DEPARTMENT OF TOURISM & HOSPITALITY MANAGEMENT

JAMIA MILLIA ISLAMIA, NEW DELHI

Guest Lecture by Mr. S. K. Dewan

The Evolving Travel Industry • Trends, Opportunities & Future Outlook



EVENT REPORT

Event Details

Event	Guest Lecture by Mr. S. K. Dewan, Managing Director, Dewan Holidays
Programme	Academic Guest Lecture Session
Institution	Department of Tourism & Hospitality Management, Faculty of Management Studies, Jamia Millia Islamia, New Delhi
Date	7 September 2026
Resource Person	Mr. S. K. Dewan, Managing Director, Dewan Holidays
Duration	90 minutes

1. Introduction and Event Overview

The Department of Tourism and Hospitality Management (DTHM), Jamia Millia Islamia, hosted an academic guest lecture titled “The Evolving Travel Industry: Trends, Opportunities & Future Outlook” on 7 September 2026. The session was designed for students of hotel management and tourism studies and provided an opportunity to connect classroom learning with the realities of the contemporary travel and tourism sector.

The lecture focused on changing travel-industry dynamics, emerging opportunities, evolving consumer expectations and the growing influence of technology. The session also offered students an industry-oriented perspective on professional development and career pathways within hospitality and tourism.

2. Speaker Profile and Industry Perspective

Mr. S. K. Dewan, Managing Director of Dewan Holidays, was the distinguished speaker. The supplied report describes him as a pioneer in the travel and tourism industry with over five decades of executive leadership, strategic direction and market innovation.

Dewan Holidays has been operating since 1969. Drawing on his extensive professional journey, Mr. Dewan provided students with a perspective on the structural, economic and technological changes that have shaped Indian and global travel markets.

3. Changing Travel Industry and Emerging Trends

During the 90-minute address, Mr. Dewan discussed important shifts reshaping global tourism. He highlighted the transition from traditional travel agency models towards dynamic, technology-driven management and explained how changing consumer preferences require greater adaptability from emerging professionals.

The discussion included emerging areas such as medical tourism and experiential travel, along with the growing importance of digital transformation in customer service management.

4. Customer-Centric Innovation and Business Adaptability

The lecture also addressed practical approaches to navigating economic disruptions and changing market conditions. Mr. Dewan emphasised customer-centric innovation as an important element in building sustainable tourism enterprises and responding effectively to changing expectations in the travel market.

5. Interactive Q&A and Student Engagement

The formal address was followed by an interactive question-and-answer session, enabling students to engage directly with the speaker. Students raised questions concerning career progression, startup approaches in the modern travel sector, digital adaptation and the competencies required for competitive hospitality roles.

The interaction helped connect the broader industry discussion with students' practical concerns and professional aspirations. Mr. Dewan encouraged students to combine strong academic foundations with agility, cultural competence and technical skills.

6. Key Learning and Professional Outcomes

- Improved understanding of current changes and emerging trends in the travel and tourism industry.
- Greater awareness of technology-driven management and digital transformation in customer service.
- Exposure to emerging sectors such as medical tourism and experiential travel.
- Recognition of adaptability as an important capability in a changing travel and tourism environment.
- Understanding of the importance of customer-centric innovation in sustainable tourism enterprises.
- Awareness of the need to combine academic knowledge with cultural competence and technical skills.

7. Conclusion

The guest lecture served as an effective bridge between academic learning and contemporary industry practice. The interaction with an experienced travel-industry leader gave students a broader understanding of market realities, emerging business models, technological change, customer expectations and professional competencies.

The session therefore contributed meaningfully to experiential learning by exposing students to practical industry perspectives and encouraging them to approach careers in hospitality and tourism with adaptability, cultural awareness and relevant technical skills.

Photographic Record

The photographs below are reproduced from the supplied departmental report and retained as the original event images. They have only been resized to fit the Word page layout.



Event photograph 1



Event photograph 2



Event photograph 3



Event photograph 4



Event photograph 5