

Action Taken Report on Feedback of Stakeholders

Session (2020-21)

Program Name: Bachelor of Hotel Management (BHM)



Faculty of Graduate Studies

Department of Hospitality and Tourism

Quantum University, Roorkee


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Action Taken Report of the Department

(On the basis of the suggestions made by the IQAC and Sub Specialty Groups of the Departments on the Feedback of all stakeholder)

Action Taken Report		
Department Name: Department of Hospitality and Tourism		
Feedback Session: 2020-21		
Curriculum Design		
Code	Recommendation by Sub Specialty Groups of the Department	Action taken for the new session 2021-22
VP3113	R-1 Name and syllabus need to be updated.	New syllabus has been implemented with the new name of subject.
HM3377	R-7 Industrial Training need to be done in every department individually so housekeeping and front office department should be separate.	Industrial training to be done in every department individually.
HM3413	R-1 Accommodation and front office operations should be two subjects not one.	Bifurcated the subjects into two individual subjects.
HM3447	R-1 Accommodation and front office operations lab should be two subjects not one.	Bifurcated the subjects into two individual subjects.
HM3501	R-3 Syllabus need to be revised as its too lengthy.	Syllabus revised for the new session.

Other Teaching Learning Aspects		
Soft Skill Mentoring of Students.	R-5 Soft Skills of the Students have to be monitored along with their Academic development.	Mentors are advised to be in regular contact with students and have regular sessions with them.
Faculty Development Programme and Sessions	R-8 Regular training required for the faculties to develop new techniques used in industry.	More FDPs were introduced to the faculties for their personal and career development thus ensuring more professional approach towards teaching.
Overall Teaching Learning Process	R-6 Usefulness of ERP/ LMS/ QLRC/Other learning platforms towards efficient delivery of the course content. Faculties provide quality of content based on new concepts / technologies.	Overall Teaching Learning Process is enhanced through CMS.
Peer Group Learning	R-3 Forming Fast learning peer groups or discussion groups. Assignments for Fast and slow learners that is based on project, case studies, Flip classes.	Assignments for Fast and slow learners that is based on project, case studies, Flip classes through Qualtrics and Moodle.


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Communication Skills	R-2 More students presentations are required to be implemented	Incorporated in Assignment, flip classes, mini projects supervised by teachers
Orientation	R-4 Orientation program should be more elaborative and informative.	Information regarding major and minor courses need to be given at the time of orientation only.

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