

BHHA781- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

1. Preamble

Course title	Industrial Training Feedback Appraisal
Course code	BHHA781
Credits	20
Total Industrial Training	158 Days

2. Course Description

This course is designed to assess the trade knowledge and skills, a learner/trainee acquires by undergoing 17 weeks of Industrial Training from a Star Classified hotel. The learner/trainee will get on-the-job training in Food Production, Food & Beverage Service, and Rooms Division Department of the hotel. This course opens the window to explore the latest trends in hotels and hospitality business. It also offers an opportunity for the learners to acquire specialized skills from the experts in the industry. Also, this course envisions to facilitate the learner to choose the department of their choice in which they would pursue their career in the future.

3. Learning Outcomes

By the end of the course, the learner/trainee will be able to relate to the various job activities performed in different core and ancillary departments of the hotel. They will efficiently perform trade practicals at the institute and will develop confidence to manage various events, seminars and workshops arranged at the institute. This course will help the learner to explore new job opportunities offered by hotels and the tourism sector.

Guidelines for Industrial Training Feedback Appraisal

1. The objective of Industrial Training is to allow learners to work and learn from the actual working environment of a hotel. The institute must motivate, develop and build confidence amongst the learners to seek industrial training in Star Classified Hotels. The learner must fulfill the attendance criteria prescribed in the Examination Rules and also get trained in Food Production, Food & Beverage Service, Housekeeping & Front Office Department of the hotel.
2. The learner/trainee must maintain discipline at the workplace and industriously complete the training in all core departments. They must obtain duly filled Performance Appraisal Forms from the respective department head/ supervisor.
3. On completion of the course, the institute must mark the learner/trainee in the Performa provided for Industrial Training Feedback Appraisal. The learner has to submit the Performance Appraisal Form of all departments.
4. The institute must divide the B.Sc. HHA Second year batch into two groups; Odd Semester and Even Semester. There will be no interchange of the learner/trainee from one batch to another and vice versa.

Responsibilities of Learner/Trainee

The learner/ trainee must display the following competencies at the workplace

1. Maintain punctuality at the workplace.
2. Keep the training logbook up-to-date.
3. Attentively take part in the duties assigned.
4. Maintain high standards/quality of work.
5. Interact positively with the hotel staff & guests.
6. Exhibit honesty and loyalty towards the training.
7. Perform skill-oriented tasks diligently.
8. Regularly attend the training review sessions/classes.
9. Take the initiative to do a variety of work.
10. Adhere to the prescribed departmental training schedule.
11. Timely get the Performance Appraisals Forms signed by the Head of Department/ Supervisor or Training Manager.
12. On completion of Industrial Training, hand over the Performance Appraisal Forms to the training coordinator of the Institute for evaluation of this course.

Responsibilities of the Institute

The institute must

1. Facilitate learners to undergo Industrial training at Star Classified Hotel.
2. Inform that change of IT hotel is not permitted if the learner has been interviewed, selected and has accepted the offer.
3. Conduct proper briefing to learners before the industrial training.
4. Sensitize learners towards the industry environment and expectations.
5. Notify the details of the training schedule to the learner.
6. Coordinate regularly with the hotel/ training manager.
7. Visit the hotel, wherever possible, to check the performance of trainees.
8. Amicably handle any problem/differences between the trainees and the hotel.
9. Regularly collect feedback from the students during and after the training.
10. Brief the significance of appraisals and the marking mechanism of the course.
11. Ensure learners/trainees must procure a Training Completion Certificate from the hotel before joining the institute.

Responsibilities of the Hotel

The hotel must provide the learner/ trainee with

1. Organize formal induction and orientation programs for the learners/ trainees.
2. Provide a standardized training module.
3. Assign a structured training schedule.
4. Provide cordial working conditions for the learners/trainees.
5. Allow the learners/trainees to interact with the guest.
6. Inform the institute about truant trainees.
7. Address any work-related discomfort or complaints reported by the learners/trainees.
8. Update the institute about the performance of the learners/trainees during and after training.
9. Maintain attendance of the learners/trainees during training.
10. Encourage the learners/trainees to complete their log book, training report and departmental performance appraisals.
11. Issue the Completion Certificate to trainees on the last day of training.

BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL**PERFORMANCE APPRAISAL FORM****Department: F&BS / FP / HK / FO**

Name of Student: _____	NCHM&CT Roll No: _____
Academic Chapter: _____	Duration: _____
Name of the Hotel: _____	
From: _____	To: _____

GRADING CRITERIA

The department head or supervisor must grade the learner/trainee on the given criteria. Please mark with (✓) on the 5-point rating scale: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Satisfactory), 1 (Poor).

Assessment Criteria	Grade Obtained				
1. Personal Grooming Clean uniform, Personal hygiene, Dental care, Skin care, Nail care & Hair care	5	4	3	2	1
2. Punctuality & Attendance Attends assigned tasks on time, Consistent in showing up on scheduled shifts	5	4	3	2	1
3. Oral Communication Interacts positively with staff and guests, Always mindful in choice of words and language at the workplace	5	4	3	2	1
4. Non-verbal Communication Display confident body language, Keeps pleasing facial expressions, Maintains eye contact during interactions, Attentive listener	5	4	3	2	1
5. Written Communication Make notes of instructions given by superior at the workplace, Note guest orders, messages for guests and staff, Write log book and department report	5	4	3	2	1
6. Cross-Cultural Communication	5	4	3	2	1

Respectfully deals with guests and staff from different cultural backgrounds, Tolerant towards different economic, educational, linguistic, gender, religious & social variables, Quick to learn & adapt to new regional or foreign languages, cuisines & cultures					
7. Accountability Honest and strong moral values, Takes responsibility at work, Admits mistakes if committed, Positively handles any adverse situation	5	4	3	2	1
8. Etiquettes & Manners Use proper greetings, Talk politely, display self-control and good faith behaviour & help others	5	4	3	2	1
9. Technology Acumen Able to work on computers and departmental software applications, Understand, analyze & interpret department data and generate reports	5	4	3	2	1
10. Department Oriented Skills Participate actively in tasks assigned, Demonstrate willingness to learn new tasks or concepts, Positively seek knowledge on a topic or area of work, Work driven and committed	5	4	3	2	1

Total Grade = _____ / 50

Name of Appraiser: _____	Signature: _____
Designation of Appraiser: _____	Date of Issue: _____
Signature of the Trainee: _____	Date of Submission: _____

BHHA781- INDUSTRIAL TRAINING FEEDBACK APPRAISAL**PERFORMA**

Name of the Trainee: _____	NCHM&CT Roll No: _____
Name of the Hotel: _____	
Training From: _____	Training Till: _____

EVALUATION OF INDUSTRIAL TRAINING (200 Marks)					
Evaluation factors	F&BS Maximum Grade (5)	FP Maximum Grade (5)	HK Maximum Grade (5)	FO Maximum Grade (5)	Grade obtained/ Total Marks (5 X 4= 20 Marks)
1. Personal Grooming					
2. Punctuality & Attendance					
3. Oral Communication					
4. Non- Verbal Communication					
5. Written Communication					
6. Cross-Cultural Communication					
7. Accountability					
8. Etiquettes & Manners					
9. Technology Acumen					
10. Department Oriented Skills					
Total Marks obtained out of 200 Marks					

Assessed By: _____	Designation: _____
Signature: _____	Date: _____
