



# AISSMS

## COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY



NEW BEGINNINGS, ENDLESS POSSIBILITIES

Approved by AICTE, New Delhi

Recognized by the Govt. of Maharashtra and Affiliated to Savitribai Phule Pune University.

Accredited by NAAC with 'A' Grade | NBA Accredited for BHMCT from 2017-2018 to 2021-2022

AISHE Code - C41490

**SHRI MALOJIRAJE CHHATRAPATI**  
Honorary Secretary

**Dr. SONALI JADHAV**  
Principal

**7.2.1 Describe two best practices successfully implemented by the Institution  
as per NAAC format provided in the Manual.**

**Response:**

### **A) Title of the practice: Students' centric approach**

#### **1. Objectives of the Practice**

- To create a simulation of the industry this provides real time learning to the students.
- To create a platform for the students to get industry exposure.
- To make the learning experience of students more enriching and to increase students' satisfaction through imparting content beyond syllabus.
- To bridge the gap between academia and industry.
- To facilitate part-time jobs for the students who want to hone their skills and earn extra money
- To ensure that all eligible students avail the scholarship offered by government institutions.
- To motivate the students for their holistic development.

#### **2. The Context:**

A lot has been spoken about the gap between the hotel management curriculum and the requirements and expectations of the Hospitality industry. Although it is a known fact, it is a big challenge for the Hospitality colleges to bridge this ever-increasing gap



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due to the dynamic nature of the industry and the limited control that colleges have on curriculum development as it is designed by the SPPU. The college thus has to find alternatives to fill this gap. With a view to achieve this, we at AISSMS College of HMCT have designed student centric practices to overcome the gap between the education and the industry expectations and make the students more employable.

### 3. The Practice:

The following are the components of the student centric approach.

- **Choice based curriculum with credit system.** It was introduced by SPPU and implemented by college for BHMCT & BScHS curriculum. This enables the student to select from the basket of subjects which gives him choice as per his preference and liking.
- **Parent's orientation:** College has an open door policy where parents can come and meet the faculty and the Principal for any concerns. They are invited during the first year for the simulation, second year to discuss the challenges faced by students during training and in the final year for the counselling regarding the placements thus seeking their active support in the development of their ward.
- **Enhanced teaching learning process:** Extra efforts are taken for students who are weak in studies through remedial classes. We conduct English speaking classes for these students to improve their soft skills and boost their confidence. E-content is made available to the students to increase the knowledge base and also online



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quizzes are conducted to test their knowledge. Teachers also uploaded recorded lecture series on various subjects and have more than hundred recorded lectures on college website to learn.

- **Simulation of the industry:** International level hospitality competitions are organized to create a platform for students to display their competitive hospitality skills. On the last day Annual Food Festival is organized where they cater to 600 guests .The students work in various areas of planning, budgeting, organizing, staffing, directing and controlling several activities during the grand event thereby ensuring their holistic development.
- **Entrepreneurship development:** Students are given an opportunity to exhibit and showcase their technical, financial and marketing skills through ED activities as they handle the events by themselves.
- **Student ODCs:** The College encourages the students to be a part of the Outdoor Caterings in hotels within the city to enhance their skills and to get first-hand experience of the industry.
- **Motivation to students:** The students are awarded with smileys every month for recognition of their 100% attendance, adherence to grooming standards, extra initiative taken and any act of giving back to society. One student from each class is awarded with 'Best Student of the Month' which comprises of a certificate and a cash prize. The student who receives maximum smileys in academic year is awarded with



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'Best Student of the Year' trophy. Based on the overall performance during the previous years, one of the final year students is awarded with 'Best Outgoing Student' trophy.

- **Extensive interaction with industry experts:** Experts from industry are invited to conduct guest lectures, workshops, demonstrations and seminars and also as jury and external examiners for final practical exams.
- **Industry experts as adjunct faculty:** To give the students firsthand information about the current trends and practices in the industry, the college has appointed industry experts as adjunct faculty.
- **Alumni interactions:** Platforms are created for students to hear the alumni for their personal experiences and have one on one connect.
- **Scholarship and insurance:** College facilitates the students in completing the various formalities so as to avail the scholarship offered by government institutes. The students of the college are insured at college and university level. We have actively helped students with documentation to ensure that the claim of the insurance is reimbursed in case of accidents.

#### 4. Evidence of Success

- Every year college conducts several students' parents' orientations for BHMCT and BScHS courses. This year, following meets were organized with the parents:



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| S. No. | Date      | Course and Year                          | No. of Attendees |
|--------|-----------|--|------------------|
| 1      | 20/6/2019 | FY BScHS- For Introduction & orientation | 99               |
| 2      | 1/7/2019  | SY BHMCT-For Industrial Training         | 67               |
| 3      | 2/7/2019  | SY BScHS-For Industrial Training         | 168              |
| 4      | 17/7/2019 | Final year BHMCT & BScHS -For Placement  | 182              |
| 5      | 8/8/2019  | FY BHMCT- For Introduction & orientation | 107              |

- College has created e-content in form of notes and more than 100 recorded lecture videos which is uploaded on college website. Faculty also contributed towards e-content of the SPPU.
- 68 students availed the facility of external counselling for the various issues.
- During 'Atithya 2020', total sponsorship worth rupees 12, 08,882 lakhs was received in cash and kind. Total passes, worth rupees 1, 37,800 were sold by the students.
- Students of BHMCT and BScHS catered 500 people during the theme dinners organized for two days.
- College Alumni committee organized an interactive webinar for the students to have an one on one interaction with the alumni on 14<sup>th</sup> May and 10<sup>th</sup> June which was attended by 130 students



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- A student who met with an accident in the college received Rs. 45,627/- from the university insurance scheme.

### 5. Problems Encountered and Resources Required:

- The syllabus is governed by the university and affiliated colleges have limited control over the same. The syllabus is supposed to be revised every three years. However, sometimes there is a long gap, making part of the syllabus redundant. It is seen that the syllabus is not always at par with the industry requirements.
- Industry experts who are invited as guest lectures/jury/resource person for workshops cancel their appointment at the last minute due to professional reasons and college has to find the replacement at short notice.
- It is seen over the years that students would rather learn through gadgets than physically attend the class, thereby reducing face to face interaction with teachers. This hinders mentoring of the students if required.



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## **B) Title of the practice: Rewards and Recognition for Employees and students**

### **1. Objectives of the Practice:**

- To motivate the staff members for better performance in academics, research and non-academic fields.
- To recognize and appreciate the teaching skills of the staff on the basis of academic results and student feedback.
- To appreciate and encourage students for better attendance, grooming, leadership skills and social work.
- To recognize the students for their extracurricular and co-curricular achievements.
- To inculcate and improve the habit of reading amongst the students and the faculty members.

### **2. The Context:**

It is a well-known fact that motivation is required for human resources to make them perform better. This motivation can be monetary or non-monetary. Keeping the same objective in mind, the various components i.e. students, teaching staff and non-teaching staff are recognized and motivated on a continuous basis. Students are recognized for their attendance, grooming and giving back to society apart from the academic performance whereas the teaching staff is recognized for their prowess in teaching, research and academic results. Non-teaching staff is appreciated for their work on the basis of their appraisals.



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### 3. The Practice:

The students are appreciated in the form of 'Smileys' every month for:

- 100% attendance
- Grooming
- Extra Initiatives
- Giving back to the society

'Student of the month' award is given every month to one student from each class which comprises of a certificate and cash prize. Co - coordinators identify the students for the recognition and award. The student with maximum number of smileys for that particular academic year is awarded with the trophy of 'Best student of the year'.

The college organizes sports week in the last week of February every year where several indoor and outdoor intra collegiate sports competitions are organized. The winner teams and individuals are awarded with certificates for their achievements.

The staffs are given appreciation letters for the following categories:

- Academic result exceeding 95%.
- Student feedback exceeding 95 %
- Non-teaching staff for their performance
- Best Reader of the Month
- Star Reader of the semester



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The AISSMS Society gives trophy and certificates every year on the occasion of Shahu Jayanti to all the meritorious students and faculty members for their achievements in the field of academics, research and sports. It has started giving monetary rewards to the staff based on Academic Performance Indicator (API) for the following categories:

- Best Teacher`s Award
- Best Non-Teaching Award
- Best Admin Staff

#### 4. Evidence of Success:

- The number of smiley`s given was 674 and 'Best Student of the Month' awarded were 52 for all classes together in year 2018-2019.
- During Shahu Maharaj Jayanti celebration, 5 faculty members were recognized by giving them the trophy for completing their PhD and 1 student was recognized for his achievement in sports.
- 10 teaching staff had attended training programs to hone their professional skills at various hotels and restaurants.
- 3 staff members with maximum API score were awarded with the cash prize on the occasion of Teachers Day Celebration. the amount of cash prize is as follow:
  - a. The Best Teacher Award - Rs. 50,000/-
  - b. The Best Administrator Award -Rs. 25,000/-
  - c. The Best Non-teaching Staff Award - 15000/-



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- On the occasion of Women`s Day, AISSM society organized a competition for the female students and staff of the entire AISSMS colleges. It provided a platform to the participants to showcase their talents and skills and they got the opportunity to interact with the fellow students and faculty from other streams. This program was hosted by the HMCT College and one of the faculty members of HMCT won the Runner Up trophy.
  - 24 teachers got the appreciation letters for ‘Best Academic Result’ and ‘Best Students Feedback’.
  - 8 students and 8 teachers got the appreciation letters as ‘Best Readers’ and 2 were identified as ‘Star Readers’ of the semester.
  - Post NBA audit, faculty members were invited by the President of the society to the palace in Kolhapur and were praised by the royal family for the hard work put in during the audit. After NAAC audit for the first round, the faculty members were once again appreciated by sponsoring their stay in ‘Ratnasagar Resort’ at Ratnagiri by the honorary secretary. The non-teaching staffs were hosted with lunch in a popular restaurant by the honorary Secretary on both the occasions.

### **5. Problems Encountered and Resources Required:**

- Balancing the academics with co-curricular activities is a challenge and faculty has to walk on a thin rope to ensure that both are achieved.