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2.	2018-2019	<a href="http://bcihmct.ac.in">AQAR Report (bcihmct.ac.in)</a>
3.	2017-2018	<a href="http://www.bcihmct.ac.in/download/NAAC/AQAR2017-18.pdf">www.bcihmct.ac.in/download/NAAC/AQAR2017-18.pdf</a>
4.	2016-2017	<a href="http://bcihmct.ac.in">AQAR_2016-2017.pdf (bcihmct.ac.in)</a>

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**REPORT BCIHMCT 2020-21**

It gives me immense pleasure to present performance report which highlights the achievements and developments of the institute in the academic year 2020-21

Sir, With objective of providing dynamic hospitality education in global perspective, Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, New Delhi is the pioneer Institute of the country in imparting value based global hospitality education.

**Achievements of the colleges can be validated by the following:**

**BCIHMCT is NAAC "A" Accredited institute.**

Association with Hotels and vast opportunities for the exposures in the field in the capital city makes BCIHMCT as one of the preferred choice of the new Hospitality aspirants.

It has been our constant endeavor to give world class training to our students through education and training in best Institutions and Hotels across the world. The focus of the Institute is to provide quality expertise that develop the student in to a responsible Global Hospitality Professional.

It is highly inspiring to note that BCIHMCT has been making rapid progress and is among the very few Hotel Management Institutions in the Country that has a vision for adopting to changes in global perspective.

**ACHIEVEMENTS and RECOGNITIONS**

The current year was full of remarkable achievements in the form of getting recognition and acknowledgement by way of grading and quality evaluations done by various agencies that has validated effectiveness of our new quality initiatives.

We feel proud while sharing Outcome of the Survey by India Today Survey 2021, The Week Hansa Research Survey 2020, BEST COLLEGES.

**1. India Today Survey , 2021**

We feel Proud while sharing with you the Ranking of India Today's Best Colleges Survey 2021.


BCIHMCT is at Rank 7 amongst the top colleges of Hotel Management in the country and also at number 1 in the Category of Private Emerging College of the Country and Number 5 in overall category of Emerging colleges in the country.

We are maintaining Top Ten Positions successively since 2010. It is remarkable to see us competing with the colleges supported by ITC Group and Taj Group hotels among the other private colleges.

## 2. The Week Survey ,2020

"Emerging Colleges of The Century", BCIHMCT has been ranked as Number 1 Private Hotel Management college of North India by **The WEEK HANSA RESEARCH SURVEY 2020** and **number 4** in All India category of Private Colleges.

**3. Joint Assessment Committee (JAC)** of Department of Higher Education, Govt. of Delhi and GGSIP University, Delhi has ranked college as A Grade College in 2019-20 with a score of 84.5% and Academic Audit 2018-19 score of 82% (86.8% in the current/ ongoing year). No visits were conducted in 2020-21 due to Covid-19.

**4. Banarsidas Chandiwala Institute of Hotel Management and Catering Technology** is now a **Recognized Social Entrepreneurship, Swachhta & Rural Engagement Cell (SES REC)** Institution. College is recognized by Mahatma Gandhi National Council of Rural Education (MGNCRE), Department of Higher Education, Ministry of Education, Government of India! for the Social Entrepreneurship and Community Engagement and Swachhta activities in our Institution.

## NEW INITIATIVES

**1. BCIHMCT YOU TUBE CHENNEL:** We have launched our own You Tube channel and videos of lectures and Demo Practical are being uploaded on our you tube channel

[www.bcihmctonline](http://www.bcihmctonline).

**2. ORGANIZING NATIONAL AND INTERNATIONAL LEVEL VIRTUAL EVENTS MAINLY**

- CHE 2020,
- International Khimchi Day 2020 and
- International Virtual Conference 2021





3. We are pleased to announce that our Journal "Indian Journal of Applied Hospitality & Tourism Research" (ISSN/EISSN 0975 4954) was positively evaluated in Citefactor indexing, now journal page is available online, research paper indexing will happen in phases, journal selection done by advisory board and only few journals meeting the selection criteria will be part of each batch/phase depending upon the cite factor scoring.

4. We are pleased to inform you that the 13th Volume of Indian Journal of Applied Hospitality & Tourism Research 2021 is now available at following link  
<https://www.bcihmet.ac.in/download/IJAHTR/IJAHTR-2021.pdf>

The "Indian Journal of Applied Hospitality & Tourism Research" Vol. 13, (ISSN 0975-4954) was unveiled by the dignitaries at the inaugural session. Selected quality articles, research papers and case studies that highlight the issues related to the theme in different aspects from academicians, practitioners and policy makers have been published in the annual Hospitality Management Journal, indexed with ISRA.

## ACADEMICS

I feel proud while stating that students of the institute have continued to excel in academics. Results of last academic session 2019-20 were 98.7% . Online Classes for New Semester is going on with prescribed schedule of the University. The college is using MICROSOFT TEAM for the purpose. Intermittent offline classes/ briefing interactions were conducted to the students having difficulties. Students were called voluntarily and along with the consent of the parents. All precautions are being taken with respect to fighting Covid-19. Offline classes were conducted to students in February, March 2021 and Mid of April 2021 as per prescribed covid protocol in smaller groups. End term Examinations will be conducted for the final year students in July 21 in Online Mode.

## ADMISSIONS

2017-21	107
2018-22	111
2019-23	112
2020-24	108

TOTAL : 443 Students (including 05 students of 2016 batch)





Currently Sixth Semester (Batch 2018-22) is undergoing through their Industrial exposure training in various hotels across the Country. Partly it is being done in online mode.

**ORIENTATION PROGRAMME:** Orientation of Batch 2020-21 was conducted from 4th- 15 January 2021. This program was held over a period of 10 days. Keeping the pandemic in mind, the orientation program was conducted through the online medium. A pleasant and successful session was conducted by our final year students Ms. Chaitali Mazumdar and Mr. Aditya Narula. It was wonderful as it included plenty of valuable and beneficial content for the beginners in the path way of professionalism.

Mr. Saurabh Khurana, Alumni of the college addressed students. Mr. Saurabh started off by recalling his days as a student here in BCIHMCT.

## **TRAINING AND PLACEMENT**

BCIHMCT was visited and is in association with 30 plus hotels and Fast Food Chain for Placement and Industrial Training of the students. All big chains have conducted campus. All the students were placed in the industry before Covid started. After this lots of offers are on hold and process is delayed. We have to reschedule our industrial training semester also after permission from the University. Other avenues are also being explored to place the students facing difficulties and efforts are on.

## **ACADEMIC ACTIVITIES:**

### **GUEST LECTURES/ PERSONALITY DEVELOPMENT ACTIVITY**

To create value addition, we conduct additional classes of Personality Development with a view to enhancing communication skills and grooming of our students. These had an impact on the placement performance and Students have shown improvement. Special classes are being conducted for all Batches on PDP, Communication Skills, Soft Skills and Interview Techniques by the dedicated team of teachers who are making all out efforts for the improvement in the performance of the students.

**GUEST LECTURES:** Following were invited -

1. Mr. HARSH VARDHAN BHATI, MANAGER FOOD AND BEVERAGE SERVICE, THE PARK HOTEL, NEW DELHI.
2. Mr. Vikram Kukreja, Change and Communication Specialist Germany. He is the Founder of TBH circle-Organization supports management students and youth in Europe and India
3. Ms Sanchita Khanna, Assistant Manager, Housekeeping ITC Hotels.


4. Ms Neeraj Sharma, Head-Estate Management ,Terminal operations Delhi International Airport.
5. Mr. Rahul Kapoor, Shift Manager Operations, PULLMAN & NOVOTEL, Aerocity, New Delhi.
6. Mr. Karan Saluja, Sales Manager, Crowne Plaza, Mayur Vihar, New Delhi
7. Mr Pankaj Kamble, Co-Founder and Director at Flairology Bar School and Events.
8. Mr. Raja Prasad, General Manager, Kiwi hospitality , Cincinnati Ohio.
9. Mr. Kamal Raza, Director of Rooms, Intercontinental Hotels Group.
10. Mr Vinod Padita, CEO Perception Management and Consulting Pvt Ltd. This Session was supported by India Education Skill Council.
11. Front Office Manager Mr Rehman, Training Manager, The Surya, New Delhi and Exe Housekeeper participated in Lecture and discussion
12. Mr Sameer Kaul, Founder, Conquer Next.  
December 07, 2020 (Promotion of CHAMPAGNE KNOWLEDGE webinar)
13. MR RAJIV SINGHAL, AMBASSADOR OF CHAMPAGNE TO INDIA, FOUNDER ( Wines & Spirits Academy organized a knowledge sharing webinar on CHAMPAGNE KNOWLEDGE for third and fourth year students on Dec 05, 2020 through online platform
14. Dr. Neelam Mishra, a skilled psychologist
15. MR. Mr. Tushar Abrol, Learning & Development Manager, Taj Vivanta, New Delhi.

## WORKSHOP

1. Tully ho conducted wine workshop on 20 January 2020
2. Coffee Workshop: Coffee workshop was organized on 16 November 2019
3. CONFECTIONERY WORKSHOP
4. A workshop was organised by Chef Tanuj Gera of Hellenic Republic Restaurant by Chef George Calombaris in Paradise Valley Hotel, Victoria, Australia.
5. The students of BCIMCT attended a tea-training workshop organized by Roseate House, NEW DELHI, in collaboration with the finest luxury tea brand of the world TWG tea on 13th March 2021.
6. Tea Workshop by Ms. Geetanjali Joshi who works as The National Key Accounts Manager at TWG Tea Company.  
The workshop was an amazing learning experience for the students and broadened their horizons, and they got to dive deep into the world of 'tea'. The workshop gave them an understanding of different teas and the principles behind tea and food pairing.





### 7. Sommelier Sessions at **BCIHMCT May 28, 2021**

Mr. Rakesh Awaghade is a certified Sommelier by the Court of Master Sommeliers and has been voted as Best Sommelier in Delhi NCR in 2019. The session was for final year students.

### 8. ENTREPRENEURSHIP ACTIVITIES ORKSHOP

BCIHMCT along with Infinite Desire Entrepreneurship Solutions (The speaker, Mr Sudhangar Baskar) , organized an informative and enriching sessions on ENTREPRENEURSHIP for the students of Banarsidas Chandiwala Institute of Hotel management & Catering Technology on May 22, 2021. The workshop was about having an entrepreneurial mindset and its importance for the overall development of a professional in the hospitality sector. The viable and distinctive features of Entrepreneurship as a successful career option were discussed in detail.

### CO-CURRICULAR ACTIVITIES

We organized several activities & competitions during the year. Quiz, interdepartmental Chef Competition, Bar Tending, Debate and painting competition has given opportunities to students to show their talent. Students have shown keenness in these events.

Institute motivates its students to participate in various activities conducted by other institutions and organizations. Students of BCIHMCT also participated in debate competition organized by other Universities and institutions

### ACHIEVEMENTS of the Students:

1. Top ten finalists Smilee Jaral, of BCIHMCT, reached the final list of top ten chefs in event organized by Hindi No 1 Newspaper Amar Ujala along with BL Agro Industries. (She made it to the top ten finalists from the list of over 6000 participants who registered for the event.

#### 2. Excellence in Debating:

1. RANK 1 in the National Debate Competition organized by Amity School of Hospitality, Noida on September 24, 2020.

#### 2. Inter college events:

ONLINE DEBATE COMPETITION (DEC 02, 2020)





BCIHMCT organized an Online INTRA COLLEGE DEBATE Competition on the occasion of National Pollution Control Day (DECEMBER 02, 2020). The Topic of the debate was "INDIA WILL BE ABLE TO CONTROL AIR/NOISE/SOUND/WATER POLLUTION."

**Mafaz Rahman** was declared Winner, Gaganmeet Singh was the First Runner up and Rishabh Chauhan was the second runner up of the debate Competition.

3. BCIHMCT students once again stamped their authority in the domain of Chef Competitions by winning awards in the **CULINARY STUDENT OF THE YEAR 2020** organized by [www.chefstablestudio.com](http://www.chefstablestudio.com)

The List of the Winners were declared on December 15, 2020  
The Gold Category award WINNER - Sohail Saifi  
The Silver Category award WINNER Chirag Gurmukhani ; and  
The Bronze Category award WINNER Sanchit Dhingra.

4. **FOOD PHOTOGRAPHY Contest 2021**. Shaktik Banerjee, our Second Year Student has once again impressed hospitality fraternity of the region by winning the coveted First runner up position in the recently concluded **FOOD PHOTOGRAPHY Contest 2021**, organized by IAM - INSTITUTE OF HOTEL MANAGEMENT, BELAGAVI. **APRIL 01 2021**

5. Kartike Agrawal, dazzled the hospitality community by winning first position in the Naipunnya Institute of Management and Information Technology's **Innovative Salad Competition**, which was held recently in Thrissur, Kerala.

## EVENT MANAGEMENT

All efforts are made to provide students various opportunities to acquire best managerial practices and to show their professional skills. To sharpen skills of the students by giving them Exposure at National level BCIHMCT organizes National and International events and has placed itself at the National Horizon in the field of Hospitality and Tourism Education with benchmarking standards.

## VIRTUAL CHANDIWALA HOSPITALITY ENSEMBLE 2020

*Handwritten signature in blue ink.*



19th Chandiwala Hospitality Ensemble 2020 (CHE -2020) presented "International Kimchi Day" in India, in association with Korean Cultural Centre India, New Delhi.

Maiden Virtual Hospitality Ensemble 2020 : Covid-19 has brought many challenges and we have thought to be more innovative and creative during this pandemic. BCIHMCT team has organized our annual Hospitality Ensemble virtually on 22 & 23 November 2020. This has certainly given some excitement to students of hospitality sector.

This virtual contest has created new Benchmark with unprecedented viewership through Instagram, You Tube and Facebook.

The event was streamed LIVE through Facebook and got viewership of approx 9000 and the viewership has reached more than 14500 with jump of 640% compared to previous seven days.

Award ceremony of the event on 22-23 November 2020 was organized at BCIHMCT for small gathering of guests and professionals.

Virtual Message from Korean Minister Mr Choi Jongho, The Embassy of Republic of Korea on the occasion of Int'l Kimchi Day was main attraction.

Dr Mahesh Verma, Honourable Vice Chancellor, GGSIP University, Mr Hwang il-Yong, Director Korean Cultural Centre, India, Mr Kang Hun, Head PR, Korean Cultural Centre, India, Mr Ranjan Banerjee, General Manager of Hotel Crowne Plaza, Okhla, New Delhi, Chef Parvinder Singh Bali, Programme Manager Culinary Services, Oberoi Centre of Learning and Development, Delhi were some of the dignitaries beside 25 top Chefs.

## INTERNATIONAL CONFERENCE 2021

11th India International Hotel Travel & Tourism Research Conference was organized from February 25th - 27th, 2021

We had 250 participants from different continents, who attended 3 days virtual conference.

Due to the unprecedented times of COVID-19 crisis the Institute took the opportunity and organized the event virtually from 25th February to 27th February




focusing on the theme "Re-Strategizing Hospitality & Tourism: Through Food, Facilities & Films.

The 11th India International Hotel Travel and Tourism Research Conference, added a significant milestone in the evolution of Banarsidas Chandiwala Institute of Hotel Management & Catering Technology.

The Conference was inaugurated by honorable Chief Guest Shri S.K. Misra, (I.A.S.), and Former Principal Secretary to the Hon'ble Prime Minister.

Conference delegates from across twelve countries and three continents participated in the conference and shared their valuable and leadership thoughts focused on the Conference theme.

The annual Hospitality & Tourism Research Journal – "Indian Journal of Applied Hospitality & Tourism Research", Vol. 13, (ISSN 0975- 4954), indexed with ISRA was released during the inauguration ceremony.

The Conference explored overall themes related to the revival of Hotel, Travel and Tourism industry post the pandemic of COVID 19 during the three days of IIHTTRC through technical sessions that focused on a wide range of topics highlighting -Re-designing Sustainable Development through "Vocal for Local", Re-strategizing Food & Food Service Businesses, Re-defining Hospitality Education & Human Resource Relations, Re-assessing Hospitality & Tourism Consumers & Marketing Strategies.

The first day of the Conference had a panel discussion organized on "Re-strategizing Tourism & Hospitality Facilities for the New Normal" comprising of panelists namely: Prof. Sudhir Andrews, Distinguished Professor, Thoughtful Leader & Author, India; Dr. Jenny Cave, Associate Professor, Swansea University, UK; Dr. Ali Afshar, Professor-Architectural Studies Eqbal Lahoori Institute of Higher Education, Iran; Dr. Enrico Panai, President, Euro Asia Tourism Studies Association, France; Dr. Yanki Hartijasti, Department of Management-Faculty of Economics and Business Universitas, Indonesia, which was moderated by Dr. Paramita Suklabaidya, Associate Professor, SOTHSM, IGNOU, India.

The third day of the Conference saw another interesting Panel discussion focusing on the theme "Role of Films in Promoting Tourism & Hospitality Industry during and Post Covid-19. The eminent panelists in the discussion comprised of Ms Spomenka, Director Zagreb Tourism, Tourism Film Festival, Croatia; Ms Nadia Oliveria, Director EATSA ART & Tourism Film Festival, Portugal, Dr. Eugeni Osacar, Professor- CETT-UB Barcelona, School of Tourism, Spain and Prof. Tsuyoshi Kigawa, Director Japan Tourism, Festival, Japan which





was moderated by Mr. Rao Narendra Yadav, Director, Woodpecker International Film Festival, India.

### INSTITUTE'S PUBLICATIONS

S.No	Publication
1	Indian Journal of Applied Hospitality & Tourism Research: ISSN 0975-4954, vol 13 is now available at following link <a href="https://www.beihmet.ac.in/download/IJAHTR/IJAHTR-2021.pdf">https://www.beihmet.ac.in/download/IJAHTR/IJAHTR-2021.pdf</a>
2	"Re-Strategizing Hospitality & Tourism: Through Food, Facilities & Films. With ISBN 9788192085098
3	11th India International Hotel, Travel & Tourism Research
4	Placement Brochure
5	Souvenir – Hospitality Ensemble
6	YUVA –The Essence of Hospitality (Newsletter)

### FACULTY DEVELOPMENT

Faculties participated in Online Courses, conferences and seminars/ webinars, Exposure Training, , workshops/ Conferences on Emerging issues and FDP on topics related to the need of the curriculum.

Faculty Development webinar was organized by college on

- MENTORING : conducted by Hospitality Experts from the industry
- ON MICROSOFT TEAMS : Conducted by team from Microsoft FDP on Research Methodology.

### FACULTY PARTICIPATION

Mr Prem Ram was invited by Govt of Meghalaya and Govt of Kerala as Jury member

Mr Kundu was invited by NIOS for conduction of Radio Programme

#### • FACULTY AWARD:

1. Chef Award ( Best Youtube Channel Award): Chef Sumit Pant has reached to more than 15k subscribers.


Food Slide was awarded as the best YouTube channel in education category by Chefs Choice Magazine in association with World Chef Choice federation held at Ansal university on 15th Oct 2019

## 2. Pastry Chef of the Year Award 2019

Mr Ranojit Kundu, Assistant Professor, BCIHMCT was awarded as Pastry Chef of the Year 2019 by ICF. The Award was presented by Mr Amitabh Kant, CEO of Niti Ayog

## LIBRARY

703 new volumes of book related to Hospitality were added in the library. Gale Cengage Learning's online E- Journal for Hospitality and Tourism Complete and Culinary Complete was subscribed for the library.

## ASSOCIATION & INDUSTRY TIE UP

True to its motto, Hospitality with a difference and Service with smile, BCIHMCT is actively associated with Hotels and other organization. We do get all support for our academic endeavors from all of them as well as other industry groups.

## SIGNING OF MOU:

1. An MOU was signed with Surya Hotels, New Delhi for academic Collaboration. We have tie up already with Crowne Plaza Okhla, New Delhi. BCIHMCT is already having MOU with Hotel Crowne Plaza Okhla, New Delhi.
2. MOU was signed with Korean Cultural Centre Delhi on the occasion of "International Kimchi Day", in association with Korean Cultural Centre India, New Delhi.

## CSR ACTIVITIES

- College organized donation activities in association with Goonj ( an NGO). Students and faculties came forward and donated generously.
- Group of students visited school in nearby, where poor students were feeded with muffins and snacks made in our bakery.
- Initiative on Anti fire Cracker Campaign Drive & Anti Pollution drive
- Under-priviledge students of NGO run school – Noida Lokmanch was supported with bakery items to 100 kids. This is an initiative by the college towards its CSR




activities. We are supporting “ another foundation GOONJ with donation of unused books, clothes and ration etc annually. These items are collected from staff and students only..

### International Noise Awareness Day - 28 April 2021

On the occasion of International Noise Awareness Day, BCIHMCT organized a webinar which was attended by students and faculty members of the Institute. The webinar highlighted the importance of environmental issues such as Noise Pollution with a special emphasis on the source of noise pollution like Industrial noise, means of transport, construction sites etc. Noise Pollution and its effect on mental and physical health effect were taken up by many students of the institute. The webinar also deliberated upon the solutions for the same. The webinar included speeches, power point presentations, audience interactions and finally an interesting documentary on the ill effects of Noise Pollution.

### World environment day - June 05, 2021

BCIHMCT'S Environment Club organized plethora of activities (ONLINE) and celebrated the **WORLD ENVIRONMENT DAY** on **JUNE 05, 2021**. The activities included Interactive Quiz sessions, Speeches and Documentary along with the steps taken towards protection of the environment amidst the prevailing circumstances of Covid-19 pandemic.

Some notable contributions were received from Mr Kartike Aggarwal, Ms. Soundarya Singh, Ms Sunidhi Bala, Ms Areeba Asif along with Mr Kunal Grover (Students BCIHMCT).

Winner of the quiz competition were – Ms. Anusha Gurung (First) Mr. Sambhav Nigam (First Runner up) and Ms. Nivedita Singh (2nd Runner up). Congratulations to all winners.

### International Woman's Day

BCIHMCT celebrated International Women's Day with the spirit of Limitless Energy, Collective Effervescence and Self-Transcendence. Beautiful Posters were made by the students of BCIHMCT on this occasion..

### Alumni Interaction

Alumni interaction was held to explore opportunities for the students and exploring better coordination with the alumni and institution.




## HUMAN RESOURCES MANAGEMENT:

1. Cadre ratio of the faculty requirement need to be maintained as per the directives of the JAC Report.
2. Staff issues & grievances were communicated with regard to wages, salary increment and due promotions.

## FUTURE PLANS

- Beside above NAAC accreditation process will be needing further approval for **Reaccreditation in 2021** as they have revised fee structure from April 2021. It will be  
Rs 7,00,000 Lakhs plus GST 18% (for 3 days visit of peer team)  
Rs 5,50,000 Lakhs plus GST 18% (for 2 days visit of peer team)  
Increase includes Logistic Fee. Days will be decided by NAAC.
- Increasing of internet band width and speed
- Phased upgradation of computers
- Due to competition among the colleges of Hotel Management, Infrastructure upgradation and renovation is needed.  
This upgradation may be done in three phases.  
**Phase 1.** Procurement of essential equipments needed as per the list submitted in budget statement. (Equipments procurement for Kitchen, Bakery, restaurant and Housekeeping, Library and Computer lab))  
**Phase 2.** Upgrading and renovation task (New upgraded look for Front Office, Restaurants, Smart Class, Studio Kitchen, Mockup room ).  
**Phase 3.** Refurnishing with advance gadgets and equipments
- Industry partnership and International academic cooperation will also be in our agenda to strengthen to develop new opportunities for exposure to the students and faculty by reassuring exchange programs. The institute also aims to develop strong industry institute interface to facilitate frequent interactions and continuous support from the industry for student's industrial exposure, on-the-job training, campus recruitment, faculty development & re-orientation, joint research, consultancy and representation of community development programs collectively.
- FIRE NOC: We are still waiting for the positive response from the Fire department. Fire NOC need to be followed up.

**R.K.BHANDARI, Principal**



**ACTION PLAN OF THE INSTITUTE/SOCIETY**  
**FOR THE NEXT TWO YEARS**

**A. Manpower issues**

- (a) Increment, DA, other allowances and uniformS
- (b) Appointment of Professor and Associate Professors as per AICTE norms.
- (c) Promote the faculty members to higher scales/Grade as and when they are due.
- (d) Recruitment/ deputation of 02 Attendants

**B. Library**

- (a) Purchase of books and Online Books
- (c) Purchase of Photocopier

**C. Replacement of Equipment due to Fair-Wear-and-Tear**

- (a) Phased up-gradation of PCs
- (b) Other equipment like printer & Photocopier becoming unusable during the period.
- (c) Software licence / Online Journals/ ERP/ Hotel Software and increased bandwidth.

**D. Addition of New Equipment/Software**

- (a) Kitchen equipments
- (c) Bakery Equipments
- (d) Food & Beverage Service Equipments
- (e) Housekeeping Equipments
- (f) Sports
- (g) Projectors and Movable Podium for Presentation
- (h) ERP

**E. Plan for Studio Kitchen**

**F. Applying for NAAC accreditation**

**G. Issuing of Debit Card with limit for Daily Purchases for Practical**




### Benefits of NAAC Accreditation

1. NAAC accreditation is necessary for UGC grants, financial aids, RUSA grants, etc. It is made mandatory by the government of India for all Higher Educational Institutes. And, the institutes that are accredited with A or A+ or A++ are most-sought after.
2. NAAC accreditation determines the quality of the institute, in terms of education, faculty, research, infrastructure, etc. and gives confidence to students that the institute they are selecting is providing the best services. It gives instant recognition to an institute as credible and increases the admissions.
3. NAAC accreditation is the basis for getting an Autonomous status from the University owing to the changes happened in New Education Policy.
4. NAAC accreditation increases Institute's visibility in the survey conducted by different organisations and helps us in overall ranking of the Institute.
5. NAAC accreditation helps establishing criteria for professional certification and licensure and for upgrading courses offering such preparation.
6. NAAC accreditation provides a quality seal or label that differentiates the institutions from its peers at the national level. This leads to a widespread recognition and greater appreciation of the brand name of Institutions and motivates the Institutions to strive for more.
7. NAAC accreditation helps the accredited institutions for quality sustenance and quality enhancement activities by setting up of Internal Quality Assurance Cell (IQAC).
8. NAAC accreditation Facilitates global recognition of degrees and mobility of graduates and professionals
9. NAAC accreditation helps in improved rating and grading thus giving impetus to quality students and increased fee fixation.
10. Sustenance of quality is a real challenge. BCIHMCT is proud of setting new Benchmarks and reaching to the heights. As from B grade in 2011 we have gone to A Grade in 2016.




BCIHMCT

CAPITAL EXPENDITURE: Equipments and Utensils for BCIHMCT YEAR 2021-22

Particulars	Amount (Rs)
Bread Slicer	55,000
Steel Almirah (6ft): Bakery equipments	10,000
Planetary Mixer	1,25,000
Domestic Refrizerator	25,000
Ceramic oven proof baking bowl 5 doz	6000
Crockeries and Cutlery for Restaurant	65000
Movable Podium with Mike & Speaker	45,000
Scrubbing & Polishing Machine	36,000
Vaccum Cleaner Wet & Dry Pickup-2 nos	45,000
Projector Screen	15,000
Combi Oven	400,000
Hot Plate	4000
UPS---10 Nos	30,000
Printer	10,000
LapTop	50,000
	9,38,000

*Sharda*

CHANDIWALA  
ESTATE  
KALKAJI  
NEW DELHI

BCIHMCT  
HOTEL MANAGEMENT & CATERING TECHNOLOGY

## ACCOLADES

We feel proud while sharing Outcome of the Survey by The Week Hansa Research Survey 2020, BEST COLLEGES.

### The Week Survey

"Emerging Colleges of The Century", BCIHMCT has been ranked as **Number 1 Private Hotel Management college of North India** by **The WEEK HANSA RESEARCH SURVEY 2020** and **number 4 in All India category of Private Colleges.**

### India Today Survey

BCIHMCT is at Rank 6 amongst the top colleges of Hotel Management in the country and also at number 1 in the Category of Emerging Colleges of the Century.

## NEW INITIATIVES

1. We have launched our own **You Tube channel** and videos of lectures and Demo Practical are being uploaded

### 2. SIGNING OF MOU

**An MOU was signed with Surya Hotels, New Delhi** for academic Collaboration

3. BCIHMCT initiated a new chapter in Online Education. **Microsoft Teams is being used for Online Classes.**

4. **E- Magazine "YUVA" 5th Edition** of is launched

5. **Hunor se Rozgar BATCH** was started from 6 January 2020.

6. **Hospitality Ensemble virtually** :Covid-19 has brought many challenges and we have thought to be more innovative and creative during this pandemic. BCIHMCT




team has proposed to organize our annual **Hospitality Ensemble** virtually on **22 & 23 November 2020**. This will certainly give some excitement to students of hospitality sector.

19th Chandiwala Hospitality Ensemble 2020 (CHE -2020) will present **"International Kimchi Day" in India, in association with Korean Cultural Centre India, New Delhi.**

It is scheduled on the occasion of INTERNATIONAL KIMCHI DAY (November 22, 2020).

Beside this other regular events will also be organized virtually.

### **IMPORTANT ISSUES:**

- AICTE LAND REQUIREMENT of 1 Acre is fulfilled.
- **Fire NOC need to be followed up.** FIRE NOC: We are still waiting for the positive response from the department.
- We need to apply for NAAC Reaccreditation in the year 2021 and need approval for the same.

### **HUMAN RESOURCES MANAGEMENT:**

1. Online Classes for New Semester is going on since August 2020 with prescribed schedule.
2. All supporting and Office staff are coming regularly to the Institute from **1st October 2020.**
3. Faculties on alternative duties are coming to the Institute and preparing for the classes and also conducting online classes.
4. Online Classes for New Semester is going on since August 2020 with prescribed schedule.
5. Demo Practical are being conducted for the students for which staff need to be in the college.


6. Staff issues were communicated with regard to wages, salary and due promotions
7. Uniformity/ commonality of administrative policies, rules in colleges under BCSSTS to remove anomalies

### IMPORTANT POINTS:

1. Admission Counselling for new batch is going on. Response is positive
2. Most of the Fee from old batches is collected. Still some of the students have financial problems.

### FACULTY DEVELOPMENT PROGRAMME:

1. Faculty Development webinar on Mentoring was conducted on 12 September for the faculties of BCIHMCT. Three external speakers presented the session..
2. FDP ON MICROSOFT TEAMS training was conducted for the faculties. The training was conducted by Ms. Kiran Chauhan and Mr. Abhaas Kumar from Cloud Education Learning Pvt. Ltd.
3. Two Faculty members Mr Manish Malhotra and Mr Suprabhat Banerjee, Assistant Professors visited to participate in FDP on Research Methodology. It was three day national workshop on Research Methodology & Data Analysis Using SPSS. And was organised by LLDIMS (Lingayas Lalita Devi Institute of Management & Science) from 14th to 16th November,
4. Faculty Participation
  - Mr Prem Ram was invited by Govt of Meghalaya as Jury member.
  - Mr Kundu was invited by NIOS for conduction of Radio Programme
  - Dr Arvind Kumar Saraswati, Assistant Professor, was invited to deliver Keynote Speech on the theme "The perception of tourist destination brands – from image to loyalty" during the International Conference on Tourism Marketing and Destination Branding. The Conference is integrated in the 12th ART&TUR - International Tourism Film Festival, which will took place in Torres Vedras, Portugal from 22nd to 25th October 2019




### 5. MASTER CHEF-Season 6- AUDITIONS- 22nd Oct 2019

Two chefs of BCIHMCT got the opportunity to be on board with 10 other chefs to be a part of the jury for the 800 contestants who arrived from all over Delhi NCR and neighbouring states on 22 nd Oct 2019.

### FACULTY AWARD:

#### Chef Award ( Best Youtube Channel Award)

Food slide the hotel management kitchen a YouTube channel has been treated for the better learning of the budding chefs, this channel was created by Chef Sumit Pant and within a year it has reached to more than 15k subscribers.

Food Slide was awarded as the best YouTube channel in education category by Chefs Choice Magazine in association with World Chef Choice federation held at Ansal university on 15th Oct 2019

#### Pastry Chef of the Year Award 2019

7. Mr Ranojit Kundu, Assistant Professor, BCIHMCT was awarded as Pastry Chef of the Year 2019 by ICF. The Award was presented by Mr Amitabh Kant, CEO of Niti Ayog during the award night that was held at Le Maridien New Delhi on 21/10/2019. Top Notch of the Industry were present during the award night

### ACHIEVEMENTS:

1. **Gold Medalist:** Leena Raheja, Smriti and Shreya got gold medals for 17,18 and 19 batch During Convocation Day of GGSIPU on 3 December 2019;

2. Smilee Jaral, of BCIHMCT, reached the final list of top ten chefs and got appreciation from renowned Chef Ms Pankaj Bhadouria during her recent triumph in the ongoing Recipe Challenge Competition. The event was jointly organized by Hindi No 1 Newspaper Amar Ujala along with BL Agro Industries. (Final list on AUG 31, 2020). She made it to the top ten finalists from the list of over 6000 participants who registered for the event.

#### 3. Excellence in Debating:

1. BCIHMCT once again thumped their victory stamp by ensuring RANK 1 in the National Debate Competition organized by Amity School of Hospitality, Noida on September 24, 2020.



2. An Inter Institute Debate Competition was organized at BCIPS, Dwarka, New Delhi on the topic "Is Modern Technology And Online Media A Threat To The Social And Ethical Behaviour Of People" On Oct 04, 2019.

Mafaz Rahman and Vishal Gurung won FIRST PRIZE in the competition which saw a total of 17 teams competing for the coveted title of BEST DEBATING TEAM.

#### 4. Inter college events:

Team of students visited Amrapali Institute Haldwani for participation in Chef Competition. They have won in 4 categories and got second position

Students won First Prize in Competition in Master Chef Competition in ZIIMS Rohini in Cake Making

5. Competition organized by Hotel: Our students Ishmeet Singh and Vivek Kumar participated in Cocktail Competition "Pullman Challenge Bar Wizard" organized by Pullman Accor Hotel Aerocity and they have won First Prize in the Competition.

6. Photography Competition: Our student Utkarsh Punaini won 1st Position in Photography competition organized by Maharaja Agarsen Institute of Technology, Delhi on 3 February 2020.

#### 7- Inter Collegiate Sports tournament 2019 GGSIPU

The much awaited "Inter Collegiate Sports tournament" was organized by Guru Gobind Singh Indraprastha University on 9th -12th October.

Mr. Abhinav Gupta bagged silver in bodybuilding (boys), Tug of war boys and girls team were able to reach till quarter final. The event was concluded with prize distribution ceremony

#### 8. Award Winners of 18 CHE 2019

- TAIGALIVE Shushi Culinary Challenge Vishal Gurung & Aditi Narang 2nd Runner Up
- IHG Manage the Damage Contest- Gaganmeet ( 1st Runner up)




- Tremontina- Fruit & Vegetable Carving : Abhishek Maheshwari (2nd Runnerup)
- Zone Barwizard Bar Challenge – Harsh Saxena(Winner)

### 9. Student Chef Of The Year Award 2019

Kartike Agarwal 3dr year student of BCIHMCT has been awarded as student chef of the year by Indian Culinary Forum during the award night that was held at Le Maridien New Delhi on 21/10/2019

### EVENTS MANAGEMENT

#### Chandiwala Hospitality Ensemble 2019

One of the best example of active Industry- Institution Connect. 25 Teams from various Institution from across the country participated in this national level competition. Regency Hyderabad was the Over all Champion and won Champion Trophy 2019.

Around 35 Executives/ Chefs/ Managers & GM from Hotels from NCR visited CHE 2019 to judge various events organized during CHE 2019.

Taj Group of Hotels and IHG Hotel were event associate and organized two events.

It was well organized and successful event.

All events were judged by eminent professionals from the industry. Support and contribution from Hotel industry by way of nominating judges in the event has made this event fruitful.

### INTERNATIONAL CONFERENCE 2020

IHTTR Conference was organized successfully. 75 Participants registered. With 45 Researchers and Presenters. Speakers list was impressive with 10 speakers of International repute.

Journal Publication (IAHTR VOL 12) and Book on Conference Proceeding "Transforming Hospitality & Tourism: Sustainable Goals & Strategies for Future was launched/ released..

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CHANDIWALA  
ESTATE  
KAIKALI  
NEW DELHI

INSTITUTE OF HOTEL MANAGEMENT & CATERING

## KEY SPEAKERS

1. Chief Guest Mr Anil Bhandari, Former CMD, ITDC
2. Professor Dimitrios Buhalis, Head of Department Tourism and Hospitality, Faculty of Management, Bournemouth University, Poole, Dorset , BH12 5BB , UK
2. Mr. H C Vinayaka, Vice President: Technical Services & EHS (Environment, Health and Safety). ITC Hotels
5. Dr Ganesh Bagler, Associate Professor  
Center for Computational Biology, IIIT-Delhi, New Delhi.
7. Francisco Dias, Polytechnic Institute of Leiria  
School of Tourism and Maritime Technology (ESTM) Portugal
8. Yanki.hartijasti, Faculty of Economics and Business Faculty of Economics and Business, Universitas Indonesia Universitas Indonesia
9. Dr Mona Erfanian Salim, Assistant Professor, Faculty of Art & Architecture, Eqbal Lahoori Institute of Higher Education, Mashhad, Iran
10. Dr Ali Afsar, Faculty of Art & Architecture,  
Eqbal Lahoori Institute of Higher Education, Mashhad, Iran
11. Mr Sudhir Andrews
12. Mr Gour Kanjilal

## ACADEMIC ACTIVITIES:

PTM ( Parents Teacher Meeting) was conducted on 2 November 2019  
Detail meeting with students of different years were conducted





## GUEST LECTURES: Following were invited for

1. Mr. HARSH VARDHAN BHATI, MANAGER FOOD AND BEVERAGE SERVICE, THE PARK HOTEL, NEW DELHI.
2. Mr. Vikram Kukreja, Change and Communication Specialist Germany. He is the Founder of TBH circle-Organization supports management students and youth in Europe and India
3. Ms Sanchita Khanna, Assistant Manager, Housekeeping ITC Hotels.
4. Ms Neeraj Sharma, Head-Estate Management ,Terminal operations Delhi International Airport.
5. Mr. Rahul Kapoor, Shift Manager Operations, PULLMAN & NOVOTEL, Aerocity, New Delhi.
6. Mr. Karan Saluja, Sales Manager, Crowne Plaza, Mayur Vihar, New Delhi
7. Mr Pankaj Kamble, Co-Founder and Director at Flairology Bar School and Events.
8. Mr. Raja Prasad, General Manager, Kiwi hospitality , Cincinnati Ohio.
9. Mr. Kamal Raza, Director of Rooms, Intercontinental Hotels Group.
10. Mr Vinod Padita, CEO Perception Management and Consulting Pvt Ltd.  
This Session was supported by India Education Skill Council.
11. Front Office Manager Mr Rehman, Training Manager, The Surya, New Delhi and Exe Housekeeper participated in Lecture and discussion
- 12.. Mr Sameer Kaul, Founder, Conquer Next.

## WORKSHOP

1. Tully ho conducted wine workshop on 20 January 2020
2. Coffee Workshop: Coffee workshop was organized on 16 November 2019
3. CONFECTIONERY WORKSHOP
4. A workshop was organised by Chef Tanuj Gera of Hellenic Republic Restaurant by Chef George Calombaris in Paradise Valley Hotel, Victoria, Australia.

## EXCURSION TRIP

1. A group of 20 students from 1<sup>st</sup> & 2<sup>nd</sup> year of BCIHMCT visited World On A Plate (WOAP) held on 15 & 16 th February, 2020 at Select City Walk Ground, Saket. WOAP is India's largest gourmet festival. Visiting City's top restaurant


pop-ups at festival prices and the chance to watch the 'Godfather of Modern Cooking' in his element, as he whips up something exciting for the crowd.  
Students of BCIHMCT visited Bharat Parv being organized at Lalkila

2. Hotel Visit: Hotel Visit of the Students of First Year was organized. They have visited Hotel Surya New Delhi and Hotel Crowne Plaza, Okhla, New Delhi to get First hand exposure of the Industry.

12 students have gone to IHG Hotels Ahmedabad on 21 October for VIP assignment

### 3. CSR ACTIVITIES

- College organized donation activities in association with Goonj ( an NGO). Students and faculties came forward and donated generously.
- Group of students visited school in nearby, where poor students were feeded with muffins and snacks made in our bakery.
- Banarsidas Chandiwala institute of Hotel Management and Catering Technology in association with Delhi Election commission took an initiative to organize a "voters awareness campaign" for students to vote in Delhi Elections at the BCIHMCT premises on 17th Jan, 2020 to increase the voters turn out. Ms. Harleen Kaur IAS, District Magistrate ( South East Delhi) and District Election Officer visited the institute along with Mr. Harish Bajaj, Election officer and their team. Students were encouraged to come out in large numbers with their friends and family and cast their votes during the upcoming assembly elections on 8th Feb, 2020.
- Initiative on Anti fire Cracker Campaign Drive

Banarsidas Chandiwala Institute of Hotel Management & Catering Technology also contributed to the "Anti Firecracker Campaign" by organizing a poster making competition for the students on 23rd October, 2019 and November 2020  
Parth Sharma, third year student from batch 2017-2021 was awarded a letter of appreciation from the Principal Mr. R K Bhandari for his excellent performance.

### ENTREPRENEURSHIP ACTIVITIES




An Entrepreneurship venture was also organized by the HSR Students on 5,6, & 7 March 2020 during the event organized by BCIIIT. Students enjoyed the experience.

## INFRASTRUCTURE

Most of the repairing and maintenance work is over. (Mainly Turmite infested room and Toilets repairing and minor white washing for repairs, Mirrors & Glasses will be done in next stage)

## EXTRACURRICULAR ACTIVITIES:

- Different Clubs of students are formed. Under which various activities will be organized
  - Debate Competition was organized for the students on the occasion of founders Day on 8th March 2020.
  - Poster making and essay writing competition was organized for the students.
  - Students of BCIIHMCT participated in Football completion and won second Prize. They Beat Jamia University Delhi.
  - Students Participated in Football and Cricket Match in GGSIP University
  - Two Students participated in The MUN (Model United Nations) was organized at IMI (International Management Institute), Delhi on 11th and 12th of January, 2020.
  - Students of BCIIHMCT participated in Football completion and won second Prize. They Beat Jamia University Delhi.
  - Students Organized Republic Day Celebration with much fanfare. Flag Hoisting and cultural activities were conducted by them. Pledge for cleanliness was also taken during the occasion.
  - Constitution day was organized in the college on 26 November 2019 on the occasion of Constitution day. Preamble of the Constitution was read and live streaming was done.
  - On the occasion of International Chef Day October 20, 2020, an Intra college e-Culinary challenge 2020 was organized at Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, New Delhi.
- Winners of the event were:



- Rank 1 Roasted tofu salad with balsamic vinegar - Kartike 4th year  
Rank 2 Hara bhara kabab, chicken quesadilla - Manohar 2nd year  
Rank 3 Arancini with tandoori sauce - Rounak 3rd year

## FUTURE EVENTS

### 1. Preparing for International Conference and Journal Publication (IAHTR VOL 13)

Woodpecker International Film Festival (WIFF), to showcase a specially curated film segment in the Conference. Joint Association with IIHRTTC 2021. They will be Screening of handpick tourism films at our campus during the conference. Promotion and information sharing of the conference in their network. Technical assistance from their ends

2. **19 CHE 2020** will be conducted. Banarsidas Chandiwala Institute of Hotel Management and Catering Technology (BCIHMCT's ) 19th Chandiwala Hospitality Ensemble 2020 (CHE -2020) will present "International Kimchi Day" in India, in association with Korean Cultural Centre India, New Delhi. It is scheduled on the occasion of INTERNATIONAL KIMCHI DAY (November 22, 2020). The event would host "KOREAN CULINARY CHALLENGE 2020." The detail of the event is available on the link <http://bcihmct.ac.in/download/Campus/KoreanChallengeGuidelines20.pdf>

## OTHERS

1. Banarsidas Chandiwala Institute of Hotel Management and Catering Technology is now a Recognized Social Entrepreneurship, Swachhta & Rural Engagement Cell (SES REC) Institution. College is recognized by Mahatma Gandhi National Council of Rural Education (MGNCRE), Department of Higher Education, Ministry of Education, Government of India! for the Social Entrepreneurship and Community Engagement and Swachhta activities in our Institution
2. We are planning to Propose for Co-Publication of "INDIAN JOURNAL OF APPLIED HOSPITALITY AND TOURISM RESEARCH. By this we can

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Host Journal on India's largest multidisciplinary journals web sites.  
Marketing and promotion by professionally trained team will be done.  
We will be provided Online Submission & Peer Review Platform. We are exploring the agencies for the same.

3. With 11th India International Hotel & Tourism Research Conference 2021, following events are being planned

A. Chandiwala Eclat Hospitality Awards.

B. International Tourism Film Festival. This Festival is integrated with The Screening of the films that will be done in between the paper presentations and Award ceremony.

Woodpecker International Film Festival, will be screening tourism films during the event.

## FUTURE PLANS

With the changing time and remaining competitive, investment in infrastructure and equipments is needed. We also need to focus on

Remaining Quality Focus,

- Branding,
- Expansion Plan: Beside HSR Exploring Capacity Building opportunities:

Infrastructure upgradation is needed ( Conference room sound proofing, Smart Class, Studio Kitchen, Equipments procurement for Kitchen, Bakery and Housekeeping )

Focus on retaining Dropout students

Active Industry- Institution Connect/ Association

Beside above NAAC accreditation process need approval for Reaccreditation in 2021

R.K.BHANDARI  
PRINCIPAL



## ANNUAL REPORT OF BCIHMCT (2018-19)

It gives me immense pleasure to present this year's Annual report which highlights the achievements and developments of the institute in the academic year 2018-19

BCIHMCT was rated as one Top 10 Hotel Management colleges in India by Outlook and The Week magazine in 2018.

### Academics

I feel proud while stating that students of the institute have continued to excel in academics. Results of last academic session 2018-19 were 98.1% (overall pass percentage) for current academic session the result is yet to be announced and the analysis is under process.

Ms. Smriti Saneja - 89.71% of Batch 2014-18 topped BHMCT.

Currently Sixth Semester (Batch 2016-20) is undergoing through their Industrial exposure training in various hotels across the Country.

### Admissions

Total 121 students were admitted in session 2018-19. Presently we are having 446 Students in all 4 years.

2018	120
2017	119
2016	109
2015	98

### Training & Placement

The placement for 2014-18 Batch has improved remarkably along with improvement in their status and remuneration. The high quality placement was provided to the students in Top Hotel Chains, Fast Food Restaurants and Service providers of the country such as The Oberoi Group, Intercontinental Hotel Group (IHG), Burger King, The Park Hotels, The Roseate, The Lemon Tree Hotel Company, ITC Hotels, McDonalds India, Carlson Rezidor Hotel Group, JW Marriott, Jaypee Hotels, Accor Group, SITA Travels, ITC Fortune Hotels, Haldiram, Café Coffee Day, The Taj ( Indian Hotel Comp.), Chaayos, H and M (Retail), Hilton, The Oberoi and Bristol Hotel.




Students Registered for Placement	93	International Placement	0	
Entrepreneur	2	Remaining		
Further studies	9			
Not Eligible	2	Total Placements	184	
# of students [2014-18batch]	106	Highest Package	1,00,000	12,00,000
Management Trainee	102	Lowest Package	13,000	1,56,000(Annual
Hotel Operations Trainee	42	Median Salary	17,000	2,04,000(Annual
Entry Level	40	Average Salary	23,854	2,86,248(Annual

BCIHMCT was visited and is in association with 30 plus hotels and Fast Food Chain for Placement and Industrial Training of the students. All big chains have conducted campus. The extra efforts by Placement team and new initiatives for Personality Development of Students have produced better results in terms of quality. Students were having more than one offer in hand

### Achievements

The current year was full of remarkable achievements in the form of getting recognition and acknowledgement by way of grading and quality evaluations done by various agencies that has validated effectiveness of our new quality initiatives.

<https://www.outlookindia.com/magazine/story/top-20-hotel-management-colleges-in-2018/300180>

**Outlook - DSRS Survey June 2018** placed BCIHMCT at 8<sup>th</sup> position in All India Ranking & 2<sup>nd</sup> position in Delhi amongst India's Top Ten Best Professional Colleges among the Hotel Management category.

**The India Today-MDRA Research Survey 2018**, placed BCIHMCT at 6<sup>th</sup> position in All India Ranking & 2<sup>nd</sup> in Delhi, amongst India's Top Ten Best Professional Colleges among the Hotel Management category.

We are maintaining Top Ten Positions successively since 2010. It is remarkable to see us competing with the colleges supported by ITC Group and Taj Group hotels among the other private colleges.


**Joint Assessment Committee (JAC) of Department of Higher Education, Govt. of Delhi and GGSIP University, Delhi has ranked college as A Grade College in 2018-19 with a score of 86.1% and Academic Audit 2018-19 score of 82% (86.8% in the current/ ongoing year).**

### Guest Lectures/ Personality Development Activity

To create value addition, we conduct additional classes of Personality Development with a view to enhancing communication skills and grooming of our students. These had an impact on the placement performance and Students have shown improvement.

Special classes are being conducted for all Batches on PDP, Communication Skills, Soft Skills and Interview Techniques by the dedicated team of teachers who are making all out efforts for the improvement in the performance of the students.

1. 10th July - Mr. Pulkit Bhagat, Assistant Training Manager, Taj Mahal Hotel, New Delhi
2. 11th July - Mr. Andrew Ryder, Associate Director, Professional Skills Development, Hotelivate, New Delhi
3. 12th July - Chef Gaurav Raghuvanshi, Executive Chef, Philtre - The Bistro, New Delhi
4. 13th July - Mr. Sameer Kaul, Founder, ConquerNext
5. 16th July - Mr. Karan Saluja, Assistant Sales Manager, DS Group
6. 17th July - Mr. Divyansh Kaushik, Training Manager, Oberoi Hotels and Resorts
7. 19th July - Mr. Apurv Sareen, Sales Manager, Marriott International
8. 23rd July - Mr. Siddharth Malhotra, General Manager Sales and Marketing, Massive Restaurants Pvt Ltd
9. 24th July - Mr. Varun Balwani, Commercial Director at FCS Computer Systems ; Mrs. Meenu Tognatta, Corporate Housekeeper, ITC Hotels
10. 25th July - Mr. Rishabh Tandon, Director HR, Crowne Plaza Today, New Delhi, Okhla ; Ms. Payal Mehta, Executive Housekeeper, Crowne Plaza Today, New Delhi, Okhla
11. 26th July - Chef Swaminandan, Executive Chef, Crowne Plaza Today, New Delhi, Okhla
12. 27th July - Mr. Vineet Chaudhary, Marketing Head, Edwise Overseas Education Consultants, Delhi ; Mr. Aditya Bidani, Front Office Manager, Crowne Plaza Today, New Delhi, Okhla
13. 06/08/18 - 3rd & 4th year - International training opportunities by Mr. Fredrik Young, Director, Global Education Management Overseas Ltd
14. 23/08/18 - 4th Year - Sales and Marketing "Field of Opportunities" by Mr. Kunal Sabharwal, Director of Sales; Mr. Karan Saluja, Asst. Manager sales & Alumni, DS Group (Namah, Crowne Plaza and Manu Maharani)
15. 24/08/18 - 1st year - Cleaning agents and the process by Mr Pratik Srivastava, Application expert from Buzil Rossari
16. 28/08/18 - 3rd year & 4th year - Personality development and stress management by My First Boss Expert Team (Mr. Rajiv Ranjan)
17. 10/10/18 - 4th year - International Placements by Mr. Vipul Mehta (Kareer Krafters)
18. 12/10/18 - 1st Year - Marriott International's Company profile and history by Ms. Aakriti Bhargava, Asst. Training Manager and Chef Shaan, The Westin Gurgaon

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19. 14/01/19 - 4th year - International learning opportunities through TOEFL by Mr. Vinci Parashar, Sr. Mgr., Learning Links India
20. 23/01/19 - 4th Year - International internship Opportunities by Mr. Vipul Mehta, Kareer Krafter
21. 30/01/19 - 4th year - Gandhian Thoughts on Food and Principles of writing by Mr. Sourish Bhattacharya, Freelance Journalist
22. 19/03/19 - 1st Year - Interpersonal Skills by Mr. Deepak Rawat, F & B Director, The Roseate
23. 25/03/19 - 2nd Year - Guest Cycle & Keycard Management by Front office Manager from Accor Hotel

**Hotel Interactive Classes & Field Visits were conducted:**

S.No	LAUNDRY VISIT
1.	Laundry visit of 2 <sup>nd</sup> Year on January 30, 2018 at Taj Mahal Hotel, New Delhi.
2.	Laundry visit of 2 <sup>nd</sup> Year on January 31, 2018 at The Suryaa, New Delhi.
3.	Laundry visit of 2 <sup>nd</sup> Year on February 8, 2018 at Crowne Plaza Okhla, New Delhi.
4.	Laundry Visit of 2 <sup>nd</sup> Year on February 9, 2018 at Crowne Plaza Okhla, New Delhi.

**Co-Curricular Activities**

We organized several activities & competitions during the year. Quiz, interdepartmental Chef Competition, Bar Tending, Flower Arrangement, Facility planning, Symposium, Debate and various sports activities has given opportunities to students to show their talent. Students have shown keenness in these events.

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CHANDIWALA  
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INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY  
★ B.C. INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY ★

Institute motivates its students to participate in various activities conducted by other institutions and organizations. Students of BCIIHMCT also participated in GGSIPU Sports meet organized by GGSIP University and debate competition organized by Amity University on the occasion of the World Tourism Day. Students won 1<sup>st</sup> Prize in Regional theme creation competition and flower decoration competition.

### Event Management

All efforts are made to provide students various opportunities to acquire best managerial practices and to show their professional skills. To sharpen skills of the students by giving them Exposure at National level BCIIHMCT organizes National and International events and has placed itself at the National Horizon in the field of Hospitality and Tourism Education with benchmarking standards.

#### 1. 18<sup>th</sup> Chandiwala Hospitality Ensemble (24-26 October, 2018)

- The inauguration of 17th Chandiwala Hospitality Ensemble” was held on October 24, 2018 at the Institute auditorium to a record crowd of Hospitality Students, members from Hotel Industry, Trade Media and Faculty Members. The budding hospitality professionals were addressed by a seasoned hotelier, with 28 years experience – Chef Parvinder Singh Bali, Corporate Chef, Learning and Development, Oberoi Resorts and Hotels.
- The various competitions held during the three day Mega Event were R-Pure Regional India Culinary Contest, Zone Barwizard Bar Challenge, Rich Graviss “Dress The Cake In 90 Minutes” Challenge, Kareer Krafters International Culinary Challenge, Chandiwala 45 Minutes “Future Chef Contest”, Taj Hospitality Brain Twister , Food Service India Culinary Challenge, Ananda Contemporary Indian Culinary Challenge, Mggi Coconut Milk Powder Asian Culinary Challenge, IHG Role Play “Manage The Damage Contest”, California Walnut Festive Culinary Challenge, Chandiwala Floral Decoration & Towel Origami Competition.
- 30 Colleges participated in various events.
- The Chief Guest for Closing Ceremony on 26th October will be Mr. Dhananjay Kumar, General Manager, The Suryaa Hotel, New Delhi.
- “**Bhansaghar: The Ancient Kitchen of Bihar**” themed dinner is organised post valedictory function on the eve of 26th October to celebrate the spirit of Hospitality.
- The best team will win Champions Trophy of Chandiwala Hospitality Ensemble 2018.

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- Ahoy Chef Award along with cash prize of Rs. 5000/- will also be presented to the most outstanding participant/s during the 3 day event.

## 2. International Conference 2019

- 9th India International Hotel, Travel & Tourism Research Conference 15th – 16th February, 2019 was organised at Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi, India
- The two day conference was one of the most outstanding forums involving Hotel, Travel and Tourism Industry. The aim of this conference was to get industry managers, tourism and hospitality researchers together and to provide a platform, for deliberating on the current trends and issues associated with the travel and hospitality business.
- The event commenced with the traditional lamp lighting ceremony in the presence of Chief Guest **Mr. Achin Khanna**, Managing Partner- Strategic AdvisoryHOTELiVATE; **Dr. Nitin Malik**, Joint Registrar, Guru Gobind Singh Indraprastha University; **Mr. Nisheeth Srivastava**, Principal, Institute of Hotel Management, Kolkata; **Dr. Jatashankar R. Tewari**, Assistant Professor, School of Tourism & Hotel Management, Uttarakhand Open University; **Dr. Sarah Hussain**, Chairperson-IIHTTRC & Principal, BCIHMCT and **Mr. Alok Aswal**, Convener-IIHTTRC & Dean (Administration), BCIHMCT alongside other dignitaries, trade media, paper presenters, faculty members and students.
- **Mr. Khanna**, enlightened the gathering with qualitative and quantitative aspects for redefining hospitality. Apprising the intellectual crowd with Change – Innovation – Disruption, being the driving force of today's business, he stated that. "We are in the business of space and time, where space is finite and time is infinite. There has to be a vibe of spontaneity to deliver customized experiences, to the millennial customers".
- **Dr. Malik** presented a keynote address on "**Quality & sustainable education in the field of Tourism & Hospitality – Indian Scenario**". He emphasized on the fact that education encompasses the whole of the culture and understanding as well as incorporating cultural aspects is a vital step towards the future growth of hospitality & tourism industry. He urged the students to be dynamic and imaginative for being worthy of progression in their career.
- The "**Indian Journal of Applied Hospitality & Tourism Research**" Vol. 11. (ISSN 0975-4954) was unveiled by the dignitaries at the inaugural session. Selected quality articles, research papers and case studies that highlight the issues related to the theme in different aspects from academicians, practitioners and policy makers have been published in the annual Hospitality Management Journal, indexed with ISRA. Selected papers from the conference have also been published in an ISBN Book titled "**Global Hospitality and Tourism Research: Innovations and Best Practices**" no. 978-81-920850-8-4

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- The 1st Technical Session titled “**Hospitality Education and Managing Human Resources,**” chaired by *Mr. Nisheeth Srivastava & Dr. Jatashankar R. Tewari* showcased the research papers on future prospects of hospitality education in PUNJAB, the changing scenario in hospitality education and the Concept of heritage tourism. The session also saw papers on Employee sensitivity and the Need to study various attributes to maintain work life balance in the hospitality sector. Presenters deliberated on the need for Organizational support for women’s career development as well as for social and physical security to enhance their career prospects.
- The 2nd Technical Session titled “**Issues & Challenges in Hospitality and Tourism,**” chaired by *Dr. Milind Singh* discussed the Importance of ecotourism specifically in the state of Madhya Pradesh. The study on Wine Tourism and the one emphasizing the Need for contributions of tourism towards sustainability were the most dwelled upon researches, by the scholars. Detailed research on Importance of service quality in luxury trains like Palace-On-Wheels as well as Tourism & its growth in the region of Jammu, clicked the right notes & ignited the spark in the thought process of the participants.
- A theme lunch was organized for the conference delegates by the Final year students of BCIHMCT, New Delhi, depicting “**The Spring Season**”. Students showcased their creative skills in making the theme memorable which was appreciated and applauded by the research scholars, session chair and other conference delegates.
- The 3rd Technical Session titled “**Hospitality & Tourism Marketing**” was chaired by *Mr. Satvir Singh & Dr. Piyush Sharma*. The researches discussed during the session paid attention to the Promotion of handicrafts in Patiala (Punjab), Relevance of Ayurveda as a marketing strategy for Kerala Tourism, Work-life balance in hospitality industry. Current scenario of hospitality education, and Entrepreneurship for economic growth in Nigeria as well as the Impact of globalization on the cuisine of Delhi.
- Keynote on “**Education through Training: Aligning Sustainable Development and Quality Enhancement in Hospitality and Tourism Sector**” was presented by **Prof. Parikshat Singh Manhas**, Regional Director, CED; Director, School of Hospitality & Tourism Management (SHTM); Professor, The Business School (TBS); Coordinator – Global Understanding Course (GUC), University of Jammu, Jammu & Kashmir, India on *February 16, 2019*. He deliberated upon the challenges faced by tourism and hospitality industry, emphasizing on competition, inconsistent level of knowledge, skills and capacity, challenge to make trainings interesting as well as uncoordinated tourism training. He suggested that “Workforce development systems can be conceived at national, regional or sector specific level and can be embedded within each stage of the educational system –






from primary, to secondary and tertiary level, enabling the tourism and hospitality sector to prosper”.

- The 4th Technical Session on “Food safety, Wellness & Trends”, focused on food safety and quality implications related to meat processing, Annapurna-a food security project in Hyderabad, Impact of performance appraisal, Healthy alternative for commercial food spreads & sauces and Preparation of mixed fruit & vegetable jam. The session chair, *Dr. Paramita Suklabaidya* guided on the various verticals for improving the research studies and appreciated the efforts made by the presenters in highlighting the various aspects of food.
- The International Conference was well attended by around 70 academicians & research scholars. More than 300 student participants got benefitted from the discussions and deliberations made during the two day mega event. IHHTTRC culminated with a valedictory function where the efforts of paper presenters and all the participants were acknowledged. Mr. Alok Aswal, thanked the guests for their presence in making the conference a grand success.

#### Institute's Publications

S.No	Publication
1	Indian Journal of Applied Hospitality & Tourism Research: ISSN 0975-4954
2	Trends & Issues in Indian Hospitality and Tourism: Research and Innovations ISBN 9788192085067
3	9th India International Hotel, Travel & Tourism Research
4	Placement Brochure
5	Souvenir – Hospitality Ensemble
6	Modules-15 Nos.
7	YUVA –The Essence of Hospitality (Newsletter)
8	Satvik -Importance of Specialized Vegetarian Certification in the Food Industry and its Impact on the Vegetarians world wide

*Sharda*



## Faculty Development

Faculties were sent for Exposure Training, attending seminar, workshops/ Conferences on Emerging issues and FDP on topics related to the need of the curriculum.

No.	Faculty / Student Name	Designation	Book Or Journal Or Magazine Or Conference Proceeding	Title Of The Article / Review	Journal / Book / Magazine Title	ISSN #	ISBN #	Publication Year	Published
1	Dr. Ashish Ranga	Asst Professor	Journal	A Study On The Relationship Between Employee Satisfaction And Employees' Performance	Tourism Research Journal	ISSN 2598-9839		2018	IRI Tour Research Journal
2	Ms.Gagandep Soni	Asst Professor	Journal	Dark Tourism: Changing Perception Of Travellers For Indian Tourism	Omni Science: A Multi-Disciplinary Journal	Eissn:2231-0398/Pissn:2347-9949		2018	Consortium Learning Network
3	Indrajit Chaudhury	Assistant Prof	Conference Proceeding	A Study On Impact Of Performance Appraisal On Employee Performance At Workplace	Dr Asish Ranga & Ms Reshma Kamboj	Journal / Book / Magazine Title Global Hospitality And Tourism Research :Innovation And Best Practices	ISBN #978-81-920850-8-1	Publication Year 2019	BCHIMC
4	Manish Malhota	Asst Professor	Journal	NATIONAL SEMINAR ON SOCIAL INTEREST TOURISM IN MP PROSPECTS AND CHALLENGES	NATIONAL SEMINAR ON SOCIAL INTEREST TOURISM IN MP PROSPECTS AND CHALLENGES		9788182041004	2018	AMAN PUBLICATION






	Manish Malhota	Asst Professor	Journal	The Study Of Consumer Behaviour Patterns For Indian Sweets In Delhi Ncr	The Study Of Consumer Behaviour Patterns For Indian Sweets In Delhi Ncr	23201266	23201266	2018	AAROH
6	Manish Malhota	Asst Professor	Journal	Role Of Social Media In Tourism	Role Of Social Media In Tourism	23201266	23201266	2018	AAROH
7	PEEYUSH SRIVASTAV	Asst Professor	Journal	SCOPE OF DIGITAL MARKETING IN HOTEL INDUSTRY: A Case Study Of Select 5 Star Hotels In Delhi-NCR	INTERNATIONAL JOURNAL OF ADVANCE AND INNOVATIVE RESEARCH	2394-7780		2019	INDIAN ACADEMICS AND RESEARCHERS ASSOCIATION
8	Ranojit Kundu	Asst Professor	Book	Title Of The Article: LIFE SKILLS	Book's Name: Creating Beautiful School For Learners	Yet To Print In A Few Days - Possibly In March 2019		2019	Ankur Publisher
9	Ranojit Kundu	Asst Professor	Trade Magazine	Substitution Of Kitchen Ingredients	INCREDIBLE CHEF			2019	
10	Ranojit Kundu	Asst Professor	Trade Magazine	Fortune Favours The Brave	INCREDIBLE CHEF			2018	
11	Rachna Chandan	Asst Professor	Journal	Paper Published On Topic "Efficient Talent Management: An Imperative Approach For An Organization Accomplishment"				2018	Maharishi Markandeya University
12	Rachna Chandan	Asst Professor	Journal	Paper Presented On Topic "Impact Of Mentoring Towards Organizational Goal And Work Culture (A Study In Hotels Of Delhi/ NCR)"	ISBN: 978-93-81818-53-4			2018	Indian Institute of Tourism & Travel Management Noida

*Rachna Chandan*

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INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

	Rachna Chandan	Asst Professor	Journal	Paper Published On Topic "Impact Of Mentoring Towards Organizational Goal And Work Culture (A Study In Hotels Of Delhi, NCR)"	ISSN 1556-5068			2018	Prestige Institute of Management Gwalior
14	Reshma Kamboj	Asst Professor	Journal	View Of A Study On The Relationship Between Employee Satisfaction And Employee Performance	Tourism Research Journal	2598-9839		2018	
15	Dr.Sarah Husaain	Principal	Journal	Dark Tourism: Changing Perception Of Travellers For Indian Tourism	Omni Science: A Multi-Disciplinary Journal	Eissn:2231-0398/Pissn:2347-9949		2018Sept-ember-December	
16	Shakesh Singh	Asst. Professor	Conference Proceeding	The Origin And Development Of Mughlai Cuisine In North India	Advanced Technologies And Innovations In Tourism And Hospitality Industry - Vol 2		9789387662872	2018	Swaranga Publications
17	Shakesh Singh	Asst. Professor	Conference Proceeding	Role Of Local Food As Cultural Heritage In Promoting Bihar Tourism	Yet To Be Published				ICF
18	Shakesh Singh	Asst. Professor	Magazine	Indredients Substitutions - Why, When And How ?	Incredible Chef			March, 2019	
19	Shubhangi Garg	Asst. Professor	Journal	SCOPE OF DIGITAL MARKETING IN HOTEL INDUSTRY	Shubhangi Garg & Peeyush Srivastav		2322-0899		INDIAN ACADEMICS AND RESEARCH ASSOCIATION
20	Suprabhat Banerjee	Asst. Prof	AS 2018-2019	Impact Of Social Media Onbakery Menu -- A Chef's	E-Journal			2018	





				Viewpoint				
21	Vaibhav Verma	Asst Professor	Book	NATIONAL SEMINAR ON SOCIAL INTEREST TOURISM IN MP PROSPECTS AND CHALLENGES	NATIONAL SEMINAR ON SOCIAL INTEREST TOURISM IN MP PROSPECTS AND CHALLENGES		9788182041004	2018
22	Vaibhav Verma	Asst Professor	Journal	The Study Of Consumer Behaviour Patterns For Indian Sweets In Delhi Ner	The Study Of Consumer Behaviour Patterns For Indian Sweets In Delhi Ner	23201266		2018
23	Vaibhav Verma	Asst Professor	Journal	Role Of Social Media In Tourism	Role Of Social Media In Tourism	23201266		2018

### Library

1737 new volumes of book related to Hospitality were added in the library.

Gale Cengage Learning's online E- Journal for Hospitality and Tourism Complete and Culinary Complete was subscribed for the library.

### Association

True to its motto, Hospitality with a difference and Service with smile, BCIHMCT is actively associated with Hotel Crown Plaza Okhla, New Delhi and Indian Culinary Forum. An MOU was signed with Satvik India Council in April 2018. We do get all support for our academic endeavors from both of them as well as other industry groups. Also, BCIHMCT has a tie up with TISS & Taj Group of Hotels for B.Voc in Hotel Management. We are conducting classes for 1<sup>st</sup> year and 2<sup>nd</sup> year students in this programme.

### Other Initiatives

Efforts Taken towards Achieving Academic Excellence are

1. Teaching Modules for Various Practical's were developed during the current session.


2. Active research orientation of the faculties to acquire effectiveness in Tourism and Hospitality operations.
3. Internal Quality Assurance Cell is continuing with its tasks for realizing the goals of quality enhancement and sustenance via developing a system for improvement in the performance of academics.
4. Effective Mentoring System is being implemented. Attendance, academics, training and placement is being supervised by the mentors.
5. Seminar, Symposium, debate etc are included as regular academic activity. These are designed to specifically assist the students of BCIHMCT to appreciate rapidly changing and intensifying competition in tourism and hospitality industry.
6. Emphasizing on developing habit of Self Learning Practices among the students by way of introducing assignments, projects and project research.
7. Academic- Institution Partnership, where by all needs during the academic year is planned in the calendar and meticulously being followed. Response is Great and Industry is coming forward with total support.
8. Alumni and students' interaction was conducted.
9. HSR Training program for 3 Batches of 73 students was completed for Food Production (26 students), Food & Beverage Service (26 students) and Room Attendants ( 21 students).
10. Student Council was formed to give students an opportunity to develop leadership by organizing and carrying out institute activities and service projects. In addition to planning events that contribute to Institute spirit and community welfare, the student council is the voice of the student body.
11. Six faculty members were awarded for their exemplary performance in various categories by the Institute.
12. The students of the college are continuously engaged in **CSR activities** for the underprivileged kids. Regular visits are made to blind schools, and NGO's (Naaz Foundation in G.K. for those affected by AIDS and Shanti Sahyog ,Nehru Place) where these children are made aware on certain essential practices which are necessary to be followed in our daily lives.
13. BCIHMCT students and faculty works with **NGO** like FLO (FICCI Ladies organization) for the empowerment of underprivileged girls in the locality through baking workshops in South Delhi.
14. For the **preservation of the environment** BCIHMCT is **recycling all the food waste** from the kitchens through **composting**. There is also a **rain water harvesting** plant in the campus






premises. **Plantations drives** are also done conducted on a regular basis by the students in the campus.

15. BCIHMCT was nominated for the **Swachhta** ranking awards last year in Pune and this time also we have participated in the same when held in Delhi at the Ashok Hotel. Regular cleaning drives are conducted in the institute and the surrounding areas for the same.
16. During different events the senior students lead the juniors, which provide them with hands on learning for planning activities during an event and controlling the operations also. The faculty provides support and guidance and the actual work is done by the students themselves
17. The faculty members also go for **on the job training & refresher courses** in different hotel properties and other Universities across to upgrade themselves with the latest trends and technologies prevailing in the Industry and academia.
18. The students have also been given **International Exposure** for events (UAE). We also send our students abroad for the vocational training which is a part of the course. (Maldives, France).
19. A Mentoring System is being followed in the college where every faculty member has been assigned 15 to 20 students who guide them and keep a watch over them throughout the 4 years of course.
20. BCIHMCT received an award in "Best in Research Activities" at Global Education Summit Awards.

#### **Institution -Industry Interface**

21. BCIHMCT as hosted various professional competitions organized by hospitality professionals as being the venue partner.
22. Faculty members have been Project Guides and mentors for IP University and NIFTEM, M-Tech Students.
23. **The Indian Culinary Forum** is the India's largest association of Professional chefs; It is involved in organizing educational summit and workshop. Many Faculty and students of BCIHMCT are members of ICF Which It act as a source of Knowledge by providing information on latest trends in Hospitality Industry.
24. **Event Management** has become effective training methodology to acquire best managerial practices and professional skills. BCIHMCT organizes National and International events and has placed itself at the National Horizon in the field of Hospitality and Tourism Education with Benchmarking standards.
25. **Intra College Competitions-** To develop Competence, Professional Empowerment and Organizing Skills amongst the students amidst Team Spirit, BCIHMCT Organized an eventful week of multiple competitions concerning various areas of the Operations as well as Creative and Leadership Qualities.
26. **Professional and culinary inter college competition** - Students of BCIHMCT have participated and won in various Professional and culinary inter college competition Nationally.
27. BCIHMCT supports '**SKILL INDIA MOVEMENT**' Institute hosts HSRV (Harar-se-Rozgar) programme for the youth, as per the strict Ministry of Tourism, guidelines

28. BCIHMCT faculty get deputed/invited as the judge for various Culinary Competitions at all levels Nationally – for kids in schools, for house-wives, entrepreneurs, culinary professionals.
29. BCIHMCT faculty have set up **Bakery infrastructure** at **ASHA KIRAN** campus. Rohini , for **underprivileged** , maintained by Govt.of Delhi .
30. NIOS- National Institute of Open Schooling, Noida,Ministry of HRD, invites guest/subject expert for their live PCP(Personal Contact Programme) on the community radio.
31. BCIHMCT faculty (Dr. Sarah Hussain & Ms. Gagandeep Soni have recorded sessions for Teacher Refresher Courses on **SWAYAM** portal of **MHRD** and faculty members have also enrolled for refresher courses for teachers on **SWAYAM** portal.

I appreciate the dedication and hard work of our team of faculty and staff members in accepting all challenges and showing professionalism in all areas all the time.

Our students also deserve commendation from me and my team for the expected responses from them.

A step has been taken to improve the efficiency level of students and will surely be followed up with better leaps towards making BCIHMCT, the leader in Hospitality Education Sector.

We would like to thank the Trust Society for continuously improving infrastructure and their continued support & guidance.

I assure the board members, on behalf of my team that our endeavor for excellence will continue in the coming years as well.



**Dr. Sarah Hussain**

**Principal**

**BCIHMCT**





### ANNUAL REPORT OF BCIHMCT (2017-18)

It gives me immense pleasure to present this year's Annual report which highlights the achievements and developments of the institute in the academic year 2017-18.

**BCIHMCT was rated as one Top 10 Hotel Management colleges in India by Outlook and The Week magazine in 2017.**

#### Academics

I feel proud while stating that students of the institute have continued to excel in academics. Results of last academic session 2016-17 were 99.06%. For current academic session the result is yet to be announced and the analysis is under process.

**Ms. Leena Raheja of Batch 2013-17 topped BHMCT.**

Currently Sixth Semester Batch is undergoing through their Industrial exposure training in various hotels across the Country.

#### Admissions

Total 120 students were admitted in session 2017-18. Presently we are having 434 Students in all 4 years.

#### Training & Placement

The placement for 2016-17 Batch has improved remarkably along with improvement in their status and remuneration. The high quality placement was provided to the students in Top Hotel Chains, Fast Food Restaurants and Service providers of the country such as The Oberoi Group, Intercontinental Hotel Group (IHG), Burger King, The Park Hotels, The Roseate, The Palms Town and Country Club, The Leela, Radisson Blu, The Lemon Tree Hotel Company, ITC Hotels, McDonalds India, Carlson Rezidor Hotel Group, JW Marriott, Jaypee Hotels, Accor Group, SITA Travels, Hyatt Regency, ITC Fortune Park Hotels, Haldiram, Café Coffee Day, The Taj ( Indian Hotel Comp.), Chaayos, Amazon, Taj Sats Air Catering, and Bristol Hotel.

Details	No of students
# of students	90
Placed	81
Entrepreneur	3
Further studies	6
Remaining	0
Average Package	228,001
Management Trainee	40
Executive Trainee	21
Hotel Operations Trainee	4
Entry Level	15
International Placement	1
Total Job Offers	163
Students Registered for Placement	81

BCIHMCT was visited and is in association with 30 plus hotels and Fast Food Chain for Placement and Industrial Training of the students. All big chains have conducted campus placement. The extra efforts by Placement team and new initiatives for Personality Development of

*Shankar*

Students have produced better results in terms of quality. Students were having more than one offer in hand

### Achievements

The current year was full of remarkable achievements in the form of getting recognition and acknowledgement by way of grading and quality evaluations done by various agencies that has validated effectiveness of our new quality initiatives.

Survey of Outlook - DSRS Survey June 2017 and The Week Hansa Research Survey 2017, placed BCIMCT among India's Top Ten Best Professional Colleges among the Hotel Management category. We are maintaining Top Ten Positions successively since 2010. It is remarkable to see us competing with the colleges supported by ITC Group and Taj Group hotels among the other private colleges.

Joint Inspection Committee of Delhi Government and GGSIP University, Delhi has ranked college as A Grade College in 2016-17 with a score of 90.5 and Academic Audit score of 80.06.

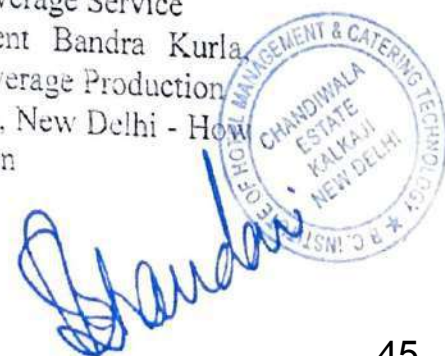
### Personality Development Activity

To create value addition, we conduct additional classes of Personality Development with a view to enhancing communication skills and grooming of our students. These had an impact on the placement performance and Students have shown improvement.

Special classes are being conducted for all Batches on PDP, Communication Skill, Soft Skills and Interview Techniques by the dedicated team of teachers who are making all out efforts for the improvement in the performance of the students.

Also, a special session was conducted on:

1. 10-Jul-17: Mr. Rishabh Tandon, Hr & Training Manager, Crowne Plaza Hotel, Okhla - How to prepare for Campus
2. 12-Jul-17: Mr. Sameer Kaul, Co-Founder Director, Afilatus Learning Solutions - How to prepare for MT program
3. 19-Jul-17: Mr. Saurabh Khurana, Director Sales & Marketing, The Lodhi Hotel, New Delhi - How to prepare and crack Sales Campus
4. 21-Jul-17: Mr. Saurabh Bagai, Asst. Training Manager, Imperial Hotel New Delhi
5. 24-Jul-17: Mr. Vineet Chaudhary, Marketing Executive, SWISS Education Group - Scope of Further education abroad.
6. 25-Jul-17: Ms. Saima Siddiqui, Sales & Marketing Manager, Le Cordon Bleu India Pvt. - Why LCB Is helpful for further education
7. 25-Jul-17: Mr. Abhishek Saxena, Corporate Training Manager MBD Group, Radisson MBD Noida.
8. 26-Jul-17: Mr. Rajat Sharma, Assistant Manager F&B, The Lemon Tree Premier Aerocity - How to prepare for Campus- Food & Beverage Service
9. 26-Jul-17: Chef Varun Mathur, OCER- Production, Trident Bandra Kurla, Mumbai - How to prepare for Campus- Food & Beverage Production
10. 26-Jul-17: Chef Harshit Dhall, CDP- Bakery, Hotel Taj Palace, New Delhi - How to prepare for Campus- Food & Beverage Production





11. 27-Jul-17: Mr. Abhilash Kumar, RDM, Pullman Aerocity, New Delhi - How to prepare for Campus- Front Office & H/K
12. 27-Jul-17: Ms. Smriti Lamba, Training Manager, Pullman Aerocity, New Delhi
13. 27-Jul-17: Mr. Kunal Sood, Head HR & Training Manager, Holiday Inn Mayur Vihar.
14. 28-Jul-17: Mr. Varun Balwani, RDM, Hyatt Andaz Aerocity - How to prepare for Campus- Front Office
15. 28-Jul-17: Ms. Shail Gupta, Ex. Dep. H.K. Lemon Tree Hotel, Freelancer - How to prepare for Campus- House Keeping
16. 10-Aug-17: Mr. Rifaquat Ali Khan Mirja, Director, Consultant - Scope in Future for Hospitality Graduates.
17. 2-Aug-17: Ms. Roshni Chakravarty, Training Manager, Eros Hotel New Delhi
18. 3-Aug-17: RATATOUILLE – Movie
19. 4-Aug-17: Movie – Hotel India – BBC DOCUMENTARY – Part I
20. 5-Aug-17: Movie – Hotel India – BBC DOCUMENTARY – Part II AND PART III
21. 9-Aug-17: Ms. Vaishali Singh, Assistant F&B Manager, Radisson Hotel, Noida
22. 10-Aug-17: Ms. Divya Sharma, Sales and Marketing Director, Crowne Plaza Hotel, Mayur Vihar
23. 10-Aug-17: Chef Utkarsh Bhalla and Chef Gaurav, Head Chef, Azure Hospitality, New Delhi
24. 11-Aug-17: Movie – Inside the Claridges – I, II, III

**Hotel Interactive Classes & Field Visits were conducted:**

1. Laundry Visit of second years on January 30, 2018 at Taj Mahal Hotel, New Delhi.
2. Laundry Visit of second years on January 31, 2018 at The Suryaa, New Delhi.
3. Laundry Visit of second years on February 8, 2018 at Crowne Plaza Okhla, New Delhi.
4. Laundry Visit of second years on February 9, 2018 at Crowne Plaza Okhla, New Delhi.

Many other experts are also being engaged for during the year.

**Workshop Organized**

1. "Corporate Behaviour and Dining Etiquette Workshop" on 20<sup>th</sup> September, 2017, 22<sup>nd</sup> September, 2017 and 26<sup>th</sup> September, 2018 for MBA Students of BCIPS, Dwarka
2. Baking Workshop for Economically Weaker Section Women at Panchsheel on 27<sup>th</sup> March 2017 along with 2 students of BCIHMCT.
3. "Culinary Demo" by Chef Karl Guggenmos, Dean Emeritus, Johnson and Wales University, Rhode Island, USA on 5<sup>th</sup> February, 2018
4. "A unique entrepreneurship opportunity to start a food truck business which is extremely popular globally." By Kingsbridge India which will be rolling out Viridian groups' exciting Canadian brand in India initially as a food truck on 7<sup>th</sup> February, 2018

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5. Chocolate- Workshop by Chef Mahesh Chandra Upreti, The Lalit Hotel, New Delhi on 12<sup>th</sup> March, 2017.
6. Food Presentation and Photography workshop at SGT University organized by BCIHMCT and conducted by Mr. Shakesh Singh towards an initiative of Food Photography learning in April, 2017.
7. Workshop on Dinning etiquettes at Gurukul the School, Ghaziabad organized by BCIHMCT conducted by Mr. Sujeet Kapur and Mr. Peeyush Srivastav; An initiative to reach out to schools for Brand positioning of BCIHMCT and Hotel Management Course.

### Industry Relations

Indian Culinary Forum organized its Master Chef Competitions in the Institute in October 2017. Mr. Sumit and Mr. Suprabhat Banerjee faculties of BCIHMCT also participated in the Event along with Students. Mr. Sumit Pant won the "Chef of the Year" award for the same. ICF CHEF Summit and AWARD CEREMONY was held on 1<sup>st</sup> November, 2017 at Ashoka Hotel New Delhi, our Students and Faculties attended this event. At the AWARD CEREMONY the role of BCIHMCT was appreciated by President of ICF and Memento for the Association was also presented to the college. It was great opportunity for the college and the students to show its reorganization at such a great congregation of industry experts.

1. Mr. Ranojit Kundu conducted live audio programmes in Bakery Subject at the Audio Studio of has gone for National Institute of Open Schooling on, 29<sup>th</sup> March, 2017, 7<sup>th</sup> November 2017 and 19<sup>th</sup> January, 2018

Students of BCIHMCT actively contributed in the Annual Day of the Crowne Plaza Today New Delhi Okhla. Their work was appreciated by all. The MOU is active for industry- institution partnership with Crowne Plaza Today New Delhi Okhla.

Guest lecture are being conducted in association with the hotel.

Faculty members have also undergone through the exposure training in hotel under this arrangement. Following is the detailed schedule for the exposure training of the faculty commenced from 4<sup>th</sup> July 2016: (as under)

### Co-Curricular Activities

We won the overall Championship 2017 at Chandiwala Hospitality Ensemble jointly with Auro University, the annual Hospitality competition held at BCIHMCT every year in the in October 2017.

We organized several activities & competitions during the year. Rangoli, Painting and interdepartmental Chef Competition, Bar Tending, Flower Arrangement, Facility planning, Symposium, Debate and various sports activities has given opportunities to students to show their talent. Students have shown keenness in these events.

Institute motivates its students to participate in various activities conducted by other institutions and organizations. Students of BCIHMCT also participated in GGSIPU Sports meet organized by GGSIP University and debate competition organized





University on the occasion of the World Tourism Day. Students won 1<sup>st</sup> Prize in Regional theme creation competition and flower decoration competition.

### Event Management

All efforts are made to provide students various opportunities to acquire best managerial practices and to show their professional skills. To sharpen skills of the students by giving them Exposure at National level BCIHMCT organizes National and International events and has placed itself at the National Horizon in the field of Hospitality and Tourism Education with benchmarking standards.

#### 1. 16<sup>th</sup> Chandiwala Hospitality Ensemble (11-13 October, 2017)

In order to enhance the creativity and Professional Skills, the Institute has strived hard for the success of Annual Hospitality Ensemble with increased participation of Hotel Management Colleges across the country, under the banner, "Chandiwala Hospitality Ensemble". BCIHMCT inaugurated "The 16<sup>th</sup> Chandiwala Hospitality Ensemble" on October 11, 2017 at the Institute auditorium to a record crowd of Hospitality Students, Industry Experts, Trade Media and Faculty Members. The event steers students towards team work, leadership, planning with overall management skills as well as showcasing artistic ability in cultural extravaganzas, for holistic personality development through extracurricular activities.

This event was inaugurated by Chef Subroto Goswami, Executive Chef and Culinary Area Champion North & West Intercontinental Hotels Group, and Mr. Rishabh Tandon, Human Resource Manager, Crowne Plaza Today New Delhi Okhla,

"Agnihom- Food for Soul" themed dinner was organized to mark the closing of CHE 2017 post valedictory function, where the crowd relished the authentic, traditional, rich and varied cuisine offered by food lovers paradise recreated at BCIHMCT with the taste of dishes from traditional home style recipes meant to satisfy your soul. The Chief Guest for the Closing Ceremony on 13<sup>th</sup> October, 2017, Ms. Seema Anand was delighted to be amongst students from the Hotel Management Colleges across India. She mentioned, "As students and entrants to the Hotel Industry you must have a positive attitude, openness of mind to explore opportunities and ideas and must prove yourself in the beginning of your career to create a niche for yourself. To be successful one must be humble and respect every individual and build your own brand. Since the hospitality Industry is here to stay and is changing for good in India, it would be an excellent place to work." Ms. Anand also mentioned that she looks forward to seeing some of those in the gathering to be working for The Taj Group of Hotels.

27 Colleges participated in the various events exhibiting their academic and industrial achievements. The events were judged by the eminent Chefs and managers from the Industry.

#### 2. International Conference 2017

8<sup>th</sup> India International Hotel, Travel and Tourism Research Conference, 2017 was held from 17<sup>th</sup> – 18<sup>th</sup> February 2017. In continuation to the series of annual Conferences this Conference was aimed at addressing the issues and challenges in Tourism and Hospitality Practices in India and across the Borders.




The conference was inaugurated on 17<sup>th</sup> February, 2017 was inaugurated by The Chief Guest, Dr. Gulshan Sharma, Director General, International Chamber for Service Industry and the Guest of Honour, Ms. Nita Baluni, Area Director-HR, North & West, SWA at IHG, Professor Phillip Xie, Dean, Faculty of Hospitality and Tourism Management, Macau University of Science and Technology, Taipa, Macau, China, and Mr. Rishabh Tandon, Human Resource and Training Manager, Crowne Plaza Today New Delhi Okhla.

The Conference has been recognized as one of the Prominent and Niche Annual International Conference in the field of Tourism and Hospitality in India. This conference was the Ninth such mega initiative by the institute since 2009 to understand and examine different factors contributing to the success of tourism, travel and hospitality industry and issues related to this. The Conference explored overall themes related to Hotel, Travel and Tourism during the two days of IIHTTRC through deliberations on 5 main issues: (1) Tourism & Hospitality Trends, Issues & Challenges; (2) Food Culture & Innovations; (3) Hospitality Education & Human Resource Development; (4) Tourism & Hospitality Marketing & Consumer Behaviour; and (5) Destination Planning, Sustainable Development & Promotion.

The conference was well attended by National and International delegates with increase in the number of participants this year. Around 150 delegates representing experts from Industry, Academics, researchers, scholars and students participated in the Conference. Nearly 55 submissions were received and 3 papers were presented during the Conference.

A Panel Discussion on "*Transitioning the mind for Success in Career: From Hotel Management Graduate to Hotel Leader*" took place on February 18, 2016 comprising of panelists namely: Mr. Ramendra Pratap Singh, General Manager Park Plaza Noida, Delhi NCR; Mr. Indrashis Sinha, EAM – F & B, Crowne Plaza Today New Delhi Okhla; Mr. Varun Balwani, RDM, The Roseate, New Delhi; Mr. Abhishek Saxena, Corporate Manager, Quality and Talent Development, Radisson BLU MBD Hotel, Delhi NCR; Mr. Douglas Peter, VP - HR & Strategy, The Quorum Hotel, Bangalore, and the discussion was moderated by Mr. Rishabh Tandon, HR and Training Manager, Crowne Plaza Today New Delhi Okhla. The panel unanimously agreed that Industry and people dynamics, both are changing, therefore the hotel industry has become one of the most sought after careers. The panel stressed on the fact that Hotel Industry is an interesting journey, only for those who are humble, disciplined, adaptable, passionate and most importantly geographically and functionally mobile. It was framed out during the discussion that Hotel Management Colleges need to incorporate Entrepreneurial Skill Training, without waiting for universities to change the curriculum. It was unanimously agreed upon that the industry has changed its way of dealing with internal customers and the focus today is on "Employee satisfaction".

A theme lunch "*The Colonials*" depicting the Era of British Raj and Rajasthani themed dinner "*Kathputli*" were organized by the final year students of Banarsidas Chandiwala Institute of Hotel Management and Catering Technology for the conference delegates. Students of BCIMCT also gave colourful cultural performance comprising Rajasthani Song, Rajasthani Dance, Bhangra and Contemporary Dance for the conference




delegates which was appreciated and applauded by the audience. A "Culture Trip" to Agra was also organized for the conference delegates on 19<sup>th</sup> February.

Conference organizing team and students have done remarkable job in effective organization of the conference. Respective department were well in command in smooth operation of the event. This event has set another Benchmark.

Efforts were appreciated by all. Report of the conference was published by various media partners.

3. 2<sup>nd</sup> Chandiwala Carnival was organized which an Annual Fest on January, 2018, Sunday in coordination with all the other 3 Institutes of Shri Banarsidas Chandiwala Sewa Smarak Society to showcase the talent and organizing capabilities of our students. The Carnival included Inter-College Folk Dance competition wherein students from BCIHMCT participated and performed well. Adding to the same, other recreational activities including the Live Band performance by Desi Roots were added to make it a public event. The Chandiwala Carnival 2K18, composed of the Games Stall, the Food Stalls, and other recreational activities.

### Institute's Publications

1. The 9<sup>th</sup> issue of the Indian Journal of Applied Hospitality and Tourism Research (ISSN 0975-4954), was released during the Conference in February 2017.
2. The ISBN (9788192085067) book, "Trends & Issues in Indian Hospitality and Tourism: Research and Innovations" was published which included 11 refereed papers presented and selected from the International Conference.

Our faculty members are contributing towards research on various topics of Hospitality importance. We feel proud in informing that, faculties write up in the relevant hospitality Journals, Books, and Conference proceedings have become a regular feature. This learning culture is definitely helping in quality building process.

Details of Publications by Faculties of BCIHMCT (2016-17 and 2017-18 in continuation): (Attached with the report)

### Faculty Development

Faculties were sent for Exposure Training, attending seminar, workshops/ Conferences on Emerging issues and FDP on topics related to the need of the curriculum.

1. 30-31 Jan-17: Certification in Hotel Industry at Manav Rachna University attended by Ms. Rachna Chandan and Ms. Sunita Badhwar
2. 26-Jan-17: India International Education Conclave on "Student Discipline -New Challenges at India International Centre, New Delhi organized by ICTRC attended by Mr. Alok Aswal.
3. 24-Feb-17: Global Traditional Food Summit at Indira Gandhi National Centre for Arts, New Delhi organized by Bhartiya Dharohar, NGO and BCIHMCT attended by Mr. Prem Ram, Ms. Sunita Badhwar, Mr. Suprabhat Mandal, Mr. Anandrajit Chaudhury and Mr. Shakesh Singh

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4. 6-Mar-17: 5-day FDP on Research Methodology and SPSS at Kamal Institute of Higher Education and Advance Technology attended by Ms. Rachna Chandan and Ms. Sunita Badhwar
5. 2-Mar-17: Emerging Trends & Scope of Employment in Logistics at India Habitat Centre, New Delhi organized by CII attended by Mr. Sujeet Kapur
6. 10-Mar-17: Housekeepers Masterclass: Keynote series at Pragati Maidan organized by AAHAR attended by Ms. Shubhangi Garg
7. 7-11 Mar 17: Culinary Arts India 2017 at Pragati Maidan organized by ICF attended by Mr. Prem Ram, Mr. Tom Thomas and Mr. Suprabhat Banerjee (Mr. Prem Ram was jury at culinary art India 2017, Mr. Tom Thomas won Bronze Medal for Plated Desserts and Suprabhat participated in the Competition).
8. 24-Mar-17: Curbing the menace of ragging in Higher Education Institutions at GGSIP University attended by Ms. Poonam Anand
9. 24-25 Mar17: "Inclusive Development, Sustainability & Peace through Tourism & Hospitality attended by Mr. Peeyush Srivastav. (He presented a paper on "Blended Learning: An Amalgamation of Virtual World & Conventional Classrooms").
10. 5-6 April-17: 1<sup>st</sup> National Conference & 8<sup>th</sup> India Hospitality Congress on "Tourism & Hospitality Industry in India: Contemporary Issues & Challenges" at Sanskriti University, Mathura, UP organized by IHC & School of Tourism & Hospitality, Sanskriti University attended by Mr. Arvind Kumar Saraswati (He got The Young Researcher award 2016 by IHC).
11. 6-7 April-17: Japanese and Korean Cuisine workshop at Auro University, Surat, Gujarat conducted by Mr. Suprabhat Banerjee, Faculty, BCJHMCT.
12. 6-Apr-17: National Conference on Tourism & Hospitality Management (NCTHM) at Amity School of Hospitality, Jaipur organized by Amity School of Hospitality, attended by Mr. Prem Ram as a Keynote Speaker.
13. 7-8 Apr-17: "AVNESH - 2017, Doctoral Research Conference in Management organized by Nirma University, Ahmedabad, attended by Ms. Sunita Badhwar and Ms. Rachna Chandan (They presented a paper on "A perspective in Bridging the gap between Academia and Hotel Industry in Delhi and NCR").
14. 22-23Apr- 17: 2 days' Workshop on Entrepreneurship Development Programme at NIESBUD, Noida organized by National Institute for Entrepreneurship & Small Business Development attended by Mr. Peeyush Srivastav
15. 4-6 May-17: National Conference on "Silk Route Tourism: The Revival of Tributaries of Cultural and Archaeological Heritage" organized by School of Business Studies, Central University, Jammu & Kashmir attended by Ms. Sarah Hussain and Ms. Gagan Soni (they presented a paper on "Community Tourism in India: Role of Hospitality Industry").
16. 14-May-17: Invest, Create, Contribute: Financial Literacy Initiative at India International Centre Max Mueller Marg, Lodhi Road, New Delhi organized by EIFS attended by Mr. Uttam Kr. Singh.
17. 17-May-17: Gen X Housekeepers at Country Inn and Suites, Gurgaon organized by IPHA, attended by Ms. Shubhangi Garg.
18. 5-10 June17: Big Data Analytics and Machine Learning: Hadoop & Python at IITM Janakpuri attended by Mr. Mohan Jain.





19. 20-May-17: World Chefs B Judging Seminar at Hans Hotel, Delhi organized by Worlds Association of Chefs Society & ICF attended by Mr. Prem Ram to become World Approved Chefs.
20. 14-17 June 17: India Skills Competition-2017 at IIHM, Delhi organized by Tourism and Hospitality Skill Council attended by Mr. Prem Ram as a Judge in the event.
21. 3-7 July -17: Advanced Cake Decoration Course at Lavonne Academy of Baking Science and Pastry Arts conducted by Chef Joonie Tan attended by Mr. Tom Thomas.
22. 2-3 Dec-17: International Conference on Development Aspects in Tourism & Hospitality Sector at Subharti University, Meerut organized by Bhikaji Cama Subharti Institute of Hotel Management attended by Mr. Peeyush Srivastav, Mr. Uttam Kr. Singh, Mr. Shakesh Singh, Mr. Indrajit Chaudhury and Mr. Suprabhat Banerjee (Papers presented by them were, "Magadh Cuisine - The Undiscovered Cuisine of India"; "Gastronomy Tourism" and "Reinvented role of Chefs in todays' hospitality sector: A career that witnessed constant change").
23. 11-Dec-17: International Seminar on Indian Cuisine & Culinary Skills: Savory Assimilation of Diversities organized by Institute of Hotel & Tourism Management, M.D. University, Haryana attended by Mr. Peeyush Srivastav, Mr. Uttam Kr. Singh, Mr. Shakesh Singh, Mr. Indrajit Chaudhury and Mr. Suprabhat Banerjee (They presented paper on "Culinary Tour of Bihar"; "The Study of Customer Behaviour patterns for Indian Sweets in Delhi/NCR"; "Impact of Different Food Cultures on Cuisine of Delhi").
24. 20-22 Dec-17: National Seminar on Special Interest Tourism in Madhya Pradesh - Prospects & Challenges organized by IHM-Gwalior attended by Mr. Vaibhav Verma, Mr. Manish Kr. Malhotra, Mr. Gautam Chatterjee and Mr. Suprabhat Banerjee. (They presented paper on "Wildlife Tourism in India: Opportunities and Challenges" and "Role of Social media in Tourism: A case study of Madhya Pradesh state Tourism")
25. 21-27 Dec-17: 7 Days FDP on Innovative Educational Leaders for all organized by Gura Ram Dass College of Education, Delhi attended by Mr. Peeyush Srivastava and Mr. Shakesh Singh.
26. One faculty members Ms. Sarah Hussain completed her PhD and other 4 Faculty members (Ms. Sunita Badhwar, Ms. Rachna Chandan, Ms., Reshma Kamboj and Mr. Prem Ram) are enrolled for PhD. Our faculty members are exploring critical trends -- producing research that shapes our industry's strategic, managerial and operating practices. That research comes alive in our classrooms, giving our students a competitive edge in whatever field they pursue.

### Library

More than 50 new volumes of book related to Hospitality were added in the library. Gale Cengage Learning's online E- Journal for Hospitality and Tourism Complete and Culinary Complete was subscribed for the library.

### Association

True to its motto, Hospitality with a difference and Service with smile, B.C. Institute of Hotel Management & Catering Technology is actively associated with Hotel Crown Plaza Okhla, New Delhi and Indian Culinary Forum. We do get all support for our academic endeavors from both as well as



other industry groups. Also, BCIHMCT is in talks with TISS for short term Hospitality Programs to be launched in near future.

### Other Initiatives

Efforts Taken towards Achieving Academic Excellence are

- (a) Teaching Modules for Various Practical's were developed during the current Session.
- (b) Active research orientation of the faculties to acquire effectiveness in Tourism and Hospitality operations.
- (c) Internal Quality Assurance Cell is continuing with its tasks for realizing the goals of quality enhancement and sustenance via developing a system for improvement in the performance of academics.
- (d) Effective Mentoring System is being implemented. Attendance, academics, training and placement is being supervised by the mentors.
- (e) Seminar, Symposium, debate etc are included as regular academic activity. These are designed to specifically assist the students of BCIHMCT to appreciate rapidly changing and intensifying competition in tourism and hospitality industry.
- (f) Emphasizing on developing habit of Self Learning Practices among the students by way of introducing assignments, projects and project research.
- (g) Academic- Institution Partnership, where by all needs during the academic year is planned in the calendar and meticulously being followed. Response is Great and Industry is coming forward with total support.
- (h) Alumni and students' interaction was conducted.
- (i) HSR Training program for one Batch of 28 students was completed. New Batch will be started soon.

I appreciate the dedication and hard work of our team of faculty and staff members in accepting all challenges and showing professionalism in all areas all the time.

Our students also deserve commendation from me and my team for the expected responses from them.

A step has been taken to improve the efficiency level of students and will surely be followed up with better leaps towards making BCIHMCT, the leader in Hospitality Education Sector.

We would like to thank the Trust Society for continuously improving infrastructure and their continued support & guidance.

I assure the members, on behalf of my team that our endeavor for excellence will continue in the coming years as well.



## ANNUAL REPORT OF BCIHMCT (2016-17)

It gives me immense pleasure to present this year's Annual report which highlights the achievements and developments of the institute in the academic year 2016-17.

BCIHMCT was accredited with grade "A" by NAAC.

### Academics

I feel proud while stating that students of the institute have continued to excel in academics. Results of last academic session 2015-2016 were 98.28%. For current academic session the result has been announced on 28<sup>th</sup> February, 2017 and the analysis is under process.

Ms. Sonika Singh of Batch 2012-2016 topped BHMCT.

Currently Sixth Semester Batch is undergoing through their Industrial exposure training in various hotels across the Country.

### Admissions

Total 120 students were admitted in session 2016-2017. Presently we are having 422 Students in all 4 years.

### Training & Placement

The placement for 2015-2016 Batch has improved remarkably along with improvement in their status and remuneration. The high quality placement was provided to the students in Top Hotel Chains, Fast Food Restaurants and Service providers of the country such as IHG (InterContinental Hotel Group), Oberoi Hotels & Resorts, The Grand Hotel, The Park hotels, Roseate Hotels, The Leela Hotels, Taj Hotels, Lemon Tree Hotels, Hyatt Hotels & Resorts, Marriott Hotels & Resorts, Carlson Rezidor, ITC Fortune, ITC Hotels, McDonalds, Jaypee Hotels, Accor Hotels, Hilton Hotels, Sita travels, Sterling Holidays, Madura Fashions and Domino's Pizza.

BCIHMCT was visited and is in association with 30 plus hotels and Fast Food Chain for Placement and Industrial Training of the students. All big chains have conducted campus. The extra efforts by Placement team and new initiatives for Personality Development of Students have produced better results in terms of quality.

Programme	No of students
Management Trainee	53
Hotel Operations Trainee	38
Sales & Marketing Associates	4
Students Registered for Placement	62
Average Package	81
Total Job Offers	Rs 209,262 pa
Entrepreneurs	157
Further Studies	3
	6

Students were having more than one offer in hand


### Achievements

The current year was full of remarkable achievements in the form of getting recognition and acknowledgement by way of grading and quality evaluations done by various agencies that has validated effectiveness of our new quality initiatives.

**The National Assessment and Accreditation Council (NAAC), an autonomous body of University Grants Commission awarded us with Grade "A".**

Survey of Outlook - MDRA Survey June 2016 and The Week Hansa Research Survey 2016, placed BCIHMCT among India's Top Ten Best Professional Colleges among the Hotel Management category. We are maintaining Top Ten Positions successively since 2010. It is remarkable to see us competing with the colleges supported by ITC Welcom Group and Taj Group hotels among the other private colleges.

Joint Inspection Committee of Delhi Government and GGSIP University, Delhi has ranked college as A Grade College in 2016-17. We are maintaining this status since 2009.

As per the HT Campus-C Fore Survey by the Hindustan Times for the Best Institute in NCR, BCIHMCT maintained its position.

### Personality Development Activity

To create value addition, we conduct additional classes of Personality Development with a view to enhancing communication skills and grooming of our students. These had an impact on the placement performance and Students have shown improvement.

Special classes are being conducted for all Batches on PDP, Communication Skill, Soft Skills and Interview Techniques by the dedicated team of teachers who are making all out efforts for the improvement in the performance of the students.

Also, a special session was conducted on:

1. 15<sup>th</sup> July, 2016 -Preparing students for Management Trainee (GD, Grooming and soft skills)/ 1530 - 1730 hrs by Rishabh
2. 18<sup>th</sup> July, 2016 - Mock Interviews (Knowledge, Skills and Attitude development./ 1530 - 1730 hrs by Rishabh
3. 19<sup>th</sup> July, 2016 - Interview tips on FO by RDM/FOM - 1600-1700 hrs
4. 20<sup>th</sup> July, 2016 - Interview tips on Housekeeping Management trainee program by EHK - 1600 to 1700 hrs
5. 21<sup>st</sup> July, 2016 - Interview and trade test tips on careers in Kitchen by Exec Chef - 1600 to 1700 hrs.
6. 27<sup>th</sup> July, 2016 for Pre-Placement Talk by Ms. Geetika, HR Manager, Courtyard by Marriott Hotel, Gurgaon.
7. One day Session on Interview skill in January 2017 for First year students
8. 3<sup>rd</sup> Feb at 2.30 PM - COLUMBUS Cognitive Skill Training Program
9. 04<sup>th</sup> March 2017 from 1400-1600 Hours - "Career Insights By Inspire Living"

*Shandari*





**Hotel Interactive Classes & Field Visits were conducted:**

1. Laundry Visit of second years on January 30, 2017 at JW Marriott Aerocity, New Delhi.
2. Laundry Visit of second years on January 28, 2017 at Radisson Blu Plaza, New Delhi.
3. Laundry Visit of second years on January 24, 2017 at Crowne Plaza Okhla, New Delhi.
4. Laundry Visit of second years on January 24, 2017 at Taj Mahal Hotel, New Delhi.
5. 26<sup>th</sup> September, 2016 a session on Sales and Marketing by Mr. Geet Grover, Associate Director of Sales, Crowne Plaza Okhla, New Delhi
6. 4<sup>th</sup> February, 2017 a session on Hazard Analysis and Critical Control Point (HACCP) by Hygiene Manager, The Lalit Hotel New Delhi.

Many other experts are also being engaged for during the year.

**Workshop Organized**

1. Workshop: "Corporate Behaviour and Dining Etiquette Workshop" on 26<sup>th</sup> September, 2016 and 11<sup>th</sup> November 2016, for MBA Students of Dwarka
2. California Walnuts Training Programme and Workshop on 4<sup>th</sup> November, 2016 by SCS Group for 4<sup>th</sup> Year students. Chef Saby gave cooking demo incorporating California walnuts in sweet and savory recipes.

**Industry Relations**

Indian Culinary Forum organized its Master Chef Competitions in the Institute in October 2016. Mr. Sumit and Mr. Suprabhat Banerjee faculties of BCIHMCT also participated in the Event along with Students. ICF CHEF AWARD CEREMONY was held on 4<sup>th</sup> November, 2016 at Ashoka Hotel New Delhi, our Students attended this event. At the AWARD CEREMONY the role of BCIHMCT was appreciated by President of ICF and Memento for the Association was also presented to the college. It was great opportunity for the college and the students to show its reorganization at such a great congregation of industry experts.

1. Faculty members were appointed as external examiners at IHM Faridabad, Amity University and Manav Rachna University.
2. Mr. Ranajit Kundu conducted live audio programmes in Bakery Subject at the Audio Studio of has gone for National Open Schooling

Students of BCIHMCT actively contributed in the Annual Day of the Crowne Plaza Today New Delhi Okhla. Their work was appreciated by all. The MOU is active for industry- institution partnership with Crowne Plaza Today New Delhi Okhla.

Guest lecture are being conducted in association with the hotel.

Faculty members have also undergone through the exposure training in hotel under this arrangement. Following is the detailed schedule for the exposure training of the faculty commenced from 4<sup>th</sup> July 2016: (as under)


S No	Dept	Name of the faculty	Hotel	Contact Person	Period
1	Front Office	Ms Sunita Badhwar, Asst. Professor	Hyatt Regency, New Delhi	Anshul Rinwa Learning Assistant Manager	11 July 2016 onwards
2	House Keeping	Mrs. Rachna, Asst. Professor	JW Marriott New Delhi Aerocity	Smriti Lamba Training Manager	22nd June 2016 to 1st July 2016
3	Food & beverage Service	Mr. Prem Prakash, Asst. Professor	JW Marriott New Delhi Aerocity	Smriti Lamba Training Manager	6th July 2016 to 19th July 2016
4	Front Office	Mr. Alok Aswal, Asst. Professor	Crowne Plaza Hotel, Okhla	Sumit Biswas, Training	4 <sup>th</sup> July to 17 <sup>th</sup> July 2016
5	House Keeping	Mrs. Gagan Soni, Asst. Professor	Crowne Plaza Hotel, Okhla	Sumit Biswas, Training	7 <sup>th</sup> July to 20 <sup>th</sup> July 2016
6	Front Office	Ms Divya Thakur, Asst. Professor	Radisson Blu Hotel, Mahipalpur New Delhi	Mr. Yogesh Wadhavan Director HR/ Mr. Satish Mohan, Training Manager	4 <sup>th</sup> July to 17 <sup>th</sup> July 2016

### Co-Curricular Activities

We won the overall Championship 2017 at Athithya, The annual Hospitality competition held at AISSMS, Pune every year in the First week of February. Also, our students participated in NBCC hospitality competition at Auro University, Surat wherein they were Runner up in the Inter-College Compifun completion.

We organized several activities & competitions during the year. Rangoli, Painting and interdepartmental Chef Competition, Bar Tending, Flower Arrangement, Facility planning, Symposium, Debate and various sports activities has given opportunities to students to show their talent. Students have shown keenness in these events.

Institute motivates its students to participate in various activities conducted by other institutions and organizations. Students of BCIBMCT visited AISSM Pune, National Level workshop on Mixology (Hosted by UIHM Punjab), Amity University Noida, World Skills Competitions organized by World Skills International to participate in Hospitality Competitions organized by them and also participated in GGSIPU Sports meet organized by GGSIP University and debate competition organized by Amity University on the occasion of the World Tourism Day. Students won 1<sup>st</sup> Prize in Regional theme creation competition and flower decoration competition.

*Signature*

CHANDIWALA  
ESTATE  
KALKAJI  
NEW DELHI



### Event Management

All efforts are made to provide students various opportunities to acquire best managerial practices and to show their professional skills. To sharpen skills of the students by giving them Exposure at National level BCIMHCT organizes National and International events and has placed itself at the National Horizon in the field of Hospitality and Tourism Education with benchmarking standards.

#### 1. 14<sup>th</sup> Chandiwala Hospitality Ensemble

In order to enhance the creativity and Professional Skills, the Institute has strived hard for the success of Annual Hospitality Ensemble with increased participation of Hotel Management Colleges across the country, under the banner, "Chandiwala Hospitality Ensemble". The 14<sup>th</sup> Chandiwala Hospitality Ensemble, was held from 7<sup>th</sup> – 9<sup>th</sup> October, 2016, with an objective to give an opportunity to young aspiring hoteliers to display their talents at the National level and interact with the experts from Industry.

This event was inaugurated by Mr. Ranjan Banerjee, General Manager of Crowne Plaza Today New Delhi Okhla, and Mr. Rishabh Tandon, Human Resource Manager, Crowne Plaza Today New Delhi Okhla.

"Daawat-e-Dilli" themed dinner was organized to mark the closing of CHE 2016 post valedictory function. was an express journey to Purani Dilli where the crowd relished lip smacking, rich and varied cuisine offered by food lovers paradise recreated at BCIMHCT with the taste of whole Delhi in a *shahi andaaz*, from chaats to shorbhas, different types of dishes, salads-&-breads and desserts which included malpua, jalebi, halwa and kulfi. The Chief Guest for the Closing Ceremony on 21st October Mr. Varun Nigam, Resident Manager, The Taj Mahal Hotel, New Delhi encouraged the students to utilize such events as opportunities for self enhancement and networking.

Thirty Colleges participated in the various events exhibiting their academic and industrial achievements. The events were judged by the eminent Chefs and managers from the Industry.

2. 15<sup>th</sup> -17<sup>th</sup> September 2016 the NAAC visit for re-accreditation of BCIMHCT was organized. Prof. S. C. Bagri, Vice Chancellor, Hingiri Zee University, was the Chairman. Dr. P. N. Premalatha, Professor and Head, Dept of Historic Studies & Tourism Management, Mother Teresa Women's University, Research and Extension Centre, Chennai was the Member Coordinator and Mr. Sudhakar. N. Rao, Director, Culinary Academy of India, Hyderabad, was the Member of the visiting committee.

#### 3. International Conference 2014

7<sup>th</sup> India International Hotel, Travel and Tourism Research Conference, 2017 was held from 17<sup>th</sup> – 18<sup>th</sup> February 2017. In continuation to the series of annual Seminar and Conferences this Conference was aimed at addressing the issues and challenges in Tourism and Hospitality Practices in India and across the Borders.

The conference was inaugurated on 17<sup>th</sup> February, 2017 was inaugurated by The Chief Guest, Dr. Gulshan Sharma, Director General, International Chamber of Commerce, Service




Industry and the Guest of Honour, Ms. Nita Baluni, Area Director-HR, North & West, SWA at IHG, Professor Phillip Xie, Dean, Faculty of Hospitality and Tourism Management, Macau University of Science and Technology, Taipa, Macau, China, and Mr. Rishabh Tandon, Human Resource and Training Manager, Crowne Plaza Today New Delhi Okhla.

The Conference has been recognized as one of the Prominent and Niche Annual International Conference in the field of Tourism and Hospitality in India. This conference was the Ninth such mega initiative by the institute since 2009 to understand and examine different factors contributing to the success of tourism, travel and hospitality industry and issues related to this. The Conference explored overall themes related to Hotel, Travel and Tourism during the two days of IIHTTRC through deliberations on 5 main issues: (1) Tourism & Hospitality Trends, Issues & Challenges; (2) Food Culture & Innovations; (3) Hospitality Education & Human Resource Development; (4) Tourism & Hospitality Marketing & Consumer Behaviour; and (5) Destination Planning, Sustainable Development & Promotion.

The conference was well attended by National and International delegates with increase in the number of participants this year. Around 150 delegates representing experts from Industry, Academics, researchers, and scholars and students participated in the Conference. Nearly 55 submissions were received and 3 papers were presented during the Conference.

A Panel Discussion on "*Transitioning the mind for Success in Career: From Hotel Management Graduate to Hotel Leader*" took place on February 18, 2016 comprising of panelists namely: Mr. Ramendra Pratap Singh, General Manager Park Plaza Noida, Delhi NCR; Mr. Indrashis Sinha, EAM – F & B, Crowne Plaza Today New Delhi Okhla; Mr. Varun Balwani, RDM, The Roseate, New Delhi; Mr. Abhishek Saxena, Corporate Manager, Quality and Talent Development, Radisson BLU MBD Hotel, Delhi NCR; Mr. Douglas Peter, VP - HR & Strategy, The Quorum Hotel, Bangalore, and the discussion was moderated by Mr. Rishabh Tandon, HR and Training Manager, Crowne Plaza Today New Delhi Okhla. The panel unanimously agreed that Industry and people dynamics, both are changing, therefore the hotel industry has become one of the most sought after careers. The panel stressed on the fact that Hotel Industry is an interesting journey, only for those who are humble, disciplined, adaptable, passionate and most importantly geographically and functionally mobile. It was framed out during the discussion that Hotel Management Colleges need to incorporate Entrepreneurial Skill Training, without waiting for universities to change the curriculum. It was unanimously agreed upon that the industry has changed its way of dealing with internal customers and the focus today is on "Employee satisfaction".

A theme march "*The Colonials*" depicting the Era of British Raj and Rajasthani themed dinner "*Kathputli*" were organized by the final year students of Banarsidas Chandiwala Institute of Hotel Management and Catering Technology for the conference delegates. Students of BCIMCT also gave colourful cultural performance comprising of Rajasthani Song, Rajasthani Dance, Bhangra and Contemporary Dance for the conference delegates which was appreciated and applauded by the audience. A "Culture Trip to Agra" was also organized for the conference delegates on 19<sup>th</sup> February.




Conference organizing team and students have done remarkable job in effective organization of the conference. Respective department were well in command in smooth operation of the event. This event has set another Benchmark.

Efforts were appreciated by all. Report of the conference was published by various media partners.

4. 1<sup>st</sup> Chandiwala Spring Carnival was organized which will be an Annual Fest on February 26, 2017, Sunday in coordination with all the other 3 Institutes of Shri Banarsidas Chandiwala Sewa Smarak Society to showcase the talent and organizing capabilities of our students. Earlier we used to organize Annual Day where we used to have Inter-college Folk Dance Competition and Food Stalls managed by students. Adding to the same, other recreational activities were added to make it a public event. The Chandiwala Spring Carnival 2K17, composed of the Games Stall, the Food Stalls, and the Folk Dance Competition.

5. On 19<sup>th</sup> October, 2016 BCIHMCT celebrated the Joy of Giving: Global Month of Service with Hilton Worldwide and Goonj including Students and faculty of BCIHMCT.

#### Institute's Publications

1. The 9<sup>th</sup> issue of the Indian Journal of Applied Hospitality and Tourism Research (ISSN 0975-4954), was released during the Conference in February 2017.
2. The ISBN (9788192085067) book, "Trends & Issues in Indian Hospitality and Tourism: Research and Innovations" was published which included 11 refereed papers presented and selected from the International Conference.

Our faculty members are contributing towards research on various topics of Hospitality importance. We feel proud in informing that, faculties writing up in the relevant hospitality Journals, Books, and Conference proceedings have become a regular feature. This learning culture is definitely helping in quality building process.

Details of Publications by Faculties of BCIHMCT: (As Under)

No.	Faculty	Book/Journal/ Conference Proceeding	Title of the Article / Review	Journal / Book Title	ISSN #	ISBN #	Publication Year	Publisher
1	Dr. Anil Kumar Saxena	Chapter in Book	Fidelity in Online Travel Agencies: Lesson from Literature	Rural Development in Bhutan- Prospects and Challenges		978-99936-23-54-9	2016	Gaeddu College of Business Studies, Royal University of Bhutan, KMF Press Pvt. Ltd.
2	Arvind Kumar Saraswati & Prem Ram	Conference	Hill Tourism and Sustainable Development of the Destination: A Situation analysis of Kumaon region of Uttarakhand	Abstract			2016	Paryatan Bharti
3	Alok Aswal & Sujeet Kapur	Chapter in Book	Midscale Hotels Revenue Management in Delhi & NCR	Challenges and opportunities in Tourism & Hospitality Sector		978-93-85000-88-1	2016	Bhikaji Cama Subharti Institute of Hotel Management
4	Alok Aswal & Sujeet Kapur	Conference	Implementing Revenue Management Strategies by Midscale Properties in Delhi and NCR	Amity International & Hospitality Conference 2016. Book of Abstracts			2016	Amity Institute of Travel, Tourism & Hospitality (Amity university)
5	Dr. Bhupesh Kumar	Conference	An Assessment of Employee Empowerment practice in Hotels : Comparison of India and New Zealand	Amity International & Hospitality Conference 2016. Book of Abstracts			2016	Amity Institute of Travel, Tourism & Hospitality (Amity university)
6	Sarah Hussain	Conference	Expectation of Generation Y guests from Hotels	Advances in Tourism, Hospitality & Aviation: Global viz-a-viz Indian Perspective: Vision 2020			2016	Amity Institute of Travel, Tourism & Hospitality (Amity university)
7	Dr. Bhupesh Kumar	Journal	An Assessment of Employee Empowerment Practice in Hotels: Comparison of India and New Zealand	International Journal of Hospitality and Tourism	2249-5037		2016	Amity Institute of Travel, Tourism & Hospitality (Amity university)





### Faculty Development

Faculties were sent for Exposure Training, attending seminar, workshops/ Conferences on Emerging issues and FDP on topics related to the need of the curriculum.

1. 2<sup>nd</sup> -3<sup>rd</sup> Sept-16, Dr. Bhupesh Kumar, Mr. Sandeep Chatterjee, Ms. Sarah Hussain, Mr. Alok Aswal, Mr. Sujeet Kapur presented research Papers at International Conference on "Advances in Tourism, Hospitality & Aviation: Global viz- a- viz Indian Perspective: Vision 2020" at Amity University, Noida.
2. 30<sup>th</sup> Sept -2016 on World Tourism Day Celebration at IGNOU Dr. Bhupesh Kumar, Sandeep Chatterjee and Prem Ram attended and represented BCIHMCT.
3. 18<sup>th</sup> Oct-2016 at ART&TUR International Tourism Film Festival "APTUR Portuguese Association of Turismology, Portugal" Mr. Arvind Kumar Saraswati Faculty, BCIHMCT participated as the Jury Member.
4. 18<sup>th</sup> Oct-2016 at ISHE- Hospitality Conclave, organized at IEC, Greater, Dr. Bhupesh Kumar, Faculty, BCIHMCT was Awarded for best educator for excellence in Hospitality Education and Mr. Shakesh Singh, Faculty, BCIHMCT was Awarded for best educator for excellence in Food Production
5. 4<sup>th</sup> Nov-2016 the California Walnuts Training Programme and Workshop was organized at BCIHMCT in collaboration with The SCS Group.
6. 1<sup>st</sup> Nov-2016 at Digital Edge ICT conclave on Education 2016 held at the Hotel Eros, New Delhi by Digital Edge Magazine, Mr. Mohan Jain, Faculty, BCIHMCT, was Awarded for best CTO of Hospitality College category.
7. 26<sup>th</sup> -Nov-2016 at 2<sup>nd</sup> International Conference on "Challenges and Opportunities in Tourism and Hospitality Sector" (COTHS-2016) organized by Swami Vivekanand Subharti University, Meerut Dr. Bhupesh Kumar, Acting Director participated as Chair Session and Mr. Alok Aswal and Mr. Sujeet Kapur presented a research Paper.
8. 2<sup>nd</sup> -Dec-2016 at 2<sup>nd</sup> International Conference on Existence of Print Media in the times of E-Media in Hospitality Education, Mr. Manish Malhoura, Mr. Vaibhav Verma and Mr. Gautam Chatterjee, Faculty, BCIHMCT presented a research Paper.
9. 17<sup>th</sup> -18<sup>th</sup> Dec-2016 at Taj International Conference,2016, organized by Dr. B. R. Ambedkar University, Agra, Mr. Arvind Saraswati and Mr. Prem Ram presented a 2 research papers.
10. 20<sup>th</sup> -Jan-2017 Mr. Vaibhav Verma and Mr. Mohan Jain attended the PFMS training organized by Dept. of Expenditure, Controller General for Accounts.

Our one faculty members completed his PhD and other 4 Faculty members are enrolled for PhD. Our faculty members are exploring critical trends -- producing research that shapes our industry's strategic, managerial and operating practices. That research comes alive in our classrooms, giving our students a competitive edge in whatever field they pursue.

### Library

Gale Cengage Learning's online E- Journal for Hospitality and Tourism Complete and Culinary Complete was subscribed for the library.



### Association

True to its motto, Hospitality with a difference and Service with smile, BCIHMCT is actively associated with Hotel Crown Plaza Okhla, New Delhi and Indian Culinary Forum. We do get all support for our academic endeavors from both of them as well as other industry groups. Also, BCIHMCT is in talks with Lausanne Hospitality, Switzerland for short term Hospitality Programs to be launched in near future.

### Other Initiatives

Efforts Taken towards Achieving Academic Excellence are

- (a) Teaching Modules for Various Practical's were developed during the current Session.
- (b) Active research orientation of the faculties to acquire effectiveness in Tourism and Hospitality operations.
- (c) Internal Quality Assurance Cell is continuing with its tasks for realizing the goals of quality enhancement and sustenance via developing a system for improvement in the performance of academics.
- (d) Effective Mentoring System is being implemented. Attendance, academics, training and placement is being supervised by the mentors.
- (e) Seminar, Symposium, debate etc are included as regular academic activity. These are designed to specifically assist the students of BCIHMCT to appreciate rapidly changing and intensifying competition in tourism and hospitality industry.
- (f) Emphasizing on developing habit of Self Learning Practices among the students by way of introducing assignments, projects and project research.
- (g) Academic- Institution Partnership, where by all needs during the academic year is planned in the calendar and meticulously being followed. Response is Great and Industry is coming forward with total support.
- (h) Alumni and students interaction was conducted.
- (i) HSR first Batch Training Programs was completed. New Batch will be started soon.

I appreciate the dedication and hard work of our team of faculty and staff members in accepting all challenges and showing professionalism in all areas all the time.

Our students also deserve commendation from me and my team for the expected responses from them.

A step has been taken to improve the efficiency level of students and will surely be followed up with better leaps towards making BCIHMCT, the leader in Hospitality Education Sector.

We would like to thank the Trust Society for continuously improving infrastructure and their continued support & guidance.

I assure the members, on behalf of my team that our endeavor for excellence will continue in the coming years as well.

