Best Practices Adopted by
AISSMS College of Hotel Management and Catering Technology, Pune

1. Title of the Practice: Innovation and Start-up Centre:

Goal: To encourage students to translate Ideas and Inventions into a product or Service that creates value. To encourage students to think out of the box through project-based learning.

Concept: This cell has organized various activities co – curricular and extra-curricular for innovation and entrepreneurship development amongst the students. The students are given exposure to think out of the box and come up with ideas that can be converted into profitable ventures, through competitions, simulation exercises, and interactive sessions with entrepreneurs as also field visits and working with start-up businesses.

- Organize guest lectures by entrepreneurs: Entrepreneurs are invited to the College to share their experiences with the students.
- Organize activities to encourage students to explore innovative ideas: Competitions are conducted thereby giving a platform for the students to come up with start-up and innovative business ideas and showcase in the form of a project.
- Simulation exercises through self-financed commercial activities like operating a restaurant, organizing theme dinners and organizing self-sustaining large scale events like Atithya (International Inter Collegiate competitions).
- Encouraging students to intern with the entrepreneurs thereby giving them a first-hand experience on entrepreneurship opportunities and challenges.
- Research on entrepreneurship projects

The Practice: Following activities were conducted in the academic year 2018 -2019:

Sr. No	Activity	Details	No. of students participated
1	Guest Lectures	Chef Siddhartha Mahadik owner of Le Plasir spoke on attributes required to become an entrepreneur.	46
2	Theme Dinner	Entrepreneurial activity organized by TYBScHS students for two days. Students conducted entire activity including planning of budget, selling of passes and analyzing income and expenditure statement.	72

		Poster competition	34
3	Competition	CATEFETE -2019	8
		Flower Arrangement Competition	4
		AURO Competition NBCC 2019	7
		Nestle Student Chef	5
		Chandiwala Hospitality Ensemble 2018	8
4	Event Management	Mocktails festival- Organized by BHMCT students for one day wherein students prepared innovative Mocktails and sold it in the campus.	62
	Atithya	International Inter Collegiate 12 competitions were organized over three days which includes four food production competitions, three F & B service competitions, three Room division management competitions, one Quiz competition and one common competitions for all departments.	170
5	Working with Entrepreneurs	Students working at Le Plaisir, Brasserie cinq and Oblique Restaurant.	20
6	Project Reports	• Setting up an outdoor Catering Company. • Franchising Process – Subway. • Feasibility of Setting up and Operating an Event & catering Management Business in Ichalkaranji. • Feasibility of Setting up and Operating an Event Management Company in Pune. • Start Up and Operations of a Restaurant - A Case Study.	05

Evidence of Success:

Number of entrepreneurs' in last 5 years

Sr. No.	Name of students	Year	Organization
1	Aditya Nakate	2015	Kafeneio
2	Sunil Kale	2015	Kafeneio
3	Nikhil Unnikrishnan	2015	Bubble Bee and Highland Lounge
4	Sanket Gore	2016	Viram Enterprises
5	Aditya Mynepalli	2017	Aditya kishor photography
6	Aman Sharma	2017	Little Punjab
7	Jasraj Khebudkar	2018	Lucifer's tavern
8	Admane Hardik	2018	Hotel Tiranga

Theme Dinner Income & Expenditure Statement:

Income				Expenditure		
Particular	**No.**	**Rate**	**Amount Rs.**	**Particulars**	**Overheads**	**Amount Rs.**
Guest Passes	279	600.00	167400.00	Accommodation	---	14276
				Food & Beverage Service	---	16700
				Food Production	---	75600
				Overheads (College)	15%	25110
Total			167400.00		Total	131686
Expenditure			-131686	---		
Profit			**35,714.00**			

Problems encountered and resources required notes:

1. Time is a major constraint to take on long term projects as academics has to be given priority.
2. The Industry is still hesitant about taking on students on commercial projects and a confidence building activity between industry and students is the need of the hour.

2. Title of the Practice: Decentralized Processes

Goal: To exercise decentralization of process by creating a strong organization structure with well-defined roles and responsibilities at each level so as to increase the productivity.

Concept:
- The organization structure should place the employees at various levels of hierarchy to establish clear roles and responsibilities of each one of them.
- This ensures clear operational guidelines for every employee and leads to decentralization of process that help in increasing operational efficiency and productivity.
- The college has identified 14 key processes and each of them is headed by a senior faculty.

Context:
- The college has divided its activities into various process which in turn converts into departments. Each department is assigned to a group of employees who are led by the department head.
- Each department has its own autonomy and clearly defined responsibility. The department head is accountable for its operations and controls the process on a micro level to bring out the best possible output. The head of the department report to the top management who in turn analyses the performance at a macro level and channelize the efforts for attainment of the organizational goals.
- The academic plan of the college is made in the form of an academic calendar in the beginning of the semester which includes guest lectures, field visits, demonstrations, formal lunches, theme diners and other co-curricular & extra-curricular activities.
- Monthly departmental meetings take an update on the compliance of the academic calendar and any deviation is addressed immediately.
- At the end of academic year a report on compliance of the academic calendar is prepared.

The Practice:
- Management has to identify and coordinate numerous linked activities. An activity that asks for the inputs and outputs are given in various forms.
- It is the systematic identification and management of these integrated activities and the interactions between various departments.
- The efforts of every department are consolidated and channelize towards the organizational goals. The quality policy of the organization acts as a guiding force for the operations of the every department. It defines the top management's commitment to comply with requirements and to continually improve the effectiveness of every department and enhance the quality of the institution at a large.

Documented procedures:

- The college has identified various departments or operational units for its effective functioning.
- The roles and responsibilities of every member of the department is clearly defined by creating a job description thereby creating transparency and clarity in the entire process.
- The documents and records maintained by every department indicates their performance and productivity.

Decentralized Processes:

1. Departmentation helps in decentralization of process thereby creating micro control mechanism within each department.
2. The head of the department is responsible for the departmental operations and is the bond between the members and top management.
3. Appraisal of departmental faculty & staff is done by the HOD. Evaluation of departmental members by HOD, identifying scope for improvement & training needs with follow up on the same.
4. Departmental meetings are conducted regularly by HODs for subject allocations, allocation of departmental work and other general topics.
5. Formulation of academic calendar with responsibilities deputed to faculty.

Evidence of Success:

1. Percolation of organizational policies and goals to the faculty and staff in the department.
2. Smooth functioning of the departments.
3. Students have won awarded in hospitality competitions.
4. The college has been the most preferred recruitment destination by the industry and also preferred for seeking admission by the aspiring students.
5. The college organizes annual national inter collegiate hospitality competitions "Atithya- A reflection of hospitality" which is the most awaited event across the country.
6. The college faculty have a total of 88 research publications in reputed journals to their credit.
7. One of the faculty member recently has been awarded with a Ph.D.

Problems Encountered:

1. HMCT is one department as per the University and AICTE. However, for the operational purposes the college has created three departments. Therefore even though there is no provision for the post of "Head of Department", the college has deputed senior faculty members with an additional responsibility as HOD.
2. Although seniority is followed within every departmental hierarchy, all the faculty members are officially designated as "Assistant Professor" and fall in the same official hierarchy level.
3. Most of the faculty members are a part of multiple departments / committees it becomes challenging for them to work with optimum efficiency in every department/ committee.

Resources required:

1. Physical infrastructure for creation of departments
2. Skilled faculty to discharge departmental responsibilities
3. Dedicated and highly motivated faculty members.
4. Supportive management to implement the practice.
5. An efficient mechanism to measure and control the performance of every employee.