

**CHRIST University, Bangalore-560029**

**FEEDBACK ANALYSIS AND ACTION TAKEN REPORT**

**2017 - 2018**

**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. Culinary course to be reinstated as this course will help the students to become more professional and know more about Asian food and International food.
2. Business law syllabus to be updated as per the current requirement.

**Alumni:**

1. Students should have a good knowledge about Business statistics which is a key to marketing strategy, building customer loyalty, and enhancing productivity
2. Strategic management to be offered to the students as this would give a practical knowledge and real-world view of business management.

**Teachers:**

1. Dual specialization to be offered to the students which would maximize the career prospects for the students.
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.

**Industry Experts:**

1. Knowing International Business would help students to develop cross-cultural skills and will allow them to understand global issues and provide them diverse business opportunities.

**Parents:**

1. Well organised curriculum and beneficial to students

2. 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: 15 March 2017 at Room No 119, Block IV, at 3 pm.

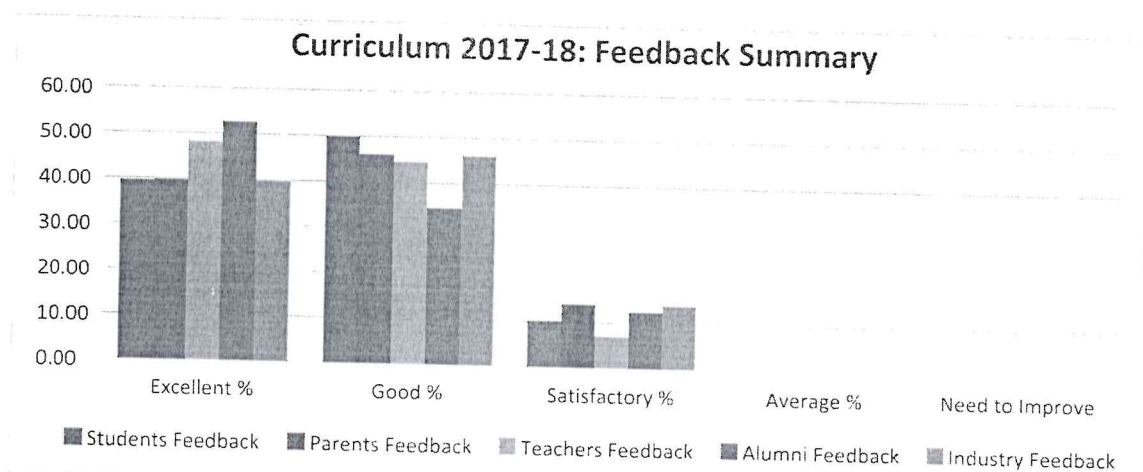
**Agenda of the meeting:** To discuss change required in all the programs of the Department of Hotel Management, based on feedback from stakeholders and present the same for approval in the forthcoming Board of Studies Meeting of 2017-2018.

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

- Introduction of a new course on Culinary Arts & Science (4 Sem)
- Introduction of a new course on Business Statistics (5 Sem)
- Introduction of a new course on International Business (5 Sem)
- Introduction of a new course on Strategic Management (7 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 projected in the Fig above, 93.49% of the outgoing students, 85.89% of the parents, 91.32% of the alumni, 93% of the Teachers and 85.89% of the industry feedback varied from Excellent to Good.

### Action taken report based on Stakeholders Feedback

The Curriculum Development Committee had discussed and recommended changes to the curriculum for the year 2017-2018 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

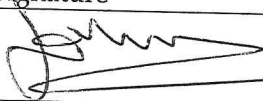

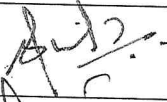
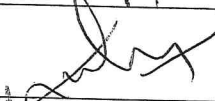




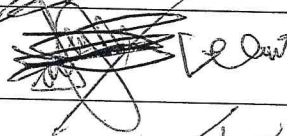
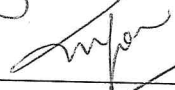





*Head of the Department  
Hotel Management  
School of Business and Management  
CHRIST (Deemed to be University)  
Bengaluru - 560 029*

Meeting on January 25, 2017

Department of Hotel Management

Bos Meeting -25 January, 2017 (3 Pm - Wednesday)

SL No.	Name	Signature
1	Dr Jain Mathew (Chairperson)	
2	Prof. Kerwin SavioNigli	
3	Prof. Sushil Dwarakanath	
4	Dr Leena N Fukey	
5	Prof. Usha Dinakaran	
6	Prof. Nita Thomas	
7	Prof. Avin Thaliath	
8	Prof. Zacharia Joseph	
9	Prof. Jacob John	
10	Prof. Suresh Pai (Ex-officio)	
11	Vishal Nagpal (External)	
12	Krishna Santha kumar (External)	
13	Janak (External)	



## Academic Year 2017- 2018

**BOS meeting -25, January 2017 (3.00pm Wednesday)**

### **Minutes of the Meeting**

#### **In the chair**

Dr Jain Mathew, Head, Department of Hotel Management.

#### **Members present**

All members as per the attendance list were present.

#### **Leave of Absence**

Prof. Jacob John could not be present due to official work and was granted leave of absence.

#### **Declaration of Quorum and calling the meeting to order**

Dr Jain Mathew 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 22 February 2016:**

The minutes of the previous meeting of the Board of studies as per Annexure A to the Notice was duly reviewed and approved by the meeting. It was noted that there were no matters arising out of the minutes.

##### **To consider and approve the proposed changes in curriculum of BHM programme:**

##### **The changes were recommended and amended for the First Semester of Batch 2017-21 batch:**

- The code of BHM132 Fundamentals of Culinary-I changed to BHM131. And the credits are revised to 4.
- The code for BHM133 Fundamentals of Food and Beverage Service-I to be changed to BHM132.
- The code for BHM131 Fundamentals of Rooms Division-I to be changed to BHM133. The teaching hours for the course BHM153 Fundamentals of Rooms Division-I is revised to 2 hrs from 4 hrs per week. And the credits are revised to 2.
- The teaching hours for the course BHM134 Fundamentals of Front Office-I is revised to 3 hrs from 4 hrs per week.
- BHM135 Principles of Management credits are revised to 4.
- The nomenclature of ENG121 English-I to be changed to ENG121 English.
- The code for BHM151 Fundamentals of Rooms Division-I to be changed to BHM153.

- The code for BHM152 Fundamentals of Culinary-I to be changed to BHM151. The teaching hours for the course BHM151 Fundamentals of Culinary –I, is revised to 2 hrs from 4 hrs per week. The credits also revised to 1 from 3.
- The code for BHM153 Fundamentals of Food and beverage Service-I to be changed to BHM152.
- The teaching hours for the course BHM154 Fundamentals of Front Office -I is revised to 2 hrs from 4 hrs per week. The credits also revised to 1 from 2.

**The changes were recommended and amended for the Second Semester of Batch 2017-21 batch:**

- The Code for BHM233 Fundamentals of Front Office-II to be changed to BHM234.
- The Code for BHM234 Fundamentals of Rooms Division-II to be changed to BHM233.
- The credits for BHM231 Fundamentals of Culinary-II to be revised to 4 from 3.
- The credits for BHM235 Financial Accounting to be revised to 5 from 4.
- The credits for the course BHM254 Fundamentals of Front Office-II revised to 1 from 2.
- The nomenclature of ENG221 English-II to be changed to ENG221 English.
- The credits for the course BHM251 Fundamentals of Culinary-II revised to 1 from 3.
- The credits for the course BHM252 Fundamentals of Food and Beverage Service-II revised to 1 from 3.
- The Code for BHM253 Fundamentals of Front office-II to be changed to BHM254.
- The Code for BHM254 Fundamentals of Rooms Division-II to be changed to BHM253.
- HOLODD Holistic Education will be offered as a graded course.
- The nomenclature of ENG221 English-II to be changed to ENG221 English.

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

- BHM312 Skill Development is a graded course – SEC, so no credits are awarded
- HOLEVEN Holistic education will be offered as a graded course.
- LAN321 French to be offered with 2 credits.

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

- LAN421 French to be offered with 2 credits.
- As per faculty recommendation BHM431 Advanced Baking Management to be replaced with BHM431 Culinary Arts and Science, with 2 credits.
- BHM435 Business Environment to be shifted to fifth semester.

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

- The nomenclature of BHM551 Business Information System - Practical IDS to be changed as BHM551 Business Information System.
- As per alumni and industry expert suggestions, BHM535 Business Statistics and BHM536 International Business to be offered, with 3 credits each.
- Students can specialize in any one of the following specialization in fifth semester with 4 hrs per week and 2 credits. The nomenclatures and code for the following were changed.
  - BHM553 Asian Cuisine - Practical to be changed to BHM551A Asian Cuisine.
  - BHM554 Advanced Baking and Pastry Arts - I - Practical (Bakery) to be changed to BHM551C Advanced Baking and Pastry Arts I
  - BHM555 Restaurant Management Practical (F&B) to be changed to BHM551B Food and Beverage Management - I.
  - BHM552 Accommodation Management Specialization to be changed to BHM551D Accommodation Management - Intermediate Level - I

**Specialization 1 (Kitchen Management):**

BHM551A Asian Cuisine

BHM551C Advanced Baking and Pastry Arts I

**Specialization 2 (Guest Service Management):**

BHM551B Food and Beverage Management – I

BHM551D Accommodation Management - Intermediate Level – I

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

- Students can specialize in any one of the following specialization in sixth semester with 4 hrs per week and 2 credits. The nomenclatures and code for the following were changed.
  - BHM651 European Cuisine to be changed to BHM651A European Cuisine.
  - BHM653 Advanced Baking and Patisserie to be changed to BHM651C Advanced Baking and Pastry Arts - II
  - BHM652 Food and Beverage Management to be changed to BHM651B Food and Beverage Management - II
  - BHM654 Accommodation Management - Intermediate to be changed to BHM651D Accommodation Management - Intermediate Level – II

**Specialization 1 (Kitchen Management):**

BHM651A European Cuisine

BHM651C Advanced Baking and Pastry Arts - II



## **Specialization 2 (Guest Service Management):**

BHM651B Food and Beverage Management - II

BHM651D Accommodation Management - Intermediate Level – II

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

- BHM731 Financial Management to be replaced with BHM731 Indian Financial Systems
- BHM732 Business Environment to be replaced with BHM732 Strategic Management.
- As per students' feedback HR elective papers to be proposed for the next academic year.
- 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 to be changed.
  - BHM751 Slow Food to be changed to BHM751A Slow Food.
  - BHM753 Baking Techniques and Dessert Artistry (Practical) to be changed to BHM751C Baking Techniques and Dessert Artistry - I.
  - BHM754 Food and Beverage Design Practical (F&B) to be changed to BHM751B Food and Beverage Service Design - I
  - BHM752 Accommodation Management - Advanced to be changed to BHM751D Accommodation Management Advanced Level – I
- BHM781 Internship and Project to be offered with 4 credits

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

- Students can specialize in any of the following in eighth semester with 4 hrs per week and 2 credits. The nomenclatures and code for the following to be changed.
  - BHM851 Advanced Slow Food to be changed to BHM851A Slow Food.
  - BHM853 Baking Techniques and Dessert Artistry-II (Practical) to be changed to BHM851C Baking Techniques and Dessert Artistry - II.
  - BHM852 Advanced Food and Beverage Design to be changed to BHM851B Food and Beverage Service Design – II
  - BHM854 Accommodation Management Advanced – II to be changed to BHM851D Accommodation Management Advanced Level – II
- Indian Constitution will be offered as AECC course with 1 credit.

### **Other Matters:**

- As per students' suggestion and the board's discussion, Dual Specialization is proposed and amended for third year students (Batch of 2015-19 onwards).

- It was decided that the dual specialization to be offered as follows  
Kitchen Management (Asian, European) and Guest Service Management (Food and Beverage Management I & II, Accommodation Management Intermediate Level – I & II)
- Changes were proposed in BHM733 Business Law, syllabus was updated by accommodating topics related to hospitality sector and better reference books were added.
- As per the Board, Alumni and student's feedback, new certificate courses are proposed as follows,  
Social and Corporate grooming etiquette – To be coordinated by Prof Leena  
Hospitality Event Management – To be coordinated by Prof Nita.
- As per the Board discussion and students' feedback, HR and Marketing specialization courses to be proposed for the final year students (2015-19 batch).

**Chair suggestions:**

All the syllabus has to be reviewed to align learning objectives with learning outcome and graduate attributes. Each subject to have one recommended book (preferably edition dated 2010 and later) in addition to the list of reference books.

**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.

**Dr Jain Mathew**  
**Chairperson**  
**Board of studies**

