

Name of Faculty		Faculty of Hotel and Tourism Management				L:1 T:1	
Name of Course		Bachelor of Hotel Management				Credits: 2	
Subject/Paper		Life and Service Skills	Semester	II	Paper Code	To be Advised	Marks: 50
Course Coordinator Name: Mr. Harsh Upreti Contact:9871609336			Class Time: 2:00-4:00 pm.		Days	Wednesday	
<p>Course Objectives: At the completion of this course each student will be able to meet the following student learning objectives:</p> <ol style="list-style-type: none"> 1. To Understand importance of Meet and Greet 2. To identify benefits of personal Hygiene 3. To practice Professional grooming and uniform dress code 4. To understand needs and expectations of Special groups. <p>This course imparts transferable and life skills required in everyday life and as a professional for a improved personality as well as for a career in Hospitality industry.</p>							
Unit	Sub Units	Time (hrs)	Topic	Teaching Methodology	Assessment Method	Teaching Faculty	
Unit-I	1.1	2	- Importance of a friendly greeting	Demonstration / SIS	Formative Assessment and Summative Theory Examination / Semester End	Ms. Ambika C Nair	
Unit 1	1.2	2	Sequence of meet, greet and seat - good posture ,good smile, eye	Practical / SIS	Formative Assessment and Summative Theory Examination /	Ms. Ambika C Nair	

			contact, correct greeting		Semester End	
Unit 2	2.1	5	Importance and benefits of good personal hygiene – daily routine	SIS / Practical Demonstration	Formative Assessment and Summative Theory Examination / Semester End	Ms. Ambika C Nair
Unit 2	2.2	5	Why, when and how to correctly wash hands –hot water, soap, drying Body parts that harbour germs –nails, mouth, fingers, nose, hair, eyes, ears,	SIS / Practical Demonstration	Formative Assessment and Summative Theory Examination / Semester End	Ms. Ambika C Nair
Unit 2	2.3	5	Problems caused by boils, cuts, skin infections, smoking, eating, wearing of jewellery, nail polish, smoking. Importance of uniform – dress code, personal appearance.	SIS / Practical Demonstration	Formative Assessment and Summative Theory Examination / Semester End	Ms. Ambika C Nair
Unit 3	3.1	5	Quality Service – provide high	SIS / Practical Demonstration	Formative Assessment and	Ms. Ambika C Nair

			quality experience, to every client, every time. From greeting the client , giving information, dealing with special requests, saying good bye. Politeness. Share experiences		Summative Theory Examination / Semester End	
Unit 3	3.2	5	Special Needs Group – Business client versus special interest client. Elderly, children, Disabled, different cultural backgrounds. Sensitivity, caring and professional approach to each	SIS / Practical Demonstration	Formative Assessment and Summative Theory Examination / Semester End	Ms. Ambika C Nair