### HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR

Lal Taki Road, Ahmednagar - 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

## Criterion 1 - Curricular Aspects (100)

### Key Indicator - 1.3 Curriculum Enrichment (30)

1.3.1. Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the Curriculum

Sr. No.	List of Documents	Page No.	
1	List of courses integrate human values, professional ethics, and environment concerns	1	
2	Course syllabus copies related to human values, professional ethics, and environment concerns	2	
3	Gender Issues - Photos of girls and boys working together	18	
4	Appreciation letters received by students during their trainings	21	
5	Photo of campus representing green environment	25	
6	Activities reports representing human values, professional ethics, and environment concerns Wachan Prerana Diwas - Sadbhavana Diwas - Diwali Donation	26	

### Ahmednagar Jilha Maratha Vidya Prasarak Samaj's

# INSTITUTE OF

# HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR

Lal Taki Road, Ahmednagar - 414 001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affilliated to S.P.Pune University
AICTE No. F 421 / MS - 16 / APR (HM) / ET / 96 INST.CODE NO. C001863

Ref. No.:

Date:

/ /20

1.3.1 Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability into the Curriculum

Courses in syllabus addressing Gender, Environment and sustainability, Human Values and Professional Ethics					
Issue Addressed	Course Code and Name	Program and Pattern	Class	Semester	
Human Values	HS109 – Development of Generic Skills	B.Sc.HS (2019)	1st Year	I	
Environment and sustainability	HS303 – Accommodation Operations - I	B.Sc.HS (2019)	2 <sup>nd</sup> Year	Ш	
	HS503 – Advanced Accommodation Operations - I	B.Sc.HS (2019)	3 <sup>rd</sup> Year	V	
Professional	HS308 - Communication Skills - I	B.Sc.HS (2019)	2 <sup>nd</sup> Year	III	
Ethics	HS508 - Communication Skills - II	B.Sc.HS (2019)	3 <sup>rd</sup> Year	V	
	C603 – Human Resources Management	BHMCT (2019)	3 <sup>rd</sup> Year	VI	
	HS101 – Food Production – I	B.Sc.HS (2019)	1st Year	I	
	HS102 – Food and Beverage Service	B.Sc.HS (2019)	1 <sup>st</sup> Year	I	

I/c. Principal Institute of

Hotel Management & Catering Technology Lal Taki Road, AHMEDNAGAR-414 001 Subject : Human Resource Management

Subject Code : C603

Subject Credits : 03

Semester : VI

Teaching Sch	eme per week
Theory	Total
03 hours	03 hours

Internal Exam	nal Examination Scheme Exter		I Examination Scheme External Examination Scheme		T1311
Concurrent	Total Internal Marks	Theory	Total External Marks	Total Marks	
30	30	70	70	100	

#### Rationale:

The competitive edge of an organization lies in human factors and needless to say as hospitality is the people business so it becomes all the more important. Irrespective of the level or the specialization, HR skills are required by all managers for successful careers. To sustain growth in the hospitality industry, it is crucial to source talented manpower, retain it and keep it motivated and satisfied. Happy and committed employees create goodwill for companies and create delighted customers. Studying Human Resource Management would help students to understand the HR implications in service industry, challenges faced and various competencies required by today's HR professionals.

Chapter - 1	Introduction to HRM	Hours N	Marks
1	.1 Introduction to Human Resource Management,	02	04
	definition and evolution		
1	.2 Role , Nature & Characteristics of HR		
1	.3 Need for HRM in the Service Industry		
Chapter - 2	<b>Human Resource Planning in Hospitality</b>	08	12
2	.1 Manpower Planning- Concepts, techniques and need		
2	.2 Job Analysis, Job Description & Job		
	Specification – format,		
2	.3 Need and importance		
	.4 Recruitment – sources and modes		
Chapter - 3	<b>Human Resource Development</b>	05	12
-	.1 Definition and Characteristics	STIFIES	
	.2 Orientation & Induction	(8) (S)	
3	3.3 Training – Need & Importance	O SINCIPAL *	
1	.4 Training Process, need assessment, training	* PRINCT	
	Programs	RUE	119

	3.5	Methods and types of Training - need based and		
	5.0	refresher		
Chapter -	- 4	Performance Management & Appraisal	06	12
	4.1	Performance Management - Need and		
		importance		
	4.2	Performance Appraisal - Purpose, Methods and		
		errors		
		Career management - Promotion & Transfers		
	4.4	Counselling	00	00
Chapter -		Performance & Job Evaluation	08	08
		Performance evaluation and its objectives		
	5.2	Job Evaluation – concept and objectives,		
	<i>5</i> 2	methods and benefits		
	5.3	Limitations of Job Evaluation		
	5.4			
Chanton	6	implementation in Hotels Compensation Administration	08	10
Chapter	6.1	Objectives of Compensation Administration	00	10
		Types of compensation – direct and indirect		
	6.3	Factors influencing compensation administration		
	0.5	- external and internal, concept of Cost to		
		Company (CTC)		
	6.4	Steps in formulation of compensation		
	6.5			
	0.0	and skill based pay, broad banding		
	6.6	Fringe Benefits - Objectives and Forms		
Chapter		Grievances & Discipline	04	06
Chapter	7.1	Grievance Handling - Identifying Causes		
	7.2			
	7.3			
	7.4	Women grievance committee-importance, role,		
		functions		
Chapte	er - 8	Labour - Management Relations	04	06
	8.1	Trade Unions - Concept, Objectives & Functions		
	8.2	Collective Bargaining		
	8.3			
	8.4			
		prevention, retention strategies formulated and		
		successfully implemented by hotels ( at least one		
		case study for discussion)		
		Total	45	70

**Recommended Assignments:** A minimum of 03 assignments to be submitted by students by the end of the semester on following topics.

1. Training needs assessment of any department in a hotel and types of training in the hospitality industry.

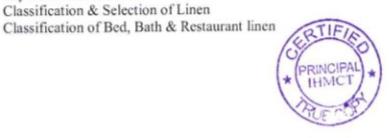
: ACCOMODATION OPERATIONS - I Subject : HS 303 Subject Code Subject Credits : 04 Semester : III Course Outcomes: · Establish the importance of Rooms Division Principles within the hospitality 2. Learn basic skills and knowledge necessary to successfully identify the required standards in this area Understand all aspects of cost control and establishing profitability. SECTION - I Hours 02 Chapter 1 Contract Cleaning Definition, Concept 1.1 Jobs given on contract by Housekeeping 1.2 1.3 Advantages & Disadvantages 1.4 Pricing a contract 04 Chapter 2 Pest Control Definition of Pests. 2.1 2.1 Types of Pests Preventive and Control Measures of common pests - (Bed Bugs, Carpet 2.2 Beetles, Fabric moths, Mosquitoes, Fungi ,Silverfish, Cockroaches, Mice and 03 Safety & Security Processes Chapter 3 Potentially Hazardous Conditions 3.1 Safety Awareness- Importance of Safety and Security. 3.2 Safety of Guest Property, Hotel Property 3.3 Accidents: Causes & Prevention 3.4 First Aid and its remedies 3.5 3.6 Fire safety 3.7 Role of Security Department 05 Environment practices in Housekeeping Chapter 4 Introduction to Green Housekeeping 4.1 Eco friendly practices followed by Housekeeping 4.2 Waste Reduction Programs 4.3 4.4 Recycling of Materials

Chapter 5

5.1.

5.2. 5.3. Linen & Uniform room Layout of Linen Room

Classification & Selection of Linen



06

- V.P.O., Allowance vouchers and Miscellaneous vouchers
- Dealing with guests at the hospitality desk (enhancing the guest experience)
- Situation handling (Death, Theft, Fire, Guest complaints)

Subject: Communication Skills I

Subject Code: HS 308 Subject Credits: 02

Semester: III

#### Course Outcome:

- C1 Introduction to an important skill Communication
- C2 Understand the importance and application of Communications skills in daily life
- C3 Background and practice of listening, speaking, reading, writing skills
- C4 Be well versed with Group Discussions and Personal Interviews
- C5 Understand the concept of Body Language and its importance and application in the hotel industry

			Hours
Chapter	- 1	Nature and Process of Communication	05
	1.1	Introduction to Communication - meaning and scope	
	1.2	Objective and principles of communication	
	1.3	Features of communication	
	1.4 Process of communication		
	1.5	Attributes of culinary professional	
Chapter	- 2	Types of Communication	03
•	2.1	Categories of communication - Interpersonal communication - Mass communication	
	2.2	Forms of communication  - Verbal communication  a. Oral communication  b. Written communication  - Non-verbal communication	
	2.3	Formal and Informal communication  - Vertical vs Horizontal communication  - Inter vs Intra communication	
Chapter	-3	Barriers of effective communication	04
•	3.1	Defining barriers of communication	
	3.2	Types of Barriers:  Physical or Environmental barriers  Semantic and Language barriers  Personal barriers  Emotional or Perceptional Barriers  Socio-psychological barriers	\

		· Physiological or Biological Barriers	
		· Cultural Barriers	
		· Organizational Barriers	
Chapter -	4	Listening skills	04
	4.1	Meaning of listening v/s hearing	
	4.2	Types of Listening (theory / definition)	
	4.3	Tips for Effective Listening	
	4.4	Traits of good listening	
	4.5	Listening to Talks and Presentations	
Chapter 5	;	Oral Communication	06
	5.1	Meaning, Importance, Advantages and Disadvantages of oral communication	
	5.2	Essential qualities of a good speaker	
	5.3	Extempore, Debate and Elocution	
	5.4	Group Discussions	
	5.5	Interview Techniques	
	5.6	Speech and Presentations	
Chapter 6	5	Body Language	02
	6.1	6.1 Introduction to body language	
	6.2	6.2 Understanding body language with examples	
Chapter 7	7	Written communication skills	04
	7.1	7.1 Meaning, Importance, Advantages and Disadvantages of	
		written communication	
	7.2	Letter writing - (letters of inquiry and booking of a banquet or a room, complaint, apology, leave and appreciation), Letters (Applying for a job with resume, Letter of quotation and order)	
	7.3	Writing a synoptic summary, case study, report writing, memo, notice, circular, agenda, minutes.	
	7.4	Writing emails and etiquette	
	7.5	Note making, writing a log book	
	7.6	Travelogue and Restaurant Reviews	
	7.7	Print – creative article writing, advertisement and promotions by means of posters, pamphlets, tentcards etc.	
Chapter	8	Trending Hospitality Communication	02
	8.1	Formal Conversation	
	8.2	Telephone etiquette	
	8.3	Hotel Phraseology	
	8.4	Using charts and diagrams	
			30

#### Assignments:

2 assignments for 5 marks each to be given on any of the following:

- · Book review and presentation
- Presenting a Case Study related to Hospitality Industry
- Communication Activities/Games to highlight Listening skills, Barriers to Communication, Charts, Diagrams etc.
- · Visiting a pre-decided restaurant and writing a restaurant review

Subject : ADVANCED ACCOMODATION OPERATIONS - I

Subject Code : HS 503

Subject Credits : 04 Semester : V

#### Course Outcome:

1 To establish the importance of Rooms Division within the hospitality Industry.

2 To prepare the students to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in accommodation area

3 To teach students managerial decision-making aspects of this department.

#### SECTION I

Chapt	ter – 1	Interior Decoration	Hours
	1.1	Importance & Definition	06
	1.2	Principles of Design	
	1.3	Elements of Design - Line/ Form/ Color / Texture	
Chapte	er – 2	Refurbishing & Redecoration	06
	2.1	Definition	
	2.2	Factors to be kept in mind while Refurbishing & Redecoration	
	2.3	Redecoration- Prior & Post Redecoration Procedures	
	2.4	Snagging list and its Importance	
Chapte	er – 3	Gardening & Horticultural aspects in Housekeeping	06
3.1		Types of Garden	
3.2		Care and Maintenance of Indoor and Outdoor Plants.	
Chapte	er 4	Budget & Budgetary Control	06
	4.1	Definition, Concept & importance	
	4.2	Types of Budgets - operating & capital	
	4.3	Housekeeping Room Cost	
Chapte	er 5	Purchasing System	06

Plan a landscaped area for a 5 star hotel

#### Section II:

- Upselling through e- concierge (emails)
- Upselling ,suggestive selling , concierge Role Play
- · Formats of Night Audit Process.
- Overbooking
- Preparing forecast sheets of a week and a month
- Preparation of Brochure for
  - · Heritage Hotel
  - Business Hotel
  - Resort

Subject : Communication Skills II

Subject Code : HS 508

Subject Credits : 02

Semester : III

#### Course Outcome:

- C1 Introduction to the concept of personality and develop personality
- C2 Understand the nuances of power point presentation
- C3 Managing self and optimizing potential
- C4 Understand recruiters' expectations and prepare to meet the standards
- C5 Understand the concept of teamwork and its importance and application in the hotel industry

		Hours
Chapter - 1	Personality Profile	05
1.1	Personality defined	
1.2	Elements of personality	ERTIFIA
1.3	Determinants of personality	PRINCIPAL
1.4	SWOT Analysis	* IHMCT *
1.5	Johari Window	ALE ALB
1.6	Personal goal setting and action plan	

Chapter - 2	Self Esteem	05
2.1	• Self-concept	
	Advantages of high self esteem     Steps to building positive self esteem	
2.3		
	Meaning and factors that determine our attitude	
	<ul> <li>Benefits of a positive attitude and consequences of a negative attitude</li> </ul>	
	Steps to building a positive attitude	
2.	3 Motivation	
	<ul> <li>The difference between inspiration and motivation</li> </ul>	
	External motivation v/s internal motivation	
Chapter - 3	<b>Professional Communication</b>	04
- 3.	1 Presentations	
	• Types	
	Making a presentation	
	Making use of audio-visual aids	
Chapter - 4		03
4.	1 Advantages of the case study method	
4.	2 Technique for analyzing a case study and presenting an argument	
Chapter 5	Stress Management	03
5.	1 Causes of stress	
5.	2 Stress management techniques	
Chapter 6	Time Management	04
6	The state of the s	
6	2 Identify time robbers	
6	3 How to optimize time  **(PRINCIPAL **)	

Chapter 7	Team Work	03
7.1	How to work effectively in a team	
7.2	Do's and don'ts of teamwork	
Chapter 8	Recruiters Expectations	03
8.1	Recruiter expectations	
8.2	Creating a career path	
8.3	Success stories	
		30

#### Assignments:

3 assignments for 5 marks each to be given on any of the following:

- Newspaper reading to be encouraged to enhance reading skills and general awareness. A
  collage of newspaper cuttings to be made. Various features of 2 standard newspapers to
  be shown and used.
- Interview any recruiter (HR Manager/Operations Head etc.) in groups and write the interview questions and answers
- Plan and present (conduct) activities/games related to Time Management or Stress Management or Teamwork for the entire batch/class
- Conduct of a SWOT analysis on self so as to commit oneself to certain areas of development. Creating a career path for oneself based on career goals.
- Making short presentations on current hospitality topics using trade magazines, journals/Hospitality company profiles/Eminent personalities to be followed by a Q&A session.

#### Reference Books:

- Personality Development and Soft Skills Barun Mitra, Oxford
- You can Win Shiv Khera, Mc Millan India Ltd.
- How to develop Self Confidence and influence people by Public Speaking Dale Carnegie
- The Time Trap: Classic book on Time Management R. Alec Mackenzie
- Cross Train Your Brain Stephen D. Eiffert



# Savitribai Phule Pune University

(Formerly University of Pune)

Three Year B.Sc. Degree Program in Hospitality Studies

(Faculty of Science & Technology)

F.Y.B.Sc. Hospitality Studies

Choice Based Credit System Syllabus

To be implemented from Academic Year 2019-2020

Savitribai Phule Pune University

Page 1



#### **Detailed Syllabus:**

#### SEMESTER -I

Subject

: Food Production - I

Subject Code

: HS 101

Subject Credits

: 04

#### Course outcomes:

- 1 Introduction to the art of cookery and the basic cooking techniques.
- 2 Knowledge of food & kitchen safety practices.
- 3 Identify and apply various cooking methods and technique
- 4 Classify kitchen brigade and equipment used

		Hour
Chapter - 1	Introduction to cookery	06
1.1	Origin of modern cookery practices	
1.2	Factors influencing eating habits,	
1.3	Sectors of hospitality/ Catering industry.	
1.4	Attitudes and behavior in kitchen	
1.5	Personal hygiene & food safety	

- 1.6 Kitchen uniform importance1.7 Aims & objective of cooking
- Chapter 2 Safety practices &procedures 08
  - Kitchen accidents, types (cuts, burn, scald &falls) meaning, types and preventive measures for each type of accident
  - 2.2 Preventive measures for each type of accident.
  - 2.3 Care for your own health &safety.
  - 2.4 First aid- meaning, importance, and basic rules
  - 2.5 Fire prevention –fire types, types of extinguishers, precautions
  - 2.6 Food contaminations types, control
  - Introduction to HACCP- meaning, importance, Principles

#### Chapter – 3 Methods of Cooking

- Classification &salient seatures of various cooking methods
- Equipment used, their care &maintenance
- Temperature precautions
- Heat Transfer Principles Conduction, Convention, Radiation

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3.2	Moist methods of cooking		
3.2.1	Steaming		
3.2.1	Braising		
3.2.3	Poaching		
3.2.4	Boiling - Blanching, Simmering, Parboiling		
3.3	Dry methods of cooking		
3.3.1	Baking		
3.3.2	Roasting - Oven, Split, Pot, Tandoor, Barbecue		
3.3.3	Grilling/Broiling		
3.4	Frying		
3.4.1	Types of frying medium		
3.4.2	Sautéing		
3.4.3	Shallow frying		
3.4.4	Deep frying		
3.4.5	Pressure frying		
3.5	Microwave cooking		
3.5.1	Advantages &disadvantages		
Chapter- 4	Equipment and fuel used in kitchen	06	
4.1	Classification of kitchen equipment – by size or mode of use		
4.2	Selection criteria for kitchen equipment		
4.3	Properties, advantages &dis-advantages of various		
4.3	materials used in tools &equipment.		
4.4	Fuel - classification, types, advantages & disadvantages		
Chapter -5	Kitchen organization structure	04	
5.1	Classical kitchen brigade for 5 star& 3 star hotel		
5.2	Duties & responsibilities of various chefs		
5.3	Liaison of kitchen with other department		
5.4	Kitchen stewarding - Importance, Hierarchy		
Chapter -6	Introduction to food commodities	14	
6.1	Cereals & Pulses - Classification and		
	varieties, catering uses, bi-products		
6.2	Fats and Oil –Types, varieties, catering uses,		
6.3	hydrogenation and rendering of fat Sweeteners - Types, stages in sugar cooking, catering uses		
6.4	Dairy products: Milk, Cream, Cheese, Curd-types		
	and uses		

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Subject

: Food and Beverage Service - I

Subject Code

: HS 102

Subject Credits

: 04

#### Course outcome-:

- 1. The course would explore the scope and nature of F & B service operations.
- 2. It would develop the essential attributes and elementary skills of students in the service procedures.
- 3. Basics of Food and Beverage Service Department will be covered in the semester.

#### Hours 12

### Chapter 1 Food & Beverage Service Industry

- 1.1 Introduction to Food & Beverage Industry
- 1.2 Classification of Catering Establishments (Commercial & Non-Commercial)
- 1.3 Introduction to F & B outlets Restaurants, Bars. Cafes, Cafeteria, Coffee Shops, Drive in, Drive through, Fast Food, Food courts, Kiosk, Snack Bars, Banquets, Business Centre, Discotheques, Executive Lounges, Night Clubs, Pubs, Room Service
- 1.4 Auxiliary areas Still Room/Pantry, Silver/Plate room, Hotplate, Wash up/Kitchen Stewarding, Dispense bar, Linen Stores

#### Chapter 2 Food & Beverage Service Equipments – Types 12 and Usage1210

- 2.1 Furniture tables, chairs, sideboards
- 2.2 Chinaware sizes and capacity
- 2.3 Stainless steel and Silverware cutlery, flatware, service equipments
- 2.4 Glassware- capacity & usage
- 2.5 Disposables types, advantage & disadvantage
- 2.6 Linen types & sizes
- 2.7 Special equipments
- 2.8 Silver cleaning methods Burnishing, Plate powder, Silver dip, Polivit

#### Chapter 3 Chapter 3. Food & Beverage Service Personnel 12

- 3.1 Food & Beverage Service Organization Structure - 5 star hotel, Standalone Restaurants, Quick Service Restaurants
- 3.2 Job Descriptions, Job Specifications and Competencies
- 3.3 Attributes (Qualities) of Food & Beverage personnel/Staff



12

U.T EUGUOTOS OF ITIGITIES IST	3.4	Etiquette	s &	manne	risms
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 Inter-departmental relationship with – Front Office, Housekeeping, Kitchen, Kitchen Stewarding, Engineering, Security, Human Resources, Stores

#### Chapter 4 Chapter 4. Types of Food & Beverage Service

- Table Service Service to customers at a laid cover
   English/Silver, b. American/Plate, c. French/Butler, d. Russian, e. Gueridon)
- 4.2 Assisted Service: Combination of Table service and Self-service— (Carvery, Buffet)
- 4.3 Self Service: Self-service of customers (Cafeteria, Supermarket)
- Single Point Service Service of customers at single point – (Takeaway, Drive-thru, Fast Food, and Vending, Kiosks, Food Court, Bar)
- 4.5 Specialised (or in situ) Service Service to customers in areas not primarily designed for service(Tray, Trolley, Home delivery, Lounge, Room, and Drive-in)

#### Chapter 5 Chapter 5. Types of Meals

12

- 5.1 Breakfast Introduction, Types – English, American, Continental, Indian Menu and Service procedure
- 5.2 Brunch Introduction and Menu
- 5.3 Lunch Introduction and Menu
- 5.4 High Tea Introduction and Menu
- 5.5 Dinner Introduction and Menu
- 5.6 Supper Introduction and Menu

TOTAL 60

#### Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

#### Assignments:

Minimum three assignments shall be prepared and submitted by individual student at the end of semester.

- Identify various food service outlets in your locality
- Draw and write the sizes / capacities and uses of various food and beverage equipments used in f & b service department – in the form of charts.
- 3. Prepare any one chart / PPT from the following:
- a. Organizational hierarchy of Food & Beverage Service personnel for 5 star hotel and QSR
- b. Job descriptions of any five personnel in the hierarchy

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- c. Attributes and attitudes of Food & Beverage Service personnel
- 4. Prepare PPT on different types of service
- 5. Prepare charts for different breakfast menus

#### REFERENCE BOOKS:

- 1. Food & Beverage Service Dennis Lillicrap and John Cousins
- 2. Food & Beverage Service R. Sinagaravelavan
- 3. Food & Beverage Service Training Manual Sudhir Andrews, Tata McGraw Hill
- 4. Modern Restaurant Service John Fuller
- 5. The Restaurant (from Concept to Operation) Lipinski
- 6. Bar and Beverage Book Chris Katsigris, Chris Thomas
- 7. Textbook of Food & Beverage Service Anita Sharma, S. N. Bagchi
- 8. Textbook of Food & Beverage Service Bobby George



#### SEMESTER -I

Subject

: Development of Generic Skills

Subject Code

: HS 109

**Subject Credits** 

: 02

#### Course outcomes:

4	l le	atrodi	ection	to	Generic	Skills
- 1	1 11	111 6 36 16	ICHOIT	LU.	Genenic	ONIIIO

- 2 Development of self-management skills
- 3 Development of team management skills
- 4
- Development of task management skills Knowledge of effective problem solving techniques C5

		Hours
Chapter 1	Introduction to Generic Skill	4
1.1	Concept and importance	
1.2	Local and global scenario	
1.3	Concept of life-long learning (LLL)	
Chapter 2	Self-Management and Development	10
2.1	Concept of Personality Development, Ethics and Moral values	
2.2	Concept of Intelligence and Multiple intelligence Types viz, linguistic, mathematical & Logical reasoning, emotional, and social intelligence (interpersonal & intrapersonal).	
2.3	Concept of Physical Development; significance of health, hygiene, body gestures & kinesics.	
2.4	Time Management concept and its importance	
2.5	Intellectual Development; reading skills (systematic reading, types and SQ5R), speaking, listening skills, writing skills (Note taking, rough draft, revision, editing and final drafting), concept of critical Thinking and problem solving (approaches, steps and cases).	
2.6	Psychological Management; stress, emotions, anxiety and techniques to manage these.	
2.7	ICT & Presentation skills; use of IT tools for good and impressive presentations.	
Chapter 3	Team Management	6
3.1	Concept of Team Dynamics. Team related skills such as; sympathy, empathy, leading, coordination, negotiating and synergy. Managing cultural, social and ethnic diversity.	

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- 3.2 Effective group communication and conversations.
- 3.3 Team building and its various stages like forming, storming, norming, performing and adjourning (Bruce Tuckman's five stage Model)

### Chapter 4 Task Management

4

- 4.1 Task Initiation, Task Planning, Task execution, Task close out
- 4.2 Exercises/case studies on task planning towards development of skills for task management

#### Chapter 5 Problem Solving

6

- Prerequisites of problem solving- meaningful learning, ability to apply knowledge in problem solving
- 5.2 Different approaches for problem solving
- 5.3 Steps followed in problem solving.
- 5.4 Exercises/case studies on problem solving

#### Total 30

#### Assignments:

A minimum of 2 **assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- Problem solving case studies
- 2 Management Games
- 3 Team building exercises

#### Reference Books:

- Soft Skills for Interpersonal Communication by S.Balasubramaniam;
   Published by Orient BlackSwan, New Delhi
- Generic skill Development Manual, MSBTE, Mumbai.
- Lifelong learning, Policy Brief (www.oecd.orf)
- Lifelong learning in Global Knowledge Economy, Challenge for Developing Countries – World Bank Publication

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\* PRELIPAL \*

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I/c. Principal
Institute of
Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

#### HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR

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Bread Day at IHMCT Ahmednagar



Women's Day Celebration at IHMCT Ahmednagar



### HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR

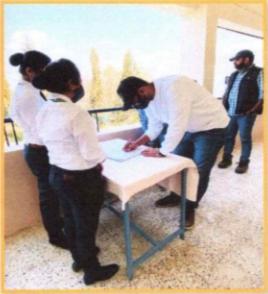
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Participate in Everest Better kitchen Culinary Challenge, Season 3 at DYIHMCT, Pune





**Annual Day** 

Alumni Meet

Girls and Boys are taking part in Competition, Anchoring and Events



## HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR

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Co-participation in various Activities and Events



Annual Day Celebration at IHMCT Ahmednagar.





# CERTIFICATE OF APPRECIATION

This is to recognize that..

# **SAYLI JAGTAP**

Has been an outstanding performer throughout the time spent in Housekeeping Department.

07 JULY 2022

Date

Hilton

































# CERTIFICATE OF APPRECIATION

This is to recognize that..

# Atharva Kulkarni

Has been an outstanding performer throughout the time spent in Housekeeping Department. And always ready for the challenges and ideas

08 JULY 2022

Date





































Date: 30th April 2022

To, Mr. Omkar Santosh Jangam Industrial Trainee Front Office

# **BEST TRAINEE**

Dear Mr. Jangam,

We would like to express our appreciation for the dedicated efforts, hard work, and commitment you have put in. You have been awarded as Best Trainee of the month April-2022.

This is highly appreciated.

Well Done!

With Best Wishes,

Ranjeer Kumar General Manager





Sasan (Gir) - 362 135, Dist, Junagadh, Gujarat, INDIA Ph.: +91 2877 285999 E: res.tf.gir@fernhotels.com W: www.ferngirforestresort.com Contact: +91 990 990 7777



6th December, 2021

# Appreciation Letter

Dear Uwez,

We would like to take this opportunity to express our heartfelt thanks to you for your tireless effort and valuable role during your training period. We found you sincere, hardworking and dedicated to your profession.

Again, thank you so much for your enthusiastic performance and effort.

We wish you all success and good luck for your future endeavors.

2 page

Shruti Kapoor Deputy Manager - Human Resources Trident Udaipur



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## HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR

Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

### Environment and Sustainability into the Curriculum

THE REAL PROPERTY.







Green landscaping with trees and plants giving serene and calming surroundings

PRINCIPAL \*

I/c. Principal
Institute of
Hotel Management & Catering Technology
Lat Taki Road, AHMEDNAGAR-414 001

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#### Wachan Prerana Diwas 2021

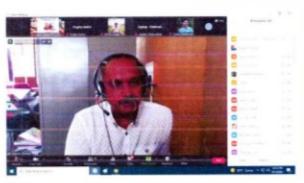
Activity / Event:	Wachan Prerana Diwas 2021		
Day, Date and Time:	Monday, 18th October 2021, 12:30 pm onwards		
Venue:	IHMCT Ahmednagar		
Activity:	Guest Lecture was arranged		
Guest Speaker:	Dr. Nagesh Shelke, Asst. Professor, Dept. of Sociology, New Arts, Commerce and Science College, Ahmednagar		
Mode of Conduct:	Online mode – Zoom Meeting		
No. of Participant	Students:- 50 Teaching Staff:- 08 Total:- 58		

# Screenshots of the Activity from Online Meeting





### Program Brocheur Page 1 and 2





Dr. Nagesh Shelke in his session

Online participants in the event



Address by Principal



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### Sadbhayana Diwas 2021

Activity / Event:	Sadbhavana Diwas 2021		
Day and Date:	Saturday, 21st August 2021		
Venue / Place:	IHMCT Ahmednagar		
Mode of Conduct:	Online mode – Zoom Meeting		
No. of Participant	Students:- 24 Teaching Staff:- 08 Total:- 32		
Purpose:	<ul> <li>77th Birth Anniversary of Rajiv Gandhi</li> <li>This day is observed as 'Sadbhavana Diwas' or Harmony Day' with an objective to encourage national integration, peace, affection, and communal harmony among the Indian people of all religions.</li> <li>Sadbhavana diwas pledge taken by all the participants</li> </ul>		

# Screenshots of the Activity from Online Meeting



## Teaching and Non-Teaching staff in online meeting for pledge



# Ahmednagar Jilha Maratha Vidya Prasarak Samaj's

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### DIWALI DONATION TO SOCIETY

Activity / Event:	Diwali Donation		
Day and Date:	28 <sup>th</sup> October 2021, Thursday		
Place:	Matoshri Vrudhashram, Mauli Seva Pratishthan, Snehalaya, Balguraha Ahmednagar		
Mode of Conduct:	Onsite Visit to these places		
No. of Participant	Students:- 96 Teaching & Non-Teaching staff:- 12 Total:- 108		
Purpose:	To inculcate the habit of giving back to the society.		
Outcome	Students realized their responsibilities towards the society.		

## Screenshots / Geotagged Photos of the Activity





## Pre-preparation of sweetmeats





Donation to Matoshri Vrudhashram and Balgruha MIDC, Ahmednagar





Donation to representative of Snehalaya and Mauli Seva Pratisthan, Ahmednagar

I/c. Principal IPage No.0029

Hotel Management & Catering Technology Lal Taki Road, AHMEDNAGAR-414 001