

# School of Hospitality and Culinary Art

## The Neotia University

Course Name	Advanced Communication in Hospitality Lab
Course Code	AE HAP 401
Course Duration	15 weeks
Semester	Fourth
Core/Elective	Core - Communication
Credit Points	2
Weekly Delivery/Contact Hours	04 Hours per week
Resource Requirements	Class room , AV aids
Class conducted at Building	School of Hospitality and Culinary Art
Prepared by	Ms. Upasana

**Course Description**

This course will help our students in improving their Communication Skills. Students will learn to communicate effectively & efficiently which actually is essential in Hospitality Industry.

**Course Outcomes (COs)/ Learning Outcomes (LOs)**

After completion of the semester students will be able to confidently communicate in Hospitality Industry. Students will be able to face Interviews, participate in Debates and Extempore successfully.

**Prescribed and Recommended Readings:****Required Textbook(s)**

**Recommended Reading(s)** The Quick and Easy Way to Effective Speaking - Dale Carnegie

**Other Learning Resources for use:**

Informative YouTube Videos, [www.slideshare.net](http://www.slideshare.net), Various links provided by the book publishers etc.

**Parameters required from the students:** Basic understanding of English language

<b>Advanced Communication in Hospitality -1</b>		
<b>Sem-4 Practical</b>		
Sl No.	Topic	Hours 60
1	Pronunciation Importance of speech in Hotels Phonetic exercises Introduction to frequently used foreign words	6
2	<b>Using the Telephone</b> Telephone etiquette and skills	4
3	<b>Organisational Communication:</b>	6
4	<b>Letter Writing Skills:</b> Formal Letter, Informal Letter	4
5	<b>Memorandum writing:</b> What is a Memo; Purpose; Examples.	4
6	<b>Writing Skills :</b> Mail Handling and Social Media Etiquette	4
7	<b>Promotional Posts for Social Media:</b> Importance; Present Trend	4
8	<b>Report Writing:</b> Definition; Importance	4
9	<b>Making a Presentation:</b> Project Presentation	4
10	<b>Essay Writing:</b> Types of essay; Do's & Don'ts	4
11	<b>Story Telling:</b> Definition; Powerful means of influencing audience; Importance, Use , Types and Techniques of Story telling	4
12	<b>Extempore</b>	4
13	<b>Debate</b>	4
14	<b>Role Play</b>	4
		60

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	1	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	Speech Improvement	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

#### Learning Outcome

Students are able to speak correctly and in better manner

Students learn to use Appropriate and positive body language.

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

[https://www.youtube.com/watch?v=USKrBTvgY\\_s](https://www.youtube.com/watch?v=USKrBTvgY_s) ; <https://www.youtube.com/watch?v=03lc-joQHil>

Role play

Resources: The Quick and Easy Way to Effective Speaking - Dale Carnegie

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19 Prevention. Refer to SOP for Covid 19 Prevention
<b>Briefing</b>	15 minutes	Briefing the students about Introduction, its purpose and the Do's & Don't's; Correct use of body language
<b>Procedure</b>	2hr 30mins	Each student is given passage to read. Student has to frame the passage in his own words.
<b>Expected outcome from the practical:</b>	15 minutes	Stdents learn to introduce themselves in an interesting manner without sounding like reading his
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	Weak in Conversational English, leading to lack of confidence. Students tend to fram the passage in ther own words. They are encouraged to read, listen and speak more in
<b>Closing</b>	20 minutes	Tasks given for next day Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

The importance having good communication once understood, the students improve. The need to increase the vocabulary also has to be driven for better communication. Practice will help to improve further.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	2	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	Telephone Handling	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

#### Learning Outcome

Students learn the importance of telephone handling depending upon the purpose.

Students handle telephone calls correctly

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=O69grhOZcbk> :<https://www.youtube.com/watch?v=KsDqa3eqvuw>

Dummy telephone

Resources: The Quick and Easy Way to Effective Speaking - Dale Carnegie

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	The difference between a conventional mail & email. The advantages & disadvantages. The effect of Social Media, Do's & Don'ts
<b>Procedure</b>	2hr 30mins	Give a demo to the students about telephone handling. The advantages & disadvantages of telephonic conversation. Do's & Don'ts Students practice the telephone handling in groups.
<b>Expected outcome from the practical:</b>	15 minutes	Students learn the appropriate handling of telephone.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	Using improper phrases, wrong salutation, greetings, etc. One needs to understand the importance of telephone handling as it is the quickest and common form of communication. The Do's & Don'ts are explained and mistakes rectified. Similarly in
<b>Closing</b>	20 minutes	Students need to write dialogues on different cases of telephonic handling. The Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Telephonic conversation is the most common of communication but it is very sensitive as we have to choose the words precisely.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	3	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	Orgnisational Communication	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

#### Learning Outcome

Students are able to communicate professionally .

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=gz3vHWAEaS4>

Resources: The Quick and Easy Way to Effective Speaking - Dale Carnegie

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Organisational Communication- what does it mean; The structure to be followed and what is expected from the students.
<b>Procedure</b>	2hr 30mins	Explaining with PPT the concept. Sharing examples of the different cases of organisational communication. Students are made to do role plays on diffrent types of situations.
<b>Expected outcome from the practical:</b>	15 minutes	Students learn the basics of organisational communication.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	
<b>Closing</b>	20 minutes	The essays written are discussed and differences highlighted
		Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Generally students are used to writing an essay without much research as the purpose of research is not understood. Once the purpose is clear, they also learn to avoid plagiarism. Creative writing and research to be encouraged.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	4	<b>Faculty:</b> Shabnam Jana
<b>TOPIC:</b>	Letter Writing	<b>SEMESTER:</b>	4	<b>HOURS:</b> 3 hours 45 mins
				<b>Approved By:</b> Deputy Director

#### Learning Outcome

Students are able to write professional letters following the correct structure.

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=ORr3syyGgZ0> ; [https://www.youtube.com/watch?v=UCITb00\\_JL8](https://www.youtube.com/watch?v=UCITb00_JL8)

Task

Resources: The Quick and Easy Way to Effective Speaking - Dale Carnegie

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	letter- what does it mean; The structure to be followed and what is expected from the students.
<b>Procedure</b>	2hr 30mins	Explaining with PPT the different types of letter and their structure. Sharing samples of the different types of letter and discussing the differences Brainstorming and importance of research is explained Each student then writes one type of letter so all the different types get written
<b>Expected outcome from the practical:</b>	15 minutes	Students learn to write a well researched and well structured essay.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	When the structure is not followed; Research not done; Plagiarised. Revise for clarity, consistency, and structure. Paying attention to grammar and spellings.
<b>Closing</b>	20 minutes	The letters written are discussed and differences highlighted Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Generally students are used to writing a letter without much attention as the purpose of the letter is not understood. Once the purpose is clear, they write better.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	5	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	Memorandum	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	<b>Deputy Director</b>

#### Learning Outcome

Students are able to write professional letters following the correct structure.

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

[https://www.youtube.com/watch?v=n5Zyn9y\\_MDs](https://www.youtube.com/watch?v=n5Zyn9y_MDs)

Task

Resources: The Quick and Easy Way to Effective Speaking - Dale Carnegie

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Memorandum- what does it mean; The structure to be followed and what is expected from the students.
<b>Procedure</b>	2hr 30mins	Explaining with PPT the different types of memo and their structure. Sharing samples of the different types of memo and discussing the differences Brainstorming and importance of research is explained Each student then writes one type of memo so all the different types get written
<b>Expected outcome from the practical:</b>	15 minutes	Students learn to write a well researched and well structured memo.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	When the structure is not followed; length of the memo, un professional language
<b>Closing</b>	20 minutes	The letters written are discussed and differences highlighted Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Generally students are used to writing an essay without much research as the purpose of research is not understood. Once the purpose is clear, they also learn to avoid plagiarism. Creative writing and research to be encouraged.



## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	5	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	Digital Media: E-Mail Handling , Internet and Social Media Etiquette	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

#### Learning outcome

Students are able to use the digital media correctly

Students are well equipped to write emails correctly and use internet successfully

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation used

Video clips

Task

Resources      The Quick and Easy Way to Effective Speaking - Dale Carnegie

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Students are briefed about writing skills and trends. Using the internet and email. Writing on Social Media, Digital Media
<b>Procedure</b>	2hr 30mins	Using various sample posts , power point presentation students are explained the use of internet. The email writing , etiquettes to be followed on business email writing, social media posts. Using Social media for promotional activities.
<b>Expected outcome from the practical</b>	15 minutes	Students should be confident to use and write on any digital media
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	Students having faulty grammar and spelling errors; using abbreviations; Proper guidance to improve grammar, spellings and not using abbreviations.
<b>Closing</b>	20 minutes	Students prepare posts for Social media.
		Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

With proper guidance and practice students improve on their writing skills.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	Communication	<b>PRACTICAL NO.:</b>	6	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	Promotional Posts for Social Media: Importance; Present Trend	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

#### Learning outcome

Students learn the different ways and purposes of using the social media

Students are able to use the social media in more productive and positive way and not getting addicted to it.

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

<https://www.youtube.com/watch?v=97c9UEt7ttY> ; <https://www.youtube.com/watch?v=bM0jokkzxE> ;

Video clips

<https://www.youtube.com/watch?v=exA5j7XvgU4>

Task

Resources

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Difference between the various social media platforms and their uses and Present Trends
<b>Procedure</b>	2hr 30mins	With the help of a PPT explaining Social media, its importance in present days, Responsible use of Social media, The Do's & Don'ts of Social media discussed. Students prepare posts based on their learning. The present trend in Social media and using it for promotional activities.
<b>Expected outcome from the practical</b>	15 minutes	Students learn to use social media responsibly and create attractive posts.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	Incorrect content; Improper Design, Font type and size. Improper use of information or misleading information. Once explained, the errors are rectified.
<b>Closing</b>	20 minutes	Students prepare a promotional post and a professional profile.
		Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

The need to know what to post and what not to post is essential. Some additional information on marketing trends on social media will be helpful

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	7	<b>Faculty:</b> Shabnam Jana
<b>TOPIC:</b>	REPORT WRITING	<b>SEMESTER:</b>	4	<b>HOURS:</b> 3 hours 45 mins
				<b>Approved By:</b> Deputy Director

#### Learning Outcome

Students learn to write a well structured report

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=0oSDa2kf5I8>

Task

**Resources:** The Quick and Easy Way to Effective Speaking - Dale Carnegie

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Report- what does it mean; The structure to be followed and what is expected from the students.
<b>Procedure</b>	2hr 30mins	Explaining with PPT the different types of reports and their structure. Sharing samples of the different types of reports and discussing the differences Brainstorming and importance of research is explained Each student then writes one report so all the different types get written
<b>Expected outcome from the practical:</b>	15 minutes	Students learn to write a well researched and well structured report.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	When the structure is not followed; Research not done; Plagiarised. Revise for clarity, consistency, and structure. Paying attention to grammar and spellings.
<b>Closing</b>	20 minutes	The reports written are discussed and differences highlighted Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Generally students are not used to writing a report as the purpose of report is not understood. Once the purpose is clear, they also learn to avoid plagiarism. Creative writing and research to be encouraged.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	<b>COMMUNICATION</b>	<b>PRACTICAL NO.:</b>	8	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	<b>Making a presentation</b>	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	<b>Deputy Director</b>

#### Learning Outcome

Students are able to make a PPT

Students are well equipped to make an professional presentation.

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=bE42HTMObtA> ; [https://www.youtube.com/watch?v=Vn\\_br1AIV-s](https://www.youtube.com/watch?v=Vn_br1AIV-s)

Task

Resources:

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Brief the students about the topic,
<b>Procedure</b>	2hr 30mins	With the use of PPT students are taught how to make the ppt, its basics. dos and dont etc.
<b>Expected outcome from the practical</b>	15 minutes	Students learn to prepare an impressive presentation.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	Incorrect format; Improper Font type and size. Improper used of Block letters, grammar and incorrect spellings. Incomplete information. Once the technique is understood , the
<b>Closing</b>	20 minutes	Students prepare a ppt given on the topics. Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

The need to know what to put and what not to put in a ppt is essential.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	9	<b>Faculty:</b> Shabnam Jana
<b>TOPIC:</b>	ESSAY WRITING	<b>SEMESTER:</b>	4	<b>HOURS:</b> 3 hours 45 mins
				<b>Approved By:</b> Deputy Director

#### Learning Outcome

Students learn to write a well researched essay following the correct structure.

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=o9aVjBHEEbu>

Task

Resources:

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Essay - what does it mean; The structure to be followed and what is expected from the students.
<b>Procedure</b>	2hr 30mins	Explaining with PPT the different types of essays and their structure. Sharing samples of the different types of essays and discussing the differences Brainstorming and importance of research is explained Each student then writes one type of essay so all the different types get written
<b>Expected outcome from the practical:</b>	15 minutes	Students learn to write a well researched and well structured essay.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	When the structure is not followed; Research not done; Plagiarised. Revise for clarity, consistency, and structure. Paying attention to grammar and spellings.
<b>Closing</b>	20 minutes	The essays written are discussed and differences highlighted Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Generally students are used to writing an essay without much research as the purpose of research is not understood. Once the purpose is clear, they also learn to avoid plagiarism. Creative writing and research to be encouraged.

## PRACTICAL MANUAL

**School of Hospitality & Culinary Art -The Neotia University**

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	10	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	STORY TELLING	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

### Learning Outcome

Students learn Story telling interestingly and effectively using the right techniques.

### Requirements of Resources and equipments for the practical:

#### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=Nj-hdQMa3uA> ; <https://www.youtube.com/watch?v=357t2QLTVD4>

Activity

Resources: The Quick and Easy Way to Effective Speaking - Dale Carnegie

### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Story telling as sharing and interpreting experiences. Powerful means of influencing audience.
<b>Procedure</b>	2hr 30mins	Importance, Use, Types and Techniques of Story telling is explained through PPT. Stories teach us about life, about ourselves and about others. Storytelling is a unique way for students to develop an understanding, respect and appreciation for other cultures, and can promote a positive attitude to people from different backgrounds. Each student is asked to tell a story
<b>Expected outcome from the practical:</b>	15 minutes	Students learn the art and techniques of effective story telling.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	20 minutes	Fail to hold the attention of the audience for long. A strong story plot has a narrative, which is missing; The protagonist's background is missing; Fail to reveal a conflict. Ends
<b>Closing</b>	15 minutes	Students queries answered. Follow the guidelines for Covid 19 prevention at closure.

### Analysis of results & drawing of inferences:

Helps to develop imagination as story telling helps to picturise. The 3 types of stories Happy ending, Unhappy Ending and Tragedy are the basis of all stories. All elements of a story -character, setting, conflict, plot and theme helps to complete a story.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	11	<b>Faculty:</b> Shabnam Jana	
<b>TOPIC:</b>	Extempore	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

#### Learning Outcome

With regular practice Students participate in Extempore confidently following all the Do's & Don'ts.

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=pojovCe-nkE>

Role play

Resources:

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Briefing the students about Extempore, its purpose and the Do's & Don't's
<b>Procedure</b>	2hr 30mins	Each student is given a topic to speak upon. They take part in a role play, where they need to speak for 2 minutes each The topics initially is given to the students based on their area of interest, which helps them to be
<b>Expected outcome from the practical:</b>	15 minutes	Students learn to speak confidently in an Extempore, being aware of the Do's & Don'ts
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	When the topic is not understood; When one jumps in to speak. The Do's and Don'ts of Extempore is well explained and understood
<b>Closing</b>	20 minutes	Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Given some positive feedback the students get encouraged to speak. Most of the students coming from Vernacular backgrounds make them shy to communicate in English. The need to increase the vocabulary also has to be driven for better communication with increased confidence. Practice recommended.

## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	12	<b>Faculty: Shabnam Jana</b>	
<b>TOPIC:</b>	Debate	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	<b>Deputy Director</b>

#### Learning Outcome

Students participate in debate confidently following all the Do's & Don'ts.

Regular practise is essential.

Video clips <https://www.youtube.com/watch?v=1zZ4YEuThRw> ; <https://www.youtube.com/watch?v=PvhQ-eNuJ8I> ;  
<https://www.youtube.com/watch?v=a7U99KApOls>  
 Role play  
 Resources: The Quick and Easy Way to Effective Speaking - Dale Carnegie

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
<b>Briefing</b>	15 minutes	Briefing the students about debate, its purpose and the Do's & Don't's
<b>Procedure</b>	2hr 30mins	students are divided in groups and given a topic. They are made to debate on the given topic.
<b>Expected outcome from the practical:</b>	15 minutes	Students learn to speak confidently in an debate, being aware of the Do's & Don'ts
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	When the topic is not understood; When one jumps in to speak. The Do's and Don'ts of debate is well explained and understood
<b>Closing</b>	20 minutes	Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Given some positive feedback the students get encouraged to speak. Most of the students coming from Vernacular backgrounds make them shy to communicate in English. The need to increase the vocabulary also has to be driven for better communication with increased confidence. Practice



## PRACTICAL MANUAL

### School of Hospitality & Culinary Art -The Neotia University

<b>SUBJECT:</b>	COMMUNICATION	<b>PRACTICAL NO.:</b>	13	<b>Faculty:</b> Shabnam Jana	
<b>TOPIC:</b>	ROLE PLAY	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

#### Aims & Objectives of the Practical:

To enable the students to use Role Play effectively.

#### Requirements of Resources and equipments for the practical:

##### Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=wyqfYJX23lg> ; <https://www.youtube.com/watch?v=VhDdoyRu4cs>

Activity

##### Resources:

#### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19 Prevention. Refer to SOP for Covid 19 Prevention
<b>Briefing</b>	15 minutes	Role Play - Importance, advantages & disadvantages and techniques
<b>Procedure</b>	2hr 30mins	To use PPT to explain . Use video clips to understand better. Learning takes place when activities are engaging and memorable through active participation. Helps to handle real life situations more confidently Different Situations are given to the students to explore through Role play.
<b>Expected outcome from the practical</b>	15 minutes	Students learn to use Role Play efficiently and effectively.
<b>Possible sources of error and Precautions &amp; Protection to be taken</b>	15 minutes	Participants are not clear about the problem that they are trying to work through; Requires planning and preparing which might take long; Discuss the mistakes after the Role Play. Recording the role play and observing it helps to correct the errors.
<b>Closing</b>	20 minutes	2 different situations in Hotel Scenario is enacted by the students. Follow the guidelines for Covid 19 prevention at closure.

#### Analysis of results & drawing of inferences:

Whatever the situation, chances are that one is nervous about handling a new situation; Practicing through Role Play helps to overcome the anxiety, especially with respect to handling critical situations.