



**WELCOMGROUP GRADUATE SCHOOL
OF HOTEL ADMINISTRATION**
MANIPAL
A constituent unit of MAHE, Manipal



Two Day National Level Online

Faculty Development Program



Rethinking Hospitality Education: Industry-Academia Interface



4th & 5th June 2020



Welcomgroup Graduate School of Hotel Administration

Centre for Hospitality & Tourism Research (CHTR)

Madhava Nagar, Manipal – 576104

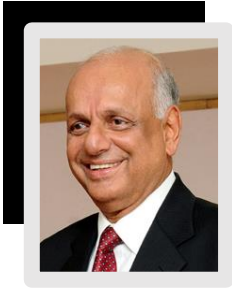
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Rethinking Hospitality Education:

Industry-Academia Interface



June 4 2020 09.45 a.m.
Inaugural Function
Chief Guest

Dr. H S Ballal
Pro Chancellor, MAHE



June 5 2020 01.00 p.m.
Valedictory Function
Chief Guest

Dr. Narayana Sabhahit
Registrar, MAHE



Host

Chef K Thirugnanasambantham
Principal, WGSHA

Faculty Development Program

National



About WGSHA

'To mould young men and women into competent and responsible professionals with pleasing personalities who would with requisite experience become leaders in the hospitality industry'

Preamble

The well-known three-legged stool of academic life—teaching, research, and service—has been assumed to cover the main responsibilities of faculty in academic communities. But there is another leg that would add strength and stability to this stool and that is Professional Faculty Development. The impact and effectiveness of faculty development program in fostering the faculty's knowledge, skills, and professional competence cannot be ignored.

Good teaching is not just a “you have it or you don't” skill, nor is it an automatic companion of terminal, disciplinary degrees. It requires regular reflection and exposure to new ideas and information that are inherently a part of good professional development activities. Enriching the faculty vitality in key domains of teaching, assessing, research, professionalism, and administration is perceived to improve educational environment significantly and enhances the academic performance of learners. Faculty development program (FDP) has been considered as a stand-alone educational pedagogy in fostering knowledge and professional skills of faculty and therefore should not be optional or occasional activities. Regular participation in professional development activities should be an expectation for all teachers. Professional faculty development strengthens the affective, intellectual, and social aspects of academic life.

Why this FDP?

The changing complexity of the hospitality business environment has necessitated the industry and the academia to develop close links to create the synergy. Failure to recognize each other's role will reduce the import of interface between institutes and industry. It can potentially give rise to mismatch between demand and supply of quality manpower, which in turn can cause uneven balance in the job market.





There are a multitude of reasons why professional development plays a critical role in the ongoing growth of teachers. Faculty development programs (FDPs) have proven to be successful for improving teaching skills in higher education. Professional development promotes faculty responsibility for continuous, career-long growth based upon not only the trial and error of experience, but also theory, research, and professional collaboration with colleagues. Universities and industry, which for long have been operating in separate domains, are rapidly coming closer to each other for creating synergies.

The aim of organizing this FDP program is to equip faculty members of WGSHA with contemporary industry, teaching and research skills that help to bridge the gap between academia and industry. The emphasis is on the following areas:

- Contemporary teaching skills
- Design and development of learning resources
- Research skill development
- Industry best practices
- Industry preparedness of students
- Industry expectations of academicians / hospitality educators

Participation

Alongside experts from the Academia, WGSHA is proud to present illustrious alumni as domain experts to share their experience and knowledge in specific industries, technologies, and markets. This program is primarily organized for the benefit of the faculty members of **Welcomgroup Graduate School of Hotel Administration (WGSHA)**. The Hospitality educators of some of the premium hotel management colleges in India are also invited to attend the program.

Topics Covered

- Learning-Teaching in Higher Education: The Way Forward
- Should we be enablers to learning or should be pushing knowledge?
- Rebooting Hotels: Embracing the Change
- From educators to educational researchers
- The Challenges and Realities of Getting Started in Research
- New Paradigms in learning in post COVID Era
- Design and Development of Learning Resources
- Importance of Route Development on Travel and Tourism



Mr. Anand Sudarshan

**Founder & Director,
Sylvant Advisors Private
Limited, Bengaluru**

**Topic: Learning-
Teaching in Higher
Education: The Way
Forward**

**Day 1:
Keynote
Speaker**

Mr. Anand Sudarshan is Founder & Director, Sylvant Advisors Private Limited, an education sector advisory entity that focuses on seed- and early-stage investments in EdTech companies, and provides advisory & consulting services to institutions as well as enterprises in the education sector. He is also a member of a number of corporate boards, including NIIT Limited. Till June 2012, he was Vice-Chairman & Managing Director of Manipal Global Education. Mr. Sudarshan and team at Manipal Global, built the enterprise into the definitive leader in higher education space out of India.

He was an acknowledged pioneer in use of technology in higher education. He is a recognized leader in the Education space since the last 15 years. He has actively worked with industry bodies such as FICCI, as well as with Govt. of India (Niti Aayog and MHRD committees) & select state governments. He has also been a trustee of Head Held High Foundation, which has been doing seminal work on eradication of poverty in rural India. He has a Bachelor of Engineering degree in Electronics and Communications Engineering from the National Institute of Technology, Trichy, India, and a PGDM (equivalent to MBA) from the Indian Institute of Management Calcutta, India.



Mr. Akshay Kulkarni

**Hospitality and
Education Professional,
Mumbai**

**Topic: Should we be
enablers to learning or
should be pushing
knowledge?**



Session 2

After graduating from WGSHA as part of 5th course BHM, Akshay joined ITC as Management Trainee. WGSHA has had a tradition of students joining back as faculty and Akshay was one of the first few. He completed MBA in International Hospitality management from CORNELL- ESSEC in France and started his career in Human Resources. His area of expertise includes Materials Management, Marketing, F&B Operations, Front Office Management, Consulting, and hospitality technology. His various assignments have taken him across 4 continents of Europe, Africa, Asia and Australia.

With over 25 years in the business, his contribution to academics is noteworthy as he was part of the founding team of two hotel management institutions and became one of the youngest Head of School for Hospitality Management from Oxford Brookes University in the UK, besides being one of the leading names in Hospitality Consulting in the Indian and also the South East Asian region. He has always chosen the path most unlikely and hence brings with him unique perspectives in academics and industry.



Mr. Vivek Sharma

**General Manager,
Renaissance Hotels
(Marriott Hotels),
Ahmedabad, Gujarat,
India**

**Topic: Rebooting Hotels:
Embracing the Change**

After graduating from WGSHA as part of 9th course BHM, Vivek joined ITC as Management Trainee in 1997. He served ITC Hotels for five years and moved to Galaxy Hotel Shopping Spa Gurgaon as General Manager. After four years he joined Hilton as General Manager of Double Tree by Hilton and Hilton Worldwide. He then moved to Hyatt Hotels Corporation as General Manager in 2014.

With more than two decades of experience in the hospitality industry, Vivek has been globe-trotting for personal and professional endeavors. His quest was always to develop himself as a successful strategic leader and work towards creating a dynamic travel environment for his guests. He is leading a team of enthusiastic "navigators" at Renaissance, Ahmedabad who show how to make the most of each trip for a guest. He is very versatile and has great experience in hotel operations, marketing strategy, conceptualization of revenue management, and strategic aspects of managing luxury hotels.

Session 3



Ms. Roopashree Mallya

**Faculty, Department of
Physiology Kasturba Medical
College, Mangalore**

**Topic: From educators to
educational researchers**

Ms. Roopashree Mallya has earned a Master's degree (MSc) in Physiology from Kasturba Medical College, Manipal University in 2014. She is currently pursuing her PhD in medical education. She has completed FAIMER from MFILPE, Manipal (batch of 2017). She has been working as a faculty member in Kasturba Medical College, Mangalore since 2015 and teaches Physiology to the first year MBBS, BDS and Allied Health students. Her research projects include early clinical exposure in medical education, reproductive health education and empathy education. Apart from teaching and research, she conducts various workshops on medical education.

Session 4



Dr. John Ap

**Visiting Professor &
Director, Global Centre for
Tourism Education &
Training, Macao, China**

**Topic: The Challenges
and Realities of Getting
Started in Research**



Session 5

Dr. John Ap is a Professor in Tourism Management. He has published over 120 scholarly publications including refereed journal papers, book chapters and conference papers. His primary priority with research and publications is quality not quantity and he is internationally known for his research and publications on community perceptions of tourism. He has also been involved in a range of consultancy and/or consultancy-type projects involving tourism and recreation planning studies, theme park studies, and market research surveys.

Professor Ap started his academic career with the Hong Kong Polytechnic University in 1992. He joined Stenden University Qatar in September, 2013 and commenced his current position at the Macao Institute for Tourism Studies in January, 2106. Prior to becoming an academic he had worked 11½ years as certified town planner in Australia where he specialized in open space, recreation and tourism planning. His areas of research expertise include Tourism Planning / Tourism Policy & Development, Tourism Marketing, Qualitative Research Methods, Events Risk Management, Service Quality Management, and Social Psychology and Consumer Tourist Behavior.



Dr. Rajan Saxena

**Former Vice-Chancellor,
SVKM's NMIMS,
Deemed University,
Mumbai**

**Topic: New Paradigms
in learning in post
COVID Era**

**Day 2:
Keynote
Speaker**

Dr. Saxena is the former Director of Indian Institute of Management, Indore, S. P. Jain Institute of Management and Research and ICFAI Business School, Gurgaon. He is an institution builder, marketing academic and an author in marketing, corporate strategy, institution building and leadership. He held the position of Vice Chancellor of NMIMS (Narsee Monjee Institute of Management Studies), Deemed University, Mumbai from 2009 to 2020. Prior to this position, he held the position of Director IIM Indore, IBS Gurgaon, and S.P. Jain Institute of Management Studies and Research Mumbai.

A graduate and post graduate in commerce from Shri Ram College of Commerce, University of Delhi, and a Ph.D. from the Delhi School of Economics, Dr. Saxena started his career in academics in 1972 at Delhi University as Lecturer and went on to teach at XLRI, Jamshedpur, S.P. Jain Institute of Management and Research, NMIMS, and IIM Indore. He has published over 70 articles and cases in national and international journals and two books on Marketing Management and International Marketing. He has been leading Higher Education Committee of FICCI since 2010 as its Co-Chair, Chair and Advisor.



Mr. Shyam Viswanathan

**Educational Consultant,
Coimbatore**

**Topic: Design and
Development of
Learning Resources**



Mr. Viswanathan is an Electrical Engineer and an MBA from the Faculty of Management Studies of Delhi University. He has almost 4 decades of experience in configuring and delivering solutions to large corporations in India, W. Europe, Asia Pacific as well as the United States in areas as diverse as Process Design, Knowledge Management and Technology Based Training. He has been a Consultant and Faculty in Personal Effectiveness; Leadership of Teams; Leadership of Change & new Initiatives and Innovation & Design Thinking.

He has also been a Subject Matter Expert with SHRM and an empanelled Faculty with Harvard Business School Publishing. He works with the leadership teams of business organizations and educational institutions – to help them articulate, deploy and leverage their Vision, Strategic Roadmap and Cultural DNA. He was the first Associate Dean of Executive Education at the Indian School of Business, Hyderabad (founded jointly by Kellogg, Wharton and the London Business School). He has led the design and delivery of Leadership Development initiatives for more than 120 different organizations worldwide.



Mr. Sanjay Jayanth

**Director Asia-Pacific
Routes, ASM Aviation
Week Network**

**Topic: Importance of
Route Development on
Travel and Tourism**

After graduating from WGSHA as part of 10th course BHM, Sanjay went to Washington State University to pursue BA in Hotel Business Administration and MBA in Marketing. In India, started his career with GMR Group as Head of Marketing & Branding – Commercial GMR Group, in August 2015. He became the Director Asia-Pacific - Routes & ASM – Aviation Week Network, Informa Plc.

He has Extensive experience in airline marketing, route development strategy, competitive analysis, sales and business development, budget planning and management reporting, sales and business Development, route development, market analysis, and marketing. Some of his key projects include GMR Mega wide Cebu Airport, GMR Delhi International Airport, and GMR Male' International Airport where he launched the airport brand and key message concept, developed Airline and Tourism Strategy, Airport Marketing, Digital Strategy inclusive of the Website and Mobile Application. He is responsible for managing the revenue targets for the Asia Pacific region for Routes and ASM, and to develop, create and execute the Sales Plan for Asia Pacific region through gap areas and new markets.



Session 8

Program Schedule: Day 1 - 04 June 2020

Rethinking Hospitality Education:

Industry -Academia Interface

Session/Time

Specifics

09.45 a.m. – 09.47 a.m.	Program Commencement Master of Ceremony Dr. Vidya Patwardhan
09.47 a.m. – 09.52 a.m.	Invocation & Tribute Dr. TMA Pai and WGSMA video
09.52 a.m. – 09.55 a.m.	Opening remarks Chef K Thirugnanasambantham
09.55 a.m. – 10.00 a.m.	Chief Guest Address Dr. H S Ballal, Pro Chancellor, MAHE
Session 1 10.01 a.m. – 10.55 a.m.	Keynote address - Mr. Anand Sudarshan Founder & Director, Sylvant Advisors Private Limited Topic: Learning-Teaching in Higher Education: The Way Forward Mr. Akshay Kulkarni
Session 2 11.00 a.m. – 11.55 a.m.	Hospitality and Education Professional, Mumbai Topic: Should we be enablers to learning or should be pushing knowledge? Mr. Vivek Sharma
Session 3 12.00 noon – 12.55 p.m.	General Manager, Renaissance Hotels, Ahmedabad Topic: Rebooting Hotels : Embracing the Change Ms. Roopashree Mallya
Session 4 02.17p.m. – 03.10 p.m.	Faculty, Department of Physiology, KMC, Mangalore Topic: From educators to educational researchers Dr. John Ap
Session 5 03.15 p.m. – 04.15 p.m.	Visiting Professor & Director, Global Centre for Tourism Education & Training, Macao, China Topic: The Challenges and Realities of Getting Started in Research



Program Schedule: Day 2 - 05 June 2020

Rethinking Hospitality Education: Industry -Academia Interface

Session/Time

Specifics

10.00 a.m. – 10.02 a.m.

Program Commencement

Master of Ceremony

Dr. Vidya Patwardhan

10.02 a.m. – 10.05 a.m.

Opening remarks

Chef K Thirugnanasambantham

Session 6

10.06 a.m.
– 11.00 a.m.

Keynote address - **Dr. Rajan Saxena**

Former Vice-Chancellor, SVKM's NMIMS, Deemed
University Mumbai

Topic: New Paradigms in learning in post COVID Era

Mr. Shyam Viswanathan

Educational Consultant, Coimbatore

Session 7

11.05 a.m. –
12.00 noon

Topic: Design and Development of Learning

Resources

Mr. Sanjay Jayanth

Director Asia-Pacific Routes, ASM Aviation Week
Network, Bengaluru

Session 8

12.05 p.m.
– 01.00 p.m.

**Topic: Importance of Route Development on
Travel and Tourism**

01.05 p.m. – 01.07 p.m.

Closing remarks

Chef K Thirugnanasambantham

01.07 p.m. – 01.12 p.m.

Valedictory message

Dr. Narayan Sabhahit, Registrar, MAHE

01.12 p.m. – 01.15 p.m.

Vote of thanks

Chef Vasanthan Sigamany

