

REVIEWS FOR THE 10-DAY HOTEL MANAGEMENT

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Mr, Neeraj Chandhok, Sir: He is my mentor and professor for more than 17 years. His positive attitude and amiable personality always create a superior learning environment and lasting impression with everyone.

A very well-structured and organized textbook with an innovative approach to Hotels that examines the fundamentals of all the operational departments in a commendable way. It will quickly become a must-read for all students and academicians associated within Hospitality space

DR ANJANA SINGH

Head of School Hospitality-Vedatya

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When I look down the line, I only see one person telling us; you guys need a paradigm shift.

The person with no orthodox textbook teaching technique, he educated us with his contemporary style of facilitating whether it was sharing every real life situation examples he had in his vast career or having discussion over coffee out of monotonous classroom sessions. The teacher who taught me how to teach or I would rather say a facilitator who facilitated us to be a facilitator. Yes that's what farsightedness meant when he told us about the bird's eye view approach. He played an important role in turning our learning style from pedagogy to andragogy.

Some educators just teach you, some just inspire you but very few analyze your potential/ acumen & lead you towards a suitable career path. They play the role of a continuous guiding torch whenever you are lost. Furthermore, very rarely you get associated with people who invest themselves in your career building, treat you as their own asset & see your success as their own success. That's a true facilitator, a guide, a mentor; that's Mr. Neeraj Chandhok Sir for me.

AMARJEET KUNDU

Faculty Institute of Hotel Management, Catering Technology & Applied Nutrition,
Lucknow UP (Under Ministry of Tourism, Government of India)

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“I had the privilege of working with Mr. Neeraj Chandhok during my days at Inter-Continental, he always exhibited loads of enthusiasm, positivity, focus and passion towards his work and colleagues. He was always exceptional with his understanding of guests and sensitivity towards their expectations. He is multi-talented as he understands the needs and expectations of almost all stakeholders of hospitality from guests, employees, owners to educational institutes. As a trainer he brings loads of refreshing & energetic change as he speaks with so much enthusiasm & passion & out of his experience in the most simple but extraordinary ways challenging the thinking capacity of each person he trains.

His books also display the condensed wisdom which comes from his experience of more than 25 years in the industry covering hotels, corporates and educational institutions. With his eye for detail there is no way he misses to encourage and motivate each person he meets. With his presence in industry and academics not just across the country but even internationally, he perfectly bridges the gap between industry and academics and the ever-changing trends of hospitality.”

RITIKA SINGH

Director -Faculty of Hotel Management
Manav Rachna International Institute of Research and Studies

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A few words can-not describe my association with Neeraj Chandhok sir as a mentor, guide and motivator towards not only in career but also in life. I was lucky enough to be his student during my masters in IHM Pusa. His energetic classes and futuristic views change any of his session into a life lesson. A multi-talented personality having a bouquet of skills in customer service, quality assurance, leadership, consultancies and decades of experience in hospitality sector makes him a perfect guide to write this book.

This book will give a strong foundation for all the core departments of hotel management, giving a conceptual clarity and holistic view of each area with a strong base. A must-read book for all the aspirants of the industry for their better growth and excelling in it. It's my honour and privilege to write about it and be associated with it.

SHREYA PRASAD

Assistant Lecturer-IHM Bhubaneswar

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I've attained so much knowledge and information while helping you out for this book. Thank you doesn't adequately express my gratitude for the experience that I've had. It has made me confident and a better person. Your inspirational tone makes everyone charged up and ready to learn. You have challenged me to shock up the world and make my life matter in my own way.

PRIYANKA VISHNOI

MBA, Culinary Arts from Indian Culinary Institute, Noida

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This book covers all the essential elements of the hospitality industry. Each and every page is packed with useful information which would prove to be highly useful for an individual's professional life! Wish this book was there when I was pursuing my Hospitality education! Kudos to Mr. Neeraj Chandhok Sir for creating this masterpiece!

AKSHITA TIWARI

PhD Research Scholar (Hospitality)
M.sc. (H.A) IHM PUSA 2017-19 Batch

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Neeraj Chandhok Sir has been my inspiration. He has been a guiding force for all the budding professionals like me. Sir you have shaped our character, calibre and confidence with your massive knowledge and experience that you have shared with us. We all have been fascinated with your different style of inculcating knowledge into your students. Thank you for shaping us into the professionals we are today. In this book Chandhok sir has touched all the basics of all the departments which are very important for every student to understand before he/she enters the industry. The book in itself is unique in its presentation. With its simple effective presentation, it can be understood by all.

DEEKSHA KHATRI

PhD, Research Paper, Maharishi Dayanand University

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I have known Neeraj sir since 2011 when I started my M.sc in Hospitality Administration from IHM Pusa. He was the General Manager at the Lutyens, New Delhi. He is an excellent educator, motivator & trainer and has expertise in several domains like customer service, leadership, food and beverage management etc. Neeraj sir has all the qualities which we seek in our teachers & leaders in today's time. Not many teachers are able to stimulate the students to the extent which Neeraj sir does, so he provides a great environment to learn. He has great communication skills and explanations are very helpful. Thank you sir, for always being there for us and being so helpful, kind and a great motivator all the time.

This text book aims to cover all the basic aspects and essentials of various departments of the fast-growing hotels and provides Fundamentals of Hotel Management in one Book. It will help readers to develop the skills they need in the dynamic industry. It is an ideal and highly recommended book for the hospitality students and as well as professionals in the industry.

DR. NIDHI NAYNA

Assistant Professor, Le Cordon Bleu School of Hospitality,
GD Goenka University, Gurugram.

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Mr. Chandhok sir always play a role of my mentor in my life, Chandhok sir, he is an inspiration, an idol, a true mentor, guide and what notHe is available to help all his students and in my case he played a different role for me. He believes in me and made me what I am today. His teaching pattern is almost new to me and make me more confident in term of knowledge. His last publication helped me a lot to know what I really want to be.(Leadership Plus) That book was a game changer for me and boosted me with positive confidence. The book gave me ability to think over my career goal and make them more clearer than. Now I am clear about my career goals and started working as HR Executive in Flipkart that is my first step towards my real goal.

SUMIT ROHILLA

(Masters of Science in Hotel Administration) M.sc. (H.A) 2017-19(IHM Pusa)

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It is really like an opportunity for me to share something about this wonderful person, I met Mr. Chandhok in my Msc. days at IHM PUSA. As said, “First Impression is the Last Impression” he has created that impression on very first day and it still continues. The way he used to teach us was very different from others, and he used to get mingle with each and every student present there. I really liked the way he shares the live and practical examples with us, as well as those comparative studies.

If you are willing to opt your career in Hotel Management and want first hand advice from experienced professional, then this book is perfect for aspirants like you.

In this piece of art, you will learn about the fundamentals of hotel management

Mr. Chandhok's earlier books “Customer Plus” & “Leadership Plus” totally focuses on Customer Satisfaction & Leadership, which was very handy and helpful for me to set my goals as well as it also helped me to clear my vision to prosper in my career.

MS JYOTISHIKHA SINGH

Assistant Professor, Amity School of Hospitality, Lucknow

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questions are more important than answers “This is A point that impacted me. Your teachings made me look at management and businesses in a completely different perspective. Even though it was so obvious that the dots were always there you just made me realise how to connect them. Interactions with you were very insightful and quite a quest into my own thinking and you continue to provide great value to me as your student

MS VAISHNAVI C

U- MBA in Culinary, Indian Culinary Institute Tirupati

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Mr. Chandhok has been an inspiration & mentor for young minds and always encourages them to think outside the box and look out for the prospects & lessons that exist outside the syllabus as well. As his books are an extension of his conscience, they too fulfill the same purpose. This book reflects the mind & soul of this wise author, who always encourages self-learning & inspires to excel and challenge the status-quo. This book comprises of fundamentals of hotel management which students & professionals of hospitality would find, of immense value.

MS CHANDROKALA BISWAS

Assistant lecturer-IHM Mumbai

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At Times words cannot articulate our enormous gratitude towards a person.

“Mr. Neeraj Chandhok... A Man with Ocean of Knowledge”.

Sir, For Me you first became a Teacher during my M.Sc. days at IHM Pusa, after that you have always turn out to be an Inspiration... a motivation... a friend... a well-wisher...

You had that spirit that brings the best out of students. You gave me the requisite motivation and learnings to move ahead in life. Your classes were always informative and unique with real examples of the industry. Mr. Chandhok is Indeed, A Passionate Trainer, An Entrepreneur, A Leader, A Musician and A Creative Author... who has already authored various articles and two well-known and must-read books entitled Customer Plus & Leadership Plus, which gives an actual extract of Customer Satisfaction and Leadership Styles required for today's competitive corporate world. In the streamline, This Book on Fundamentals of Hotel Management will enlighten the true world of Hospitality along with the New Normal in every department of the Hotel.

DR. ASHUTOSH SHARMA

(Ph.D., M.Sc. in Hospitality Administration from IHM Pusa)
Programme Leader, HOD (Front Office) & Assistant Professor, Amity School of Hospitality,
Amity University Lucknow, Uttar Pradesh.

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To Hospitality Professor
Mr. Neeraj Chandhok,

I consider myself a fortunate enough that I got the chance to learn from an author which I never experienced before and your true experience you shared with me in class during your lectures. On an academic point of view, it was very effective but what I really admire is, a positive change you brought into my attitude.

I promise you I will remember all your lessons throughout my life and especially that sportsman spirit. All I can say on precise note that your lessons on both customer and leadership approach is key to successful business in this competitive professional world.

PRANJUL GAUR

Msc previous, IHM PUSA.