

Academic Guest Lecture Session
Department of Tourism and Hospitality Management
Faculty of Management Studies
Jamia Millia Islamia, New Delhi

The Department of Tourism & Hospitality Management, Jamia Millia Islamia hosted an academic guest lecture titled "*The Evolving Travel Industry: Trends, Opportunities & Future Outlook*" on 7 September 2026. The session featured **Mr. S. K. Dewan, Managing Director, Dewan Holidays**, as the distinguished speaker. Designed specifically for students of hotel management and tourism studies, the event provided a comprehensive overview of how decades of industry leadership intersect with modern travel dynamics. The primary objective was to expose students to market realities, emerging business models, and strategic career paths within the hospitality and tourism sectors.

The guest speaker, Mr. S. K. Dewan, is a pioneer in the travel and tourism industry with over five decades of executive leadership, strategic direction, and market innovation. As the Managing Director of Dewan Holidays, a premier travel brand operating since 1969, Mr. Dewan brings decades of hands-on expertise navigating structural shifts, economic cycles, and technological evolutions in global and Indian travel markets. His extensive journey offered attendees a unique historical and contemporary perspective on sector development.

During the 90-minute address Mr. Dewan outlined the critical shifts currently reshaping global tourism. He emphasized the transition from traditional travel agency models to dynamic, technology-driven management, highlighting how shifting consumer preferences require greater adaptability from upcoming professionals. The presentation detailed key emerging sectors, including medical tourism, experiential travel, and digital transformations in customer service management. Furthermore, Mr. Dewan discussed practical strategies for navigating economic disruptions and stressed the fundamental role of customer-centric innovation in building sustainable tourism enterprises.





The formal talk was followed by an interactive Q&A session, allowing students to engage directly with the speaker. Students raised pertinent queries regarding career progression, startup approaches in modern travel, digital adaptation, and the essential competencies required for competitive hospitality roles. Mr. Dewan encouraged students to combine solid academic foundations with agility, cultural competence, and technical skills.



The session culminated with a formal 'Vote of Thanks' delivered by the Faculty Coordinator, Dr. Mahuya, on behalf of the Department of Tourism & Hospitality Management. Dr Mahuya further expressed sincere appreciation to the leadership of Jamia Millia Islamia and our **Head of Department, Prof. Sarah Hussain** for their constant encouragement, vision, and unwavering support in facilitating such industry-academic engagements. The formal vote of thanks concluded with the presentation of a memento of appreciation to Mr. S. K. Dewan, bringing the session to a successful close.