	School of Hospitality and Culinary Art
	The Neotia University
Course Name	Foundation Course in Communication 1 Lab
Course Code	AE- CAP101
Course Duration	15 weeks
Semester	First
Core/Ele ctive	Core - Communication
Credit Points	2
Weekly Delivery/ Contact Hours	04 Hours per week
Resource Require ments	Class room , AV aids
Class conducte d at Building	School of Hospitality and Culinary Art
Prepared b	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 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	
l 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 are asked to introduce their friends	
2	Group Introduction	4
3	Reading Skills - Reading News Paper; Comprehension	4
	Effective Listening: Definition	
	Levels and types of listening	
4	Listening barriers	4
	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	
8	Presentation Skills: Making a PPT and Using it effectively;	4
	Project Presentation	
	Debate: Expressing opinion, in agreement or disagreement	
9	along with body language;Games on critical situation; Find	4
	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;	
	Learn to give directions by playing games ;	
10	Reading Maps ;	4
	Directing friends to their homes, schools, etc.	
	Phrases related to directions	
11	Telephone handling Skills	4
	Responding to a complaint and Apologizing: In the context	
12	of Hospitality Industry	3
17	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.	
14	Mother Tongue Influence - What Is it? How to remove them?	6

PRACTICAL MANUAL School of Hospitality & Culinary Art -The Neotia University SUBJECT: COMMUNICATION PRACTICAL NO.: 1 Faculty: Shabnam Jana TOPIC: INTRODUCTION & 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 Video clips https://www.youtube.com/watch?v=MU8xhYgHT0U ; https://www.youtube.com/watch?v=Tw27LgrPwRd Requirements of Resources and equipments For the practical: Equipment/ Tools / Aids required- Power Point Presentation Video clips https://www.youtube.com/watch?v=Tw27LgrPwRd Requirements of Resources and equipments For the practical: Particulares TIME Particulares TIME Particulares TIME Procedure 2							
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	Closing		20 minut				
Follow the guidelines for Covid 19 prevention at closure.	_	J	L	Follow t	he guidelines to	r Covid 19 preve	ention 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.

		PRACTI	CAL MANUA	AL	
	School of Hos	spitality & Cu	linary Art -Th	e Neotia Univer	sity
SUBJECT: COMMUNICATION	PRAC	TICAL NO.:	2	Faculty: Shabr	nam Jana
TOPIC: Group Introduction	SE	MESTER:	1	HOURS: Approved By:	3 hours 45 mins Deputy Director
Learning Outcome					
Students are able to give Interesting a	nd smart introdu	iction.			
Able to give appropriate introduction	of the group				
Requirements of Resources and equi	pments for the p	oractical:			
Equipment/ Tools /Aids required-					
Power Point Presentation					
Video clips		https://www	v.youtube.com/wa	atch?v=VTsVx98B8co	<u>o</u>
Role play					
	NICATION SKILLS FO	OR PROFESSIONA	L STUDENTS: Basi	cs and Concepts - by	/ Dr. Y. Vijaya Babu ;Handbook on Public
METHODOLOGY :	-				
PARTICULARS	TIME			TAS	К
Hygiene & Grooming Check up	10 minutes	Students h	ave to maintain	high standard Hygi	iene and Grooming as per SOP & COVID 19
Briefing	15 minutes	Briefing		•	tion, its purpose and the Do's & Don't's; s along with body language
Procedure	2hr 30mins	They take pa They are the This helps to	n supposed to greater break the ice and	e they find out inform et a person and intro also get to know eac	
Expected outcome from the practical:	15 minutes				in an interesting manner and to greet properly.
Possible sources of error and Precautions & Protection to be taken	15 minutes		-		k of confidence. Students tend to introduce ey are encouraged to read, listen and
Closing	20 minutes		nd greeting every guidelines for Co	/one. vid 19 prevention a	at closure.
	-			·	
Analysis of results & drawing of infer	ences:				
		aged to speak.	Most of the stud	ents coming from	Vernacular backgrounds make them shy to
communicate in English. The importan	-			-	

PRACTICAL MANUAL

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		School of Hos	pitality & Culi	nary Art -Th	ne Neotia Univer	sity
SUBJECT:	COMMUNICATION	PRACT	ICAL NO.:	3	Faculty: Shabr	nam Jana
TOPIC:	Reading Skills	SEM	1ESTER:	1	HOURS:	3 hours 45 mins
TOPIC.	Reading Skins	3LIV	ILJIEK.	T	Approved By:	Deputy Director
Learning Outo	come					
Students have	e Improved reading abilit	ty				
Able to read a	iny article fluently					
	s of Resources and equi	pments for the pra	actical:			
Equipment/ To	ools /Aids required-					
Power Point Pr						
Video clips	https://www.youtube.c	om/watch?v=lviVCr	<u>1dK1o ; https://v</u>	ww.youtube.c	:om/watch?v=Q_iv4w	vRuZpM
Role play						
Resources:		NICATION SKILLS FO	R PROFESSIONAL	STUDENTS: Ba	sics and Concepts - b	y Dr. Y. Vijaya Babu ;Handbook on Public
METHODOLO						
P	ARTICULARS	TIME			TAS	
Hygiene & Gr	ooming Check up	15 minutes	Students hav	ve to maintair	n high standard Hygi	iene and Grooming as per SOP & COVID
Briefing		15 minutes	Driefin	- the students	about Dooding Chil	le ite nurnees and the Dale & Dan'tle
						ls, its purpose and the Do's & Don't's; prove the reading Skills
Procedure		2hr 30mins		•	to read and answer qu	-
roccure		2111 30111113	Comprehensio			
Expected outco	ome from the practical:	15 minutes			on and improve Lister	ning Skills.
-	sources of error and					new and difficult words; With assistance
Precautions 8	& Protection to be taken	15 minutes	they learn to		, .	
		20			nd comprehension	
Closing		20 minutes	Follow the gu	idelines for Co	ovid 19 prevention a	at closure.
		•			•	
Analysis of re	sults & drawing of infer	ences:				
-	iers to reading are remo					

SUBJECT: COMMUNICATION		spitality & Culin	4	Faculty: Shab	-	
	PRAC	TICAL NO.:	4	HOURS:	3 hours 45	minc
TOPIC: Listening Skills	SE	MESTER:	1	Approved By:		Deputy Director
Learning Outcome						
Students have Improved listening Skill	S					
Able to give appropriate responses to	questions					
Requirements of Resources and equi	pments for the p	oractical:				
Equipment/ Tools /Aids required-						
Power Point Presentation						
And the second sec	om/watch?v-EvPv	wKwVhvw4				
Video clips <u>https://www.youtube.co</u>						
•		<u> </u>				
Role play	·		STUDENTS: Bas	sics and Concepts -	by Dr. Y. Vijay	a Babu ;Handbook on Public
Role play Resources: A COURSE ON COMMUN	·		STUDENTS: Bas	sics and Concepts -	by Dr. Y. Vijay	a Babu ;Handbook on Public
Role play Resources: A COURSE ON COMMUN	·		STUDENTS: Bas	ics and Concepts - TA		a Babu ;Handbook on Public
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS	NICATION SKILLS F	OR PROFESSIONAL		ТА	SK	va Babu ;Handbook on Public rooming as per SOP & COVII
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS Hygiene & Grooming Check up	TIME	OR PROFESSIONAL		ТА	SK	
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS Hygiene & Grooming Check up	NICATION SKILLS F	OR PROFESSIONAL	re to maintain	TA high standard Hy	SK giene and Gi	rooming as per SOP & COVI
Role play Resources: A COURSE ON COMMUN METHODOLOGY :	TIME	OR PROFESSIONAL Students hav Briefing	re to maintain the students a	TA high standard Hy about Listening Sk	SK giene and Gr ills, its purpo	rooming as per SOP & COVII ose and the Do's & Don't's;
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing	TIME 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic	ve to maintain the students a cipate in Class ro	TA high standard Hy about Listening Sk pom activities to im	SK giene and Gr ills, its purpo prove the list	rooming as per SOP & COVI ose and the Do's & Don't's; rening Skills
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing	TIME	OR PROFESSIONAL Students hav Briefing Students partic	ve to maintain the students a cipate in Class ro	TA high standard Hy about Listening Sk	SK giene and Gr ills, its purpo prove the list	rooming as per SOP & COVI ose and the Do's & Don't's; rening Skills
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure	TIME 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic Audios are play	ve to maintain the students a cipate in Class ro ved, students ha	TA high standard Hy about Listening Sk pom activities to im	SK giene and Gr ills, its purpo prove the list d answer que	rooming as per SOP & COVI ose and the Do's & Don't's; rening Skills
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS Hygiene & Grooming Check up	TIME 15 minutes 15 minutes 2hr 30mins 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic Audios are play Students learn	ve to maintain the students a cipate in Class ro ved, students ha to pay attentio	TA high standard Hy about Listening Sk pom activities to im ave to listen to it an n and improve Liste	SK giene and Gr ills, its purpo prove the list d answer que ening Skills.	rooming as per SOP & COVI ose and the Do's & Don't's; rening Skills
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical:	TIME 15 minutes 15 minutes 2hr 30mins	OR PROFESSIONAL Students hav Briefing Students partic Audios are play Students learn Students lister	re to maintain the students a cipate in Class ro red, students ha to pay attentio n to reply and	TA high standard Hy about Listening Sk pom activities to im ave to listen to it an n and improve Liste	SK giene and Gr ills, its purpo prove the list d answer que ening Skills. Have proble	rooming as per SOP & COVII ose and the Do's & Don't's; rening Skills estions
Role play Resources: A COURSE ON COMMUN METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical: Possible sources of error and	TIME 15 minutes 15 minutes 2hr 30mins 15 minutes	OR PROFESSIONAL Students hav Briefing Students partic Audios are play Students learn Students lister	ve to maintain the students a cipate in Class ro ved, students ha to pay attentio n to reply and ractise listenin	TA high standard Hy about Listening Sk com activities to im ave to listen to it an n and improve Liste not understand; g to different acce	SK giene and Gr ills, its purpo prove the list d answer que ening Skills. Have proble	rooming as per SOP & COVII ose and the Do's & Don't's; rening Skills estions

				PRACIIC	CAL MANUAL		
				B.Sc C	ulinary Art		2
SUBJECT:	Communicat	ion	MANU	AL NO:	5	Faculty: Shabr	nam Jana
TOPIC:	Manners & Etiquette	<u> </u>	SEME	STER	1	HOURS:	3 hours 45 mins
		-	JEIVIE	JILIN.	±	Approved By:	Deputy Director
LEARNING OUT							
	emonstrate their und			-			
They clearly exp	plain the significance	all of these in	i Hospita	lity industry	у		
	ojector, Screen & lap	-					
					ONAL STUDENTS:	Basics and Concep	ots - by Dr. Y. Vijaya Babu ;Handboo
	ps://www.youtube.co	om/watch?v=	D857CV	KXSH4			
PPT used							
METHODOLOG		·					
	TICULARS	TIME	<u> </u>	<u> </u>		TASK	
Hygiene & Groo	oming Check up	15 minutes		Stude	nts have to main	tain high standard I	Hygiene and Grooming as per SOP
		ļ		ļ			
			I				
Briefing		30 minutes	l			Manners & Etiquet	te
		ļ		Importance	e of both in Hosp	itality	
			l				
Practical Demo	nstration	2hr 30 minute	52				Hospitality Industry
							pple in Hospitality Industry.
Check learning o	outcome	20 minutes	l		•		ssion. They are asked to identify the
-						tive & negative Bod	y language
Closing		10 minutes	l	Closing as	per SOP		
_							
	CES OF ERRORS & RE		<u> </u>				
POSSIBLE SOUR	POSSIBLE ERRORS		1:	<u> </u>		RECTIFICAT	
	PUSSIBLE EKKUK	s It on etiquette				RECHFICAT	ION

PRACTICAL MANUAL

		School of Ho	spitality & Cu	linary Art -Tl	ne Neotia Univer	sity
SUBJECT:	COMMUNICATION	PRAC	TICAL NO.:	6	Faculty: Shabr	nam Jana
TOPIC:	Extempore	SE .	MESTER:	1	HOURS:	3 hours 45 mins
TOPIC.	Extempore	3E	VIESTER.	I	Approved By:	Deputy Director
Learning Out	come					
Students part	icipate in Extempore cor	nfidently followin	g all the Do's &	Don'ts.		
Regular pract	ise is essential.					
	s of Resources and equi	pments for the p	ractical:			
• •	ools /Aids required-					
Power Point Pr						
Video clips	https://www.youtube.c	om/watch?v=7tzei	<u> ntBmmUc ; https</u>	://www.youtube	.com/watch?v=NyE1	<u>Kz0e0</u>
Role play						
Resources:		NICATION SKILLS F	OR PROFESSIONA	L STUDENTS: Ba	sics and Concepts - by	/ Dr. Y. Vijaya Babu ;Handbook on Public
METHODOLO	OGY :	•				
Р	ARTICULARS	TIME			TAS	К
Hygiene & Gr	ooming Check up	10 minutes	Students ha	ve to maintain	high standard Hygie	ene and Grooming as per SOP & COVID 19
Briefing		15 minutes	Briefing the	students about	t Extempore, its pur	pose and the Do's & Don't's
			Each student	is given a topic t	o speak upon.	
Procedure		2hr 30mins				peak for 2 minutes each
						n their area of interest, which helps them to b
Expected outc	ome from the practical:	15 minutes	Students lear	rn to speak confi	dently in an Extempo	re, being aware of the Do's & Don'ts
Possible	sources of error and	15 minutes	When the to	opic is not unde	rstood; When one j	umps in to speak. The Do's and Don'ts of
Precautions	& Protection to be taken	15 minutes	Extempore	is well explaine	d and understood	
Closing		20 minutes				
closing		20 minutes	Follow the g	guidelines for Co	ovid 19 prevention a	at closure.
Analysis of re	esults & drawing of infer	ences:				
Given some p	ositive feedback the stu	dents get encour	aged to speak.	Most of the stu	dents coming from	Vernacular backgrounds make them shy t
communicate	e in English. The need to i	increase the voca	bulary also has	to be driven fo	r better communica	ation with increased confidence. Practice

				Lab	Manual		
SUBJECT:	Communicat	ion	MANU	AL NO:	7	Faculty: Shab	nam Jana
TOPIC:	Non Verbal Commu	inication;	SEME	STER:	1	HOURS:	3 hours 45 mins
TOPIC.	Body Language;		JLIVIL	JILK.	L	Approved By:	Deputy Director
LEARNING OU							
	emonstrate their und						
	plain the significance		in Hospita	lity industr	У		
	rojector, Screen & lap	•					
							pts - by Dr. Y. Vijaya Babu ;Handbook
Video clips: ht	tps://www.youtube.c	com/watch?	v=vaT9Bo	QezhU ; ht	tps://www.youtul	pe.com/watch?v=	c24hvf-7Eh4
METHODOLOG		ī		1			
	TICULARS	TIN				TASK	
Hygiene & Gro	oming Check up	15 minute	S	Stude	nts have to maint	ain high standard	Hygiene and Grooming as per SOP
					re briefed about I		unication;
Briefing		30 minute	S		re briefed about I	, , ,	
					e of both in Hospi	,	
				Body Lang	uage explained as	an importanat as	pect of communication
Practical Demo	onstration	2hr 30 minu	utes			<u> </u>	
							Hospitality Industry.
Check learning	outcome	20 minutes					ssion. They are asked to identify the
				Closing as	negative Body lar	iguage	
Closing		10 minutes		CIUSING as	per SOP		
		l					
	RCES OF ERRORS & R	ECTIFICATIO	ON :				
POSSIBLE SOU	POSSIBLE ERROR					RECTIFICAT	ION
POSSIBLE SOU							المحديد معام الماريمين معمام بالمتعيم ما
	Language; Missed ou	it on etique	ttes	A well plai	nned interactive se	ession supported i	by relevant videos would clear out al

			PRACT				•	
	T		lospitality & Cu	-			1	
SUBJECT:	COMMUNICATION	PR	ACTICAL NO.:	8	Faculty: S			
TOPIC:	Making a presentatio	n s	SEMESTER:	1	HOURS: Approved		hours 45 mins Deputy Director	
Learning Outc	ome				Approved	<i>i</i> Dy.	Deputy Director	
	ble to make a PPT							
Students are w	vell equipped to make a	n professional	presentation.					
Requirements	of Resources and equi	pments for the	e practical:					
Equipment/ To	ols /Aids required-		-					
Power Point Pre	esentation							
Video clips	https	s://www.youtub	pe.com/watch?v=b	E42HTMObtA ; h	ttps://www.you	utube.	com/watch?v=Vn_bR1AlV-s	
Task								
	A COURSE ON COMMU	NICATION SKILI	S FOR PROFESSION	NAL STUDENTS: B	asics and Conce	epts - k	y Dr. Y. Vijaya Babu ;Handbook	on Public
Task Resources: METHODOLOG		NICATION SKILI	S FOR PROFESSION	NAL STUDENTS: B	asics and Conce	epts - t	y Dr. Y. Vijaya Babu ;Handbook	on Public
Resources: METHODOLOG		NICATION SKILI	S FOR PROFESSION	NAL STUDENTS: B	asics and Conce	epts - b TAS I		on Public
Resources: METHODOLOG PA	GY :					TAS		
Resources: METHODOLOG PA Hygiene & Gro	GY : ARTICULARS	TIME 10 minutes	Students ha	ave to maintain	high standard	TAS	(
Resources: METHODOLOG PA	GY : ARTICULARS	TIME	Students ha		high standard	TAS	(
Resources: METHODOLOG PA Hygiene & Gro	GY : ARTICULARS	TIME 10 minutes	Students ha	ave to maintain	high standard	TAS	(
Resources: METHODOLOG PA Hygiene & Gro Briefing	GY : ARTICULARS	TIME 10 minutes 15 minutes	Students ha	ave to maintain	high standard	TAS	(
Resources: METHODOLOG PA Hygiene & Gro	GY : ARTICULARS	TIME 10 minutes	Students ha	ave to maintain	high standard	TAS	(
Resources: METHODOLOG PA Hygiene & Gro Briefing	GY : ARTICULARS	TIME 10 minutes 15 minutes	Students ha	ave to maintain udents about Pr	high standard resentation	TASH Hygie	(& COVID 1
Resources: METHODOLOG PA Hygiene & Gro Briefing Procedure	GY : ARTICULARS	TIME 10 minutes 15 minutes	Students ha Brief the st With the use Students lea	ave to maintain udents about Pr e of PPT students rn to prepare an	high standard resentation s are taught how impressive pres	TASH Hygie w to m sentati	ne and Grooming as per SOP ake the ppt, its basics. dos and on.	& COVID 1
Resources: METHODOLOG PA Hygiene & Gro Briefing Procedure Expected outco	GY : IRTICULARS boming Check up	TIME10 minutes15 minutes2hr 30mins15 minutes	Students ha Brief the st With the use Students lea Incorrect fo	ave to maintain udents about Pr e of PPT students rn to prepare an prmat; Improper	high standard resentation s are taught how impressive pres r Font type and	TASH Hygie w to m sentati d size.	ne and Grooming as per SOP ake the ppt, its basics. dos and on. Improper used of Block lette	& COVID 1 dont etc. rs, gramma
Resources: METHODOLOG PA Hygiene & Gro Briefing Procedure Expected outco Possible s	GY : IRTICULARS boming Check up me from the practical	TIME 10 minutes 15 minutes 2hr 30mins	Students ha Brief the st With the use Students lea Incorrect fo	ave to maintain udents about Pr e of PPT students rn to prepare an prmat; Improper	high standard resentation s are taught how impressive pres r Font type and	TASH Hygie w to m sentati d size.	ne and Grooming as per SOP ake the ppt, its basics. dos and on.	& COVID 1 dont etc. rs, gramma
Resources: METHODOLOG PA Hygiene & Gro Briefing Procedure Expected outco Possible s Precautions 8	GY : IRTICULARS boming Check up me from the practical ources of error and	TIME10 minutes15 minutes2hr 30mins15 minutes15 minutes	Students ha Brief the st With the use Students lea Incorrect fo and incorre	ave to maintain udents about Pr e of PPT students rn to prepare an prmat; Improper	high standard resentation s are taught how impressive pres r Font type and omplete inforr	TASH Hygie w to m sentati d size. mation	ne and Grooming as per SOP ake the ppt, its basics. dos and on. Improper used of Block lette	& COVID 1 dont etc. rs, gramma
Resources: METHODOLOG PA Hygiene & Gro Briefing Procedure Expected outco Possible s	GY : IRTICULARS boming Check up me from the practical ources of error and	TIME10 minutes15 minutes2hr 30mins15 minutes	Students ha Brief the st With the use Students lea Incorrect fo and incorre Students p	ave to maintain udents about Pr e of PPT students rn to prepare an prmat; Improper ect spellings. Inco	high standard resentation s are taught how impressive pres r Font type and omplete inforr en on the topic	TASH Hygie w to m sentati d size. mation cs.	ake the ppt, its basics. dos and on. Improper used of Block lette n. Once the technique is unde	& COVID 1 dont etc. rs, gramma

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University SUBJECT: COMMUNICATION PRACTICAL NO.: 9 Faculty: Shabnam Jana Expressions of Agreement & HOURS: 3 hours 45 mins SEMESTER: TOPIC: 1 **Deputy Director** Disagreement Approved By: 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 https://www.youtube.com/watch?v=CzA0tjRgDZA Video clips Role play Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Public **METHODOLOGY** : PARTICULARS TASK TIME Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per SOP & COVID 19 Briefing about expressing opinion, in agreement or disagreement along with body Briefing 10 minutes language Students take part in a game where a critical situation is given. They need to find a suitable solution by debating on the process. 2hr 30mins Procedure They use the words and phrases used to express agreement or disagreement and appropriate body language Students learn to express their agreement and disagreement while debating on a topic. 15 minutes Expected outcome from the practical: Lack of vocabulary giving rise to shyness and inconfidence. Students are directed to Possible sources of error and 10 minutes Precautions & Protection to be taken increase vocabulary through various tasks. Learn to use proper body language. Students participate in a debate. 30 minutes Closing 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.

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 Earning Outcome Earning Outcome Deputy Director Students use appropriate words to give direction to a place satisfactorily. Deputy Director 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=81LPEUd7Ltc Rel play A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Pul METHODOLOGY : TASK Particulars TIME TASK Hygiene & Grooming Check up 10 minutes Students interested in learning about the Directions and its importance Procedure 2hr 30mins Get the students interested to directions. Recarrect work due to physically understand the response to work direction games & Role Plays used to understand the response to work direction games & Students correctly to obtain desired results astisfactorily; Read Map correct Presult on be taken 15 minutes Students learn to direct correctly to obtain desir						•.
TOPIC: Giving Directions ; Asking Questions SEMESTER: 1 HOURS: 3 hours 45 mins Learning Outcome Students use appropriate words to give direction to a place satisfactorily. They are able to use questions for more knowledge & understanding. Topic of the provide the provide the provided the pr				-		
TOPIC: Questions SEMESTER: 1 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 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=Tq_IoLM2Ph4 : https://www.youtube.com/watch?v=81LPEUd7Ltc Role play Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Pul METHODOLOGY : TIME TASK PARTICULARS TIME Get the students interested in learning about the Directions and its importance Procedure 2hr 30mins Get the students interested in learning about the Directions and its importance Procedure 2hr 30mins Students learn to direct correctly to obtain desired results astifactorily; Read Map correct presults astifactorily; Read Map correct precautions & Protection to be taken Precautions & Protection to be taken 15 minutes Students learn to direct correctly to obtain desired results astifactorily; Read Map correct Explain Map reading with proper Maps and games. Closing 20 minut			CTICAL NO.:	10		
QuestionsApproved By:Deputy DirectorLearning OutcomeStudents 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 PresentationVideo clipshttps://www.youtube.com/watch?v=Tq_IoLM2Ph4 ; https://www.youtube.com/watch?v=81LPEUd7LtcRole playResources:A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on PulMETHODOLOGY :PARTICULARSTIMETaskHygiene & Grooming Check up10 minutesStudents have to maintain high standard Hygiene and Grooming as per SOP & COVBriefing15 minutesGet the students interested in learning about the Directions and its importanceProcedure2hr 30minsProcedure15 minutesStudents learn to direct correctly to obtain desired results attifactorily; Read Map correProseible sources of error and Precautions & Protection to be taken15 minutesStudents learn to direct correctly to obtain desired results attifactorily; Read Map correct Explain Map reading with proper Maps and games.Closing20 minutes20 minutesStudents play a game to show the understanding of their learning. Follow the guidelines for Covid 19 prevention at closure.		king SE	MESTER:	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 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_loLM2Ph4 ; https://www.youtube.com/watch?v=81LPEUd7Ltc Role play Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Pul METHODOLOGY :	Questions			_	Approved By:	Deputy Director
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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=Tq_loLM2Ph4 ; https://www.youtube.com/watch?v=81LPEUd7Ltc Role play Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Put METHODOLOGY :		•		y.		
Requirements of Resources and equipments for the practical: Equipment/ Tools /Aids required- Power Point Presentation Vide o 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 Pul METHODOLOGY : TASK PARTICULARS TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per SOP & CO 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 results satisfactorily; Read Map corre Possible sources of error and Precautions & Protection to be taken 15 minutes Students learn to direct correctly to obtain desired results astisfactorily; Read Map correct Explain Map reading with proper Maps and games. Closing 20 minutes Students play a game to show the understanding of their learning.	· · ·					
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 Pul METHODOLOGY :	Students can give directions based on	a Map successfu	llyand ask Questi	ons .		
Power Point Presentation Video clips https://www.youtube.com/watch?v=Tq_loLM2Ph4 ; https://www.youtube.com/watch?v=81LPEUd7Ltc Role play Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Pul METHODOLOGY :		oments for the p	oractical:			
Video clips https://www.youtube.com/watch?v=Tq_loLM2Ph4 ; https://www.youtube.com/watch?v=81LPEUd7Ltc Role play Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Pul METHODOLOGY : TASK PARTICULARS TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per SOP & COV 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 results of giving correct direction so games & Role Plays used to understand the results astisfactorily; Read Map correct Possible sources of error and Precautions & Protection to be taken 15 minutes Students learn to direct correctly to obtain desired results of vocabulary related to Direction 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.	Equipment/ Tools /Aids required-					
Role play A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Pul METHODOLOGY : TASK PARTICULARS TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per SOP & COV 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 results satisfactorily; Read Map correct Possible sources of error and Precautions & Protection to be taken Students learn to direct correctly to obtain desired results satisfactorily; Read Map correct Explain Map reading with proper Maps and games. Closing 20 minutes Students play a game to show the understanding of their learning.						
Resources: A COURSE ON COMMUNICATION SKILLS FOR PROFESSIONAL STUDENTS: Basics and Concepts - by Dr. Y. Vijaya Babu ;Handbook on Put METHODOLOGY : TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per SOP & COV 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 result of giving correct direction Games & Role Plays used to understand the resonses to wrong direction vs right direction Explain Map reading with proper Maps and games. Proceutions & Protection to be taken 15 minutes Students play a game to show the understanding of their learning. Closing 20 minutes Students play a game to show the understanding of their learning.	• •	om/watch?v=Tq_l	oLM2Ph4 ; https:/	//www.youtube	.com/watch?v=81LP	PEUd7Ltc
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Procedure2hr 30minsUsing games to physically understand the result of giving correct direction Games & Role Plays used to understand the responses to wrong direction vs right direction Expected outcome from the practical:Expected outcome from the practical:15 minutesStudents learn to direct correctly to obtain desired results satisfactorily; Read Map correct Possible sources of error and 	METHODOLOGY : PARTICULARS	TIME			TAS	5K
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Precautions & Protection to be taken 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. Follow the guidelines for Covid 19 prevention at closure.	METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical:	TIME 10 minutes 15 minutes 2hr 30mins	Students have Get the stude The vocabulary Using games to Games & Role Students learn	e to maintain h ents interested y related to dire o physically und Plays used to u to direct correc	TAS nigh standard Hygie in learning about ections & location, us lerstand the result o nderstand the respo ctly to obtain desired	5K ene and Grooming as per SOP & COVID 19 the Directions and its importance se of landmark of giving correct direction onses to wrong direction vs right direction; Ma d results satisfactorily; Read Map correctly.
Follow the guidelines for Covid 19 prevention at closure.	METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical:	TIME 10 minutes 15 minutes 2hr 30mins 15 minutes	Students have Get the stude The vocabulary Using games to Games & Role Students learn Most hesitate	e to maintain h ents interested y related to dire o physically und Plays used to un to direct correct and make mis	TAS nigh standard Hygie in learning about ections & location, us lerstand the result o nderstand the respo ctly to obtain desired stakes due to the la	5K ene and Grooming as per SOP & COVID 19 the Directions and its importance se of landmark f giving correct direction onses to wrong direction vs right direction; Ma d results satisfactorily; Read Map correctly. ack of vocabulary related to Directions.
Follow the guidelines for Covid 19 prevention at closure.	METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical: Possible sources of error and	TIME 10 minutes 15 minutes 2hr 30mins 15 minutes	Students have Get the stude The vocabulary Using games to Games & Role Students learn Most hesitate Explain Map r	e to maintain h ents interested y related to dire o physically und Plays used to un to direct correct e and make mis reading with pr	TAS nigh standard Hygie in learning about ections & location, us lerstand the result o nderstand the respo ctly to obtain desired stakes due to the la roper Maps and ga	5K ene and Grooming as per SOP & COVID 19 the Directions and its importance se of landmark f giving correct direction onses to wrong direction vs right direction; Ma d results satisfactorily; Read Map correctly. ack of vocabulary related to Directions. omes.
	METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical: Possible sources of error and Precautions & Protection to be taken	TIME 10 minutes 15 minutes 2hr 30mins 15 minutes 15 minutes	Students have Get the stude The vocabulary Using games to Games & Role Students learn Most hesitate Explain Map r Students play	e to maintain h ents interested y related to dire o physically und Plays used to un to direct correct e and make mis reading with pr	TAS nigh standard Hygie in learning about ections & location, us lerstand the result o nderstand the respo ctly to obtain desired stakes due to the la roper Maps and ga ow the understand	5K ene and Grooming as per SOP & COVID 19 the Directions and its importance se of landmark f giving correct direction onses to wrong direction vs right direction; Ma d results satisfactorily; Read Map correctly. ack of vocabulary related to Directions. imes. ing of their learning.
Analysis of results & drawing of inferences:	METHODOLOGY : PARTICULARS Hygiene & Grooming Check up Briefing Procedure Expected outcome from the practical: Possible sources of error and Precautions & Protection to be taken	TIME 10 minutes 15 minutes 2hr 30mins 15 minutes 15 minutes	Students have Get the stude The vocabulary Using games to Games & Role Students learn Most hesitate Explain Map r Students play	e to maintain h ents interested y related to dire o physically und Plays used to un to direct correct e and make mis reading with pr	TAS nigh standard Hygie in learning about ections & location, us lerstand the result o nderstand the respo ctly to obtain desired stakes due to the la roper Maps and ga ow the understand	5K ene and Grooming as per SOP & COVID 19 the Directions and its importance se of landmark f giving correct direction onses to wrong direction vs right direction; Ma d results satisfactorily; Read Map correctly. ack of vocabulary related to Directions. imes. ing of their learning.

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			1	PRACTICA	AL MANUA	AL	
		School o	of Hospital	lity & Culin	hary Art -Th	ne Neotia Unive	rsity
SUBJECT:	COMMUNICATION		PRACTICAL	LNO.:	11	Faculty: Shab	nam Jana
TOPIC:	Telephone Handling		SEMEST	ER:	1	HOURS: Approved By:	3 hours 45 mins Deputy Director
Learning Outcor	me					Approved by.	Deputy Director
-	he importance of tele	nhone han	dling depen	nding upon th	ne purpose		
	telephone calls corre	-	uning ucper		ie purpose.		
	of Resources and equi		r the practic	cal:			
	s /Aids required-						
	entation						
ower Point Prese		s://www.yo	outube.com/v	watch?v=069	grhOZcbk ;http	ps://www.youtube.c	om/watch?v=KsDga3egyuw
Power Point Prese /ideo clips	http	<u>s://www.yo</u>	outube.com/\	watch?v=O69	grhOZcbk ;http	ps://www.youtube.c	om/watch?v=KsDqa3eqvuw
Power Point Prese /ideo clips Dummy telephone	<u>http</u>						<u>om/watch?v=KsDqa3eqvuw</u> oy Dr. Y. Vijaya Babu ;Handbook on Public
Power Point Prese /ideo clips Dummy telephone Resources:	e A COURSE ON COMMU						
Power Point Prese /ideo clips Dummy telephone Resources: METHODOLOGY	e A COURSE ON COMMU		KILLS FOR PR				oy Dr. Y. Vijaya Babu ;Handbook on Public
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Power Point Prese Video clips Dummy telephone Resources: METHODOLOGY PAR Hygiene & Groo	e A COURSE ON COMMU (: RTICULARS	NICATION SI	KILLS FOR PR	ROFESSIONAL	STUDENTS: Ba	asics and Concepts - I TAS high standard Hygi	by Dr. Y. Vijaya Babu ;Handbook on Public K ene and Grooming as per SOP & COVID
Power Point Prese Video clips Dummy telephone Resources: METHODOLOGY PAR Hygiene & Groo	e A COURSE ON COMMU (: RTICULARS		KILLS FOR PR	ROFESSIONAL	STUDENTS: Ba to maintain l e between a	asics and Concepts - I TAS high standard Hygi conventional mail	by Dr. Y. Vijaya Babu ;Handbook on Public K ene and Grooming as per SOP & COVID & email. The advantages & disadvantag
Power Point Prese Video clips Dummy telephone Resources: METHODOLOGY PAR Hygiene & Groo	e A COURSE ON COMMU (: RTICULARS	NICATION SI	KILLS FOR PF <u> ME</u> es St es T	ROFESSIONAL cudents have The difference	STUDENTS: Ba to maintain l e between a The	asics and Concepts - I TAS high standard Hygi conventional mail e effect of Social M	by Dr. Y. Vijaya Babu ;Handbook on Public K ene and Grooming as per SOP & COVID & email. The advantages & disadvantag edia, Do's & Don'ts
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Power Point Prese Video clips Dummy telephone Resources: METHODOLOGY PAR Hygiene & Groo Briefing Procedure Expected outcom Possible sou	e A COURSE ON COMMU (: TICULARS oming Check up	NICATION SI TIM 10 minute 15 minute 2hr 30mins	KILLS FOR PR AE es St es T s Giv s Do stu s Stu s Stu s Stu	ROFESSIONAL udents have the difference we a demo to the advantages o's & Don'ts udents practic udents learn the sing imprope	STUDENTS: Ba to maintain l e between a The the students a s & disadvanta s e the telephon he appropriate or phrases, wi	asics and Concepts - I TAS high standard Hygi conventional mail e effect of Social M about telephone hand ges of telephonic co ne handling in group e handling of telepho rong salutation, gre	by Dr. Y. Vijaya Babu ;Handbook on Public K ene and Grooming as per SOP & COVID & email. The advantages & disadvantag edia, Do's & Don'ts dling. nversaion. s. pne. eetings, etc. One needs to understand t
Power Point Prese Video clips Dummy telephone Resources: METHODOLOGY PAR Hygiene & Groo Briefing Procedure Expected outcom Possible sou	e A COURSE ON COMMU (: TICULARS pming Check up the from the practical:	NICATION SI TIN 10 minute 15 minute 2hr 30mins	KILLS FOR PR AE St es St es T Giv s Stu s Stu s Stu s Stu	ROFESSIONAL sudents have the difference we a demo to the advantages o's & Don'ts udents practic udents learn t sing imprope portance of	STUDENTS: Ba to maintain l e between a The the students a s & disadvanta s e the telephon he appropriate or phrases, wi telephone hi	asics and Concepts - I TAS high standard Hygi conventional mail e effect of Social M about telephone hand ages of telephonic co ne handling in group e handling of telepho rong salutation, gre ndling as it is the q	by Dr. Y. Vijaya Babu ;Handbook on Public K ene and Grooming as per SOP & COVID & email. The advantages & disadvantag ledia, Do's & Don'ts dling. nversaion. s. one.

PRACTICAL MANUAL School of Hospitality & Culinary Art -The Neotia University								
	-	School of H	lospitality & C	Culinary Art -Th				
SUBJECT:	COMMUNICATION		ACTICAL NO.:	12	Faculty: Shabnam Jana			
TOPIC: Responding to Complaints & Apologising		aints &	SEMESTER:	1	HOURS: Approved By:	3 hours 45 mins Deputy Director		
Learning outco	ome							
Students learn	n to handle complaints w	vith apologies	efficiently.					
	of Resources and equipols of Resources and equipols (Aids required-	pments for the	e practical:					
Power Point Pre Video clips Role play Resources	https://www.youtube.co		·	·		<u>G73Y</u> y Dr. Y. Vijaya Babu ;Handbook on Public		
METHODOLOG	GY :							
P <i>I</i>	ARTICULARS	TIME			TAS	К		
Hygiene & Gro	ooming Check up	10 minutes	Students h	nave to maintain ł	nigh standard Hygie	ene and Grooming as per SOP & COVID 19		
Briefing		15 minutes		ne students about ly language	Complaint handlin	g and apologising along with appropriate		
Briefing Procedure		15 minutes 2hr 30mins	use of bod Use Role Pl Respond sp Provide spe	ly language lay in handling com pecifically to the iss ecific apology ackno	plaints and Apologisi ues of complaint owledging any mistak	ng based on the following:		
Procedure Expected outco	ome from the practical:		use of bod Use Role Pl Respond sp Provide spe By stating e Students le	ly language lay in handling com pecifically to the iss ecific apology ackno exactly what is inter earn to Handle Com	plaints and Apologisi ues of complaint owledging any mistak nded to be done and plaints effectively.	ng based on the following: se propose to improve the experience of the		
Procedure Expected outco Possible s	ome from the practical: sources of error and & Protection to be taken	2hr 30mins	use of bod Use Role Pl Respond sp Provide spe By stating e Students le Whether i	ly language lay in handling com becifically to the iss ecific apology ackno exactly what is inter earn to Handle Com t is one's fault or	plaints and Apologisi ues of complaint owledging any mistak nded to be done and plaints effectively.	ng based on the following: The propose to improve the experience of the propose to improve to im		
Procedure Expected outco Possible s	sources of error and	2hr 30mins 15 minutes	use of bod Use Role Pl Respond sp Provide spe By stating e Students le Whether i helplessne Students a	ly language lay in handling com pecifically to the iss ecific apology ackno exactly what is inter earn to Handle Com t is one's fault or ess or ignore it as are in agreement y	plaints and Apologisi ues of complaint owledging any mistak nded to be done and plaints effectively. not, the complaina trivial. Do not argu	ng based on the following: te propose to improve the experience of the nt needs an aplogy. Do not express anger, e or be impatient ing the topic. Asked to practise more.		

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									
				2	ne Neotia Unive				
SUBJECT:	COMMUNICATION	PRAC	CTICAL NO.:	13	Faculty: Shabnam Jana				
TOPIC:	The Art of Saying 'No'	SE	MESTER:		HOURS:	3 hours 45 mins			
				_	Approved By:	Deputy Director			
Learning Outco									
	to say NO gently and e	•	- ·						
•	of Resources and equip	oments for the p	oractical:						
• •	ls /Aids required-								
Power Point Pres		a wa (uua tala Quula III)							
	https://www.youtube.co	om/watch?v=c-Of	<u>PNZIMSJU</u>						
Role play Resources:		ΝΙΓΑΤΙΩΝ SKILLS			asics and Concents - I	by Dr. Y. Vijaya Babu ;Handbook on Public			
METHODOLOG		NICATION SKILLS I		LE STODENTS. Do					
	RTICULARS	TIME			TAS	К			
Hygiene & Groo	oming Check up	10 minutes	Students hav	e to maintain	high standard Hygie	ene and Grooming as per SOP & COVID			
			Briefing the	Briefing the students about being polite yet assertive, using proper body					
Briefing		15 minutes	language; Importance of saying "NO"						
					many commitments				
Procedure		2hr 30mins	To stay productive, and minimize stress, one has to learn the Gentle Art of Saying No						
			Prorities 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 outcom	ne from the practical:	15 minutes		n the art of sayi		Role Play for better understanding			
	ources of error and	13 minutes				neone or avoid confrontation leads to			
Possible se	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.						
					here to say YES or				
		20 minutes	A short test of	on situations w	nere to say YES or	NU.			

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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.

		School of H	achitality & C	ulipary Art Th	o Nootia Univo	rcity			
SUBJECT:	School of Hospitality & Culinary Art -The Neotia University JBJECT: COMMUNICATION PRACTICAL NO.: 14 Faculty: Shabnam Jana								
				14	HOURS:				
TOPIC:	Mother Tongue Influe	ence Si	EMESTER:		Approved By:	Deputy Director			
Learning Outco	me	ł			,	· · ·			
Students learn	to overcome their MTI								
Requirements	of Resources and equi	pments for the	practical:						
Equipment/ Too	ls /Aids required-								
Power Point Pres	sentation								
Video clips	https://www.youtube.c	om/watch?v=ozl	<u>0vo7XIOE</u>						
Role play									
Resources:	A COURSE ON COMMU	NICATION SKILLS	FOR PROFESSIO	NAL STUDENTS: B	asics and Concepts -	by Dr. Y. Vijaya Babu ;Handbook on Public			
METHODOLOG	Y:	-							
PA	RTICULARS	TIME		TASK					
Hygiene & Gro	oming Check up	10 minutes	Students h	ave to maintain	high standard Hygi	ene and Grooming as per SOP & COVID 19			
Briefing		15 minutes	Briefing the	e students about	: Mother Tongue In	fluence			
Procedure			Explaining v	Explaining with Different Pronunciations					
		2hr 30mins	Understanding the differences						
			Using differeent techniques to overcome MTI						
Expected outcome from the practical:		15 minutes	Students learn to pronounce correctly						
	ources of error and Protection to be taken	15 minutes	Strong MTI. Difficult to get rid of. Recommended long Practise.						
Closing		20 minutes	A short tes	A short test on corrected procunciation.					
		20 minutes	Follow the	Follow the guidelines for Covid 19 prevention at closure.					