

**National Seminar  
'Evolving Role of HR: Hospitality & Tourism Industry  
(19th December 2009)**

A National Seminar on 'Evolving Role of HR: Hospitality and Tourism Industry 'was organized by the HR Department of NDIM (New Delhi Institute of Management) on December 19, 2009.

Recently Tourism and Hospitality Industry worldwide and India have been experiencing exponential growth. Though some adverse events such as terrorism and world recession have created dampening effects on this industry, yet this industry could cope up the challenges of these sort. It is only appropriate that Human resource of the industry has been playing a key role constantly modernizing to face challenges that have been cropping up from time to time. Speakers of the seminar brought out through their deliberations that tourism and travel industry in particular and service industries in general are people / human resource oriented.



Prof. Deepak Bharihoke delivered the inaugural address and talked about the challenges the Hospitality and Tourism Sector has been facing. The Chief Guest, Mr. Amitav Kant, CEO & MD of the Delhi Mumbai industrial Corridor graced the Seminar and talked about the importance of the role of Human Resource in the Hospitality and Tourism Industry. In his key note address Mr Amitav Kant shared his own experience in a his duration of service as secretary Tourism Ministry, how Indian tourism sector were transformed from a low value to a high value

destination. Now India is one of fifty tourist destination as recorded by World tourism Survey. This industry now can boast of above 30 million jobs. Through videos he described how tourism in India have been developed through participation of entire community treating our tourists as guests and 'Atithi Deva Bhava'.

Other eminent speakers were Mr S K Moitra, Vice President of International Airport Authority; Mr Andrew Jonathan Ryder, Additional General Manager of Training and Development at Jaypee Hotels; Mr Douglas Peter, Communication Head of Hospitality, HR Forum in NCR; Mr Varadarajan , CS with CHL Crowne Plaza; and Mr Ikram Singh Bawa , Senior Management Consultant.

In the Theme presentation students provided information about growth and importance of travel and tourism industry in creating employment and govt. revenue. The presented data was a future projection of high growth for the industry. They also mentioned that one of the fastest area of growth of tourism is sports tourism. This segment has several by products such as sports tourism Resorts Cruises, tours and sports events. Though this industry is vulnerable to recession, it holds immense potential for India. The industry gets fairly good govt. support. By its very nature, the industry depends on the quality of manpower. The difficulty has been arising in getting multi skilled personals who can respond to the requirements of the industry. The status paper mentioned some of the constraints regarding human resource development for this industry in India.



NDIM has been a pioneer in organizing such Seminars discussing various important issues related to all sectors of the industry, thereby enhancing the level of knowledge of the students.