

ADD ON COURSE

PG DEPARTMENT OF ENGLISH

**EFFECTIVE COMMUNICATION FOR HOSPITALITY
PROFESSIONALS**

2022-2023

Naipunnya[®]

To reach the unreachable



Addon course 22-23

Pongam, Koratty East, Thrissur District, Kerala State, India. Pin-680308.

Phone +91 9605001987, 04802730340, 2730341, 2733573

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**NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION TECHNOLOGY,
PONGAM, KORATTY EAST**

No: NLA/ AOP /04/2023-24

Date: 12-09-2022

Circular

The Add-on Program NLA 1AOP04 Effective Communications for Hospitality Professionals for the students of 1 Semester HMCS A, HMCS B, HMCA, and BHA will commence from 19-09-2022.

Add on Course Code : NLA 1AOP04
Name of the Add on Course : Effective Communications for Hospitality Professionals
Name of the provider : PG Department of English
Venue: : Class room

All students are expected to participate in the Add-on program without fail.


Fr. Dr. Paulachan K.J

Principal




**REPORT ON THE ADD ON COURSE OFFERED BY THE
PG DEPARTMENT OF ENGLISH**


EFFECTIVE COMMUNICATION FOR HOSPITALITY PROFESSIONALS

Add-on programs are extra courses or activities that help students learn more skills and knowledge, making them better at their jobs. These programmes increase the chances of getting a job and a lucrative career. Along with improving the professional skills and knowledge, the confidence gets boosted and it reflects in the personality. The additional courses will enhance the students' portfolios and help them gain the appropriate skills needed to start working soon or freelancing after graduating. Keeping this in mind, an Effective Communication for Hospitality Professionals (NLA 1AOP04) was offered to the students of I Semester HMCS A, HMCS B, HMCA, and BHA this academic year (2022-23). The sessions were held offline in the respective class rooms from September 19- October 19. Theory and Practical sessions were held on the four basic skills of communication: Reading, Writing, Listening and Speaking. The course proved to be very informative and useful for the students.


Prepared by,


Ms. Annie Sebastian
(Asst. Professor)

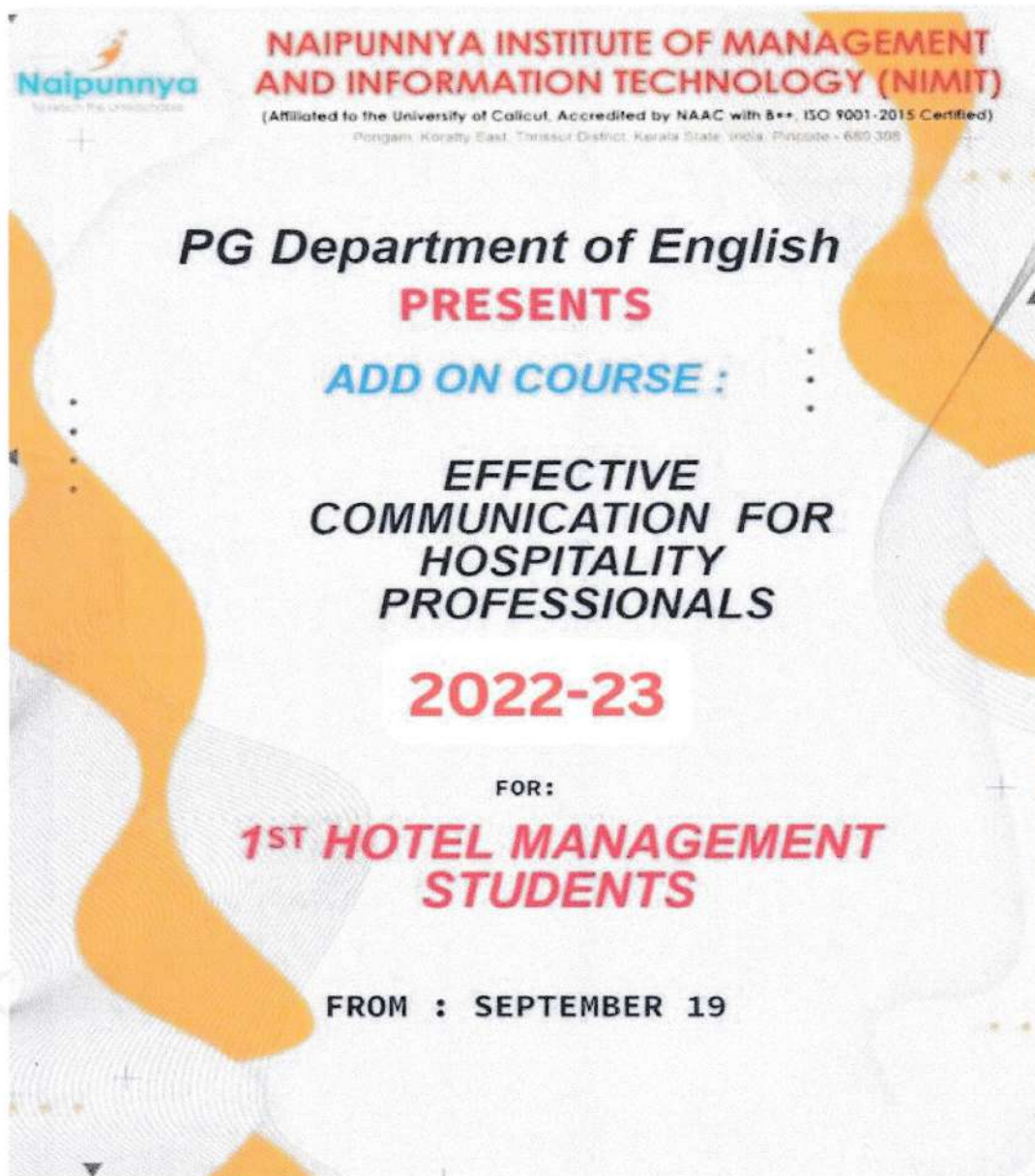
Verified by,


Ms. Grace Benny
for
(HOD, PG Dpt of English)

Approved by,


Rev. Fr. Dr. Paulachan K. J.
(Principal)

BROCHURE



NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION TECHNOLOGY (NIMIT)
(Affiliated to the University of Calicut, Accredited by NAAC with B++, ISO 9001-2015 Certified)
Pongam, Koratty East, Thrissur District, Kerala State, India. Pincode - 680 308

**PG Department of English
PRESENTS
ADD ON COURSE :
EFFECTIVE
COMMUNICATION FOR
HOSPITALITY
PROFESSIONALS
2022-23
FOR:
1ST HOTEL MANAGEMENT
STUDENTS
FROM : SEPTEMBER 19**



Add-on Course

Syllabus

Code- (NLA 1AOP04) EFFECTIVE COMMUNICATION FOR HOSPITALITY

PROFESSIONALS

No. of sessions: 32

Eligibility: Plus 2/ Grade 12

| Course Objectives |
|---|
| 1. Develop the ability to communicate with guests in a warm, professional, and guest-centric manner. |
| 2. Enhance communication and collaboration among different departments within the hospitality establishment, fostering a seamless guest experience and efficient operations. |
| 3. Equip professionals with the skills to handle challenging situations, conflicts, and crises effectively, ensuring guest safety, satisfaction, and the protection of the establishment's reputation. |
| 4. Develop proficiency in communicating with diverse international guests, including understanding cultural nuances and, where applicable, speaking multiple languages, to create a welcoming and inclusive atmosphere. |
| Course Outcomes |
| CO1: Students of the course will consistently provide guests with exceptional experiences by communicating effectively. |
| CO2: Students will demonstrate improved interdepartmental communication and collaboration, leading to streamlined operations, reduced errors, and enhanced guest services. |
| CO3: Students will exhibit the ability to handle crises, conflicts, and challenging situations with confidence and professionalism, resulting in guest safety, satisfaction, and reputation protection. |
| CO4: Students will possess cultural competency, including the ability to communicate with diverse international guests and create an inclusive environment. |



CO-PO/PSO Mapping

| PO→ CO↓ | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 | PO8 | PSO1 | PSO2 | PSO3 | PSO4 | PSO5 | PSO6 |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|------|------|------|------|------|------|
| CO1 | 2 | 3 | 1 | 3 | 0 | 1 | 0 | 3 | 3 | 0 | 0 | 1 | 1 | 1 |
| CO2 | 2 | 3 | 1 | 2 | 0 | 1 | 0 | 3 | 3 | 0 | 0 | 1 | 0 | 3 |
| CO3 | 1 | 3 | 2 | 2 | 0 | 1 | 0 | 3 | 3 | 0 | 1 | 3 | 2 | 3 |
| CO4 | 2 | 3 | 2 | 2 | 0 | 1 | 0 | 3 | 3 | 0 | 1 | 3 | 2 | 1 |

COURSE DESCRIPTION:

A. COURSE SUMMARY:

Module 1: 10 hrs

Module 2: 10 hrs

Module 3: 7 hrs

Module 4: 5 hrs

Total: 32 hrs

COURSE DETAILS:

Module 1: Customer-Centric Communication

- Understanding guest expectations
- Effective verbal and non-verbal communication with guests
- Building rapport and creating a welcoming atmosphere
- Handling guest inquiries and special requests

Module 2: Interdepartmental Collaboration and Team Communication

- Effective communication between different departments
- Streamlining processes to enhance guest services
- Coordination and communication in managing events and guest services
- Problem-solving and decision-making in a team setting

Module 3: Crisis Communication and Conflict Resolution

- Identifying and responding to crisis situations
- Conflict resolution techniques for addressing guest complaints and staff conflicts
- Handling challenging guest situations with empathy and professionalism
- Crisis communication strategies to protect the establishment's reputation



Module 4: Multilingual and Multicultural Competency

- Language skills and tools for effective communication with international guests
- Cultural awareness and sensitivity in guest interactions
- Adapting communication styles to diverse cultural preferences
- Strategies for creating an inclusive and culturally diverse atmosphere

Reference Books

1. "Hospitality Communication: Effective Communication for Hotels, Restaurants, and Clubs" by Lyle Sussman
2. "Effective Communication for the Hospitality Industry" by Denise Vaughn and Randy Vaughn



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To reach the unreachable



Time Table

Effective Communications for Hospitality Professionals

Monday – 8: 15 a.m. – 9:15 a.m.

| Class | Faculty |
|-----------------|---------------------|
| I Sem HMCS A | Ms. Greena Joseph |
| I Sem HMCS B | Mr. Aby John |
| I Sem HMCA | Ms. Sharon Varghese |
| I Sem BHA | Ms. Anju V. R. |

Tuesday- 8: 15 a.m. – 9:15 a.m.

| Class | Faculty |
|-----------------|---------------------|
| I Sem HMCS A | Ms. Greena Joseph |
| I Sem HMCS B | Mr. Aby John |
| I Sem HMCA | Ms. Sharon Varghese |
| I Sem BHA | Ms. Anju V. R. |

Wednesday- 8: 15 a.m. – 9:15 a.m.

| Class | Faculty |
|-----------------|---------------------|
| I Sem HMCS A | Ms. Greena Joseph |
| I Sem HMCS B | Mr. Aby John |
| I Sem HMCA | Ms. Sharon Varghese |
| I Sem BHA | Ms. Anju V. R. |



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Thursday- 8: 15 a.m. – 9:15 a.m.

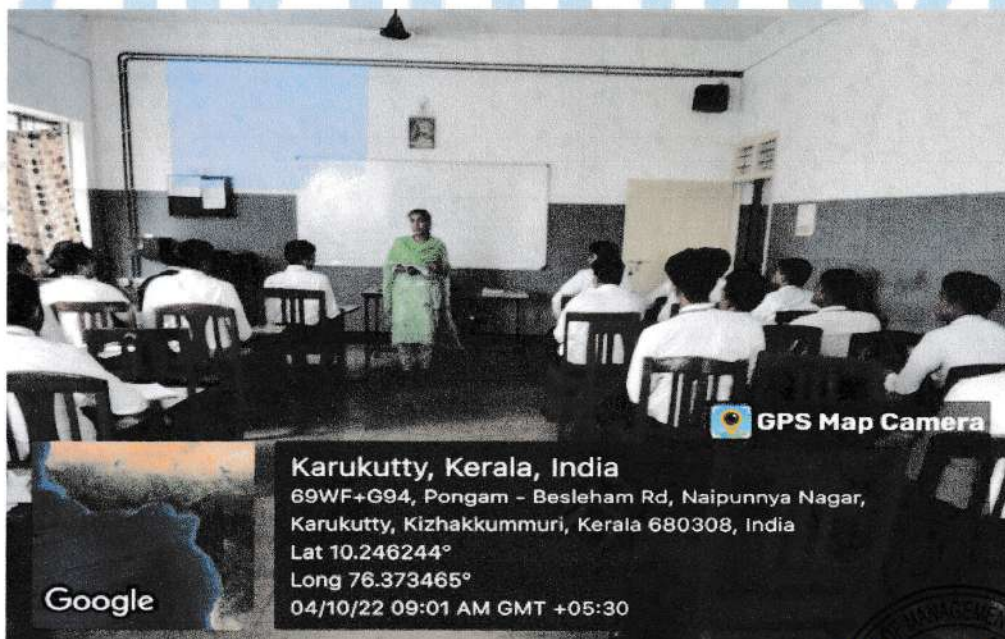
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| I Sem HMCS B | Mr. Aby John |
| I Sem HMCA | Ms. Sharon Varghese |
| I Sem BHA | Ms. Anju V. R. |

Friday- 8: 15 a.m. – 9:15 a.m.

| Class | Faculty |
|-----------------|---------------------|
| I Sem HMCS A | Ms. Greena Joseph |
| I Sem HMCS B | Mr. Aby John |
| I Sem HMCA | Ms. Sharon Varghese |
| I Sem BHA | Ms. Anju V. R. |



PHOTOGRAPHS



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Syllabus setting



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Attendance

11 PHS ATTENDANCE REGISTER OF
P.H.S - 1000-01
SCHOOL

| Sl. No. | Name | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | |
|---------|-----------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|
| 1 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 30 | Abhinav P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



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PERI'S ATTENDANCE REGISTER OF B.M. 2022-23

SCHOOL

| Sl. No. | NAME | DATE |
|---------|----------------|------|
| 1 | Pritha Thomas | |
| 2 | Adarsh K.C | |
| 3 | Aamir | |
| 4 | Amal Thomas | |
| 5 | Amal | |
| 6 | Amal | |
| 7 | Abhinav Thomas | |
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| 100 | Abhinav | |

FOR THE MONTH OF

STD

| Sl. No. | NAME | DATE |
|---------|----------------|------|
| 1 | Pritha Thomas | |
| 2 | Adarsh K.C | |
| 3 | Aamir | |
| 4 | Amal Thomas | |
| 5 | Amal | |
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Certificates



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Pongam, Koratty East, Thrissur District, Kerala State, India, Pincode - 680 308

CERTIFICATE

This is to certify that

AARON BENNY

has successfully completed the
Add-on Programme of 32 hours on
Effective Communication Skills for Hospitality Professionals
organised by the PG Department of English
during the academic year 2022-23.



Fr. Dr. Paulachan K J
Executive Director & Principal



Dr. Purnima S
HoD, PG Dept. of English





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This is to certify that

ABEL ROY

has successfully completed the
Add-on Programme of 32 hours on
Effective Communication Skills for Hospitality Professionals
organised by the PG Department of English
during the academic year 2022-23.



Fr. Dr. Paulachan K J
Executive Director & Principal



Dr. Purnima S
HoD, PG Dept. of English



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Add on course Feedback form

NLA 1AOP-04 Effective Communications for Hospitality Professionals 2022-23

Name: *Chris Varghese*

Programme: *HMCSA*

1. How has the course helped you to improve your communication skills?

It has given me confidence to try speaking in English.

2. Were the instructional materials useful to you?

Yes, they were really beneficial.

3. Do you think the course will help you to develop professionally?

Yes, of course as it will help me in all the interviews and also can help me to get jobs outside India.

4. Has it helped you to solidify the concepts of English grammar?

Yes, it has helped me to understand the concepts of English grammar.

5. Rate your overall experience of the course.

It was really helpful.

6. Suggestions, if any

Nil



Add on course Feedback form

NLA IAOP-04 Effective Communications for Hospitality Professionals 2022-23

Name : Edwin K.S

Programme: HMCA

1. How has the course helped you to improve your communication skills?

Course helped me to communicate well with confidence.

2. Were the instructional materials useful to you?

Yes, the instructional materials were useful.

3. Do you think the course will help you to develop professionally?

Yes, I think the course will help me in professional development.

4. Has it helped you to solidify the concepts of English grammar?

The course helped me to develop my language and grammar skills.

5. Rate your overall experience of the course.

It was a very good experience.

6. Suggestions, if any

Nil



Add on course Feedback form

NLA 1AOP-04 Effective Communications for Hospitality Professionals 2022-23

Name : *Jacob S. Shibu*

Programme: *HMCSB*

1. How has the course helped you to improve your communication skills?

It gave me the basics of grammar.

2. Were the instructional materials useful to you?

Yes.

3. Do you think the course will help you to develop professionally?

Yes. I think so.

4. Has it helped you to solidify the concepts of English grammar?

Yes. It has.

5. Rate your overall experience of the course.

8/10

6. Suggestions, if any

Nil



Add on course Feedback form

NLA 1AOP-04 Effective Communications for Hospitality Professionals 2022-23

Name : *Joyal Jaisan*

Programme: *BHA*

1. How has the course helped you to improve your communication skills?

My communication skills have improved

2. Were the instructional materials useful to you?

Yes, they were.

3. Do you think the course will help you to develop professionally?

Yes, I believe the course will help me to develop professionally.

4. Has it helped you to solidify the concepts of English grammar?

Yes, it has.

5. Rate your overall experience of the course.

8/10

6. Suggestions, if any

Nothing special.



Add on course Feedback form

NLA IAOP-04 Effective Communications for Hospitality Professionals 2022-23

Name : Eldroy Raphael

Programme: HMCS-13

1. How has the course helped you to improve your communication skills?

It improved my vocabulary

2. Were the instructional materials useful to you?

Yes, it was

3. Do you think the course will help you to develop professionally?

Yes, it helped me to improve my skills

4. Has it helped you to solidify the concepts of English grammar?

The levels of Grammar ~~are~~^{was} useful

5. Rate your overall experience of the course.

8.5/10

6. Suggestions, if any

Nil

