# Action Taken Report on Feedback of Stakeholders

Session (2023-24)

**Program Name: Bachelor of Hotel Management (BHM)**

Department of Hospitality and Tourism

Faculty of Graduate Studies

**Quantum University, Roorkee**

# 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 | | |
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| **Department Name: Department of Hospitality and Tourism** | | |
| **Feedback Session: 2023-24** | | |
| **Curriculum Design** | | |
| **Code** | **Recommendation by Sub Specialty Groups of the Department** | **Action taken for new session 2024-25** |
| VP3413 | R-1: As this subject is more of practical exposure SSG has suggested to add more use of flip classes, extempore sessions, workshops on communication and personality development. | These recommendations have been implemented. |
| HM31105 | R-3: New subject needs to introduced as per industry needs. | New subject introduced in the semester. |
| HM31164 | R-3:Changes in Unit 5 to be done. | These recommendations have been implemented. |
| HM32135 | R-3:Unit 2 needs to be replaced. | Unit 2 has been replaced. |
| HM32174 | R-3:Practical 7 and 8 needs to be replaced. | Practical's are replaced. |
| HM34206 | R-3:Unit 1 and 2 needs to be combined, one new unit needs to be added, name and code needs to be changed. | Implemented |
| HM34201 | R-3:Unit 3 and 4 needs to be combined and one new unit needs to be added. | Unit 3 and 4 combined and new code given. |
| HM34205 | R-3: New subject needs to introduced as per industry needs. | New subject 'Organizational Behavior in Hospitality' has been introduced in the semester. |
| HM34275 | R-3: Practical 5 and 6 needs to be replaced, name and code needs to be changed. | Practical'swere replaced and new code generated. |
| HM34272 | R-3: Practical 5 and 6 needs to be replaced, name and code needs to be changed. | Practical's changed and code generated. |
| HM34274 | R-3: Practical 5 and 6 needs to be replaced, name and code needs to be changed. | Practical's are replaced new code also given. |
| HM35301 | R-3: Changes in Unit 5 to be done. | Unit 5 changed. |
| HM35302 | R-3: Minor changes in Unit 4 needs to be changed. | Unit 4 has been updated. |
| HM35306 | R-3: Unit 3 and 4 needs to be combined, one new unit needs to be added, name and code needs to be changed. | Units are combined and new code given. |

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| HM35365 | R-3: Practical 1 and 2 needs to be replaced, name and code needs to be changed. | Practical's replaced and name changed. |
| HM35363 | R-3: Practical 5 and 6 needs to be replaced, name and code needs to be changed. | These recommendations have been implemented. |
| HM36331 | R-3: Unit 1 and 2 needs to be combined, one new unit needs to be added, name and code needs to be changed. | Unit 1& 2 were combined and new unit also added. |
| HM36332 | R-3: New subject needs to introduced as per industry needs. | New subject 'AI in Hospitality Industry' introduced in the semester. |
| HM36327 | R-3: Unit 2&3 needs to be combined, one new unit needs to be added, name and code needs to be changed. | Changes are made. |
| HM36374 | R-3: Practical 3 and 4 needs to be replaced, name and code needs to be changed. | Practical are changed and new code given. |
| HM37403 | R-3: New subject needs to introduced as per industry needs. | Food Division management has been added. |
| HM37404 | R-3: New subject needs to introduced as per industry needs. | Room Division Management has been added. |
| HM37405 | R-3: New subject needs to introduced as per industry needs. | Customer Relations Managementin Hospitality Industry added. |
| HM37406 | R-3: New subject needs to introduced as per industry needs. | Hotel safety and security has added. |
| HM37407 | R-3: New subject needs to introduced as per industry needs. | New subject introduced in the semester. |
| HM37408 | R-3: New subject needs to introduced as per industry needs. | Resort designing and Management has introduced. |

| Other Teaching Learning Aspects | | |
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| **Orientation Program** | **R-2:** There should be detailed orientation session of about 1 week in starting of the session in which the department head and faculties should clear out the queries and inform the students about different value-added programs such as electives, Minor Program, Passion Program, University rules & regulation, course objectives and their outcomes, generic information about class representatives, student representatives, mentors, trainings during course, upcoming events of the semester.<br>Faculties and mentors are advised to help the students in choosing the right minor/open elective related to their field of choice. | Will implement a comprehensive 1-week orientation program led by department heads and faculty to address student queries, detail elective options, university rules, and course objectives. Facilitate faculty and mentor guidance for optimal elective selection aligned with students' career goals. |

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| **Relevance of Curriculum** | **R-3:** Ensure the semester curriculum is well-structured, covering all essential topics comprehensively, and aligned with current industry standards and student needs. Regularly update it based on feedback and emerging trends to maintain relevance. | We will be developing a structured semester curriculum covering essential topics, aligned with industry standards and student needs. Regularly update will be done based on feedback and trends to maintain relevance, ensuring comprehensive and current education. |
| **ICT & Communication Skills** | **R-4:** With the help of peer learning, flip class, presentations, critical thinking, case studies the curriculum enhancement can be done and students will also develop these skills in them that will help then in their personality development. The curriculum should effectively develop ICT and communication skills by integrating hands-on technology use, collaborative projects, and real-world applications, ensuring students are proficient in digital tools and communication strategies for the modern workplace. | To enhance the curriculum, we will be implementing peer learning, flipped classrooms, presentations, critical thinking, and case studies, integrating hands-on technology use and collaborative projects to develop ICT and communication skills effectively. |
| **Analytical Thinking** | **R-5:** The curriculum needs to be designed in a way that it enhances students' analytical and problem-solving skills through diverse methods like mini project works, flipped classes, research-based assignments, and case studies, fostering active learning and practical application of knowledge. | To enhance analytical skills, implementation of mini-projects, flipped classrooms, research-based assignments, and case studies. These methods foster active learning, practical knowledge application, and improve problem-solving abilities in students. |
| **Practical approach** | **R-6:** To increase the quality of practical sessions by commencing the labs on time and making the students comfortable with new ingredients and improving the frequency of classes as well. | We will implement punctual lab start times, introduce students to new ingredients gradually, and increase class frequency to enhance hands-on experience and comfort, thus boosting the quality of practical sessions. |
| **Awareness programs** | **R-7:** Evaluating the curriculum's effectiveness in raising awareness of issues like gender equality, sustainability, human values, and wellness is vital. With the help of workshops organized by university or other university's the students can incorporate such qualities in them. | Conduction of workshops to evaluate curriculum effectiveness in promoting gender equality, sustainability, human values, and wellness. Engage students actively, encouraging them to integrate these principles into their lives. |
| **Training & Placements** | **R-8:** To ensure job-related skills, the curriculum for senior batches should integrate practical trainings, workshops, internships, and industry connections, alongside standardized certification, enhancing employability and meeting industry standards effectively. | To enhance employability, senior batches will undergo practical training, workshops, internships, and gain industry connections. A standardized certification process will be established, aligning with industry standards, and ensuring job-related skills. |
| **Extra-curricular activities** | **R-9:** The mentors needs to encourage their students for enriching their learning through diverse co-curricular passion programs, vibrant campus clubs, societies, and engaging extracurricular activities, fostering | Mentors will initiate diverse passion programs, support vibrant campus clubs and societies, organize inter-university competitions, and promote engaging extracurricular activities to enhance |

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| | holistic development, participation in different inter university competitions for enhancing skills, and promoting social interaction and personal growth. | skills, social interaction, and holistic development. |
| **Overall Teaching Learning Process** | **R-10:** Integrating MOOCs, SWAYAM, and industry-collaborated programs into the curriculum enhances students' learning by providing diverse, practical experiences, bridging academic knowledge with industry needs, and fostering skills relevant to the job market.<br><br>SSG suggested to include various extempore sessions, different role plays, classroom activities to be performed for enhancing the overall learning of students. | To enhance the overall learning process, we integrated MOOCs, SWAYAM, industry-collaborated programs, extempore sessions, role plays, and classroom activities to bridge academic knowledge with practical industry skills. |
| **Evaluation System** | **R-11:** SSG has recommended ensuring high-quality student assessment through a balanced mix of quizzes, assignments, written exams, project work, and presentations, emphasizing clear criteria, timely feedback, and varied formats to foster comprehensive understanding and skill development. | To implement SSG's recommendation, we integrated diverse assessment methods including quizzes, assignments, exams, projects, and presentations. Clear criteria and timely feedback were ensured to enhance student understanding and skills comprehensively. |

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