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Feedback Analysis Report

(Based on the recommendations received from Ms. Sangeetha Gandhi, Vice President- Oberoi's Center for Learning & Development)

Referring to the email dated 31st Jan 2020, subject cited: "Suggestions to revise Hotel Management syllabus", and subsequent email date 24th Sept. 2021 following suggestions/recommendations were received from Oberoi's Center for Learning & Development:-

1. Many students these days do not use reference books, so we suggest including websites or Instagram handles for students to learn.
2. Chef Bali's observation- there are many groups on Facebook that talk about regional foods, modern plating, Michelin style food. Giving the students to be a part of the group will enhance their level and understanding of being a professional chef.
3. In Front Office, we have suggested a few changes which is given in the excel attached to this mail. The changes are semesters 4-7 and highlighted in yellow.

Subject Code & Title	Content on which Feedback Received	Suggestions/Recommendations
BHCT 204: FRONT OFFICE MANAGEMENT - II	<p>UNIT 1 The Hospitality Industry as an International Business - International Hotel Business (Definition, Development and Ownership), Hospitality Industry as a Service Export and Service Industry Earnings, International Travel and Hospitality Service Providers, Motivations for Global Expansion, Fundamental Operational Principles Associated to International Hospitality Industry</p> <p>UNIT 2 Front Office Accounting & Credit Control - The Front office Accounting Cycle: (Creation, Maintenance and Settlement of Accounts), Types of Postings, Accounts <u>Correction/Amendment</u>, Accounts Allowance, Accounts Transfer, Types of Folio (Non-Guest Folio, Guest Folio, Master Folio, Split</p>	<p>Unit -1 can be put as group discussion rather than being covered as a unit. Pre-reading material could be given to the students and then discussion can happen in class</p> <p>Unit -2 is too detailed. It is recommended that front office accounting can be made more relevant and practical. One marked in red ink can be removed</p>

	Folio), <u>Types of Voucher: (Correction Voucher, Paid Out Voucher, Cash Voucher, Allowance Voucher, Correction Voucher. Room Rate Change Voucher), City Ledger, Visitor Tabular Ledger, Credit Control at Various Stages of Guest Cycle, Internal Control in Front Office (Front office Cash Sheet, Cash Banks, Petty Cash)</u>	
BHCT 303/ 304 ADVANCED FRONT OFFICE MANAGEMENT	UNIT-2 Tariff Decisions (Cost & Pricing) - <u>Traditional Pricing Strategies (Hubbart Formula, Rule of Thumb), Completion Mapping (Contribution Prices Strategies), Web Influenced Pricing Strategies, Occupancy and Revenue Reports</u>	Traditional Methods of Pricing can be replaced by current strategies such as BAR/Demand Based
BHCT 413 : REVENUE MANAGEMENT		This subject is too technical at Graduate Level. May be can include only introduction to Revenue Management
FOOD & BEVERAGE OPERATIONS & MANAGEMENT	Food & Beverage Financials	Introduce basic F&B financials early on in the curriculum either in 3 rd Or 4 th Semester to help students understanding F&B Control in Fourth Year

Feedback Review

1. Many students these days do not use reference books, so we suggest including websites or Instagram handles for students to learn.
2. Chef Bali's observation- there are many groups on Facebook that talk about regional foods, modern plating, Michelin style food. Giving the students to be a part of the group will enhance their level and understanding of being a professional chef.
3. Introduce basic F&B financials early on in the curriculum either in 3rd Or 4th Semester to help students understanding F&B Control in Fourth Year
4. In Front Office, Some suggestions were recommended in Front Office Syllabus and same were discussed with Departments HOD's & Concerned Committee members. These suggestions will be taken into consideration while drafting new curriculum for BHMCT Course amidst NEP laid by UGC, Govt. of India

[Handwritten signature]



Arvind

Dr. Arvind Kumar Saraswati,
Academic Coordinator,
Convener- Syllabus Revision/Modification Committee
BCIHMCT

Cc: Director, Administrative Coordinator, Programme Coordinator; HOD- Food Production,
Food & Beverage Service, Front Office, Housekeeping; Examinations; Training & Placement;
Library; All Concerned Faculties.

Shandai

Arvind

Shandai





RE: External: Feedback Requested on Newly Drafted Curriculum of Hotel Management

2 messages

Sangeetha Gandhi

Fri, Sep 24, 2021 at 3:2

<Sangeetha.Gandhi@oberoigroup.com>

Pf

To: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>, Director BCIHMCT
<director@bcihmct.ac.in>

Dear Dr Saraswati,

Please find attached our feedback on the Front Office and F&B Service curriculum. The others are also more or less fine. Given below are a couple of suggestions:

1. Many students these days do not use reference books, so we suggest to include websites or Instagram handles for students to learn.
2. Chef Bali's observation- there are many groups on Facebook that talk about regional foods, modern plating, Michelin style food. Giving the students to be a part of the group will enhance their level and understanding of being a professional chef.

I hope our feedback is of use to you. I wish you success with the implementation of NEP.




THANK you and warm regards,

Sangeetha Gandhi

This mail is classified as 'External' by Sangeetha.Gandhi on September 24, 2021 at 15:28:27.

From: Arvind Kumar Saraswati [mailto:arvind@bcihmct.ac.in]

Sent: 09 September 2021 13:21

To: Sangeetha Gandhi <Sangeetha.Gandhi@oberoigroup.com>; Director BCIHMCT <director@bcihmct.ac.in>

Subject: Feedback Requested on Newly Drafted Curriculum of Hotel Management

Dear Dr. Sangeetha,

Greetings from BCIHMCT!!!

I would like to take this opportunity to extend our sincere thanks for providing your valuable feedback on Course Curriculum of Hotel management & Catering Technology through email dated Jan 31, 2020. Your suggestions and recommendation are highly appreciated, thoroughly discussed and well considered in drafting the New Curriculum in compliance with NEP laid by UGC, Govt of India.

The draft of the newly framed Curriculum of Hotel Management is ready and attached herewith in this mail for your kind perusal and consideration. We once again request you to kindly provide your observations and recommendations on the same. Your support in the matter will help us in designing the apt curriculum for the Hotel Management Graduate Program.

Looking forward to hearing from you soon.

Thanks & Regards,



| Academic Coordinator | Research & Consultancy Coordinator |

Banarsidas Chandiwala Institute of Hotel Management and Catering Technology,
New Delhi

Editor- Indian Journal of Applied Hospitality and Tourism Research

Convener- India International Hotel, Travel & Tourism Research Conference


Jury- ART&TUR International Tourism Film Festival, Portugal

Editorial Board Member, International Journal of Food Service and Gastronomy,
Turkey.

Scientific Committee Member, International Virtual Conference on Advance
Scientific Results, Slovakia

2 attachments

 **Curriculum Observation Sheet - F&B.DOCX**
32K

 **Front Office curriculum review.xlsx**
37K

Arvind Kumar Saraswati <arvind@bcihmct.ac.in> Fri, Sep 24, 2021 at 4:21 PM
To: Sangeetha Gandhi <Sangeetha.Gandhi@oberoigroup.com>
Cc: Director BCIHMCT <director@bcihmct.ac.in>

Dear Dr Sangeetha,

Greetings from Team BCIHMCT!

We extend our heartfelt gratitude towards you and your entire team of OCDL for your timely and sincere efforts in helping us enrich the course curriculum of the Hotel Management Graduate Programme through your valuable feedback.

All of your feedback and recommendations are precious to us. Each of your recommendations will certainly be taken into serious consideration for discussion in our upcoming syllabus review committee meeting and subsequently will be incorporated in our course curriculum draft proposal.

We once again thank you for your support in the process and look forward to continuous institute-industry interactions in future.



Dr. Arvind Kumar Saraswati, Assistant Professor
| **Academic Coordinator** | **Research & Consultancy Coordinator** |
Banarsidas Chandiwala Institute of Hotel Management and Catering Technology,
New Delhi
Editor- Indian Journal of Applied Hospitality and Tourism Research
Convener- India International Hotel, Travel & Tourism Research Conference
Jury- ART&TUR International Tourism Film Festival, Portugal
Editorial Board Member, International Journal of Food Service and Gastronomy,
Turkey.
Scientific Committee Member, International Virtual Conference on Advance
Scientific Results, Slovakia

[Quoted text hidden]

Arvind Kumar Saraswati


Curriculum Observation Sheet | [Year]

CURRICULUM OBSERVATION SHEET

For Newly Proposed Draft of BHMCT Course, August 2021

Draft Page No.....

Subject Code.....

Subject Title: Food and Beverage Operations and Management

Faculty Name: Justin Khodaiji

Department: Food and Beverage Management

Date Submitted: 10th September, 2021.

Observations Made

The overall breakup of practical and theory hours are well designed. There is a good amount of stress laid on both cohorts across all the semesters.

The menus are well designed to give a strong understanding of basic food and beverage knowledge. The advance operations subjects in the later semesters are well tailored to give variety and options in learning.

Recommendations Suggested

The only recommendation I can make is to introduce basic F&B financials early on in the semesters; either in 3 or 4 as this helps understanding controls later. This also helps students understand implications of faulty service and the overall impact on their businesses.






Dr Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Feedback Requested on Newly Drafted Curriculum of Hotel Management

1 message

Arvind Kumar Saraswati <arvind@bcihmct.ac.in> Thu, Sep 9, 2021 at 1:20 PM
To: Sangeetha.Gandhi@oberoigroup.com, Director BCIHMCT <director@bcihmct.ac.in>

Dear Dr. Sangeetha,

Greetings from BCIHMCT!!!

I would like to take this opportunity to extend our sincere thanks for providing your valuable feedback on Course Curriculum of Hotel management & Catering Technology through email dated Jan 31, 2020. Your suggestions and recommendation are highly appreciated, thoroughly discussed and well considered in drafting the New Curriculum in compliance with NEP laid by UGC, Govt of India.

The draft of the newly framed Curriculum of Hotel Management is ready and attached herewith in this mail for your kind perusal and consideration. We once again request you to kindly provide your observations and recommendations on the same. Your support in the matter will help us in designing the apt curriculum for the Hotel Management Graduate Program.

Looking forward to hearing from you soon.

Thanks & Regards,

Dr. Arvind Kumar Saraswati, Assistant Professor

I Academic Coordinator | Research & Consultancy Coordinator |

Banarsidas Chandiwala Institute of Hotel Management and Catering Technology,
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Turkey.

Scientific Committee Member, International Virtual Conference on Advance
Scientific Results, Slovakia

2 attachments

 Curriculum Observation Sheet.docx




Handwritten signature

BRITISH COLUMBIA
REAL ESTATE
ASSOCIATION
NEW BRUNSWICK

Feedback Analysis Report

(Based on the recommendations received from Ms. Sangeetha Gandhi, Vice President- Oberoi's Center for Learning & Development)

Referring to the email dated 31st Jan 2020, subject cited: "Suggestions to revise Hotel Management syllabus", following suggestions/recommendations were received from Oberoi's Center for Learning & Development:-

1. The F&B curriculum is extensive and distributed well. One recommendation we would like to make is if you could include a project in the final semester, wherein the students can be given a live project to open a restaurant and apply all their learning in it. This should be an assessed component in the semester.
2. In Front Office, we have suggested a few changes which is given in the excel attached to this mail. The changes are semesters 4-7 and highlighted in yellow.

Subject Code & Title	Content on which Feedback Received	Suggestions/Recommendations
BHCT 204: FRONT OFFICE MANAGEMENT - II	<p>UNIT 1 The Hospitality Industry as an International Business - International Hotel Business (Definition, Development and Ownership), Hospitality Industry as a Service Export and Service Industry Earnings, International Travel and Hospitality Service Providers, Motivations for Global Expansion, Fundamental Operational Principles Associated to International Hospitality Industry</p> <p>UNIT 2 Front Office Accounting & Credit Control - The Front office Accounting Cycle: (Creation, Maintenance and Settlement of Accounts), Types of Postings, Accounts <u>Correction/Amendment</u>, Accounts Allowance, Accounts Transfer, Types of Folio (Non-Guest Folio, Guest Folio, Master Folio, Split Folio), <u>Types of Voucher: (Correction Voucher, Paid Out Voucher, Cash Voucher, Allowance Voucher,</u></p>	<p>Unit -1 can be put as group discussion rather than being covered as a unit. Pre-reading material could be given to the students and then discussion can happen in class</p> <p>Unit -2 is too detailed. It is recommended that front office accounting can be made more relevant and practical. One marked in red ink can be removed</p>

	Correction Voucher, Room Rate Change Voucher), City Ledger, Visitor Tabular Ledger, Credit Control at Various Stages of Guest Cycle, Internal Control in Front Office (Front office Cash Sheet, Cash Banks, Petty Cash)	
BHCT 303/ 304 ADVANCED FRONT OFFICE MANAGEMENT	<u>UNIT-2</u> Tariff Decisions (Cost & Pricing) - <u>Traditional Pricing Strategies</u> (Hubbart Formula, Rule of Thumb), Completion Mapping (Contribution Prices Strategies), Web Influenced Pricing Strategies, Occupancy and Revenue Reports	Traditional Methods of Pricing can be replaced by current strategies such as BAR/Demand Based
BHCT 413 : REVENUE MANAGEMENT		This subject is too technical at Graduate Level. May be can include only introduction to Revenue Management

Feedback Review

1. The F&B curriculum is extensive and distributed well.
2. Recommendation received is to include a project in the final semester, wherein the students can be given a live project to open a restaurant and apply all their learning in it. This should be an assessed component in the semester. (Same has been Included in the curriculum in Eighth Semesters)
3. In Front Office, Some suggestions were recommended in Front Office Syllabus and same were discussed with Departments HOD's & Concerned Committee members. These suggestions will be taken into consideration while drafting new curriculum for BHMCT Course amidst NEP laid by UGC, Govt. of India

Arvind
Dr. Arvind Kumar Saraswati,
Academic Coordinator,
Convener- Syllabus Revision/Modification Committee
BCIHMCT

Cc: Director; Administrative Coordinator; Programme Coordinator; HOD- Food Production, Food & Beverage Service, Front Office, Housekeeping; Examinations; Training & Placement; Library; All Concerned Faculties.





Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Fwd: FW: Suggestions to revise HotelManagement syllabus

2 messages

Indrajit Chaudhury <indrajit@bcihmct.ac.in>
To: Dr Arvind <Arvind@bcihmct.ac.in>

Sat, Sep 4, 2021 at 1:54 PM

----- Forwarded message -----

From: Director BCIHMCT <director@bcihmct.ac.in>
Date: Fri, 31 Jan 2020, 15:12
Subject: Fwd: FW: Suggestions to revise HotelManagement syllabus
To: Indrajit <indrajit@bcihmct.ac.in>

FYI
R.K.Bhandari
Principal

Banarsidas Chandiwala Institute of Hotel Management & Catering Technology,
(NAAC 'A' Accredited Institution, Approved by AICTE and Affiliated to G.G.S. Indraprastha University),
Chandiwala Estate, Mea Anandmai Marg, Kalkaji, New Delhi - 110019
Phone: 011-49020300-301; Fax: 91-1149020320; Mobile: +91 9871200100
E-Mail: director@bcihmct.ac.in Website: www.bcihmct.ac.in

----- Forwarded message -----

From: Sangeetha Gandhi <Sangeetha.Gandhi@oberoigroup.com>
Date: Fri, Jan 31, 2020 at 11:52 AM
Subject: RE: FW: Suggestions to revise HotelManagement syllabus
To: Director BCIHMCT <director@bcihmct.ac.in>

Dear Mr Bhandari,

Thank you for sharing the curriculum. We discussed the content for each subject. Given below is our feedback:

1. The F&B curriculum is extensive and distributed well. One recommendation we would like to make is if you could include a project in the final semester, wherein the students can be given a live project to open a restaurant and apply all their learning in it. This should be an assessed component in the semester.
2. In Front Office, we have suggested a few changes which is given in the excel attached to this mail. The changes are semesters 4-7 and highlighted in yellow.

I do hope we have been able to add value to your review process. Please let me know if you need any other help.

Sangeetha Gandhi
Vice President- OCLD,



The Oberoi Centre of Learning and Development,

7, Sham Nath Marg, Delhi-110054.

Telephone Number: + 91 11 23906425

Facsimile Number: +91 11 23890552

Email address: sangeetha.gandhi@oberoigroup.com

Website: www.oberoigroup.com

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From: Director BCIHMCT [<mailto:director@bcihmct.ac.in>]

Sent: 21 January 2020 13:03

To: Sangeetha Gandhi <Sangeetha.Gandhi@oberoigroup.com>

Subject: Re: FW: Suggestions to revise HotelManagement syllabus

Dear Madam,

Appreciating your mail, I thank you very much for the response.

As asked, I am giving you the link of the curriculum and it can be accessed at <http://bcihmct.ac.in/download/Campus/New%20Syllabi%20of%20BHMCT%20Programme%20w.i.f.%202018-19.pdf>

Hope you will find this in order.

I shall be happy to provide further details if needed.

Warm Regards

R.K.Bhandari

Principal

Banarsidas Chandiwala Institute of Hotel Management & Catering Technology,

(NAAC 'A' Accredited Institution, Approved by AICTE and Affiliated to G.G.S. Indraprastha University),

Chandiwala Estate, Maa Anandmai Marg, Kalkaji, New Delhi - 110019



On Mon, Jan 20, 2020 at 12:44 PM Sangeetha Gandhi <Sangeetha.Gandhi@oberoigroup.com> wrote:

Dear Mr Bhandari,

I have been forwarded your mail regarding the curriculum review. We do have a few suggestions in mind. However, it would be helpful, if you can share the current curriculum so that we can give you our ideas on that basis.

I look forward to your revert.

Thank you and warm regards,

Sangeetha Gandhi

Vice President- OCLD,

The Oberoi Centre of Learning and Development,

7, Sham Nath Marg, Delhi-110054.

Telephone Number: + 91 11 23906425

Facsimile Number: +91 11 23890552

Email address: sangeetha.gandhi@oberoigroup.com

Website: www.oberoigroup.com

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BHCT 204: FRONT OFFICE MANAGEMENT - II

Credits -3 Max Marks: 100

Objective: This course aims at exposing the potential hotel professionals to Front Office Accounting & Internal Control, Front Office Sales and Night Auditing.

UNIT 1 (6 Hours)

The Hospitality Industry as an International Business - International Hotel Business (Definition, Development and Ownership), Hospitality Industry as a Service Export and Service Industry Earnings, International Travel and Hospitality Service Providers, Motivations for Global Expansion, Fundamental Operational Principles Associated to International Hospitality Industry,

Case Study on Diverse Nature of International Hospitality Industry Management**UNIT 2 (8 Hours)**

Front Office Accounting & Credit Control - The Front office Accounting Cycle: (Creation, Maintenance and Settlement of Accounts), Types of Postings, Accounts Correction/Amendment, Accounts Allowance, Accounts Transfer, Types of Folio (Non-Guest Folio, Guest Folio, Master Folio, Split Folio), Types of Voucher: (Correction Voucher, Paid Out Voucher, Cash Voucher, Allowance Voucher, Correction Voucher, Room Rate Change Voucher), City Ledger, Visitor Tabular Ledger, Credit Control at Various Stages of Guest Cycle, Internal Control in Front Office (Front office Cash Sheet, Cash Banks, Petty Cash)

UNIT 3 (4 Hours)

Promoting In-House Sales - The Role of Front Office in Marketing & Sales, Planning a Point of Sale Front Office, Selling Techniques

UNIT 4 (8 Hours)**BHCT 254: FRONT OFFICE OPERATIONS - II**

Credits: 01 Max Marks: 100

1. Preparation of Guest Folio-filling up, View folio, Post Charges, Posting Guest Charges, Telephone, Laundry, Room Charge, Food & Beverage and Other Charges Accounting & Totaling Guest Folios
2. Practice on Bills Compilation, Presentation, Settlement & Night Auditing Procedures.

3. Preparing & Filling of Forms of Traveler's Cheques, Cash Sheet

4. Visitors Paid Outs

5. Allowances and Discounts

6. Awareness of exchange rates of commonly accepted foreign currency

7. Field Visits (Self) Assignments to observe Cashiers' Desk in classified Hotels and

1. Small Hotels



Marketing Approach to International Business Travelers - International Business Travelers (Introduction, Their Needs, like Executive or Business Floors, Business Services, Health and Fitness Centre, Special Amenities, In Room Refreshment Centre, Frequent Traveler Programmer, and All Suites Properties), Reaching International Business Traveler: Individual Leisure Travelers (Families, seniors, Baby Boomers, Others) and Group Leisure Travelers (Tour Intermediaries, Types of Tour, Leisure Travelers)

UNIT 5 (6 Hours)

Night Auditing - Night Auditor (Duties & Responsibilities), Night Auditing Procedure (Manual System, Semi-Automated System, Fully Automated System), Goal of Night Audit Reports, Reports by Night Auditor, Reading the Flash Reports and the Night Audit

UNIT 6 (4 Hours)

Guest Complaint Handling/Problem Solving - Process, Thumb Rules, Common Complaints & Their Types, Role of Emotions in Situation Handling

Text Book:

1. Hotel Front Office Management by James A. Bardi, Publisher: Wiley

Reference Books:

1. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher: Routledge

2. Principles of Hotel Front Office Operations by Baker, Bradley and Hyton, Publisher: Cengage Learning

3. Managing Front Office operations by Michael and Kasavana, Publisher:

AHELI

8. VTL, City Ledger Formats

9. Handling Credit Cards, TC, Travel Agent Vouchers etc.

10. Night Auditing Reports

11. Auditing of Bill Statement

12. Maintenance of reports and registers

13. Role play- selling techniques

14. Mock Situations – Role Plays



BHCT 361/ 362: INDUSTRY INTERNSHIP

Credit-24 Max Marks: 100

22 Weeks Industry Internship Programme

BHCT 303/ 304 ADVANCED FRONT OFFICE MANAGEMENT

Credits -3 Max Marks: 100

Objective: To have a thorough understanding of Room rate pricing and revenue management techniques, to deal with various situations at the front desk daily and in time of a crisis, thereby gaining an insight into problem solving in the hotel and to appreciate the role played by the manager in the efficient running of the Front Office.

UNIT 1 (4 Hours)

Accommodation Management Aspects - Effective Use of SOP's in Front Office Department, Establishing Standards, Monitoring Performance, Equipment Management and Maintenance

UNIT 2 (8 Hours)

Tariff Decisions (Cost & Pricing) - Traditional Pricing Strategies (Hubbart Formula, Rule of Thumb), Competition Mapping (Contribution Prices Strategies), Web Influenced Pricing Strategies, Occupancy and Revenue Reports

UNIT 3 (6 Hours)

Personnel Management - Calculating Staff Requirement, Duty Rota's, Selection and Requirement of Employees, Competencies of Staff at Various Levels of Hierarchy, Time & Motion Study, Work Study & Work Measurement

UNIT 4 (6 Hours)

Crisis Management - Introduction and Importance, Handling Emergency/Crisis Management (Fire, Bomb Threat, Bomb Threat Call, Common Areas to Search, Theft by Guest, Death in a Hotel, Suicide, Sick Guest, Security Measures for Single Lady Travelers, Extra Person Accompanying the Guest at Night, Natural Disaster, Terrorism)

UNIT 5 (6 Hours)

BHCT 353/ 354: ADVANCED FRONT OFFICE OPERATIONS

Credits: 01 Max Marks: 100

1. SOP's For Guest Arrival, Departure, Complaint Handling
2. Role Plays & Problem Handling
3. Calculation of Staff Requirement & Making of Duty Rotas For Front Office Department of Small, Large & Medium Sized Hotels With Different Levels of Occupancy

4. Practicing Fixing of Room Rate: Rules of Thumb Approach, Hubbart Formula Approach.

5. Group Discussions on Topics of Relevance/ Current Hotel Operative Practices

6. Role Plays On Handling Emergency Situations:

- Fire
- Bomb Threat
- Theft by Guest
- Death in Hotel
- Sick Guest
- Extra Person Accompanying the Guest at Night
- Natural Disaster
- Terrorism



The Topography of International Hospitality Development - Introduction to World Regions, World Regional Travel and Hospitality Patterns, the Most Internationalized Hotel Companies
General Hospitality and Business Resource Related Association, Regional Expansion & Competition and Case Studies

UNIT 6 (6 Hours)

Strategic Hospitality Management and Innovation - Role of Strategy in Hospitality Industry
International Hotel Chains' Corporate Strategies and Management, External Analysis Tools, Innovation and Game Changers, Cohesive Nature of International Tourism and Hospitality Business



Dear Arvind

Sorry for the late reply. PFA the curriculum observation sheet for your reference.

Thanks and Regards

Gagandeep Soni

Assistant Professor

HOD Housekeeping

IQAC Coordinator & Chairperson (SH and ICC)

BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

(NAAC Accredited, Approved by AICTE and affiliated to G.G.S. Indraprastha University)


Chandiwala Estate, Maa Anandmal Marg, Kalkaji, New Delhi - 110019

Ph. : 011-49020301, Fax : 91-1149020320; Mobile: +91-9953492549

E-Mail : gagan@bcihmct.ac.in Website : www.bcihmct.ac.in

On Thu, Aug 12, 2021 at 1:01 PM Arvind Kumar Saraswati <arvind@bcihmct.ac.in> wrote:

[Quoted text hidden]

 Curriculum Observation Sheet.docx
22K

Director BCIHMCT <director@bcihmct.ac.in>

To: Arvind <arvind@bcihmct.ac.in>

Tue, Aug 24, 2021 at 3:37 PM

FYI

R.K.Bhandari

Principal

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Phone: 011-49020300-301; Fax: 91-1149020320; Mobile: +91 9871200100

E-Mail: director@bcihmct.ac.in Website: www.bcihmct.ac.in

----- Forwarded message -----

From: Dr. Kavita Khanna <k.khanna@delhitechnicalcampus.ac.in>

Date: Tue, Aug 24, 2021 at 3:29 PM

Subject: Re: Feedback on Newly Drafted Curriculum of BHMCT

To: Director BCIHMCT <director@bcihmct.ac.in>

Dear Sir,

Greetings of the day!!!

Proposed new scheme of BHMCT is upto the mark & no change required.

Thanks & Regards

Prof.(Dr) Kavita Khanna

HOD,School of Hotel Management

Delhi Technical Campus

GGSIU

Mobile No.9711147471



On Thu, Aug 12, 2021 at 1:29 PM Director BCIHMCT <director@bcihmct.ac.in> wrote:

Dear Madam,

As directed by Dean USMS, I am sending proposed new scheme of BHMCT Programme as per NEP guidelines for your perusal and suggestion in this regard.



Please share your feed back.

R.K.Bhandari
Principal

Banarsidas Chandwala Institute of Hotel Management & Catering Technology,
(NAAC 'A' Accredited Institution, Approved by AICTE and Affiliated to G.G.S. Indraprastha University),
Chandwala Estate, Maa Anandmal Marg, Kalkaji, New Delhi - 110019
Phone: 011-49020300-301; Fax: 91-1149020320; Mobile: +91 9871200100
E-Mail: director@bcihmct.ac.in Website: www.bcihmct.ac.in

R.K. Bhandari



Dear Arvind

Sorry for the late reply. PFA the curriculum observation sheet for your reference.

Thanks and Regards

Gagandeep Soni

Assistant Professor

HOD Housekeeping

IQAC Coordinator & Chairperson (SH and ICC)

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Ph. : 011-49020301, Fax : 91-1149020320; Mobile: +91-9953492549

E-Mail : gagan@bcihmct.ac.in Website : www.bcihmct.ac.in

On Thu, Aug 12, 2021 at 1:01 PM Arvind Kumar Saraswari <arvind@bcihmct.ac.in> wrote:

[Quoted text hidden]

 Curriculum Observation Sheet.docx
22K

Director BCIHMCT <director@bcihmct.ac.in>
To: Arvind <arvind@bcihmct.ac.in>

Tue, Aug 24, 2021 at 3:37 PM

FYI

R.K.Bhandari

Principal

Banarsidas Chandiwalla Institute of Hotel Management & Catering Technology,
(NAAC 'A' Accredited Institution, Approved by AICTE and Affiliated to G.G.S. Indraprastha University),

Chandiwalla Estate, Maa Anandmai Marg, Kalkaji, New Delhi - 110019

Phone: 011-49020300-301; Fax: 91-1149020320; Mobile: +91 9871200100

E-Mail: director@bcihmct.ac.in Website: www.bcihmct.ac.in

----- Forwarded message -----

From: Dr. Kavita Khanna <k.khanna@delhitechnicalcampus.ac.in>

Date: Tue, Aug 24, 2021 at 3:29 PM

Subject: Re: Feedback on Newly Drafted Curriculum of BHMCT

To: Director BCIHMCT <director@bcihmct.ac.in>

Dear Sir,

Greetings of the day!!!

Proposed new scheme of BHMCT is upto the mark & no change required.

Thanks & Regards

Prof.(Dr) Kavita Khanna

HOD, School of Hotel Management

Delhi Technical Campus

GGSIU

Mobile No.971147471



On Thu, Aug 12, 2021 at 1:29 PM Director BCIHMCT <director@bcihmct.ac.in> wrote:

Dear Madam,

As directed by Dean USMS, I am sending proposed new scheme of BHMCT Programme as per NEP guidelines for your perusal and suggestion in this regard.

Feedback Analysis Report

(Based on the recommendations/Feedback received from Alumni of the Institute)

Referring to the feedback received from the alma mater of the institute, following suggestions/recommendations were notes:-

S.No	Name of Alumni	Designation & Organization	Batch	Date Submitted	Observation Made	Recommendation Suggested
1	Mr Nittin Poddar	Dean & Asian Institute of Hospitality & Tourism	2007-11	26.8.21	Nil	No amendments are required
2	Mr Parth Bharti	Executive Chef, Pickle Restaurant, Pusa Road	2010-14	1.9.21	There should be a specialized year for F&B MANAGEMENT & ROOMS MANAGEMENT in the final year atleast & should be more on practical basis . So that the student who's keen to work in the kitchen shouldn't under go with all linens & other stuff BHCT-415 & 417 respectively & vice-versa in other departments	There should be a practical based scenario where in the students should be trained in the format of a manager & as well as an entrepreneur say for example if a student wants to open his her own restaurant after completing the course he/she should be aware where to approach for licensing & how to approach for kitchen layout / restaurant layout at least basic idea , Menu planning should be the most valuable thing that needs to be taken for students keen in F&B PRODUCTION

[Handwritten signature]

[Handwritten signature]


3	Mr Sahil Arora	Sales Manager, ITC Hotels, New Delhi	2008-12	2.9.21	<p>1. The duration of the course should be changed to 3 years instead of 4 years as I feel there is no such major difference in IHM curriculum and out curriculum. Moreover students pursuing 3 year course have got more exposure and are at a higher designations..</p> <p>2. In first year the focus should be primarily on core departments including sales, HR and PR. In the second year it should be followed by a VT preferably a semester training so that the students get an in dept exposure of the industry and are clear as to which area they wish to do an expertise in. 3rd year should be a specialization year where students get maximum exposure in their area of interest. Ancillary subjects in such a case should be exempted from the same as it will help the student to focus more on his area of interest.</p> <p>3. In the final year the students should be given an option to start working from final year if the hotel demands. They can always come back and give their exams.</p> <p>4. Concept of odd</p>
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						semester and even semester to be changed. Eg. If a student is not able to clear any subject in his first semester then he/ she should be able to appear for the same in the second semester.
4	Mr Saurabh Joshi	Corporate Communication Manager	2009-13	2.9.21		<p>1. As I am from the education domain and with the new 'New Education Policy' it's better to have 4-year course. In fact, DU and other universities are also adopting 4 years curriculum.</p> <p>2. We should also introduce a critical thinking course in the curriculum. Our students need that. I can help with a tie-up with Harrapa Education.</p> <p>3. Apart from the PMS we should also introduce MICROS-POS learning. There are various platforms like 'Urban Piper' 'Pet Pooja' which are majorly used by restaurants and few top hotels in India. Just Opera is not enough.</p> <p>4. Hope we all can put our learning and can create a well-structured curriculum for the next generation.</p>
5	Mr Varun Balwani	Commercial Director-India, Nepal, Bhutan, Bangladesh	2004-08	31.8.21	Term computer is vague and does not do justice to plethora of advancement technology has done in hospitality industry	Change it to Role of Technology in hospitality industry ADD- Mentorship by ALUMNI for pre placement semester. Students should select

[Handwritten signature]

[Handwritten signature]



						one ALUMNI mentor to lead them on key skills required to get hired. Also can be their guide for the academic journey. .
6	Mr Sunil Kumar	Program Coordinator- BHM/ Assistant Professor, Vatel Hotel and Tourism Business School, Sushant University, Gurugram, Haryana	2002-06	21.9.21	Overall, a well-developed curriculum. A need of the present hour	None.

Feedback Review

Though the feedbacks recommended that the newly made draft of Hotel Management Curriculum is a well-developed amidst a need of the present hour with not much amendments required into it, however few of the concerns were also raised that listed below:-

1. There should be a specialized year for F&B MANAGEMENT & ROOMS MANAGEMENT in the final year atleast (that was already incorporated in the new draft proposal)
2. There should be a practical based scenario where in the students should be trained in the format of a manager & as well as an entrepreneur
3. The duration of the course should be changed to 3 years instead of 4 years, however due to NEP 4 year course is recommended.
4. Institute should introduce, in addition to existing Student –Faculty Mentorship Programme, Students-Alumni Mentorship Programme, wherein the selected alumni shall act as a Mentor for the students to help them prepare for the job placements.

Arvind

Dr. Arvind Kumar Saraswati,
Academic Coordinator,
Convener- Syllabus Revision/Modification Committee
BCIHMCT

Shandari



Cc: Director, Administrative Coordinator, Programme Coordinator, HOD- Food Production,
Food & Beverage Service, Front Office, Housekeeping; Examinations; Training & Placement;
Library; All Concerned Faculties.

Shandari





Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Alumini Feedback on Newly Drafted Curriculum of BHMCT

3 messages

Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Thu, Aug 26, 2021 at 11:30 AM

To: Neha Sahni <neha@bcihmct.ac.in>, Manish Malhotra <manish@bcihmct.ac.in>, Reshma Kamboj <reshma@bcihmct.ac.in>, Director BCIHMCT <director@bcihmct.ac.in>
Cc: Director BCIHMCT <director@bcihmct.ac.in>

Dear Alma Mater,

Hope this email finds you well.

We appreciate your continuous association with us as alma mater of the institute.

This is to inform you that a draft on Revised Curriculum of BHMCT Course has been drafted (attached for your perusal) and in order to have more refinement in the same, we request you to provide your feedback on the same in attached format ASAP at your convenience.

Thanks & Regards,

Dr. Arvind Kumar Saraswati, Assistant Professor
I Academic Coordinator | Research & Consultancy Coordinator |
Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, New Delhi
Editor- Indian Journal of Applied Hospitality and Tourism Research
Convener- India International Hotel, Travel & Tourism Research Conference
Jury- ART&TUR International Tourism Film Festival, Portugal
Editorial Board Member, International Journal of Food Service and Gastronomy, Turkey.
Scientific Committee Member, International Virtual Conference on Advance Scientific Results, Slovakia

2 attachments

Final Draft.pdf
1846K

Curriculum Observation Sheet - Alumini.docx
25K

Arvind Kumar Saraswati <arvind@bcihmct.ac.in>
To: manikhrd@gmail.com

Thu, Sep 2, 2021 at 10:27 PM

[Quoted text hidden]

2 attachments

Final Draft.pdf
1846K

Curriculum Observation Sheet - Alumini.docx
25K

Arvind Kumar Saraswati <arvind@bcihmct.ac.in>
To: sunil.kumar@sushantuniversity.edu.in

Fri, Sep 3, 2021 at 11:03 AM

Thanks & Regards,



Dr. Arvind Kumar Saraswati, Assistant Professor
| **Academic Coordinator | Research & Consultancy Coordinator |**
Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, New Delhi
Editor- Indian Journal of Applied Hospitality and Tourism Research
Convener- India International Hotel, Travel & Tourism Research Conference
Jury- ART&TUR International Tourism Film Festival, Portugal
Editorial Board Member, International Journal of Food Service and Gastronomy, Turkey.
Scientific Committee Member, International Virtual Conference on Advance Scientific Results, Slovakia

----- Forwarded message -----

From: **Arvind Kumar Saraswati** <arvind@bcihmct.ac.in>

Date: Thu, Aug 26, 2021 at 11:30 AM


Subject: Alumini Feedback on Newly Drafted Curriculum of BHMCT

To: Neha Sahni <neha@bcihmct.ac.in>, Manish Malhotra <manish@bcihmct.ac.in>, Reshma Kamboj <reshma@bcihmct.ac.in>, Director BCIHMCT <director@bcihmct.ac.in>

Cc: Director BCIHMCT <director@bcihmct.ac.in>

[Quoted text hidden]

2 attachments

 **Final Draft.pdf**
1846K

 **Curriculum Observation Sheet - Alumini.docx**
25K

Arvind



CURRICULUM OBSERVATION SHEET

(FOR AUMINI)

For Newly Proposed Draft of BHMCT Course, August 2021

Draft Page No.....

Subject Code.....

Subject Title.....

Alma Name.....Nitin Poddar..... Batch.....2007-2011.....

Designation & Organization Address.....Dean & Asian Institute of Hospitality & Tourism
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Date Submitted.....26-08-21.....

Observations Made

As per me no amendments are required

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Recommendations Suggested

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Handwritten signature in blue ink. Below it is a circular official stamp with the text "CHANDHIRA" and "HOTEL MANAGEMENT & CATERING" around the perimeter.



Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Fwd: Alumni Feedback on Newly Drafted Curriculum of BHMCT

1 message

Neha Sahni <neha@bcihmct.ac.in>

Wed, Sep 1, 2021 at 4:39 PM

To: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Received from parth bharti

Sent from my iPhone

Begin forwarded message:

From: CHEF PARTH <bharti.parth90@gmail.com>**Date:** 1 September 2021 at 2:25:37 pm GMT+5:30**To:** Neha Sahni <neha@bcihmct.ac.in>**Subject:** Re: Alumni Feedback on Newly Drafted Curriculum of BHMCT

Dear all

Greetings of the day.

Please find the attached file as requested for feedback in curriculum changes

On Thu, Aug 26, 2021, 2:37 PM Neha Sahni <neha@bcihmct.ac.in> wrote:

Kindly share your feedback by 29.08.21

----- Forwarded message -----

From: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>**Date:** Thu, Aug 26, 2021 at 11:30 AM**Subject:** Alumni Feedback on Newly Drafted Curriculum of BHMCT**To:** Neha Sahni <neha@bcihmct.ac.in>, Manish Malhotra <manish@bcihmct.ac.in>, Reshma Kamboj <reshma@bcihmct.ac.in>, Director BCIHMCT <director@bcihmct.ac.in>

Dear Alma Mater,

Hope this email finds you well.

We appreciate your continuous association with us as alma mater of the institute.

This is to inform you that a draft on Revised Curriculum of BHMCT Course has been drafted (attached for your perusal) and in order to have more refinement in the same, we request you to provide your feedback on the same in attached format ASAP at your convenience.

Thanks & Regards,

Dr. Arvind Kumar Saraswati, Assistant Professor

| Academic Coordinator | Research & Consultancy Coordinator

Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, New Delhi


Editor- Indian Journal of Applied Hospitality and Tourism Research

Convener- India International Hotel, Travel & Tourism Research Conference

Jury- ART&TUR International Tourism Film Festival, Portugal

Editorial Board Member, International Journal of Food Service and Gastronomy, Turkey.



 Curriculum Observation Sheet - Alumni.docx
10K

Gandhi



CURRICULUM OBSERVATION SHEET

(FOR AUMINI)

For Newly Proposed Draft of BHMCT Course, August 2021

Draft Page No 13-15

Subject Code:- SEVWNTH & EIGHTH SEMISTER

Subject Title SPECIALIZATION IN THE FINAL YEAR SHOULD BE THERE

Alma Name PARTH BHARTI Batch 2010-2014

Designation & Organization Address:- EXECUTIVE CHEF (PIKLE RESTAURANT, 25B PUSA ROAD ABOVE MALABAR JEWELLERS NEW DELHI)

Date Submitted :1/09/21

Observations Made:- there should be a specialised year for F&B MANAGEMENT & ROOMS MANAGEMENT in the final year atleast & should be more on practical basis . So that the student who's keen to work in the kitchen shouldn't under go with all linens & other stuff BHCT-415 & 417 respectively & vice-versa in other departments

Recommendations Suggested

There should be a practical based scenario where in the students should be trained in the format of a manager & as well as an entrepreneur say for example if a student wants to open his her own restaurant after completing the course he/she should be aware where to approach for licensing & how to approach for kitchen layout / restaurant layout at least basic idea ,

Menu planning should be the most valuable thing that needs to be taken for students keen in F&B PRODUCTION






Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Fwd: Alumni Feedback on Newly Drafted Curriculum of BHMCT

2 messages

Fri, Sep 3, 2021 at 9:53 AM

Neha Sahni <neha@bcihmct.ac.in>

To: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

PFA

----- Forwarded message -----

From: sahil arora <isahilarora@gmail.com>

Date: Thu, Sep 2, 2021 at 10:12 AM

Subject: Re: Alumni Feedback on Newly Drafted Curriculum of BHMCT

To: Neha Sahni <neha@bcihmct.ac.in>

Cc: <apurv.sareen@yahoo.com>, <salujakaran@outlook.com>, <gauravmitra1989@gmail.com>, <amanpuri.capricorn@gmail.com>, <bhagatvinayak@outlook.com>, <uditbhatnagar@yahoo.co.in>, <bharti.parth90@gmail.com>, <mahir_ahuja@yahoo.com>, <Abhinavvirmani@gmail.com>, Saurabh Joshi <100rabh.joshi@gmail.com>

Dear Neha,

Apologies for my delay in revert.

Please find my suggestions mentioned point wise.

1. The duration of the course should be changed to 3 years instead of 4 years as I feel there is no such major difference in IHM curriculum and out curriculum. Moreover students pursuing 3 year course have got more exposure and are at a higher designations.
2. In first year the focus should be primarily on core departments including sales, HR and PR. In the second year it should be followed by a VT preferably a semester training so that the students get an in dept exposure of the industry and are clear as to which area they wish to do an expertise in. 3rd year should be a specialization year where students get maximum exposure in their area of interest. Ancillary subjects in such a case should be exempted from the same as it will help the student to focus more on his area of interest
3. In the final year the students should be given an option to start working from final year if the hotel demands. They can always come back and give their exams.
4. Concept of odd semester and even semester to be changed. Eg. If a student is not able to clear any subject in his first semester then he/ she should be able to appear for the same in the second semester.

Many thanks,

Sahil Arora

On Sat, Aug 28, 2021, 12:51 PM Neha Sahni <neha@bcihmct.ac.in> wrote:

Reminder

Sent from my iPhone

On 26 Aug 2021, at 2:37 pm, Neha Sahni <neha@bcihmct.ac.in> wrote:

Kindly share your feedback by 29.08.21



CURRICULUM OBSERVATION SHEET

(FOR AUMINI)

For Newly Proposed Draft of BHMCT Course, August 2021

Draft Page No.....

Subject Code.....

Subject Title.....

Alma Name.....Sahil Arora..... Batch.....2008-12.....

Designation & Organization Address... Sales Manager at ITC Hotels, New Delhi.....

Date Submitted.....02.09.21.....

Observations Made

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Recommendations Suggested

1. The duration of the course should be changed to 3 years instead of 4 years as I feel there is no such major difference in IHM curriculum and out curriculum. Moreover students pursuing 3 year course have got more exposure and are at a higher designations.
2. In first year the focus should be primarily on core departments including sales, HR and PR. In the second year it should be followed by a VT preferably a semester training so that the students get an in dept exposure of the industry and are clear as to which area they wish to do an expertise in. 3rd year should be a specialization year where students get maximum exposure in their area of interest. Ancillary subjects in such a case should be exempted from the same as it will help the student to focus more on his area of interest.
3. In the final year the students should be given an option to start working from final year if the hotel demands. They can always come back and give their exams.
4. Concept of odd semester and even semester to be changed. Eg. If a student is not able to clear any subject in his first semester then he/ she should be able to appear for the same in the second semester.




----- Forwarded message -----

From: **Arvind Kumar Saraswati** <arvind@bcihmct.ac.in>

Date: Thu, Aug 26, 2021 at 11:30 AM

Subject: Alumni Feedback on Newly Drafted Curriculum of BHMCT

To: Neha Sahni <neha@bcihmct.ac.in>, Manish Malhotra <manish@bcihmct.ac.in>, Reshma Kamboj <reshma@bcihmct.ac.in>, Director BCIHMCT <director@bcihmct.ac.in>

Dear Alma Mater,

Hope this email finds you well.

We appreciate your continuous association with us as alma mater of the institute.

This is to inform you that a draft on Revised Curriculum of BHMCT Course has been drafted (attached for your perusal) and in order to have more refinement in the same, we request you to provide your feedback on the same in attached format ASAP at your convenience.

Thanks & Regards,

Dr. Arvind Kumar Saraswati, Assistant Professor

I Academic Coordinator | Research & Consultancy Coordinator |

Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, New Delhi

Editor- Indian Journal of Applied Hospitality and Tourism Research

Convener- India International Hotel, Travel & Tourism Research Conference


Jury- ART&TUR International Tourism Film Festival, Portugal

Editorial Board Member, International Journal of Food Service and Gastronomy, Turkey.

Scientific Committee Member, International Virtual Conference on Advance Scientific Results, Slovakia

<Final Draft.pdf>

<Curriculum Observation Sheet - Alumini.docx>

 Curriculum Observation Sheet - Alumini_Sahil.docx
23K

Neha Sahni <neha@bcihmct.ac.in>
To: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Fri, Sep 3, 2021 at 9:55 AM

PFA

----- Forwarded message -----

From: **Saurabh Joshi** <100rabh.joshi@gmail.com>

Date: Thu, Sep 2, 2021 at 11:19 AM

Subject: Re: Alumni Feedback on Newly Drafted Curriculum of BHMCT

To: sahil arora <isahilarora@gmail.com>, Neha Sahni <neha@bcihmct.ac.in>

Cc: <apurv.sareen@yahoo.com>, <salujakaran@outlook.com>, <gauravmitra1989@gmail.com>, <amanpuri.capricorn@gmail.com>, <bhagatvinayak@outlook.com>, <uditbhatnagar@yahoo.co.in>, <bharti.parth90@gmail.com>, <mahir_ahuja@yahoo.com>, Abhinav Virmani <Abhinavvirmani@gmail.com>, <kulwantsingh21@gmail.com>, Purna Jain <prernajain@yahoo.com>, <tripti277@gmail.com>, <nahmad8@gmail.com>, <ankurchauhan24@gmail.com>, <rahulsareen1990@yahoo.co.in>, <nikku_khan@yahoo.com>, <abhishek_sindal@yahoo.in>, <rahulsign110@gmail.com>, Ankit Kakkar <ankit_devil1991@yahoo.co.in>, <mohitmidda@yahoo.com>, <prateekbakshi49@yahoo.com>, <abhilash.nair007@gmail.com>, <adityaarora2010@ymail.com>, <ahsaas.agarwal@gmail.com>, Alok Kumar <alok.kumar1221@gmail.com>, <amanpuri.hotelier@gmail.com>, <aniltomar91@gmail.com>, <ankit.ank81@gmail.com>, <ankitkumarban2@gmail.com>, <ashanareshdelhi@yahoo.com>, <chawlasahil1990@gmail.com>, <chirag.dureja2003@gmail.com>, <cpatrihast@yahoo.com>, <deepakkmr927@gmail.com>, <divya.itsmyworld@yahoo.co.in>, <dj_190027@yahoo.com>, <elitearyan@gmail.com>, <garvita_tweety@ymail.com>, <gaurav.kpr90@gmail.com>, <gaurav1991@gmail.com>, <gupta.neeraj85@yahoo.com>, <harishkumar292@gmail.com>, <ishang.chaudhary@gmail.com>, <jaintushar94@yahoo.com>, <jaspinder.singh40@yahoo.com>, <jrana41@ymail.com>, <karan1922@gmail.com>, <karan_gulyani2002@yahoo.com>, <karn_12@india.com>, <kartik.dragon@yahoo.co.in>, <khtrimukul89@yahoo.com>, <kulvantsingh21@gmail.com>, <kunal.seth90@yahoo.co.in>, <mahipalyadav47@yahoo.com>, <manavkapoor75@yahoo.co.in>

<https://mail.google.com/mail/u/27?ik=a531be506c&view=pt&search=all&permthid=thread-f%3A17098531360165776503244&siml=msg-f%3A17098531360>

2/3



<manishchauhan1992@yahoo.com>, <mayank.giri90@gmail.com>, <mayanksharmat20@gmail.com>, <misrakkabi@yahoo.co.in>, Mohit Kumar <mohit.midda@yahoo.com>, <msmontysharma@gmail.com>, <n.ahmad8@gmail.com>, <nddsharma@gmail.com>, <nitintanwar86@yahoo.in>, <nitish_guptanitish@rediffmail.com>, <only_yours0200@yahoo.co.in>, <pradeepkumar2q@gmail.com>, <prateek.kwatra26@gmail.com>, <preetamansinghpahuja@yahoo.co.in>, <princegupta55@yahoo.in>, <rahul.sign_10@gmail.com>, <rahul_pandit41@yahoo.com>, <rahulkardam305@gmail.com>, <rajatdude2008@gmail.com>, <rajeevpandey33@gmail.com>, <rajeevpandey33@yahoo.com>, <ranvijayank@gmail.com>, <ravi.tomar18@gmail.com>, <rawatA90@ashish.com>, <rawatsandeep70@yahoo.com>, <rijul.mohil@yahoo.in>, <rijulmohil@yahoo.com>, <riteshbhandot@ymail.com>, <rohitnaggat007@gmail.com>, <sachin_kumar8977@yahoo.com>, <saideepakbhandari@gmail.com>, <sarathi_4u2003@yahoo.com>, <saurabh_joshi@ymail.com>, <saurabhhetan27@yahoo.com>, <savab_1986@rediffmail.com>, <shantanujoshi6661991@yahoo.in>, <sirohi.rajani@gmail.com>, <suhaillarora20@yahoo.co.in>, <sumitkumarfalwariaa@gmail.com>, <suriviray@ymail.com>, <tarun.negi1991@gmail.com>, <umeshsati@yahoo.co.uk>, <vaibhavtalwar96@yahoo.com>, <varunbajaj_vb@yahoo.co.in>, <varunkash27@gmail.com>, Valbhev Jain <vjcooldude1990@gmail.com>, <vskumarvijay77@gmail.com>, <YADURAJ.JADON@yahoo.com>, <yogeshkumar6572@gmail.com>, aman obero <aman_oberoi_007@yahoo.com>, ankit kakkar <ankit.kakkar1991@gmail.com>, deepesh js <deepesh.js08@gmail.com>, Mohit Goel <mohitgoel77@yahoo.in>, naman gosain <naman688@gmail.com>, Nikunj Malyan <nikunjmalayan@ymail.com>, ramit gupta <guptaramit_2004@yahoo.com>, Ravi rai <ravirai925@gmail.com>, Ravinder Dalal <ravinderdalal02@gmail.com>, regina nathan <regina4uall@gmail.com>, Rishabh Gupta <rgdude@gmail.com>, saurabh bagai <bagai.saurabh@gmail.com>, tripti jain <tripti.hm277@gmail.com>, Saurabh Joshi <100rabh.joshi@gmail.com>, <rijul.mohil@yahoo.co.in>

Hi Sahil & Neha,

Hope you all are doing well.

As I am from the education domain and with the new 'New Education Policy' it's better to have 4-year course. In fact, DU and other universities are also adopting 4 years curriculum.

We should also introduce a critical thinking course in the curriculum. Our students need that. I can help with a tie-up with Harrapa Education.

Apart from the PMS we should also introduce MICROS-POS learning. There are various platforms like 'Urban Piper' 'Pet Pooja' which are majorly used by restaurants and few top hotels in India. Just Opera is not enough.

Hope we all can put our learnings and can create a well-structured curriculum for the next generation.


Regards,

[Quoted text hidden]

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Warm Regards,

Saurabh Joshi
Ph: +91 98999 68779
Mail@Saurabh

 Curriculum Observation Sheet - Alumni_Saurabh Joshi.docx
24K



CURRICULUM OBSERVATION SHEET

(FOR AUMINI)

For Newly Proposed Draft of BHMCT Course, August 2021

Draft Page No.....

Subject Code.....

Subject Title.....

Alma Name.....Saurabh Joshi..... Batch.....2009-13.....

Designation & Organization Address... Corporate Communication Manager at Avantika University

Date Submitted.....02.09.21.....

Observations Made

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Recommendations Suggested

1. As I am from the education domain and with the new 'New Education Policy' it's better to have 4-year course. In fact, DU and other universities are also adopting 4 years curriculum.
2. We should also introduce a critical thinking course in the curriculum. Our students need that. I can help with a tie-up with Harrapa Education.
3. Apart from the PMS we should also introduce MICROS-POS learning. There are various platforms like 'Urban Piper' 'Pet Pooja' which are majorly used by restaurants and few top hotels in India. Just Opera is not enough.
4. Hope we all can put our learning and can create a well-structured curriculum for the next generation.






Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Fwd: Alumini Feedback on Newly Drafted Curriculum of BHMCT

2 messages

Neha Sahni <neha@bcihmct.ac.in>
To: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Wed, Sep 1, 2021 at 8:54 AM

Received from Varun Balwani

Sent from my iPhone

Begin forwarded message:

From: "Balwani, Varun" <varun.balwani@planet1world.com>
Date: 31 August 2021 at 10:34:33 am GMT+5:30
To: neha@bcihmct.ac.in
Subject: FW: Alumini Feedback on Newly Drafted Curriculum of BHMCT

Hi Neha,

Looks good . Have added one correction I deemed fit.

Regards

Varun

From: Neha Sahni <neha@bcihmct.ac.in>
Sent: 26 August 2021 12:34
To: Balwani, Varun <varun.balwani@planet1world.com>
Subject: Fwd: Alumini Feedback on Newly Drafted Curriculum of BHMCT

Sent from my iPhone

Begin forwarded message:

From: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>
Date: 26 August 2021 at 11:30:29 am GMT+5:30
To: Neha Sahni <neha@bcihmct.ac.in>, Manish Malhotra <manish@bcihmct.ac.in>, Reshma Kamboj <reshma@bcihmct.ac.in>, Director BCIHMCT <director@bcihmct.ac.in>
Subject: Alumini Feedback on Newly Drafted Curriculum of BHMCT



Dear Alma Mater,

Hope this email finds you well.

We appreciate your continuous association with us as alma mater of the institute.

This is to inform you that a draft on Revised Curriculum of BHMCT Course has been drafted (attached for your perusal) and in order to have more refinement in the same, we request you to provide your feedback on the same in attached format ASAP at your convenience.

Thanks & Regards,

Dr. Arvind Kumar Saraswati, Assistant Professor

I Academic Coordinator | Research & Consultancy Coordinator |

Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, New Delhi

Editor- Indian Journal of Applied Hospitality and Tourism Research

Convener- India International Hotel, Travel & Tourism Research Conference


Jury- ART&TUR International Tourism Film Festival, Portugal

Editorial Board Member, International Journal of Food Service and Gastronomy, Turkey.

Scientific Committee Member, International Virtual Conference on Advance Scientific Results, Slovakia

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2 attachments

 **Final Draft.pdf**
1846K

 **Curriculum Observation Sheet - Alumni.docx**
23K

Arvind Kumar Saraswati <arvind@bcihmct.ac.in>
To: Director BCIHMCT <director@bcihmct.ac.in>

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Wed, Sep 1, 2021 at 3:09 PM

2 attachments

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 Curriculum Observation Sheet - Alumni.docx
23K




CURRICULUM OBSERVATION SHEET

(FOR ALUMNI)

For Newly Proposed Draft of BHMCT Course, August 2021

Draft Page No.....8.....

Subject Code..... 110.....

Subject Title... Application of computers in hospitality industry.....

Alma Name..... Varun Balwani..... Batch...2004-08.....

Designation & Organization Address... Commercial Director – India , Nepal , Bhutan , Bangladesh

.....

Date Submitted..... 31-08-2021.....

Observations Made

...Term computer is vague and does not do justice to plethora of advancement technology has done in hospitality industry

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.....

Recommendations Suggested

.....Change it to Role of Technology in hospitality industry

ADD- Mentorship by ALUMNI for pre placement semester. Students should select one ALUMNI mentor to lead them on key skills required to get hired. Also can be their guide for the academic journey.....

.....
.....
.....
.....
.....

Handwritten signature in blue ink



Sunil Kumar chef

<sunil.kumar@sushantuniversity.edu.in>

To: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Tue, Sep 21, 2021 at 12:30 PM

Dear sir,

PFA and NA.

Kind Regards,

Sunil Kumar Arora

Program Coordinator-BHM Program /Assistant Professor

#9810768994 | Vatel Hotel & Tourism Business School |

Sushant University | Sector - 55 | Golf Course Road | Gurugram | Haryana-122003 |

| sunil.kumar@ansaluniversity.edu.in | www.ansaluniversity.edu.in |



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CURRICULUM OBSERVATION SHEET

(FOR AUMINI)

For Newly Proposed Draft of BHMCT Course, August 2021

Draft Page No...ALL.....

Subject Code.....NA.....

Subject Title.....NA.....

Alma Name.....Mr.Sunil Kumar..... Batch.....2002-06.....

Designation & Organization Address.....Program Coordinator-BHM/ Assistant Professor, Vatel Hotel and Tourism Business School, Sushant University, Gurugram, Haryana.....

Date Submitted.....21st September 2021.....

Observations Made

.....Overall, a well developed curriculum. A need of the present hour.

Recommendations Suggested

.....None.....

Sundari



manik bhatia <manikhrd@gmail.com>

To: Arvind Kumar Saraswati <arvind@bcihmct.ac.in>

Respected Sir,

Please find attached the Curriculum Observation sheet. My sincere apologies for being late.

With Gratitude,

Manik

[Quoted text hidden]

--

Manik



Observations _ Manik Bhatia.docx

24K

Arundari



CURRICULUM OBSERVATION SHEET

(FOR AUMINI)

For Newly Proposed Draft of BHMCT Course, August 2021

Draft Page No.....Page 28/Page65/Page 140.....

Subject Code...BHCT109/BHCT160/BHCT401.....

Subject Title...Environmental Sciences/ Basic Computer skills applications/Research Methodology

Alma Name.....Manik Bhatia..... Batch.....2007-11.....

Designation & Organization Address.....Researcher and teaching assistant and Financial Consultant at Royal Roads University and easy financial respectively

Date Submitted.....21-9-21.....

Observations Made

...Really nice content and wonderful courses. Really nice content observed in the four pillar subjects of hospitably especially Food and Beverage Production.

Although great focus on the core subjects, I notice that subjects like personality development and any language will add wonders to the syllabus.

Recommendations Suggested

...In the subject of environmental sciences, I notice that there is brief description of sustainable environment. While reading it, it appears more towards science which is good, however as a student I would like to have co-relation with hospitality and tourism whereby I notice it has Units like Environmental Law. Having said that, if there is a scope would suggest to add a brief about sustainable

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tourism, sustainable hotel maintenance. Concepts like staycations, slow tourism, forest tourism, forest bathing etc.....

.....Fo the subject of basic computer skills in the last unit of social media application a suggestion of adding brief of social media marketing/ Digital marketing terminologies like social media optimization, impressions, Google ads can be briefly explained with hospitality related case study

.....Unit-4 of Research Methodology I notice the content has more focus on statistical method of data collection while just briefly highlighting secondary data collection techniques. Usually in Indian education research is mostly conducted using questionnaire as primary source, however, authentic research can be done with just observation, case study analysis, paradigms, theoretical models, visual techniques and the most trending is grounded theory. If that can be briefly explained it will help students to do wonders in post graduate studies. Additionally, before going for training or during the training a consistent review of the research done by students must be checked by the respected guides. In

Handwritten signature in blue ink.





Alumini Feedback on Newly Drafted Curriculum of BHMCT

5 messages

Arvind Kumar Saraswati <arvind@bcihmct.ac.in> Thu, Aug 26, 2021 at 11:30 AM
To: Neha Sahni <neha@bcihmct.ac.in>, Manish Malhotra <manish@bcihmct.ac.in>, Reshma Kamboj <reshma@bcihmct.ac.in>, Director BCIHMCT <director@bcihmct.ac.in>
Cc: Director BCIHMCT <director@bcihmct.ac.in>

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Thanks & Regards,

Dr. Arvind Kumar Saraswati, Assistant Professor

| Academic Coordinator | Research & Consultancy Coordinator |

Manarsidas Chandiwala Institute of Hotel Management and Catering Technology,
New Delhi

Editor- Indian Journal of Applied Hospitality and Tourism Research

Convener- India International Hotel, Travel & Tourism Research Conference

Jury- ART&TUR International Tourism Film Festival, Portugal

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Turkey.

Scientific Committee Member, International Virtual Conference on Advance
Scientific Results, Slovakia

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25K



nanikhrd@gmail.com

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2 attachments

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 **Curriculum Observation Sheet - Alumini.docx**
25K

Arvind Kumar Saraswati <arvind@bcihmct.ac.in>
To: sunil.kumar@sushantuniversity.edu.in

Fri, Sep 3, 2021 at 11:03 AM

Thanks & Regards,

Dr. Arvind Kumar Saraswati, Assistant Professor
| **Academic Coordinator** | **Research & Consultancy Coordinator** |
Banarsidas Chandiwala Institute of Hotel Management and Catering Technology,
New Delhi

Editor- Indian Journal of Applied Hospitality and Tourism Research

Convener- India International Hotel, Travel & Tourism Research Conference

Jury- ART&TUR International Tourism Film Festival, Portugal

Editorial Board Member, International Journal of Food Service and Gastronomy,
Turkey.

Scientific Committee Member, International Virtual Conference on Advance
Scientific Results, Slovakia

----- Forwarded message -----

From: **Arvind Kumar Saraswati** <arvind@bcihmct.ac.in>

Date: Thu, Aug 26, 2021 at 11:30 AM

Subject: Alumini Feedback on Newly Drafted Curriculum of BHMCT

To: Neha Sahni <neha@bcihmct.ac.in>, Manish Malhotra <manish@bcihmct.ac.in>,
Reshma Kamboj <reshma@bcihmct.ac.in>, Director BCIHMCT

<director@bcihmct.ac.in>

Cc: Director BCIHMCT <director@bcihmct.ac.in>

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2 attachments

 **Final Draft.pdf**
1846K



ALUMNI ASSOCIATION MEETING MINUTES

Date: 06th March 2021

Time: 1100hrs

Venue: BCHMCT

In Attendance

1. Principal:- Mr. R.K. Bhandari
2. Faculty Members:
 - a. Ms. Gagandeep Soni
 - b. Mr. Vaibhav Verma
 - c. Mr. Mohan Jain
 - d. Ms. Divya Thakur
 - e. Mr. Nikhil Sharma
 - f. Ms. Nausheen Nauriyal
3. Alumni Core Members:
 - a. Mr. Manish Malhotra
 - b. Ms. Neha Sahni
 - c. Mr. Varun Baiwani
 - d. Mr. Abhishek Saareen
 - e. Mr. Utkarsh Bhalla

Objective:

The objective of the meeting was to formulate a strong thought process to indulge Alumni in more productive manner.

Following Points were discussed:

1. The major agenda of this meeting was to get Alumni Association registered so that further planning & action.
2. Constitution and other policies to be prepare for the Alumni association and registration
3. Assist current batch get placed by coordinating with other Alumni working in industry specially in HR







Feedback Analysis Report(Based on the recommendations/Feedback received from Faculty Members of the Institute)

Referring to the feedback received from the Faculty Members of the institute, following suggestions/recommendations were notes:-

S.No	Name of Faculty	Department	Observation Made	Recommendation Suggested
1.	Mr. Peeyash Srivastav	Food & Beverage Service	<p>After reviewing the entire syllabus of F & B Service Department, I wish to recommend this syllabus and agree with the amendments made to the earlier syllabus. This curriculum includes all the necessary details to make a true hospitality professional with the right approach and attitude.</p> <p>Latest trends and modern developments have been kept in mind while designing the syllabus for the BHMCT program.</p> <p>Syllabus for F& B Service practical in all semesters is in sync with the theoretical aspects of that particular semester which is a very good development for the course curriculum.</p>	No Recommendations Suggested

Shandari



2.	Dr. Prem Ram	Food Production	<p>The syllabus of food production is curriculum is extensive and distributed well. One recommendation we would like to make is if we can include a project in the final semester- Two case study of any popular kitchen outlets with a field exposure/Trip and apply all their learning in it.</p> <p>Syllabus for the practical sessions is in accordance with the theoretical aspect. Students will learn through creative learning and reasoning. Need of continuous and close interaction between the hospitality professionals and students in order to impart the knowledge and skills is very much required. To have this understanding in projects hospitality guides/mentors should be introduced as external guides in research projects related to culinary field.</p>	Overall the curriculum is well developed, No specific changes required.
3.	Dr Ashish Ranga	Front Office	The syllabus for Front Office Operations has been designed keeping in mind the changing requirements of the Industry. The syllabus includes latest trends followed in the hotel Industry. Syllabus for the	No Changes Required

Shandari



			practical sessions is in accordance with the theoretical aspect. Students will learn through creative learning and reasoning. Practical demonstrations, case studies, problem solving and making presentations will help in enhancing the students' knowledge base.	
4.	Ms. Gagandeep Soni	Housekeeping	The syllabus for Accommodation operations has been designed keeping in mind the changing requirements of the Industry. The syllabus includes latest techniques and trends followed in the hotel Industry. Syllabus for the practical sessions is in accordance with the theoretical aspect. Students will learn through creative learning and reasoning. Practical demonstrations, case studies, designing layouts and making presentations will help in enhancing the student's knowledge base.	Well Designed Syllabus. No Changes Required
5.	Mr Ranojit Kundu	Bakery	Typo error on page no. 17 "Exist"	Text Book by Yogambal to be replaced by "Theory of Bakery & Patisserie" by Chef Parvinder Bali
6.	Mr. Siddharth & Mr. Manish	Training & Placement	Overall, the proposed scheme of syllabus is very well planned	No Changes Required



7.	Ms. Divya Thakur	Allied Subject (Hygiene, Sanitation & Food Science)	Course Content is detailed	Topic can be removed: Food Borne Diseases, Nutrients. Topics to be added: prevention of Food Spoilage.
8.	Mr Mohan Jain	Allied Subject (Environmental Science)	Repetitions of Content were found	Content on "EMS" need to be repositioned in Unit 5 for better understanding.
9.	Mr. Mohan Jain	Allied Subject (Basics of Computers & its Application)	Discrepancy was found in course title.	Include Advance operations, repositioning of few contents is required, Content on Internet Security shall be included

Feedback Review

Overall no significant recommendations were received from any of the core department i.e. Food Production, Food & Beverage Service, Front Office, Housekeeping, Bakery & Patisserie and Training & Placement Department. However, few of the recommendations were received from some allied subjects, which are as follows:-

1. Hygiene, Sanitation & Food Science: Topic can be removed: Food Borne Diseases, Nutrients. Topics to be added: prevention of Food Spoilage.
2. Environmental Science: Repetitions of Content were found, therefore required repositioning of few of the content (for details refer concerned observation sheet attached)
3. Basics of Computers & its Application: Discrepancy was found in course title. Include Advance operations, repositioning of few contents is required, Content on Internet Security shall be included (for details refer concerned observation sheet attached)

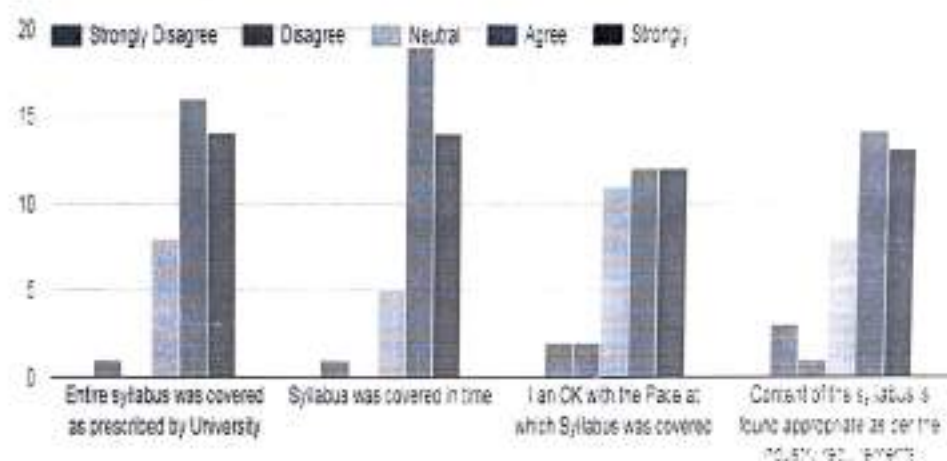
Arvind
Dr. Arvind Kumar Saraswati,
Academic Coordinator,
Convener- Syllabus Revision/Modification Committee
BCIHMCT

Sharda
Mohan Jain
Cc: Director; Administrative Coordinator; Programme Coordinator; HOD- Food Production, Food & Beverage Service, Front Office, Housekeeping; Examinations; Training & Placement; Library; All Concerned Faculties.
Sharda
Mohan Jain



24th June 2020**Feedback Analysis Report**(Based on the responses received from the students all years studying in Even Semester)

Please rate the following about Curriculum & Course Content:

**Student's Feedback of EVEN Semester 2021**

Q.1	Please write below anything you wish to specify about Curriculum & Course Content	
Eighth Semester	2017-21	1 Na
		2 The course as prescribed by the Ip University has been the best but more aspect of presentations and interactive sessions should be conducted first to familiarize with the topic.
		3 Must include subjects like cabin crew, events & advance pastry cuisines should be included.
		4 Nil.
		5 Nothing to specify
Sixth Semester	2018-22	1 More of Extra-Curriculum activities.
		2 No



		3	Practical should be more specific with and linked with real industry operations.
Fourth Semester	2019-23	1	I want to attend all practical of all subjects every week and teach us practically the last semester's food production practical
		2	Nothing
		3	Nothing
		4	Null.
		5	According to me online classes is not at all beneficial , students can't focus in online class
		6	Nothing
		7	N/A
		8	Nothing
		9	Nothing to add, everything's going great!
		10	Mujhe Kuch bhi Samjh nhi Aaya Jo Kuch bhi online class me padhaya Gaya hai...
		11	-
First Semester	2020-24	1	Due to online classes i can't able to understand anything taught in the class
		2	Everything is going well.
		3	Educational trip and festival celebration should be there and we doesn't get fresher party in clg
		4	The course content was good and was as per the required standard
		5	If classes were online there should be fun activity classes also.
		6	.
		7	NA
		8	More practical classes should be provided.
		9	-
		10	Its difficult to understand the whole things about my course at on line platform specifically in practical classes
		11	Everything is very good.
		12	Nothing.
		13	Content is good I am enjoying
		14	The curriculum and course content is pretty much the industry standard but the pace at which it is being covered is too quick for the students to understand like a 6 month semester was just finished in a month and a half so it was quite diffuse for us to cope up with it.
		15	No
		16	No

Shandhu



17	No.
18	Nothing
19	No
20	Nothing.

Feedback Review

Students are well contented with the course curriculum. However, few of the following issues were rose by few of the students and gist of the same is presented as following:-

1. More aspect of presentations and interactive sessions should be conducted first to familiarize with the topic.
2. More of Extra-Curriculum activities.
3. Practical should be more specific with and linked with real industry operations.
4. Students have shown their willingness to attend classes in offline mode particularly the practical subjects, as it was found difficult for them to learn practical components of the course in online mode. Even the pace at which syllabus it to be conducted is hampered due to this online learning
5. Students also focused upon arranging Educational trip and festival celebration (Fresher's Day). All these activities are well conducted by institute every year by due to prevailing Covid pandemic, these are temporarily stopped since 2020

To conclude, majorly students are satisfied with course curriculum and the concerns that were raised by students are mainly arises due to the transition in teaching methodology from offline class room studies to online teaching platform as a result of global pandemic. However, each points are taken into serious consideration and after thorough review are communicated well to respective departments.

Arvind

Dr. Arvind Kumar Saraswati,
Academic Coordinator,
Convener- Syllabus Revision/Modification Committee
BCIHMCT

Bhandari

Cc: Director; Administrative Coordinator; Programme Coordinator; HOD- Food Production, Food & Beverage Service, Front Office, Housekeeping; Examinations; Training & Placement; Library; All Concerned Faculties.

[Signature]

[Signature]

[Signature]

[Signature]

[Signature]

Bhandari



BCIHMCT Student's Feedback Form

This feedback form is intended to improve the college competencies and facilities in order to deliver you in most effective manner. Please take this survey and help us improve. Your Identity will be kept confidential.

* Required

1. Email *

2. Batch *

Mark only one oval.

2017-21

2018-22

2019-23

2020-24

3. Studying Semester *

Mark only one oval.

First

Second

Third

Fourth

Fifth

Sixth

Seventh

Eighth

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4. Please rate the following about Curriculum & Course Content *

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Entire syllabus was covered as prescribed by University	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Syllabus was covered in time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am OK with the Pace at which Syllabus was covered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content of the syllabus is found appropriate as per the industry requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please write below anything you wish to specify about Curriculum & Course Content *

*

Shandari

Cumulative Feedback Analysis Report

(Based on the recommendations/Feedback received from Alumni, Employer/Industry, Teachers & Students of the Institute)

Referring to the feedback received from

1. Alumni (Ref Annexure A)
2. Employer/Industry (Ref Annexure B)
3. Students (Ref Annexure C)
4. Teachers (Ref Annexure D)

Following suggestions/recommendations were notes:-

Alumni Feedback:

Though the feedbacks recommended that the newly made draft of Hotel Management Curriculum is a well-developed amidst a need of the present hour with not much amendments required into it, however few of the concerns were also raised that listed below:-

1. There should be a specialized year for F&B MANAGEMENT & ROOMS MANAGEMENT in the final year atleast (that was already incorporated in the new draft proposal)
2. There should be a practical based scenario where in the students should be trained in the format of a manager & as well as an entrepreneur
3. The duration of the course should be changed to 3 years instead of 4 years, however due to NEP 4 year course is recommended.
4. Institute should introduce, in addition to existing Student -Faculty Mentorship Programme, Students-Alumni Mentorship Programme, wherein the selected alumni shall act as a Mentor for the students to help them prepare for the job placements.

Employer/Industry Feedback:

1. Many students these days do not use reference books, so we suggest including websites or Instagram handles for students to learn.
2. Chef Ball's observation- there are many groups on Facebook that talk about regional foods, modern plating, Michelin style food. Giving the students to be a part of the group will enhance their level and understanding of being a professional chef.
3. Introduce basic F&B financials early on in the curriculum during 1st semester to help students understanding F&B Control in Fourth Year

Arvind



Handwritten signature in blue ink, possibly reading 'Shankar'.

4. In Front Office, Some suggestions were recommended in Front Office Syllabus and same were discussed with Departments HOD's & Concerned Committee members. These suggestions will be taken into consideration while drafting new curriculum for BHMCT Course amidst NEP laid by UGC, Govt. of India

Student Feedback

Students are well contented with the course curriculum. However, few of the following issues were rose by few of the students and gist of the same is presented as following:-

1. More aspect of presentations and interactive sessions should be conducted first to familiarize with the topic.
2. More of Extra-Curriculum activities.
3. Practical should be more specific with and linked with real industry operations.
4. Students have shown their willingness to attend classes in offline mode particularly the practical subjects, as it was found difficult for them to learn practical components of the course in online mode. Even the pace at which syllabus it to be conducted is hampered due to this online learning
5. Students also focused upon arranging Educational trip and festival celebration (Fresher's Day). All these activities are well conducted by institute every year by due to prevailing Covid pandemic, these are temporarily stopped since 2020

Majorly students are satisfied with course curriculum and the concerns that were raised by students are mainly arises due to the transition in teaching methodology from offline class room studies to online teaching platform as a result of global pandemic. However, each points are taken into serious consideration and after thorough review are communicated well to respective departments.

Faculty Feedback

Overall no significant recommendations were received from any of the core department i.e. Food Production, Food & Beverage Service, Front Office, Housekeeping, Bakery & Patisserie and Training & Placement Department. However, few of the recommendations were received from some allied subjects, which are as follows:-

1. Hygiene, Sanitation & Food Science: Topic can be removed: Food Borne Diseases, Nutrients. Topics to be added: prevention of Food Spoilage.
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3. Basics of Computers & its Application: Discrepancy was found in course title. Include Advance operations, repositioning of few contents is required, Content on Internet Security shall be included (for details refer concerned observation sheet attached)

Feedback Review

Reviews received from each of the stakeholders i.e. Alumni, Employer/Industry, Students & teachers are to be taken into consideration. Each point is to be presented for discussion in upcoming Syllabus Review Committee Meeting for thorough review and careful consideration in the process towards effective curriculum enrichment.

Arvind

Dr. Arvind Kumar Saraswati,
Academic Coordinator,
Convener- Syllabus Revision/Modification Committee
BCIHMCT

Shankar

Cc: Director; Administrative Coordinator; Programme Coordinator; HOD- Food Production, Food & Beverage Service, Front Office, Housekeeping, Examinations; Training & Placement; Library; All Concerned Faculties.

Shankar

