

**SINHGAD TECHNICAL EDUCATION SOCIETY'S  
SINHGAD INSTITUTE OF  
TECHNOLOGY, LONAVALA  
INSTITUTION'S INNOVATION COUNCIL (IIC)**

**HOSPITALITY &  
PUBLIC EXPERIENCE  
CONSTITUTION  
2026 – 2036**

**Master SOP for Guest Felicitation,  
Anchoring Excellence, and Stakeholder  
Welfare**

*The Definitive Spoon-Feeding Manual for the Council's Soft Power: A  
Comprehensive Deep-Dive into VIP Protocol, Participant Experience, and  
Behavioral Ethics for the Next Decade.*

**Custodians:**

Hospitality Head & Co-Head  
IIC SIT Lonavala

**Approving Authority:**

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**Classification: Restricted/Internal**

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## 1 ARTICLE I: FOUNDATIONAL MISSION AND SCOPE

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### 1.1 The "Sovereign Experience" Mandate

The Hospitality and Public Experience Team is the "Face of IIC." Their mission is to engineer a professional, welcoming, and high-prestige environment for every person who interacts with the Council. They are responsible for the "Emotional Quotient" of our operations—ensuring that Guest Speakers, Faculty, and Participants leave our events not just with knowledge, but with a deep sense of respect for the IIC SIT brand.

### 1.2 The "Soft Power" Rule

In the IIC, technical innovation (R&D) and logistical perfection (Event Management) are visible, but Hospitality is the invisible force that binds them. A single behavioral slip or a cold welcome to a VIP can tarnish years of technical work. This team must operate with the etiquette of a diplomatic corps, where every detail—from the temperature of the water to the tone of the anchor—is curated.

## 2 ARTICLE II: DETAILED ROLES AND HIGH COMMAND

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### 2.1 The Hospitality Head (Chief Protocol Officer)

- **VIP Diplomat:** Personally responsible for the welcoming and felicitation of Chief Guests and Institutional Dignitaries.
- **Script Supervisor:** Approves the final "Master Script" for anchoring to ensure it aligns with MoE and IIC standards.
- **Strategic Sync:** Maintains a direct link with the Event Management Head to synchronize arrival times and venue transitions.

### 2.2 The Hospitality Co-Head (Experience Lead)

- **Execution Oversight:** Directly manages the "Participant Welfare Squad" and "Refreshment Logistics."
- **Resource Manager:** Ensures that mementos, shawls, bouquets, and snacks are procured and ready 24 hours before the event.
- **Field Guide:** Manages the "Guide Squad" that assists participants in finding venues and accommodation.

## 3 ARTICLE III: GUEST FELICITATION & VIP PROTOCOL

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### 3.1 The "Humble Reception" Workflow

No Guest shall enter the campus without an IIC escort.

1. **Gate Greeting:** A designated duo from the Hospitality team must meet the guest at the campus gate or designated parking area.
2. **The Escort:** Guiding the guest to the "Green Room" or the Innovation Lab for pre-event refreshments.
3. **The Felicitation Kit:** The Head must verify that the Bouquet (Fresh), the Shawl (Clean), and the Memento (Polished) are placed in the correct order on the stage-side table.

3.2 Stage Etiquette

- **Priority Seating:** Verifying that seating tags correctly reflect the hierarchy of guests (e.g., Campus Director, Principal, Guest Speaker).
- **Water Management:** Sealed water bottles and clean glasses must be placed on the guest table 10 minutes before the session starts.

4 ARTICLE IV: ANCHORING & HOSTING EXCELLENCE

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4.1 The IIC "Voice" Standard

Anchoring is not just reading a script; it is managing the "Energy" of the room.

- **The Script Framework:** Every script must include: *Intro > Saraswati Pujan > Felicitation > IIC Brief > Guest Introduction > The Core Session > Vote of Thanks*.
- **Technical Collaboration:** Anchors must have a pre-event "Handshake" with the Technical Team to sync on slide transitions and mic levels.
- **Emergency Anchoring:** The Co-Head must always have a "Filler Script" ready in case of technical glitches (e.g., a laptop update or R&D prototype delay).

5 ARTICLE V: PARTICIPANT HOSPITALITY & WELFARE

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5.1 Environmental Experience

The hospitality team must ensure the "Vibe" of the venue is "Innovation-Focused."

- **Venue Comfort:** Checking for ventilation, fan/AC functionality, and seating cleanliness 2 hours prior to the event.
- **The Guiding System:** Strategically placing "Hospitality Volunteers" at major campus intersections with "IIC Event This Way" signs to make navigation easy for outside participants.

## 5.2 Refreshments & Dietary Logistics

- **Menu Planning:** Snacks must be "Mess-Free" (easy to eat while working). All food must be verified for freshness by the Co-Head.
- **Hydration Stations:** Ensuring water dispensers are available and refilled for participants during workshops.
- **Clean-up Mandate:** The Hospitality Team is responsible for ensuring no food waste or plastic bottles are left at the venue post-event.

## 6 ARTICLE VI: BEHAVIORAL ETHICS & TEAM CONDUCT

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### 6.1 The "Zero-Ego" Policy

Every Hospitality member represents the humility and pride of STES.

- **Address Protocol:** Every guest, senior, and faculty member must be addressed as "Sir" or "Madam." No informal language is permitted on duty.
- **Managing Inquiries:** "I don't know" is a banned phrase. The correct response is: "Please wait a moment while I verify that with the Lead/Technical Team for you."
- **Visual Uniformity:** Compulsory wearing of the IIC Hoodie and ID card. Personal grooming must be professional.

## 7 ARTICLE VII: SECURITY OF STAKEHOLDERS

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### 7.1 Safety Audits

- **VIP Security:** Ensuring the path from the car to the stage is clear of obstacles or crowds.
- **Crowd Management:** Assisting the Event Management team in ensuring participants do not overcrowd the "Testing Areas" (e.g., Drone flight zones) for their own safety.
- **Emergency Guidance:** All Hospitality members must know the nearest exit points and medical room locations to guide participants in case of an incident.

## 8 ARTICLE VIII: ACCOMMODATION & OUT-STATION SUPPORT

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### 8.1 Making the Process Easy

For participants coming from other institutions or College B:

- **The Arrival Kit:** Providing a digital map of SIT Lonavala and local campus rules upon registration.

- **Accommodation Liaison:** Managing the check-in/out process for guests staying in the institutional guest house or hostels.
- **24/7 Helpline:** The Co-Head must designate a volunteer to be the "Point of Contact" for guest needs after-hours.

## 9 ARTICLE IX: MANDATORY COLLABORATION WITH EVENT MANAGEMENT

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### 9.1 The "Hand-in-Glove" Rule

Hospitality does not work in isolation.

- **Pre-Event Sync:** 3 days before any activity, the Hospitality and Event heads must have a "Flow Check."
- **Task Overlap:** If Event Management is busy with heavy lifting, Hospitality volunteers must assist. If Hospitality is busy with a long registration queue, Event volunteers must step in.

## 10 ARTICLE X: REAL-WORLD SCENARIO MITIGATION

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### 10.1 Scenario A: The "Late Guest" Crisis

If the Chief Guest is stuck in traffic and the audience is already seated:

- **Action:** Anchor initiates the "Filler Activity" (e.g., showing a Cinematic Recap from Multimedia).
- **Protocol:** Hospitality Head informs the President and stays at the Gate to welcome the Guest without showing panic.

### 10.2 Scenario B: Food Shortage

If participant attendance exceeds the predicted registration count:

- **Action:** Co-Head immediately triggers the "Buffer Stock" or coordinates with the Mess/Canteen for rapid emergency snacks.
- **Management:** Priority is given to Guests and Faculty, followed by participants.

## 11 ARTICLE XI: STEWARDSHIP AND MULTI-CAMPUS LEGACY

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### 11.1 Dual-Campus Parity

- **Standardized Scripts:** Both College A and College B must use the same "Opening Statement" and "IIC Mission" text to ensure a unified voice.

- **The "Legacy Gift" Log:** Maintaining a record of which guest received which memento to avoid duplication during future visits.
- **Handover HDD:** Outgoing leads must provide a "Hosting Vault" containing every script, menu vendor contact, and felicitation checklist from the past year.

## **SIGNATORIES OF THE 2026 HOSPITALITY CONSTITUTION**

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*Hospitality Head (Protocol)*

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*Student President*

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*Event Management Head*