

SECOND YEAR – INDUSTRIAL TRAINING SCHEME (BHM208) (17 Weeks)

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

GENERAL RULES

- 1) Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
- 2) Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training as per NCHMCT rules. Industrial Training will require an input of 102 working days i.e. (17 weeks x 06 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
- 5) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

Duties and guidelines for the trainees:

- Trainees should be punctual and regular.
- Trainees should maintain good attendance. Medical leave can be given on medical grounds with the support of a medical certificate. The hotel as well as the institute should be informed of the same.
- No leave should be taken without prior permission. Department in which you are working as well as the training department should be informed when you are unable to come on duty. This should be done before the shift starts.

- Trainees should maintain the training logbook up-to-date. Fill up your log books on a weekly basis and get them signed by the supervisors.
- They should follow the rules and regulations of the hotel.
- They should never go on duty drunk.
- They should have a good rapport with the hotel staff but don't be too familiar. Remember that you are on a mission and the hotel is giving you an opportunity to learn and hone your skills. Make full use of this opportunity.
- While working in a particular department you may come across some vital information. Do not divulge it as secrecy has to be maintained.
- You may require some formats from a department to be used in your reports. Do not take them without permission (gate pass).
- All departments are equally important do not insist on reducing the training duration in one department and increasing it in some other.
- Trainees should be attentive and careful while doing work.
- Trainees should be keen to learn and maintain high grooming standards and quality of work. Follow the grooming standards of the hotel. Always be well groomed.
- Trainees should interact positively with the hotel staff.
- Trainees should be honest and loyal to the hotel and towards their training.
- Trainees should get their appraisals signed regularly from the HOD's and/or training manager. Appraisals should be taken when finishing with a section / department.
- Start collecting matter for your report right from the beginning of your training. It is much easier to collect information and formats from the departments while you are still working there.
- Trainees should gain maximum from the exposure given, to get maximum practical knowledge and skills.
- Trainee's should attend the training review sessions / classes regularly.
- Trainee's should be prepared for the arduous working condition and should face them positively.
- Trainees should adhere to the prescribed training schedule.
- Trainees should take the initiative to do the work as training is the only time where they can get maximum exposure.
- All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. The log book should be countersigned by the Training Manager of the hotel along with the official seal.
- Trainees are also advised to make a report on all the operational departments where he/ she had worked, on completion of training in that department.
- Any piece of uniform or any other article / belongings that you take to the hotel should be registered at the time office while entering the hotel. You should note the date, time and serial no. of the entry that you have made on the register so that when you take the article out of the hotel, there will not be a problem locating that entry.

- Nothing belonging to the hotel should be on you when you leave the hotel premises after your shift, not even a pen or a toothpick. Check your pockets or bags to make sure that nothing belonging to the hotel is on you even by mistake.
- Hotel phones should not be used to make personal calls.
- It is mandatory that students train in all the four core areas i.e. Front Office, Housekeeping, Food and beverage Service and Food Production departments. Performance Appraisals (PAF) of all four core departments, signed and stamped by authorized signatory.

Trainees on completion of Industrial Training will be called to the institute for evaluation. Assessment will be done by both, internal and external examiners. A trainee should carry the following for the evaluation process –

1. One copy of hand written report, covering all the operational areas where the trainee has been trained
2. Photocopy of the hand written report.
3. Complete Log book, duly signed by the departmental heads and countersigned by the training manager with official seal.
4. A power point presentation one department based on the report should be made. The PPT having 8-10 slides should highlight the specific learning's in that department. . You get 10 minutes to make the presentation in front of a panel.
5. Training completion certificate from the hotel.
6. Attendance certificate signed and stamped by authorized signatory.

MARKING SCHEME:

The following marking scheme is being followed:

Maximum Marks: 200

Pass Marks: 100

1. Attendance (for each attended day, a student will get 0.6 marks, E.g. student who has attended 90 days of industrial training will earn **marks: 60** i.e. $90 \times 0.6 = 54$ marks and 77 days of Attendance will earn 46 marks).
2. Feedback on the basis of Performance Appraisal Form (**PAF**) **marks: 40**
3. Grooming **marks: 10**
4. IT Report assessment **marks: 20**
5. IT Log Book assessment **marks: 20**
6. IT Report presentation and viva voce **marks: 50**

TOTAL MARKS: 200