

B.Sc. HS - PROGRAM STRUCTURE

VI SEMESTER								
Sl. No	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L + T + P)	SEE	CIE	Total Marks	Credits
1	BSHSTN601	ON THE JOB INDUSTRIAL TRSINING & PROJECT WORK					550	22
		Logbook + Performance Appraisal Forms					150	6
		Training Project Done on the Hotel trained					250	10
		Power Point Presentation					50	2
		Viva Voce					100	4
Total Credits								22

Subject : ON THE JOB INDUSTRIAL TRAINING & PROJECT WORK
Sub code : BSHSTN601

1. The duration of the project work training will be **16 continuous weeks - 112 days (Including weekly offs)**. The minimum attendance requirement for project is **90 working days** out of maximum of **96 working days (16 x 6 = 96 days)**. A student can avail leave to a maximum of **6 days**, only with prior written permission of the hotel authorities (a copy of the same authorized by the hotel should be sent to be the college).
2. Students can complete the training in any hotel.
3. Focus of the project work training will be on the understanding of industry operations, supervision and management function. The suggested trust areas are food and beverage service, food production, front office, housekeeping, marketing, human resources or finance for hotels, reports, welfare establishments, and any sector of the hotel industry
4. The placement of the training will have to be approved by the college in advance and a no objection certificate to be issued by the college to the hotel where the student is being placed.
5. The student will have to prepare a Training Project report on the On-the-Job Training he /she has undergone. The report will have to be made from the data collected / log book maintained by the student during the training period. The project should be of **18,000 to 20,000 words** excluding appendices.
6. Students will be awarded 150 marks internal on the basis of the appraisal filled up by the immediate supervisor in the department (s) that the student has trained. Performance appraisal forms should be collected from all the departments the student has trained. It is the responsibility of the student to get the On-the-Job Training Performance Appraisal Forms filled up from the hotel and submit the same to the college at the end of training. Aggregate of all the On-the-Job Training Performance Appraisal Forms will be done and the marks will be finalized.
7. The student has to submit a copy On-the-Job Training completion certificate to the college from the hotel where he/she has undergone his /her training stating the duration of the training and the departments he/has undertaken the training.

STRUCTURE OF THE PROJECT REPORT

Sl.No.

CONTENTS

Title Page

This should give the following information:

1. The full title and sub title if any
2. The name of the author
3. Submitted in fulfilment of the requirement for the B.sc (hospitality sciences) of the Mangalore University.
4. Name of the college
5. The month and year of submission

Declaration

This indicates that the standard has adhered to the university, college and course regulations regarding cheating and plagiarism

2. "I declare that this project is the result of my own efforts and that it confirms to university, college and course reputations regarding cheating and plagiarism. No material contained within this project has been used in any other submission, by the authors for an academic award"

Student's name:

date:

Acknowledgement

Only genuine assistance must be acknowledged.

4. **Certificate Format to be attested by College and Examiners**

5. **Certificate given by hotel**

6. **Appreciation letters / Recommendation letters**

Table of Contents (Index) (Starting from Synopsis)

7. This should list in sequence, with page numbers, all sections of the project including acknowledgements, summary, headings, appendices, bibliography and list of abbreviation.

List of Table, Graphs, Figures, etc.

8. This indicates various tables, graphs and figures in the project. If these are high in number, they may be separated into three different tables. However, if the number of such illustrations is less, these should be included in just one table.

List of Appendixes

9. This will provide for a quick reference to the various appendixes in the project

List of Abbreviations

10. This must mention a list of abbreviations that have been used extensively in the project.

Synopsis

11. A summary of the project should be given at the beginning, covering the study. Its function is to provide a quick guide

to her project.

Aims and Objectives

This should set out clearly and precisely what the student is seeking to achieve.

12. The objectives should be stated in such a way that the student is able to measure to what extent it has been achieved.

Chapter 1: Introduction

13. Introduction about the topic of the project and the justification of study.

Chapter 2: Introduction to the city and the property of the project

14. • Introduction to the City – location, prominent places, distance from major cities, distance from major transportation and any other.
• Introduction to the Property – History of the property, vision, mission, Information about the chain if any, Detailed information regarding the property (Departments, rooms, facilities, Restaurants, other facilities, etc.).

Chapter 3: Objectives, Methodology and Limitations

15. • Observations done at the hotel about new processes.
• Methodologies followed in the hotel which are unique.
• Limitations faced to the study and research while collecting data.

Chapter 4: Operational Aspects

- Introduction to the department trained.
• Profile of the department with the hierarchy followed in the hotel.
• Layouts of the departments worked at with detailed labelling (to be either drawn or designed in the computer).
• Equipments used in the departments worked in with the image, description and their uses.
• Operational Aspects (Standard Operating Procedures)
16. ➤ F & B Production (Standard Recipes with Method of preparation, Store Pick up procedure, Food delivery procedure etc.).
➤ F & B Service (Restaurant Service Cycle – In detail, Store pick up procedure, KOT procedure, BOT procedure etc).
➤ Front Office (SOP for – Check Inn/ Check out/ Room Change/SDL/ Luggage handling etc).
➤ Housekeeping (SOP for Room cleaning procedure/ Public area cleaning procedure/ laundry procedure/ Guest loan item etc).

Any other departments if any with the work done in detail.

Chapter 5: SWOC Analysis (Strength, Weakness, opportunities & Challenges)

17. This chapter deals with the strength, weakness, opportunities and threats for various departments and the hotel in whole.

Chapter 6: Conclusion

18. This chapter details a summary and recommendation stating briefly what has been done.

Bibliography:

19. This selection lists all references in an alphabetical order of author's surnames. The Harvard system which incorporates the following elements should be used.

Appendix

20. Separate appendices are to be used for sets of detailed information that are not appropriate to the main text e.g., Questionnaires, sample population, list of organizations or gross data.

PRESENTATION & FORMAT

1. All students are required to submit 2 hard copies (Colour print) and 1 hard copy or spiral bind copy (To be retained with the student after valuation) of their project by the date stipulated for approval.
2. 1 approved hard copy of the project to be maintained by the student.
3. Paper: A4 sized paper must be used and should be executive bond quality.
4. Font: Times New Roman font must be used with the font size of 16 for the main headings, 14 for the side heading and 12 for the regular texts.
5. Layout: the margins at the left-hand edge should be no less than 3.54 cm and other margins no less than 2.54 cm.
6. The report should be typed should be 1.5 line spaced.
7. Printing should be done only one side of the paper.
8. Binding: the book should be bound in black Rexene only. There should be no illustrations on the cover page.
9. Cover title: the outside front cover must bear the title of the work in block capitals with the name of the student, name of the college and logo of the college
10. Spine title: those must bear the title and the year of submission in the same lettering as the front cover. The lettering must read from left to right when reading the spine vertically.

SCHEME OF EVALUATION

- Logbook + Performance Appraisal Forms (150 marks) **(6 Credit)**
- Training Project Done on the Hotel trained (250 marks) **(10 Credit)**
- Power Point Presentation (50 marks) **(2 Credit)**
- Viva Voce (100 marks) **(4 Credit)**
- **Total Marks 550 marks (22 Credit)**

ON THE JOB TRAINING EVALUATION BY THE HOTEL

- On-the-Job Training Performance Appraisal Forms must be filled by the immediate supervisor / manager in the department of the hotel in **150 marks** to be marked by the supervisor or manager of the department or organization the student trained in. (as per project training performance appraisal form enclosed).
- For students who train in more than one department, the average score of all departments will be taken for internal assessment marks.
- The On-the-Job Training Performance Appraisal Forms and log book of each student has to be maintained by the college and produced when requested by the university.

ON THE JOB TRAINING EVALUATION DURING EXAM

- **Training Project report evaluation – 250 marks**
- **Power point presentation – 50 marks** - each student will present a **10-minute** power point presentation of the project. The presentation should include a brief of the property, the department/s worked in, operation aspects of the department worked in and SWOT analysis
- **Viva voce – 100 marks** (10 questions to be asked from the project/dissertation presented)

Students per session : 10
session per day : 2
Students per day : 20
Time : 20 minutes per student

ON-THE-JOB TRAINING PERFORMANCE APPRAISAL FORMS (OJT – PAF)

Name of student			
Registration number			
Name of the college			
Name of the hotel			
Name of the department			
From:		to:	

Circle or tick mark the marks obtained by the student

CRITERIA		MARKS
GROOMING		
Immaculate appearance, clean uniform, well-groomed hair, clean nails & hands	15	
Smart appearance, crisp uniform, acceptable hair, clean nails and hand	12	
Well, presented, clean uniform, acceptable hair, clean nails and hand	9	
Untidy hair, creased ill kept uniform, hands not clean at all times	6	
Dirty/disheveled, long unkempt hair, dirty hands and long hair	3	
ATTENDANCE / PUNCTUALITY (___days present out of ___days)		
On time, well prepared, ready to commence task, attendance 100%	15	
On time lacks some preparation but copes well, attendance between 99-90%	12	
On time, some disorganized aspects – just copes attendance between 89-80%	9	
Occasionally late, disorganized approach, attendance between 79-69%	6	
Frequently late, not prepared, frequently absent without excuse	3	
COMMUNICATION SKILLS		
Very confident, demonstrates outstanding confidence & ability both spoken /written	15	
Confident, delivers information	12	
Communicates adequately, but lacks depth and confidence	9	
Hesitant, lacks confidence in spoken/written communication	6	
Very inanimate, unable to express in spoken or written word.	3	
ATTITUDE TO GUESTS/COLLEAGUES		
Outstanding rapport with guests and colleagues	15	
Polite, consideration and firm, well linked	12	
Gets on well with most colleagues, handles guests well	9	
Slow to mix, weak manners, is distant, is insensitive to guest needs	6	
Does not mix and relate well with guests and colleagues	3	
ATTITUDE TO SUPERVISION		
Very co-operative, acts on constructive criticism	15	
Readily accept criticism and is noticeably willing to assist others	12	
Accepts criticism, but does not necessarily act on it	9	
Takes criticism very personally, broods on it	6	
Persistently disregards criticism and does own way	3	
INITIATIVE & MOTIVATION		
Very effective in analyzing situations and resourceful in solving problems.	15	
Shows ready appreciation and willingness to tackle problems.	12	
Usually grasps points correctly. Shows interest in all work undertaken	9	
Slow on the uptake. Is interested only in areas of work preferred	6	
Rarely grasps points correctly. Lacks drive and commitment	3	
RELIABILITY & COMPREHENSION		
Is totally trust worthy in any working situation and work without supervision.	15	
Can be depended upon to identify work requirements and willing to complete them.	12	
Gets on with the job in hand. Comprehends but doesn't fully understand work	9	
Cannot be relied upon to work without supervision	6	
Requires constant supervision & lacks any comprehension	3	
RESPONSIBILITY		
Activity seeks responsibility at all times	15	
Very willing to accept responsibility	12	
Accepts responsibility as it comes	9	
Inclined to refer matters upwards rather than make own decision	6	
Avoids taking responsibility	3	

QUALITY OF WORK		
Exceptionally good, accurate in work, very through-usually unaided	15	
Maintains a high standard of quality	12	
Generally good quality with some assistance	9	
Performance is uneven	6	
Inaccurate and slow at work	3	
QUANTITY OF WORK		
Outstanding in output of work	15	
Gets through a great deal	12	
Output satisfactory	9	
Does rather less than expected	6	
Output regularly insufficient	3	
Total	150	
TOTAL MARKS ATTAINED		
In Figures		
In Words		

Name of the appraiser		Date	
Designation of the appraiser		Signature	

Hotel Seal

Note: In case a students work in more than one department/ the average scores of all the departments worked in shall be considered for internal assessment marks

ON-THE-JOB TRAINING PROJECT EVALUATION SHEET

Sl No	PARTICULARS	MARKS
1	Presentation: Please consider if the students have followed the format prescribed and presented the report well there should be no grammatical errors and misrepresentation of facts	30
2	Profile of the establishment/department (s): Please consider if the student has given the entire profile of both the establishment and department(s) trained in.	30
3	Layout and equipment used: please consider if the layout is to approximate scale and the equipment is described in sufficient detail with photographs or pictures attached.	40
4	Operations: Please consider if the student has done an in-depth study of the operational aspects of the department. Consider if the student has understood the functions of the forms and formats used, statistics calculated and described them in detail	80
5	SWOC Analysis (Strength, Weakness, opportunities & Challenges) Please consider if the student has been able to make detailed study of the strengths, weaknesses, opportunities and threats of the department/establishment trained in.	40
6	Conclusion: Please consider if the student has provided suggestions for improvement which are practical and enforceable	30
TOTAL		250