

St. Xavier's College

Managed by the Diocesan Society of Education
Re-accredited by NAAC (4th cycle) with A grade
Awarded the status of "College with Potential for Excellence" by UGC (2004)

In Collaboration with Goa Chamber of Commerce and Industry

One Day National Seminar

Recovery To Resilience in the Service Sector: Innovations and Sustainable Pathways for Transformation



25th March 2026

Organized by

IQAC

Department of Commerce

**Department of Bachelor of Business Administration &
Department of Bachelor of Business Administration (Travel & Tourism)**

ABOUT GOA

Goa, located on India's western coast, is renowned for its unique blend of rich heritage, scenic landscapes, and unique culture. With a history shaped by Portuguese influence, the state is home to magnificent churches, temples, forts, and architectural marvels that reflect its diverse past. Its pristine beaches, lush hinterlands, and vibrant local traditions create an environment that is both inspiring and rejuvenating.

ABOUT THE COLLEGE

Nestled atop a picturesque hillock in Mapusa, St. Xavier's College is one of North Goa's premier institutions for higher education. With a vibrant student community of nearly 3,000, the College offers diverse programs across the faculties of Arts, Science, Commerce and Management Studies. Established in 1963, it recently celebrated its Diamond Jubilee, marking six decades of academic excellence.

The Department of Commerce, founded in 1993, has since grown into a dynamic centre of learning. With a team of highly qualified and dedicated faculty, the department fosters a holistic understanding of commerce. Its alumni have excelled across state, national and international arenas, making significant contributions in finance, entrepreneurship, education, marketing, banking, insurance, hospitality and beyond.

Departments of BBA and BBA(Travel & Tourism) were founded in the year 2007 and have since set the benchmark for business education in the State of Goa with a host of alumni making waves nationally and internationally in business and entrepreneurship.

ABOUT GCCI

Goa Chamber of Commerce & Industry (GCCI) is Goa's premier non-profit business, support-services and networking organization which represent and liaise with SME's, Corporate Organisations and government bodies. St. Xavier's College, Goa has a partnership with the Goa Chamber of Commerce & Industry (GCCI) through a Memorandum of Understanding (MoU).

ABOUT THE SEMINAR

The concurrent developments in the service sector has significantly transformed it, creating new challenges while accelerating innovation and digital adoption. In the aftermath of Pandemic, the proposed seminar on "Recovery to Resilience in the Service Sector: Innovations and Sustainable Pathways for Transformation" is timely and highly relevant for academics, service professionals, and students.

The seminar aims to foster knowledge exchange, strengthen academic networks, and bridge the gap between theory and practice

The seminar seeks to examine the role of entrepreneurship, innovation, and policy support in driving inclusive and sustainable growth. It also focuses on resilience strategies and sustainable practices that enable service organizations to manage risks and ensure long-term stability. Emphasis is placed on human capital development, workforce reskilling, and customer-centric service excellence in the evolving business environment. By bringing together diverse stakeholders, the seminar aims to facilitate knowledge exchange and critical discussions. It will help bridge the gap between academia and industry. Ultimately, the seminar contributes to strengthening the service sector's capacity for recovery, resilience, and sustainable transformation.

To examine how service organizations can build resilient, sustainable, and customer-centric operations through innovation, human capital development, and supportive policies for long-term post-pandemic growth.

REGISTRATION DETAILS

UG / PG Students: Rs. 500 /-

Research Scholars: Rs. 1000 /-

Faculty/Industry / Others : Rs. 1500 /-

Participants may register for the seminar via the following QR Code

SCAN TO REGISTER



Registration fees are payable through NEFT in favour of:

The Principal, St. Xavier's College,

Mapusa – Goa

By 8th March 2026.

Account Details:

Account Number: 1683133661

Bank: Central Bank of India

Branch: St. Xavier's College,

Mapusa, Goa.

IFSC Code: **CBIN0284049**

PAPER PRESENTATION

We invite submissions of abstracts and full papers aligned with the seminar theme for presentation.

Indicative Sub-Themes:

- Resilience Strategies and Sustainable Practices in the Service Sector
- Entrepreneurship, Innovation, and Policy Support
- Human Capital Development and Customer-Centric Service Excellence

Guidelines:

1. The manuscript submitted should be between 3000 to 5000 words, as an MS Word document, formatted with 1.5 line spacing, Times New Roman style font size 12, normal margins, and APA style of referencing.
2. The manuscript should be accompanied by an abstract of approximately 250 words along with the keywords.
3. The submission should contain a title page with the title, name(s) of the author(s), affiliation(s), e-mail address, and contact number of each author.
4. The abstract and full paper may be sent to: commerce@xavierscollegegoa.ac.in
5. All papers will be reviewed and undergo a plagiarism test for acceptance.
6. Decision of the organizers will be final and binding

Please Note: Registration fees includes tea and lunch; No TA/DA will be provided.

Important Dates:

Abstract Submission Deadline: 28th February 2026

Full Paper Submission Deadline: 8th March 2026

LOCATION AND ACCESS INFORMATION

From Dabolim Airport: 41 km to Xavier's College
From Mopa Airport: 20 km to Xavier's College
From Thivim Railway Station: 10 km to Xavier's College
From Margao Railway Station: 49 km to Xavier's College
From Vasco Railway Station: 43 km to Xavier's College

Accommodation in the Vicinity

- 1) Hotel Satyaheera, Mapusa, Goa
Contact No: +91 8888059999
- 2) Mapusa Residency, Mapusa, Goa
Contact No: +91 7887897523
- 3) Boshan Hotels, Mapusa, Goa
Contact no: +9272083001/ 9112233889

ORGANIZING COMMITTEE

Patron Fr. Antonio Salema Administrator St. Xavier's College, Goa	Chairperson Ms. Ursula Barreto Officiating Principal St. Xavier's College, Goa	Advisory Chairperson Ms. Pratima Dhond President GCCCI
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Vice Principal Prof. Filipe Rodrigues e Melo Head, Department of Commerce	Vice Principal Ms. Sandra Fernandes Department of Computer Science
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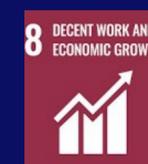
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Team Members

Prof. Carmelita D'Mello Prof. Oscar Braganza e Melo Ms. Maria Difa Fernandes Ms. Sumina Da Costa Mr. Herwin Furtado Dr. Santana Fernandes Mr. Vernon Desa Ms. Charmaine Dias Ms. Sarita Mahale Ms. Chelsea Martins Ms. Purva Chodankar Ms. Megan Fernandes	Mr. Carmelito G. Desouza Ms. Mumtaz Mendonca Ms. Sandra Fernandes Ms. Zarina Chawdari Ms. Kimberly Barros Ms. Victorya Rodrigues Ms. Swizel Alphonso Ms. Elvira Dsouza Ms. Enajia Fernandes Ms. Sumita Maulingkar Ms. Ruchi Naik Ms. Rubhesha Kauthankar
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TENTATIVE PROGRAMME SCHEDULE

TIMING	SESSION
9:00 a.m. - 9:30 a.m.	Registration
9:30 a.m. - 10:00 a.m.	Inaugural
10:00 a.m. - 11:00 a.m.	Keynote Address
11:00 a.m. - 11:15 a.m.	Tea Break
11:15 a.m. - 12:30 p.m.	Technical Session I
12:30 p.m. - 1:30 p.m.	Technical Session II
1:30 p.m. - 2:30 p.m.	Lunch Break
2:30 p.m. - 3:45 p.m.	Technical Session III
2:30 p.m. - 3:45 p.m.	Paper Presentations
3:45 p.m. - 4:00 p.m.	Tea Break
4:00 p.m. - 4:30 p.m.	Valedictory



We support the Sustainable Development Goals (SDGs).