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Department of Computer Science & Technology

Report on Industrial Tour to Deloitte and Hidden Castle

Introduction: As part of our academic curriculum, an industrial tour was organized to provide practical exposure to real-world business operations, infrastructure management, and service industry practices. The visit aimed to enhance the students' understanding of operational domains such as customer service, facility management, and sustainability practices, which are vital in the modern business landscape.



The tour was conducted on 18th February 2025, with approximately 50 students of B.Tech, MCA & M.Tech and faculty members attending. The visit included two key locations: **Deloitte** (a global leader in consulting, audit, and advisory services) and **Hidden Castle** (a renowned player in the hospitality and tourism industry).

Visit to Deloitte: The visit to Deloitte offered students a comprehensive view of how a global consulting firm operates across various domains, such as finance, strategy, risk management, and human capital management. We were introduced to Deloitte's methodologies in managing large-scale projects, client relations, and employee engagement, providing an in-depth look at their business processes and innovations. A guided session by the firm's senior executives discussed key management strategies, the importance of data analytics, and how technology is integrated into service delivery.



Key Takeaways from Deloitte:

- Understanding of the consulting industry and how Deloitte supports clients with risk management and technology solutions.
- Insight into Deloitte's corporate culture, emphasizing innovation, collaboration, and sustainability in the workplace.
- Exposure to practical knowledge in project management, client service excellence, and corporate responsibility.

Visit to Hidden Castle: Hidden Castle is well-known for its unique architectural designs and operational excellence within the hospitality and tourism industry. The students learned about the integration of innovative management strategies and the importance of customer engagement in the hospitality sector. Hidden Castle also showcased its sustainability practices, particularly in resource management and minimizing the environmental footprint.





A tour of the facilities was followed by a briefing from the management team, which highlighted how the company ensures quality service and delivers an exceptional customer experience. The operational insights from the hotel's facility management, customer service, and sustainable practices helped students understand the critical elements that contribute to success in the tourism industry.

Key Takeaways from Hidden Castle:

- In-depth understanding of the hospitality industry, focusing on operational excellence and customer service strategies.

- Practical insights into sustainable practices and eco-friendly initiatives in the tourism sector.
- Awareness of how customer experience and engagement are managed in high-end hospitality services.

Conclusion: The industrial tour to Deloitte and Hidden Castle was highly enriching and beneficial for the students. It provided practical knowledge of both the service industry and management practices, which will be valuable in their academic and professional pursuits. The exposure to real-world operations, facility management, customer service excellence, and sustainability practices has enhanced their understanding of key business strategies and global industry trends.

We would like to extend our sincere gratitude to both Deloitte and Hidden Castle for their hospitality and insightful sessions during the tour. This experience will undoubtedly have a lasting impact on the students' learning journey.

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