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UNIVERSITY SCHOOL OF MANAGEMENT STUDIES



PROF. NEENA SINHA
DEAN

USMS/HRM/2018-19/457

Dated: July 10th, 2018

To,

The Director
Haryana Open & Correspondence Institute of Hotel Management and
Catering Technology,
New Delhi.

Subject: Approval of Revision of Scheme & Syllabus of Bachelor in Hotel Management and Catering Technology, to be implemented from the Academic Session 2018-19.

This is to inform you that the Academic Council of the University in its 44th Meeting held on 30th May, 2018 has approved the Revision of Scheme & Syllabus of Bachelor in Hotel Management and Catering Technology, to be implemented from the Academic Session 2018-19.

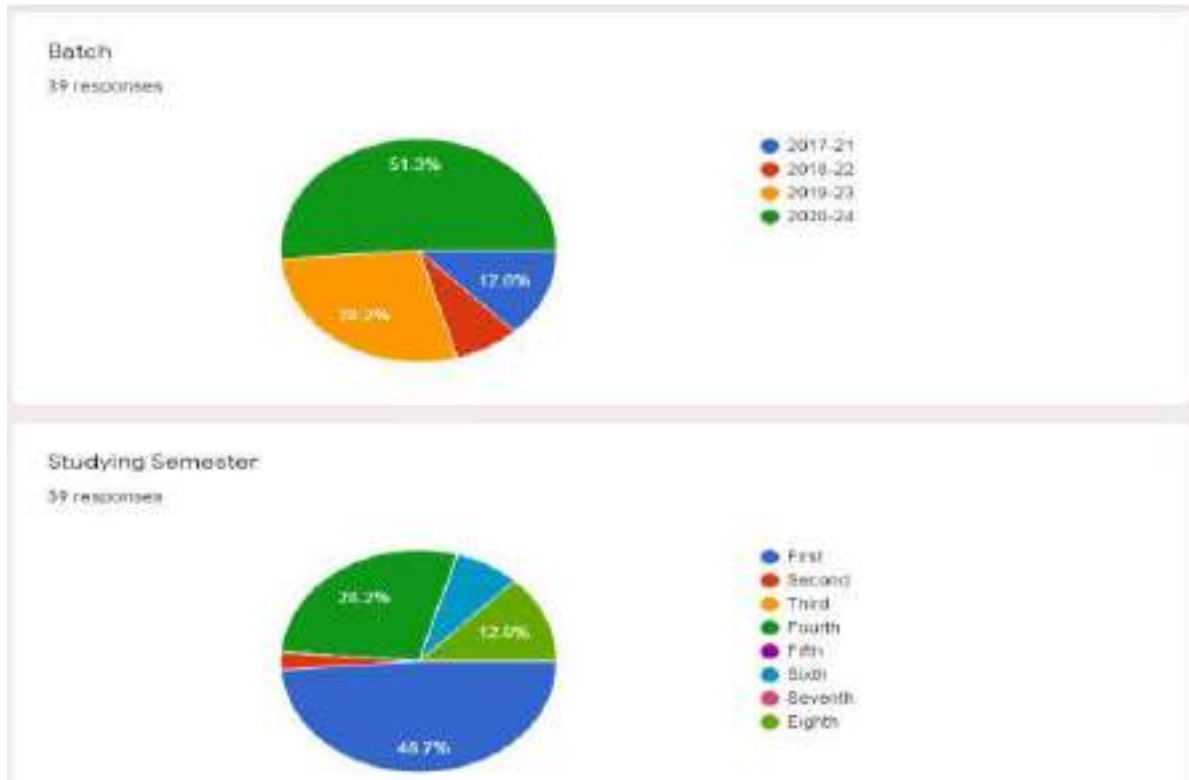
You are accordingly requested to take further necessary action in this regard for the implementation of the above mentioned Scheme & Syllabus.


(Prof. Neena Sinha)
Dean

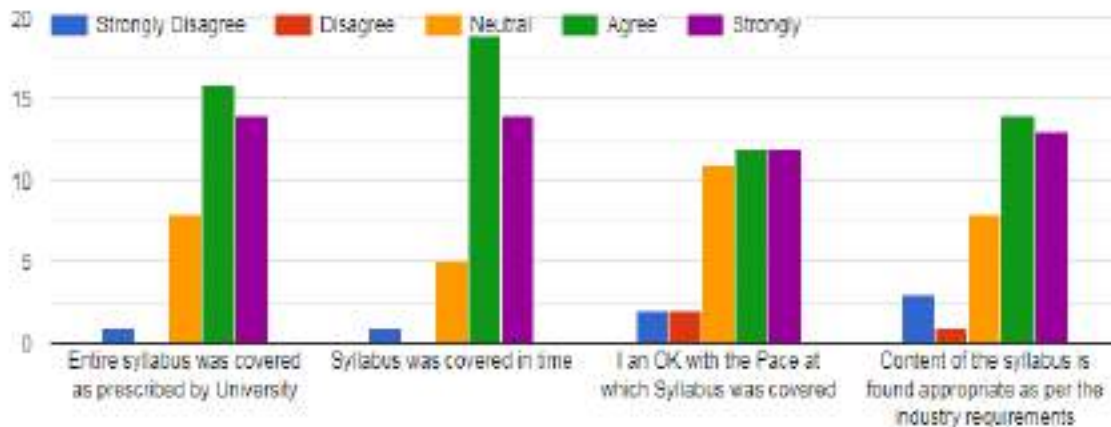


Banarsidas Chandiwala Institute of Hotel Management & Catering Technology

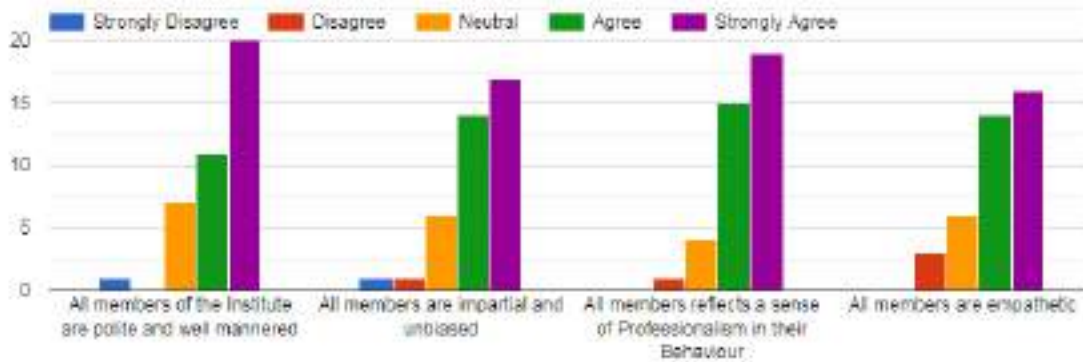
Student's Feedback of Even Semester 2021



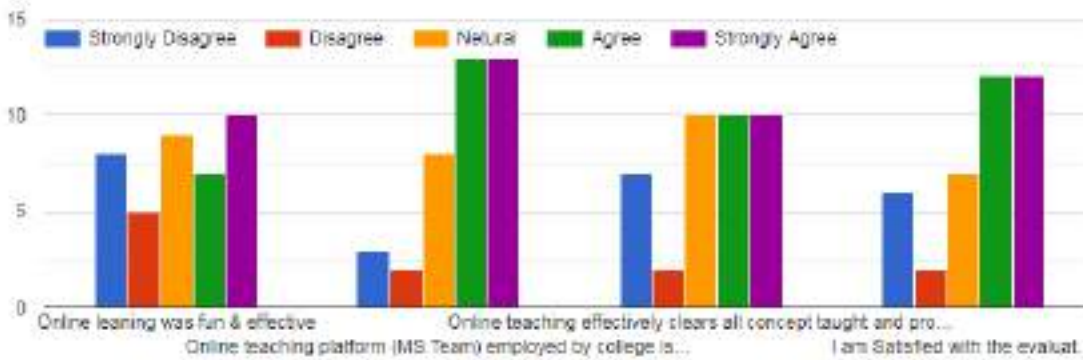
Please rate the following about Curriculum & Course Content



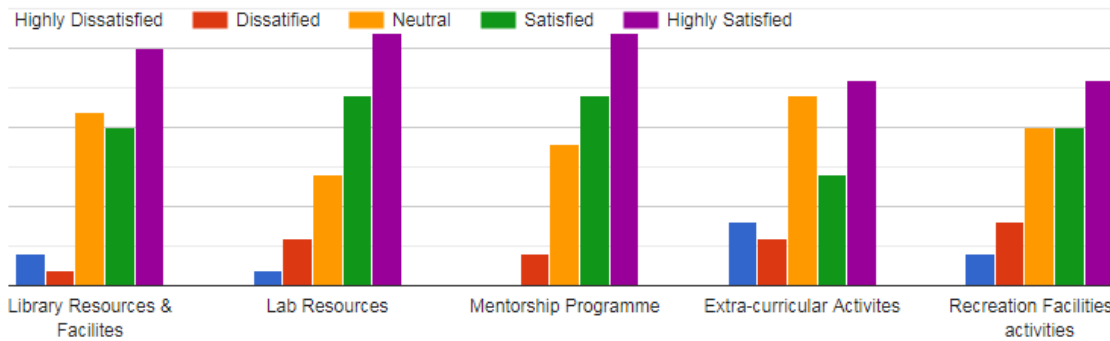
Please rate for Conduct of Faculty, Administrative Staff & Attendants



Please rate the following on the basis on Online Teaching mechanism employed during covid pandemic



Please Rate the following facilities & resources of the Institute



Student's Feedback of EVEN Semester 2021

Q.1	Please write below anything you wish to specify about <u>Curriculum & Course Content</u>		
Eighth Semester	2017-21	1	Na
		2	The course as prescribed by the Ip University has been the best but more aspect of presentations and interactiv sessions should be conducted first to familiarize with the topic.
		3	Must include subjects like cabin crew, events & advance pastry cuisines should be included.
		4	Nil.
		5	Nothing to specify
Sixth Semester	2018-22	1	More of Extra-Curriculum activities.
		2	No
		3	Practicals should be more specific with and linked with real industry operations.
Fourth Semester	2019-23	1	I want to attend all practical of all subjects every week and teach us practically the last semester's food production practical
		2	Nothing
		3	Nothing
		4	Nil.
		5	According to me online classes is not at all beneficial , students can't focus in online class
		6	Nothing
		7	N/A
		8	Nothing
		9	Nothing to add, everything's going great!
		10	Mujhe Kuch bhi Samjh nhi Aaya Jo Kuch bhi online class me padhaya Gaya hai...
		11	-
First Semester	2020-24	1	Due to online classes i can't able to understand anything taught in the class
		2	Everything is going well.
		3	Educational trip and festival celebration should be there and we doesn't get fresher party in clg
		4	The course content was good and was as per the required standard
		5	If classes were online there should be fun activity classes also.
		6	.
		7	NA
		8	More practical classes should be provided.
		9	-
		10	Its difficult to understand the whole things about my course at online platform specificily in practical classes
		11	Every thing is very good.
		12	Nothing .

		13	Content is good i am enjoying
		14	The curriculum and course content is pretty much the industry standard but the pace at which it is being covered is too quick for the students to understand like a 6 month semester was just finished in a month and a half so it was quite diffuse for us to cope up with it.
		15	No
		16	No
		17	No.
		18	.
		19	No
		20	Nothing.
Q. 2 Please write below, if you want to specify anything specific about the Competencies of your Faculty			
Eighth Semester	2017-21	1	Na
		2	The competencies of the faculty has been commendable , They are always willing to assist at every row.
		3	-
		4	Nil.
		5	All are excellent
Sixth Semester	2018-22	1	None.
		2	No
		3	Study should also include fun learning rather than just covering up syllabus.
Fourth Semester	2019-23	1	No
		2	Nothing
		3	Nothing
		4	Faculty is highly trained and professional.
		5	No
		6	Nothing
		7	N/A
		8	Nothing
		9	Their teaching method (all of them are highly competent in this field)
		10	Kuch Samjh nhi aata online Jo bhi teachers padhate hai
		11	-
First Semester	2020-24	1	No
		2	No, everything is good.
		3	Na
		4	N/A

		5	Being a teacher of hotel management course i think some teacher are not much good in speaking and pronouncing words correctly.
		6	.
		7	Good work for the students.
		8	Housekeeping faculty should be more polite and understanding with students.
		9	-
		10	Nothing to say
		11	Nothing..
		12	.
		13	Nothing
		14	n/a
		15	No
		16	No
		17	No.
		18	.
		19	No
		20	Our teachers are very good and helpful

Q. 3		Please write below, if you want to specify anything specific about the Teaching Methodologies followed	
Eighth Semester	2017-21	1	Na
		2	The course as prescribed by the Ip University has been the best but more aspect of presentations and interactive sessions should be conducted first to familiarize with the topic
		3	Nice
		4	Nil.
		5	Teaching methodologies is effective
Sixth Semester	2018-22	1	None.
		2	No
		3	Teaching methodologies are good.
Fourth Semester	2019-23	1	Nil.
		2	Nothing
		3	Nothing
		4	Nil.
		5	No
		6	Nothing
		7	N/A
		8	Nothing
		9	Everything is fine!
		10	No online class
		11	-

First Semester	2020-24	1	No
		2	Everything is good.
		3	Na
		4	Good teaching
		5	No
		6	.
		7	Very Nicely Teaching.
		8	Not as such
		9	-
		10	Teaching methodologies are simple at online platform and sometimes I face lots of problems due to network issues
		11	No
		12	.
		13	Nothing
		14	The teaching methodologies are absolutely fine.
		15	No
		16	No
		17	Very good.
		18	.
		19	No
		20	Nothing.
Q.4	Please write below, if you want to specify anything specific about the <u>Code of Conduct</u>		
Eighth Semester	2017-21	1	Na
		2	No Incident
		3	Online practicals like production one need to be taken more attractively & should be latest trends can be applied in form of plating or accomplishments etc.
		4	Nil.
		5	No incident
Sixth Semester	2018-22	1	None.
		2	No
		3	No such case.
Fourth Semester	2019-23	1	Nil.
		2	Nothing
		3	Nothing
		4	Nil.
		5	No
		6	Nothing
		7	N/A

		8	Nothing
		9	No such incident
		10	Mohan Sir.....
		11	-
First Semester	2020-24	1	No
		2	No, everything is good.
		3	There is no competition in Clg in sports
		4	N/A
		5	No
		6	.
		7	NA
		8	Housekeeping faculty is unnecessarily very strict and do not cooperates with the students in online mode.
		9	-
		10	no
		11	Nothing sir.
		12	.
		13	Nothing
		14	n/a
		15	No
		16	No
		17	No.
18	.		
19	No		
20	Nothing.		
Q. 5	Please write below, if you want to specify anything specific about the Online Teaching Process		
Eighth Semester	2017-21	1	Na
		2	more aspect of presentations and interactive sessions should be conducted first to familiarize with the topic
		3	-
		4	Nil.
		5	It was good and effective
Sixth Semester	2018-22	1	
		2	No
		3	
Fourth Semester	2019-23	1	I want to attend all classes in college physically
		2	Online teaching process is not effective
		3	Nothing

		4	Teachings of online practicals classes should be more effective. Teachers should prepare video lectures of the practicals and send it to students for better learning.
		5	Online classes should be more fun and interactive .
		6	Nothing
		7	N/A
		8	Nothing
		9	During this covid era, still they are providing us with the great knowledge and professional skills, this is remarkable. No suggestions!
		10	
		11	-
First Semester	2020-24	1	I can't understand anything taught in online classes!
		2	
		3	
		4	N/A
		5	Not as good as offline classes.
		6	.
		7	Voice breaking and internet problem.
		8	
		9	-
		10	
		11	Nothing every thing is fine very much.
		12	.
		13	Nothing
		14	To keep the pace of teaching a little slow for better understanding of the students.
		15	No
		16	No
		17	Very good connection with students
		18	.
		19	In online study, kindly send messages to all students rather than informing one student. It becomes difficult to contact that student. As a result of this I am not aware of those Google classroom and whatsapp group that teachers has created and passing all info there. I'm not get added in that group. I have tried to get added in that group but no one is responding me. It's really difficult to chase students whom a teacher has made admin. Kindly be more lenient towards us as we don't know the environment of college, we just came out of school.
		20	Make a video of all the practical things that are available and send them to us so that we can understand better.

Q. 6		Please write below, if you want to specify anything specific about the Resources & Facilities Provided by the institute	
Eighth Semester	2017-21	1	Na
		2	Nothing
		3	Many groups have been made like bakery or debate etc. but unfortunately after 1 week groups were gone silent no activities or workshops.
		4	Nil.
		5	It is nice
Sixth Semester	2018-22	1	None.
		2	No
		3	Should emphasize on sports and extra curricular activities.
Fourth Semester	2019-23	1	Nil.
		2	Nothing
		3	Nothing
		4	There is no canteen in the college campus and locker room should have air conditioning or atleast the fans should work properly.
		5	No
		6	Nothing
		7	N/A
		8	Nothing
		9	In my opinion, the locker service should be given to each n every student.
		10	No
		11	-
First Semester	2020-24	1	No
		2	No, everything is good
		3	The locker should be computerised and secure
		4	N/A
		5	Not experienced such facilities online.
		6	.
		7	NA
		8	It's perfect
		9	-
		10	instiute did'nt provide anything we have to purchase every thing from our own and our institue charge very highly in comparison of other reputed instiute
		11	Different groups on whatsaap for solving our problem and there teaching method is very good.
		12	There should be proper canteen in the college with proper or varities of food items.

		13	One problem i faced when i was in the college for practical classes was the air conditioning in the practical rooms. There was a lot of heat and humidity. In states like Delhi this thing should be up to the mark i think. Even fans in the area we were waiting was not good. Another thing that i noticed is the canteen. There was very few thing's available. I don't know that was because of covid or what
		14	n/a
		15	No
		16	No
		17	No.
		18	.
		19	No.
		20	Nothing.

Q.7		<u>Subject(s) I liked the most and State your reason, Why?</u>		
Eighth Semester	2017-21	1	Na	Entrepreneurship appeared twice as most liked subject followed by Sale & Marketing & Housekeeping (once each)
		2	I like and liked sales and marketing, Housekeeping, Entrepreneurship Development, because of the way of teaching with recent examples	
		3	-	
		4	Business development and entrepreneurship.	
		5	All r gud	
Sixth Semester	2018-22	1	All; because it's been taught us in a way where in we are well aware with the topics.	No Significant Result
		2	No	
		3	Front office because of more professionalism compared to other departments.	
Fourth Semester	2019-23	1	Food production because this is very skillful subject and i want to learn more about it . In future i want ro create my careet in food production. (Personal Interest)	F & B Appeared Six Times as most liked Subject (One for Personal Interest), Front Production appeared four Times (two times for personal interest), Front office twice and Bakery & Nues once
		2	Bakery, front office, FNB(practical) because it was fun and knowledgable	
		3	All subject's	
		4	Food production because I have a great bonding with cooking (Personal Interest)	
		5	I have interest in FNB service and food production both (Personal Interest)	
		6	Quantity food production Restaurant and bar Front office House keeping Event management I like all the subjects as all the faculties are handling everything Passionately .	
		7	NUES classes because of being the most interactive ones..	
		8	FnB is fun as it's easy to understand the concept of it.	

		9	This semester I'm keenly taking interest in food and beverage theory because of my faculty's efforts and her teaching methodology.	
		10	Food and f&b because they are too much interesting	
		11	-	
First Semester	2020-24	1	Heritage and culture. Bcz it helps to get knowledge about the heritage places!	Food Production Appeared 12 times as most liked subject, but it is because of student's personal interest (10 times), Heritage appeared twice (one response owing to personal interest), Business Communication, F & B, Housekeeping & Front office once each
		2	Business communication because its interesting	
		3	F nd b and house keeping because it is useful in the house and outside	
		4	Food production because of my keen interest (Personal Interest)	
		5	Food production because i m interested in things related to food. (Personal Interest)	
		6	Food production (theory). The classes were interactive and interesting.	
		7	Food Production is my favourite subject because I will make a chef in future. (Personal Interest)	
		8	I like food production and bakery the most because i have interest in cooking. (Personal Interest)	
		9	I liked every subject because they all were very interesting and new to me.	
		10	Bakery,because its not my hobby but i like baking pizza and cakes (Personal Interest)	
		11	Heritage i like the most.. coz I'm having interest in old monuments n culture. (Personal Interest)	
		12	I like all subjects because the facilities made them easy .	
		13	The subjects i liked the most is food production, front office. Food production because our theory teacher is very good. He teaches us very well with a friendly atmosphere. Front office because I had interest in it before joining. (Personal Interest)	
		14	Subjects I liked the most are food production, fnb service, front office and business communication because these subjects already had my interest as I want to specialise in one of these departments to be more specific either food production or front office. (Personal Interest)	
15	Food production operations I love cooking. (Personal Interest)			
16	Front office, I like it. (Personal Interest)			
17	Food Production because I was future plan I become a chef. (Personal Interest)			
18	.			
19	I like Food production because it is a interesting subject.			
20	Bakery is my favourite subject because i like it and i make become a good bakery chef. (Personal Interest)			
Q. 8	Subject(s) I find difficult to understand and State your reason, Why?			
Eighth Semester	2017-21	1	Na	No Significant Comments
		2	RDM but sir also intiated the example solution so now its much understandable.	

		3	NA/-.	
		4	Nil.	
		5	I understood everything	
Sixth Semester	2018-22	1	None.	
		2		
		3		
Fourth Semester	2019-23	1	in this semester there is not any subject which is difficult but in previous semester business management was difficult for me . It was hard to understand through online classes mode	Food Production, F & B Theory and Housekeeping appeared <u>twice each</u> as difficulty Subject
		2	FNB theory food production theory because couldn't understand properly	
		3	No subject	
		4	Front office and housekeeping because I haven't developed interest in them so far.	
		5	Housekeeping , as i find it very vast and detailed and confusing	
		6	Restaurant and bar - as on online mode of conduct its diff for me to have proper understanding and concentration.	
		7	Kitchen classes, one faculty member made it really difficult for me to learn and wasn't biased at all. I remember him using examples of me to not being able to score marks and saying you're still better than him..	
		8		
		9	Not any particular subject, every subject is easy to understand.	
		10	All subjects because of the online class	
		11	-	
First Semester	2020-24	1	Housekeeping	Housekeeping appeared Seven Time as Difficult Subject, While Indian Heritage appeared twice and Front Office & Business Communication appeared once among the responses
		2		
		3	Front office because we can't understand properly in online classes	
		4	N/A	
		5	Housekeeping and front office because i don't have interest in this subjects.	
		6	.	
		7	NA	
		8	Housekeeping because the teaching method is not interesting.	
		9	-	
		10	There's no subject where i found any difficulties yet	
		11	I don't find any difficulty.	
		12	Housekeeping. It is little bit complicated	
		13	Nothing	
		14	I find housekeeping and indian heritage a little difficult because in these subjects we have to learn everything and nothing can be answered on the basis common sense and I'm not saying that i'm reluctant to study the two subjects but they're just not in my interest area.	
		15	No	

	16	Housekeeping
	17	Business communication
	18	Housekeeping because this is a little bit complicated.
	19	I didn't find any subject different to understand but there is a subject difficult to learn is heritage and culture because it has various term that I get confused and then it's different to learn.
	20	Nothing.

** Question No. 7 & 8 is to be co-related with Time table for Concerned Subject Faculty.

All the concerns and issues are marked in **RED** ink

All the Positives are marked in **GREEN** ink