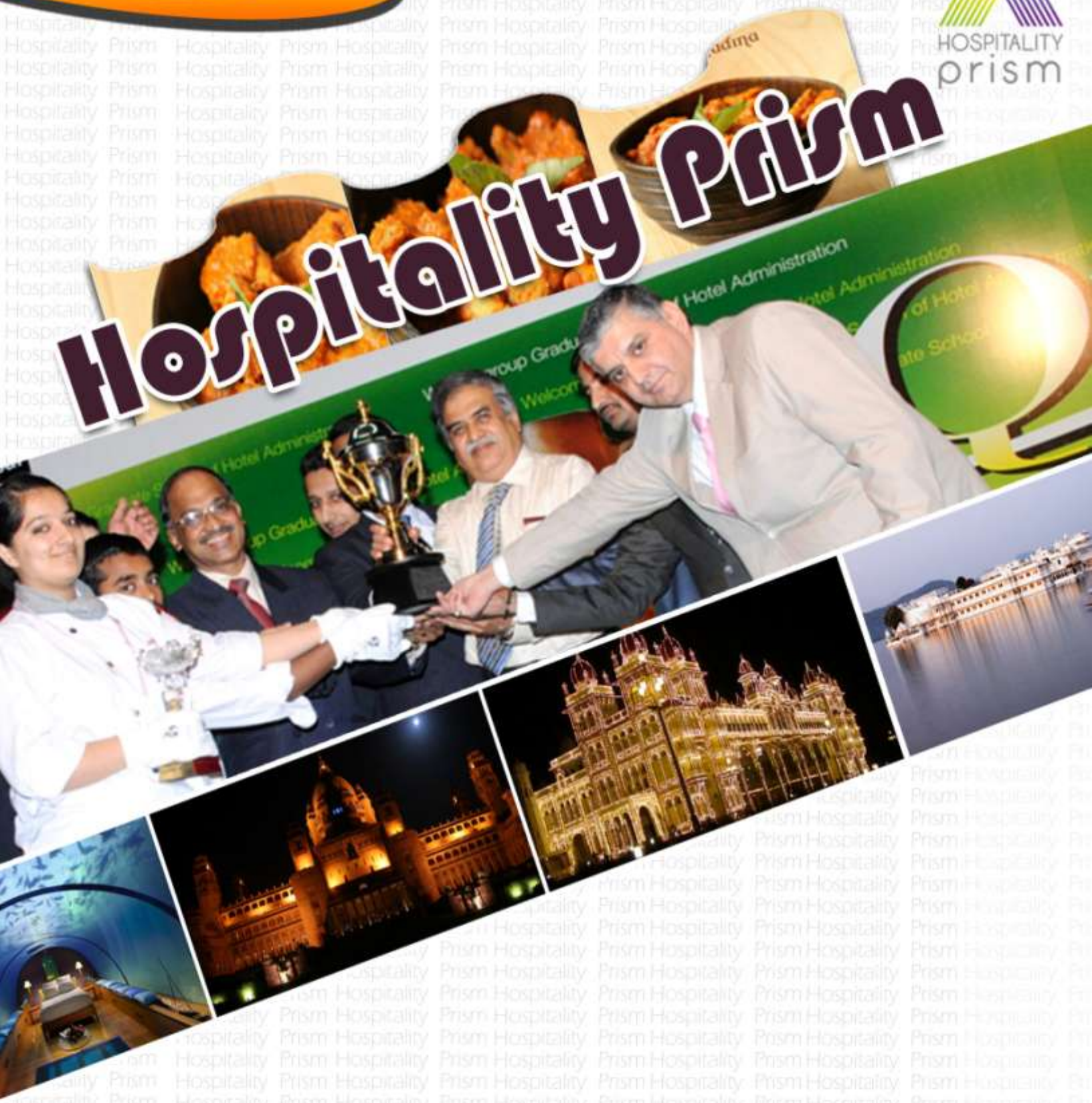




Hospitality Prism



प्रज्ञानं ब्रह्म



MANIPAL UNIVERSITY

Department of Allied Hospitality Studies

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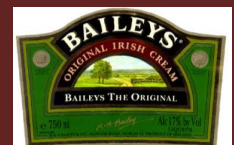
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Editor's Desk



The seventh issue of Hospitality Prism is featuring “Nainital” – a Paradise on Earth in the Traveller’s dairy. The Mysore Palace, Umaid Bhavan Palace at Jodhpur and Lake Place at Udaipur are included under the Pride of India. The underwater hotel at Fiji is showcasing in the Current Affairs. The column of Fingertip is featuring about the home remedies on Gastritis and Dehydration. The Sneak Peek has covered two events –Post Graduate Orientation Programme and the National Level competition held at WGSHA – the WGSHA QUEST-2013. The Local focal includes two traditional dishes – Kori Ajadina and Bangude Ghassi, a feast for the non-veg lovers. The food blog has conducted an evaluation of “Eye of the Tiger”, a restaurant of a WGSHA alumnus, recently opened at Manipal. Egypt, a forerunner of sustainable tourism is featuring in the Green Corner. Three new sections are covered in this issue – "Then and Now" - on heritage properties Palaces & Castles turn in to Hotels, Thirsty Traveller – Mocktail and Cocktail available globally and technology in Travel & Tourism Sector.

Hope all features would satisfy the ardent readers.

With warm regards,

- Prof. Y G Tharakan

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Traveler's Diary

Nature at its best...." ITS TRULY PARADISE"NAINITAL.....



Nainital is a glittering jewel in the Himalayan necklace, blessed with scenic natural splendour and varied natural resources. Dotted with lakes, Nainital has earned the title of ' **Lake District** ' of India . The most prominent of the lakes is Naini lake ringed by hills. Nainital has a various place around it, Some of the important places in the district are Nainital , Haldwani , Kaladhungi , Ramnagar , Bhowali , Ramgarh , Mukteshwar , Bhimtal , Sattal and Naukuchiatal . Nainital's unending scenic beauty is compared with that of Switzerland. Nainital is a district head quarter and also the divisional Headquarter of Kumaon Division of Uttarakhand State.

Nainital is situated at a height of 6360 feet above sea level and has plenty of serene lakes that will calm even the most restless of souls. It reflects the majestic mountains during the day and the innumerable stars, during the night, thanks to the unpolluted atmosphere.

Nainital got its name from a temple situated to the north of the Naini Lake called the Naini Devi temple. The temple deity is Goddess Naina Devi, a manifestation of Durga and her Shakti form. Since 'Naini' means eyes, certain sections of the people believe that it was here that Sati's eye fell, and hence the name Nainital.

Nainital is one of India's most visited hill stations and is dotted with villas, cottages and bungalows. Cool weather prevails throughout the year and heavy snowfall is a common characteristic during the months from December to February. Since the weather is pleasant the year round, the best time to come to Nainital would be during the summer months that is from March to June.

Must see places in Nainital

Nainital has many places that are of historical significance and modern day adventure. Some of them are given below:

- The Naina Peak which is also known as China peak is the highest peak Nainital at a height of 2611 meters.
- Snow View which is a view point on the top of the Sher-ka-danda ridge and at a height of 2270 meters offers a breathtaking view of the town.
- Tiffin Top which is a peak at a height of 2290 meters. This place is also known as Dorothy Seat.
- Lands End is Nainital's most adventurous place. Situated at a height of 2114 meters, it provides majestic views of the Kupra Tal and the plains.
- Hanuman Garh which is a temple dedicated to Lord Hanuman.
- Saria Tal is a small lake that also houses a waterfall and can hence be a fun family experience.
- The Nainital Observatory
- The Nainital Zoo which houses some very rare Himalayan species of animals.

A Word of Caution:

The trekking expedition is bound to end with a pair of sore feet and an aching back- so make sure to pick a Hotel whose services could appreciate after hours of climbing!



- Ashwarya bisht

Pride of India

Mysore Palace (Amba Vilas Palace)



The Palace of Mysore (also known as the Amba Vilas Palace) is a palace situated in the city of Mysore in Karnataka. It is the official residence of the Wodeyars - the erstwhile royal family of Mysore that ruled the Princely State of Mysore for over seven centuries, and also houses two durbar halls (ceremonial meeting hall of the royal court). Mysore palace is now one of the most famous tourist attractions in India after Taj Mahal with more than 2.7 million visitors.

The Wodeyar kings first built a palace in Mysore in the 14th century, it was demolished and constructed multiple times. The current palace construction was commissioned in 1897, and it was completed in 1912 and expanded later around 1940. The Palace houses several rooms of importance such as Audience Chamber, Public Durbar, Royal wedding hall, Armoury. The architectural style of the palace is commonly described as Indo-Saracenic, and blends together Hindu, Muslim, Rajput, and Gothic styles of architecture. It is a three-storied stone structure, with marble domes and a 145 ft five-storied tower.

Umaid Bhawan Palace, Jodhpur



Umaid Bhawan Palace, located at Jodhpur in Rajasthan, India, is one of the world's largest private residences. A part of the palace is managed by Taj Group of Hotels. Named after Maharaja Umaid Singh, grandfather of the present owners of the palace, this monument has 347 rooms and serves as the principal residence of the erstwhile Jodhpur Royal family.

The present owner of the Palace is Maharaja of Jodhpur Gaj Singh. The Palace is divided into three functional parts - a luxury Taj Palace Hotel (in existence since 1972), the residence of the erstwhile Royal family, and a Museum focusing on the 20th century history of the Jodhpur Royal Family. The opening hours of this museum are 9 am to 6 pm. There is also a gallery showcasing the most exotic automobiles owned by the Royals.

Lake Palace Udaipur



Lake Palace (formerly known as Jag Niwas) is located on a natural foundation of 4 acres (16,000 m²) rock on the Jag Niwas island in Lake Pichola, Udaipur, India. It was built in 1743- 1746 under the direction of the Maharana Jagat Singh II (62nd successor to the Royal dynasty of Mewar) of Udaipur, Rajasthan as a royal summer palace and was initially called Jagniwas or Jan Niwas after its founder. The palace was constructed facing east, allowing its inhabitants to pray to the Surya(Hindu Sun God) at the crack of dawn. The successive rulers used this cool haven as their summer resort, holding their regal durbars in its courtyards lined with columns, pillared terraces, fountains and gardens. As a royal abode, the Lake Palace has captured the affection of the likes of Lord Curzon, Vivien Leigh, Queen Elizabeth, the Shah of Iran, the King of Nepal and First Lady Jacqueline Kennedy.



- Sharath Kumar

Current Affairs



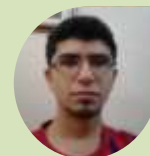
Poseidon Resort, Fiji - An extraordinary underwater Hotel in Fiji

Imagine yourselves spending a night at a beautiful hotel, overlooking the vast ocean beneath you. Now imagine you could penetrate the waves with your eyes, see the amazing underwater world, the colourful fish and algae, the other worldly glow of the sun through the water. On the private islands of Fiji, where dream becomes reality.

Introducing the first underwater 6-stars hotel!



- This is the first hotel that is completely underwater, at a depth of 12-40 feet under the waves, in crystal clear lagoon that offers guests a breath-taking view of coral reefs and fish that live around them.
- In essence, get the feel like a fish kept in most luxurious of aquariums, while the fish swim free! How about that for reversal of position?
- 70% of the room is made of Plexiglas, allowing total immersion in the underwater environment.
- Each suite is carefully being designed to be totally modular, and in case of malfunctioning or maintenance failure, it can be raised to the surface individually.
- The hotel includes 25 suites and everything else a hotel offers.
- Eating in incredible style. It's all sea food!!!
- For those guests who have had enough of this spectacular view, they will be able to darken the glass or use 'Virtual Drapes' to cover them.
- What else is here? A Restaurant, Bar, Gym and even an underwater Wedding Chapel for those who'd like to say their vows in a very unique setting.
- Laying on the bed, looking up at the sea- this is a unique experience.
- A library offers a great place to read while also enjoying the fish swimming by.
- But it doesn't end there, as guests will have access to four personal submarines that will take them around the lagoon.
- For those worried about safety, the resort claims on its website that its buildings are based on the design of passenger submarines, which it describes as 'stastically the world's safest form transport'.
- The hotel will be accessed through a special elevator that will take them down from the beach.
- Getting out of the water, visitors will find tennis courts, Spa and a Nine Hole Golf Resort waiting for them. However, this amazing resort fits the pocket of the rich or those who are willing to spend for a once-in-a-lifetime experience.
- Cost of a room for a week is \$15000 per person. So if you are planning a romantic week under the sea, you'll have to shell \$30000 for this experience!!!



- Marzban

WTO Fact Sheets

Visa facilitation can create 2.6 million new jobs in the APEC economies

The Impact of Visa Facilitation in APEC Economies indicates that although there has been successful collaboration and advances across the APEC region to facilitate visas, including progressive approaches to implement new visa policies, 21% of expected international tourists arriving into APEC over the period 2014-2016 would still be required to obtain a traditional visa prior to travel under current visa policies. Facilitating visas for these tourists could create as much as 2.6 million additional jobs in the APEC economies by 2016 and an additional US\$ 89 billion in international tourism receipts generated by 57 million more tourists visiting APEC destinations.

World Tourism Conference

The World Tourism Conference 2013 will be held in Melaka, Malaysia from the 21 - 23 October 2013. The key objectives of this conference are to discuss current and relevant issues of the tourism industry.

Beyond Mass Tourism: In order to ensure that the sector and economies prosper with higher yield markets, they should capitalize on niche products, pricing correctly and targeting the right markets.

Innovative Marketing: The new approaches for attracting affluent travelers include innovative and creative products and maintaining a strong brand identity to develop dynamism and continuous progress in the industry.

Directions for Tourism Product Development: New directions include the benefits of tourism products focusing on home stay and its variants, the potential of domestic tourism as well as youth and Gen-Y Travelers, and synergies between conservation and commercial viability.

Compendium of Tourism Statistics

Statistical information on tourism's multiple facets is pivotal in advancing knowledge of the sector, monitoring progress, promoting results-focused management, and highlighting strategic issues for policy decisions.

Compendium provides statistical data and indicators on inbound, outbound and domestic tourism, as well as on the number and types of tourism industries, the number of employees by tourism industries, and macroeconomic indicators related to international tourism

The Compendium of Tourism Statistics is a reference guide for the measurement and analysis of the tourism sector.

These concerned, the expansion in the number of countries and territories (over 200) regularly providing data and, on the other hand, a more extensive set of collected statistical data and indicators that are in line with current international methodological standards.



- Vigneshwaran

Finger Tips



Gastritis

- The condition refers to the inflammation of the stomach lining
- It results in severe cramping in the stomach or the upper abdomen

Symptoms to look for:

- Loss of appetite
- Nausea
- Vomiting
- Headache
- Dizziness
- Pain in upper-left region of the stomach
- Sensation of a coated tongue
- Foul breath
- Bad taste in mouth
- High saliva flow
- Scanty urination
- Uneasiness
- Mental depression
- Heartburn
- Bloating stomach

Causes:

- Habitual overeating
- Consuming uncooked food
- Excessive tea, coffee or alcohol intake
- Excessive use of condiments and sauces
- Stress

Natural home remedy using carom seeds and salt:

- Take 1 tsp of carom (ajwain) seeds
- Add ¼ tsp of salt
- Grind to smooth powder
- Eat it to get relief

Natural home remedy using liquorice (mulhati) powder:

- Take 1 glass of hot water
- Add 1 tsp of liquorice powder
- Mix well
- Leave it for 15 min
- Strain the liquid
- Drink 3 times a day

Tips:

- Drink 2 cups of coconut water every day
- Reduce consumption of:
 - Red meat
 - Red pepper
 - Sour food
 - Pickles
 - Tea and coffee
 - Sweets
 - Aerated drinks
- Have dinner at least 2 hr before bedtime
- Chew 1 tsp of fennel seeds after every meal
- Avoid drinking water along with meals as this dilutes the digestive juices and delays digestion

Dehydration

- 75% of the body's weight is made up of water
- The water is very essential for body's functioning
- Dehydration occurs when there is a reduction in the water level in the body

Symptoms to look for:

- Dry mouth
- Dry eyes due to lack of tears
- Reduced sweating
- Muscle cramps
- Nausea and vomiting
- Palpitation
- Dizziness in severe cases

Causes:

- Dehydration occurs when the water consumed is not enough to replenish the water loss from the body. Loss of water occurs due to,
 - o Sweating
 - o Urination
 - o Bouts of vomiting
 - o Diarrhoea

Natural home remedy using sugar and salt:

1. Take 1 L of water
2. Add 8 tsp of sugar
3. Add 1 tsp of salt
4. Mix well
5. Drink this at regular intervals during the day

Natural home remedy using buttermilk and dry ginger powder:

1. Take 2 tbsp of curd
2. Add 1 glass of water
3. Add salt to taste
4. Mix well to make buttermilk
5. Add ½ tsp of dry ginger powder
6. Drink this 3-4 times a day

Tips:

- Avoid tea and coffee. They contain caffeine which facilitates dehydration
- Eat water melon and cucumber as these fruits have high water content
- Drink apple or orange juice to alleviate dehydration



- Deepthi Hiremath

Sneak Peek

M.Sc. Orientation Program

How excited and determined we all are when we complete our graduation and set foot upon the landmarks of a new world for the Master's Degree. We a bunch of students from all corners of the world were looking forward to enter India's most prestigious college of Hotel Management, Welcome Group Graduate School of Hotel Administration (WGSHA), Manipal University.

On August 12th and 13th, the Orientation Programme 2013 was organized for students of MSc Dietetics and Applied Nutrition and MSc Hospitality and Tourism Management by the Department of Allied Hospitality Studies. As per the rules and regulations all the formalities were successfully completed by all the students and were served with tea and snacks prepared by the budding chefs of WGSHA. Soon after along with the parents, the students were taken around the University and the famous End-Point. The Experiential Theatre of the MU Edu building, an animated movie about the history and establishment of the Manipal Empire was shown.

On the following day, the orientation programme was conducted by the Department of Allied Hospitality Studies, Principal Smt. Parvadhavardhini Gopalakrishnan and Pro-Vice Chancellor Dr. H Vinod Bhat spoke on the occasion. A mixed orientation with the senior batch students were included with interactive games as ice breakers between the seniors and freshers made the session fun and entertaining.

It was a good jumpstart for all of us enrolled in the Masters program. We could not have asked for a better start to the course and our academic year.



Rekha Gopalkrishnan & Mihika Mavinkurve



WGSHA conducted a national level competition WGSHA QUEST on September 12 and 13, 2013. This inimitable quest aimed primarily on researching and looking for better enhanced and novel ways of hospitality operations started in the year 2002. This year 8 teams from all over India participated in various events which comprised of flower Arrangement, Menu Designing, Quiz, Front Desk Operations, Kitchen Operations and Bartending.

Dr. Sudhakar Nayak, Director, Manipal Centre of Professional Development and Associate Dean, Kasturba Medical College, Manipal University Chaired the Valedictory Ceremony. Amongst the valuable words of advice he added “Events like WGSHA QUEST not only nurture students to excel by using their intelligence and wit but also help students learn from each other”.

“WGSHA QUEST has more than met the objective it set out for. It is considered as the top end competition, participated by leading hotel management colleges in India” says Prof.Y.G.Tharakan, the Coordinator of the event.

Culinary Academy of India, Hyderabad; Department of Hotel Management, Christ University, Bangalore; KLE College of Hotel Management, Bangalore ; Apeejay College of Hotel Management, Navi Mumbai; IHMCT Kovalam, Kerala; Institute of Hotel Management Catering Technology and Applied Nutrition, Hyderabad were the colleges that participated in the competition. Each event had a Winner and a Runner up. The Overall Winners are awarded the overall rolling WGSHA QUEST Trophy.

Trophies and certificates were distributed to the winners at the glittering valedictory function. The overall Rolling WGSHA QUEST Trophy was bagged by Christ University, Bangalore and the Runners up were Culinary Academy of India, Hyderabad. The valedictory ceremony was followed by a glamorous cultural show by the students of WGSHA.



- Retnika

Local Focal



LOCAL CUISINE

Kori Ajadina / Chicken Sukka

Kori Ajadina is a Mangalorean chicken dish prepared in spicy dry coconut masala prepared by all the communities in Mangalore. Varying in degree of spiciness by different communities, the spiciest being prepared by Bunts community. Kori Ajadina smells divine with so many spices and roasted coconut that goes into it and tastes awesome. It is eaten with Brown Rice, Neer Dosa or Chapati.

Preparation Time : 15 minutes

Cooking Time: 30-40 minutes

Serves: 4

Method:

- ☞ Cut the Chicken into medium size pieces, wash drain and smear with salt.
- ☞ Heat a tawa and dry roast the poppy seeds, cinnamon, cloves, sliced onion, garlic, turmeric, red chillies, coriander, cumin, fenugreek and peppercorns. Allow to cool and grind these ingredients with tamarind to a smooth paste.
- ☞ Saute the chopped onions and $\frac{3}{4}$ th of the ground masala in a large pan. Allow to cook on medium slow flame and chicken pieces
- ☞ Dry roast the grated coconut, crushed cloves of garlic and cumin on a slow flame. Allow to cool and grind it along with the remaining masala (which was retained) to a coarse consistency. Add it to the almost cooked chicken.
- ☞ For the tempering, heat ghee in a small pan and fry the onions till golden brown, toss in the cinnamon and add this seasoning to the Chicken.
- ☞ Turn off the flame and serve hot with rice or chapatis or neer dosa.



Ingredients:

- ☞ 1 kg chicken
- ☞ 1 chopped onion
- ☞ Salt to taste

For the Masala:

- ☞ 1/2tsp Poppy Seeds (Khus-Khus)
- ☞ 1 Inch Cinnamon
- ☞ 3-4 Cloves
- ☞ 1/2tsp Turmeric
- ☞ 3 Cloves Of Crushed Garlic With Skin
- ☞ 7 Long Red Chillies (Bedgi)
- ☞ 7 Short Red Chillies (Harekala)
- ☞ 1-1/2 Tsp Coriander Seeds (Dhania)
- ☞ 10 Peppercorns (Kali Mirch)
- ☞ 1/4 Tsp Fenugreek Seeds (Methi)
- ☞ Pinch Of Cumin Seeds (Jeera)
- ☞ Marble Size Ball Of Tamarind

For the garnishing

- ☞ 1 cup grated coconut
- ☞ 3 cloves of garlic with skin
- ☞ 1/4tsp cumin

For the seasoning/tadka

- ☞ 1 medium size onion finely sliced
- ☞ 2 tsp ghee
- ☞ 1/2inch cinnamon

Bangude Ghassi is a typical Mangalorean fish preparation and is really spicy to tickle the taste buds. The blend of spices gives it the required punch.

Preparation Time : 15 minutes

Cooking Time: 30 minutes

Serves: 4

Method:

- ☞ Descale and thoroughly clean the Mackerels and allow to drain in a colander and smear salt.
- ☞ Dry roast all the ingredients (except the ginger and tamarind).
- ☞ Grind to a smooth paste using a little water.
- ☞ Simmer with the dissolved ground masala in 1½ cups of water with curry leaves.
- ☞ Gently transfer the fish in to the simmering gravy
- ☞ When the gravy has come to a full boil, remove from fire.

Tempering:

Heat oil in a pan. Add mustard seeds and allow to crackle. Add curry leaves and crushed garlic. Allow to slightly brown and pour over the gravy.



Ingredients

- ☞ 6 small Mackerels (about 450-500gm)
- ☞ 5-6 curry leaves
- ☞ Salt to taste

For the Masala

- ☞ 1 Small Onion
- ☞ 3 Tbsp Grated Coconut
- ☞ 1 Level Tsp Coriander
- ☞ 1 Pinch Cumin Seeds (Jeera)
- ☞ 1 Pinch Fenugreek Seeds (Methi)
- ☞ 1 Pinch Carom Seeds (Ajwain)
- ☞ 6 Peppercorns
- ☞ 3 Long Dry Chillies (Bedgi/Kumti/Kaddi)
- ☞ 3 Short Red Chillies (Harekala)
- ☞ 1 Green Chilly
- ☞ 1/4tsp Turmeric Powder
- ☞ 1/4 Inch Ginger
- ☞ 1 Marble Size Ball Tamarind

For tempering/tadka

- ☞ 4 Cloves Of Garlic (With Skin) Crushed
- ☞ 2 Tsp Oil



- Prasad Shinde

Thirsty Traveller

Baileys Irish Cream

Liqueurs, an Alcoholic concoction made using a distilled spirit (Eg: Whisky, Vodka, Rum, Brandy, etc.) and infused by flavours like fruits, nuts, flowers, herbs, spices or even cream. Liqueurs are often confused over by liquor, but liqueurs are rather sweet and sometimes syrupy in consistency, whereas liquors are not. Liqueurs are historic descendants of medicines made by monks, but in the current era it is

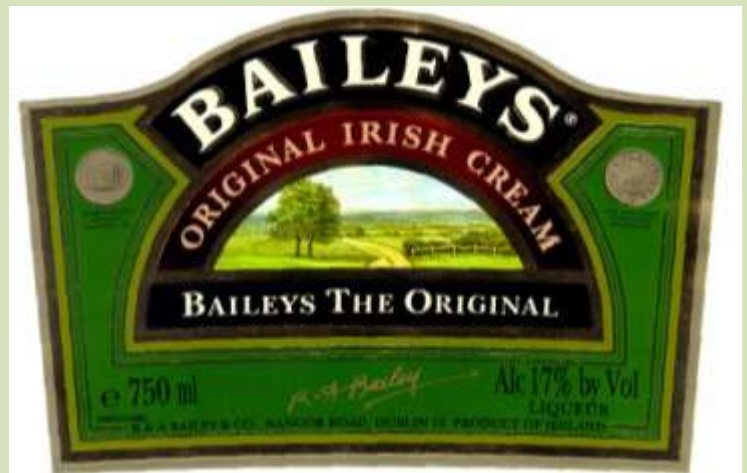


a drink relished

worldwide and even used to make cocktails or to even layer drinks.

Baileys Irish Cream, a legendary liqueur made using 'Triple Distilled Irish whiskey', Cocoa and Cream, is made by 'Gilbeys' of Ireland and Trademarked by Diageo. Having an alcoholic content of 17% by volume, it contains no additional preservatives and is the best selling Irish Cream since its initiation in 1974. It is the only Irish Cream that guarantees a totally unique and smooth taste for 24 months from the day it was manufactured if stored away from sunlight.

It is consumed chilled, after dinner. It arouses aromas of hazelnut, chocolate and coffee well balanced with whiskey. White chocolate, mildly toasted nuts and a smooth sensual after-taste of vanilla is the unique characteristics of Baileys. It is rather preferred neat than mixed for making a cocktail.



TIRAMISU COCKTAIL

An Easy-to-prepare dessert cocktail pleasantly sweet in taste made using Baileys Irish cream, Kahlua and Vodka. This cocktail resembles the famous Italian dessert- Tiramisu. It is featured by a distinctively chocolate colour, creamy-frothy consistency and a combination of hazelnut, coffee, chocolate and vanilla flavours.

Recipe:

Ingredients:

- ☞ 45ml- Baileys Irish Cream
- ☞ 45ml- Kahlua Coffee liqueur
- ☞ 30ml- Vodka



Method:

- ☞ In a clean & dry cocktail-shaker, fill about 9-12 cubes of ice.
- ☞ Pour all of the above ingredients in the cocktail shaker.
- ☞ Shake the mixture about 12-15 times.
- ☞ Using a strainer, strain the mix into a pre-chilled Martini glass.
- ☞ Garnish with three coffee beans over the froth so that it floats above the drink or dust with fine cocoa powder on the surface.
- ☞ Enjoyed its best when it is served chilled.



- Stinson Fernandes

Food Blog



Eye of the Tiger

This month we decided to pay a visit to one of our own, to check out the talent WGS HA produced. Eye of the Tiger has been the latest craze this semester and is owned by one of our alumni Ujjwal Shetty. When we arrived there around 9.00 PM we were initially worried about not getting a table but to our luck the crowd had not yet poured in. As soon as we settled at our table we jumped straight to ordering our food considering we were hungry..... As we waited for our food to arrive and sipped on our Cranberry cooler we admired the interiors and setup of the place. The whole place was divided into three main sections the smoking, non-smoking and the private section. As you enter the first thing that catches your eye is the long bar counter to your left with high stools and an amazing display of drinks all enhanced by the perfect lighting.

The Tiger wings arrived first which pretty much could be called ghee roast wings and tasted average. A few seconds after the starter was served the main course was brought to the table which was odd timing according to us, for the worry of it going cold; which was confirmed when we had to ask for the main course to be reheated. Once the hot food was back on the table we were really looking forward to get down straight to tasting them. All the plates were presented really well and were definitely delicious to look at.

We first attacked the Chicken steak and man it was delicious! The meat was cooked to perfection with a smooth yummy sauce drizzled on it, but we could do with a little more of the portion. The Glazed Lamb chops were a bit of a let-down, with the glaze not being able to compliment the



well-cooked lamb. We looked forward to try the Fish Diligano which was something new to us. It was a well-seasoned Basa fish served in a dill and oregano sauce. The fish alone had an overdose of salt but when combined with the mashed potato and sauce it was treat to our taste buds. The crowning dish of the day was the Chicken Victoria which was a succulent chicken breast stuffed with mushroom and spinach. It was a perfect combination of well-prepared meat; silky heavenly tasting sauce complimented amazingly by mashed potatoes and boiled vegetables. It's safe to say that we definitely feasted on it. Considering we are meat lovers we left the Mushroom stroganoff for last. It was a regular stroganoff with nothing extra ordinary to offer.

After all the meat and spice our sweet tooth craved for the dessert menu, and believe me we chose right. The jalapeno crumble with a dollop of white chocolate mousse and a drizzle of strawberry syrup was just the dessert we needed. As we bit into the light pungent taste of the jalapeno the mousse and syrup took over leaving our taste buds with an amazed combination of sweet and spice.

The overall experience was good. The restaurant has huge scope with a little help in the food and service department. It is a niche restaurant which is definitely worth a visit.

RATINGS

Taste -7/10

Ambience -9/10

Value for money - 6/10



- Manasa Rao & Merlyn

Department of Allied Hospitality Studies

#September- October 2013 Vol. 7

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Green Corner

Egypt – Lessons on National Initiative with International Support and Expertise

Tourism – a growing economy

With more than 14 million tourists at peak times, the Egyptian tourism sector is a rapidly growing industry. With 225,000 rooms and 208,000 rooms currently under construction (source: Ministry of Tourism), the hotel industry is also one of the key private sector markets in Egypt. Tourism makes up 16% of GDP and contributes to 14% of total employment, but it is also an industry that significantly impacts the environment and affects scarce natural resources.

Inefficient use of energy, a lack of waste management and insufficient sewage treatment practices at the municipality level as well as water pollution and threats to the sensitive marine life are prime examples of some of the most looming challenges. These problems have intensified in recent decades due to a lack of resource efficient operation practices, insufficient implementation of existing management and operation systems for hotels and the lack of practical ecological and quality standards for the management of vacation resorts. Additionally, there is not enough expertise on the sustainable and environmentally friendly management within the hotel industry.

Public & private sector joins forces for more sustainability in tourism...

It was actually the tourism sector itself that took action. Key players of the Egyptian tourism industry joined forces to do a first step to conserve natural resources such as clean beaches, healthy marine life and protected areas, which the whole hotel sector in Egypt depends upon. The Green Star Hotel Initiative (GSHI) was started in 2007 in order to improve the environmental performance and competitiveness of the Egyptian hotel industry by promoting the implementation of environmental management systems and environmentally sound operations. For this purpose, key players in the Egyptian and German tourism industry started to collaborate within the framework of the programme that the Deutsche Gesellschaft für internationale Zusammenarbeit (GIZ) implements on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). Private sector partners are: Orascom Hotels & Development, one of the leading hotel investment companies in the Middle East; TUI AG, the leading tour operator and investment group in Europe; Travco Group, the leading tour operator in Egypt and owner of an own hotel and resorts company; AGEG Consultants, the technical experts.

A national initiative with international support and expertise

The Green Star Hotel Initiative was founded in a participative and interactive approach by bringing experts and local actors to the same table. In a two-year process, the Green Star Hotel system was developed and test implemented with the hotels and resorts at the pilot destination El Gouna. Now it has grown into a broader programme and is moving the Egyptian hotel industry towards more sustainability.

Some hotels and hotel chains take sustainability more seriously than others, but the industry as a whole has certainly become greener in recent years. Those little cards may seem like token environmentalism, but they can actually result in significant water, waste and cost reductions. The Economically Sound reports that a 150-room hotel can conserve 72,000 gallons of water and 480 gallons of laundry soap every year by placing the cards in its guest rooms. The Marriott chain reported saving as much as 17 percent in hot water and sewer costs at its hotels thanks to implementation of its Linen Reuse Program.

While many hotels and chains print up their own cards, thousands more purchase them from the Green Hotels Association, a non-profit launched two decades ago to bring together hotels and elsewhere that share a commitment to the environment and sustainable use of natural resources. The organization's Catalog of Environmental Products for the Lodging Industry contains a wide range of environmentally friendly energy- and water-saving products. For example, 500 laminated copies of the group's best selling card (asking guests to consider not having sheets changed every day) costs hoteliers just \$200. Another example is the toilet tank fill diverter, which saves about 3/4 of a gallon of water per flush while remaining invisible to guests. The little gadgets cost hotels around \$1 and as such pay for themselves in no time thanks to reduced water bills. The catalog also features dispensers that eliminate the waste of stocking every bathroom with soap bars and little bottles of hair and skin care products.

Another positive trend is the Four Seasons' 10 Million Trees Initiative. The hotel chain is celebrating its 50th anniversary by planting 10 million trees across the 34 countries in which it operates with the hope that the effort will help combat deforestation and global warming and attract more customers concerned about the state of the planet.

Some of the green hotels in Egypt are

Iberotel Coraya Beach Resort, Madinat Coraya, Marsa Alam, Red Sea.



The Three Corners Rihana Resort, El Gouna, Hurghada, Red Sea



Club Med, El Gouna, Hurghada, Red Sea



Sol y Mar Dar El Madina, Madinat Coraya, Marsa Alam, Red Sea.



Sultan Bey Hotel, El Gouna, Hurghada, Red Sea



Sol Y Mar Paradise Beach, Safaga, Red Sea



Jaz Belvedere, Sharm El Sheikh, South Sinai



Sol y Mar Sharks Bay, Sharm El Sheikh, South Sinai



- Chirag

Then and Now

Palaces turned into hotels and restaurants

The word Palace brings to mind images of grandiose and lavishness, of mysteries and stories, leaves a longing to know how Royals were lived inside its closed walls. Originating from the French word 'Palais' meaning imperial residence and the Latin 'Palatium', one of the Seven Hills of Rome it is these imperial residences that have the stage for stories of war, love, deception and the imperialism of medieval earth. The common man was always excluded from the royal affairs. But today, with the changing face of world politics, Kings and Monarchs are mere titles and these lavish homes are all but abandoned. But not entirely, take a look ahead at a couple of wondrous stories of how man's ambition has saved the heritage homes and now have opened their doors to the public.

Situated in the heart of Falaknuma, Hyderabad, this luxurious palace was the residence of the Nizam of Hyderabad. Falak-Numa literally means "Like the sky" or "Mirror of the sky". Constructed in 1884 by Nizam Vikar-Ul-Umra, the then Prime Minister of Hyderabad, it took nine years to complete the construction and furnishing. The palace is built in the shape of a scorpion and one can clearly see the influence of Italian and Tudor architecture. Completely built of Italian marble and has its own Jade collection which is unique in the world.

It was a celebration to royal living and played host to a number of dignitaries like King George V, Tsar Nicholas II and the first President of India, Dr. Rajendra Prasad. The palace fell silent in the 1950s when the Nizam moved to his next residence and was closed since.

In 2000 it was leased to the Taj Hotels on a profit sharing basis by Nizam Prince Mukkaram Jah Bahadur. Taj undertook the project of restoration of the palace to its former glory under the guidance of Princess Ezra wife of the Nizam and opened the

doors of the hotel in 2010. Adorned with French tapestries, original frescoes provided by Baroque flourishes and Belgian-cut Osler chandeliers and today again it is fit for royalty. Beyond all these luxuries lie 60 bedrooms and suites including the magnificent Grand Presidential Suite which is arguably the largest in India having its own private pool and manicured gardens.



The Original Falaknuma Palace



Post-Restoration by Taj Hotels



The famed dining hall with Osler chandeliers-the largest dining table in the world



The Fabled Jade Room

Some of highlights are the dining hall which can seat 100 guests. The chairs are made green upholstery, with gold and crystal tableware. It also has a library with a walnut carved roof which has the finest collections of Quran. It also has some rare oil paintings, manuscripts, books and statues. Other notable attractions are the billiards room, champagne palace walk, the smoking room and the heritage walk. It is no doubt one of the most extensive and successful restoration projects in India.

Chateau de Trigance

This ancient palace was built in the 9th century in the village of Trigance, in the region of Provence. Located on the top of a rock formation it overlooks the village of Trigance. Originally built by monks of the Saint Victor Abbey for the purpose of meditation, it was then taken over by the Ponteves family in the 13th century. Romee, who claimed to be descended from the Counts of Barcelona, occupied it. Finally it came into the hands of 'Jean De Raimond' called 'Le Gros' forming the Seigniorship of Trigance. This was a notable family mainly because it gave the most knights to the Order of Matla.



The Depilated Castle of Trigance

The castle was destroyed during the French Revolution and all of its archives were burnt, hence it was difficult to exactly pinpoint the lineage of the family of Trigance. Post-Revolution it was used as a stone quarry by the local villagers. In 1961 it was bought by a certain gentleman, Mr Hartmann who began the restoration of the castle. Finally it was taken over by Mr & Mrs Thomas completed the restoration of the castle to its former glory. The castle is now cared by their children.



The Restored Castle

Situated in the Regional Natural Reserve of the Verdon and is a starting point to visit the famous Verdon Canyon. The hotel has 10 rooms, all situated in the premises of the castle. It also has a lounge on the lower levels, a dining area in

the balcony offering a panoramic view of the French country side and a restaurant in the old arms room with a rustic setting and covered by a Saracen Vault. Candle Light

dinners with a gastronomic menu with a medieval atmosphere and classical music are some of the specialities of the restaurant.

A notable local attraction is the 'Maison des savoir faire' which the revival of local craft industry and traditions. It also boasts of white water sports, climbing and fishing. It is without a doubt a magnificent restoration of the ancient culture of the palace.



The Arms room converted to a restaurant



A Panoramic view of the region of Provence



- Riston

TJT – Technology in Travel & Tourism

Technology Meets Travel And Tourism



Technology has improved so much that it has become a part of our lives. The new inventions also have great sustainability and innovation keeping an eye on the current environment. Brian Berkeley, senior vice president of Samsung San Jose Display Lab invented the Youm flexible displays called as OLED.



OLED is nothing but a plastic screen attached with few small processors which are capable of playing high definition videos. The screen is practically indestructible even if hammered and so flexible that it can be folded like a paper.



Imagine all the restaurants using these flexible screens as menus. Any changes in the menu or rates can be easily changed without any wastage of paper. Travelers can be able to carry this easily instead of carrying huge maps to help them for their navigation purposes. After all people do say travel light.



Auto check in using QR Code

Every passenger once in a while must have been tired of waiting in long queues to check in at the airport. Many companies like Kiosk, ADAC has introduced the self service auto check-in machines at various airports and is working successfully among the passengers. All you need will be the booking reference number and some form of identification proof. The machine will verify the identity and the boarding pass will be generated and baggage check-in tags will also be given by the machine itself. In some places the boarding passes are directly delivered to their respective mobiles through web check-in or mobile check-in. This saves a lot of time in airport for the passengers since it is quick and very easy to use.

One more thing they are trying to improve is the usage of baggage tags. Instead of using many paper tags for luggages like check in baggage's and hand luggage, they can use one single QR code which will store all the information. This will help in saving a lot of paper and less amount of work is required. QR code will be directly sent to the passengers after they book their tickets giving all the information about the flight details, departure, arrival etc. Anytime there is a requirement to present the boarding pass – at security checkpoints or at the gate – swipe QR code to a scanner, which reads the information.



Touch Screen Tables

Restaurants nowadays are using innovative technologies to reduce the labor workforce and improve their efficiency. The most recent innovation would be touch screen tables where people can order the food from the table itself. People can also check the food being prepared in the touch screen table by checking the status of the food and watch the kitchens live feed video. Introducing these tables have improved the efficiency by a great margin and also reduced manual labor work.



The tables also have integrated USB slots and credit card slots where the customer can plug in their own devices to use apps and the payment will be also quite easy. This could theoretically reduce human errors and make it easier for friends to split bills without asking the waitress to do the math twice. Additionally, the inclusion of an operating system within a table could mean infinitely possibilities, such as gaming apps, Foursquare check-ins, or Facebook browsing while enjoying the drink.



- Karan



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