



# NEWSLETTER

VOL; 1 - ISSUE 02

MARCH - APRIL 2025



**ALEMCHIZUNG JAMIR**

**BATCH OF 2018**

# Table of CONTENTS

PAGE 1 **EXCLUSIVE INTERVIEW**  
*In conversation with the recruiter.*



**MOBILIZATION** PAGE 2 - 3  
*Moving forward: The Mobilization story.*

**MOU SIGNED** PAGE 4 -  
*STRENGTHENING INDUSTRYY TIES*

**CAMPUS INTERVIEW** PAGE 5 - 6  
*Talent meets opportunity.*



PAGE 7 - 8 **ACHIEVEMENTS**  
*Milestones and Moments.*

PAGE 9 - 10 **VOICES OF VICTORY**  
*Journeys that Inspire.*



PAGE 11 - 12 **ACHIEVING PLACEMENT SUCCESS**  
*Placement success is not just about finding a job; it's about finding the right opportunity.*

PAGE 13 **ECTAAC TEAM SPOTLIGHT**  
*Journeys of learning and development.*

**CELEBRATIONS** PAGE 14  
*A moment of Joy, togetherness and Shared Smile.*



**EXTRA ACTIVITIES** PAGE 15  
*Beyond the routine, exploring talents through engaging extra activities.*

PAGE 16

**ECTAAC IN THE MEDIA**



**MR. MAHINDRA**  
HUMAN  
RESOURCE  
MANAGER

RADISSON BLU  
AHMEDABAD

# EXCLUSIVE INTERVIEW

Can you walk us through what a typical day looks like for a professional working in the hotel industry?

A typical day in the hotel industry is dynamic and guest-centric. It usually begins with a quick review of occupancy reports and guest feedback, followed by morning briefings with teams. Throughout the day, professionals engage in ensuring service excellence, handling guest queries, supervising operations, coordinating with other departments, and maintaining standards. No two days are the same, which keeps the work both exciting and challenging.

What are the most important qualities you look for in a hospitality professional?

The key qualities include a genuine passion for service, adaptability, strong communication skills, attention to detail, and a proactive attitude. A warm personality, patience, and the ability to handle pressure are also crucial in creating positive guest experiences and working effectively in teams.

How was your experience interviewing students at Eagle Crest?

It is always a good experience. The students displayed enthusiasm and showed good communication. With continued exposure and practical experience, they have strong potential to grow into successful industry professionals.

What key advice would you give to young professionals aspiring to build a successful career in the hospitality industry?

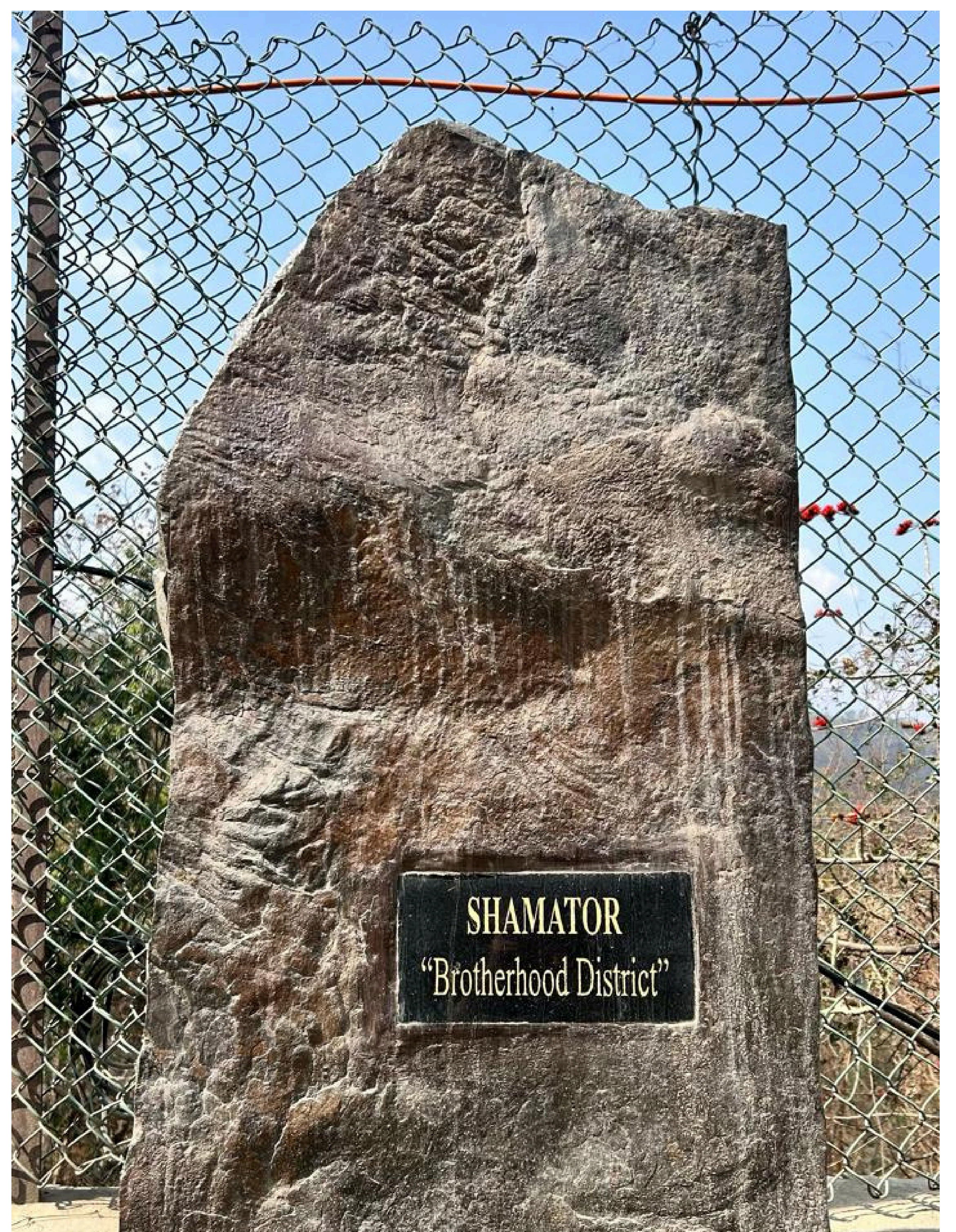
Be disciplined, open to learn and never underestimate the power of consistency and attitude. Prioritize guest satisfaction, embrace feedback, and always maintain professionalism.

# IGNITING CHANGE IN SHAMATOR: EAGLE CREST TEAM MOBILIZATION

In response to a special invitation from the Shamator District Administration, the Eagle Crest Team proudly joined a powerful mobilization drive under the national theme Beti Bachao, Beti Padhao, organized by the District Hub for Empowerment of Women.

This impactful initiative aimed to spark awareness, inspire action, and empower the local community, especially young girls and women. Through interactive sessions, motivational talks, and focused campaigns, the team emphasized the importance of education, gender equality, and self-development.

The vibrant response from the people of Shamator reflected a deep desire for growth and unity. This mobilization was not just an event; it was a turning point, a spark that lit the way toward lasting transformation and a celebration of the untapped potential within every girl and every community.



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# STRENGTHENING TIES: MOBILIZATION ACROSS SCHOOLS, COLLEGES, CHURCHES, AND UNIONS

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• Indisen Youth Ministry, Dimapur



• V K Town, Akuluto, Zunheboto



• Patkai Christian College, Job Fair



• Dimapur Government College



• MGM College, Dimapur



• Pfutsero Town Council, Pfutsero

# MOU SIGNED

## *Strengthening Industry Ties*

### **Global Window**

We are delighted to announce the signing of a Memorandum of Understanding (MoU) with Global Window ECTAAC Media Partner. This strategic collaboration marks a significant step toward enhancing our media outreach and global visibility. Through this partnership, we aim to leverage advanced media solutions and broaden our communication network, bringing greater exposure to our initiatives, events, and achievements. We look forward to a fruitful association that fosters innovation and shared growth.



### **Ao Kaketshir Mungdang(AKM)**

We are proud to announce the signing of a Memorandum of Understanding (MoU) with AKM (Ao Kaketshir Mungdang), the apex student organization representing the Ao community. This collaboration aims to foster mutual cooperation in areas of education, skill development, and youth empowerment. By joining hands with AKM, we hope to create impactful opportunities for students and promote initiatives that contribute to the growth and development of the community.



# CAMPUS INTERVIEW



Eagle Crest conducted a campus interview where top recruiters from the hotel and aviation industries participated. The event gave students a valuable opportunity to interact with industry professionals and secure job placements. It was a successful platform that highlighted the institute's commitment to career development and 100% placement support.

## HYATT HOTELS & RESORTS (23<sup>RD</sup> APRIL 2025)



Hyatt is a global hospitality company with over 1,350 hotels worldwide, guided by its purpose: To care for people so they can be their best.

## INDIGO AIRLINES (26<sup>TH</sup> MARCH 2025)



IndiGo is India's largest airline, known for its affordable fares, punctual service, and extensive domestic and international network. Founded in 2006, it operates over 2,200 daily flights with a modern, fuel-efficient fleet.

## JIO WORLD CENTRE MUMBAI (10<sup>TH</sup> FEBRUARY)



Jio World Centre, located in Mumbai's Bandra Kurla Complex, is a world-class hub for business, culture, retail, and entertainment. It houses India's largest convention centre, the Nita Mukesh Ambani Cultural Centre, luxury shopping at Jio World Plaza, and premium residences, all designed with sustainability in mind.

# CAMPUS INTERVIEW



## TAJ MAHAL PALACE, MUMBAI (18<sup>TH</sup> MARCH, 2025)



Taj Hotels is India's iconic luxury hospitality brand, known for its palaces, resorts, and warm Indian hospitality since 1902.

## THE OBEROI, MUMBAI (17<sup>TH</sup> FEBRUARY, 2025)



The Oberoi Hotels & Resorts is a luxury hotel group known for personalized service, elegant design, and exceptional hospitality. Founded in 1934, it operates premium properties across India and key international locations.

# ACHIEVEMENTS



## Imlitula Chang

• JWC, MUMBAI

Heartfelt congratulations to Miss Imlitula for being awarded 'Best Groomed' at her workplace in JWC Mumbai. Your dedication to excellence and personal presentation is truly commendable. We are proud of your achievement and the way you continue to represent us with grace and professionalism.



## TEMSUWAPANG

• TAJ, DUBAI

Congratulations to Mr, Temsuwapang for securing a placement at the prestigious Taj Dubai. Your journey from JW Marriott Mumbai to Taj Dubai is a true reflection of your hard work, dedication, and smart professionalism. Wishing you continued success and growth in this exciting new chapter. We are truly proud of you!



## Aowapang Imchen

• NOVOTEL CONVENTION CENTRE, HYDERABAD

Congratulations to Mr Aowapang for being recognized for Best Grooming at Novotel. Your attention to detail, professionalism, and commitment to excellence truly set you apart. Keep striving forward, this is just the beginning of greater accomplishments ahead. We're proud of you!



**SUCCESS IS THE SUM OF SMALL EFFORTS, REPEATED DAILY**



# ALEMCHIZUNG JAMIR



## WORLD CLASS INDIA, 2025 BARTENDING CHAMPIONSHIP

CONGRATULATIONS TO ALEMCHIZUNG JAMIR!

WE ARE PROUD TO SHARE THAT ALEMCHIZUNG JAMIR HAS SECURED THE 2ND RUNNER-UP POSITION AT THE WORLD CLASS INDIA 2025 BARTENDING CHAMPIONSHIP. HIS EXCEPTIONAL SKILLS, CREATIVITY, AND DEDICATION HAVE BROUGHT GREAT PRIDE TO OUR INSTITUTION. KEEP RAISING THE BAR!

# VOICES OF VICTORY

## JOURNEYS THAT INSPIRE.

Hi everyone, My name is Chandeno MEzung and I'm from Dimapur, Nagaland. Currently working with Indigo as a Cabin Attendant for a year and half. It still feels surreal to say that out loud - especially when I think about how it all began.

It took me four attempts to finally get selected as a Cabin Crew. And let me tell you - the road was far from smooth. It was a journey filled with self-doubt, setbacks and silent prayers. But I held on, trusting in God's timing.

Since earning my wings, life has changed in ways I never imagined. Life as a cabin crew is a mix of beauty and challenge. From early wake-up calls to back to back sectors, sleepless nights and to moments when you miss home more than words can say.

But it's also the breathtaking sunrise and sunsets from the Jumpseat, the spontaneous laughs with your colleagues and the pure joy of helping someone feel safe and seen in the sky.

It's a story of growth in patience, in confidence, in heart. Every take off brought a new story and every landing left me a little more grateful.

To Eagle Crest Institute - Thank you for being my launching pad. I'll always be grateful for your guidance, encouragement and belief in me when I needed the most.

And to every young dreamers out there - This is a path that demands resilience, hardwork and heart. But if you have the passion and preserverance, it will reward you in ways you can imagine.

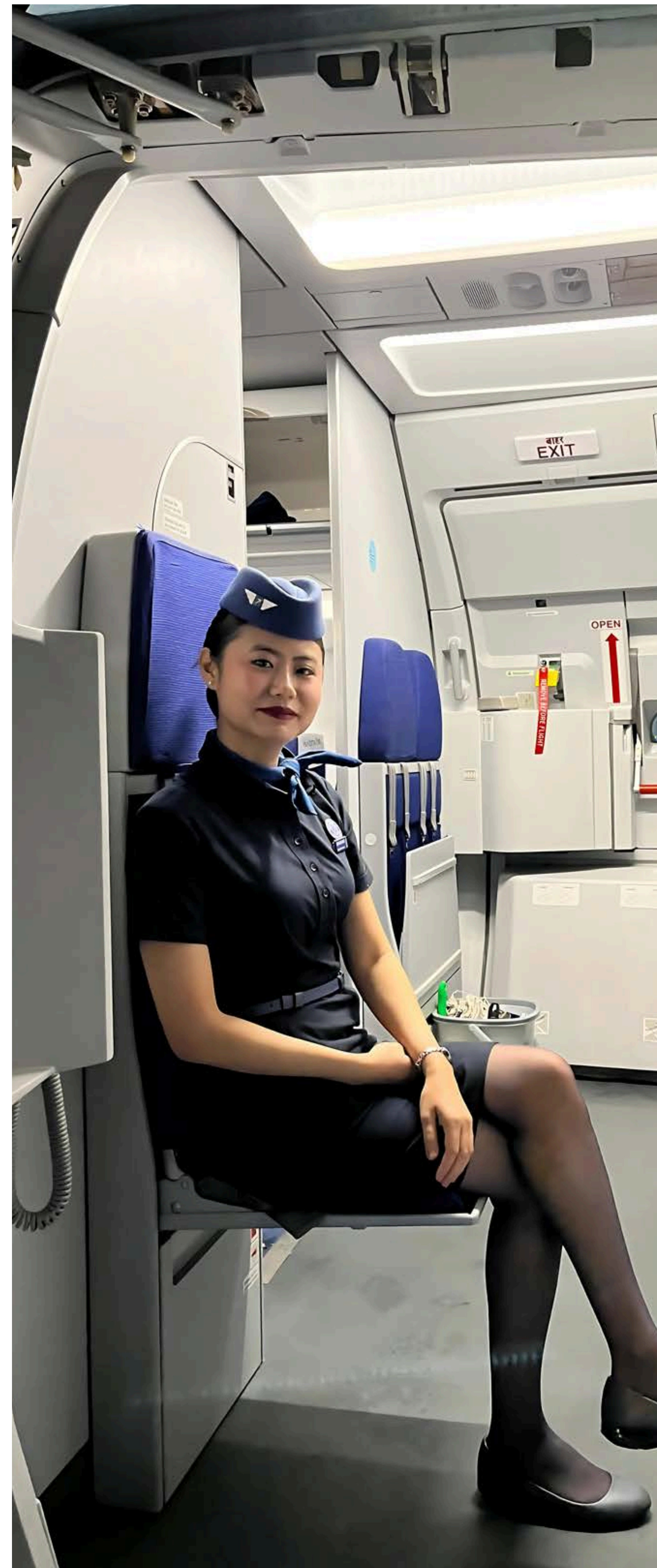
This journey of mine has been more than just flying from point A to B. It's been about connection, growth and deep appreciation for the little moments that happens 35,000 feet above the ground.



**OUR SERVICES**  
EAGLE CREST HOSTEL  
SERVICE

## CHANDENO MEZUNG

• Indigo Airline, Cabin Attendant



**OUR SERVICES**

SKILL SATURDAY



# VOICES OF VICTORY

## NITO

• Park Hyatt Hyderabad, Bartender



## JOURNEYS THAT INSPIRE.

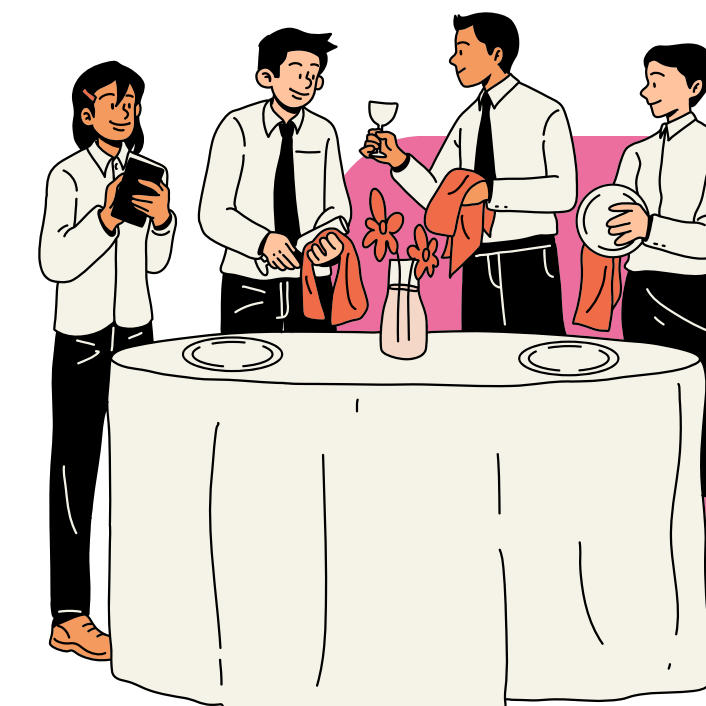
As I completed my two-month training at Eagle Crest Institute, I was selected to join the prestigious luxury 5-star hotel, Park Hyatt Hyderabad, where I began my journey as a waiter at the Asian restaurant, RIKA. Everything was new, new place, new people and I had so much to learn. There were many challenges ahead of me, but I chose to see each challenge as an opportunity to grow and become stronger.

After five months, driven by a keen interest in the bar, I made the decision to join the bar team and learn bartending. I truly enjoyed the work, crafting new cocktails, experimenting with ingredients. It was an exciting and fulfilling experience. Recently, I was promoted to the position of official bartender at RIKA restaurant, and I'm deeply grateful to Eagle Crest for guiding and supporting me in achieving this milestone.

With this, I want to encourage the youth out there: You've got this. Your dreams are worth pursuing, and your potential is truly limitless. Believe in yourself, embrace every challenge, and never stop learning and growing.



**OUR SERVICES**  
INDUSTRY  
FAMILIARIZATION TRIPS



**OUR SERVICES**  
OUTDOOR CATERING

# ACHIEVING PLACEMENT SUCCESS

Placement success is not just about finding a job; it's about finding the right opportunity.





**OUR SERVICES**

**BARISTA TRAINING**

# ACHIEVING PLACEMENT SUCCESS

Placement success is not just about finding a job; it's about finding the right opportunity.



**Jio World Centre, Mumbai**



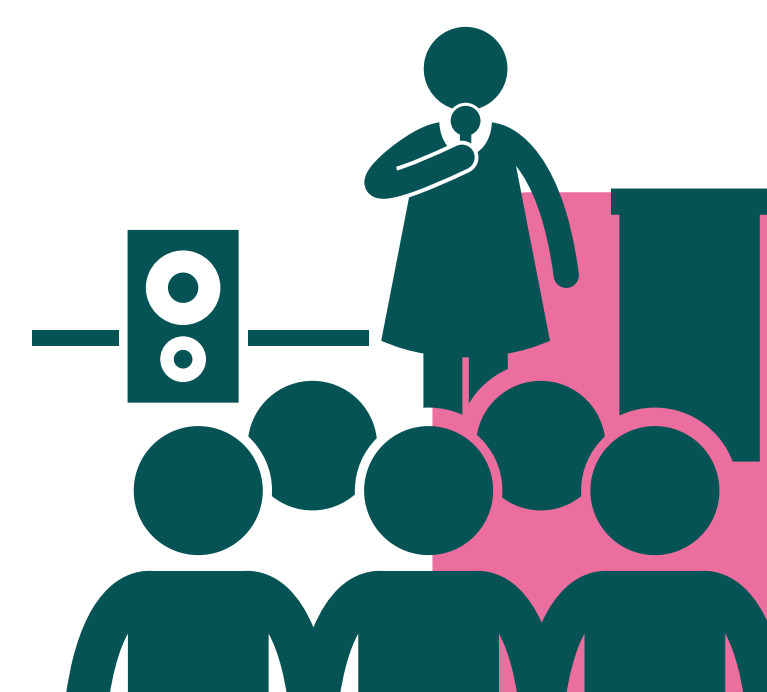
**Air India Airline**



**The Oberoi, Bengaluru**

## EXPERIENCE THE BEST OF THE BEST

Immerse yourself in top-tier opportunities and learn from the finest to achieve excellence in every aspect of your life.



**OUR SERVICES**

**PARENTS' & STUDENTS'**

**ORIENTATION**

# ECTAAC TEAM SPOTLIGHT

## EXCELLENCE THROUGH EXPERIENCE: A PROFESSIONAL EVOLUTION

Over the years, I have built a strong and versatile career foundation, progressing steadily from a customer-focused role in the spa and hospitality industry to more administrative and coordination-based positions. Beginning as a Spa Receptionist, I honed my interpersonal and service skills, which later supported my seamless transition into front-office roles at prestigious hotels like Radisson Blu and Hilton Shillim Estate Retreat & Spa.

With a growing passion for administrative excellence, I moved into the education and training sector as an alumnus of Emporium Training & Consultancy Pvt. Ltd., where I have taken on increasing responsibilities—from Front Office Executive to Student Coordinator. Throughout my career, I have demonstrated a commitment to continuous learning, adaptability, and providing the highest level of service, ensuring that every task is completed with professionalism and precision.

This journey reflects my growth from hands-on guest servicing to a dependable administrative professional contributing significantly to organizational success.

"Committed to continuing this journey of growth and excellence."



**JUKOM KHAMNIUNGAN**  
Student Coordinator  
ECTAAC



**ALBERT PATTON**  
Strata Manager, ECTAAC

## FROM GRADUATION TO GROWTH: MY EAGLE CREST EXPERIENCE

As a fresh graduate, I began my professional journey with a strong desire to learn and grow. Joining Eagle Crest Training Academy & Consultancy in 2019 marked a pivotal moment in my career. My time with the organization has been truly transformative filled with enriching experiences, diverse responsibilities, and invaluable learning opportunities that have shaped me into the professional I am today.

From hands-on outdoor engagements to serving across multiple roles, each responsibility has played a vital role in my personal and professional development. I am sincerely grateful for the solid foundation Eagle Crest has provided and remain optimistic about continued growth and success. I extend my best wishes to my colleagues and the organization for a bright and prosperous future.

Heartfelt congratulations to Mr. Temjenwapang and his beloved wife Mrs Atsino on your wedding(14th March 2025) May your journey together be filled with unconditional love, shared dreams, and beautiful memories. Wishing you a lifetime of happiness, laughter, and togetherness.



# CELEBRATIONS

A moment of Joy, togetherness and Shared Smile.

**Celebrating Our Stars!**



**Jettina Jamir** 7th April

A very special birthday wish to our CEO's beloved daughter, who has contributed so much to our office functions with her grace and enthusiasm. May your day be as bright and beautiful as your smile, and may the year ahead bring you love, happiness, and endless success.



**L Asheli Yepthomi**

10th May  
**Aviation Trainer**



**Albert Patton**

18th May  
**Strata Manager**



**Temjenwapang**

11th June  
**Hospitality Trainer**



**Yatilo Rengma**

15th June  
**JR. IT Assistant**

At Eagle Crest, we cherish every member of our team. Here's to our amazing colleagues celebrating their birthdays. May your year ahead be filled with success, happiness, and memorable moments.

Happy Birthday to each of you. Thank you for being the heart of our team!

# EXTRA ACTIVITIES

Beyond the routine, exploring talents through engaging extra activities.

Reset 20/20

International Women's Day



## EDUCENTRE

International Women's Day



## Kicking It Off

Afterwork Football Showdown - Students vs Staff!



## ECTACC

International Women's Day



St. Joseph University, Sovima

Panel Discussion (Ignite fest 2025)



St. Joseph's Global School, chumoukedima

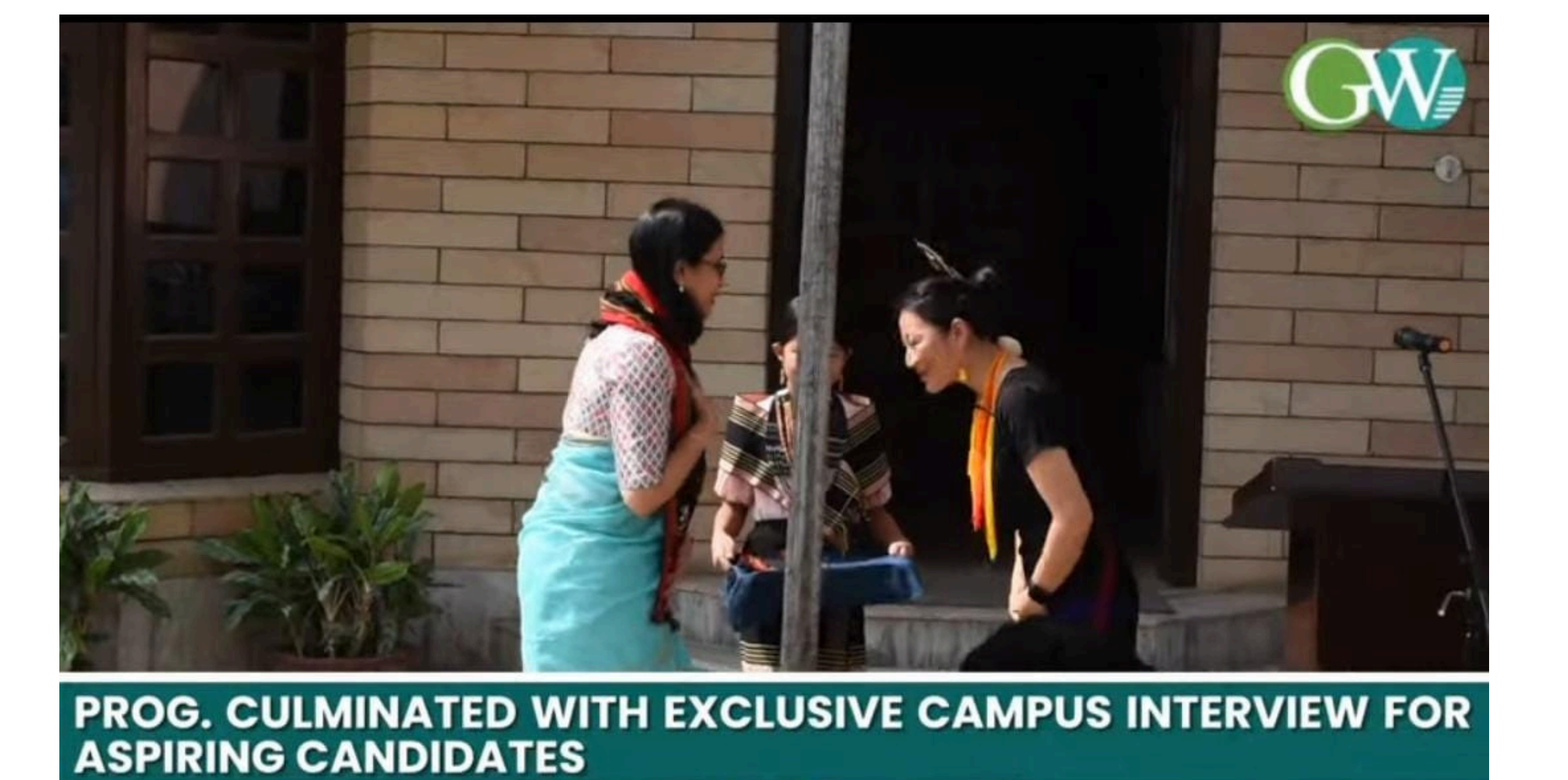
Kindergarten Graduation Day



# ECTAAC IN THE MEDIA

ECTAAC Electronic Media Coverage Update.

ECTAAC received strong coverage from its media partner through online platforms. Key sessions, guest interviews, and event highlights were broadcast, ensuring wide visibility and public engagement across various regions



**As we conclude this edition, we hope you found valuable insights and inspiration for your journey in the Hospitality, Aviation, and Cruise industry. Stay connected with us for more updates, success stories, and expert advice.**

# COMING UP NEXT

A Special Feature: In-Depth Interview with an Official Representative of the Government of Nagaland.

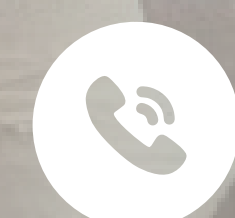
**We'd love to hear from you! Share your thoughts, feedback, or success stories at [@eaglecrestinstitute](https://www.instagram.com/eaglecrestinstitute)**



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The pinned locations on the map highlight the regions across Nagaland where Eagle Crest Team has extended its professional outreach and services

