

Dear students,

As you prepare for your industrial training, go through these guidelines. Take your training to be an exposure to the industry that you are going to be a part of. As far as college curriculum is concerned, it is an assignment carrying 200 marks for the industrial training and 100 marks for your industrial training report. This you can easily score with punctuality, commitment and interest. It does not matter where you train. Every hotel, big or small has its own significance. If you train at a large 5-star deluxe hotel you get a very good exposure at the same time you may not get to work in certain specialized areas. On the other hand, a smaller hotel may not have too many specialized areas but you get to handle responsibilities, which is a big learning in itself.

Industrial Exposure Training also gives you an opportunity to select the department that you are suitable for. Students can look for role models and know the profile desirable for the industry. You may face some difficult times as you are adjusting to the life of an “Employee” but don’t worry, you can address your concerns to the training manager and also can get in touch with the faculty coordinator if required. They will guide you. But never ever remain absent from work if you are not able to cope up. Speak to the personnel concerned about your difficulties and some solution will certainly come up.

It is also important to complete the training from one organization only. Institute does not approve of students changing hotels for their training. In case such need arises due to some emergencies, approval from the institute must be taken. Make sure you always have a scratch pad and a pen with you so that you can record the observations or write down any query that you have. Remember that you are the “Ambassador” of your institute and your conduct forms the image of the institute in the minds of the hoteliers. We expect you to be well behaved and well groomed always.

I have tried to include here information about industrial training, leave formalities, documents and reports that are to be submitted at the institute.

Best wishes and good luck!

INDUSTRIAL EXPOSURE TRAINING

Duration of training:

17 weeks (17 weeks X 7 days per week= 119 days)

Break up of 100% attendance:

17 weeks X 6 days per week = 102 working days

Weekly offs (given by hotel) = 17 weekly offs

Weekly offs may be 4 or 6 per month depending on hotel policy.

Festivals and national holidays (only if given by the hotel)

Medical leave supported by a medical certificate

According to the number of weekly offs granted by the hotel, the number of leaves permitted will vary. Maximum 15 days permitted in case of 4 weekly offs a month and 9 days in case of 6 weekly offs a month. The calculation would be such that weekly offs and leaves taken cannot exceed a period of 32 days.

Students who are unable to complete a minimum of 87 days of industrial training would be disallowed from appearing in the term end examinations as per NCHMCT Examination rules.

Students who are unable to complete minimum 87 days due to medical reasons may make good during the IT Shortfall make good period which is usually of 3 weeks prior to the exam. Those students who are unable to manage 87 days of attendance before the start of the exam will be treated as 'absent' in industrial training and results declared as per NCHMCT Examinations Rules. They can complete their training in the vacations and then appear for the exam in the next year.

Once the student has been selected / deputed for industrial training by the institute, he/ she shall not 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.

There will be no interchange of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

Suggested Training Schedule

Housekeeping:	4 weeks
Front office:	4 weeks
Food and Beverage Service:	4 weeks
Food Production:	4 weeks
Any department of choice:	1 week
Total weeks:	17 weeks

Academic Credits for training

Appraisals (BHA 401):	200 marks
Attendance, log book, report and presentation (BHA402):	100 marks
Total:	300 marks

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.

Trainees are also advised to make a report on the hotel detailing the various departments worked at along with their key functions and proficiency acquired. A PowerPoint presentation on the hotel (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for a duration of 10 minutes.

Marks will be awarded on this. The presentation should express the student's experiences in the hotel and what has he learned / observed.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook
2. Appraisals (included in the logbook).
3. Original training certificate with a self-attested photocopy.
4. Attendance sheet

Students have to submit the following on the day of exam to the panel of examiners:

5. IT Report on the hotel.
6. PowerPoint presentation (can be brought on a pen drive) based on the training report.

INSTRUCTIONS RELATED TO PREPARATION OF THE
INDUSTRIAL TRAINING REPORT & PRESENTATION

1. Report:

- a. Paper Format: Portrait (Landscape only if required for illustrations)
- b. Font: Times New Roman (Arial only for headings if desired)
- c. Font Size: 12 for body and 14-16 for headings
- d. Line Spacing: 1.5
- e. Alignment: Justified
- f. Illustrations: Photos, graphs, specimen formats, menus to be included as per the department in the report
- g. The report must be printed (not hand written) and must be spiral bound. It must be within 30 to 40 pages.
- h. Print: Double sided (back-to-back)
- i. Layout:
 - i. Title page (1 page)
 - ii. Acknowledgement (1 page)
 - iii. Index / Table of contents (1 page)
 - iv. Table of abbreviations
 - v. Introduction (not more than 3 pages)
 - History & growth of company
 - Brief of the property
 - Training objectives
 - vi. Training Schedule (1 page) (Breakup of allocation)
 - vii. Core department 1 (approx. 8-10 pages) Key functions, work assigned and proficiency acquired
 - viii. Core department 2 (approx. 8-10 pages) Key functions, work assigned and proficiency acquired
 - ix. Core department 3 (approx. 8-10 pages) Key functions, work assigned and proficiency acquired
 - x. Core Department 4 (approx. 8-10 pages) Key functions, work assigned and proficiency acquired
 - xi. Conclusion
 - xii. References

- Page numbers must be clearly indicated.
- All points mentioned under guidelines for report making are to be covered and must be in the order mentioned.
- All details mentioned under the guidelines need to be covered for each section of the department worked in.
- Begin with the section of the department where you first worked in, followed by the next department worked in.
- Sections not covered during training (of each department) also must be mentioned in the report with few basic details/facts related to them.

2. Presentation:

- a. Font: Arial (Bold)
- b. Font Size: 28-36 for body and 48 for headings
- c. Line Spacing: 1
- d. Alignment: Left Aligned
- e. Custom Animation:
 - i. Use sparingly
 - ii. Avoid point by point custom animation
- f. 3-4 points per slide (do not overload the slide with a lot of text)
- g. Text should be in contrast with the background such that it is clearly legible.
- h. Illustrations: Photos, graphs, specimen formats could be added
- i. No videos/links to be attached
- j. A soft copy of the presentation must be brought on a clean virus free pen drive on the day of the exam. (please a keep a copy of the presentation on Google Drive as well).
- k. Layout:
 - i. Title Slide
 - ii. Department 1- observations, learning
 - iii. Department 2 - observations, learning
 - iv. Department 3 - observations, learning
 - v. Department 4 - observations, learning
 - vi. Do not cover sections (of the departments) not worked in.

Keep the presentation short and simple, to the point. Do not make beyond 20 slides.

GUIDELINES FOR REPORT MAKING (DEPARTMENT WISE)

The training report should begin with a brief of the hotel organization and then move on to discussing the departments. The training report should include shift timings, duties and responsibilities, procedures, formats (pertaining to different sections of the department) and also the student's training schedule in the department, special observations etc. Each department must be put in as a separate chapter (approx. 7-10 pages).

1. FRONT OFFICE

- a. Organization mission statement
- b. The number and type of rooms, with special features of each room type
- c. Rack rates, special rates
- d. Brief information on hotel's services and facilities as explained during show-round
- e. Sections of Front Office observed:
 - Front Desk/Reception
 - Back office
 - Bell Desk
 - Business Centre
 - Guest Relations
 - Reservations
- f. Other services and facilities provided
- g. Layout/ floor plan of each section
- h. Training schedule within the department
- i. Procedures & functions performed by trainee during each shift and in each section.
- j. Front office organization chart
- k. Duties and responsibilities (observed) of:
 - Sectional manager
 - Supervisor
 - Operational staff/GSA
- l. Interdepartmental relationships observed
- m. Software used: PMS, POS, CMS

- n. Equipment used, names of manufacturers of special equipment
- o. Store pick up
- p. Records and formats maintained
- q. Skills required; developed & knowledge gained.
- r. Situation handling/ special observations.
- s. Suggestions for improvement
- t. Trainees may also attach pictures/ brochures/ forms/ slips/ reports generated etc. after taking due written permission from the Department head

2. HOUSEKEEPING

- a. Location in the hotel
- b. The number and type of rooms, with special features of each room
- c. Sections of Housekeeping observed:
 - i. Control Desk
 - ii. Floors
 - iii. Public Area
 - iv. Laundry
 - v. Linen Room
 - vi. Uniform Room
 - vii. Flower Room/Florist
- d. Other services and facilities provided: Lost & Found, Guest Loan items, Enhancing guest experience, room decoration for birthdays, anniversaries
- e. Layout/ floor plan of each section
- f. Training schedule within the department
- g. Procedures & functions performed by trainee during each shift and in each section.
- h. Housekeeping organization chart
- i. Duties and responsibilities (observed) of:
 - Sectional manager
 - Supervisor
 - Operational staff/GRA
- j. Software used: PMS, POS, CMS
- k. Heavy equipment/Machinery used, names of manufacturers, cost and use
- l. Cleaning agents used (item, manufacturers, cost, use)
- m. Guest supplies (item, manufacturers, cost)
- n. Linen used (item, manufacturers, size, cost)
- o. Room cleaning schedules observed (Daily, Weekly, fortnightly, Spring cleaning)
- p. Public area cleaning schedules (Daily, Weekly, fortnightly, Spring cleaning)
- q. Colour schemes used
- r. Store pick up
- s. Records and formats maintained

- t. Interdepartmental relationships observed
- u. Contractual services: pest control, floor maintenance, etc.
- v. Skills required; developed & knowledge gained.
- w. Situation handling/ special observations.
- x. Suggestions for improvement
- y. Trainees may also attach pictures/ brochures/ forms/ slips/ reports generated etc. after taking due written permission from the Department head

3. FOOD PRODUCTION

- a. Location in the hotel
- b. Sections in Kitchen observed:
 - Main kitchen
 - Garde Manger
 - Butchery
 - Bakery
- c. Satellite kitchens with:
 - The F&B outlet it is serving
 - Kind of food/ menu prepared in that kitchen/ recipes
- d. Layout of each kitchen
- e. Training schedule within the department
- f. Procedures & functions performed by trainee during each shift and in each section
- g. Food Production organization chart
- h. Duties and responsibilities (observed) of:
 - Sous Chef
 - CDP
 - Commis
- i. Software used: MMS
- j. Heavy equipment/Machinery used, names of manufacturers, cost and use
- k. Bulk suppliers (items and cost)
- l. Exotic/Imported items used (item, supplier, cost, use)
- m. Kitchen cleaning schedules observed (Daily, Weekly, fortnightly)
- n. Walk in cleaning & maintenance, tagging system followed
- o. Store pick up schedule
- p. Purchasing & Receiving function
- q. Records and formats maintained
- r. Interdepartmental relationships observed
- s. Contractual services used

- t. Skills required; developed & knowledge gained
- u. Situation handling/ special observations
- v. Suggestions for improvement
- w. Trainees may also attach pictures/ brochures/ forms/ slips/ reports generated etc. after taking due written permission from the Department head

4. **FOOD & BEVERAGE SERVICE**

a. Basic information on different outlets in the hotel

- Name of outlet
- No. of covers
- Operating hours
- Location of outlet in the hotel

b. Outlets observed:

- Coffee Shop
- 24 hr. multicuisine restaurant
- Specialty restaurants
- Pool side café
- Bar

c. Training schedule within the department

d. F&B organization chart

Detailed information for every outlet worked in:

e. Name/ meaning/ambience

f. Type of cuisine, menu and service

g. Basic financials (average monthly sales, APC)

h. Layout/Floor plan of the restaurant

i. Entertainment for guest

j. Procedures & functions performed by trainee during each shift and in each section

k. Duties and responsibilities (observed) of:

- Outlet Manager
- Captain
- Steward

l. Software used: POS, MMS

m. Heavy equipment/Machinery used, names of manufacturers, cost and use

n. Flatware, cutlery, crockery & glassware items used (item, supplier, cost, use)

o. Type of linen used

General points observed:

- p. Pantry cleaning schedules (Daily, Weekly, fortnightly)
- q. Store pick up schedule
- r. Purchasing & Receiving function
- s. Records and formats maintained
- t. Interdepartmental relationships observed
- u. Contractual services used
- v. Skills required; developed & knowledge gained
- w. Situation handling/ special observations
- x. Suggestions for improvement
- y. Trainees may also attach pictures/ brochures/ forms/ slips/ reports generated etc. after taking due written permission from the Department head

Dos and don'ts

1. Maintain good attendance. Less than 87 days of physical presence in the hotel will mean that the training is incomplete and you will not be eligible to appear for the exam.
2. Long leave (more than 3 days) can be availed on medical grounds with the support of a medical certificate. The hotel as well as the institute should be informed of the same.
3. Fill up your log books on a weekly basis and get them signed by the supervisors. Students training in Mumbai should visit the college with their logbooks once a month while those training outside Mumbai should scan and mail the log book on a monthly basis.
4. Appraisals should be taken at the end of every four weeks.
5. No leave should be taken without prior permission from Training Manager and reporting manager.
6. 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.
7. Follow the grooming standards of the hotel. Be well groomed always.
8. 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.
9. 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. Hotels will take strict action against you in case any hotel article is found on you, which could lead to termination of training.
10. Hotel phones should not be used to make personal calls.
11. Follow the rules and regulations of the hotel.
12. Never go on duty drunk.
13. Have a good rapport with the hotel staff but don't be too familiar. Remember that you are a trainee and the hotel is giving you an opportunity to learn. Make the most of it.
14. While working in a particular department you may come across some vital information. Do not divulge it as secrecy has to be maintained.
15. You may require some formats from a department to be used in your reports. Do not take them without permission (gate pass)

16. All departments are equally important do not insist on reducing the training duration in one department and increasing it in some other.
17. 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.
18. 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.