



**Surendra Kumar Jaiswal**

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**President**  
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**A PARADIGM SHIFT IS NEEDED**

Building a career in the hospitality industry and maintaining a customer-centric mindset is both famously demanding and extremely rewarding. To become a successful leader in hospitality one must not only have an excellent education but also master a range of essential skills including organisational and financial management, communication and interpersonal skills, problem-solving acumen, dedication to detail and cultural empathy. To bridge the demand supply gap of skilled workforce, the FHRAI Institute of Hotel Management was conceived in September 2005 at Greater Noida by India's apex association of the hospitality sector. As we regain some semblance of normalcy and the industry gets back on its feet post pandemic and the resulting lockdown, the skills required have also changed and a paradigm shift in hospitality education is the need of the hour.

**REDESIGNING PROGRAMMES**

For these reasons, the hospitality management programmes at FIHM are being re-designed to offer students the opportunities within the curriculum to study digitalisation, robotisation, software and hardware technologies, disruption and innovation. In the upcoming



session, FHRAI-IHM is also working to develop in our students a set of skills in two essential areas – the Art of Hospitality and the Science of Business, together with the most excellent industry training, management education and applied academic research. The USPs of FIHM will be world-class curriculum, international industry exposure, semester and students' institutional exchange with our members.

**PLACEMENTS**

Getting the right student in the right job is the primary aim of the placement cell in FIHM. With the immense support of membership base of FHRAI including the Training Managers, HR Managers and Senior Officers of some of India's best-known hotels, restaurants and tourism businesses, FIHM will be able to consistently place its students for training and placements at top-notch hotels.



**Curriculum will include digitalisation, robotisation, disruption & innovation**



**D.V.S. Somaraju**

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**Hony. Treasurer**  
**FHRAI**

**TRAINING PROGRAMMES**

All of us are aware of the impact of COVID-19 on the industry, it will take some time for the industry to bounce back. Also, the government has yet to come out with a special package to support the industry. Presently, all of us have no other option but to become more organised and come up with innovative ideas to save ourselves and the industry.

So we at FHRAI-IHM have done many training programmes in association with the government. We have come out with proper protocols and trained most of our FHRAI members and their staff. FHRAI along with

FSSAI has conducted online trainings. This helped all our members to reopen hotels and restaurants across the country with COVID-protocols by using the latest technologies.

**NEW CURRICULUM**

By looking at the current scenario at FIHM, we have come out with an all new curriculum & innovative methodology in teaching which will enable our students to work in a systematic way, think innovatively and acquire multiple skills. Hopefully, we will be introducing the new curriculum in the coming academic year.

**PLACEMENTS**

Coming to placements, it should not be much of a problem as our industry is the second largest employment generator after agriculture, and we have a large member base across the country.



**We have come out with a new curriculum & innovative methodology in teaching**



**Himanshu Talwar**  
**Additional Director**  
**FHRAI-IHM**

**A MATTER OF PRIDE**

I am sincerely grateful to FHRAI for bestowing upon the responsibility as Additional Director at FHRAI-IHM. It is indeed a matter of pride for me to support the hospitality fraternity from the perspective of policy at FHRAI and education at FHRAI-IHM.

**COVID AWARENESS TRAININGS**

In the year 2020, when the entire country was under lockdown and hospitality establishments were shut, following the directions of FHRAI-IHM management, I organised FSSAI initiated COVID awareness training programmes through FoSTaC. Being in-charge of the project, and with the support of the entire team, I

considerable losses and setbacks due to the pandemic and the sector has been in a standstill. Though these things are beyond our control, however, industry has seen various such phases wherein there was very little hope of revival, however, on every such occasion not only we revived but thrived as well.

Today, hospitality leaders remain strong and extremely agile to respond to all the roadblocks. Though many challenges await the hospitality industry and the future may appear uncertain, however this can and will turn into opportunities for an industry that has demonstrated along the years to be extremely resilient, strong and adaptative.



**Himanshu Talwar**



mobilised the industry professionals and engaged them to attend the training programmes mentored by FHRAI's National Advisor. Around 50 such sessions were organised whereby more than 4,000 people were trained.

**AN INNOVATIVE APPROACH**

Looking at the future of hospitality education or perhaps the education sector as a whole, unprecedented events such as COVID have taught a lot to us. Due to the pandemic, 90 per cent of the global population adjusted to life under travel restrictions and others stayed home afraid of the virus. The hospitality industry and the world continues to suffer



**We will be focusing on making students more innovative in their approach**



We at FHRAI-IHM will now be focusing on making young individuals – opting for hospitality as their future – more innovative in their approach and accommodative to new technology.

Soliciting the fraternity's best wishes in making FHRAI-IHM an institute of repute, globally.