



Dnyaan Prasad Global University
Dr. D. Y. Patil Unitech Society
School for Hospitality and Tourism

Redefining Hospitality Excellence

HOSPITALITY HORIZON

November 2025

Global Tourism Continues Strong Growth

The global travel and tourism industry witnessed steady growth during 2025, driven by increasing international travel demand, improved air connectivity, and rising leisure tourism. Industry experts predict that international tourist arrivals will surpass pre-pandemic levels in several key destinations, creating new opportunities for hotels, resorts, and hospitality professionals.

Professional Development Corner Skill Focus: Customer Service Excellence

Exceptional customer service remains the foundation of hospitality success. Key attributes include:

- | | |
|-----------------------------|-------------------------------|
| • Effective communication | • Active listening |
| • Problem-solving abilities | • Positive attitude |
| • Attention to detail | • Empathy and professionalism |

Developing these skills helps create memorable guest experiences and strengthens brand loyalty.

Artificial Intelligence Transforming Guest Experiences

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Sustainable Hospitality Takes Center Stage

Hotels worldwide are increasingly adopting eco-friendly practices such as reducing single-use plastics, implementing energy-efficient technologies, and sourcing local products. Sustainability has become a major factor influencing guest preferences, encouraging hospitality businesses to invest in greener operations and responsible tourism initiatives.

Redefining Hospitality Excellence

Hospitality Voices 1.0

Unlocking Learners to Leadership

04th November 2025



CHEF INDRAJIT CHAVAN

Owner & Founder of Jit's Delight
 (Nutrition based Cafe)

DPGU School for Hospitality and Tourism organized Hospitality Voices 1.0: Learners to Leadership, featuring a culinary workshop on vegan cuisine by Mr. Indrajit Chavan, Founder of Jit's Delight. The session focused on plant-based nutrition, vegan cooking techniques, recipe development, and sustainable eating practices. Coordinated by Chef Nikhil, the workshop provided students with valuable hands-on learning and insights into modern, health-conscious culinary trends.

7th November 2025



MR. AMAN SHINDE

Brand Ambassador Luxardo

As part of Hospitality Voices 1.0: Unlocking Learners to Leadership, the institute hosted an insightful session by Mr. Aman Shinde, Brand Ambassador of Luxardo. The session focused on the role of a brand ambassador, career growth in the beverage industry, and current industry trends. Students also gained knowledge about professional conduct, product awareness, and essential communication and leadership skills. Coordinated by Mr. Ritesh Tawar, the session provided valuable industry exposure to 1st, 2nd, and 3rd-year students in F&B Service.



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Hospitality Discovery Experience: City As A Classroom

7th November 2025 | ABC Cheese



Under the initiative Hospitality Discovery Experience: A City is a Classroom, students visited ABC Cheese for an educational excursion. The session provided practical insights into bulk production, quality enhancement, and effective management of wastage and pilferage. Students also learned about maintaining standard recipes and the essential licenses required in food production. the experience offered valuable real-world exposure, enhancing students' understanding of industry operations.





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12th November 2025

13th November 2025



MS. PRUTHA RELEKAR

Mixologist, Planetfluid

DPGU School of Hospitality & Tourism hosted an insightful Mixology Workshop conducted by Prutha Relekar from Planetfluid. The session introduced students to the fundamentals of mixology, beverage presentation, flavor pairing, and modern industry trends. Through live demonstrations and interactive learning, students gained practical knowledge and valuable industry insights, further enhancing their professional skills and hospitality expertise.



MS. ANAMIKA SHARMA

Front Office Manager, Taj Group of Hotels

The Department of Rooms Division organized an industry expert session titled “Hospitality Voices 1.0” on 13th November 2025 (TBC) for the 1st and 2nd year students. The session was conducted by Ms. Anamika Sharma, Rooms Division Manager at Vivanta by Taj Pune. The session provided students with practical insights into housekeeping operations, industry standards, leadership skills, and effective guest interaction techniques. It also highlighted career growth opportunities in the hospitality sector and emphasized the importance of professional etiquette. Overall, the session was highly informative and motivating, strengthening students’ understanding of real-world hospitality practices and preparing them for future industry roles.



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Hospitality Discovery Experience: City As A Classroom

15th November 2025

PUNE COFFEE FESTIVAL



As part of the "City as a Classroom" initiative, the DPGU School of Hospitality & Tourism organized a visit to the Pune Coffee Festival at Kopa Mall, Koregaon Park. The experience provided students with valuable exposure to specialty coffee, brewing techniques, beverage innovation, and café culture. Through interactions with industry professionals and live demonstrations, students gained practical insights into emerging trends and customer experiences in the hospitality industry.



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18th November 2025



Mr. Yogesh Ghosalkar

AGM- Operations, Phoenix Mall of the Millennium

Efficiency Unlocked The Future of Smart Facilities

The Department of Rooms Division organized an engaging industry expert session titled “Hospitality Voices 1.0 – Behind the Mall Magic: The Power of Facility Management” on 18th November 2025 from 11:30 am onwards for the 1st and 2nd year students. The session was delivered by Mr. Yogesh Ghosalkar, AGM – Operations at Phoenix Mall of the Millennium. The session provided students with a clear understanding of facility management roles and responsibilities, along with exposure to real-world operational challenges in large commercial spaces. Students also learned about sustainable and cost-efficient operational practices and explored career opportunities in the growing field of facility management. Overall, the session was insightful and industry-oriented, helping students connect academic concepts with practical applications and broadening their career perspectives beyond traditional hospitality roles.



Hospitality Discovery Experience: City As A Classroom

An excursion to Curators of clay

19th November 2025

DPGU School of Hospitality & Tourism organized an educational visit to Curators of Clay. The visit offered students valuable exposure to the craftsmanship of handmade ceramics and their significance in contemporary hospitality settings. Through interactions with artisans and observation of the creative process, students gained insights into tableware aesthetics, sustainability, and the role of design in enhancing guest experiences. The experience fostered creativity, appreciation for artisanal products, and a deeper understanding of hospitality presentation standards.





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Hospitality Voices 1.0

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20th November 2025

21st November 2025

Egg Craft & Beyond: Exploring refined egg cookery paired with thoughtful accompaniments



Chef Ankita Memane

CDP Hyatt Pune

The Department of Culinary organized an engaging session titled “Hospitality Voices 1.0 – Unlocking Learners to Leadership” on 20th November 2025 for the 1st and 2nd year students. The culinary workshop was conducted by Chef Ankita Memane, CDP at Hyatt Pune. The workshop provided students with exposure to global flavor pairings to enhance traditional egg dishes and introduced them to modern cooking techniques for precision and consistency. Students also explored innovative fusion-style egg recipes, improved their plating and presentation skills, and developed confidence in experimenting with eggs as a versatile culinary ingredient. Overall, the session was highly interactive and skill-oriented, helping students strengthen their practical culinary knowledge while encouraging creativity and leadership in the kitchen.



Efficiency Unlocked The Future of Smart Facilities



Mr. Tejas Kulkarni

Business Development Manager
Diversey India Hygiene Pvt. Ltd.



Mr. Tanmay Pradhan

Area Sales Manager
Diversey India Hygiene Pvt. Ltd.

DPGU School of Hospitality & Tourism organized Hospitality Voices 1.0, featuring distinguished industry experts Mr. Tejas Kulkarni, Business Development Manager, and Mr. Tanmay Pradhan, Area Sales Manager, from Diversey India Hygiene Pvt. Ltd.. The session, titled “Where Technology Meets Hygiene: The Diversey Model,” offered valuable insights into hygiene management, technological advancements, and best practices in hospitality operations. The interactive discussion enhanced students’ understanding of the vital role of hygiene, innovation, and sustainability in delivering exceptional guest experiences and operational excellence.



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International Wine Certification: Capstone Californian Wine Certification Level 1

24th November 2025



DPGU School of Hospitality & Tourism hosted an enriching Capstone Californian Wine Certification Workshop conducted by Ms. Sovna Puri DipWSET, Wine & Spirits Consultant, WSET Certificate Educator, and Sommelier. The session provided students with valuable insights into Californian wines, wine appreciation, tasting techniques, and global beverage trends. Through expert-led discussions and practical learning, students enhanced their knowledge of the wine industry and developed a deeper understanding of beverage service excellence in hospitality.



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Christmas Fruit Mixing Ceremony

29th November 2025



The institute organized a festive and interactive session titled “Christmas Fruit Mixing Ceremony + Afternoon Tea with HR & L&D” on 29th November 2025 for all-year students. The event introduced students to the tradition and significance of the Christmas fruit mixing ceremony, along with an understanding of the ingredients used and their importance in festive preparations. Students actively participated in the mixing activity, fostering teamwork and collaboration, while the afternoon tea session provided exposure to basic etiquette and professional interaction in a formal setting. The involvement of HR and Learning & Development (L&D) offered insights into creating engaging and positive workplace experiences, making the event both culturally enriching and professionally relevant