	School of Hospitality and Culinary Art				
	The Neotia University				
Course Name	Advanced Communication in Hospitality 2 Lab				
Course Code	AE HAP 501				
Course Duration	15 weeks				
Semester	Fifth				
Core/Elec tive	Core - Communication				
Credit Points	2				
Weekly Delivery/ Contact Hours	04 Hours per week				
Resource Requirem ents	Class room , AV aids				
Class conducte d at Building	School of Hospitality and Culinary Art				
Prepared by	Ms. Shabnam Jana				

Course Description

This course will help our students in improving their Communication Skills. Students will learn to communicate confidently and correctly 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. Students will have developed Soft Skills

Prescribed and Recommended Readings:

Required Textbook(s)

Recommended Reading(s) How to Win Friends and Influence People – Dale Carnegie; Life Lessonsfrom when I was in a Rock Band - Jonathan Sequeira; You can win - Shiv Khera; 7 habits of Highly Effective People- Stephen R. Covey

Other Learning Resources for use:

Informative YouTube Videos, www.slideshare.net, Various links provided by the book publishers etc.

Parameters required from the students: Basic understanding of English language

Advance Communication in Hospitality -2 Sem- 5 Practical					
Sl No.	Topic	Hours 60			
1	PD:Personality Development; Concept & Dimensions of Personality	4			
2	Self Introduction : Speaking Skills; Students Introduce themselves in an interesting manner;	4			
3	Attitude:Concept of Attitude; Factors affecting Attitude; Positive Attitude Negative Attitude	4			
4	Extempore	4			
5	Motivation: Concept; Internal & External Motivation; Motivating & Demotivating Factors	3			
6	CV Writing: Fonts, Margin justification; Highlights; Do's & Don'ts	3			
7	Leadership: Types, Importance	4			
8	Public Speaking	4			
9	Group Discussion	4			
10	Time Management	4			
11	Stress Management	4			
12	Conflict Management: What is Conflict; Resolving a Conflict	4			
13	Customer Service: Who is a cutomer; Internal & External Customer; Retaining a Customer; Customer Loyalty	4			
14	Team Building: Group Dynamics & Team Building; Factors contributing to Team Dynamics	4			
15	Mock Interview:Importance; the Do's & Don't;Use of body language	6			
		60			

TOPIC: LEARNING OUTO The Students un RESOURCES: Pro REFERENCES: H Video clips: http	ojector, Screen & lap low to Win Friends a ps://www.youtube.co	plain the co	SEME	f Hospitali JAL NO: ESTER:	ty and Culina 1 5 Development, its	Faculty: Shabi HOURS: Approved By:	3 hours 45 mins	
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	ming check up	15 minutes	,	Student	s nave to mainte	iiii iiigii stailaara ii	ygiene and Grooming as per son	
				Students ar	e briefed about	Personality Develo	pment	
Briefing		30 minutes						
				The Dimensions of Personality				
				Introduction to Personality Development				
Practical Demor	nstration	2hr 30 minutes		Explained its importance in Hospitality Industry Videos shown about the different types of personalities				
Check learning o	outcom	20 minutes		Students asked questions at the end of the session. They are asked to share				
				some memorable experiences Closing as per SOP				
Closing		10 minutes		Closing as p	, c. 501			
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POSSIBLE SOUR	CES OF ERRORS & RI	ECTIFICATIO	DN:					
POSSIBLE ERRORS				RECTIFICATIO				
Misconceptions	about Personality De	evelopment.	. The	A well plan	ned session sup	ported by relevant	videos would clear out all doubts	
Analysis of resul	ılts & drawing of infe	roncos						

		School	l of Hospitality & (Culinary Art - The	e Neotia University	
IECT:	COMMUNICATION	•	DDACTICAL NO .	2	Faculty: Shahnam lana	

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	2	Faculty: Shak	onam Jana
TOPIC:	SELF INTRODUCTION	SEMESTER:	L	HOURS:	3 hours 45 mins
TOPIC.	SELF INTRODUCTION	SLIVILSTER.	7	Approved By:	Deputy Director

Learning outcome

Interesting and smart introduction by the students.

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=8sODht-51O4; https://www.youtube.com/watch?v=JZK1MZwUyUU

Role play

Resources:

METHODOLOGY:

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
Briefing	15 minutes	Briefing the students about Introduction, its purpose and the Do's & Don't's; Correct use of body language
Procedure	2hr 30mins	Each student introduces himself first. They take part in a game where they find out information about at least 2 others. They are then supposed to greet and introduce one friend to the other. Each student then introduces himself mentioning his interests, strengths & weaknesses
Expected outcome from the practical:	15 minutes	Stdents learn to introduce themselves in an interesting manner without sounding like reading his
Possible sources of error and Precautions & Protection to be taken	15 minutes	Weak in Conversational English, leading to lack of confidence. Students tend to introduce themselves as if reading out their Bio Data. They are encouraged to read, listen and speak
Closing	20 minutes	Tasks given for next day Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

The importance of an impacting introduction once understood, the students improve. The need to increase the vocabulary also has to be driven for better communication. Importance of Body Language and to use it positively. Practice will help to improve further.

					L MANUAL		
					lity & Culinary		
SUBJECT:	Communica		MANU	JAL NO:	3	Faculty: Shabi	
TOPIC:	TOPIC: Attitude: Concepts; Factors SE		SEM	SEMESTER: 5		HOURS:	3 hours 45 mins
LEARNING OL	affecting Attitude;	Positive &				Approved By:	Deputy Director
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	dentify the Positive &						
They clearly it	dentity the Positive &	Negative Att	ituues				
RESOURCES:	Projector, Screen & la	aptop etc.					
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REFERENCES:	How to Win Friends	and Influence	e People	– Dale Carn	egie;		You can win - Shi
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	School of Hospitality & Culinary Art -The Neotia University						
	SUBJECT:	COMMUNICATION	PRACTICAL NO.:	4	Faculty: Shak	onam Jana	
	TOPIC: EXTEMPORE		SEMESTER:	E	HOURS:	3 hours 45 mins	
			SEIVIESTEN.	,	Approved By:	Deputy Director	

Learning outcome

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

Regular practise is essential.

Requirements of Resourcess 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
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
Briefing	15 minutes	Briefing the students about Extempore, its purpose and the Do's & Don't's
Procedure	2hr 30mins	Each student is given a topic to speak upon. They take part in JAM, 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 Next round new topics are given, 3 minutes to think and then they speak
Expected outcome from the practical:	15 minutes	Students learn to speak confidently in an Extempore, being aware of the Do's & Don'ts
Possible sources of error and Precautions & Protection to be taken	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
Closing	20 minutes	Any doubts cleared. 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 them should have improved by now. Increased vocabulary for better communication will increase confidence. Practice recommended.

School of Hospitality & Culinary Art -The Neotia University					
SUBJECT:	Communication	MANUAL NO:	5	Faculty: Shabr	nam Jana
TOPIC:	Motivation; Concept, Internal	SEMESTER:	5	HOURS:	3 hours 45 mins
TOPIC.	& External Motivation;	SEIVIESTEN.	7	Approved By:	Deputy Director

LEARNING OUTCOME

The Students demonstrate their understanding of Motivation, Internal & External Motivation.

They clearly explain the significance of Motivating & Demotivating factors in Hospitality industry

RESOURCES: Projector, Screen & laptop etc.

REFERENCES: How to Win Friends and Influence People – Dale Carnegie;

You can win - Shiv

Video clips: https://www.youtube.com/watch?v=t1XCzWlYWeA; https://www.youtube.com/watch?v=m8i8gNAdXi4

METHODOLOGY:

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
		Students are briefed about Motivation and its concept
Briefing	30 minutes	Students are briefed about Internal & External Motivation
		Students are briefed about the Motivating & Demotivating Factors
		Motivation and its Concept explained
Practical Demonstration	2hr 30 minutes	Briefed about the Internal & External Motivation
		Videos shown on Motivating & demotivating factors for people in Hospitality
Check learning outcome	20 minutes	Students asked questions at the end of the session. They are asked to identify the
Check learning outcome	20 minutes	Motivating and Demotivating factors
Closing	10 minutes	Closing as per SOP
Closing	To minutes	

POSSIBLE SOURCES OF ERRORS & RECTIFICATION:

POSSIBLE ERRORS	RECTIFICATION
The concept remains unclear. The factors are not	A well planned interactive session supported by relevant videos would clear out all
Analysis of results & drawing of informace:	

Analysis of results & drawing of inferences:

The class is made interactive by showing various interesting and relevant videos which help the students to learn better.

	School of Hospitality & Culinary Art -The Neotia University								
SUBJECT:	SUBJECT: COMMUNICATION PRACTICAL NO.: 6 Faculty: Shabnam Jana								
TOPIC: CV WRITING		SEMESTER:	-	HOURS:	3 hours 45 mins				
TOPIC.	CV WKITING	SLIVIESTER.	3	Approved By:	Deputy Director				

Learning outcome

Students learn the differences between a Bio Data, Resume and Curriculum Vitae.

Students are well equipped to write an impressive CV.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips https://www.youtube.com/watch?v=_fP43gcBywU

Task

Resources: PPT

METHODOLOGY:

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
Briefing	15 minutes	Difference between a CV, Bio Data and Resume; Importance of each. A personal Marketing document used to sell oneself to a prospective employer
Procedure	2hr 30mins	With the use of PPT the differences between a Bio Data, Resume and Curriculum Vitae are explained. Samples of different CVs are shared. The Do's & Don'ts of CV writing is discussed. Students prepare their CVs for their first job application based on their learning.
Expected outcome from the practical	15 minutes	Students learn to prepare an impressive CV
Possible sources of error and Precautions & Protection to be taken	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
Closing	20 minutes	Students prepare a complete CV. 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 CV is essential. Some additional information for eg. Objectives, achievements and interests may be included. It should be brief.

	B.Sc Culinary Art								
SUBJECT:	SUBJECT: Communication MANUAL NO: 7 Faculty: Shabnam Jana								
TOPIC:	Leadership; Team Building	SEMESTER:	5	HOURS:	3 hours 45 mins				
TOPIC.	Leavership, realli bullullig	SLIVILSTER.]	Approved By:	Deputy Director				

LEARNING OUTCOME

The Students demonstrate Leadership skills through activities

They present a project in a Team demonstrating Team Building attributes

RESOURCES: Projector, Screen & laptop etc.

REFERENCES: How to Win Friends and Influence People – Dale Carnegie;

You can win - Shiv

Video Clips: https://www.youtube.com/watch?v=DwwBZn5duk8; https://www.youtube.com/watch?v=nKdNrtcusNI;

METHODOLOGY:

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
		Students are briefed about Leadership Skills
Briefing	30 minutes	Students are briefed about Group Dynamics and Team Building
		Leadership Skills explained
Practical Demonstration	2hr 30 minutes	How to develop the Leadership Skills discussed
		Various activities and games played to understand Group Dynamics & Team
Check learning outcome	20 minutes	Students asked questions at the end of the session. They are asked to identify
Check learning outcome	20 minutes	Leadership Skills and Work on a project as a team
Closing	10 minutes	Closing as per SOP
Closing	10 minutes	

POSSIBLE SOURCES OF ERRORS & RECTIFICATION:

POSSIBLE ERRORS	RECTIFICATION
The Leadership skills remains unclear; Group dynamics	A well planned interactive session supported by relevant videos would clear out all
Analysis of results & drawing of inferences:	

The class is made interactive by showing various interesting and relevant videos and games which help the students to learn better.

	School of Hospitality & Culinary Art -The Neotia University							
SUBJECT:	SUBJECT: COMMUNICATION PRACTICAL NO.: 8 Faculty: Shabnam Jana							
TOPIC: PUBLIC SPEAKING	SEMESTER:	5	HOURS:	3 hours 45 mins				
TOPIC.	FOBLIC SPLAKING	SLIVILSTER.	<u> </u>	Approved By:	Deputy Director			

Learning outcome

Students learn to use Public Speaking confidently and effectively.

Students understand the importance of Public speaking

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips https://www.youtube.com/watch?v=dHAbmoFHqgA; https://www.youtube.com/watch?v=XaDv0QwBRoI

Activity

Resources:

METHODOLOGY:

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
Briefing	15 minutes	Public speaking - What ? Why? When? Where?
Procedure	2hr 30mins	Public speaking is explained using PPT. The importance of Public Speaking discussed. Videos of great Orators are shown to help the students understand; Steps to a successful Public Speech discussed -Writing the speech;Overcoming the fear of Students give a speech in front of the class(audience)
Expected outcome from the practical:	15 minutes	Students learn to give a live Public speech to the audience confidently & effectively.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Too lengthy speech; PPT slides being read; Overuse of animation; Use of jargons. Speech need to be timed, short, crip and interesting to influence the audience.
Closing	20 minutes	Each student gives a speech on a given topic. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Clear Articulation; Engaging Presentation Style; Assessing the Needs of the Audience is of utmost importance for a successful public speech. Well prepared speech and practice will help to perfect the art.

	School of Hospitality & Culinary Art -The Neotia University							
SUBJECT:	SUBJECT: COMMUNICATION PRACTICAL NO.: 9 Faculty: Shabnam Jana							
TOPIC: GROUP DISCUSSION	SEMESTER:	-	HOURS:	3 hours 45 mins				
TOPIC.	GROOF DISCOSSION	SLIVILSTEN.	3	Approved By:	Deputy Director			

Learning outcome

Students participate in Group Discussions confidently and successfully.

The Do's & Don'ts are well comprehended.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips https://www.youtube.com/watch?v=3w32jIsRlsw

Activity

Resources:

METHODOLOGY:

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
Briefing	15 minutes	A systematic exchange of information, views and opinions about a topic, problem, issue or situation among the members of a group, with a common objective. The Do's and Don'ts of a Group Discussion
Procedure	2hr 30mins	With the help of a PPT the objective of a GD is explained along with the types of GD Do's & Don'ts of a GD is well explored. Advantages & Disadvantages of a GD is discussed Students are made into groups and participate in GD.
Expected outcome from the practical:	15 minutes	Students participate in Group Discussions confidently and successfully.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Taking the lead without proper knowledge on the topic; contradicting oneself, speaking for the sake of speaking are the common errors. Proper preparation and practice will
Closing	20 minutes	Different topics given and discussed about GD. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Getting too aggressive and not letting others to speak is a negative in GD. It is important to have some knowledge on the topic being discussed. To successfully participate in a GD requires practice.

			E	B.Sc Culinar	y Art		
SUBJECT:	Communic	ation	MANUAL N	1	10	Faculty: Shabr	nam Jana
TOPIC:	Time Mangement; Work Ethics		SEMESTER	₹:	5	HOURS: Approved By:	3 hours 45 mins Deputy Director
LEARNING OUTC	OME						
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PART Hygiene & Groon Briefing Practical Demon	TICULARS ming Check up	15 minutes 30 minutes 2hr 30 minu	Studen Students How Vide Students Work	Students have dents are bried dents are bried e Manageme wit affects in eos shown on dents asked q	ve to maintair efed about Tin efed about Wo nt explained personal & pr Nork Ethics juestions at th	n high standard ne Management ork Ethics ofessional life and explained for	t or people in Hospitality Industry.
PART Hygiene & Groon Briefing Practical Demon	TICULARS ming Check up	30 minutes 2hr 30 minutes 20 minutes	Studen Students How Vide Students Work	Students have dents are brief dents are brief dents are brief de Manageme wit affects in eos shown on dents asked que kethics through	ve to maintair efed about Tin efed about Wo nt explained personal & pr Nork Ethics juestions at th	n high standard ne Management ork Ethics ofessional life and explained for	t or people in Hospitality Industry.
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PART Hygiene & Groon Briefing Practical Demon Check learning ou	ming Check up stration utcome	15 minutes 30 minutes 2hr 30 minutes 20 minutes 10 minutes	Studen St	Students have dents are brief dents are brief dents are brief de Manageme wit affects in eos shown on dents asked que kethics through	ve to maintair efed about Tin efed about Wo nt explained personal & pr Nork Ethics juestions at th	n high standard ne Management ork Ethics ofessional life and explained for	or people in Hospitality Industry. Sission. They are asked to demonstra

				B.Sc C	ulinary Art		
SUBJECT:	Communicat	tion	MANU		11	Faculty: Shabr	nam Jana
TOPIC:	Stross Managament		SEME	CTED.	5	HOURS:	3 hours 45 mins
TOPIC.	Stress Management	•	JEIVIE.	JILIN.	J	Approved By:	Deputy Director
LEARNING OUT							
	emonstrate their und				nt		
They clearly ex	plain the significance	of these in I	Hospitality	industry industry			
	rojector, Screen & lap	•					
	How to Win Friends a				•		You can win - Shiv
Video Clip: htt	ps://www.youtube.co	om/watch?v	<u>=4RB1i1s\</u>	VVc0 ; http:	s://www.youtube.	com/watch?v=Pb8	BOyOLpyFE
NASTUODO: OC							
METHODOLOG			45			7461	
PAR	RTICULARS	TIM	/IE			TASK	
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Hygiene & Gro	oming Check up	15 minutes	i	Stude	ents have to maint	ain high standard I	Hygiene and Grooming as per SOP
Hygiene & Gro	oming Check up	15 minutes	5	Stude	ents have to maint	ain high standard I	Hygiene and Grooming as per SOP
	oming Check up					-	
Hygiene & Gro	oming Check up	15 minutes 30 minutes		Students a	re briefed about S	itress Managemen	t
	oming Check up			Students a		itress Managemen	t
Briefing		30 minutes	3	Students a	are briefed about S are briefed about t	tress Managemen the importance of	t them
			3	Students a Students a Explained	are briefed about S are briefed about t Stress Manageme	itress Managemen the importance of nt, how to handle	t them stress at work
Briefing Practical Demo	onstration	30 minutes 2hr 30 minu	3	Students a Students a Explained Videos sho	are briefed about S are briefed about t Stress Manageme own on Stress for p	itress Managemen the importance of nt, how to handle people in Hospitali	t them stress at work ty Industry and ways to manage them
Briefing	onstration	30 minutes	3	Students a Students a Explained Videos sho Students a	are briefed about S are briefed about t Stress Manageme own on Stress for p asked questions at	itress Managemen the importance of nt, how to handle people in Hospitali	t them stress at work
Briefing Practical Demo	onstration	30 minutes 2hr 30 minu 20 minutes	3	Students a Students a Explained Videos sho Students a causing ac	are briefed about S are briefed about of Stress Manageme own on Stress for p asked questions at tivities	itress Managemen the importance of nt, how to handle people in Hospitali	t them stress at work ty Industry and ways to manage them
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Briefing Practical Demo	onstration	30 minutes 2hr 30 minu 20 minutes	3	Students a Students a Explained Videos sho Students a causing ac	are briefed about S are briefed about of Stress Manageme own on Stress for p asked questions at tivities	itress Managemen the importance of nt, how to handle people in Hospitali	t them stress at work ty Industry and ways to manage them
Briefing Practical Demo	onstration	30 minutes 2hr 30 minu 20 minutes 10 minutes	tes	Students a Students a Explained Videos sho Students a causing ac	are briefed about S are briefed about of Stress Manageme own on Stress for p asked questions at tivities	itress Managemen the importance of nt, how to handle people in Hospitali	t them stress at work ty Industry and ways to manage them
Briefing Practical Demo	onstration	30 minutes 2hr 30 minu 20 minutes 10 minutes	tes	Students a Students a Explained Videos sho Students a causing ac	are briefed about S are briefed about of Stress Manageme own on Stress for p asked questions at tivities	itress Managemen the importance of nt, how to handle people in Hospitali	t them stress at work ty Industry and ways to manage them sion. They are asked to identify stress
Briefing Practical Demo Check learning of Closing POSSIBLE SOUI	onstration outcome RCES OF ERRORS & R	30 minutes 2hr 30 minutes 20 minutes 10 minutes ECTIFICATIO	tes	Students a Students a Explained Videos sho Students a causing ac Closing as	stress Manageme own on Stress for p sked questions at tivities per SOP	itress Managemen the importance of nt, how to handle people in Hospitali the end of the ses	t them stress at work ty Industry and ways to manage them sion. They are asked to identify stress
Briefing Practical Demo Check learning of Closing POSSIBLE SOUI	onstration outcome RCES OF ERRORS & RI POSSIBLE ERROR	30 minutes 2hr 30 minutes 20 minutes 10 minutes ECTIFICATIO S nportance is	tes	Students a Students a Explained Videos sho Students a causing ac Closing as	stress Manageme own on Stress for p sked questions at tivities per SOP	itress Managemen the importance of nt, how to handle people in Hospitali the end of the ses	t them stress at work ty Industry and ways to manage them sion. They are asked to identify stress ON

			B.Sc Cul	inary Art						
SUBJECT:	Communic	ation M	ANUAL NO:	12	Faculty: Shabr	nam Jana				
TOPIC:	Conflict Managem	out. C	EMESTER:	5	HOURS:	3 hours 45 mins				
TOPIC:	Conflict Managem	ient;	SEIVIESTER:		Approved By:	Deputy Director				
LEARNING OL	JTCOME									
	demonstrate their ur			it						
They clearly e	xplain the significand	e of these in Hospi	tality industry							
RESOURCES:	Projector, Screen & I	aptop etc.								
	How to Win Friends		•			You can win - Sh				
/ideo Clip: h	ttps://www.youtube.	.com/watch?v=4RB	1i1sVVc0; https:/	//www.youtub	e.com/watch?v=Pb	8OyOLpyFE				
METHODOLO	GY:									
PA	RTICULARS	TIME			TASK					
Hygiene & Gr	ooming Check up	15 minutes	Student	ts have to mair	ntain high standard	Hygiene and Grooming as per SOP				
			Students are	briefed about	: Conflict Manageme	ent				
Briefing		30 minutes								
			Students are	e briefed abou	t the importance of	them				
			Explained w	hat is Conflict a	and how to manage	the same at work place				
Practical Dem	onstration	2hr 30 minutes	Causes of co	nflict and reso	lving conflict					
						tality Industry and ways to manage				
Check learning	outcome	20 minutes	Students ask	ked questions a	at the end of the ses	ssion. They are asked to identify				
cricek icariiiig	outcome	2011111111111111		sing activities						
Closing		10 minutes	Closing as pe	er SOP						
2103111g		10 minutes								
POSSIBLE SOL	JRCES OF ERRORS &	RECTIFICATION:								
	POSSIBLE ERRO	DRS			RECTIFICAT					
	emains unclear. The		A well plann	ed interactive	session supported b	y relevant videos would clear out a				
	sults & drawing of ir	£								

	School	of Hospitality & C	Culinary Art -The N	leotia Univer	rsity	
SUBJECT:	Communication	PRACTICAL NO.:	13	Faculty: Shabnam Jana		
TOPIC:	Customer Service	SEMESTER: 5 HOURS: 3 hours 45 r	3 hours 45 mins			
		SLIVILSTEIN.	3	Approved By:	Deputy Director	

Learning Outcome

Students are able to handle customers and situations correctly

Students handle customers and experience satisfied customers.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips https://www.youtube.com/watch?v=dnpMqQnt8WY; https://www.youtube.co

Role play Resources:

METHODOLOGY:

METHODOLOGT.					
PARTICULARS	TIME	TASK			
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19			
Briefing	15 minutes	Briefing the students about Customer Sevice, its importance and the Do's & Don't's			
Procedure	2hr 30mins	Explained Customer Service through PPT Explained the importance of External & Internal Customers Reatining a Customer; Customer Satisfaction using videos			
Expected outcome from the practical:	15 minutes	Students are able to understand the concept and importance of Customer Service			
Possible sources of error and Precautions & Protection to be taken	15 minutes	Considering only external customer; Internal customers also important is unclear; This is explained through examples and corrected			
Closing	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 interact. Once students are allowed to interact with strangers they are driven for better communication with increased confidence. Practice recommended.

		B.Sc Cul	inary Art			
SUBJECT:	Communication	MANUAL NO:	14	Faculty: Shabi	nam Jana	
TOPIC:	Team Building & Group	CENAECTED.	5	HOURS:	3 hours 45 mins	
TOPIC:	Dynamics	SEMESTER:		Approved By:		
LEARNING O	UTCOME					
The Students	demonstrate Team Building thre	ough activities				
They present	a project in a Team demonstrat	ing Team Building attribut	tes			
REFERENCES:	How to Win Friends and Influe	ence People – Dale Carne	gie;			You can win - Shiv
Video Clips: h	nttps://www.youtube.com/watc	h?v=DwwBZn5duk8; htt	ps://www.yout	tube.com/watch?v=	nKdNrtcusNI;	

lygiene & Grooming Check up		TASK			
70	15 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP			
		Students are briefed about Team			
riefing	30 minutes	Students are briefed about Group Dynamics and Team Building			
	2hr 30 minutes	Team Building and Importance of Team explained			
ractical Demonstration		Group Dynamics explained			
		Various activities and games played to understand Group Dynamics & Team			
heck learning outcome	20 minutes	Students asked questions at the end of the session. They are asked to Work on a			
neck learning outcome		project as a team			
losing	10 minutes	Closing as per SOP			
OSSIBLE SOURCES OF ERRORS & R					
POSSIBLE ERROR	RS	RECTIFICATION			
he Team work remains unclear; Gr	oup dynamics not	A well planned interactive session supported by relevant videos would clear out a			

School of Hospitality & Culinary Art -The Neotia University					
SUBJECT: COMMUNICATION		PRACTICAL NO.: 15 Faculty: Shabnam Jana		bnam Jana	
TOPIC:	MOCK INTERVIEW	SEMESTER:	5	HOURS:	3 hours 45 mins
TOPIC.		SLIVILSTEN.	3	Approved By:	Deputy Director

Learning Outcome

Students learn to face an interview confidently and successfully.

They also learn to use their body language appropriately.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips https://www.youtube.com/watch?v=i4nzVdcrhNs; https://www.youtube.com/watch?v=T1vTofBM uA

Role play

Resources:

METHODOLOGY:

memosoco :					
PARTICULARS	TIME	TASK			
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID			
Briefing	15 minutes	Mock Interviews - the importance, the Do's & Don'ts, use of body language			
Procedure	2hr 30mins	With the help of a PPT the Do's & Don'ts of an Interview are explained. The use of positive body language explained Grooming and professional attires discussed Each student to face an Interview board - comprising of other Faculties.			
Expected outcome from the practical:	15 minutes	Students learn to face an interview confidently and successfully.			
Possible sources of error and	15 minutes	Getting nervous; Negative body language; Not groomed for the interview - Discussed the			
Precautions & Protection to be taken		errors and the need to rectify			
Closing	20 minutes	Give feedback to the students which should be taken constructively. Follow the guidelines for Covid 19 prevention at closure.			

Analysis of results & drawing of inferences:

Number of Mock Interviews will help the students to be confident and relaxed to face the real job interviews. Practce recommended. The students need to put in conscious efforts to develop the positive body language.