

INDUSTRIAL TRAINING (AOM26)

- 1) Industrial Training is an integral part of the curriculum. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. The 16 weeks industrial training would be divided into eight weeks each in the two key areas of Housekeeping & Front Office.
- 2) Students must complete minimum 90 days of Industrial Training and submit IT report after completion for assessment latest by 30th September. NCHM&CT will accept marks of IT only twice in a year i.e. along with first or second semester practical marks.
- 3) 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF) and will form part of the Industrial Training Report of the student. It will be the students' responsibility to get this feed-back/assessment form completed from the two departments of the hotel for submission to the institute at the end of Industrial Training. Remaining 80% marks will be based on assessment of the report.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
- 5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should be attentive and careful while doing work.
- 3 should be keen to learn and maintain high standards and quality of work.
- 4 should interact positively with the hotel staff.
- 5 should be honest and loyal to the hotel and towards their training.
- 6 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 7 should attend the training review sessions / classes regularly.
- 8 should be prepared for the arduous working condition and should face them positively.
- 9 should adhere to the prescribed training schedule.
- 10 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 11 should, on completion of Industrial Training, handover the report, appraisals and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training.
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure trainees procure training completion certificate from the hotel.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's —Dos and Don'tsll for the trainee.
11. should ensure completion of appraisal form and issue of completion certificate to trainees on the last day of training

Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)

Name of Student: _____	NCHM&CT Roll No: _____
Institute: IHM / FCI _____	Duration: 08 weeks (48 working days)
Name of the Hotel: _____	From: _____ To: _____

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (____ days present out of 48 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent 100%	5
On time, Lacks some preparation but copes well, Attendance Very good 90%	4
On time, Some disorganized aspects-just copes, Attendance Regular 80%	3
Occasionally late, Disorganized approach, Attendance irregular 60%	2
Frequently late, Not prepared, Frequently absent without excuse 50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked	4
Gets on well with most colleagues, Handles customers well	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others	4
Accepts criticism, but does not necessarily act on it	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly	Shows interest in all work undertaken	3
Slow on the uptake	Is interested only in areas of work preferred	2
Rarely grasps points correctly	Lacks drive and commitment	1

Reliability / Comprehension

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation	2
Requires constant supervision. Lacks any comprehension of the application	1

Responsibility

Actively seeks responsibility at all times	5
Very willing to accept responsibility	4
Accepts responsibility as it comes	3
Inclined to refer matters upwards rather than make own decision	2
Avoids taking responsibility	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided	5
Maintains a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven	2
Inaccurate and slow at work	1

Quantity of Work

Outstanding in output of work.	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ **Signature:** _____

Designation of Appraiser: _____ **Date:** _____

Signature of Student: _____ **Date:** _____