

**SURYADATTA COLLEGE OF HOSPITALITY MANAGEMENT, TRAVEL AND
TOURISM, (SCHMTT) PUNE**

Press Note for SCHMTT

State level seminar on “POWER OF EXPRESSION IN HOSPITALITY INDUSTRY”

Seminar Date – 10th & 11th January 2019, Thursday

Venue – Radhakrishna Hall, SIMMC, SGI, Pune

Department – SCHMTT, Pune

SCHMTT has organized a state level seminar on “**POWER OF EXPRESSION IN HOSPITALITY INDUSTRY**” under the **Quality Improvement Program** of the Savitribai Phule Pune University on **10th & 11th January 2019**.



Key note speaker at seminar inauguration Ms. Anuradha Khot, Ms. Samidha Kolhatkar



This seminar is an outcome of the topic **“POWER Of EXPRESSION In HOSPITALITY INDUSTRY”**.

In India hospitality is based on the principle Atithi Devo Bhava, meaning "the guest is God". This principle is shown in a number of stories where a guest is revealed to be a god who rewards the provider of hospitality. From this stems the Indian practice of graciousness towards guests at home and in all social situations. We always welcome our guest with two hand folded and bowing body language to show respect and hospitality

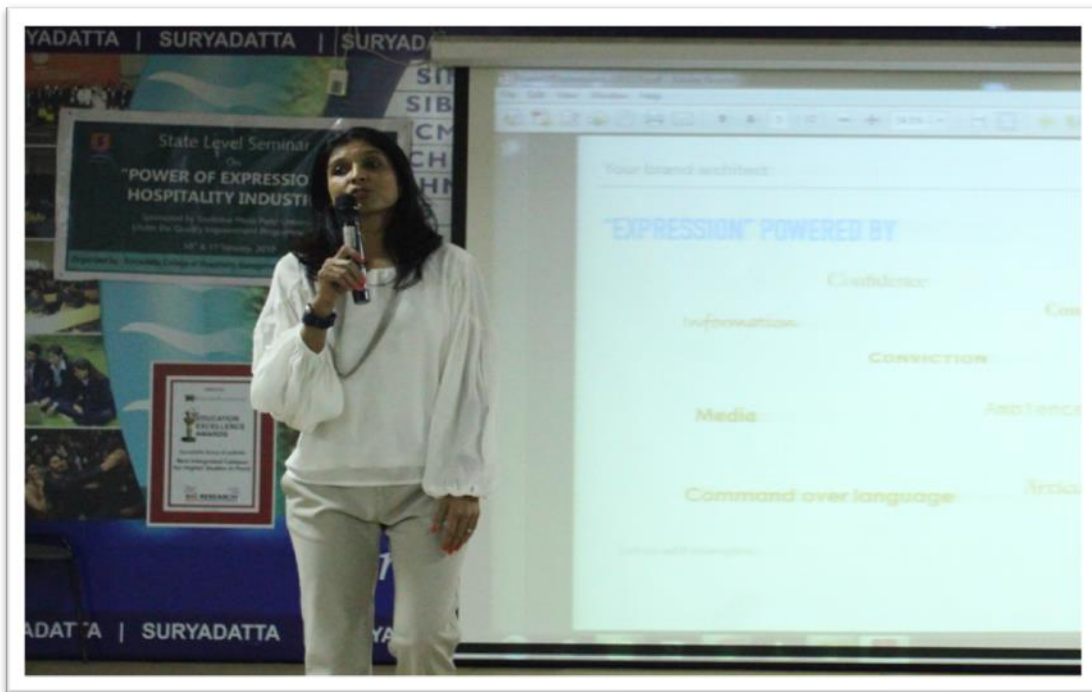


Organising committee with Speakers Mr. Samr Kamulkar, Mr. Mandar Bhosale & Mr. Gaurav Bhattacharya

Managers spend the largest portion of their time in verbal or written **communications** with their employees or outside parties. This skill can also be applied in everyday life and all sectors of hospitality management. Whether you are greeting your guests or organizing activities in-house, the art of reading people can help one and team to achieve goals and work together more effectively.

In the **hospitality** industry, these **expressions** are definitely more than just words. They articulate passion to serve guests. They establish your willingness to give them the best hotel experience you can. These words show gratefulness that they chose your property among other hotels.

Hospitality refers to the relationship between a guest and a host, wherein the host receives the guest with goodwill, including the reception and entertainment of guests, visitors, or strangers. **Louis, chevalier de Jaucourt** describes hospitality in the Encyclopédie as the virtue of a great soul that cares for the whole universe through the ties of humanity.



Ms. Samidha Kolhatkar

This seminar aims to discuss Importance of effective communication skills and soft skills in the hospitality industry. Direct, indirect and induced contribution of body language in hospitality operation. Managing Employee Attitudes and Behaviors in the Tourism. Perception of expression in Hospitality Industry. Training demand for the utilization of communication in hospitality and tourism sector. Effective utilization of expression in hospitality industry.



Ms. Priyanka Bhosale

Students and faculty members from various Hotel Management colleges also has shown interest in this seminar and has attended this two day session.

The students found the seminar a great learning experience and went back from it richer in thought and knowledge. We at Suryadatta constantly strive to bring together the Industry and Academics so as to bridge the gap between the two. This 2 way effort will definitely help in molding the students to become hospitality professionals befitting the Industry.



Speaker Mr. Samar Kamulkar



Speaker Mr. Mandar Bhosale



Organizing committee & Principal with Speakers Mr. Ms. Priyanka Bhodale, Ms. Anuradha Khot

SCHMTT
Seminar co-ordinator