

## Best Practices

### Best Practice 1:- Event Management

**Event Management** has become an effective training methodology to acquire best managerial practices and professional skills. BCIHMCT organizes National and International events and has placed itself at the National Horizon in the field of Hospitality and Tourism Education with benchmarking standards. The activities provide the students with different platforms to gain exposure and have a distinctive edge by participating in events and competitions organized throughout the country.

These events include Conferences, Seminars, Chef Competitions, Flower Arrangement Competitions, Entrepreneurship and Incubation and startup competitions, Role plays, Brain Twisters, Debates, Poster Making, Environment Awareness and Panel/ Expert Discussions, etc these activities cover a range of disciplines for enhancing the personality and skills of the students.

These events and activities are the most exciting part of campus life in BCIHMCT. These larger than life events not only helps students unwind, but also gives them exposure to manage such events successfully.

**IIHTTRC-India International Hotel Travel and Tourism Research Conference:** The annual International conference provides students with in-depth research knowledge and provides them with an opportunity to interact with leading academicians, practitioners, research scholars, other stakeholders and Industry experts to acquaint themselves with latest developments and to also share their insights and best practices on an identified theme of relevance.

India International Hotel, Travel and Tourism Research Conference series has become the most prominent International Conference in the field of Hotel, Travel and Tourism. Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi has been conducting this conference since 2009 involving the Tourism & Hospitality Industry. The 14th edition of the conference in 2024 was focused on the theme “Tourism & Hospitality: Climate Change, Geo-political Conflicts & Crisis Management”. Climate change is a global issue that has its impact globally on each and every individuals and industries. Along with that the various geopolitical conflicts the world is witnessing in recent years has raised the concerned for all of us. Amidst to theme of Tourism & Peace proposed by

UNWTO for the year 2024, the conference intended to address, discuss and devise future strategies for Geo-political conflicts and crisis management along with addressing the issues of Climate Change and its impact in Hospitality & Tourism Sector.

### **Chandiwala Hospitality Ensemble- The National Level Talent Hunt Competition:**

The event is organized at the national level with an objective to provide an opportunity to the aspiring Hotel Management Professionals who participate from Institutions located across the nation. It gives the students a platform to demonstrate their knowledge, skill and talent, leading to enhanced learning based on each other's experience and expertise. Succinctly put, the event allows the participants to explore and unveil the talent within.

Through these major events, the Institute enables participants to discover their passion for hospitality and test their mettle to perform under pressure. These events also provide a great opportunity for the industry to discover new leaders who will shape the way hospitality evolves in the future. This year the Institute introduced **KHOJ**, an innovative startup based competition where participants came together to pitch their startup ideas and turn visions into reality. The exciting competition offered a platform for aspiring entrepreneurs to showcase their ground breaking business concepts. Participants shared their vision, business model and market strategy in a compelling pitch supported by a brief report. It was an inspiring and dynamic event where your entrepreneurial spirit could take flight. It was a 2 Hours competition and there were Total 9 Teams from different colleges and universities

To create value addition, BCIHMCT also conducts additional classes/workshops and webinars related to fields like Personality Development, Accommodation Management, Culinary Skills, Food & Beverage Techniques with a view to refine their talent and groom them further to meet the needs of the industry.

There have been many intellectual challenges also which are always intriguing and require teamwork, problem solving, communication and collaboration. These activities have shown an impact on the overall personality enhancement and placement performance of the students.

Special sessions are conducted for all Batches on PDP, Communication Skills,

Soft Skills and Interview Techniques, group discussions by the dedicated team of faculty members who endeavor to make every effort for the improvement in the performance of the students through “Skills Reformation” training session.

Every activity planned has adapted itself to suit the interests and upcoming needs of the potential hoteliers and leaders. Every year new events are conceptualized and are included in a competitive mode to create an atmosphere of learning and enhancement of knowledge motivating the students to achieve higher standards of excellence.

**A) *Event Name:- India International Hotel, Travel & Tourism Research Conference***

**Objective:**

The objective of India International Hotel, Travel & Tourism Research Conference is to bring together a unique and international mix of experts, researchers and decision makers both from academia and industry across the globe to exchange their knowledge, experience and research innovations in Hospitality and Tourism Strategies.

**Context:**

IIHTTRC is an annual two days International Conference organized by BCIHMCT. This conference aims to provide a platform for industry and academia to share their thoughts on latest innovations, challenges and trends on diverse themes and sub- themes. The themes of IIHTTRC have always been contemporary and divergent. The conference is marked by talks by experts and plenary sessions where delegates from industry and academia present papers on various subject. These sessions are chaired by well-known hoteliers, academicians and administrators from across the globe. The highlight of the conference is the release of book of proceedings which includes selected papers received for the conference which is identified as IJAHTR. Each year, this conference has been growing bigger in terms of participants and more diverse in terms of themes involved.

**Practice:**

India International Hotel Travel and Tourism Research Conference series has become the most prominent International Conference in the field of Hotel, Travel and Tourism. BCIHMCT has been conducting the conference since 2009 involving the Tourism & Hospitality Industry. There have been various edition of the conference that has focused on various themes of Hospitality & Tourism. The conference covers related fields of the respective industries through application of theory and practices along with the perspective of education, food, films, business, industry, facilities, services, humanity, environment, and government.

This conference is designed and conducted by the students and faculty to provide a platform for distillation of various thoughts, by bringing together leaders, professionals, academicians, scholars and policy makers to put forth their views on future strategies in tourism industry. A dedicated research department with high profile researchers reviews the papers received during the conference – selected papers are included in IJAHTR. **The annual Hospitality & Tourism Research Journal – “Indian Journal of Applied Hospitality & Tourism Research”, Vol. 16, (ISSN 0975- 4954), is endorsed by the University Grants Commission of India and is Indexed in the UGC Care List (Group-I)**

**Evidence of success:**

The conference includes formal presentations, workshops and awards. Apart from the regular presentations, the conferences have included keynote addresses by eminent speakers and experts from both industry and academia along with approximately 400 participants every year. The previous conferences held at BCIHMCT, were well attended by national and international delegates. The future strategies need to be devised to achieve sustainable development goals aimed at creating definite impact on hospitality, travel and tourism businesses.

A Workshop for the conference delegates and participants on ‘Writing a Research Paper/Project for Young Researchers and Students’ was organized in the 14th India International Hotel Travel & Tourism Research Conference-2024. The final year students of the Institute along with conference delegates and participant actively participated in the workshop. The workshop was aimed at enabling young researchers and students to confidently arrive at a well-rounded and meaningful research topic.

***B) Event Name:-Chandiwala Hospitality Ensemble***

**Objective:**

To provide an opportunity to the aspiring Hotel Management Professionals by giving them a platform to demonstrate their knowledge, skill and talent leading to enhanced learning from each other’s experience and expertise.

**Context:**

This is a three day mega event that mirrors the traits of creativity, passion and innovation thereby grooming hospitality students in all aspects. It is an arena where participants discover their passion for hospitality and their ability to perform complex tasks in a time-bound manner. It offers a great opportunity to the industry to discover a new generation of leaders and help them hone their skills. Institutes from all over India participate in these competitions.

**Practice:**

This Mega Event of Hospitality Ensemble aims to provide an opportunity to the aspiring Hotel Management Professionals by giving them a platform to demonstrate their Knowledge, Skill and Talent in various Culinary Competitions along with plethora of other hospitality competitions like Bar wizard Bar Challenge, Bakery Competitions, Hospitality Quiz, Role Play “Manage The Damage Contest”, Floral Decoration & Towel Origami Competition, KHOJ, Creative crease etc. “Learning through sharing” is best at this ensemble as it provides an appropriate platform to the budding Hospitality Executives, not only to display their skills but also to have an opportunity to refine and enrich the same.

Through this ensemble, participants discover their passion for hospitality and their ability to perform under pressure. This is also a great opportunity for the industry to discover a new generation of leaders who will shape the way hospitality evolves in the next decade.

**Evidence of success:**

- There have been various editions of Chandiwala Hospitality Ensemble that have commenced with a grand inaugural ceremony each year, along with a lot of enthusiasm at the campus with a record presence of Hospitality Students, Industry Experts, Trade Media and Faculty Members.
- The Lamp Lighting Ceremony is held each year followed by a Curtain Raiser to mark the event open, in the presence of Chief Guest along with other hospitality professionals, sponsors, trade media, participating teams, students, faculty and staff members of the institute
- The various competitions held during the three day Mega Event include, inter alia Dhanshri Regional India Culinary Contest, Bar wizard Bar Challenge, Future Chef Contest, Taj Hospitality Brain Twister, Daawat Biryani Competition, International Culinary Challenge, Dress the Cake in 90minutes, Creative Crease, IHG “Manage The Damage” Contest, Floral Decoration & Towel Origami Competition, Transforming Trash into treasure as well as Fruit & Vegetable Carving Competition.

- Theme dinner was also organized post valedictory function to celebrate the true spirit of Hospitality.
- A pool of 20 teams from different Hotel Management Colleges from across the length and breadth of the country, came to participate in this Hospitality Ensemble
- CHE Championship Trophy is awarded to the team with the most exemplary performance.
- Faculty Representative from the institute of Champions is also awarded and the best students are felicitated with the various titles of Young Talent Award

### **Best Practice2:-Industry Institute Interaction**

#### **Objectives:**

- To provide students with industrial exposure, thereby enhancing their knowledge in alignment with industry standards and practices.
- To foster a mutually beneficial relationship between the Institute and the industry, promoting academic, strategic, and emotional collaboration.
- To identify and explore potential avenues for interaction with the industry, tailored to the specific needs and requirements of the Institution.

#### **Context:**

To enhance interaction between technical institutions and industry is crucial in the current context. This synergy will significantly influence the hospitality curriculum, provide students with exposure to the industrial environment, and improve the placement prospects of young hotel management graduates across the country. With globalization and the liberalization of the Indian economy, competition among industries has become more intense. To meet guest expectations, hotels increasingly rely on emerging professionals as interns or trainees, working alongside regular staff to assist in guest service. In parallel, there is an urgent need to prepare hotel management students for the workforce by familiarizing them with updated standard operating procedures for guest service and facility management. These objectives can only be realized by effectively bridging the gap between industry and academia.

#### **Practice:**

- Invite senior management from hotels for guest lectures.
- Send students on outdoor catering to understand the latest trends followed in hotels.
- To invite experts from hospitality industry to judge various mega events conducted at the institute.
- To invite Human Resource teams from five star Hotels to explain their requirements to students so that students can hone their skills to become employable.
- To stimulate, encourage and support new members of teaching staff in their academic

careers by sending them to cross exposure training in hotels.

- Encourage students to pursue internships during the vacation and acquire necessary problem solving skills.
- To assist the Departments in organizing workshops, with joint participation of experts from the industry.
- Encouraging specialists from industries for visit the institution to deliver lectures.
- Participation of Industry experts in development of curriculum.
- To organize industrial visits for students.
- To organize on-job training for the students.
- To assist the institute in establishing rapport with industries for taking-up ODC.
- To assist the Training and Placement Division.

#### **Evidence of success:**

- A Memorandum of Understanding (MOU) was signed between The Surya Hotel New Friends Colony, Radisson Blu, and BCIHMCT to strengthen collaboration for educational excellence. This partnership enables cooperation in areas such as faculty exposure, student training, and the hosting of industry experts for special sessions at BCIHMCT. It also creates numerous opportunities for academic growth and development.
- An MOU was signed with Crowne Plaza, Okhla, New Delhi, to enhance hospitality education and training.
- Collaboration with the Indian Culinary Forum (ICF) has been established, bringing together culinary masters from various institutes to promote inclusive education and activities related to culinary skills.
- A partnership with the Taj Group of Hotels has been formed to host various competitions during the Chandiwala Hospitality Ensemble.
- An MOU with Placement International has been signed to assist graduating students in securing internships abroad

#### **BestPractice3:-Mentoring System**

##### **Objectives:**

- To monitor student attendance and maintain discipline.
- To keep parents informed about the academic progress and development of their children.
- To provide counseling services to students to help resolve their issues.
- To guide students in building confidence.
- To assist students in selecting the right career path for future employment opportunities.

**Context:**

BCIHMCT follows a well-structured mentorship program, where each mentor (faculty member) is assigned a group of approximately 20 mentees (students) during the induction program of every new batch. The mentor is responsible for addressing the problems and queries of their mentees.

The mentorship process begins from the first year, with weekly interactions between mentors and mentees. These interactions focus on discussing academic performance, identifying and addressing weaknesses, and providing support for overall development. Mentors engage in team-building exercises, including outings with their mentees, and facilitate one-on-one meetings to establish strong, trusting relationships. This approach allows mentees to openly share their concerns with mentors, without hesitation.

Mentors are also responsible for keeping their mentees informed about updates related to the curriculum and extracurricular activities, including both inter-college and intra-college events. They encourage and guide mentees to participate in relevant activities and ensure their regularity and commitment.

In addition to academic and professional guidance, mentors assist mentees with career planning and preparation. This includes providing support for personal interviews, group discussions, and boosting mentees' confidence for interviews.

Beyond professional matters, mentors serve as personal support for mentees, offering a safe space for students to discuss personal issues that they may not feel comfortable sharing with family or friends. Mentors work to resolve these concerns in the best possible manner, ensuring a holistic approach to the mentees' well-being and development.

This structured mentorship program aims to foster a supportive, growth-oriented environment for students, addressing both their academic and personal needs.

**Practice:**

A well-structured mentorship program significantly eases the transition for incoming students, ensuring a smooth and supportive academic experience. This approach is vital for building trust between mentors and their mentees. To facilitate effective mentoring, each mentor is required to maintain a comprehensive file for each mentee, containing essential documents for academic and personal reference. The following records should be included in the file:



- **Student Information Sheet:** This includes personal details such as the student's photograph, contact number, parent's name and contact number, email ID, and residential address.
- **10th and 12th Mark Sheets or Passing Certificates**
- **Resume**
- **Photocopy of ID Card**
- **Industrial Training Certificates**
- **Mark Sheets for Each Semester**
- **Placement Offer Letters**
- **Attendance Records for Each Semester**
- **Medical Records (if applicable)**
- **Appreciation Letters (if applicable)**
- **Certificates for Academic or Extracurricular Activities (if applicable)**

The maintenance of these records ensures that mentors can effectively track their mentees' progress and provide timely support. This organized approach highlights the importance of a well-defined mentorship program in fostering academic success and personal growth.

#### **Evidence of Success:**

The BCIHMCT Student Mentorship Program fosters constructive interaction, guidance, and mentorship between students and faculty members. The program's vision is to instill the right attitude and mindset from the very beginning of a student's academic journey. The institute offers a wealth of resources in academics, career development, research, sports, and cultural activities. As newcomers, students may often feel uncertain about their future. To address this, mentors are assigned to specific batches of students, providing a strong foundation for their careers in hospitality.

The Mentorship Program is a carefully structured initiative, with continuous oversight and open channels for feedback and improvement. Although the system has been in place for only a few years, it has already shown significant positive impact on teacher-student relationships. The program has proven effective in identifying both slow learners and advanced learners. Based on insights gathered from each mentor's report, the college has organized remedial classes for slow learners in targeted subjects or topics.

Additionally, the program has contributed to a reduction in student drop-out rates, as mentors proactively intervene when students are at risk of falling behind—whether due to attendance issues or consistent absences—helping to address concerns before they escalate.

## **Best Practice 4:-Continuous Evaluation System**

### **Objective:**

Continuous assessment, as the name implies, involves the ongoing and frequent evaluation of student learning performance. This approach serves as an essential tool to address the growing need for regular student assessment. It is a key performance evaluation technique adopted by the institute, aimed at enhancing the overall learning experience for students.

### **Context:**

- The academic schedule is strictly followed by all departments, ensuring a high standard of education through Continuous Evaluation System (CES). The institute ensures that end-semester and practical examinations are conducted collaboratively by the concerned faculty and an external examiner appointed by the university.
- The internal assessment process is completely transparent, with the criteria being aligned with the guidelines set by the institute.
- It is crucial for teachers, parents, and educators to recognize that the traditional rigid methods of testing and assessment need to be adapted. Liberalizing these methods is key to the success of the continuous evaluation system.

### **Practice:**

#### **Up to Batch 2018-22-**

##### **Theory Courses**

1. Internal Assessment by teachers - 25%
2. Semester term end examination - 75%

For theory courses, 15% of the internal evaluation is done on the basis of Midterm examinations conducted once during the semester, in accordance with the GGSIPU Academic calendar. Remaining 10% is on the basis of teacher's assessment of the student's class performance.

##### **Practical Courses**

1. Continuous evaluation by teachers - 40%
2. Semester term end examination - 60%

#### **Batch 2023-27 Onwards**

## **Theory Courses**

1. Internal Assessment by teachers - 40%
2. Semester term end examination - 60%

For theory courses, 15% of the internal evaluation is done on the basis of Midterm examinations conducted once during the semester, in accordance with the GGSIPU Academic calendar. Rest 25% of the internal evaluation is done by written assignment, quiz (online/offline), group discussion or any other activity designed by the teacher to test a student's understanding.

## **Practical Courses**

1. Continuous evaluation by teachers - 40%
2. Semester term end examination - 60%

## **For Both Batches**

With the exception of the Training Report, for which the weightage of continuous evaluation and Semester term end evaluation are 50% each, all practical courses carry the weightage of 40% for continuous evaluation by the subject teacher.

- Academic Calendar has internal examination schedule.
- Displayed on college website, exam department notice board.
- Faculty class coordinators, mentors disseminate information related to examination schedules, assessments to students & parents.
- Internal assessment system is explained to the students, academic session, assessment parameters, assigned marks are elaborated as well.
- Evaluated Answer sheets shown and signed by students.

## **Evidence of Success:**

- Internal assessment tests and other evaluation measures are implemented to assess student performance in a fair and effective manner. Students are given the opportunity to review their answer scripts, and any concerns regarding the evaluation are addressed. The results of internal tests are communicated to parents to keep them informed of their child's progress. When class tests and internal assessments are conducted, faculty uses the results to identify slow and advanced learners. Based on this, students are encouraged to improve their performance through personalized counseling.

- Each faculty member is assigned approximately 20 students, whom they mentor and advise. The mentors help resolve both academic and personal issues, offering guidance and counseling to support the overall well-being and development of their mentees.