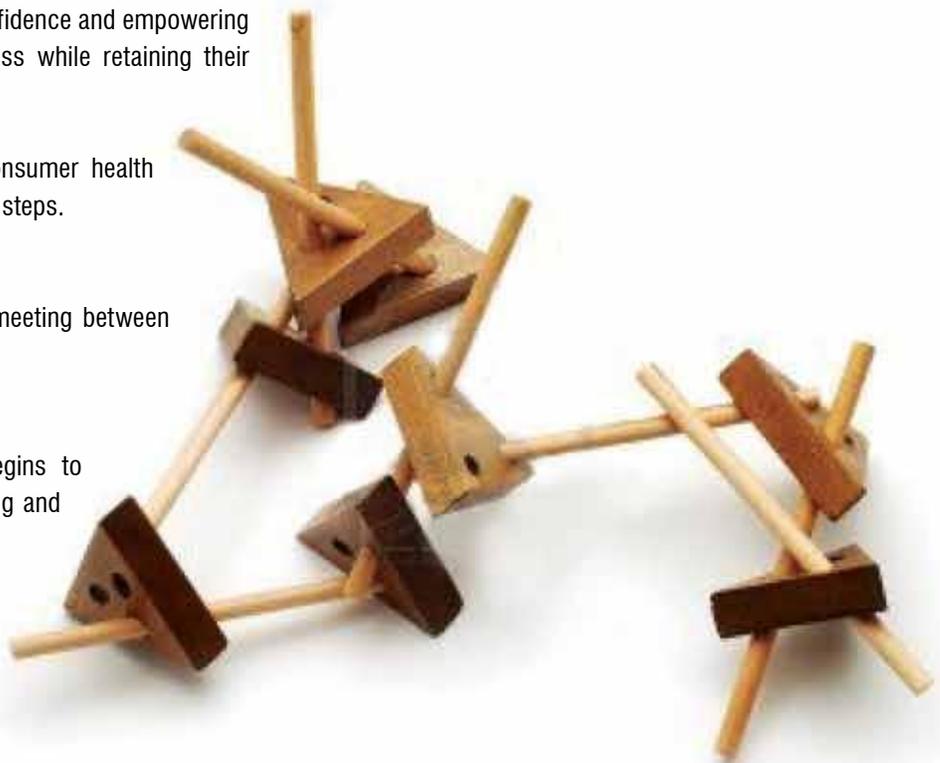
## Assimilation

The mentor goes on to build close ties with his/her mentee. Here, they may even discuss personal problems and receive help on how to solve them and to integrate better into the organization.

## Integration

Buddies are attached to the mentees. Drawn from peer-groups, they act as communication bridges whenever there are gaps because of age between the mentor and mentees.

Formal mentoring has been a part of induction training for management trainees since 1996. But, most of the companies had always encouraged informal and spontaneous mentoring. The initial aim was to provide only the new entrants with an insight into the organization and their roles in it. Due to the positive feedback, companies consider extending mentoring to all new hires and promotees. The objective, too, has been extended to preparing managers for their future roles. A mentor is expected to provide a perspective in a crisis, clarify choices, and create opportunities for mentees within the organization. Mentoring means to help, and not to conflict with, short term managerial roles.



## Prof. Joe Martin's "Guide to Teach"

The last thing a teacher ever wants to become is "comfortable." "Comfort" breeds complacency, which leads to a false sense of security. Whenever we get comfortable, we tend to develop a false sense of confidence (i.e., security), believing we're in full control of a situation. Often times, this false sense of security allow us to take things for granted, including our class.

It's not always the case, but if we take a closer look at it, as it relates to a marriage, it makes perfect sense. When couples first start dating, each person usually works hard to figure out what the other person likes or dislikes, and looks for creative and thoughtful ways to please the other person – no matter how difficult it may be. But what happens when we "Know" the other person? We often stop doing the very things it took for us to win their heart in the first place. I believe teaching can be viewed the same way. Often times, when a subject, lesson, or class becomes so easy, it's easy to shift into a pattern of "Auto-pilot." We've all know that one veteran teacher who hasn't changed his or her curriculum, handouts, films, and/or tests in 15+ years. This type of attitude of complacency can sometimes lead us NOT to push ourselves to a higher level of excellence.

The truth is, when everything's comfortable, we actually believe we're in control of things. But when things get uncomfortable, God gently reminds us of who's REALLY in control; he is. Comfort is good, but remember, it's not the goal. The goal is constant and never-ending improvement. Such a simple shift in our thinking can make a huge difference in our performance both in and outside of the classroom. So step outside your "Comfortable Teaching Box" and thank God for the "Tough Ones."

It's been proven that the number one reason why most students drop out of school or college is a lack of purpose. Typically described by the so called "Drop-Out" as "school is boring and a waste of time."

Lack of purpose refers to a lack of clear, compelling reasons for "sticking with the program," which results in the misuse and abuse of a limited resource called time. As a teacher, your job is to make sure that your students do not fall victim to this infamous culprit. In actuality, there's only so much you can do to emotionally connect with a student and save him from his own demise. Quite simply, there are things beyond your direct control.



Poor living conditions, lack of family support, peer pressure, and social problems are all factors that can negatively influence the school success formula for each student in your class.

However, there are indeed some things you CAN control in the classroom that can offset a lot of the negative issues students face outside of the classroom. In reference to communicating the importance of an education, the best thing you can do for your students is to model success in the classroom. In other words, share your own methods, stories, strategies, and ideas for success. Also, don't be afraid to share your horror stories on how you "used to be," when you didn't apply the concepts you currently teach. If you're currently struggling with a lack of motivation, tell them so, and agree to work through it with them as a participant in the class, not just as a teacher. The level of trust you will build with your students will be immeasurable, and at the same time, you will grow as a professional. The key is that you must have conviction for the material and concepts you're teaching. No one is going to believe the messenger if she doesn't believe in the message – they're inseparable.

Teach and lead by example. Have your students stop by and talk to you about the struggles they're having with motivation. Assure your students of their self-worth by separating them from their problems. Constantly remind them that failure is not permanent, but neither is success.

Jills M Skariah  
AD 2<sup>nd</sup> Semester





# Indian Hospitality Industry

## Current and Emerging Trends

The constant transformation has made the Indian hotel industry more functional and practical and has gained a level of acceptance world over. The standards of facilities and services offered have evolved over the last decade towards the extensive use of technology, environment friendly services, pricing, market segmentation, regional preferences, etc. The Indian hotel industry has seen a significant growth in room inventory across categories from upscale luxury to limited services and, boutique and budget hotels. The occupancy and the room rates have seen continued gains both from the domestic and the international traveler in both the business and leisure segment.

With the continued growth in India's GDP, improvement in the per capita income, and increased aspirational spending, the Indian hospitality sector is expected to grow faster than most countries around the world. According to the Consolidated FDI Policy, released by DIPP, ministry of Commerce and Industry, government of India, the government has allowed 100 per cent foreign investment under the automatic route in the hotel and tourism related industry. The inherent strength of the Indian economy has led to increased international visits to India. For foreigners, the travel time has increased to three-five days for business travel and from five days to seven-10 days for leisure travel. The government of India has announced a scheme of granting tourist visa on arrival (T-VoA) for the citizens of Finland, Japan, Luxembourg, New Zealand and Singapore.

The government has stepped up various reforms to accelerate the industry growth with liberalization in the regulatory framework, investment friendly schemes, extensive support for creating a world class infrastructure, initiating better air and land connectivity, incentivizing regional set-up in tier III and IV cities, exploring the untapped geographical resources. Currently 29 mega tourism projects are being initiated across 22 states. The government is focusing on the PPP and is looking beyond the traditional tourism avenues and on to new initiatives – medical tourism, sports and adventure tourism, religious circuit, wildlife safaris, rural tourism, eco-tourism, cruise tourism and wellness tourism. But, still more concrete measures such as uniformity of state and municipal taxes, single window clearances, improvising lower bureaucracy in effective planning and execution, and safe

and secure environment will be critical to the industry's growth. According to World Travel & Tourism Council, by 2020, travel and tourism investment is estimated to reach US\$ 109.3 billion or 7.7 per cent of total investment. The future of the Indian markets and their ability to mature into destinations relies on concentrated efforts, both by the relevant government bodies and the private sector players.

Federation of Hotel and Restaurant Associations of India states that India currently has over 200,000 hotel rooms spread across hotel categories and guest-houses and is still facing a shortfall of over 100,000 rooms. Leading hotel brands have pepped up their investments and are in various stages of commencement of new properties in India, both in metro and non- metro cities. Cities such as Hyderabad, Pune, Jaipur and Chandigarh have emerged as growth markets. The emergence of these secondary and tertiary cities has led to an aggressive increase in hotel development activity, which was previously dependent in just five main cities. Another trend that has now emerged in the various major markets is the growth of micro-markets, especially in the larger cities like Delhi, Mumbai, Chennai, etc, where travel time has increased. For example, Taj Group, while it was feasible to build two luxury hotels in Delhi, the presence of independent micro-markets has lead them to open business hotels in other parts of National Capital Region. Vivanta by Taj at Dwarka, Delhi and Gurgaon are the under construction Taj projects. The Indian hotel industry is seeing huge spurt of foreign investment and international brands entering the fray. Most major international hotel brands such as Starwood, Hilton, Marriott, Hyatt and Accor already have a growing presence in India and they have an even stronger pipeline. Marriott International operates 11 properties across the country and plans to expand its network to 100 hotels over the next five-years. ITC Hotels also have projected its plan to open 25 new hotels under the Fortune brand over the course of next 12-18 months. The emergence of branded budget and economy segment hotels present tremendous opportunities. Keys Hotels, a brand of Berggruen Hotels, is setting up a leading chain of mid-market hotels, resorts and service apartments across India and plans to open and manage 40 hotels over the next five years. So does, Ginger Hotel also plans to open 60 to 70 budget hotels in 23 locations across the country.

## Tech Trends

This relationship between technology and hospitality will only grow stronger in the years ahead. Technology is used almost in every department and function to increase efficiency and standardize operations. Today, handheld devices having a display screen with touch input and a miniature keyboard is used for KOT (Kitchen Order Ticket) generation in restaurants. The hotels are becoming increasingly conscious for the security of its guest. Keys Hotels launched women only floors in India with video phones in each room to ensure that the women travelers feel secured and enjoy the hospitality and amenities without any apprehension. Many international chains have added various amenities such as special hair dryers and toiletries and operate women-only lounges on the dedicated floor. The usage of electronic key card by the residential guest has not only enhanced the security measure but has also become a facilitator in access to guest floors, elevators and recreational facilities. The easy kiosks for check-in, 24x7 vending machine for snacks, beverages and other facilities have left the transient traveller more contented and happy. Besides, direct hotel reservations, the central reservation systems (CRS) and global distribution systems (GDS) serve as the primary channels of sales for hotel room nights. The hotels maintaining huge facility have now shifted their focus from revenue management to yield management by maximizing occupancy and protecting rates variations to optimize the RevPAR. The growth of the internet has played a key role in truly globalizing the sales efforts as well as the marketing opportunities for the hotel industry. The advent of third party travel websites such as Hotels.com, Expedia.com and Travelocity.com as well as a few home grown websites like MakeMyTrip.com and Yatra.com has also been witnessed in recent years. Additionally, independent hospitality review and opinion websites like Tripadvisor.com are also very popular with the travelling population of today. The pressure on consistent delivery of brand promises is further maintained by online customer feedback which impacts the attraction quotient of the product for other prospective customers.

Another trend that is emerging is the MICE segment that has immense potential and provides tremendous growth opportunity in India for the sale of several hundred rooms as opposed to few by the transient travelers. India's growing strength in the information technology, bio-technology, pharmaceutical and manufacturing sectors has prompted a few prominent international bodies to host trade shows and conventions in the country and similar prominence is also expected in the coming years. The Hyderabad International Convention Centre (HICC) by Accor is India's only branded large scale convention facility.

Similarly F&B offerings in India have evolved and are fast making a mark for themselves. Of late, standalone restaurants like Indigo, Olive, Hakkasan, Trishna, Zest, and Smoke House Grill, to name a few have raised the bar for the F&B offerings across major metros. Quick Service Restaurant (QSR) brands like Domino's, Pizza Hut, KFC, McDonald's have huge expansion plans in the next five years.

The key challenges that the industry faces today are infrastructure, regulatory, availability of product bouquet, rising inflation, intercultural differences and the biggest amongst them the shortage of skilled manpower. With the addition of new hospitality products and attrition to other service industries such as retail, banking, insurance, travel, the demand gap is only widening. The challenge further aggravates with the industry looking for trained manpower as opposed to the untrained manpower. The demand is so high that each student passing out of a quality hotel management institute is offered a job by five-six hotel companies besides other service sectors looking for the similar trained manpower. The payroll and compensation are increasing for such trained manpower. The major reason for such a shortfall is due to the shortage of quality hotel education institutions in India.

India, known the world over as the land of hospitality – is today in the defining stages of the business of hospitality and with unlimited tourism and untapped business prospects. In the coming years Indian hospitality will only see green pastures of growth.

Sreelaj N Varghese  
MBA 2<sup>nd</sup> Semester



# Be a Good Conversationalist

According to Sir Walter Scott, “A conversationalist is one who has ideas, who reads, thinks, listens and who has, therefore, something to say”. The ability to speak well is really something that creates a good impression in others. What comes out of the mouth is a natural expression of the various thoughts in the mind. Therefore, people judge the nature and character of an otherwise unknown person on the basis of the way they converse with others.

If you want to be a good conversationalist, you will have to draw the attention of other people to you and make them interested in what you say. Such ability is useful in not only making a good impression upon strangers, but also to make and keep friends. It will also help you to enjoy your life in the society.

One person may know a number of things. However, if he lacks the ability to express what he knows, everything becomes useless. In other words, those who are blessed with the power of communication have an advantage over others who fail to put their ideas and knowledge into appropriate words.

The quality of conversation is more important than quantity. A person who speaks little but meaningfully, will be surely a better conversationalist than the one who tortures others. Many people have good thoughts and ideas, but they cannot express them because of the poverty of their vocabulary. They have not words

enough to clothe their ideas and make them attractive. They talk around in a circle, repeat and repeat, because, when they want a particular word to convey their exact meaning, they cannot find it. Good reading will not only broaden the mind and give new ideas, but it will also increase one’s vocabulary and that is a great aid to conversation.

Here are a few tips that will help us to be more effective and interesting in the exchange of ideas and views

- Be convinced of what you want to convey and speak it out. Don’t beat about the bush.
- Don’t speak just for the sake of speaking and getting the attention. But speak when you feel that you have something important to share.
- Have a pleasant facial expression when you talk. A smile on the lips makes the other person interested in you.
- Always try to make the other person feel important. Let him be the Centre of speech. It will make him interested in the conversation.
- Show respect for the opinion of the other one. Call attention to their mistakes indirectly.
- Stop when you feel that the other one is losing interest.
- Develop the ability to listen to the others’ views.
- Conversation is not a one-way route. So ask questions, which prompt others to speak out.



Sojy Mathews  
Administrative Secretary

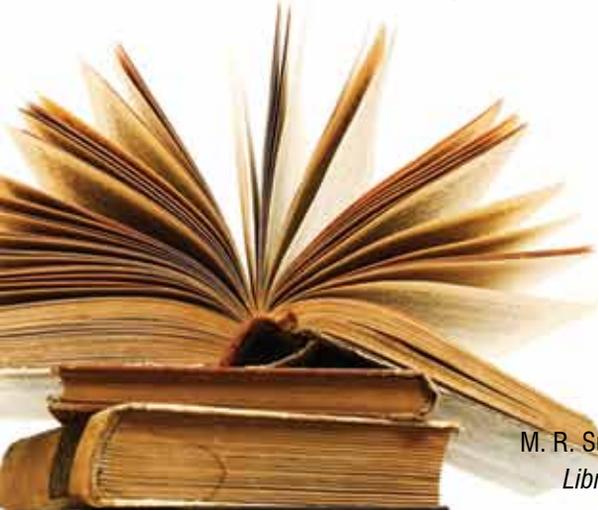


## Importance of Reading Books

It is a well-known fact that when there were no televisions or computers, reading was a primary leisure activity. People would spend hours reading books and travel to lands far away-in their minds. The only tragedy is that, with time, people have lost their skill and passion to read. There are many other exciting and thrilling options available, aside from books. And that is a shame because reading offers a productive approach to improving vocabulary and word power. It is advisable to indulge in at least half an hour of reading a day to keep abreast of the various styles of writing and new vocabulary.

It is observed that children and teenagers who love reading have comparatively higher IQs. They are more creative and do better in school and college. It is recommended that parents inculcate the importance of reading to their children in the early years. Reading is said to significantly help in developing vocabulary, and reading aloud helps to build a strong emotional bond between parents and children. The children who start reading from an early age are observed to have good language skills, and they grasp the variances in phonics much better.

Reading helps in mental development and is known to stimulate the muscles of the eyes. Reading is an activity that involves greater levels of concentration and adds to the conversational skills of the reader. It is an indulgence that enhances the knowledge acquired, consistently. The habit of reading also helps readers to decipher new words and phrases that they come across in everyday conversations. The habit can become a healthy addiction and adds to the information available on various topics. It helps us to stay in-touch with contemporary writers as well as those from the days of yore and makes us sensitive to global issues.



M. R. Suresh  
Librarian



## A Tale to Tell

One day the boy proposed her. The girl said, "Listen Young Man! Your monthly salary is my daily hand expenses. Should I be involved with you? How could you think that? I will never love you. So, forget me 'n get engaged with someone else of your level."

But somehow the boy could not forget her so easily.  
10 years later.

One day they met in a shopping center. The lady said, "Hey! You! How are you? Now I'm married. Do you know how much is my husband's salary? 2 lakhs a month! Can you imagine? 'n he is also very smart."

The guy's eyes got wet with tear by hearing those words.

After few moments her husband joined them before the lady could say something to the guy, her husband started to say by seeing the guy.

"Sir! You here? Meet my wife." Then he said to her wife, "I'm going to assist a project of sir, which is of Rs. 200 crores. 'n do u know a fact? Sir loved a girl but he didn't get her. That's why still he is unmarried. How much lucky the girl was. Isn't it? These days who can love like that way?"

Moral: Life is not so short. So, don't be so proud of yourself and damn others. Situations change with time. Everyone should respect other's love.



SM Pradeepa  
MBA 2<sup>nd</sup> Semester



# 12 Creative and Unusual Hotels

## Floating Hotel in Sweden

At this hotel, guests can work and socialize in an inspiring environment, enjoy good food and drink, and then fall asleep to the sound of lapping wave.

## Sand Hotel in United Kingdom

World's first sand castle hotel at Weymouth beach in the seaside Town of Dorset in the UK.

## Jungle Hotel in Mexico

V-Houses, an amazing jungle retreat near the fishing village of Yelapa in tropical Mexico.

## Ice Hotel in Canada

Unique ice and snow hotel offers a distinctive and incomparable experience that disappears every spring.

## Capsule Hotel in Japan

Modern hotel where the guest space is reduced in size to a modular plastic or fiberglass block, providing enough room to sleep.

## Survival Pod Hotel in Netherlands

The Capsule Hotel, which consists of oil rig survival pods, is located on a canal in Amsterdam.

## Cave Hotel in Turkey

Unusual hotel offers fabulous atmosphere in exotic setting.

## Airplane Hotel in Sweden

Now you can spend the night on-board a real jumbo jet...

## Tree House Hotel in India

Eco-friendly jungle getaway located in the heart of Mudumalai Wildlife Sanctuary offers a wonderful and amazing experience.

## Prison Hotel in Germany

Former German prison turned hotel offers guests a jailhouse experience, with a possibility of walking out whenever they like.

## Underwater Hotel in Fiji

World's first undersea resort located on a private island in Fiji offers exciting adventures with luxury accommodation.

## Drain Pipe Hotel in Austria

Cool hotel constructed from repurposed, incredibly robust drain pipes.

Kenny Wilson  
AD 2<sup>nd</sup> Semester



## Nuts about Doughnuts

Like everything else in this continually changing world, the Indian bakery industry is also changing. Thankfully many of these changes are in the right direction. One of the welcome new age features of this expanding and evolving Indian bakery industry is the growing popularity of doughnuts which are often called Donuts.

The popularity of doughnuts has increased its presence in India's bakery shops, and also its varieties. Now you can have your doughnuts in variety of flavors, ranging from coconuts to chocolates to even mango. This refreshment has become so popular that to cater to the growing demand special outlets are emerging, which are following doughnuts and coffee. Even international doughnuts chains are eyeing the emerging Indian market. Doughnut can be described as a simple and sweet piece of deep fried dough. Though they mostly come in sweet taste doughnuts can occasionally be savory too. The South Indian 'vada' is an example of savory doughnuts. They can be shaped as rings, and also as flattened spheres often containing fillings. Dough nuts can also be shaped as balls and ears. Though they could be prepared at homes they are most often seen adorning the shelves of bakeries. The ring shaped doughnuts have a hole at the center which adds to the beauty and also the enigma behind this popular snack.

The dough nuts were introduced by the Dutch settlers in the North America. These early versions of doughnuts were usually prepared with apples, prunes or raisins in the middle.



Riya Thomas  
BSc & DHMCT 4<sup>th</sup> Semester



## How to Develop your Concentration?

To improve your concentration is exactly the same as improving anything. JUST USE IT! If you were to have something that required 10 minutes of concentration a day, you will start seeing drastic improvements in your concentration ability. 10 minutes a day is all you'll need and eventually you will be able to concentrate with great skill.

Reason why people have trouble using concentration is because they've neglected it for so long. Later on there will be exercises to do, to improve your concentration faster, don't worry if you're not sure what to concentrate on.

### Hints on How to Develop Concentration

- You will need to find a place where you can be alone and undisturbed
- You can sit crossed legged on the floor if you can or in a chair, as long as you're comfortable
- You must sit with your spine erect so you won't have any problems later on
- Take a few deep breaths to relax your body. In your mind go through each muscle group and relax them, to do this you simply think about each muscle group from your neck to your feet and just feel them getting relaxed and getting heavy and comfortable. "My chest is relaxing and getting heavy and calm" is something you could use as an inner direction to your mind while you relax.

It is advisable to practice each exercise daily for more than one week.

Bindu Shibu  
Lecturer - Accountancy



# Secrets of Success

**H**ow are people successful? Is there any secret to success? When we go through the life of every successful person, we can see some similar factors which lead to success.

*“Always bear in mind that your own resolution to succeed is more important than any other”*

– Abraham Lincoln.”

The great successful men of the world have used their imagination? They think ahead and create their mental picture in all its details filling in here, adding a little there, altering this a bit and that a bit, but steadily building.

There is a simple formula for success- double your rate of failure. You would think of failure as the enemy of success. But it isn't all. You can be discouraged by failure or you can learn from it. So go ahead and make mistakes. Make all you can. Because remember that's where you'll find success.

## **There is a simple formula for success;**

**Success = Determination + Hard work + Sacrifice + Luck**

**Determination** – *Stands for the definition of a clear cut objective and confidence.*

**Hard Work** – *Putting in your best!!!*

**Sacrifice** – *To give up something valuable*

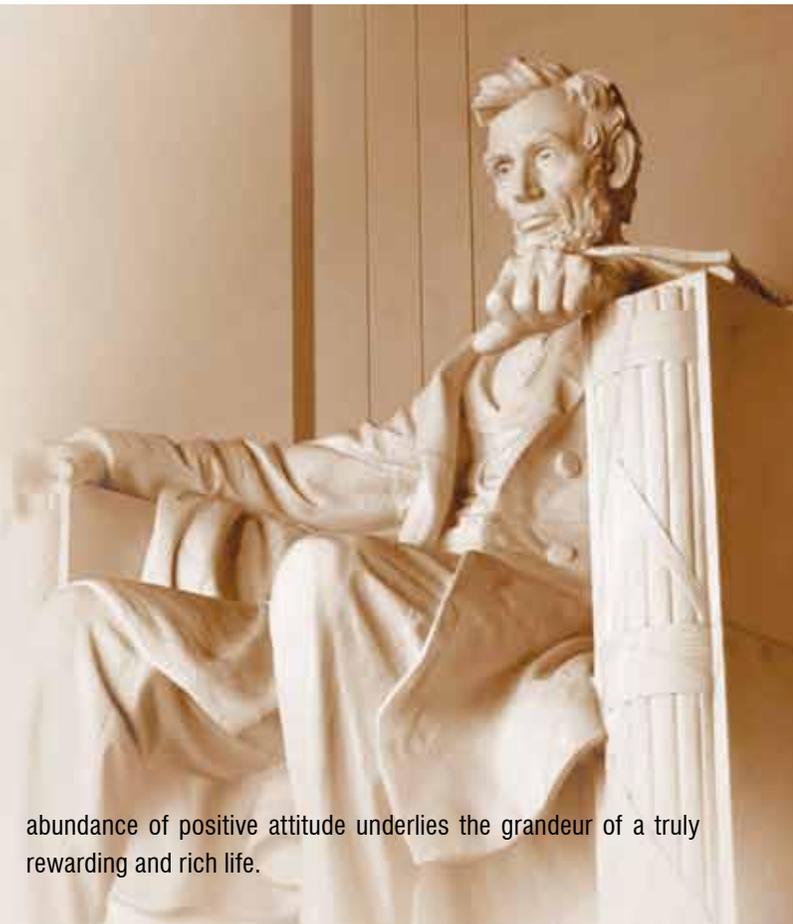
**Luck** – *Chance of unexpected successful occurrence*

Success also may refer to...

- Level of social status
- Achievement of an objective (Goal)
- The opposite of failure

Today success represents a holistic and positive attitude to life. It does not remain merely a social abrasive economic phenomenon in a highly competitive world. Success is now regarded as all – inclusive quotient of material, emotional and spiritual gratification.

Attitude is everything. If you think you can, you certainly can. Success is not bounded within some kind of brick and mortar premises. It assumes the individuality of a complete act executed with perfection. Material achievements do not define life. We do not remember the sport stars or film stars for the products they endorse but the spirit of achievement they represent. In the



abundance of positive attitude underlies the grandeur of a truly rewarding and rich life.

Success is what dreams are made of. Success is about making it in life. Ancient Indian wisdom believes that the most qualifying aspect of success lies in following four “Purushathas” (Tenets) of life. The Purusharthas are based on four tenets of Dharma (Principles, Knowledge or education), Artha (Wealth, Social Security), Kama (Fulfillment of Desire), and Moksha (Salvation or fulfillment of life in earth).

High moral credo or Dharma is a life based on principles, knowledge and wisdom. Wealth or Artha means earthly possession and material gains. People usually work hard to procure such standards of success and yet they are found wanting more.

Desires Condemned by puritans the world over is motivating force behind all actions that manifests as success. However the crowning glory to successful life is Moksha or freedom from all desires. According to Indian thought success depends upon the smooth transition of an individual through each of these passages.

However, the culture factor definitely influences the success expectation among the people.

Pratheesh Thomas  
Head – Management Studies



## Personality and Interview Techniques

An interview is an unavoidable part of the procedure for some admissions, scholarships or jobs. In an interview one or more person sits in a room and invites the candidate for a discussion. The matter of discussion can vary according to the situation. Still, there are many aspects that are common to all types of interviews.

**The purpose of all the interviews is to measure the personality, knowledge and intension of the candidate. The interviewers want to know whether the candidate is able to live up to their expectation and fulfill the needs. Only a person of good values, personality and knowledge will be able to succeed in the interviews.**

There are few good manners and etiquettes, which have to be followed strictly while attending an interview. Firstly, you should be present on the spot at the right time or even before it. Punctuality shows that you are a truthful and serious person. Latecomers have only 25% of chance of being selected.

Secondly, greet the interviewer with a smiling face. A person who forgets to greet or does it with a gloomy face fails to make a positive impression. Thirdly, wait for someone to ask you to sit down. Then thank him and sit down. If someone takes a seat even before the interviewer asks him, it is a sign that he is proud and impolite.

Here are few more points that would help you to be successful in the interviews.

- Try to keep up a smiling face. It will make an impression that you are confident.
- You should have proper eye contact. Look at the person who is speaking to you. When you speak also try to have proper eye contact.
- Listen to the interviewers without interruption. Don't answer anything before they have completed the question.
- If you do not know something, say it openly. Do not bluff or beat around the bush.
- Do not be too loud or too soft in speaking.
- Yawning, cracking fingers, scratching the head etc. are to be avoided.
- Thank the interviewer before leaving the interview room.

If you have to be successful in an interview, you should have a wide range of knowledge of the main subjects related to the job that you have applied for. The physical appearance alone cannot help you in getting selected, because to perform well you must have deep knowledge about the subject. There are different sources that can help you in this regard. Regarding books, newspapers and magazines will help you to widen range of knowledge. The powerful Medias like television, radio and internet also can be effectively utilized for this purpose. The success of interviews also depends upon your ability to express the knowledge within you. You may have a detailed understanding of the facts. But, if you are not able to communicate it to the interviewers you may fall flat on the ground. You should be able to discuss the subject and share your ideas with them.

The basic quality you need to develop is fluency in language. In the Indian context you should be fluent at least in three languages, namely English, Hindi and your regional languages. For that purpose you will have to listen to people speaking that language and speak it yourself. Only through constant practice you can think of improving the language. We know that self-confidence plays an important role in making one successful in any field. In this case the truth is that you will feel confident only when you have acquired fluency of languages.

Sebastian George  
BSc & DHMCT 6<sup>th</sup> Semester





## Obituary of Mr. Common Sense

Today we mourn the passing of a beloved old friend, Common Sense, who has been with us for many years. No one knows for sure how old he was, since his birth records were long ago lost in bureaucratic red tape. He will be remembered as having cultivated such valuable lessons as: Knowing when to come in out of the rain; why the early bird gets the worm; Life isn't always fair; and maybe it was my fault.

Common Sense lived by simple, sound financial policies (don't spend more than you can earn) and reliable strategies (adults, not children, are in charge). His health began to deteriorate rapidly when well-intentioned but overbearing regulations were set in place. Reports of a 6-year-old boy charged with sexual harassment for kissing a classmate; teens suspended from school for using mouthwash after lunch; and a teacher fired for reprimanding an unruly student, only worsened his condition.

Common Sense lost ground when parents attacked teachers for doing the job that they themselves had failed to do in disciplining their unruly children. It declined even further when schools were required to get parental consent to administer sun lotion or an Aspirin to a student; but could not inform parents when a student became pregnant and wanted to have an abortion. Common Sense lost the will to live as the churches became businesses; and criminals received better treatment than their victims. Common Sense took a beating when you couldn't defend yourself from a burglar in your own home and the burglar could sue you for assault. Common Sense finally gave up the will to live, after a woman failed to realize that a steaming cup of coffee was hot. She spilled a little in her lap, and was promptly awarded a huge settlement.

Common Sense was preceded in death by his parents, Truth and Trust; his wife, Discretion; his daughter, Responsibility; and his son, Reason. He is survived by his 4 stepbrothers; I Know My Rights, I Want It Now, Someone Else Is To Blame, and I'm A Victim.

Not many attended his funeral, because so few realized he was gone. If you still remember him, try changing something. If not, join the majority and do nothing.

Chinchu Mariya Jose  
BAIHA 6<sup>th</sup> Semester



## Comprehending Butter

Butter has always fascinated for its malleability and richness as also the way it transforms a dish, making it exotic from the simple. Most of us at home use plain salted or unsalted butter for baking purpose, but we have to access to all kind of magical options when it comes to butter.

### Salted and Unsalted Butter

Most recipes in professional books would specify the usage of salted or unsalted butter and most professionals would agree that when it is not specified, it is best and safe to adhere to unsalted version, and where the recipe says salted and you have only unsalted then you add salt to the dry ingredient and often it is ¼ tsp. of salt for 1 stick of Butter recipe.

In baking, salted butter would not do what is required of butter i.e. to add flavor, control leavening and provided the richness of flavor of taste. Salted butter also adds-up as a preservative, thereby increasing its life. Unsalted butter has a short life and if not used the right way it is best to freeze it. Then the shelf life increase by six months and it needs to be defrosted in refrigerators before use.

### Flavored Butter

Some festive items would be incomplete without the addition of flavored butter. Initially they used to be just chilled fancy swirls of ordinary butter but slowly these were changed to include fancy flavors in the butter, ranging from herbs to chilies and sometime exotic additional like truffles and cherries etc.

### Methods of Flavoring

It is best to carry out trials with flavoring. Some might not work first time around, but there are no rules here and experimenting is the key. Ideas for flavoring include herbs, paprika, lemon zest, garlic or even Indian Curry powder to add on chicken or even mackerels make a totally Indian option with finely chopped, chilies, ginger, and garlic for Asian cuisine or vanilla essence and tarragon leaves to use with roast chicken. To retain the color and flavors, finely chop fresh herbs like basil, tarragon, marjoram and parsley just prior to mixing with butter. Grilled and peeled capsicum or chopped chilies are a good match for Butter. Finely chopped capers, anchovies and shallots also marry well with butter.

Neethu PV  
BAIHA 6<sup>th</sup> Semester



## Restaurant Customer Expectations

Achieving high levels of satisfaction at a restaurant through good customer service, quality food and making diners feel valued is important because satisfied customers are more likely to return. On average, a satisfied customer will tell two to three people about your good food and service, whereas an unhappy one will tell five to 10 people how dissatisfied he was. Customer satisfaction or expectation surveys are an important tool that will aid you in reaching your high customer satisfaction goals.



### Food Temperature

Whether you have a fast food or full-service establishment, the quality of food is important. Temperature is one of the most important qualities or aspects of a meal. It affects the overall taste of the food and satisfaction with the meal and may cause diners to feel that the food was low quality if it's "off" the desired temperature. Food that's going out at a correct temperature is more likely to taste good and leave guests satisfied.

### Product Knowledge

For both full-service and fast food restaurants, product knowledge by staff is a necessity. Staff members need to have product knowledge sufficient to provide guests with accurate information about all aspects of your food.

### Greeting Guests

Greeting of guests, whether at the door for a full-service restaurant or at the counter for fast food, is a vital part of customer service. Guests evaluate how and when they were greeted. Greeting guests in a timely manner with a warm welcome makes them feel valued and goes a long way towards ensuring they have a favorable experience.

### Customer Satisfaction

Giving service that fully satisfies customers is difficult but not

impossible. Some guest dissatisfaction is obvious, when they wave, talk loudly to get the server's attention or even yell. However, most dissatisfaction is less obvious, even in a full-service setting where wait staff can check on guests frequently. Customer satisfaction cards can be quite beneficial to gauge how you're doing with providing a good experience. Give customers a chance to tell how the service was in a way that's comfortable for them.

### Manager Visibility

Part of a good working restaurant is the manager. He's there to aid in its option, and a big part of his job is to know all the aspects of the facility, from food quality to being able to deal with unmanageable guests. Managers need to be visible, since they're responsible for the morale and performance of the staff as well as customer service. Ask guests if the manager was visible during their visit and then go one step farther and ask how he handled his responsibilities.

### Cleanliness

A clean restaurant is attractive and vital to customer satisfaction. Have the guests rate the cleanliness of the dining room. Busy fast food restaurants can have a designated dining room attendant during peak hours. Guests expect a clean table, dishes and utensils. No matter how good the food is, if the restaurant isn't clean, guests leave with a less favorable opinion. Restroom cleanliness is as equally important and to some guests an indicator of how clean the kitchen is.

So Fulfilling of customer expectation is very significant for sales, reputation and growth for employee and the employer.

N Kumaravelu  
Head- Food & Beverage Service



## The World's Oldest Liqueur: Chartreuse

Chartreuse is a French liqueur made by the Carthusian monks since the era 1740s. It is composed of distilled alcohol aged with 130 herbal extracts. The liqueur is named after the monks of grande chartreuse monastery, located in Chartreuse Mountain in the general region of Grenoble in France. The liqueur is produced in a factory in the town of Voiron(Isere).This liqueur is oldest of its kind available in the market and still some of its recipe is kept secret and it's the oldest blend in herb liqueur available in the world.

### The two types of Chartreuse are

**Green Chartreuse** – It is a naturally green liqueur flavored with extracts from 132 plants with its coloring coming from chlorophyll

**Yellow Chartreuse** – It has a milder and sweeter flavor and aroma

### Classes of Chartreuse

Chartreuse VEP

VEP stands for “Viellissement Exceptionnellement Prolongé” which means “exceptionally prolonged aging”. It is made in the same process and kept for long aging period in an old cask which reaches exceptional quality. This comes in both yellow and green variety.

Elixir Vegetal De La Grande-Chartreuse

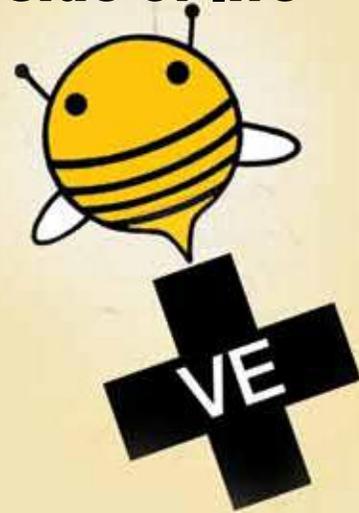
The base is same as others. 130 medicinal and aromatic plants and flowers makes it much stronger. It is also claimed to be tonic and sold in small wooden-covered bottles. It was much produced and sold between 1860s and 1900s.



Ajith Jacob Thomas  
MBA 3<sup>rd</sup> Semester



## Look at the bright side of life



It is true that life is never a bed of roses; but at the same it also has to be remembered that it is neither a bed of thorns. In fact, life is a combination of both these aspects. A man of great personality will be able to see the good side and live a happy life.

A man of positive thoughts will have a good personality. Everybody will have negative thoughts from time to time, but it's possible to turn the negative thoughts into positive ones. The fact is that 'you can if you think you can'. Here are a few guidelines that will help you to be more and more positive in life.

Think more and more on what you are good at. Don't kill yourself on the rest. If you take a hundred people, all of them will have different talents. To develop positive thinking as well as good personality, it is always necessary that you concentrate on your talents rather than weaknesses.

Allow yourself to be surrounded by positive things and aspects. You must have good friends who think positively and encourage you to do great things. Listen to lively music, Have happy thoughts, and at times recollect your favorite memories.

No one in this world is perfect. Therefore, failing is not the wrong thing in the world. As long as you can learn from the experience and perform better in the next attempt.

There will be numerous obstacles on the way. Think of different ways to overcome them.

Sooraj Kumar  
IHM 4<sup>th</sup> Semester



## A Sad Truth

### Classical Art Forms

India is a cultural potpourri, and this is reflected and displayed through the various art forms that have evolved and represented this colorful nation. Each and every place in this country has its own traditional and indigenous art forms. Some of these art forms like Bharathanatyam and Kathak are being projected in the world's arena, thanks to itself for being famous. However, the less famous ones are dying a premature death because of the lack of funds and the required audience. These rare art forms are kept alive only in rural pockets and are in dearth of dedicated audience.

Indian art forms always include the Dance, the Katha and its related Music. These arts showcased the deeds of our past generations, moral stories and religious teachings. These art forms not only provided entertainment to the people but also nurtured the people who were related to it. Thanks to lower audience's interest, it completed a cycle through lower income level. This lower income level, led to migration of the related people to the so called "Greener Pastures".

Most of these art forms were handed down over generations and generations through holy texts, word of mouth and other sensitive ways of communication. These sorts of communication require a dedicated set of 'Next Generation' to take it forward. It's disheartening to see the present generation is totally ignoring the same; instead it is vulgarly gyrating to the jingbang of the so called 'Fusion' music. This sort of idiocy is being promoted at various levels. Thanks to something called 'Commercialization'. It is further compounded by "Mass Movies".

It's imperative that this generation wakes up from this artificially induced superficial slumber and act. Otherwise, the death of these sensitive and sensible art forms, is imminent.



Pratheek Shaji  
BHM 2<sup>nd</sup> Semester

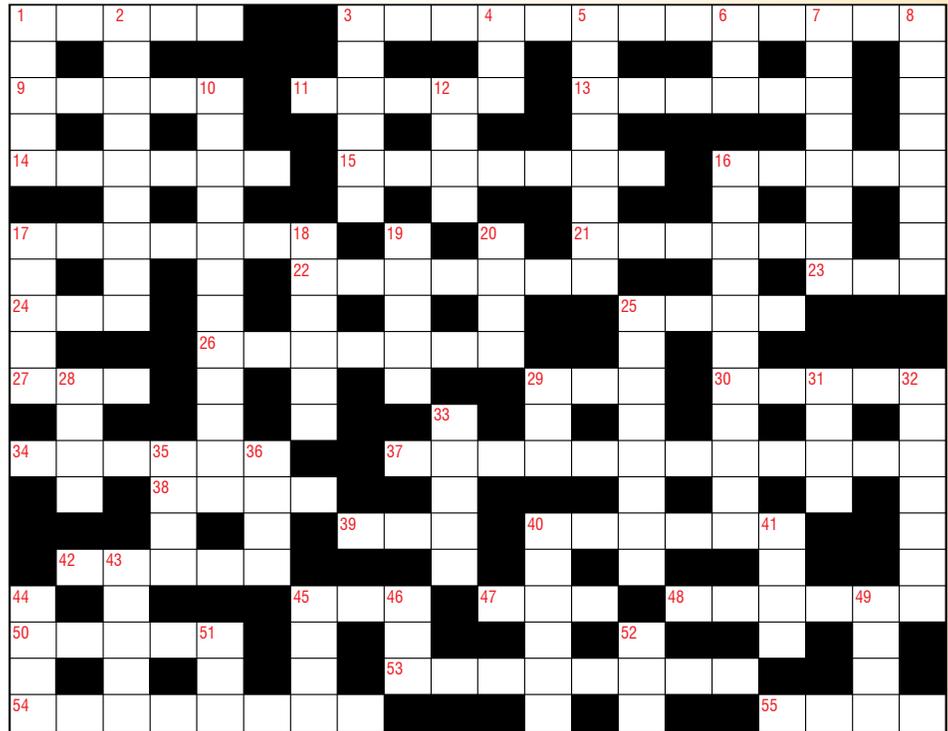




# Culinary Crossword

**Across**

- 1 American Cheese or a Building Block
- 3 French National Soup that is actually a fish stew
- 9 To Powder or Make a paste
- 11 A Flat Fish belonging to the Ray Family
- 13 Hi Pressure Steam Producing Equipment
- 14 Vegetables, that fruit in the form of a pod
- 15 A type of banana or coffee bean
- 16, 23 Fungal Infection in grapes that produce fine wines
- 17 A cooking method using fat, sometimes called pot roasting
- 21 Mixing of two different flavors of ice creams during blending stage gives this effect
- 22 Dried Grapes
- 24 Standard Purchase Specification
- 25 Primary Liquefying Agent in Béchamel Sauce



- 26 Egg Cooked in by pouring hot water over it
- 27 An Australian Bird now Bred in India for its meat
- 29 A place of drinking
- 30 Sharp Taste
- 34 This has to be done for controlling the portion of bread
- 37 A type of cake topping (7, 5)
- 38 American English for smell
- 39 This Flying Insect produces the best sweetener
- 40 Thin flour based coating agent
- 42 This Puree of carrot soup, named after a battle
- 45 Even though this is a leaf it's a spice
- 47 Flavored Spirit... considered as a women's drink
- 48 Enzyme extracted from cow's stomach to make cheese
- 50 Edible internal organs of animals
- 53 Soaking Liquid to tenderize meat
- 54 Other name of Innards
- 55 Hunted-down Meat

- 8 Sweet Course in FCM
- 10 Most of the meat comes from these types of animals
- 12 Penne and Macaroni are pastas of this shape
- 16 Famous sauce for Pasta made of tomatoes
- 17 Apply Fat
- 18 Apply Flour
- 19 Leaf as in the case of a puff pastry cake
- 20 To hold, to tie
- 25 To Soak primarily to tenderize or to impart flavor
- 28 Powder of sprouted grains for alcohol production
- 29 A base of shredded leafy vegetables for salad
- 31 Beurre \_\_\_\_\_; nut brown butter
- 32 Hung curd of Milk
- 33 Most Important Element of Stock
- 35 The process of removing the pips of a fruit without cutting it
- 36 John \_\_\_\_\_; a type of Mediterranean fish
- 40 Traditional accompaniment of Caviar, a buck wheat pancake
- 41 Skin of Bacon, Cheese or Citrus Fruit
- 43 Cooking method using fat medium, served along classical sauces
- 44 Chemically aerated soft & rich bakery product
- 45 Spherically shaped cut of fruit or vegetables, using a scoop
- 46 A tuber, which is often fried as chips or used in Avial
- 49 Yellow pressed cheese of Dutch origin coated with red wax
- 51 Most commonly used Salt
- 52 A wooden tool used to shape steaks

**Down**

- 1 Doughnut Shaped Breakfast Bread
- 2 Fish Gelatin
- 3 Sister Section of Confectionary
- 4 Frozen Water
- 5 Exotic Large Crustaceans
- 6 Garlic in French
- 7 A cleaning tool to remove tough stains from utensils

## Tiramisu

Everybody knows that Tiramisu means “Pick-Me-Up” in Italian, named for the high energy content and the caffeine of the strong espresso coffee. There are many different stories about the origin of Tiramisu. It is a layered cake, so some people place its origin in Tuscany, where another famous layered Italian dessert is very popular. It is called “Zuppa Inglese” (English Soup). It is neither English nor a soup. It is a simple cake of ladyfingers or a sponge cake soaked in “alkermes” liqueur with alternating layers of chocolate and egg custard.

The first clue is by the famous Italian gastronome Giuseppe Maffioli. In his book “Il Ghiottone Veneto” (The Venetian Glutton) first published in 1968, he talks extensively about zabaglione custard. The name of this cream originates from Zabaja, a sweet dessert popular in the Illiria region, a coastal area across the Adriatic Sea that was Venetian territory for long time during the golden age of the “Repubblica Serenissima” (“The Most Serene Republic”) of Venice. Zabaglione was prepared in those times with sweet Cyprus wine.

“The groom’s bachelor friends,” says Maffioli, “at the end of the long wedding banquet, maliciously teasing, gave him a big bottle of zabajon before the couple retired to guarantee a successful and prolonged honeymoon.” “The zabajon,” Maffioli continues, “sometimes had whipped cream added, but in this case was served very cold, almost frozen, and accompanied by baicoli,

small thin Venetian cookies invented in the 1700’s by a baker in the Santa Margherita suburb of Venice.” The combination of, whipped cream, the serving temperature and the cookies are close to the modern Tiramisu’ recipe. And even the allusion to the energetic properties of the zabaglione seems to refer to Tiramisu’s name.

The oldest recipe is in a book by Giovanni Capnist titled “I Dolci del Veneto” (The Desserts of Veneto). The first edition was published in 1983 and has a classic recipe for Tiramisu’. Capnist writes that tiramisu’ is “a recent recipe with infinite variations from the town of Treviso” and a “discovery of restaurants more than family tradition.”

But the final word on the origin of Tiramisu’ is from a book by Fernando e Tina Raris named La Marca Gastronomica published in 1998. It is a book entirely dedicated to the cuisine of Treviso. The authors remember what Giuseppe Maffioli wrote in an article in 1981: “Tiramisu’ was born recently, just 10 years ago in the town of Treviso. It was proposed for the first time in the restaurant Le Beccherie. The dessert and its name immediately became popular, and this cake was copied by many restaurants first in Treviso, then all around Italy.”

The restaurant “Le Beccherie” still makes the dessert with the classic recipe. They use ladyfingers soaked in bitter strong espresso coffee, mascarpone-zabaglione cream, and bitter cocoa powder. Alba and Ado Campeol, the owners of the restaurant, regret not having patented the name and the recipe to avoid all the speculation and guessing about the origin of this cake and the diffusion of so many recipes that have nothing to do with the original Tiramisu’.

Tirami su’ is a dialectal expression from the Veneto region meaning “pick me up,” in the sense of re-energize, regain strength, or wake-up. The meaning becomes apparent when you analyze what goes into this dessert. The main ingredients of Tiramisu are Mascarpone cheese, Zabaglione cream, Espresso coffee, Savoiardi cookies (also known as Ladyfingers), and a topping of chocolate.



Mascarpone has very old origins. It appears to have already been produced in the 13th century in the Lombardy region of northern Italy, where it took its name from *mascherpa*, the local term for a sort of ricotta cheese. Mascarpone is more than a cheese: it's a concentrate of milk cream with a fat content up to 75%, with a smooth, creamy, and sweet texture.

Zabaglione was prepared in those times with yolks, honey, and sweet Cyprus wine. Today, sugar and Marsala wine, giving it a distinctive flavor, are used instead. It is a simple and easy recipe, even though many food writers have described it as a complicated and laborious thing. The original Tiramisu' recipe from the Restaurant Le Beccherie doesn't include the use of wine.

Espresso coffee is obtained by forcing pressurized water through coffee powder. It is made from a blend of roasted grains of different origin, often ground on the spot to maximize the flavor. Espresso is naturally much stronger than regular American coffee. It is a true shot of caffeine.

Savoirdi: These delicate cookies, also known as Ladyfingers, were originated at the court of the Savoia Dukes around the 1500s in the northern Italian region of Piemonte, near the French border. They were supposedly created for a lavish reception organized in honor of a visit by the French king. Later, thanks to their extraordinary success at this memorable banquet, these cookies were officially "adopted" by the Royal House of Piemonte. They were renamed "Savoirdi" after the Savoia dynasty, and they became the most appreciated dessert of the house. Savoirdi are very light because they are prepared with a dough rich with whipped egg white. Very popular for the preparation of layer cakes, they are also served as a complement to custards, ice cream, or fruit salad.

A summary of the dessert

A very rich cheese, the eggs yolks, sugar, and sweet wine in the zabaglione, the caffeine of the espresso coffee, and the chocolate make this cake an ultra-nutritious combination, guaranteed to "pick you up."

Sadhana Krishnamurthy  
Faculty – Bakery and Confectionary



## Basil – The King of Herbs



**O**cimum is a tropical plant family in which the basil is a member called 'Ocimum basilicum'. Indian's consider one of the members 'Ocimum tenuiflorum' locally called 'Tulsi' very sacred.

### Health Benefits

#### **DNA Protection**

Basil contains an active constituent called Flavonoids that provide active cellular protection

#### **Anti-bacterial Properties**

The volatile oils of basil contain Estragole, linalool, myrcene and limnene that protects us from various types of unwanted bacterial growth. The volatile oils of Basil containing Estragole, play an active role in restricting growth.

#### **Anti-inflammatory Properties**

COX is an enzyme that is the cause of inflammation in humans. Basil not blocks the activity of the enzyme but also provides healing effects for people with rheumatoid arthritis and inflammatory bowel condition.

#### **Cardiovascular Health**

Since basil is a very good source of beta-carotene it protects the cell linings, blood vessels. It also protects from free radical oxidizing into cholesterol and minimizing the chance of heart attack. The magnesium in this herb also relaxes and strengthens the blood vessels.

#### **Mood Food**

Basil contains potassium and iron that are put to use in Aroma Therapy to uplift and harmonize the spirit. It also helps relieve nausea of chemotherapy and radiation.

#### **In the Kitchen**

As a fresh herb it is used as an additive in soups, salads and sauces. The French prefer its use to finish their recipes, while the Italians prefer it in sauces and pastas.

K. Bineesh  
BAIHA 6<sup>th</sup> Semester



## Improving Sales through the Front Office

Today, even though everybody recognizes the importance of the front office, few consider it to be anything more than a clerical department. Yet over the years, as the market conditions have changed, the nature and importance of the functions performed by the front office have also changed from being an order-taking department to an order-generating or sales department. In fact, it has always been a sales department, but the seller's market in which the hotel industry previously operated made it function otherwise. The current shift in market conditions from sellers to a buyer's market requires that the Front Office function like a sales department. It should be recognized as such in order to effectively use it to achieve guest satisfaction and at the same time increase the revenue of the hotel.

If one looks at the balance sheet of any hotel, it will become obvious that the major portion of the profits, on average 60 percent, come from room sales. Logically, the front office should be the most important department in the hotel but such is not the case. This is because traditionally the hotel industry has been in the seller's market and has always treated the Front Office as a clerical department with the major responsibility of the checking-in and checking-out of guests.

Today, front office (including the reservation department) operates like a clerical department and is not sales-oriented. In a recent study conducted in Houston, it was discovered that the front office and reservation departments of 95 percent of the hotels contacted did not make any effort to sell to a prospective customer, despite the prevailing low occupancy in Houston.

The front office reports to the rooms division along with other departments like housekeeping, uniformed services, laundry, and garage. Front office work is tedious, stressful, and strenuous. Salaries of front office staff is generally low with not much opportunity for advancement, often resulting in low morale and high turnover. This leads to sub-optimal performance and shows up as guest complaints and auditing errors.

Very often, the front office manager is not treated as an important member of the top management team but rather as one of the many department heads in the hotel. As a result, the front office is not given the importance it deserves.

As a sales department the front office should:

- Sell rooms to guests who have not made prior reservations
- Upsell to guests who have made prior reservations
- Deliver the product, i.e., the room, to the guest in exchange for a certain price
- Maintain the inventory of the product, i.e., the rooms
- Convey information to guests about other products available for sale at the property, for example, food and beverage. The objective of the front office is to sell all the available facilities at the hotel to the guests. Front office staff is probably the most important means of letting the guest know what services are available
- Ensure guest satisfaction by fulfilling their needs so that they return
- Keep record of the guest, i.e., guest history cards
- Make Reservations - In a small hotel it is the front office which is also responsible for making reservations because it is not economical for a small hotel to have a separate reservation department. This function is very important as it enables the traveller to make advance hotel arrangements for the destinations he intends to visit. The importance of this department is also evident from the fact that more than 80 percent of the hotel guests make advance reservations.

Further, the reservation department is a good source for preparing a prospects list. Correspondence of the guests who have made reservations can offer clues or leads to additional business. For instance, the title of the correspondent of the letter can provide leads to future business. Also, it is a well-known fact that people attending conventions or conferences usually make reservations at least 6 to 8 weeks in advance. A scrutiny of all such advance reservations can provide information about various conventions or conferences being held in the city, and necessary action can be taken to secure additional business

R. BASKAR  
Head – Front Office



## Some Interesting Facts



- The right lung takes in more air than the left
- It is illegal to own a red car in Shanghai, China
- Kite flying is a professional sport in Thailand
- A Blue Whale can eat as much as 3 tons of food every day, but at the same time live without food for 6 months
- Tyrannosaurus Rex, the fiercest dinosaur had 60 long and sharp teeth.
- The swan has over 25,000 feathers in its body
- Ostrich swallows pebbles to help digestion.
- The butterfly has 12,000 eyes
- Dolphins sleep with one eye open
- When you sneeze, all your body functions momentarily stop including your heart

Sajith Babu  
BSc & DHMCT 4<sup>th</sup> Semester



## OBITUARY



*In Loving Memory of*

**ANISH JOY**

(12.10.1990 to 11.09.2011)

Many a flowers bloomed, fruited and spread the seed all around. But one flower was so lovely that the gardener plucked it for himself. The flower left an abiding fragrance around, leaving us blue. Deep within we know the flower is in better hands...

*We miss you buddy in our everyday life...*

## Life is not always easy

All of us begin life's journey with many dreams, goals, ambitions, and aspirations. With a great sense of excitement, we make plans about what we want to do, where we wish to go and what we want to become in life. But somewhere along the journey, we are sure to run into some stormy weather. Life is not always easy. We often wish that life was as simple as a storybook, but it does not always turn out that way. Unexpected challenges, difficulties and circumstances crop up along the way. Sometimes, we find ourselves in the midst of situations that seem almost hopeless. We tend to lose hope. We tend to give up. We begin to think, "I will never be able reach my goals." We despair about ever being able to reach our goals.

Sometimes, life takes an unexpected twist and circumstances that we were totally unprepared for, present themselves. We may find ourselves at the end of the road, with nowhere to turn. Some of you may be in middle of a hopeless situation. It could be something to do with your job, career, education, home, marriage or family. So many things in life could have gone wrong.

Our lives, sometimes, take unexpected turns. We may suddenly find ourselves in the middle of a storm. There will be challenges and struggles for all of us to go through in life. Sometimes, we may even find ourselves at the end of the road, with nowhere to turn.

### **The Importance of Hope**

It is very important to have hope in our everyday life. We have to be full of hope, even in middle of a hopeless situation. There are several reasons why it is important to continue having hope. So having hope is extremely important. By "hope " we mean anticipation, something we look forward to, a desire, a dream or an aspiration. We hope for a future. We are hopeful that we are going to see some amazing things in the future. Don't worry; you can come out a winner. So i request all of you" Don't Lose Hope"



*Don't  
Lose  
Hope*

M.R. Suresh  
Librarian



## Essential Qualities of Success

*Study*  
*Understand*  
*Conceptualize*  
*Correlate*  
*Enjoy*  
*Sympathize*  
*Share Success*

**S**uccess is the achievement of your Desire. Desires are not a mere want but it is a want backed by 100% Willingness to accomplish it. Willingness is the determination with which one takes up an activity, which involves the planning of the activity, the time frame in which to perform the support materials required, the form of guidance required.

To be successful one has to involve various combinations. You need to carry knowledge so as to go ahead with its application. Knowledge is useful only when you understand it and then you need to find out the concept behind that statement which needs to be correlated with the day-to-day activity, be so that it is grasped fully. When you grasp and correlate, you start enjoying the subject which motivates you to perform confidently. This confidence becomes a source of inspiration for one to accomplish tasks and thus one redefines or refines his targets after achieving the short term desires.

One needs to be constantly self-motivated and also needs to be encouraged and appreciated by his peers, teachers and seniors. It is thus the sheer hard work of using the combination of knowledge, skill and attitude that makes a person successful. Remember long-term gains are only achieved with short term pains. One needs to sacrifice the short term pleasures, entertainment and enjoyment in order to achieve long term goals.

So, we the students should work diligently towards the achievement of our goals and judiciously utilize the knowledge, skill and attitude to excel and to be successful in life.



Chinchu Jacob  
 BAIHA 6<sup>th</sup> Semester



## Finding Happiness

*“Success is not the key to happiness.  
Happiness is the key to success.”*

Happiness is something everyone wants to achieve. While on the surface people may seem to be looking for money, recognition, or other things, what they actually seek is happiness. Unfortunately, many people never reach the level of happiness they desire.

Our happiness is our responsibility. Don't blame outside condition or other people if you're not happy. While things around you could change and go bad, it is you who decide how you will respond to them. You can decide to be happy.

### **With that in mind, here are 20 ways to find happiness in life**

#### **Stop comparing yourself with others**

Comparing yourself with others won't do you any good. You will either feel proud when you are above, or feel jealous and frustrated when you are below. None of them brings true happiness. So stop comparing yourself with others and simply be your best.

#### **Count your blessings**

There are so many things we should be grateful for, but we often forget them. When you realize how blessed you are, you will certainly be happier.

#### **Find your inner voice**

To find true happiness, you must first find your inner voice. Slow down and take some quiet time for soul searching. What will make your life meaningful? What is true happiness for you? By knowing what your heart says, it will be easier for you to align with it.

#### **Reconnect with your childhood dreams**

Your childhood dreams can give you clues about your true calling. So discover them and reconnect with them. Get them back into your life. Childhood dreams are important

#### **Help someone**

Giving is an essential key to happiness. While we often think that we will be happier when we receive, the truth is we are happier when we give. This is also one of the most difficult things to apply.

#### **Spend more quality time with your loved ones**

Relationships give us happiness more than any material in the world. So spend more quality time with your loved ones. In such moments, be sure that you devote your attention to them.

#### **Apply the language of love**

Love is an important way to happiness. By understanding yours and others' language of love, you will be able to build better relationships.

#### **Appreciate Nature**

The beauty of the nature can give you peace. Go out and see how beautiful the nature is. Watch how the birds sing and the sun shines, and let you be happy once again.

#### **Pray or meditate**

This is one of the most effective ways to calm your mind and get inner happiness. When you feel overwhelmed, a session of praying or meditation could help you clear your mind.

#### **Know yourself**

You will be happier if you understand who you are.

#### **Say thank you**

Sometimes we are so accustomed to people around us that we forget to thank them. So take a little time to do that.

#### **Smile**

Smiling is a very simple thing to do, and yet it has great effect. The mere act of smiling can brighten your otherwise dark day.

#### **Listen more than you speak**

You will feel happier not only by understanding yourself, but also by understanding the people around you. One simple way to do that is by listening more than you speak. Try to understand what the other person means before speaking out your thoughts.

#### **Stop judging others**

Judging others will give you bad feeling toward them and there's nothing good about that. Instead, you should look at the positive side of them. Sometimes it's easier to see the others' weaknesses, but looking at the positive side will brighten their day and your day.

#### **Focus on what you can control**

Trying to change things beyond your control will only frustrate you.



Recognize what you can and can't control, and focus solely on the things you can control

**Forgive yourself**

Have you done mistakes in the past? We could be intimidated by our past mistakes that we can no longer live to our full potential. But you aren't perfect, and neither is anyone else. So forgive yourself and release the burden.

**Forgive others**

Besides forgiving yourself, you should also forgive other people who did wrong to you. Not for giving them will only hurt you. Again, you should release the burden so that you can find happiness.

**Accept yourself**

You may have some personality traits that you don't like. But you can't change it. So, just accept yourself as you are. You are unique, and that's something you should be grateful for.

**Know how to deal with problems**

Problems will always come your way, so your happiness depends not on whether or not you have problem, but on how good you deal with them.

**Be a promise keeper**

You will find happiness if you stay true to your heart and one way to do that is by being a promise keeper. The more you keep your promise, the more you will be aligned with your conscience and the happier you will be.

It is not easy to find happiness in ourselves, and it is not possible to find it elsewhere.

Nima Ravindran  
Lecturer & Counselor



**Winners**

**Solo Dance** (Male & Female)

- 1 Pratheek Shaji  
- BHM 2nd Sem
- 2 Adarsh P Nair  
- BSc & DHMCT 2<sup>nd</sup> Sem

**Group Dance** (Male & Female)

- 1 Adarsh P Nair & Vignesh Nair  
- BSc & DHMCT 2<sup>nd</sup> Sem
- 2 Sneha Joseph & Jiji Jose  
- AD 2<sup>nd</sup> Sem

**Painting** (Water Color)

- 1 Ambadi Dileep  
- BSc & DHMCT 4<sup>th</sup> Sem
- 2 Saranya K  
- BSc & DHMCT 4<sup>th</sup> Sem
- 3 Renjith R  
- BSc & DHMCT 4<sup>th</sup> Sem

**Solo Song** (Male)

- 1 Anandhu Pradeep  
- BAIHA 6<sup>th</sup> Sem
- 2 Nirmal R  
- BAIHA 6<sup>th</sup> Sem

**Miss MCC**

Sneha Joseph  
- AD 2<sup>nd</sup> Sem

**Mr MCC**

Sreelal G B  
- Sc & DHMCT 4<sup>th</sup> Sem

**Essay Writing**

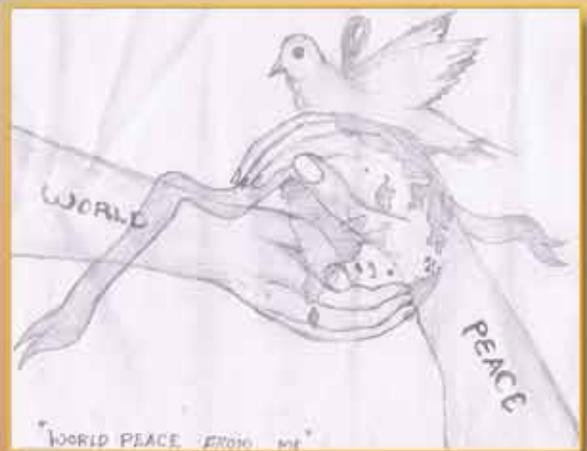
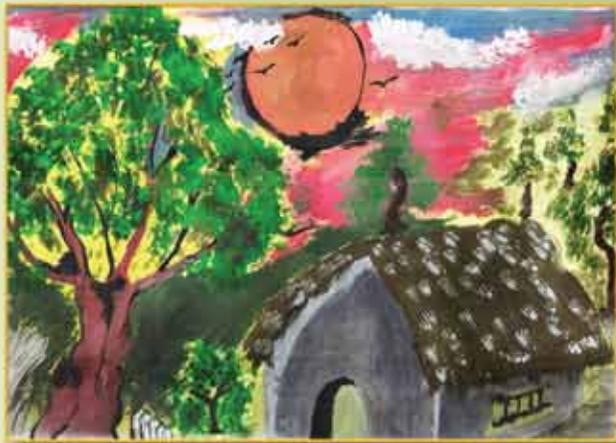
- 1 Ashiq Prasad  
- BHM 2<sup>nd</sup> Sem
- 2 Adarsh P Nair  
- BSc & DHMCT 2<sup>nd</sup> Sem
- 3 Kurian George  
- BBA 2<sup>nd</sup> Sem

**Pencil Drawing**

- 1 Jithin C J  
- BSc & DHMCT 2<sup>nd</sup> Sem
- 2 Ambadi Dileep  
- BSc & DHMCT 4<sup>th</sup> Sem
- 3 Yadukrishnan R  
- BHM 2<sup>nd</sup> Sem

**Solution for Culinary Crossword**

B	R	I	C	K		B	O	U	I	L	L	A	B	A	I	S	S	E					
A		S				A		C		O			I	C		N							
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E	N	T	R	A	I	L	S					S		T						G	A	M	E





Bridge Course



I AD July 2011 Batch



II AD - Jan 2011 Batch



I BBA



MBA - Jan / July 2011 Batches



I BHM - July 2011 Batch



II BHM - June 2010 & Jan 2011 Batch



II BHM - July 2010 Batch



III BAIHA - Batch A



III BAIHA - Batch B



III BAIHA



I Dual July 2011 Batch



II Dual - Batch A



II Dual - Batch B



II Dual - Full Strength



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**COURSES:** Nursing, Pharmacy, Accounting, Welding and Fitting, Automobile Mechanic, Electromechanics, Hotel & Travel, Food and Beverage, Marketing, Numerical Machine Tool Operation, Machining Technics, Printing etc.

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## WELCOME TO EMIRATES MCC UNIVERSITY

Munnar Catering College (MCC), the largest Hospitality Education Institute of its kind in India has realized the lack of professional institutions in UAE and nearby countries, conducting face to face full time courses in Hotel, Hospitality and Training. With tremendous opportunities for qualified professionals in this field, MCC has identified Ras Al Khaimah in UAE as an ideal location to establish a Centre of Excellence in Hospitality Education and Training, offering courses in Hospitality and Management studies.

There are two sessions every year at Emirates MCC University. February session and August session. Classes for February Session will commence in the second half of February and for August Session will commence in the second half of September.

## HOSPITALITY INDUSTRY

The hospitality industry is growing at a faster rate than ever envisaged and today it has no boundaries. So high is the confidence in this industry that the only restriction is ambition. Over 250 million people around the world are estimated to be employed in this sector alone.

The hospitality industry is witnessing rapid and large scale growth and shall continue to do so in the coming years as well. This is a manpower intensive industry. Being a trade that encompasses industries like Aviation, Cruise lines, Entertainment, Industrial Catering, multiplexes, shopping malls, call centers and of course Hotels, Resorts and Restaurants the opportunities are pouring in with exciting career assured jobs, handsome pay packets and above all an international recognition and excellent job satisfaction

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- **Executive MBA in International Hospitality Management** 1/2 years
- **Bachelors Degree in Hotel Management (BHM)** 3 years
- **Associate Degree in Hotel Management and Tourism** 2 years
- **Diploma in Hotel Management & Tourism** 1 year
- **Diploma in International Hospitality Management** 1 year
- **Diploma in Professional Cookery** 6 months



## FACILITIES:

The facilities of the College include well equipped and the latest state of the art labs in the various departments of the hotel such as House Keeping, Front Office, F & B Service and F & B Production.

## HOSTEL:

Accommodation is provided for both girls and boys separately. Transportation is also arranged from all parts of UAE.

## AFFILIATION:

Indira Gandhi National Open University (IGNOU), the largest University in the world and Munnar Catering College (MCC), the largest Hospitality Education Institute of its kind in India has decided to collaborate with each other in establishing a Joint Centre of Excellence in Hospitality Education and Training in India and abroad and Emirates MCC university is affiliated to Indira Gandhi National Open University (IGNOU), Government of India.

Students have the option to do the 2nd year/3rd year or both the years at the International Campus of Munnar Catering College, Munnar, India ([www.munnarcateringcollege.edu.in](http://www.munnarcateringcollege.edu.in)) and they also have the option to do their six months internship at reputed hotels in India.

**ELIGIBILITY:** All PG Programme: Degree in any stream. All Degree: Plus 2, A level or equivalent Associate Degree & All one year Diploma: 10th / O level (Pass) or equivalent

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