

Best Practices

Best Practice 1:- Event Management

Event Management has become an effective training methodology to acquire best managerial practices and professional skills. BCIHMCT organizes National and International events and has placed itself at the National Horizon in the field of Hospitality and Tourism Education with benchmarking standards. The activities provide the students with different platforms to gain exposure and have a distinctive edge by participating in events and competitions organized throughout the country.

These events include Conferences, Seminars, Chef Competitions, Flower Arrangement Competitions, Brain Twisters, Debates, Poster Making, Environment Awareness and Panel/ Expert Discussions, etc these activities cover a range of disciplines for enhancing the personality and skills of the students.

These events and activities are most exciting part of campus life in BCIHMCT. These larger than life events not only helps students unwind, but also gives them exposure to manage such events successfully.

IHTTRC-India International Hotel Travel and Tourism Research Conference:

The annual International conference provides students with in-depth research knowledge and provides them with an opportunity to interact with leading academicians, practitioners, research scholars, other stakeholders and Industry experts to acquaint themselves with latest developments and to also share their insights and best practices on an identified theme of relevance.

Chandiwala Hospitality Ensemble- The National Level Talent Hunt Competition:

The event is organized at the national level with an objective to provide an opportunity to the aspiring Hotel Management Professionals who participate from Institutions located across the nation. It gives the students a platform to demonstrate their knowledge, skill and talent, leading to enhanced learning based on each other's experience and expertise. Succinctly put, the event allows the participants to explore and unveil the talent within.

Through these major events, Institute enables participants to discover their passion for hospitality and test their mettle to perform under pressure. These events also provide a great opportunity for the industry to discover new leaders who will shape the way hospitality evolves in the future.

To create value addition, BCIHMCT also conducts additional classes/workshops and webinars related to fields like Personality Development, Accommodation Management, Culinary Skills, Food & Beverage Techniques with a view to refine their talent and groom them further to meet the needs of the industry.

There have been many intellectual challenges also which are always intriguing and require teamwork, problem solving, communication and collaboration. These activities have shown an impact on the overall personality enhancement and placement performance of the students.

Special sessions are conducted for all Batches on PDP, Communication Skills, Soft Skills and Interview Techniques by the dedicated team of faculty members who endeavor to make every effort for the improvement in the performance of the students through "Skills Reformation" training session.

Every activity planned has adapted itself to suit the interests and upcoming needs of the potential hoteliers and leaders. Every year new events are conceptualized and are included in a competitive mode to create an atmosphere of learning and enhancement of knowledge motivating the students to achieve higher standards of excellence.

A) Event Name:- *India International Hotel, Travel & Tourism Research Conference*

Objective:

The objective of India International Hotel, Travel & Tourism Research Conference is to bring together a unique and international mix of experts, researchers and decision makers both from academia and industry across the globe to exchange their knowledge, experience and research innovations in Hospitality and Tourism Strategies.

Context:

IHTTRC is an annual two days International Conference organized by BCIHMCT. This conference aims to provide a platform for industry and academia to share their thoughts on latest innovations, challenges and trends on diverse themes and sub- themes. The themes of IHTTRC have always been contemporary and divergent. The conference is marked by talks by experts and plenary sessions where delegates from industry and academia present papers on various subject. These sessions are chaired by well-known hoteliers, academicians and administrators from across the globe. The highlight of the conference is the release of book of proceedings which includes selected papers received for the conference which is identified as IJAHTR. Each year, this conference has been growing bigger in terms of participants and more diverse in terms of themes involved.

Practice:

India International Hotel Travel and Tourism Research Conference series has become the most prominent International Conference in the field of Hotel, Travel and Tourism. BCIHMCT has been conducting the conference since 2009 involving the Tourism & Hospitality Industry. There have been various edition of the conference that have focused on various themes of Hospitality & Tourism. The conference covers related fields of the respective industries through application of theory and practices along with the perspective of education, food, films, business, industry, facilities, services, humanity, environment, and government.

This conference is designed and conducted by the students and faculty to provide a platform for distillation of various thoughts, by bringing together leaders, professionals, academicians, scholars and policy makers to put forth their views on future strategies in tourism industry. A dedicated research department with high profile researchers reviews the papers received during the conference – selected papers are included in the International journal on Hospitality (IJAHTR) which is published in the form of a book with an ISBN number on variety of issues and themes.

Evidence of success:

The conference includes formal presentations, workshops and awards. Apart from the regular presentations, the conferences have included keynote addresses by eminent speakers and experts from both industry and academia along with approximately 400 participants every year. The previous conferences held at BCIHMCT, were well attended by national and international delegates. The future strategies need to be devised to achieve sustainable development goals aimed at creating definite impact on hospitality, travel and tourism businesses.

B) Event Name:- *Chandiwala Hospitality Ensemble*

Objective:

To provide an opportunity to the aspiring Hotel Management Professionals by giving them a platform to demonstrate their knowledge, skill and talent leading to enhanced learning from each other's experience and expertise.

Context:

This is a three day mega event that mirrors the traits of creativity, passion and innovation thereby grooming hospitality students in all aspects. It is an arena where participants discover their passion for hospitality and their ability to perform complex tasks in a time-bound manner. It offers a great opportunity to the industry to discover a new generation of leaders and help them hone their skills. Institutes from all over India participate in these competitions.

Practice:

This Mega Event of Hospitality Ensemble aims to provide an opportunity to the aspiring Hotel Management Professionals by giving them a platform to demonstrate their Knowledge, Skill and Talent in various Culinary Competitions along with plethora of other hospitality competitions like Bar wizard Bar Challenge, Bakery Competitions, Hospitality Quiz, Role Play “Manage The Damage Contest”, Floral Decoration & Towel Origami Competition etc. “Learning through sharing” is best at this ensemble as it provides an appropriate platform to the budding Hospitality Executives, not only to display their skills but also to have an opportunity to refine and enrich the same.

Through this ensemble, participants discover their passion for hospitality and their ability to perform under pressure. This is also a great opportunity for the industry to discover a new generation of leaders who will shape the way hospitality evolves in the next decade.

Evidence of success:

- There have been various editions of Chandiwala Hospitality Ensemble that have commenced with a grand inaugural ceremony each year, along with a lot of enthusiasm at the campus with a record presence of Hospitality Students, Industry Experts, Trade Media and Faculty Members.
- The Lamp Lighting Ceremony is held each year followed by a Curtain Raiser to mark the event open, in the presence of Chief Guest along with other hospitality professionals, sponsors, trade media, participating teams, students, faculty and staff members of the institute
- The various competitions held during the three day Mega Event include, *inter alia*, R-Pure Regional India Culinary Contest, Barwizard Bar Challenge, Future Chef Contest, Live Sushi Challenge, Taj Hospitality Brain Twister, Food Service India Biryani Competition, Asian Culinary Challenge, Dress the Cake in 90 minutes, California Walnut Festive Culinary Challenge, IHG “Manage The Damage” Contest, Floral Decoration & Towel Origami Competition as well as Fruit & Vegetable Carving Competition.
- Themed dinner was also organized post valedictory function to celebrate the true spirit of Hospitality.
- A pool of 25 teams from different Hotel Management Colleges from across the length and breadth of the country, came to participate in this Hospitality Ensemble
- CHE Championship Trophy is awarded to the team with the most exemplary performance.
- Faculty Representative from the institute of Champions is also awarded and the best students are felicitated with the various titles of Young Talent Award

Best Practice 2:- Industry Institute Interaction**Objectives:**

- To give industrial exposure to students, thus enabling them to enrich their knowledge in tune with the industrial culture.
- To have an atmosphere of understanding between the Institute and the industry so as to bring the two sides academically, strategically and emotionally closer.
- To explore and identify common avenues of interaction with the industry as per the requirements of the Institution.

Context:

Better interaction between Technical institutions and industry is the need of the hour. This will have great bearing on the Hospitality Curriculum, exposure of students to industrial atmosphere and subsequent placement of young graduating hoteliers in industries across the country. With the advent of globalization and opening up of Indian economy to outside world, competition amongst industries has become stiff. To meet the needs of guests, the hotels look up to budding professionals as interns or trainees to help them serve the guests alongside the regular staff. Similarly, there is an urgent need to prepare hotel management students for jobs in hotels, by exposing them to newer standard operating procedures of providing service and facilities to the guests. These objectives can only be achieved by bridging the gap between industry and academics.

Practice:

- Invite senior management from hotels for guest lectures.
- Send students on outdoor catering to understand the latest trends followed in hotels.
- To invite experts from hospitality industry to judge various mega events conducted at the institute.
- To invite Human Resource teams from five star Hotels to explain their requirements to students so that students can hone their skills to become employable.
- To stimulate, encourage and support new members of teaching staff in their academic careers by sending them to cross exposure training in hotels.
- Encourage students to pursue internships during the vacation and acquire necessary problem solving skills.
- To assist the Departments in organizing workshops, with joint participation of experts from the industry.
- Encouraging specialists from industries for visit the institution to deliver lectures.
- Participation of Industry experts in development of curriculum.
- To organize industrial visits for students.
- To organize on-job training for the students.
- To assist the institute in establishing rapport with industries for taking up ODC.
- To coordinate/ identify industrial partners for proposed 'Centre for Excellence'.
- To assist the Training and Placement Division.

Evidence of success:

- A joint partnership MOU was signed between The Surya Hotel New Friends colony, Crowne Plaza, Okhla, New Delhi and BCIHMCT for closer collaboration for Educational Excellence. Cooperation in the field of Faculty Exposures, Students Training and visit of industrial experts to conduct special sessions at BCIHMCT. Also provides for many other opportunities which are being utilized for academic development.
- MOU signed with Crowne Plaza, Okhla, New Delhi for hospitality education and training.
- MOU with Tiffin Chef-Interaction provided for Mutual recognition in start ups and Entrepreneurial schemes.
- MOU with Satvik India Council- Quality process certification, Faculty development programme, Students training and internship programme, setting up of incubation centre.
- Magadh University, Bodhgaya- Faculty exchange, Student exchange and Professional exchange
- ICF-Indian Culinary forum a tie up with all culinary masters of the institutes facilitating inclusive education and activities related to culinary skills.
- Partnership with Taj Group of Hotels for various competitions being held during Chandiwala Hospitality Ensemble.

Best Practice 3:- Mentoring System

Objectives:

- To monitor the students attendance and discipline.
- To keep the parents informed about the growth and development of their wards.
- To provide counselling to students for solving their problems.
- To guide students so that students gain confidence.
- Guiding students to choose the right career path for jobs.

Context:

There is a well structured Mentor ship program followed in BCIHMCT. Approximately a group of 20 Mentees (Students) are allotted to each Mentor (Faculty Member) during the induction program of each new batch. Mentor is responsible for dealing with the problems and queries of their mentees. Starting from the first year, they need to interact with their mentees on a weekly or monthly basis, they need to discuss about their performance, need to perform team building exercises like an outing with their wards, have one on one interaction so that mentors can create a strong bond with their wards and mentees can share their issues with their mentors without any hesitation, also mentors need to focus on the weak points of their wards and help them to overcome the problems. Mentors are responsible for providing any update related to the curriculum or extra co-curricular activities (Inter or intra college) so that students can participate accordingly, they also need to take care about the regularity of their wards, they need to guide them for their career, also they help them in their placements like helping in personal interviews, group discussions, also help them for boosting their confidence for interviews. Apart from this professional relation, mentees can also seek personal support from their mentors, as sometimes they cannot share things with their family members or friends which they share with their mentors and the mentors try to resolve the situation in the best possible way.

Practice:

A meticulously designed effort as this, in all certainty, makes the life of an incoming fresher immensely easy. This is how a mentor can win the trust of their wards. Each mentor needs to maintain a box file wherein they keep the record of the documents of their mentees which includes the following:

- Student Information Sheet with photographs that includes their personal information like Contact number, Parents name and contact number, email Id, Residential address.
- 10th, 12th Mark sheet or Passing Certificate
- Resume
- Photocopy of ID card
- Training certificates of their Industrial training
- Mark-sheet of each semester
- Offer Letters of their placements
- Attendance record of each semester
- Medical record if any
- Appreciation letters if any
- Certificates of academics or extra co-curricular activities if any.

That is how a well defined mentor ship program plays an important role in academics.

Evidence of success:

The BCIHMCT Student Mentor ship program enables constructive interaction, guidance and mentor ship of students by their Faculty. The vision of the program is to inculcate the right attitude from the very inception. The institute offers infinite resources in terms of academics, career building, research, sports and cultural activities. As a fresher to the institute, the students might feel confused about their future. Mentors are thus assigned to a definite batch of students which serves as an ideal platform for

the commencement of their career in hospitality. The Mentor ship Program is a very intricately structured effort that has constant overviews and is open to feedback and criticism. Though the system has only been implemented in the last few years, significant improvement in the teacher-student relationship can be seen. The system has been useful in identifying slow learners and advanced learners. Based on the requirement deduced through a careful examination of each Mentor's report, the College has organised several Remedial Classes in the identified topics/subjects for slow learners. Minimized student drop-out rates (apparently due to Mentors' intervention before a student falls short of attendance or has been regularly abstaining from classes)

Best Practice 4:- Continuous Evaluation System

Objective:

Continuous assessment is as the name suggests continuous and frequent analysis of the learning performance. Moreover, this method is more of a tool, considering the increase in the need for constantly assessing students. Further, it also proves to be a technique of performance assessment that the institute adopts. It adds up in enhancing student learning.

Context:

- The academic schedule prescribed is strictly adhered to by all the departments. The college maintains a high standard through CES and ensures end semester and practical examinations are conducted jointly by the concerned teacher and an external examiner appointed by the university.
- There is complete transparency in the internal assessment. The criterion adopted is as directed by the institute.
- It is important for the teachers, parents and the educators to understand that the formal rigid evaluation tradition of testing and assessment needs to be liberalized to make a success of continuous evaluation system

Practice:

The continuous evaluation is done during the semester by the teachers of BCIHMCT. The weightage for various components of evaluation is as follows:

Theory Courses

- Continuous evaluation by teachers out of 25 marks
 - Semester term end examination 75 Marks
- Continuous evaluation is done on the basis of Midterm examinations which are conducted once during the semester, in accordance with GGSIP University Academic calendar

Practical Courses

- Continuous evaluation by teachers 40 Marks
- Semester term end examination 60 Marks
- Continuous evaluation is done throughout the semester by respective subject teachers during the Practical classes, which includes monitoring the attendance of the students for the practical.
- The evaluation is also assessed on the basis of journal, grooming, and activity conducted during the practical.

Evidence of Success:

Internal assessment tests and other measures are taken to judge the performance of students in a fair and effective manner. Students are allowed to go through the answer scripts of internal assessment tests and doubts regarding evaluation are cleared. Internal Test performance results are intimated to the parents. Whenever class tests, internal assessment tests are conducted, the result of the students performance are used by the faculty to identify slow and advanced learners. Students are encouraged to improve their performance in future through counselling. Nearly 20 students are entrusted to each faculty member who becomes their mentor and advisor. The mentors sort out the personal issues, academic and also non-academic problems of their mentees and also provide counselling and guidance.