

School of Hospitality and Culinary Art

The Neotia University

Course Name	Communication in Hospitality 2 Lab
Course Code	AE HAP 201
Course Duration	15 weeks
Semester	Second
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 effectively & efficiently which actually is essential in Hospitality Industry.

Course Outcomes (COs)/ Learning Outcomes (LOs)

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

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

Parameters required from the students: Basic understanding of English language

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	1	Faculty: Shabnam Jana	
TOPIC:	Listening Skills	SEMESTER:	2	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:

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
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

School of Hospitality & Culinary Art -The Neotia University

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

Aims & Objectives of the Practical:

To enable the students to understand the importance of Effective Communication

Learning outcome

Students are able to understand and communicate correctly

Students are 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=etII6J5MG0w>

Role play

Resources:

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 Communication, Types and Barriers of Communication
Procedure	2hr 30mins	Students participate in Class room activities to develop Communication Skills Explained Communication Types of Communication Barriers of Communication - learning through activities and games
Expected outcome from the practical:	15 minutes	Students learn to use all different types of Communication effectively and efficiently
Possible sources of error and Precautions & Protection to be taken	15 minutes	Lack of vocabulary and self confidence prevents them from speaking. Regular reading and increased vocabulary helps them to be confident .
Closing	20 minutes	Asked questions and played games Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Once the barriers to listening are understood, students try to communicate effectively

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	3	Faculty: Shabnam Jana	
TOPIC:	Non Verbal Communication	SEMESTER:	2	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Aims & Objectives of the Practical:

To enable the students to understand the importance of Non Verbal Communication

Learning outcome

Students have improved Non Verbal Communication Skills

Students are able to give appropriate responses to questions

Video clips <https://www.youtube.com/watch?v=etlI6J5MG0w>

Role play

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 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	Briefing the students about Non verbal communication, its purpose and the Do's & Don't's;
Procedure	2hr 30mins	Explained the different Non Verbal Communications Videos are played and students play games to understand Non verbal communication The different written communications explained
Expected outcome from the practical:	15 minutes	Students learn to use Non Verbal Communication Skills effectively
Possible sources of error and Precautions & Protection to be taken	15 minutes	Students confuse between verbal and Non verbal Communication. They are not aware of Body Language as a part of communication.
Closing	20 minutes	Question & Answer session and game played 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

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	4	Faculty: Shabnam Jana	
TOPIC:	Remedial English	SEMESTER:	2	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning outcome

Students have improved English language skills

Students are able to use appropriate English words and pronunciation in composition

PPT used

Video <https://www.youtube.com/watch?v=q7PIUDy7Yck>

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 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	Briefing the students of incorrect english and the Do's & Don't's;
Procedure	2hr 30mins	In order to write well and effectively it is necessary to focus on correct grammar, vocabulary and composition; Students are encouraged to read more to increase vocabulary and given various tasks to write compositions
Expected outcome from the practical:	15 minutes	Students learn to use correct English language.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Lack of grammar knowledge, vocabulary deters the students from writing a composition. Provide remedial guidance and Practise to help the students improve.
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 importance of the use of correct English Grammar when understood, the students improve. The need to increase the vocabulary also has to be driven for better communication.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

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

Learning Outcome

Students are able to give interesting and smart introductions

Students are able to use appropriate and positive body language.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=MU8xhYgHT0U> ; <https://www.youtube.com/watch?v=TwZ7LgrPwR0>

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 along with body language
Procedure	2hr 30mins	Each student introduces herself/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 speak
Closing	20 minutes	Thanking 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 also has to be driven for better communication. Importance of Body Language.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	6	Faculty: Shabnam Jana	
TOPIC:	CV WRITING	SEMESTER:	2	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Aims & Objectives of the Practical:

To enable the students to write a perfect CV as they approach their final semester and prepare for the Campus interviews

Learning Outcome

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

Students are able to write an impressive CV.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation
Video clips
Task

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	Difference between a CV, Bio Data and Resume; Importance of each. A personal Marketing document used to sell oneself to a prospective employer
Procedure	2hr 30mins	With the use of PPT the differences between a Bio Data, Resume and Curriculum Vitae are explained. Samples of different CVs are shared. The Do's & Don'ts of CV writing is discussed. Students prepare their CVs for their first job application based on their learning.
Expected outcome from the practical	15 minutes	Students learn to prepare an impressive CV
Possible sources of error and Precautions & Protection to be taken	15 minutes	Incorrect format; Improper Font type and size. Improper used of Block letters, grammar and incorrect spellings. Incomplete information. Once the technique is understood , the
Closing	20 minutes	Students prepare a complete CV. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

The need to know what to put and what not to put in a CV is essential. Some additional information for eg. Objectives, achievements and interests may be included. It should be brief.

B.Sc Culinary Art				
SUBJECT:	Communication	MANUAL NO:	7	Faculty: Shabnam Jana
TOPIC:	Manners & Etiquette	SEMESTER:	2	HOURS: 3 hours 45 mins
				Approved By: Deputy Director
RESOURCES: Projector, Screen & laptop etc.				
REFERENCES: How to Win Friends and Influence People – Dale Carnegie; You can win - Shiv Khera; 7 habits of Highly Effective People- Stephen R. Covey				
Video clips: https://www.youtube.com/watch?v=D857CVKXSH4				
LEARNING OUTCOME				
The Students demonstrate their understanding of Manners & Etiquette				
They clearly explain the significance all of these in Hospitality industry				
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	Professional etiquette explained as an important aspect of communication		
		Manners and Etiquette explained, suitable for Hospitality Industry		
		Videos shown on Good & Bad Manners & Etiquette for people in Hospitality		
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		
Unaware of Professional/ Business etiquettes		A well planned interactive session supported by relevant videos would clear out all doubts		
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.:	7	Faculty: Shabnam Jana	
TOPIC:	STORY TELLING	SEMESTER:	2	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students are able to tell Story interestingly and effectively using the right techniques.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

<https://blog.hubspot.com/marketing/storytelling> ; <https://www.tell-a-tale.com/the-greedy-lion-a-moral-story-for-children-by-ridima-sethi/>

Video clips

Activity

Resources:

METHODOLOGY :

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

Analysis of results & drawing of inferences:

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

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	9	Faculty: Shabnam Jana	
TOPIC:	Framing Conversation	SEMESTER:	2	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students are able to frame conversations for various situations effectively using the right expressions

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation used

Activity

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP &
Briefing	15 minutes	Briefing about Conversation, various situations and use.
Procedure	2hr 30mins	Importance, Use , Types and Techniques of conversation is explained through PPT. Students are given different situations and asked to frame conversations Students are made into pairs and given situations related to the hospitality Industry and where they use conversations in role play
Expected outcome from the practical:	15 minutes	Students learn the technique of framing conversations
Possible sources of error and Precautions & Protection to be taken	20 minutes	Fail to hold the attention of the audience for long. Fail to make a conclusive conversation. Conversation ends abruptly. Provide supportive guidance.
Closing	15 minutes	Students queries answered. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Helps to develop imagination as Conversation requires some creativity . Various situations are considered and practised to enable the students to be confident.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	10	Faculty: Shabnam Jana	
TOPIC:	Extempore	SEMESTER:	2	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=7zentBmmUc> ; <https://www.youtube.com/watch?v=NyE1Kz0e-0>

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 Prevention. Refer to SOP for Covid 19 Prevention
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 recommended.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	11	Faculty: Shabnam Jana
TOPIC:	Just a Minute; Quiz	SEMESTER:	2	HOURS: 3 hours 45 mins
				Approved By: Deputy Director

Learning Outcome

Students participate confidently and speak fluently following all the Do's & Don'ts.

Regular practise gives desired confidence to participate in Quiz.

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:

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	Briefing the students about JAM, its purpose and the Do's & Don't's ; Briefing the students about Quiz, its purpose and the Do's & Don't's
Procedure	2hr 30mins	Each student is given a topic to speak upon impromptu. They take part in a role play, where they need to speak for a minutes each The topics initially is given to the students based on their area of interest, which helps them to be comfortable, confident and fluent while speaking. Quiz competition held to build confidence
Expected outcome from the practical:	15 minutes	Students learn to speak confidently and fluently in Public, 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 JAM and Quiz are 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 recommended.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	12	Faculty: Shabnam Jana	
TOPIC:	GROUP DISCUSSION	SEMESTER:	2	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.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	13	Faculty: Shabnam Jana	
TOPIC:	MOCK INTERVIEW	SEMESTER:	2	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Aims & Objectives of the Practical:

To provide the students with an opportunity to practice interviewing skills in an environment similar to an actual interview, thereby successfully cracking a job interview.

Learning Outcome

Students are able to face an interview confidently and successfully.

They also learn to use their body language positively.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

/ <https://www.youtube.com/watch?v=MU8xhYgHTOU> ; <https://www.youtube.com/watch?v=TwZ7LgrPwRO>

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.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	14	Faculty: Shabnam Jana	
TOPIC:	Accepting Criticism	SEMESTER:	2	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning Outcome

Students accept criticism in a positive way

They learn to respond correctly

Video clips

<https://www.youtube.com/watch?v=EDnFqr5lqCo>

Role play

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 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	Briefing the students about Criticism, Accepting Criticism, its purpose and the Do's & Don't's;
Procedure	2hr 30mins	Students participate in Class room activities to understand criticism Role of Criticism Effects of accepting criticism Videos on Criticism; Accepting and the result explained
Expected outcome from the practical:	15 minutes	Students learn to accept criticism gracefully
Possible sources of error and Precautions & Protection to be taken	15 minutes	Students misinterpret criticism as rebuke or negative feedback; Clarification through proper explanation and examples
Closing	20 minutes	Asked questions Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

When any behavioural aspect is explained with proper examples, videos and role plays the students understand better and improve on them.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	15	Faculty: Shabnam Jana	
TOPIC:	Giving Criticism	SEMESTER:	2	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

Learning outcome

Students are able to criticise correctly

Students are able to give correct feedbacks

Video clips

<https://www.youtube.com/watch?v=F7q1Sy2kviw>

Role play

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	15 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	Briefing the students Criticism, its purpose and the Do's & Don't's;
Procedure	2hr 30mins	Students participate in Class room activities to understand Criticism role plays used to understand Criticism Use of positive feedback or criticism
Expected outcome from the practical:	15 minutes	Students learn to criticise without being rude and negative.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Students need to understand the thin line between positive and negative feedback or criticism; Clarified through examples and role plays
Closing	20 minutes	Question answer session Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Once the positive use of criticism is explained and the effects discussed, students learn to Give Criticism effectively