

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/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. 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 Lessons from 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 customer; 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

PRACTICAL MANUAL

School of Hospitality and Culinary Arts

SUBJECT:	COMMUNICATION	MANUAL NO:	1	Faculty: Shabnam Jana	
TOPIC:	Introduction to Personality Development; Concept &	SEMESTER:	5	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

The Students understand and can explain the concept of Personality Development, its dimensions after the session.

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=v2euEwGnas8>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
Briefing	30 minutes	Students are briefed about Personality Development
		The Concept of Personality
		The Dimensions of Personality
Practical Demonstration	2hr 30 minutes	Introduction to Personality Development
		Explained its importance in Hospitality Industry
		Videos shown about the different types of personalities
Check learning outcom	20 minutes	Students asked questions at the end of the session. They are asked to share some memorable experiences
Closing	10 minutes	Closing as per SOP

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Misconceptions about Personality Development. The	A well planned session supported by relevant videos would clear out all doubts

Analysis of results & drawing of inferences:

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

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	2	Faculty: Shabnam Jana	
TOPIC:	SELF INTRODUCTION	SEMESTER:	5	HOURS:	3 hours 45 mins
				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.

PRACTICAL MANUAL

School of Hospitality & Culinary Arts

SUBJECT:	Communication	MANUAL NO:	3	Faculty: Shabnam Jana	
TOPIC:	Attitude: Concepts; Factors affecting Attitude; Positive &	SEMESTER:	5	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

The Students understand the Concept of Attitude
They clearly identify the Positive & Negative Attitudes

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=t1XCzWIYWeA> ; <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
Briefing	30 minutes	Students are briefed about Attitude and the Concepts
		Factors affecting Attitude
		Positive Attitude and Negative Attitude
Practical Demonstration	2hr 30 minutes	The Concept of Attitude explained.
		Tha factors affecting the attitude explained
		Videos shown of people with Positive & Negative attitudes and their impact in
Check learning outcom	20 minutes	Students asked questions at the end of the session. They are asked to identify the attitudes of different personalities through videos and role plays
Closing	10 minutes	Closing as per SOP

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Wrongly interpret the Attitude of people. Factors	A well planned interactive session supported by relevant videos would clear out

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.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	4	Faculty: Shabnam Jana	
TOPIC:	EXTEMPORE	SEMESTER:	5	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning outcome

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

Regular practise is essential.

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
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.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	Communication	MANUAL NO:	5	Faculty: Shabnam Jana	
TOPIC:	Motivation; Concept, Internal & External Motivation;	SEMESTER:	5	HOURS:	3 hours 45 mins
				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=t1XCzWIYWeA> ; <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
Briefing	30 minutes	Students are briefed about Motivation and its concept
		Students are briefed about Internal & External Motivation
		Students are briefed about the Motivating & Demotivating Factors
Practical Demonstration	2hr 30 minutes	Motivation and its Concept explained
		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 Motivating and Demotivating factors
Closing	10 minutes	Closing as per SOP

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 inferences:

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

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	6	Faculty: Shabnam Jana	
TOPIC:	CV WRITING	SEMESTER:	5	HOURS:	3 hours 45 mins
				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.

PRACTICAL MANUAL

B.Sc Culinary Art

SUBJECT:	Communication	MANUAL NO:	7	Faculty: Shabnam Jana	
TOPIC:	Leadership; Team Building	SEMESTER:	5	HOURS:	3 hours 45 mins
				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
Briefing	30 minutes	Students are briefed about Leadership Skills
		Students are briefed about Group Dynamics and Team Building
Practical Demonstration	2hr 30 minutes	Leadership Skills explained
		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 Leadership Skills and Work on a project as a team
Closing	10 minutes	Closing as per SOP

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.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	8	Faculty:	Shabnam Jana
TOPIC:	PUBLIC SPEAKING	SEMESTER:	5	HOURS:	3 hours 45 mins
				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=dHAbmoFHggA> ; <https://www.youtube.com/watch?v=XaDv0QwBRol>

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, crisp 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.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	9	Faculty: Shabnam Jana	
TOPIC:	GROUP DISCUSSION	SEMESTER:	5	HOURS:	3 hours 45 mins
				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=3w32jlsRlsw>

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.

B.Sc Culinary Art				
SUBJECT:	Communication	MANUAL NO:	10	Faculty: Shabnam Jana
TOPIC:	Time Mangement; Work Ethics	SEMESTER:	5	HOURS: 3 hours 45 mins
				Approved By: Deputy Director
LEARNING OUTCOME				
The Students demonstrate their understanding of Time Management & Work Ethics				
They clearly explain the significance of Time Management and Work Ethics 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=KJLHIOldqA4&t=37s ; https://www.youtube.com/watch?v=DxWDtTIWdKE				
METHODOLOGY :				
PARTICULARS	TIME	TASK		
Hygiene & Grooming Check up	15 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP		
Briefing	30 minutes	Students are briefed about Time Management		
		Students are briefed about Work Ethics		
Practical Demonstration	2hr 30 minutes	Time Management explained		
		How it affects in personal & professional life		
		Videos shown on Work Ethics and explained for people in Hospitality Industry.		
Check learning outcome	20 minutes	Students asked questions at the end of the session. They are asked to demonstrate work ethics through Role Plays		
Closing	10 minutes	Closing as per SOP		
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :				
POSSIBLE ERRORS		RECTIFICATION		
The concept remains unclear. The Work Ethics not		An interactive session supported by relevant videos would clear out all doubts		
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.				

B.Sc Culinary Art					
SUBJECT:	Communication	MANUAL NO:	11	Faculty: Shabnam Jana	
TOPIC:	Stress Management	SEMESTER:	5	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director
LEARNING OUTCOME					
The Students demonstrate their understanding of Stress Management					
They clearly explain the significance of these in Hospitality industry					
RESOURCES: Projector, Screen & laptop etc.					
REFERENCES: How to Win Friends and Influence People – Dale Carnegie; You can win - Shiv					
Video Clip: https://www.youtube.com/watch?v=4RB1i1sVVc0 ; https://www.youtube.com/watch?v=Pb8OyOLpyFE					
METHODOLOGY :					
PARTICULARS		TIME	TASK		
Hygiene & Grooming Check up		15 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP		
Briefing		30 minutes	Students are briefed about Stress Management Students are briefed about the importance of them		
Practical Demonstration		2hr 30 minutes	Explained Stress Management, how to handle stress at work Videos shown on Stress for people in Hospitality Industry and ways to manage them		
Check learning outcome		20 minutes	Students asked questions at the end of the session. They are asked to identify stress causing activities		
Closing		10 minutes	Closing as per SOP		
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :					
POSSIBLE ERRORS			RECTIFICATION		
The concept remains unclear. The importance is not			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 which help the students to learn better.					

B.Sc Culinary Art					
SUBJECT:	Communication	MANUAL NO:	12	Faculty: Shabnam Jana	
TOPIC:	Conflict Management;	SEMESTER:	5	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director
LEARNING OUTCOME					
The Students demonstrate their understanding of Conflict Management					
They clearly explain the significance of these in Hospitality industry					
RESOURCES: Projector, Screen & laptop etc.					
REFERENCES: How to Win Friends and Influence People – Dale Carnegie; You can win - Shiv					
Video Clip: https://www.youtube.com/watch?v=4RB1i1sVVc0 ; https://www.youtube.com/watch?v=Pb8OyOLpyFE					
METHODOLOGY :					
PARTICULARS		TIME		TASK	
Hygiene & Grooming Check up		15 minutes		Students have to maintain high standard Hygiene and Grooming as per SOP	
Briefing		30 minutes		Students are briefed about Conflict Management	
				Students are briefed about the importance of them	
Practical Demonstration		2hr 30 minutes		Explained what is Conflict and how to manage the same at work place	
				Causes of conflict and resolving conflict	
				Videos shown on Conflicts for people in Hospitality Industry and ways to manage	
Check learning outcome		20 minutes		Students asked questions at the end of the session. They are asked to identify conflicts causing activities	
Closing		10 minutes		Closing as per SOP	
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :					
POSSIBLE ERRORS			RECTIFICATION		
The concept remains unclear. The importance is not			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 which help the students to learn better.					

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	Communication	PRACTICAL NO.:	13	Faculty: Shabnam Jana	
TOPIC:	Customer Service	SEMESTER:	5	HOURS:	3 hours 45 mins
				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.com/watch?v=41tmvGBYu0c> ;

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 Customer Service, its importance and the Do's & Don't's
Procedure	2hr 30mins	Explained Customer Service through PPT Explained the importance of External & Internal Customers Retaining 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 Culinary Art					
SUBJECT:	Communication	MANUAL NO:	14	Faculty: Shabnam Jana	
TOPIC:	Team Building & Group Dynamics	SEMESTER:	5	HOURS:	3 hours 45 mins
				Approved By:	
LEARNING OUTCOME					
The Students demonstrate Team Building through activities					
They present a project in a Team demonstrating Team Building attributes					
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
Briefing	30 minutes	Students are briefed about Team Students are briefed about Group Dynamics and Team Building
Practical Demonstration	2hr 30 minutes	Team Building and Importance of Team explained Group Dynamics explained 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 Work on a project as a team
Closing	10 minutes	Closing as per SOP
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :		
POSSIBLE ERRORS	RECTIFICATION	
The Team work remains unclear; Group dynamics not	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.		

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	15	Faculty:	Shabnam Jana
TOPIC:	MOCK INTERVIEW	SEMESTER:	5	HOURS:	3 hours 45 mins
				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 :

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	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 Precautions & Protection to be taken	15 minutes	Getting nervous; Negative body language; Not groomed for the interview - Discussed the 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.