

CHRIST University, Bangalore-560029

FEEDBACK ANALYSIS AND ACTION TAKEN REPORT

2016 - 2017

DEPARTMENT OF HOTEL MANAGEMENT

Introduction

The Department of Hotel Management engages in meaningful revisions of their program that it offers every year. The purpose of such revision is to enhance student learning, improve the quality of instruction and ensure relevance of the curriculum to the real-world issues and events. Students should be able to develop skills that are employable as well as transferable to the understanding of several of the societal problems that confront us and find creative and practical solutions for the same. While doing so the theoretical and analytical aspects of the courses offered in the discipline do not suffer and adequate attention is paid in building in depth subject knowledge for students who may wish to pursue higher study or careers in hospitality sectors, research and academics at large.

Feedback Process

Feedback is a dynamic process of teaching and learning as it assists the faculty members to gauge the impact of the subject being taught to the students. The inputs provided by the students helps the faculty members to modify the teaching methodology for better assimilation of the students. Collection of feedback from diverse stakeholders and analysis aids the Department of Hotel Management to comprehend the requirements of the society and the expectations of the stakeholders from the Department of Hotel Management. With this aim the Department of Hotel Management has developed the feedback systems.

The feedbacks are obtained annually from all the stakeholders through the feedback committee. The Curriculum Development Committee (CDC) meets and discusses the feedback comments. While considering the comments, an extensive and intensive academic exercise is carried out for the restructuring of the courses and a deep analysis is done to ascertain the impact of the curriculum in the following areas:-

- (a) Development of need based and socially relevant programmes.
- (b) Curriculum to match the fast changing world and match international standards.

Post analysis of the feedback, the emerging curriculum changes and outcome is placed before the Department by the CDC. After a thorough brainstorming by the faculty members of the department, the curriculum changes are endorsed by them. The endorsements are finalised and the proposal is placed before the Board of studies for approval. Post approval, the changes are communicated to the faculty members, examination In-charge/ library for necessary modifications and improvement wherever required.

Feedback stakeholders, frequency and objectives are as under:-

S. No	Feedback Stakeholders	Feedback Frequency	Feedback Objective
1	Students	Once a Year	Curriculum Review and Design
2	Alumni	Once a Year	Curriculum Review and Design
3	Industry Experts	Once a Year	Curriculum Review and Design
4	Faculty members	Once a Year	Curriculum Review and Design
5	Parents	Once a Year	Curriculum Review and Design

Given below are the summary of Feedback Analysis conducted by the Department.

Major Suggestions by the Stakeholders:

Students:

1. Regional Cuisine - theory and practicals course to be introduced as basic culinary knowledge and culinary techniques are essential for 3 sem students.
2. Front Office theory and practicals course to be included in the first semester as Front Office front office department is geared towards supporting guest transactions and services.
3. Rooms Division Department course to be added to the syllabus as it is very important to understand the types of rooms, amenities, promotion plans etc. of a hotel.
4. Business Environment course will help students to be prepared for predicted and unpredicted changes in the realm of business.
5. Entrepreneurship Studies course for students will have the chance to push creative ideas to advance the industry and gain attention from consumers.

Alumni:

1. Students should have a thorough knowledge about the Quantity Food preparation theory and practicals of production of larger-than-normal food portions, such as for catering events of wedding, get together events, religious events etc.
2. Skill sets course to be introduced as it is essential as one's academic status. Education and skills should now go hand in hand.
3. Financial management systems course will help students to learn the proper use and allocation of funds which leads to improve the operational activity of a business organization. Hence it is very important to gain knowledge by learning about Finance.

Teachers:

1. The hotel information system will help to make better decisions by delivering all the information one needs and hence it would be the greatest benefit for students to learn practically the Business Information Systems.

2. The key focus of entrepreneurship education is to impart crucial life skills, which would enhance a student's ability to work in the real world. Hence a course on entrepreneurship to be imparted to the students.
3. Consumer behavior is an important course that can be introduced to students because it helps them and the marketers understand what influences consumers' buying decisions.
4. Advanced Accommodation Management course for senior students to be introduced as it is important for him/her to have positive attitude, higher energy, good communication skills and relationship management skills, knowledge of handling finances and budget and integrity etc.

Industry Experts:

1. Creativity is the foundation of innovation. Hence a course would be better for students apart from regular academic session to keep up their creativity skills.
2. Tourism course will provide incentives to further invest in education and labour mobility, especially students.
3. Organizational Change course will encourage innovation, develops skills, develops staff and leads to better business opportunities, and improves staff morale. Students should have some knowledge about the same.
4. Slow food practical courses in 8 semester, would benefit students in learning and promoting local foods and traditional cooking.
5. Introduction of a detailed Food and Beverage course would help students to learn the high quality of food and service, food costing, managing restaurant, bar, etc.

Parents:

1. Happy with the curriculum and satisfied. The curriculum provides scope for all types of employment.

Based on the feedback, the CDC met to discuss the changes required in the curriculum.

Meeting Date and Time: 22 February 2016 at Room No 119, Block IV, at 4pm.

Agenda of the meeting: To discuss change required in all the programs of the Department of Hotel Management, based on feedback from stakeholders and present the same for approval in the forthcoming Board of Studies Meeting of 2016-2017.

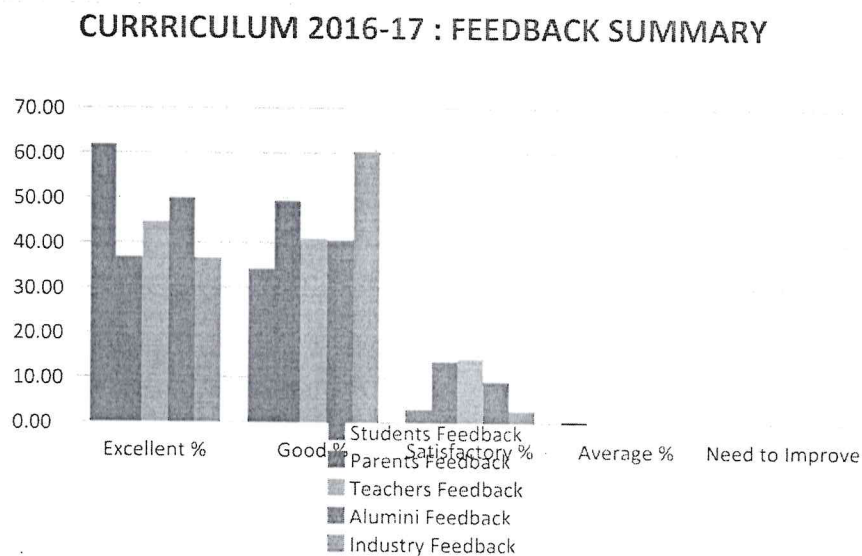
The following changes have been proposed to be tabled in the forthcoming BOS for approval:

- Introduction of a new course on Fundamentals of Rooms Division – I (I Sem)
- Introduction of a new course on Fundamentals of Front Office – I (I Sem)
- Introduction of a new course on Fundamentals of Rooms Division - I (Practicals - I Sem)

- Introduction of a new course on Fundamentals of Front Office – I (Practicals - I Sem)
- Introduction of a new course on Regional Cuisine (3 Sem)
- Introduction of a new course on Regional Cuisine (Practicals – 3 Sem)
- Introduction of a new course on Business Environment (4 Sem)
- Introduction of a new course on Quantity Culinary Operations (4 Sem)
- Introduction of a new course on Quantity Culinary Operations (4 Sem)
- Introduction of a new course on Skill Development (5 Sem)
- Introduction of a new course on Financial Management (5 Sem)
- Introduction of a new course on Business Information System Practical - Ids (5 Sem)
- Introduction of a new course on Entrepreneurship Studies (6 Sem)
- Introduction of a new course on Imagineering and Innovation (6 Sem)
- Introduction of a new course on Travel and Tourism (6 Sem)
- Introduction of a new course on Skill Development (7 Sem)
- Introduction of a new course on Financial Management (7 Sem)
- Introduction of a new course on Organizational Change and Development (7 Sem)
- Introduction of a new course on Consumer Behaviour (8 Sem)
- Introduction of a new course on Advanced Slow Food (Practicals - 8 Sem)
- Introduction of a new course on Advanced Food and Beverage Design (Practicals - 8 Sem)
- Introduction of a new course on Accommodation Management Advanced – II (Practicals - 8 Sem)

Major suggestions were deliberated upon in the departmental meeting and the same were planned to be considered in the subsequent years.

Detailed Analysis



Feedback was obtained from outgoing Students, Parents, Teachers, Alumni and Industry. As shown in the Figure above, 96.34% of the student's feedback were from Excellent (61.95%) to Good (34.39%) and the remaining were satisfactory (3.17%) and Average (0.49%) which indicates excellent satisfaction level in respect to all the parameters for which feedback was obtained.

Action taken report based on Stakeholders Feedback

The Curriculum Development Committee had discussed and recommended changes to the curriculum for the year 2016-2017 based on opinions and suggestions from all stakeholders such as Students, Teachers, Alumni, Industry experts/Employers and Parents. Program or Course changes have also been recommended based on recent developments in the hospitality field, the growth of particular types of careers in Hotels and the pertinence of hospitality issues in recent times. The CDC also deliberated on the changes in existing courses, credits, deletion or addition of new courses and the changes in the sequencing of courses across semesters.

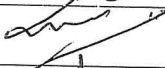
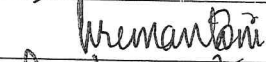


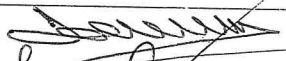

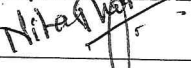

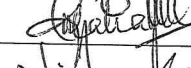

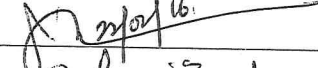



CONCLUSION

Thus the feedback given by the stakeholders were analysed and suitable action was taken so as to satisfy the expectations of students, alumni, teachers, parents and employers. This further helped us to improvise our curriculum as per the expectations of the stakeholders


Head of the Department
Hotel Management
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Christ University, Bengaluru
Department of Hotel Management

BOS meeting - 22 of February, 2016, (4.00 pm- Monday)

Sl.No	Faculty Name	Signature
1.	Prof.N.Suresh Pai	
2.	Fr.Arun Antony	
3.	Prof.Sushil .D	
4.	Ms.Perpetua Kumar (External Expert)	
5.	Mr.Surjan Singh Jolly (External Expert)	ABSENT
6.	Prof.Jain Mathew	
7.	Prof.Usha. D	
8.	Prof.Nita Thomas	
9.	Prof.Leena Fukey	
10.	Prof. Avin Thaliath	
11.	Prof.V.Jaykumar	
12.	Prof. Jacob John	ABSENT
13.	Prof. Kerwin Savio Nigli	
14.	Prof. Zacharia Joseph	
15.	Prof.Jasmine Simi	
16.	Prof.Anna	

Academic Year 2016- 2017

BOS meeting -22, February 2016 (4.00pm Monday)

Minutes of the Meeting

In the chair

Prof Sushil Dwarakanath, Head, Department of Hotel Management.

Members present

All members as per the attendance list were present.

Leave of Absence

Nil

Declaration of Quorum and calling the meeting to order

Prof Sushil Dwarakanath welcomed the panel and other faculty members and commenced the meeting with a silent prayer. He declared the validity of the Quorum and called the Meeting to Order.

Meeting on the Agenda

To confirm the minutes of the previous Board of Studies meeting held on 21 September 2015:

New Curriculum Structure:

The Department of Hotel Management in conjunction with the Department of Management Studies has formalized a new programme structure in alignment with the choice based credit system as directed by UGC from the year 2016, the structure of which is to be incorporated immediately from the forthcoming semester.

Key features of the new structure:

The changes were recommended and amended for the First Semester of Batch 2016-20 batch:

- BHM130 Fundamentals of Baking Science topics to be included in BHM131 Fundamentals of Culinary I as suggested by the stakeholders.
- BHM131 Fundamentals of Culinary arts nomenclature is changed to Fundamentals of Culinary I
- BHM131 Fundamentals of Culinary arts course code is changed to BHM132 Fundamentals of Culinary I.
- BHM132 Food and Beverage Service Foundation nomenclature is changed to Fundamentals of Food and Beverage Service I.
- The course code for BHM132 is changed to BHM133 Fundamentals of Food and Beverage Service I.

- General English I nomenclature is changed to English I.
- The course code for ENG133 English I is changed to ENG121.
- Accommodation Operation I nomenclature is changed to Fundamentals of room Division I.
- The course code for Fundamentals of Rooms Division is changed to BHM131.
- As per the industry expert suggestions, Fundamentals of Front Office I included as a new course in the First semester.
- Learning skills with the course code BHM136 replaced with BHM112 Skill Development.
- BHM122 Skill Development with 2 hours is a graded course, so no credits are awarded.
- Skill development course for the first semester is academic writing and attitudinal workshop.
- FRE131 French is shifted from first semester to third semester.
- The code for French is changed to LAN321.
- All practical sessions will comprise of only two batches from the forthcoming semester.
- The following Practical courses to be included and changed as follows;
 - BHM151 Fundamentals of Rooms Division I - The course BHM151 is with 1 credit and 4hrs per week.
 - BHM152 Fundamentals of Culinary - The course BHM152 is with 3 credit and 4hrs per week.
 - BHM153 Fundamentals of Food and Beverage Service - The course BHM153 is with 1 credit and 2hrs per week.
 - BHM154 Fundamentals of Front Office I - The course BHM141 is with 2 credit and 4hrs per week.
- All practical courses are marked out of 50.

The changes were recommended and amended for the Second Semester of Batch 2016-20 batch:

- BHM231 Applied Baking Operations topics to be included in BHM231 Fundamentals of Culinary-II and removed as a course as suggested by stakeholders.
- The code of BHM232 Fundamentals of Culinary-II changed to BHM231.
- The hours for BHM231 changed to 4 hrs per week.
- The code of BHM233 Fundamentals of Food and Beverage Service-II changed to BHM232.
- BHM251 Applied Baking Operations to be removed.
- The nomenclature and code of BHM236 English to be changed as ENG221 English-II.
- The code for BHM271 Skill Development to be changed to BHM212 with 2 hours and is a graded course, so no credits are awarded.
- Skill development course for the second semester is academic writing and attitudinal workshop.
- FRE231 French is shifted from second semester to fourth semester.
- The code for French is changed to LAN421.
- The following Practical courses to be included and changed as follows;

- BHM251 Fundamentals of Culinary-II - The course BHM251 is with 1 credit and 2hrs per week.
- BHM252 Fundamentals of Food and Beverage Service-II - The course BHM252 is with 1 credit and 2hrs per week.
- BHM253 Fundamentals of Front Office-II - The course BHM253 is with 1 credit and 2hrs per week.
- BHM254 Fundamentals of Rooms Division-II - The course BHM254 is with 1 credit and 2hrs per week.
- All practical courses are marked out of 50.

The changes were recommended and amended for the Third Semester of Batch 2015-19 batch:

- The nomenclature and topics to be changed for BHM330 Quantity Kitchen Operations
- As per the suggestion given by stakeholders of offering practical courses, BHM330 Quantity Kitchen Operations to be changed to BHM331 Regional Cuisine as theory and BHM351 Regional Cuisine as Practical. The credits for BHM351 to be 1.
- The code of BHM331 Wine Studies and Management changed to BHM332.
- BHM351 Wine Studies and Management to be included as Practical course with 3 hrs per week and 1 credit.
- The code of BHM332 Managerial Economics changed to BHM361.
- The nomenclature and topics to be changed for BHM333 Hotel Costing as BHM334 Cost Accounting, with 4 hrs per week and 3 credits.
- The nomenclature and topics to be changed for BHM334 Accommodation Management-I as BHM333 Rooms Division Management, with 4 hrs per week and 3 credits.
- BHM335 Food Science and Nutrition to be replaced with BHM381 Internship and Project. The credits changed to 4.
- BHM312 Skill Development to be included with 2 hours and is a graded course, so no credits are awarded.

The changes were recommended and amended for the Fourth Semester of Batch 2015-19 batch:

- The hours and credits for BHM432 Beverage Studies and Management to be changed to 4 hrs per week and 2 credits.
- The hours and credits for BHM452 Beverage Studies and Management to be changed to 4 hrs per week and 2 credits.
- The hours for BHM431 Advanced Baking Management to be changed to 3 hrs per week and 2 credits.
- The hours and credits for BHM433 Front Office Management to be changed to 4 hrs per week and 3 credits.

- The code of BHM435 Management Accounting changed to BHM434.
- BHM434 Business Statistics to be shifted to fifth semester.
- BHM434 Business Statistics to be replaced with BHM435 Business Environment.
- The code of BHM436 Macro Economics changed to BHM461.
- BHM453 Rooms Division Management, BHM451 Advance Baking Management- Viennoiserie and Pastry and BHM454 Asian Cuisine to be removed from fourth semester.
- As per the stakeholders' suggestions of adding more practical sessions BHM451 Quantity Culinary Operations to be included as Practical course with 4 hrs per week and 2 credit.
- The code for BHM471 Skill Development to be changed to BHM412 with 2 hours and no credits are awarded.

The changes were recommended and amended for the Fifth Semester of Batch 2014-18 batch:

- The nomenclature of BHM531 Hotel Information System to be changed as BHM531 Business Information System with 3 hrs per week and 3 credits.
- BHM533 Travel and Tourism to be shifted to sixth semester.
- BHM534 Indian Financial Systems and BHM535 Strategic Management to be shifted to seventh semester.
- BHM434 Organizational Behaviour to be shifted to fifth semester with code BHM533.
- As per the stakeholders suggestions BHM534 Financial Management to be introduced with 4 hrs per week and 3 credits.
- BHM732 Business Environment shifted to fifth semester with code BHM535.
- BHM500 Professionalism in Hotel Industry to be replaced with BHM511 Skill Development, with 2 hours per week and no credits are awarded.
- BHM501 Industrial Exposure Training to be replaced with BHM581 Internship and Project, with 4 hours per week and no credits are awarded. Four credits will be added when this batch completes seventh semester.
- BHM551 Business Information Systems - Practical IDS to be introduced in fifth semester with 2 hrs per week and 1 credit.
- BHM536 Food and Beverage Management and Controls to be removed and BHM538 Advanced Culinary Operations-I to be renamed as Asian Cuisine.
- Students can specialize in any of the following in fifth semester with 4 hrs per week and 2 credits. The nomenclatures and code for the following were changed.
 - BHM539 Advanced Baking Science and Patisserie-I to be changed to BHM554 Advanced Baking and Pastry Arts-I – Practical (Bakery)
 - BHM538 Advanced Culinary Operations-I to be changed to BHM553 Asian Cuisine – Practical

- BHM540 Restaurant Management-I to be changed to BHM555 Restaurant Management Practical (F&B)
- BHM537 Accommodation Management-II to be changed to BHM552 Accommodation Management Specialization.

The changes were recommended and amended for the Sixth Semester of Batch 2014-18 batch:

- From the discussions of the Board and the suggestions given by the stakeholders BHM631 Indian Society and Culture to be replaced with BHM635 Travel and tourism as per the need of the industry.
- As per the stakeholders' suggestions, BHM634 Psychological Processes to be replaced with BHM632 Imagineering and Innovation.
- Both the above courses to be offered for 4 hrs per week with 3 credits for each.
- The nomenclature and code of BHM432 Research Methods to be changed as BHM631 Research Methodology with 4 hrs per week and 3 credits. This course to be offered in sixth semester.
- BHM632 Management Accounting to be shifted to fourth semester.
- The code for BHM671 Skill Development to be changed to BHM612 with 2 hours per week and no credits are awarded.
- The code for BHM633 Entrepreneurship Studies to be changed to BHM611.
- The code for BHM635 Human Resource Management to be changed to BHM633
- BHM435 Services Management to be shifted to sixth semester as BHM634.
- BHM636 Macro Economics shifted to fourth semester.
- BHM681 Entrepreneurship project is removed as a course and included in BHM611 Entrepreneurship Studies.
- Students can specialize in any of the following in sixth semester with 4 hrs per week and 2 credits. The nomenclatures and code for the following were changed.
 - BHM653 Advanced Baking and Pastry Arts-II to be changed to BHM653 Advanced Baking and Patisserie
 - BHM652 European Cuisine to be changed to BHM651 European Cuisine.
 - BHM654 Food and Beverage Management to be changed to BHM652 Food and Beverage Management. Topics from Food and Beverage and Controls to be included.
 - BHM651 Accommodation Management to be changed to BHM654 Accommodation Management Intermediate.

The changes were recommended and amended for the Seventh Semester of Batch 2013-17 batch:

- As per the stakeholders' suggestions, BHM701 Current Affairs to be replaced with BHM711 Skill Development.

- As per stakeholders suggestion of making the management course stronger BHM731 Financial Management to be introduced with 4 hrs per week and 3 credits.
- BHM732 Business Environment to be offered in the seventh semester for this batch as they didn't pursue in the previous semesters.
- BHM835 Revenue Management to be shifted to this semester with the code BHM733.
- The nomenclature of BHM734 Facility Planning to be changed as BHM734 Facility Planning and Management.
- The code for BHM733 Brand Management to be changed to BHM735.
- BHM731 Entrepreneurship studies replaced with BHM736 Organizational Change and Development.
- BHM733 Business Law to be offered in this semester.
- BHM730 Business Ethics and Sustainability to be shifted to eighth semester.
- BHM781 Internship and Project to be offered as this batch were not offered Internship in the previous semesters.
- BHM732 Dissertation - Part 1 to be removed and included in the final project.
- Students can specialize in any of the following in seventh semester with 4 hrs per week and 2 credits. The nomenclatures and code for the following were changed.
 - BHM738 Advanced Baking Science and Patisserie-II to be changed to BHM753 Baking Techniques and Dessert Artistry (Practical).
 - BHM737 Advanced Culinary Operations-II to be changed to BHM751 Slow Food.
 - BHM739 Restaurant Management-II to be changed to BHM754 Food and Beverage Design – Practical (F&B)
 - BHM736 Accommodation Management-III to be changed to BHM752 Accommodation Management Advanced.

The changes were recommended and amended for the Eighth Semester of Batch 2013-17 batch:

- The code for BHM881 Skill Development to be changed to BHM811.
- The code for BHM833 Retail Management to be changed to BHM831.
- The code for BHM834 Event Management to be changed to BHM832.
- The code for BHM835 Revenue Management to be changed to BHM833.
- BHM832 Business Law shifted to seventh Semester as BHM733.
- BHM841 Advertising Management to be replaced with BHM834 Consumer Behaviour.
- As per the stakeholders suggestions BHM835 Business Ethics and Sustainability to be offered in this semester.
- BHM882 Internal Operation Internship is offered in this semester. The students will undergo operational internship on campus by engaging in Community Lunch Service and other Catering Events.

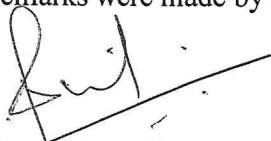
- The code for BHM871 Final Project to be changed to BHM881.
- Students can specialize in any of the following in Eighth semester with 4 hrs per week and 2 credits. The nomenclatures, classes and code for the following were changed.
 - BHM852 Baking and Culinary Methods to be changed and split as BHM853 Baking Techniques and Dessert Artistry-II Practical and BHM851 Advanced Slow Food.
 - BHM851 Professional General Management to be changed and split as BHM852 Advanced Food and Beverage Design and BHM854 Accommodation Management Advanced-II.

Other Matters:

- The board suggested The External assessment for end semester practical examination for core subjects, will be internally assessed on a continuous basis based on presentations/Viva-voce/Oral communication with external Viva-voce for validation.
- Students opting for international tie-up programmes can take up exams for the subjects offered in campus.
- From the forthcoming semester of the batch 2016, an additional 6 weeks of internship is offered as per CBCS guidelines, in form of summer trainings after each academic year.
- From the fifth semester onwards, all hotel practical subjects will be offered as Discipline Specific Elective(DSE).
- As per the stakeholders' suggestions, Skill Development is retained across all semester.
- The Hotel Management programme structure is aligned with the CBCS from the year 2016 onwards.
- Credits for Holistic Education will be awarded in even semesters.
- New Certificate courses to be proposed from the forth coming semester.

To consider any other matter with the permission of the chair:

Concluding remarks were made by the chairperson. The chair thanked all and adjourned the meeting.



Prof Sushil Dwarakanath

Chairperson

Board of Studies.

