

**Internal Quality Assurance Cell ( IQAC )**  
**SGT University**

Annual Report (Aug 2016- July 2017)  
Faculty of Hotel and Tourism Management

Faculty of Hotel & Tourism Management is the branch of SGT University working for imparting specialized knowledge in the wide field of Hospitality, Tourism and allied services. The studies also include the exploration of allied fields like aviation, cruise lines, retailing and other service industry.

Tourism today is a very high revenue earning industry not only in India but globally. It is also the fastest expanding sector world over as well as in our country and is growing 9% annually against the generally achieved rate of 7 % growth of GDP. The growth of this sector is not only in Metro cities as one may think but all over the country and even in small towns and rural areas. Besides the existing hotels, which are a major component of hospitality industry, international players are coming in large numbers and help the growth story further by making it tourist friendly and hence more amenable to progress.

This exponential growth of the tourism and hospitality industry is good news for the students of this faculty, who are being primed to grab the opportunities arising therein and be prepared to reach the pinnacle.

## **GOALS**

The goal of the Faculty of Hotel & Tourism Management is to prepare Hospitality and Tourism trade professionals fully equipped with excellent Human & Technical Skills and industry ready to instantly fit in to the given roles.

## **OBJECTIVES**

- Provide comprehensive knowledge on hospitality operations the background of various activities and managerial aspects of various departments.
- To prepare students to meet the challenges of service industry and motivated enough to be the leaders in the ever changing world of Hospitality industry.

**Department at a Glance (2016-17)**

Name of the Department – Hotel and Tourism Management

Year of establishment - 2014

1. List of Faculty with designations (Table..)

Sr.No.	Name of the Employee	Designation
1	Prof. (Dr.) Kamal Piyush	Dean
2	Ms Ambika C. Nair	HOD
3	Mr B. L. Punjabi	Instructor
4	Mr Sanjay Tyagi	Assistant Professor
5	Mr Harsh Upreti	Assistant Professor

2. Names of programmes offered (UG, PG, M.Phil., Ph.D., M.Sc., etc.)

Sr.No.	Program offered	Name
1	Undergraduate	Bachelors in Hotel Management
2	Postgraduate	Masters in Hotel Management
3	Ph.D	Ph.D in Hotel and Tourism

3. Education:

a). Hours of teaching in each subject

Sr.No.	Program offered	Name	Hours of Teaching
1	Undergraduate	Bachelors in Hotel Management	500 Teaching Hours per semester (250 Hrs Theory and 250 Hrs Practical)
2	Postgraduate	Masters in Hotel Management	384 – 480 Teaching Hours per semester
3	Ph.D	Ph.D in Hotel and Tourism	
4	Other Training	Industrial Exposure Peripheral Learning Interactive Learning	70 Hrs

b). Continued Education (workshop, seminar, symposium, conferences)

i) Summary of the above, Faculty wise (Total No.)

Mr. Sanjay Tragi – Assistant Professor FHTM

Event	Attended	Organized	Paper / poster presented	Guest lectures delivered	Keynotes delivered
Conference national	NIL	NIL	NIL	NIL	NIL
Conference international	NIL	NIL	NIL	NIL	NIL
Conventions	NIL	NIL	NIL	NIL	NIL
Symposium	NIL	NIL	NIL	NIL	NIL
Workshops	Workshop on Twaching: The Profession to Personal Fulfillment on 28 April, 2010	NIL	NIL	NIL	NIL
Others / Seminars	First Program: Quality in Practice vs. Practicing Quality on 2 October, 2010	NIL	NIL	NIL	NIL
Total	2				

ii). Details of above, Faculty member wise...

#### 4. Publications:

i) Journal articles

a). Summary of publication department wise (Total No.): NIL

S. no.	Type	Total no. Of Articles	National	International	others
1	Indexed	NIL	NIL	NIL	NIL
2	Non indexed	NIL	NIL	NIL	NIL
3	Peer reviewed	NIL	NIL	NIL	NIL
4	Non	NIL	NIL	NIL	NIL

	peer reviewed				
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b) Details of the above (to be furnished faculty member wise).

- papers published in peer reviewed journals (national / international, listed in National/International Database (For *e.g.* Web of Science, Scopus, Humanities International Complete, Dare Database, International Social Sciences Directory, EBSCO or any other indexing agency, Citation Index (source) google scholar, Research Gate, Scopus, SNIP, SJR Impact Factor ... range / average, h-index)

S. no.	Article in Vancouver style	National/ international	Database	Citation index Range/ average	SJR / SNI P	h-index	Impact factor
1	Present Condition of Bakery Industry & their Impacts on Future in India, Multidisciplinary Research Journal, ISSN 2350-0107 Vol 1 (2014) PP. 16	National	NIL	NIL	NIL	NIL	NIL

- on -indexed publications N
- popular press writings / others P

ii) Abstracts published in conference proceedings. (faculty member wise)

iii) Books with ISBN with details (faculty member wise)

Dr. Kamal Piyush : Authored Book : Hunar se Rozgar Tak – Food Production  
 ISBN No: 9789351266013 - English Version  
 ISBN No: 9789351047223 – Hindi Version

5. Details of patents and income generated: NIL

6. Awards and Honours : NIL

Awards / recognitions received at the national and international level by (in Table. format...)

- Faculty

Mr. Sanjay Tyagi : UGC Orientation Programme, 12/4/2010 to 9/5/2010

- Others
- Doctoral / post doctoral fellows
- Students

7. Consultancy and Participation as expert , income generated, (brief note on each) : NIL

8. Research

i). Details of the Funded projects department wise: NIL

Sno.	Name of the faculty/ department	Name of PI	Funding agency	Indian agency / WHO / International / SGT University	Project title	Grants received	Completed/ ongoing/ new project submitted
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL

ii) Details of other non funded / self funded projects: department wise ( list only ) : NIL

iii) Student projects:

Sno .	Name of the student	Name of Guide	Course PhD, MD, MDS, MSc, JRF, SRF	Funded / self funded	Indian agency / WHO / International / SGT University	Project title	Grants received	Completed / ongoing
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

- percentage of students who have done in-house projects including inter-departmental projects
- percentage of students doing projects in collaboration with other universities /industry / institute

9. Patient Care, please provide detail in enumerative figures during the year of consideration. ( write NA if not applicable)

Facilities available	NA
Operations / procedures	NA
ICU details	NA

Emergency Duties	NA
OPD clinics	NA

10. Other Significant Events: Total 27 Events in Session 2016 – 2017.

Faculty of Hotel & Tourism Management List of Events Organized during Session 2016-17		
Sr No	Event Name	Date
1	Induction Programme for 6 days	1 to 6-Aug-2016
2	Trip to Rosy Pelican Resort	2-Aug-16
3	Guest Lecture Mr Kallol Saha TM Hotel Leela Ambience	3-Aug-16
4	Independence Day Celebration	12-Aug-16
5	Orientation Program	16-Sep-16
6	World Tourism Day-Plantation Drive & Tourism walk, Guest Lecture by Mr A K Bhatia	26-Sep-16
7	Fresher's Party- Aaghaz	30-Sep-16
8	UGC Expert Committee Visit to FH&TM	1-Dec-16
9	Motivational Retreat	24-Dec-16
10	Workshop at Jawahar Navodaya Vidyalaya	11-Jan-17
11	Bakery Demo Workshop by Entrepreneur Chef Neelanjali Sharma	20-Jan-17
12	Industrial Visit to Hotel Vivanta by Taj Faridabad	21-Jan-17
13	Sushi Demo Workshop by Chef Bishnu Muktan of Sushi Haus, Foodcraft India	8-Feb-17
14	Rational Academy Session by Rational AG India in their Test Kitchen	9-Feb-17
15	Hosting OISTAT	14-16 Feb-17
16	Theme Event High Tea "The Tea Room"	16-Feb-17
17	Conference at Banarsidas Chandiwala IHMCT	18-Feb-17
18	Thai Culinary workshop by Chef Yenjai Suthiwaja of Radisson Blu Plaza	22-Feb-17
19	Participation in Global Traditional Food Summit 2017	24-Feb-17
20	Visit to Aahar 2017	7-9-Mar-17
21	FH&TM Hosted Convocation Lunch	10 & 18 March 2017
22	Karcher Industrial Cleaning Equipment Demo Workshop	15-Mar-17
23	Wine Appreciation Workshop by Ms Zaheen Khatri, Sula Wines	23-Mar-17
24	Student Interactive Session with Chef Harish Mathur	11-Apr-17
25	Workshop on Food Styling & Photography	20-Apr-17
26	Student Interactive Session with Chef Jai Kumar Bhasin	16-May-17
27	Industrial Visit to Hilton Garden Inn Gurgaon	17-May-17

11. Courses in collaboration with other universities, industries, foreign institutions, etc.  
NIL

12. Details of programmes discontinued, if any, with reasons

S.NO	Program Discontinued	Reason
1	Diploma in Food and Beverage Service	Not Enough Admission
2	Diploma in Food Production and Patisserie	Not Enough Admission

13. Examination System: Annual/Semester/Trimester/weekly

FHTM follows Semester wise Examination system.

14. Choice Based Credit System –Give brief note

FHTM includes the Choice based credit system as per the UGC Guidelines. The below mentioned electives have been included in VII Semester of the course curriculum.

S.No	Elective
1	Skill Enhancement for Media & Journalism in Hospitality – Theory and Practical
2	Retail Management
3	Culinary Management
4	Food Service Management
5	Accommodations and Front office Management

15. Participation of the department in the courses offered by other departments, courses in collaboration with other universities, industries, foreign institutions, etc. \

NIL

16. Faculty selected nationally / internationally to visit other laboratories / institutions / industries in India and abroad ( eg. Commonwealth fellowships, WHO fellowships, UNESCO fellowships etc)

NIL

17. Faculty serving in

- a) National committees b) International committees c) Editorial Boards d) any other (please specify)

NIL

18. Faculty recharging strategies (Capacity Building programmes) (UGC, ASC, Refresher / orientation programs, workshops, training programs and similar programs). (give details) : FDP on Regular basis

19. Faculty profile with name, qualification, designation, area of specialization, experience and research under guidance ( updated till date)

Name	Qualification	Designation	Specialization	No. of Years of Experience	No. Of thesis/ dissertations guided till now ( Ph.D. / M.Phil./ PG/ UG/Students)
Prof. (Dr.) Kamal Piyush	PhD from IMA Ahmedabad MTM from MK University, Adv. Diploma in Management ICFAI, Bcom. from Delhi University, Post Diploma in Hotel Management from NCHMCT, Diploma in Hotel Management from NCHMCT	Dean	Food & Beverage / Accommodation Management	41 Yrs	NIL
Ms Ambika C. Nair	M.Sc. Hosp & Tourism Mgt from Madhurai Khamraj ,MTM, BA from Lucknow University	HOD	Room Division Management	17 Yrs	NIL
Mr B. L. Punjabi	Dip in HMCT from NCHMCT, Bsc from Srinagar Board	Instructor	F & B Service Operation and management	45 Yrs	NIL
Mr Sanjay Tyagi	M.Sc. In H M from Annamalai University, Pursuing PhD from Pacific University, Udaipur , BA from CCS university, Meerut, Diploma in Hotel Management from NCHMCT	Asst Prof	Bakery	19 Yrs	NIL
Mr Harsh Upreti	MTM from IGNOU , PGD in Hotel Operation Mgmt from SHMS, Switzerland, Bsc. In Hospitality from NCHMCT	Asst Prof	Accommodation and Front Office Management	10 Yrs	NIL

20. List of senior Visiting Fellows, adjunct faculty, emeritus professors :

Chef Harish Mathur – Instructor William Angliss Institute of TAFE in Australia

21. Programme-wise Student Teacher Ratio (Table)

BHM Program: 18:01



22. Number of academic support staff (technical) and administrative staff: (in Table form)  
 Technical Staff: 05  
 Administrative Staff: 01

23. Establishment of Research facility / centre (during the year of consideration) : 2016 – 2017

24. Student profile programme-wise ( No. only):

Name of the Programme	Applications Received wherever known	Selected		Pass percentage	
		Male	Female	Male	Female
BHM					

25. Diversity of Students ( No. only):

Name of the Programme	% of Students from the Same University	% of students from other Universities within the State	% of students From Universities outside the State	% of students from other countries

26. Student progression ( No. Only)

Student progression	Percentage against enrolled
UG to PG	Not Applicable
PG to M.Phil.	Not Applicable
PG to Ph.D.	Not Applicable
Ph.D. to Post-Doctoral	Not Applicable
Employed	
<input type="checkbox"/> Campus selection	
<input type="checkbox"/> Other than campus recruitment	
Entrepreneurs	

27. Diversity of staff (No. Only):

Percentage of faculty who are graduates of the
Same University : 0 %
From other universities within the State: 0 %
from universities from other States : 100 %
From universities outside the country: 0 %

28. Number of faculty who were awarded M.Phil., Ph.D., D.Sc. and D.Litt.

NIL

29. Present details of departmental infrastructural facilities regarding

- Library ( no. of Books and Journals ) : 800 Books
- Internet facilities for staff and students : Wifi Enabled campus
- Total number of class rooms : 06
- Class rooms with ICT facility : 06
- Students' laboratories
- Research laboratories

S.No.	Number of Labs / Classroom in Hotel Management
1	Front Office – 1
2	Training Restaurant – 1
3	Training Restaurant & Bar – 1
4	Training Bakery & Confectionary -1
5	Basic Training Kitchen – 1
6	Quantative Training Kitchen – 1
7	Advanced Training Kitchen & Larder – 1
8	Research & Demo Kitchen – 1
9	Training Guest Room – 1
10	Training Housekeeping Room – 1
11	Training Linen Room – 1
12	Training Flower Room – 1
13	Classrooms with ICT Facility - 06

30. List of doctoral, post-doctoral students and Research Associates

- from the host institution/university : NIL

b) from other institutions/universities : NIL

31. Number of post graduate students getting financial assistance from the university.

NIL

32. FEEDBACK System (Brief note)

Student feedback is taken every semester and acted upon accordingly for overall improvement of the faculty.

33. Student enrichment programmes [give details of (special lectures / workshops / seminar) involving external experts.]

Sr No	Event Name : lectures / workshops / seminar	Date
1	Guest Lecture Mr Kallol Saha TM Hotel Leela Ambience	3-Aug-16
2	Motivational Retreat	24-Dec-16
3	Bakery Demo Workshop by Entrepreneur Chef Neelanjali Sharma	20-Jan-17
4	Sushi Demo Workshop by Chef Bishnu Muktan of Sushi Haus, Foodcraft India	8-Feb-17
5	Conference at Banarsidas Chandiwala IHMCT	18-Feb-17
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8	Karcher Industrial Cleaning Equipment Demo Workshop	15-Mar-17
9	Wine Appreciation Workshop by Ms Zaheen Khatri, Sula Wines	23-Mar-17
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11	Workshop on Food Styling & Photography	20-Apr-17
12	Student Interactive Session with Chef Jai Kumar Bhasin	16-May-17

34. Changes in Teaching Guidelines. (List the teaching methods adopted by the faculty for different programmes.)

#### **Teaching Methodology implemented in FHTM – BHM Program**

1. Student's Interactive Session(SIS)
2. Project Based Learning(PBL)
3. Problem Based Learning(PBL)
4. Case Studies
5. Integrated Teaching
  - Intra-faculty (Within one faculty)
6. Role Play
7. Lab Practical's
8. Demonstration Technique
9. Tutorials

35. Changes adopted in monitoring learning outcomes  
 Weekly Formative and Semester wise Summative assessment program

36. Extension activities. :

Sr No	FHTM Extension Activities	Date
1	Trip to Rosy Pelican Resort	2-Aug-16
2	Guest Lecture Mr Kallol Saha TM Hotel Leela Ambience	3-Aug-16
3	Motivational Retreat	24-Dec-16
4	Bakery Demo Workshop by Entrepreneur Chef Neelanjali Sharma	20-Jan-17
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37. "Beyond syllabus scholarly activities" of the department

Sr No	Event Name	Date
1	Independence Day Celebration	12-Aug-16
2	Orientation Program	16-Sep-16
3	World Tourism Day-Plantation Drive & Tourism walk, Guest Lecture by Mr A K Bhatia	26-Sep-16
4	Fresher's Party- Aaghaz	30-Sep-16
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38. Detail five major Strengths, Weaknesses, Opportunities and Challenges (SWOC) of the department.

**Strengths :** Excellent infrastructure, Enlightened and industry experienced Faculty, Very Good contacts in Industry, Our network of own hotels, Availability of latest infrastructure.

**Weaknesses :** Location, distance from central points of contact, Poor Connectivity, Quality of students from the proximate areas, Social bias towards Hospitality industry (especially for girls)

**Opportunities :** Large market in the Tourism Industry, Growth potential, Large Service Sector, Positive international scenario, Possibility of International collaborations.

**Challenges :** To Bring better quality students (intake). To get good Faculty (well experience in industry as well as academically sound). To create a level of seriousness amongst the students, To make the students industry ready. Language barrier of Vernacular medium students.

39. Best Practices of the department: Regular Conduct of classes, Support to students through mentors, Providing opportunities to students to visit and get the real feel of industry from the very beginning, Conducting a large number of events for the students to facilitate better and contemporary learning. In tune with industry demands. Modernising and up gradation of curriculum and methodologies.

#### 40. Future plans for the department

- Student Exchange Program – National and International.
- Implementation of teaching methodologies.
- Emphasis on Outreach Programs.
- Hosting Hospitality Conclaves and Award ceremonies for Industry players.
- Practical Exposure in different segments of Hospitality & Tourism Industry for example Cruises Lines, Airlines, ITES Hotel reservation system, Theme Parks, Entertainment sectors etc.
- International collaboration with Industry and educational institutes.
- Student Centric activities.
- Focus on Holistic education.
- Upgradation of the faculty with regard to industry practices.