

BACHELOR OF HOTEL MANAGEMENT
Choice Based Credit System (C.B.C.S) Syllabus and Scheme of Examination
(with effect from the academic year 2015-16)

FIFTH SEMESTER

| Subjects | Teaching Scheme | | | | | | | | | |
|---------------------|-----------------|------------------|-----------|------------|------------|-------|------------|------------|-------|---------|
| | The ory Hrs | Pra c. per wee k | Theory | | | | Practical | | | |
| | | | Sub. Code | Marks | | | Marks | | | |
| | | | | Inte rna l | Ext ern al | Total | Inte rna l | Ext ern al | Total | |
| | | | | | | | | | | Credits |
| <i>PRACTICAL</i> | | | | | | | | | | |
| INDUSTRIAL TRAINING | - | - | BHM 501 | - | - | - | 50 | 150 | 200 | 8 |
| | | | | | | | | | | |

BHM 501

INDUSTRIAL TRAINING

1. Exposure to Industrial Training is an integral part of the 3rd year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
2. Attendance in the 3rd year would be calculated separately for the two components of institute training and industrial training as per rules. Industrial Training will require an input of 102 working days i.e. (17 weeks x 6 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
3. For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
5. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL TRAINING (17 WEEKS)

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should maintain the training logbook up-to-date.
- 3 should be attentive and careful while doing work.
- 4 should be keen to learn and maintain high standards and quality of work.
- 5 should interact positively with the hotel staff.
- 6 should be honest and loyal to the hotel and towards their training.
- 7 should get their appraisals signed regularly from the HOD's or training manager.
- 8 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 should attend the training review sessions / classes regularly.
- 10 should be prepared for the arduous working condition and should face them positively.
- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks, logbook and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure that change of I.T. batch is not permitted.
- 11 should ensure trainees procure training completion certificate from the hotel before joining institute.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers/supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and—in all probability—their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees**

achieve maximum potential, they will build the foundations for a successful career.

Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, log book etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure issue of completion certificate to trainees on the last day of training.

Industrial Training

| | | |
|---|---|---|
| Very effective in analyzing situation and resourceful in solving problems | Demonstrates ambition to achieve progressively. | 5 |
|---|---|---|

PERFORMANCE APPRAISAL FORM(PAF) Krishna Teja College of Hotel Management

| | |
|--|---|
| Name of student: ----- | |
| Institute :KTCHM ----- | Duration:4weeks(24 working days) |
| Name of the Hotel: ----- | From ----- To ----- |
| Department : F&BS / FP / HK /FO | |

Appearance

| | | |
|---|---|--|
| Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands | 5 | |
| Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands | 4 | |
| Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands | 3 | |
| Untidy hair, Creased ill kept uniform, Hands not clean at times | 2 | |
| Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails | 1 | |

Punctuality / Attendance (days present out of 30 days)

| | | |
|---|---|--|
| On time, Well Prepared, Ready to commence task, Attendance Excellent 100% | 5 | |
| On time, Lacks some preparation but copes well, Attendance Very good 90% | 4 | |
| On time, Some disorganized aspects-just copes, Attendance Regular 80% | 3 | |
| Occasionally late, Disorganized approach, Attendance irregular | 2 | |
| Frequently late, Not prepared, Frequently absent without excuse 50% | 1 | |

Ability to Communicate (Written / Oral)

| | | |
|---|---|--|
| Very confident, demonstrates outstanding confidence & ability both spoken/written | 5 | |
| Confident, Delivers information | 4 | |
| Communicates adequately, but lacks depth and confidence | 3 | |
| Hesitant, lacks confidence in spoken / written communication | 2 | |
| Very inanimate, unable to express in spoken or written work | 1 | |

Attitude to Colleagues / Customers

| | | |
|---|---|--|
| Wins / retains highest regard from colleagues has an outstanding rapport with clients | 5 | |
| Polite, considerate and firm, well liked. | 4 | |
| Gets on well with most colleagues, Handles customers well. | 3 | |
| Slow to mix, weak manners, is distant has insensitive approach to customers | 2 | |
| Does not mix, relate well with colleagues & customers | 1 | |

Attitude to Supervision

| | | |
|---|---|--|
| Welcomes criticism, Acts on it, very co-operative | 5 | |
| Readily accepts criticism and is noticeably willing to assist others. | 4 | |
| Accepts criticism, but does not necessarily act on it. | 3 | |
| Takes criticism very personally, broods on it. | 2 | |
| Persistently disregards criticism and goes own way. | 1 | |

| | | | |
|--|---|---|--|
| Shows ready appreciation and willingness to tackle problem | Positively seeks to improve knowledge and performance | 4 | |
| Usually grasps points correctly. | Shows interest in all work undertaken. | 3 | |
| Slow on the uptake. | Is interested only in areas of work preferred | 2 | |
| Rarely grasps points correctly. | Lacks drive and commitment. | 1 | |

Initiative / Motivation

Reliability / Comprehension

Responsibility

| | | |
|--|---|--|
| Is totally trust worthy in any working situation? Understands in detail, why and how the job is done | 5 | |
| Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done. | 4 | |
| Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand | 3 | |
| Cannot be relied upon to work without supervision. Comprehends only after constant explanation. | 2 | |
| Requires constant supervision. Lacks any comprehension of the application. | 1 | |

Quality of Work

| | | |
|--|---|--|
| Actively seeks responsibility at all times | 5 | |
| Very willing to accept responsibility. | 4 | |
| Accepts responsibility as it comes. | 3 | |
| Inclined to refer matters upwards rather than make own decision. | 2 | |
| Avoids taking responsibility. | 1 | |

| | | |
|--|---|--|
| Exceptionally accurate in work, very thorough usually unaided. | 5 | |
| Maintains a high standard of quality | 4 | |
| Generally good quality with some assistance. | 3 | |
| Performance is uneven. | 2 | |
| Inaccurate and slow at work. | 1 | |

Quantity of work

| | | |
|---------------------------------|---|--|
| Outstanding in output of work. | 5 | |
| Gets through a great deal. | 4 | |
| Output satisfactory. | 3 | |
| Does rather less than expected. | 2 | |
| Output regularly insufficient | 1 | |

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ **Signature:**

Designation of Appraiser: _____ **Date :**

Signature of Student: _____ **Date :** _____

RESEARCH PROJECT

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the effect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.