

School of Hospitality and Culinary Art

The Neotia University

Course Name	Communication in Hospitality 1 Lab
Course Code	AE- HAP101
Course Duration	15 weeks
Semester	First
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 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 converse, participate in Debates and Extempore successfully.

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

Recommended Reading(s)A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public Speaking, Presentation & Communication Skills: Principles & Practices to create high impact presentations & meaningful conversations - by Sailesh Patil

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

Foundation Course in Communication 1 Lab		
Sem- 1 Practical		
Sl No.	Topic	Hours 60
1	Introduction and Greeting: Students learn about Introduction, its purpose and the Do's & Don't's; Explaining the Greeting process along with body language; Students Introduce themselves ; They are asked to introduce their friends	6
2	Group Introduction	4
3	Reading Skills - Reading News Paper; Comprehension	4
4	Effective Listening: Definition Levels and types of listening Listening barriers Guidelines for effective listening	4
5	Pofessional Etiquette & Manners	4
6	Extempore: Purpose and the Do's & Don't's Students speak about their hobbies and Interests to help open up and develop confidence.	6
7	Non Verbal Communication ; Use of Body Language	4
8	Presentation Skills: Making a PPT and Using it effectively; Project Presentation	4
9	Debate: Expressing opinion, in agreement or disagreement along with body language;Games on critical situation; Find suitable solution by debating; Words and phrases used to express agreement or disagreement	4
10	Asking Questions: The different types of questions; Asking Directions: Directions and its importance; Learn to give directions by playing games ; Reading Maps ; Directing friends to their homes, schools,etc. Phrases related to directions	4
11	Telephone handling Skills	4
12	Responding to a complaint and Apologizing: In the context of Hospitality Industry	3
13	The art of saying 'No': Being polite yet assertive, using proper body language;Importance of saying "NO";To stay productive, and minimize stress, using the Gentle Art of Saying No.	3
14	Mother Tongue Influence - What Is it? How to remove them?	6
		60

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	1	Faculty: Shabnam Jana	
TOPIC:	INTRODUCTION & GREETING	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students are able to give Interesting and smart introduction by the students.

Appropriate greetings using 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=MU8xhYgHT0U> ; <https://www.youtube.com/watch?v=TwZ7LgrPwRO>

Role play

Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public

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; Explaining the Greeting process along with 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 a person and introduce himself and his friend. This helps to break the ice and also get to know each other better.
Expected outcome from the practical:	15 minutes	Students learn to introduce themselves in an interesting manner and to greet properly.
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
Closing	20 minutes	Thanking and greeting everyone. 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 importance of an impacting introduction once understood, the students improve. The need to increase the

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	2	Faculty: Shabnam Jana	
TOPIC:	Group Introduction	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students are able to give Interesting and smart introduction.

Able to give appropriate introduction of the group

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=VTsVx98B8co>

Role play

Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public

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 Group Introduction, its purpose and the Do's & Don't's; Explaining the Greeting process along with 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 a person and introduce himself and his group This helps to break the ice and also get to know each other better.
Expected outcome from the practical:	15 minutes	Students learn to introduce their team meambers in an interesting manner and to greet
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
Closing	20 minutes	Thanking and greeting everyone.
		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 importance of an impacting introduction once understood, the students improve. The need to increase the vocabulary

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	3	Faculty: Shabnam Jana	
TOPIC:	Reading Skills	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students have Improved reading ability

Able to read any article fluently

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=lviVCr1dK1o> ; https://www.youtube.com/watch?v=Q_iv4wRuZpM

Role play

Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
Briefing	15 minutes	Briefing the students about Reading Skills, its purpose and the Do's & Don't's;
Procedure	2hr 30mins	Students participate in Class room activities to improve the reading Skills Articles given students have to read and answer questions Comprehension exercises
Expected outcome from the practical:	15 minutes	Students learn to pay attention and improve Listening Skills.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Students read news paper ; They get stuck at new and difficult words; With assistance they learn to read fluently
Closing	20 minutes	Game played on reading and comprehension
		Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Once the barriers to reading are removed, students learn to use their reading skills effectively

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	4	Faculty: Shabnam Jana	
TOPIC:	Listening Skills	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students have Improved listening Skills

Able to give appropriate responses to questions

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=EyPwKwVhyw4>

Role play

Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19
Briefing	15 minutes	Briefing the students about Listening Skills, its purpose and the Do's & Don't's;
Procedure	2hr 30mins	Students participate in Class room activities to improve the listening Skills Audios are played, students have to listen to it and answer questions
Expected outcome from the practical:	15 minutes	Students learn to pay attention and improve Listening Skills.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Students listen to reply and not understand; Have problem in following the accent. Listen slowly, and practise listening to different accents.
Closing	20 minutes	Game played on listening skills
		Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Once the barriers to listening are removed, students learn to use their Listening skills effectively

PRACTICAL MANUAL

B.Sc Culinary Art

SUBJECT:	Communication	MANUAL NO:	5	Faculty: Shabnam Jana	
TOPIC:	Manners & Etiquette	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

The Students demonstrate their understanding of Manners & Etiquette

They clearly explain the significance all of these in Hospitality industry

RESOURCES: Projector, Screen & laptop etc.

REFERENCES: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook

Video clips: <https://www.youtube.com/watch?v=D857CVKXSH4>

PPT used

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 Manners & Etiquette Importance of both in Hospitality
Practical Demonstration	2hr 30 minutes	Manners and Etiquette explained, suitable for Hospitality Industry Videos shown on Manners & Etiquette for people in Hospitality Industry.
Check learning outcome	20 minutes	Students asked questions at the end of the session. They are asked to identify the good & bad manners., positive & negative Body language
Closing	10 minutes	Closing as per SOP

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Confused Body Language; Missed out on etiquettes	A well planned interactive session supported by relevant videos would clear out all

RESULT ANALYSIS

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:	Extempore	SEMESTER:	1	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=7tzentBmmUc> ; <https://www.youtube.com/watch?v=NyE1Kz0e--0>

Role play

Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public

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 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
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	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

Lab Manual

SUBJECT:	Communication	MANUAL NO:	7	Faculty: Shabnam Jana	
TOPIC:	Npn Verbal Communication; Body Language;	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

The Students demonstrate their understanding of Body Language

They clearly explain the significance all of these in Hospitality industry

RESOURCES: Projector, Screen & laptop etc.

REFERENCES: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public Speaking, Presentation & Communication Skills: Principles & Practices to create high impact presentations & meaningful conversations - by Sailesh Patil

Video clips: <https://www.youtube.com/watch?v=vaT9BoQezhU> ; <https://www.youtube.com/watch?v=c24hvf-7Eh4>

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 Non Verbal Communication; Students are briefed about Body Language Importance of both in Hospitality
Practical Demonstration	2hr 30 minutes	Body Language explained as an important aspect of communication Videos shown on Body Language for people in Hospitality Industry.
Check learning outcome	20 minutes	Students asked questions at the end of the session. They are asked to identify the positive & negative Body language
Closing	10 minutes	Closing as per SOP

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Confused Body Language; Missed out on etiquettes	A well planned interactive session supported by relevant videos would clear out all

RESULT ANALYSIS

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.:	8	Faculty: Shabnam Jana	
TOPIC:	Making a presentation	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

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

Task

Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public

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	Brief the students about Presentation
Procedure	2hr 30mins	With the use of PPT students are taught how to make the ppt, its basics. dos and dont etc.
Expected outcome from the practical	15 minutes	Students learn to prepare an impressive presentation.
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 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

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	9	Faculty: Shabnam Jana	
TOPIC:	Expressions of Agreement & Disagreement	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Confidently expressing agreement or Disagreement in a Group discussion, Debate or in finding a solution to a problem

Appropriate usage of 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=CzA0tjRgDZA>

Role play

Sailesh Patil

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	10 minutes	Briefing about expressing opinion, in agreement or disagreement along with body language
Procedure	2hr 30mins	Students take part in a game where a critical situation is given. They need to find a suitable solution by debating on the process. They use the words and phrases used to express agreement or disagreement and appropriate body language
Expected outcome from the practical:	15 minutes	Students learn to express their agreement and disagreement while debating on a topic.
Possible sources of error and Precautions & Protection to be taken	10 minutes	Lack of vocabulary giving rise to shyness and inconfidence. Students are directed to increase vocabulary through various tasks. Learn to use proper body language.
Closing	30 minutes	Students participate in a debate. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Expressing opinion , in agreement or disagreement confidently happens when the students comprehend. These form the basis of Debate or Group Discussion. More role plays and games on critical situation will improve the students' ability to express opinion satisfactorily.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	10	Faculty: Shabnam Jana	
TOPIC:	Giving Directions ; Asking Questions	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students use appropriate words to give direction to a place satisfactorily.

They are able to use questions for more knowledge & understanding.

Students can give directions based on a Map successfully and ask Questions .

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips https://www.youtube.com/watch?v=Tq_loLM2Ph4 ; <https://www.youtube.com/watch?v=81LPEUd7Ltc>

Role play

A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public Speaking, Presentation & Communication Skills: Principles & Practices to create high impact presentations & meaningful conversations - by

Resources: Saalesh Patil

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19 Prevention. Refer to SOP for Covid 19 Prevention
Briefing	15 minutes	Get the students interested in learning about the Directions and its importance
Procedure	2hr 30mins	The vocabulary related to directions & location, use of landmark Using games to physically understand the result of giving correct direction Games & Role Plays used to understand the responses to wrong direction vs right direction; Map reading and developing Map Reading Skills; Using phrases related to directions ;Briefing the students about Asking questions. The different types of questions; By asking questions the understanding of a subject/topic improves.
Expected outcome from the practical:	15 minutes	Students learn to direct correctly to obtain desired results satisfactorily; Read Map correctly. Students learn to use different types of questions. They ask appropriate questions to obtain correct answers.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Most hesitate and make mistakes due to the lack of vocabulary related to Directions. Explain Map reading with proper Maps and games.
Closing	20 minutes	Students play a game to show the understanding of their learning. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Given some positive feedback the students open up to learning .The importance of increased vocabulary also understood for better communication. Learning by doing is well enjoyed & understood.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	11	Faculty: Shabnam Jana
TOPIC:	Telephone Handling	SEMESTER:	1	HOURS: 3 hours 45 mins
				Approved By: 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

A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public Speaking, Presentation & Communication Skills: Principles & Practices to create high impact presentations & meaningful conversations - by

Resources: Sailesh Patil

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	The difference between a conventional mail & email. The advantages & disadvantages. The effect of Social Media, Do's & Don'ts
Procedure	2hr 30mins	Give a demo to the students about telephone handling. The advantages & disadvantages of telephonic conversaion. Do's & Don'ts Students practice the telephone handling in groups.
Expected outcome from the practical:	15 minutes	Students learn the appropriate handling of telephone.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Using improper phrases, wrong salutation, greetings, etc. One needs to understand the importance of telephone hndling as it is the quickest and common form communication. The Do's & Don'ts are explained and mistakes rectified. Similarly in
Closing	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 its very senitive as we have choose the word precisely.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	12	Faculty: Shabnam Jana	
TOPIC:	Responding to Complaints & Apologising	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning outcome

Students learn to handle complaints with apologies efficiently.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=znGci0chZ7w> ; <https://www.youtube.com/watch?v=Lpkifj7G73Y>

Role play

A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public Speaking, Presentation & Communication Skills: Principles & Practices to create high impact presentations & meaningful conversations - by

Resources Sailesh Patil

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 Complaint handling and apologising along with appropriate use of body language
Procedure	2hr 30mins	Use Role Play in handling complaints and Apologising based on the following: Respond specifically to the issues of complaint Provide specific apology acknowledging any mistake By stating exactly what is intended to be done and propose to improve the experience of the
Expected outcome from the practical:	15 minutes	Students learn to Handle Complaints effectively.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Whether it is one's fault or not, the complainant needs an apology. Do not express anger, helplessness or ignore it as trivial. Do not argue or be impatient
Closing	20 minutes	Students are in agreement with the understanding the topic. Asked to practise more. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Not to take any complaints personally. Students need to understand that patience and taking charge of the situation is the key to positive complaint handling.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	13	Faculty: Shabnam Jana	
TOPIC:	The Art of Saying 'No'	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students learn to say NO gently and effectively without hurting anyone.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=c-UPNZlmsjU>

Role play

A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public Speaking, Presentation & Communication Skills: Principles & Practices to create high impact presentations & meaningful conversations - by

Resources: Sailesh Patil

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 being polite yet assertive, using proper body language;Importance of saying "NO"
Procedure	2hr 30mins	Productivity is reduced if too many commitments are taken. To stay productive, and minimize stress, one has to learn the Gentle Art of Saying No Priorities need to be set, Time to be Valued, Pre-empt requests, Express jeopardising productivity with over loaded commitments. Use Role Play for better understanding
Expected outcome from the practical:	15 minutes	Students learn the art of saying NO gently.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Being rude while saying No. Afraid to hurt someone or avoid confrontation leads to saying YES. Always trying to please everybody makes it difficult to say NO.
Closing	20 minutes	A short test on situations where to say YES or NO. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Fear of other consequences,when we say 'No' to people, who are in higher position than us. Saying 'No' isn't easy. That is because the word 'No' tends to be associated with negativity;Self-realization;Self- -monitoring; Constant Attention & Practise will help it make easy.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	14	Faculty: Shabnam Jana	
TOPIC:	Mother Tongue Influence	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students learn to overcome their MTI

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=ozl0vo7XI0E>

Role play

A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public Speaking, Presentation & Communication Skills: Principles & Practices to create high impact presentations & meaningful conversations - by

Resources: Sailesh Patil

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 Mother Tongue Influence
Procedure	2hr 30mins	Explaining with Different Pronunciations Understanding the differences Using differeent techniques to overcome MTI
Expected outcome from the practical:	15 minutes	Students learn to pronounce correctly
Possible sources of error and Precautions & Protection to be taken	15 minutes	Strong MTI. Difficult to get rid of. Recommended long Practise.
Closing	20 minutes	A short test on corrected procunciation. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Constant guidance & Practise will help it make easy.