## School of Hospitality and Culinary Art

## **The Neotia University**

Course Name	Communication in Hospitality 1 Lab
Course Code	AE- HAP101
Course Duration	15 weeks
	First
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 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

	Sem- 1 Practical	
SI No.	Торіс	Hours 60
	Introduction and Greeting: Students learn about	
	Introduction, its purpose and the Do's & Don't's;	
1	Explaining the Greeting process along with body	6
-	language; Students Introduce themselves; They	Ũ
	are asked to introduce their friends	
2	Group Introduction	4
3	Reading Skills - Reading News Paper; Comprehension	4
0		
	Effective Listening: Definition	
4	Levels and types of listening	4
	Listening barriers	
	Guidelines for effective listening	
5	Pofessional Etiquette & Manners	4
	Extempore: Purpose and the Do's & Don't's	
6	Students speak about their hobbies and Interests to help open	6
	up and develop confidence.	
7	Non Verbal Communication ;	4
/	Use of Body Language	4
8	Presentation Skills: Making a PPT and Using it effectively;	4
0	Project Presentation	4
	Debate: Expressing opinion, in agreement or disagreement	
9	along with body language;Games on critical situation; Find	4
5	suitable solution by debating; Words and phrases used to	
	express agreement or disagreement	
	Asking Questions: The different types of questions;	
	Asking Directions: Directions and its importance;	
10	Learn to give directions by playing games ;	4
-	Reading Maps ;	-
	Directing friends to their homes, schools,etc.	
	Phrases related to directions	
11	Telephone handling Skills	4
12	Responding to a complaint and Apologizing: In the context of	3
	Hospitality Industry	
	The art of saying 'No': Being polite yet assertive, using proper	
13	body language; Importance of saying "NO"; To stay productive,	3
	and minimize stress, using the Gentle Art of Saying No.	
	and minimize stress, using the Gentle Art of Saying NO.	
14	Mother Tongue Influence - What Is it? How to remove them?	6
	moune rongue innuence what is it; now to remove them:	

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SUBJECT: COMMUN		PRACTICAL NO.	-		iabnam Jana	3
	TION & GREETING	SEMESTER:	1	HOURS: Approved	3 hours	45 mins Deputy Director
Learning Outcome Students are able to give Ir	-		he students.			
Appropriate greetings usin Requirements of Resource Equipment/ Tools /Aids requipment/	es and equipments f					
Power Point Presentation						
Power Point Presentation Video clips Role play Resources: A COURSE C			-			ch?v=TwZ7LgrPwR0 Vijaya Babu ;Handbook on Public
Video clips Role play Resources: A COURSE (			-			-
Video clips Role play Resources: A COURSE ( METHODOLOGY : PARTICULARS	DN COMMUNICATION	SKILLS FOR PROFES	SIONAL STUDENTS:	Basics and Concep	ts - by Dr. Y. V TASK	Vijaya Babu ;Handbook on Public
Video clips Role play Resources: A COURSE ( METHODOLOGY :	DN COMMUNICATION	SKILLS FOR PROFES	SIONAL STUDENTS:	Basics and Concep	ts - by Dr. Y. V TASK	-
Video clips Role play Resources: A COURSE C METHODOLOGY : PARTICULARS	DN COMMUNICATION	SKILLS FOR PROFES IME utes Studer utes Briefin	SIONAL STUDENTS:	Basics and Concep n high standard F ut Introduction, i	ts - by Dr. Y. V <b>TASK</b> lygiene and ts purpose a	Vijaya Babu ;Handbook on Public
Video clips Role play Resources: A COURSE ( METHODOLOGY : PARTICULARS Hygiene & Grooming Chec	DN COMMUNICATION	SKILLS FOR PROFES	SIONAL STUDENTS: Its have to maintai g the students abc eeting process alo udent introduces hin ke part in a game w	Basics and Concep n high standard H ut Introduction, i ng with body lang nself first. here they find out greet a person and	ts - by Dr. Y. V TASK lygiene and ts purpose a guage information a introduce hi	Vijaya Babu ;Handbook on Public Grooming as per SOP & COVID 19 and the Do's & Don't's; Explaining about at least 2 others. mself and his friend.
Video clips Role play Resources: A COURSE ( METHODOLOGY : PARTICULARS Hygiene & Grooming Chec Briefing	DN COMMUNICATION T kup 10 minu 15 minu 2hr 30m	SKILLS FOR PROFES IME Studer utes Briefin the Gri Each st They ta They ar This he tes Studen	SIONAL STUDENTS: ats have to maintain g the students about eeting process aloudent introduces him ke part in a game w the then supposed to lps to break the ice at ts learn to introduces	Basics and Concep n high standard H ut Introduction, i ng with body lang nself first. here they find out greet a person and and also get to kno themselves in an	ts - by Dr. Y. Y TASK lygiene and ts purpose a guage information a introduce hi w each other nteresting ma	Vijaya Babu ;Handbook on Public Grooming as per SOP & COVID 19 and the Do's & Don't's; Explaining about at least 2 others. mself and his friend. better. anner and to greet properly.
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SUBJECT:	COMMUNICATION	PR	ACTICAL NO.:	2	Faculty: Sha	
TOPIC:	<b>Group Introduction</b>		SEMESTER:	1	HOURS: Approved By	3 hours 45 mins Deputy Director
Learning Outo	come				Approved by	
-	able to give Interesting a	and smart intro	oduction			
	ppropriate introduction					
-	s of Resources and equi		e practical:			
	ools /Aids required-					
	resentation					
Power Point Pr						
Video clips	cschtation		https://ww	w.youtube.com/	/watch?v=VTsVx98B	Зсо
			<u>https://ww</u>	w.youtube.com/	/watch?v=VTsVx98B	<u>3co</u>
Video clips		NICATION SKILL				<u>3co</u> by Dr. Y. Vijaya Babu ;Handbook on Public
<b>Video clips</b> Role play	A COURSE ON COMMU	NICATION SKILL				
Video clips Role play Resources: METHODOLO	A COURSE ON COMMU	NICATION SKILL			Basics and Concepts -	
Video clips Role play Resources: METHODOLO Pa	A COURSE ON COMMU		S FOR PROFESSION	IAL STUDENTS: B	Basics and Concepts -	by Dr. Y. Vijaya Babu ;Handbook on Public
Video clips Role play Resources: METHODOLO P Hygiene & Gr	A COURSE ON COMMU OGY : ARTICULARS	TIME 10 minutes	S FOR PROFESSION	IAL STUDENTS: B	asics and Concepts - TA in high standard Hy	by Dr. Y. Vijaya Babu ;Handbook on Public I <b>SK</b> Igiene and Grooming as per SOP & COVID 1:
Video clips Role play Resources: METHODOLO Pa	A COURSE ON COMMU OGY : ARTICULARS	TIME	S FOR PROFESSION	IAL STUDENTS: B have to maintai g the students a	Basics and Concepts - TA in high standard Hy about Group Introd	by Dr. Y. Vijaya Babu ;Handbook on Public ISK Igiene and Grooming as per SOP & COVID 1 uction, its purpose and the Do's & Don't's;
Video clips Role play Resources: METHODOLO P Hygiene & Gr	A COURSE ON COMMU OGY : ARTICULARS	TIME 10 minutes	S FOR PROFESSION Students I Briefing	IAL STUDENTS: B have to maintai g the students a Explaining	Basics and Concepts - TA in high standard Hy bout Group Introd the Greeting proc	by Dr. Y. Vijaya Babu ;Handbook on Public I <b>SK</b> Igiene and Grooming as per SOP & COVID 1:
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Video clips Role play Resources: METHODOLO P Hygiene & Gr	A COURSE ON COMMU OGY : ARTICULARS	TIME 10 minutes	S FOR PROFESSION Students I Briefing Each studer They take p	AL STUDENTS: B have to maintai g the students a Explaining nt introduces him art in a game wh	Basics and Concepts - T/ in high standard Hy about Group Introd the Greeting proc nself first. here they find out inf	by Dr. Y. Vijaya Babu ;Handbook on Public ISK Igiene and Grooming as per SOP & COVID 1: uction, its purpose and the Do's & Don't's; less along with body language ormation about at least 2 others.
Video clips Role play Resources: METHODOLO P/ Hygiene & Gr Briefing	A COURSE ON COMMU OGY : ARTICULARS	TIME10 minutes15 minutes	S FOR PROFESSION Students I Briefing Each studer They take p They are the	AL STUDENTS: B have to maintai the students a Explaining nt introduces him art in a game wh en supposed to g	Basics and Concepts - TA in high standard Hy about Group Introd the Greeting proc nself first. here they find out inf greet a person and ir	by Dr. Y. Vijaya Babu ;Handbook on Public ISK rgiene and Grooming as per SOP & COVID 1: uction, its purpose and the Do's & Don't's; ess along with body language ormation about at least 2 others. troduce himself and his group
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SUBJECT:	COMMUNICATION	PRA	CTICAL NO.:	3	Faculty: Shabi	
TOPIC:	Reading Skills	SE	MESTER:	1	HOURS: Approved By:	3 hours 45 mins Deputy Director
Learning Out	come	•			,	
Students have	e Improved reading abili	ty				
Able to read a	any article fluently					
Requirement	s of Resources and equi	ipments for the <b>j</b>	practical:			
quipment/ To	ools /Aids required-					
ower Point Pr	resentation					
		:om/watch?v=lviV(	Cr1dK1o ; https://ww	ww.youtube.co	om/watch?v=Q_iv4wI	RuZpM
/ideo clips	resentation <u>https://www.youtube.c</u>	com/watch?v=lviV	Cr1dK1o ; https://ww	ww.youtube.co	om/watch?v=Q_iv4wI	RuZpM
/ideo clips Role play	https://www.youtube.c					RuZpM y Dr. Y. Vijaya Babu ;Handbook on Public
Video clips Role play <b>Resources:</b>	https://www.youtube.c					
Video clips Role play Resources: METHODOLO	https://www.youtube.c					y Dr. Y. Vijaya Babu ;Handbook on Public
Video clips Role play Resources: METHODOLO P	https://www.youtube.co A COURSE ON COMMU DGY : PARTICULARS	NICATION SKILLS F	OR PROFESSIONAL	STUDENTS: Bas	sics and Concepts - by TAS	y Dr. Y. Vijaya Babu ;Handbook on Public
-	https://www.youtube.c	NICATION SKILLS F	OR PROFESSIONAL	STUDENTS: Bas	sics and Concepts - by TAS	y Dr. Y. Vijaya Babu ;Handbook on Public K
Video clips Role play Resources: METHODOLO P Hygiene & Gr	https://www.youtube.co A COURSE ON COMMU DGY : PARTICULARS	NICATION SKILLS F	OR PROFESSIONAL	STUDENTS: Bas	sics and Concepts - by TAS	y Dr. Y. Vijaya Babu ;Handbook on Public K
Video clips Role play Resources: METHODOLO P Hygiene & Gr	https://www.youtube.co A COURSE ON COMMU DGY : PARTICULARS	NICATION SKILLS F TIME 15 minutes	OR PROFESSIONAL	STUDENTS: Bas	sics and Concepts - by TAS n high standard Hyg	y Dr. Y. Vijaya Babu ;Handbook on Public K
/ideo clips Role play Resources: METHODOLO P Hygiene & Gr	https://www.youtube.co A COURSE ON COMMU DGY : PARTICULARS	NICATION SKILLS F TIME 15 minutes	OR PROFESSIONAL Students hav Briefing	STUDENTS: Bas ve to maintain g the students	sics and Concepts - by TAS high standard Hyg about Reading Skil	y Dr. Y. Vijaya Babu ;Handbook on Public K iene and Grooming as per SOP & COVID 1
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/ideo clips Role play Resources: METHODOLO P Hygiene & Gr Briefing	https://www.youtube.co A COURSE ON COMMU DGY : PARTICULARS	NICATION SKILLS F TIME 15 minutes 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic	STUDENTS: Bas ve to maintain g the students cipate in Class ro students have to	sics and Concepts - by TAS high standard Hyg about Reading Skil	y Dr. Y. Vijaya Babu ;Handbook on Public K iene and Grooming as per SOP & COVID 1 ls, its purpose and the Do's & Don't's; rove the reading Skills
/ideo clips Role play Resources: METHODOLO P Hygiene & Gr Briefing Procedure	https://www.youtube.co A COURSE ON COMMU DGY : PARTICULARS	NICATION SKILLS F TIME 15 minutes 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic Articles given s Comprehension	STUDENTS: Bas ve to maintain g the students cipate in Class ro students have to n exercises	sics and Concepts - by TAS high standard Hyg about Reading Skil	y Dr. Y. Vijaya Babu ;Handbook on Public K iene and Grooming as per SOP & COVID 1 ls, its purpose and the Do's & Don't's; prove the reading Skills jestions
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Video clips Role play Resources: METHODOLO P Hygiene & Gr Briefing Procedure Expected outc Possible	https://www.youtube.c A COURSE ON COMMU DGY : PARTICULARS rooming Check up	NICATION SKILLS F TIME 15 minutes 15 minutes 2hr 30mins 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic Articles given s Comprehension Students learn Students read they learn to	STUDENTS: Bas ve to maintain g the students cipate in Class ro students have to n exercises to pay attentio d news paper ; read fluently	sics and Concepts - by TAS high standard Hyg about Reading Skil oom activities to imp o read and answer qu on and improve Listen	y Dr. Y. Vijaya Babu ;Handbook on Public K iene and Grooming as per SOP & COVID 1 Is, its purpose and the Do's & Don't's; prove the reading Skills jestions ing Skills.

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SUBJECT:	COMMUNICATION	PRAC	CTICAL NO.:	4	Faculty: Shabr	
TOPIC:	Listening Skills	SE	MESTER:	1	HOURS: Approved By:	3 hours 45 mins Deputy Director
Learning Outo	come				Approved by:	Deputy Director
-	e Improved listening Ski	lls				
	ppropriate responses to					
	s of Resources and equ		oractical:			
Equipment/ To	ools /Aids required-					
• •	•					
ower Point Pre	resentation					
	esentation <u>https://www.youtube.c</u>	com/watch?v=EyPv	vKwVhyw4			
Video clips		com/watch?v=EyPv	vKwVhyw4			
Video clips Role play	https://www.youtube.c			STUDENTS: Bas	sics and Concepts - by	y Dr. Y. Vijaya Babu ;Handbook on Public
Video clips Role play <b>Resources:</b>	https://www.youtube.c			STUDENTS: Bas	sics and Concepts - by	y Dr. Y. Vijaya Babu ;Handbook on Public
Video clips Role play <b>Resources:</b> METHODOLO	https://www.youtube.c			STUDENTS: Bas	sics and Concepts - by TAS	
Video clips Role play Resources: METHODOLO P/	https://www.youtube.c	NICATION SKILLS F	OR PROFESSIONAL		TAS	
Hygiene & Gro	https://www.youtube.c A COURSE ON COMMU GY : ARTICULARS	NICATION SKILLS F TIME 15 minutes	OR PROFESSIONAL		TAS	К
Video clips Role play Resources: METHODOLO P/ Hygiene & Gro	https://www.youtube.c A COURSE ON COMMU GY : ARTICULARS	NICATION SKILLS F	OR PROFESSIONAL	ve to maintain	TAS n high standard Hyg	K iene and Grooming as per SOP & COVID
Video clips Role play Resources: METHODOLO P/	https://www.youtube.c A COURSE ON COMMU GY : ARTICULARS	NICATION SKILLS F TIME 15 minutes	OR PROFESSIONAL Students hav Briefing	ve to maintain g the students	TAS n high standard Hyg about Listening Ski	K iene and Grooming as per SOP & COVID Ils, its purpose and the Do's & Don't's;
Video clips Role play Resources: METHODOLO P/ Hygiene & Gro Briefing	https://www.youtube.c A COURSE ON COMMU GY : ARTICULARS	NICATION SKILLS F TIME 15 minutes 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic	ve to maintain g the students cipate in Class r	TAS high standard Hyg about Listening Ski room activities to imp	K iene and Grooming as per SOP & COVID Ils, its purpose and the Do's & Don't's; rove the listening Skills
Video clips Role play Resources: METHODOLO P/ Hygiene & Gro Briefing	https://www.youtube.c A COURSE ON COMMU GY : ARTICULARS	NICATION SKILLS F TIME 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic	ve to maintain g the students cipate in Class r	TAS n high standard Hyg about Listening Ski	K iene and Grooming as per SOP & COVID Ils, its purpose and the Do's & Don't's; rove the listening Skills
Video clips Role play Resources: METHODOLO P/ Hygiene & Gro Briefing Procedure	https://www.youtube.c A COURSE ON COMMU GY : ARTICULARS	NICATION SKILLS F TIME 15 minutes 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic Audios are play	ve to maintain g the students cipate in Class n yed, students ha	TAS high standard Hyg about Listening Ski room activities to imp	K iene and Grooming as per SOP & COVID Ils, its purpose and the Do's & Don't's; rove the listening Skills answer questions
Video clips Role play Resources: METHODOLO P/ Hygiene & Gro Briefing Procedure Expected outco	https://www.youtube.c	NICATION SKILLS F TIME 15 minutes 15 minutes 2hr 30mins 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic Audios are play Students learn	ve to maintain g the students cipate in Class r yed, students h to pay attentio	TAS n high standard Hyg about Listening Ski room activities to imp nave to listen to it and on and improve Listen	K iene and Grooming as per SOP & COVID Ils, its purpose and the Do's & Don't's; rove the listening Skills answer questions
Video clips Role play Resources: METHODOLO P/ Hygiene & Gro Briefing Procedure Expected outco Possible	https://www.youtube.c A COURSE ON COMMU PGY : ARTICULARS cooming Check up	NICATION SKILLS F TIME 15 minutes 15 minutes 2hr 30mins	OR PROFESSIONAL Students hav Briefing Students partic Audios are play Students learn Students liste	ve to maintain g the students cipate in Class r yed, students h to pay attentio en to reply and	TAS n high standard Hyg about Listening Ski room activities to imp nave to listen to it and on and improve Listen	K iene and Grooming as per SOP & COVID Ils, its purpose and the Do's & Don't's; rove the listening Skills I answer questions ing Skills. ave problem in following the accent. List
Video clips Role play Resources: METHODOLO P/ Hygiene & Gro Briefing Procedure Expected outco Possible	https://www.youtube.c A COURSE ON COMMU OGY : ARTICULARS rooming Check up	NICATION SKILLS F TIME 15 minutes 15 minutes 2hr 30mins 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic Audios are play Students learn Students liste slowly, and pr	ve to maintain g the students cipate in Class r yed, students h to pay attentio en to reply and	TAS a high standard Hyg about Listening Ski room activities to imp lave to listen to it and on and improve Listen d not understand; H ng to different accer	K iene and Grooming as per SOP & COVID Ils, its purpose and the Do's & Don't's; rove the listening Skills I answer questions ing Skills. ave problem in following the accent. List

				PRACTICA	L MANUAL		
				B.Sc Cul	inary Art		
SUBJECT:	Communicat	tion	MANU	AL NO:	5	Faculty: Shab	nam Jana
TOPIC:	Manners & Etiquett	ē	SEME	STER:	1	HOURS:	3 hours 45 mins
	-		JEIVIE	STER.	1	Approved By:	Deputy Director
LEARNING OL							
	demonstrate their und	-					
They clearly e	explain the significance	all of these	in Hospita	ality industry			
	Projector, Screen & la						
					NAL STUDENTS	: Basics and Conce	pts - by Dr. Y. Vijaya Babu ;Handbool
	ttps://www.youtube.c	om/watch?	v=D857CV	KXSH4			
PPT used							
METHODOLO				1		=	
	ARTICULARS		ME			TASK	
Hygiene & Gr	ooming Check up	15 minute	S	Student	s have to main	tain high standard	Hygiene and Grooming as per SOP
Briefing		30 minute		Students are	briefed about	Manners & Etique	***
briefing		50 minute	5				ette
				Importance o	of both in Hosp	onanty	
Practical Dem	onstration	2hr 30 min	utos	Mannara		lained cuitable fo	r Hospitality Industry
	וטווסנומנוטוו	2111 30 11111	ules				ople in Hospitality Industry.
							ession. They are asked to identify the
Check learning	g outcome	20 minutes	5		•	tive & negative Bo	
				Closing as pe			מין וווושמקב
Closing		10 minutes	5				
		1		L			
POSSIBI F SOI	URCES OF FRRORS & R	FCTIFICATI	ON:				
POSSIBLE SOU	URCES OF ERRORS & R POSSIBLE ERROR		ON :			RECTIFICA	ΓΙΟΝ

	School of Ho	spitality & Culi	inary Art -T	he Neotia Unive	rsity
SUBJECT: COMMUNICATION	PRA	CTICAL NO.:	6	Faculty: Shab	nam Jana
TOPIC: Extempore	SE	MESTER:	1	HOURS: Approved By:	3 hours 45 mins Deputy Director
Learning Outcome					
Students participate in Extempore con	nfidently followi	ng all the Do's & D	Don'ts.		
Regular practise is essential.					
Requirements of Resources and equi	pments for the p	practical:			
Equipment/ Tools /Aids required- Power Point Presentation					
		ntDaras las slattas /	/		K-0- 0
Video clips <u>https://www.youtube.c</u>	om/watch?v=7tze	ntBmmUc ; https://	/www.youtube	e.com/watch?v=NyE1	<u>.Kz0e0</u>
Video clips <u>https://www.youtube.c</u> Role play					
Video clips <u>https://www.youtube.c</u> Role play <b>Resources:</b> A COURSE ON COMMUI					<u>Kz0e0</u> y Dr. Y. Vijaya Babu ;Handbook on Public
Video clips <u>https://www.youtube.c</u> Role play <b>Resources:</b> A COURSE ON COMMUI					y Dr. Y. Vijaya Babu ;Handbook on Public
Video clips <u>https://www.youtube.c</u> Role play Resources: A COURSE ON COMMUI METHODOLOGY : PARTICULARS	NICATION SKILLS F	OR PROFESSIONAL	STUDENTS: Ba	sics and Concepts - b	y Dr. Y. Vijaya Babu ;Handbook on Public
Video clips <u>https://www.youtube.c</u> Role play <b>Resources:</b> A COURSE ON COMMUI <b>METHODOLOGY :</b> PARTICULARS Hygiene & Grooming Check up	NICATION SKILLS F	OR PROFESSIONAL	STUDENTS: Ba	sics and Concepts - b TA: high standard Hygi	y Dr. Y. Vijaya Babu ;Handbook on Public SK
Video clips <u>https://www.youtube.c</u> Role play <b>Resources:</b> A COURSE ON COMMUI <b>METHODOLOGY :</b> PARTICULARS Hygiene & Grooming Check up	NICATION SKILLS F TIME 10 minutes	OR PROFESSIONAL Students have Briefing the s Each student is	STUDENTS: Ba e to maintain tudents abou s given a topic f	nsics and Concepts - b TA: high standard Hygi It Extempore, its pu to speak upon.	y Dr. Y. Vijaya Babu ;Handbook on Public <b>5K</b> ene and Grooming as per SOP & COVID 19 rpose and the Do's & Don't's
Video clips <u>https://www.youtube.c</u> Role play Resources: A COURSE ON COMMUNI METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing	NICATION SKILLS F TIME 10 minutes	OR PROFESSIONAL Students have Briefing the s Each student is They take part	STUDENTS: Ba e to maintain tudents abou s given a topic t in a role play,	nsics and Concepts - b TA: high standard Hygi It Extempore, its pu to speak upon. where they need to s	y Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b> ene and Grooming as per SOP & COVID 19 rpose and the Do's & Don't's speak for 2 minutes each
Video clips <u>https://www.youtube.c</u> Role play <b>Resources:</b> A COURSE ON COMMUI METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure	TIME 10 minutes 15 minutes 2hr 30mins	OR PROFESSIONAL Students have Briefing the s Each student is They take part The topics initi	STUDENTS: Ba e to maintain tudents abou s given a topic f in a role play, ally is given to	to speak upon. where they need to s the students based of	y Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b> ene and Grooming as per SOP & COVID 19 rpose and the Do's & Don't's speak for 2 minutes each on their area of interest, which helps them to b
Video clips <u>https://www.youtube.c</u> Role play <b>Resources:</b> A COURSE ON COMMUI <b>METHODOLOGY :</b> PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical:	NICATION SKILLS F TIME 10 minutes 15 minutes	OR PROFESSIONAL Students have Briefing the s Each student is They take part The topics initi Students learn	STUDENTS: Ba e to maintain tudents abou s given a topic f in a role play, ally is given to to speak confi	t Extempore, its put to speak upon. where they need to s the students based dently in an Extempore	y Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b> ene and Grooming as per SOP & COVID 19 rpose and the Do's & Don't's speak for 2 minutes each on their area of interest, which helps them to b ore, being aware of the Do's & Don'ts
Video clips <u>https://www.youtube.c</u> Role play <b>Resources:</b> A COURSE ON COMMUI <b>METHODOLOGY :</b> PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical: Possible sources of error and	TIME 10 minutes 15 minutes 2hr 30mins	OR PROFESSIONAL Students have Briefing the s Each student is They take part The topics initi Students learn When the top	STUDENTS: Ba e to maintain tudents abou s given a topic in a role play, ally is given to to speak confi pic is not unde	to speak upon. where they need to s the students based of dently in an Extempore	y Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b> ene and Grooming as per SOP & COVID 19 rpose and the Do's & Don't's speak for 2 minutes each on their area of interest, which helps them to b
Video clips <u>https://www.youtube.c</u> Role play <b>Resources:</b> A COURSE ON COMMUI <b>METHODOLOGY :</b> <b>PARTICULARS</b> <b>Hygiene &amp; Grooming Check up</b> <b>Briefing</b> <b>Procedure</b> <b>Expected outcome from the practical:</b>	NICATION SKILLS F TIME 10 minutes 15 minutes 2hr 30mins 15 minutes	OR PROFESSIONAL Students have Briefing the s Each student is They take part The topics initi Students learn When the top	STUDENTS: Ba e to maintain tudents abou s given a topic in a role play, ally is given to to speak confi pic is not unde	t Extempore, its put to speak upon. where they need to s the students based dently in an Extempore	y Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b> ene and Grooming as per SOP & COVID 19 rpose and the Do's & Don't's speak for 2 minutes each on their area of interest, which helps them to b ore, being aware of the Do's & Don'ts

SUBJECT:				Labi	Manual		
	Communica	ation	MANU	JAL NO:	7	Faculty: Shabi	nam Jana
	Nan Verhel Comm	unication				HOURS:	3 hours 45 mins
TOPIC:	Npn Verbal Comm Body Language;	unication;	SEME	ESTER:	1	Approved By:	Deputy Director
LEARNING OUT							
	emonstrate their und						
	plain the significance		in Hospita	ality industry			
	rojector, Screen & la						
							pts - by Dr. Y. Vijaya Babu ;Handboo
	-	Communica	tion Skills:	Principles &	Practices to cre	ate high impact pre	esentations & meaningful
	by Sailesh Patil						
Video clips: htt	tps://www.youtube.	com/watch?	'v=vaT9Bo	QezhU ; http:	s://www.youtu	be.com/watch?v=c	24hvf-7Eh4
	V .						
METHODOLOG		<del></del>		1		TACK	
	TICULARS	TIN 15 minuto		Ctudon	to have to main	TASK	Unclosed and Creaming of nor COD
lygiene & Grou	oming Check up	15 minute	5	Studen	ts have to main	tain nigh standaru	Hygiene and Grooming as per SOP
				Students are	- briefed about	Non Verbal Comm	unication:
Briefing		30 minute	ç			Body Language	
5110-1-0			5		of both in Hosp		
		+				,	pect of communication
Practical Demo	enstration	2hr 30 minu	utos	BOUY Langua	age explained a	s an importanat as	
Plattical Demo	Instration	2111 30 11111	JIES	Videos shou		wara far paapla in	Localitative Inductor
		+					Hospitality Industry. sion. They are asked to identify the
Check learning o	outcome	20 minutes			egative Body la		SION. They are asked to identify the
0				positive a li	egative body id	Inguage	
				Closing as p	or SOP		

			PRACTIC	CAL MANU	AL	
		School of Ho	ospitality & Culi	inary Art -T	he Neotia Unive	ersity
SUBJECT:	COMMUNICATION	PRA	CTICAL NO.:	8	Faculty: Shab	onam Jana
TOPIC:	Making a presentatio	n SF	MESTER:	1	HOURS:	3 hours 45 mins
		5		1	Approved By:	Deputy Director
Learning Out						
	able to make a PPT					
	well equipped to make a					
	s of Resources and equi	pments for the	practical:			
• •	ools /Aids required-					
Power Point Pr						
Video clips	<u>http</u>	s://www.youtube	e.com/watch?v=bE4	42HTMObtA ; h	https://www.youtube	e.com/watch?v=Vn_bR1AlV-s
Task		·				
Task Resources:	A COURSE ON COMMU	·				e.com/watch?v=Vn_bR1AlV-s by Dr. Y. Vijaya Babu ;Handbook on Public
Task Resources: <b>METHODOLO</b>	A COURSE ON COMMU	NICATION SKILLS			asics and Concepts -	by Dr. Y. Vijaya Babu ;Handbook on Public
Task Resources: METHODOLO P/	A COURSE ON COMMU	NICATION SKILLS	FOR PROFESSIONA	L STUDENTS: B	asics and Concepts -	by Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b>
Task Resources: METHODOLO P/	A COURSE ON COMMU	NICATION SKILLS	FOR PROFESSIONA	L STUDENTS: B	asics and Concepts -	by Dr. Y. Vijaya Babu ;Handbook on Public
Task Resources: METHODOLO P/	A COURSE ON COMMU	NICATION SKILLS	FOR PROFESSIONA	L STUDENTS: B	asics and Concepts - TAS high standard Hyg	by Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b>
Task Resources: METHODOLO Pa Hygiene & Gr	A COURSE ON COMMU	NICATION SKILLS TIME 10 minutes	FOR PROFESSIONA	L STUDENTS: B	asics and Concepts - TAS high standard Hyg	by Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b>
Task Resources: METHODOLO Pa Hygiene & Gr	A COURSE ON COMMU	NICATION SKILLS TIME 10 minutes	FOR PROFESSIONA	L STUDENTS: B	asics and Concepts - TAS high standard Hyg	by Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b>
Task Resources: METHODOLO P Hygiene & Gr Briefing	A COURSE ON COMMU	NICATION SKILLS TIME 10 minutes	FOR PROFESSIONA	L STUDENTS: B	asics and Concepts - TAS high standard Hyg	by Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b>
Task Resources: METHODOLO P. Hygiene & Gr	A COURSE ON COMMU	NICATION SKILLS TIME 10 minutes 15 minutes	FOR PROFESSIONA Students hav Brief the stud	L STUDENTS: B ve to maintain dents about P	asics and Concepts - TAS high standard Hyg resentation	by Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b> jiene and Grooming as per SOP & COVID 1
Task Resources: METHODOLO Pi Hygiene & Gr Briefing Procedure	A COURSE ON COMMU IGY : ARTICULARS rooming Check up	NICATION SKILLS TIME 10 minutes 15 minutes 2hr 30mins	FOR PROFESSIONA Students hav Brief the stuc	L STUDENTS: B ve to maintain dents about P of PPT_students	asics and Concepts - TAS high standard Hyg resentation s are taught how to r	by Dr. Y. Vijaya Babu ;Handbook on Public SK giene and Grooming as per SOP & COVID 1 make the ppt, its basics. dos and dont etc.
Task Resources: METHODOLO P/ Hygiene & Gr Briefing Procedure Expected outco	A COURSE ON COMMU OGY : ARTICULARS rooming Check up	NICATION SKILLS TIME 10 minutes 15 minutes	FOR PROFESSIONA Students hav Brief the stud With the use of Students learn	to prepare an	asics and Concepts - TAS high standard Hyg resentation s are taught how to r impressive presenta	by Dr. Y. Vijaya Babu ;Handbook on Public SK giene and Grooming as per SOP & COVID 1 make the ppt, its basics. dos and dont etc. ation.
Task Resources: METHODOLO P/ Hygiene & Gr Briefing Procedure Expected outco Possible	A COURSE ON COMMU OGY : ARTICULARS rooming Check up	NICATION SKILLS TIME 10 minutes 15 minutes 2hr 30mins	FOR PROFESSIONA Students hav Brief the stud With the use of Students learn Incorrect for	L STUDENTS: B re to maintain dents about P of PPT_students to prepare an mat; Imprope	asics and Concepts - TAS high standard Hyg resentation s are taught how to r impressive presenta r Font type and size	by Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b> giene and Grooming as per SOP & COVID 1 make the ppt, its basics. dos and dont etc. ation. e. Improper used of Block letters, gramma
Task Resources: METHODOLO P/ Hygiene & Gr Briefing Procedure Expected outco Possible	A COURSE ON COMMU OGY : ARTICULARS rooming Check up	NICATION SKILLS TIME 10 minutes 15 minutes 2hr 30mins 15 minutes	FOR PROFESSIONA Students hav Brief the stud With the use of Students learn Incorrect form and incorrect	t spellings. Inc.	asics and Concepts - TAS high standard Hyg resentation s are taught how to r impressive presenta r Font type and size complete informatio	by Dr. Y. Vijaya Babu ;Handbook on Public SK giene and Grooming as per SOP & COVID 1 make the ppt, its basics. dos and dont etc. ation.
Task Resources: METHODOLO P/ Hygiene & Gr Briefing Procedure Expected outco Possible	A COURSE ON COMMU OGY : ARTICULARS rooming Check up	NICATION SKILLS TIME 10 minutes 15 minutes 2hr 30mins 15 minutes	FOR PROFESSIONA Students hav Brief the stud With the use of Students learn Incorrect for and incorrect Students pre	L STUDENTS: B re to maintain dents about P of PPT student: to prepare an mat; Imprope t spellings. Inc pare a ppt giv	asics and Concepts - TAS high standard Hyg resentation s are taught how to r impressive presenta r Font type and size	by Dr. Y. Vijaya Babu ;Handbook on Public <b>SK</b> giene and Grooming as per SOP & COVID 1 make the ppt, its basics. dos and dont etc. ation. e. Improper used of Block letters, gramma on. Once the technique is understood , th

		PRAC	TICAL MANU	AL	
	School of H	lospitality &	Culinary Art -Th	ne Neotia Unive	rsity
SUBJECT: COMMUNICATION	PR	ACTICAL NO.:	9	Faculty: Shab	nam Jana
TOPIC: Expressions of Agree Disagreement	ment &	SEMESTER:	1	HOURS: Approved By:	3 hours 45 mins Deputy Director
Learning Outcome					
Confidently expressing agreement or		in a Group discu	ussion, Debate or i	in finding a solutio	n to a problem
Appropriate usage of body language					
Requirements of Resources and equ	ipments for th	e practical:			
Equipment/ Tools /Aids required-					
Power Point Presentation					
/ideo clips <u>https://www.youtube.</u>	com/watch?v=C	zA0tjRgDZA			
Role play					
Sailesh Patil					
SdileSii Patii					
Sdilesii Palii					
Resources:					
Resources:	TIME			TAS	5K
Resources: METHODOLOGY : PARTICULARS	TIME 10 minutes	Students	have to maintain h	-	SK ene and Grooming as per SOP & COVID 19
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up				high standard Hygi	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up	10 minutes	Briefi	ng about expressi	high standard Hygio	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body age
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing	10 minutes 10 minutes	Briefi Students t	ing about expressions about expressions about expressions are specified about the second second second second s	high standard Hygie ng opinion, in agree langu	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body lage ition is given.
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing	10 minutes	Briefi Students t They need	ing about expressions about expressions about expressions are able to find a suitable so	high standard Hygie ng opinion, in agree langu where a critical situa olution by debating	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body lage ition is given.
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing	10 minutes 10 minutes	Briefi Students t They need They use t	ing about expressions about expressions about expressions are able to find a suitable so	high standard Hygie ng opinion, in agree langu where a critical situa olution by debating	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body lage ation is given. on the process.
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure	10 minutes 10 minutes	Briefi Students t They need They use t appropriat	ing about expressions take part in a game of to find a suitable so the words and phrase te body language	high standard Hygie ng opinion, in agree langu where a critical situa olution by debating ses used to express a	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body lage ation is given. on the process.
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure	10 minutes 10 minutes 2hr 30mins 15 minutes	Briefi Students t They need They use t appropriat Students lo	ing about expressions take part in a game of to find a suitable so the words and phrase te body language earn to express thei	high standard Hygie ng opinion, in agree langu where a critical situa olution by debating ses used to express a ir agreement and dis	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body lage ation is given. on the process. agreement or disagreement and
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical:	10 minutes 10 minutes 2hr 30mins	Briefi Students t They need They use t appropriat Students k Lack of ve	ing about expressing take part in a game of to find a suitable so the words and phrase te body language earn to express thei ocabulary giving ri	high standard Hygie ng opinion, in agre langu where a critical situa olution by debating ses used to express a ir agreement and dis ise to shyness and i	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body lage ation is given. on the process. agreement or disagreement and sagreement while debating on a topic. inconfidence. Students are directed to
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical: Possible sources of error and Precautions & Protection to be taken	10 minutes         10 minutes         2hr 30mins         15 minutes         10 minutes	Briefi Students t They need They use t appropriat Students le Lack of ve increase v	ing about expressions take part in a game of t to find a suitable so the words and phrase te body language earn to express thei ocabulary giving ri vocabulary throug	high standard Hygi ng opinion, in agre langu where a critical situa olution by debating ses used to express a ir agreement and dis ise to shyness and i h various tasks. Lea	ene and Grooming as per SOP & COVID 19 ement or disagreement along with body lage ation is given. on the process. agreement or disagreement and sagreement while debating on a topic.
Resources: METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical: Possible sources of error and	10 minutes 10 minutes 2hr 30mins 15 minutes	Briefi Students t They need They use t appropriat Students le Lack of ve increase v	ing about expressing take part in a game of to find a suitable so the words and phrase te body language earn to express thei ocabulary giving ri	high standard Hygi ng opinion, in agre langu where a critical situa olution by debating ses used to express a ir agreement and dis ise to shyness and i h various tasks. Lea	ene and Grooming as per SOP & COVID 1 ement or disagreement along with body lage ation is given. on the process. agreement or disagreement and sagreement while debating on a topic. inconfidence. Students are directed to

PRACTICAL MANUAL           School of Hospitality & Culinary Art -The Neotia University           SUBJECT:         COMMUNICATION         PRACTICAL NO.:         10         Faculty: Shabnam Jana           OPIC:         Giving Directions ; Asking Questions         SEMESTER:         1         HOURS:         3 hours 45 mins           Students use appropriate words to give direction to a place satisfactorily.         Peputy Director           Earning Outcome         Students can give directions based on a Map successfullyand ask Questions .         Requirements of Resources and equipments for the practical:         Equipment 7005 (Add srequired-           Power Point Presentation         Mode Class         This://www.youtube.com/watch?v=Tq_IoLM2PH4; https://www.youtube.com/watch?v=811PEUd7Ltc           Requirements of Resources:         Salesh Paul         Students can get directions and place satisfactorily.           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 & ameaningful conversations - by Resources:           Salesh Paul         Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 15           Hygiene & Grooming Check up         10 minutes         Prevention. Refer to SOP for Covid 19 Prevention           Briefing         13 minutes         Get the students interested in learning ab								
SUBJECT:         COMMUNICATION         PRACTICAL NO.:         10         Faculty: Shabnam Jana           TOPIC:         Giving Directions ; Asking Questions         SEMESTER:         1         HOURS:         3 hours 45 mins           Students use appropriate words to give direction to a place satisfactorily.         They are able to use questions for more knowledge & understanding.         Deputy Director           Students can give directions based on a Map successfullyand ask Questions.         Requirements of Resources and equipments for the practical:         Equipment/ Tools /Alds required-           Power Point Presentation         https://www.youtube.com/watch?v=Tq_IoLM2PH4; https://www.youtube.com/watch?v=810PEUd7Ltc           Role play         A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu; Handbook on Public           Speaking, Presentation         Counster Normic Refer to SOP for Covid 19 Prevention           METHODOLOGY :         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         Students have to directions & location, use of landmark Using games to physically understand the responses related of directions; Briefing the students about Asking questions. The different types of questions; Braiding relation to big there to sole to improve.           Procedure         2hr 30mins         Students have				PRACT	ICAL MANU	JAL		
TOPIC:         Giving Directions ; Asking Questions         SEMESTER:         1         HOURS: Approved By:         3 hours 45 mins Deputy Director           Learning Outcome         Students use appropriate words to give direction to a place satisfactorily.         Deputy Director           They are able to use questions for more knowledge & understanding.         Students can give directions based on a Map successfullyand 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=Tg_IoLM2Ph4_; https://www.youtube.com/watch?v=31LPEUd7Ltc 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:           Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 15           METHODOLOGY :           PARTICULARS         TIME           The vocabulary related to directions & location, use of landmark Using games to physically understand the result of giving correct direction Students about Asking questions. The different types of questions; Briefing           Procedure         2hr 30mins           Students learn to direct correctly to obtain desired results satisfactorily; Read Map correctly. Students learn to use different types of questions; Braiding the students about Asking questions. The different types of questions			School of	f Hospitality & C	ulinary Art -T	The Ne	otia Unive	ersity
TOPIC:         Questions         SEMESTER:         1         Approved By:         Deputy Director           Learning Outcome         Students use appropriate words to give direction to a place satisfactorily.         Image: Control of Resources and equipments for the practical:         Equipment/ Tools / Alds required-           Requirements of Resources and equipments for the practical:         Equipment/ Tools / Alds required-         Requirements for Struct of Control Of Conte	SUBJECT:	COMMUNICATION	F	PRACTICAL NO.:	10	Fa	aculty: Shab	onam Jana
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 successfullyand ask Questions .         Requirements of Resources and equipments for the practical:       Equipment/Tools /Aids required-         Power Point Presentation       Video clips         Nithos / Not Presentation       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 :       TIME         PARTICULARS       TIME         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         Games & Role Plays used to understand the responses to wrong direction vight direction; Ms reading of a subject/topic improves.         Students learn to use different types of questions; By asking questions to obtain correct answers.         Procedure       15 minutes         Correct answers.       Students learn to direct correctly to shardser degregion; Sy asking questions to obtain correct answers.         Possible sources of error and Present	TOPIC:	•	king	SEMESTER:	1			
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_IoLM2Ph4; https://www.youtube.com/watch?v=81LPEUd7Ltc         Rele 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:       Sallesh Patil       Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19         PARTICULARS       TIME       TASK         Hygiene & Grooming Check up       10 minutes       Students interested in learning about the Directions and its importance         Briefing       15 minutes       Get the students interested to directions. The different types of questions; Briefing the students about Asking questions. The different types of questions; Briefing the students and the responses to wrong direction system the understanding of a subject/topic improves.         Procedure       2hr 30mins       Students learn to direct correctly to bital desired results astisfactorily; Read Map correctly. Students learn to use						A	Approved By:	: Deputy Director
They are able to use questions for more knowledge & understanding.         Students can give directions based on a Map successfullyand ask Questions .         Requirement/ Tools /Aids required-         Power Point Presentation         Video clips       https://www.youtube.com/watch?v=Tq_IoLM2Ph4 ; 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:         Sallesh Patil       Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 15         PARTICULARS       TIME       TASK         Procedure       10 minutes       Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 15         Procedure       2hr 30mins       Get the students interested in learning about the Directions and its importance         Procedure       2hr 30mins       Games & Role Play sused to understand the responses to wrong direction; Wire reading and developing Map Reading Skills; Using phrases related to direction; 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 astisfactorily; Read Map correctly. Students learn to use ifferent types of questions; By asking ques								
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A CO Spea Resources Saile METHODOLOGY : PARTIC Hygiene & Groomir Briefing Procedure	aking, Presentation esh Patil CULARS ng Check up om the practical: es of error and	& Commur TI 10 minut 15 minut 2hr 30mit	ME Stud tes Stud tes Brief Use F Use F ns Resp Provi By sta es Stude es Whe	ents ha fing the of body Role Play ond spe ide spec ating ex ents lear ther it	& Practices to o ave to maintain e students abo / language y in handling co ecifically to the i cific apology ack (actly what is in rn to Handle Co	n high st out Comp omplaints issues of knowledg itended to omplaints or not, th	TAS TAS andard Hygie plaint handlin and Apologis complaint ing any mistal o be done and s effectively. ne complaina	k ene and G g and apc ing based propose t nt needs	& meaningful con rooming as per s ologising along w on the following: o improve the exp an aplogy. Do no	NVERSATIONS - by SOP & COVID 19 Vith appropriate

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SUBJECT: TOPIC: Learning Outco Students learn Requirements	COMMUNICATION The Art of Saying 'No'		spitality & Cul	inary Art -Th			
TOPIC: Learning Outco Students learn		PRAG		111aiy Ait - 11	ne Neotia Univer	sity	
Learning Outco Students learn	The Art of Saying 'No'		CTICAL NO.:	13	Faculty: Shabr	-	
Learning Outco Students learn		SE	MESTER:	1	HOURS:	3 hours 45 mins	
Students learn					Approved By:	Deputy Director	
		foctively without	it hurting anyong				
	of Resources and equip						
Equipment/ Too Power Point Pre Video clips Role play Resources:	https://www.youtube.co	NICATION SKILLS F	OR PROFESSIONAL			y Dr. Y. Vijaya Babu ;Handbook on Public entations & meaningful conversations - by	
METHODOLOG PA	GY : ARTICULARS	TIME			TAS	к	
Hygiene & Gro	ooming Check up	10 minutes	Students hav	e to maintain l	high standard Hygie	ene and Grooming as per SOP & COVID 19	
Briefing		15 minutes	-	students about portance of say	• • •	sertive, using proper body	
Procedure		2hr 30mins	To stay produ Prorities need	ctive, and minim to be set, Time	to be Valued, Pre-em	rre taken. Dearn the Gentle Art of Saying No Npt requests, Express jeopardising Nole Play for better understanding	
Expected outcom	me from the practical:	15 minutes		n the art of sayin			
	ources of error and & Protection to be taken	15 minutes	-			eone or avoid confrontation leads to makes it difficult to say NO.	
Closing		20 minutes			here to say YES or I by id 19 prevention a		
	ults & drawing of infere						

			PRACTIC		AL	
		School of Ho	ospitality & Cul	inary Art -Th	ne Neotia Univer	rsity
SUBJECT:	COMMUNICATION	PRA	CTICAL NO.:	14	Faculty: Shabr	nam Jana
TOPIC:	Mother Tongue Influe	ence SI	EMESTER:	1	HOURS: Approved By:	3 hours 45 mins Deputy Director
Learning Out	come				Approved by:	
Students lear	n to overcome their MTI					
Requirement	s of Resources and equi	pments for the <b>p</b>	oractical:			
Power Point Pr Video clips Role play <b>Resources:</b>	https://www.youtube.co	NICATION SKILLS	FOR PROFESSIONAL			y Dr. Y. Vijaya Babu ;Handbook on Public entations & meaningful conversations - by
METHODOLO	GY:					
	IGY : ARTICULARS	TIME			TAS	к
P	-	TIME 10 minutes	Students hav	e to maintain l	-	K ene and Grooming as per SOP & COVID 19
P	ARTICULARS				-	ene and Grooming as per SOP & COVID 19
P Hygiene & Gr	ARTICULARS	10 minutes	Briefing the s Explaining with Understanding		high standard Hygie Mother Tongue Inf unciations s	ene and Grooming as per SOP & COVID 19
P Hygiene & Gr Briefing Procedure	ARTICULARS ooming Check up	10 minutes 15 minutes 2hr 30mins	Briefing the s Explaining with Understanding Using differee	tudents about h Different Pron g the differences nt techniques to	high standard Hygie Mother Tongue Inf unciations s o overcome MTI	ene and Grooming as per SOP & COVID 19
P Hygiene & Gr Briefing Procedure Expected outco	ARTICULARS ooming Check up ome from the practical:	10 minutes 15 minutes	Briefing the s Explaining with Understanding Using differee	tudents about h Different Pron g the differences	high standard Hygie Mother Tongue Inf unciations s o overcome MTI	ene and Grooming as per SOP & COVID 19
P Hygiene & Gr Briefing Procedure Expected outco Possible	ARTICULARS ooming Check up	10 minutes 15 minutes 2hr 30mins	Briefing the s Explaining with Understanding Using differee Students learn	tudents about h Different Pron g the differences nt techniques to to pronounce o	high standard Hygie Mother Tongue Inf unciations s o overcome MTI	ene and Grooming as per SOP & COVID 19 fluence
P Hygiene & Gr Briefing Procedure Expected outco Possible	ARTICULARS ooming Check up ome from the practical: sources of error and	10 minutes 15 minutes 2hr 30mins 15 minutes	Briefing the s Explaining with Understanding Using differee Students learn Strong MTI. I A short test o	tudents about h Different Pron g the differences nt techniques to to pronounce of Difficult to get on corrected pr	high standard Hygie Mother Tongue Inf unciations o overcome MTI correctly rid of. Recommend rocunciation.	ene and Grooming as per SOP & COVID 19 fluence led long Practise.
P Hygiene & Gr Briefing Procedure Expected outco Possible Precautions	ARTICULARS ooming Check up ome from the practical: sources of error and	10 minutes 15 minutes 2hr 30mins 15 minutes 15 minutes	Briefing the s Explaining with Understanding Using differee Students learn Strong MTI. I A short test o	tudents about h Different Pron g the differences nt techniques to to pronounce of Difficult to get on corrected pr	high standard Hygie Mother Tongue Inf unciations o overcome MTI correctly rid of. Recommend	ene and Grooming as per SOP & COVID 19 fluence led long Practise.