



**Bharath**  
INSTITUTE OF HIGHER EDUCATION AND RESEARCH  
(Declared as Deemed - to - be - University under section 3 of UGC Act 1956)



Sree Balaji College of Nursing  
Department Of Medical Surgical Nursing

**VALUE ADDED COURSE**

**ON**

**TRAINING AND DEVELOPMENT IN HOSPITALITY  
INDUSTRY**

**2020-2021**

1. Requisition letter
2. Circular
3. Course Co- Coordinator
4. Syllabus
5. Lesson Plan
6. Student List
7. Certificate
8. Photo
9. Feed Back



**REQUISITION LETTER**

FROM

23 April 2023

Head of the Department  
Department Of Medical Surgical Nursing  
Sree Balaji College of Nursing  
Chennai-44

TO

DR.V. Hemavathy  
Principal,  
Sree Balaji College of Nursing  
Chennai-44

Respected madam,

Kindly grant me permission to conduct value added course on training and development in hospitality industry from 25.04.23 to 30.04.2023 for a period of one week.

THANKING YOU

*Forwarded*  
*[Signature]*  
DR. V. HEMAVATHY  
Principal,  
Sree Balaji College of Nursing  
Chennai-44

Yours faithfully  
*[Signature]*  
HEAD OF THE DEPARTMENT  
MEDICAL SURGICAL NURSING  
SREE BALAJI COLLEGE OF NURSING  
Chennai-44



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BHARATH INSTITUTE OF HIGHER EDUCATION AND RESEARCH

Date: 23-4-2021

SREE BALJI COLLEGE OF NURSING

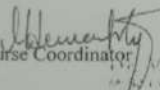
CIRCULAR

Notification for Value added courses offered by the Sree Balaji College Of Nursing

DEPARTMENT OF MEDICAL SURGICAL NURSING

The Department of Medical Surgical Nursing is scheduled to offer a Value added Course on **Training And Development In Hospitality Industry** from 25<sup>th</sup> April 2021 for a period of 1 week. Interested students can approach Mrs. Girijabhaskaran, Professor and Course Coordinator, Department of Medical surgical Nursing for registration and for further details on or before 24th April 2021.

Eligibility- DGNM, ANM, B.SC (NURSING) M.SC (NURSING)

  
Course Coordinator

Copy to:

Vice Chancellor

Pro Vice Chancellor

Additional Registrar

Deans

CoE

Heads of Departments

  
HOD

HEAD OF THE DEPARTMENT  
MEDICAL SURGICAL NURSING  
SREE BALAJI COLLEGE OF NURSING  
7 Works Road, Chrompet,  
Chennai - 600 032

**BHARATH INSTITUTE OF HIGHER EDUCATION AND  
RESEARCH**

**SREE BALAJI COLLEGE OF NURSING**

**DEPARTMENT OF MEDICAL SURGICAL NURSING  
VIRTUAL  
VALUE ADDED COURSE ON TRAINING AND DEVELOPMENT IN  
HOSPITALITY INDUSTRY**

**25 APRIL 2021**

**COURSE CO-ORDINATOR DETAILS**

**Faculty Name:** Mrs. Girija bhaskaran , Professor, HOD, Department of  
Medical surgical Nursing

**Email ID:** [girijas@bharathuniv.ac.in](mailto:girijas@bharathuniv.ac.in), [girijabhaski@gmail.com](mailto:girijabhaski@gmail.com)

**Mobile number:** 9443990430

**BHARATH INSTITUTE OF HIGHER EDUCATION AND RESEARCH**

**SREE BALAJI COLLEGE OF NURSING**

**DEPARTMENT OF MEDICAL SURGICAL NURSING**

**VIRTUAL**

**VALUE ADDED COURSE SYLLABUS**

**25 April 2021**

**OBJECTIVES**

1. To understand the need of training and development in hospitality industry
2. To develop skill in hospitality Industry
3. To create awareness of online programme on hospitality industry

**MODULE1:** Introduction To Hospitality Industry

**MODULE2:** Principles Of Training And Development

**MODULE3:** Essential Qualities Of Hospitality Managers

**PRACTICAL SESSION-1 HOUR**

**Total Contact Hours: 30**

**TRAINING AND DEVELOPMENT IN HOSPITALITY INDUSTRY**

25th April 2021 (9.00 AM- 4.00 PM) **VENUE:** SREE BALAJI COLLEGE OF NURSING , AUDITORIUM

<b>MODULE1</b>	Introduction To Hospitality Industry
<b>MODULE2</b>	Principles Of Training And Development
<b>MODULE3</b>	Essential Qualities Of Hospitality Managers

## **LESSON PLAN ON TRAINING AND DEVELOPMENT IN HOSPITALITY INDUSTRY**

### **INTRODUCTION:**

The hospitality industry is one that is primarily focused on customer satisfaction. It is built on leisure or is luxury-based, as opposed to meeting basic needs. Hotels and resorts, cruise lines, airlines and other various forms of travel, tourism, special event planning, and restaurants all generally fall under the realm of the hospitality.

**The** hospitality industry is much broader than most other industries. The majority of business niches are composed of only a handful of different

businesses, but this industry applies to nearly any company that is focused on customer satisfaction and meeting leisurely needs rather than basic ones.

Reception. House Keeping. Food and Beverage . The Workshop. **Hospitality industry** includes – lodging etc

What is **FIT**- FIT is defined as the independent travel and travel planning of a single person or family group. When people travel, there are many ways to go and equally many ways to see and experience a world of possible destinations.

Despite there being so many options in travel and ways to experience destinations, it can all be narrowed down to two, separate categories of classification:

### **Why it is important to participate in training?**

A career in the hospitality industry can be something that you can pursue through life. It can be a rewarding career path as you can climb up the ranks, from being a busboy, for instance, to being the hotel manager. This is made possible with dedication, hard work, further education and training, some of which the hotel owner may provide. But employees can also supplement the hotel-sponsored training with voluntary training. If needed, you can always take out personal online loans for training. The cost of training will be worth it if it means opening up more career opportunities for you in the future.

**The Importance of Training & Development in the Hospitality Industry. :**

. In the hospitality industry, providing great services to customers is a must. However, having a strategic location close to popular tourist attractions and investing in well-furnished rooms and well thought out amenities, from a gym to high-speed .

Lack of trained manpower is the single most limiting factor for growth of the hospitality industry.” Training refers to the planned effort by a company to facilitate employees learning of job-related competencies, which include knowledge, skills, or behaviours that are critical for successful job performance. Management development is all those activities and programme.

The hospitality industry exists to serve the needs of guests whether it is food service, lodging, or both. For this reason, training and developing your staff is crucial to having satisfied guests. Each employee can affect the guests’ experience in positive or negative ways.

Training for the hospitality industry is diverse. Basic skills include communication and ways to interact with the hotel guests. It also involves teamwork training and diversity training, because the staff is perceived as one unit by guests.

### **The Importance of Training & Development in the Hospitality Industry**



- The Company Culture. Every hospitality company has its own special way of doing things.
- Developing and Training Talent. Many hospitality workers start in entry-level positions and work their way up into...
- Problem Solving and Service. Great service that leads to amazing experiences is the goal of the hospitality industry.
- Safety and Security. If a danger presents itself in the hotel, guests look to staff to direct them.

Training and development involves **improving the effectiveness of organizations and the individuals and teams within them**. Training may be viewed as related to immediate changes in organizational effectiveness via organized instruction, while development is related to the progress of longer-term organizational and employee goals.

While training and development technically have differing definitions, the two are oftentimes used interchangeably and/or together. Training and development has historically been a topic within applied psychology but has within the last two decades become closely associated with human resources

management, talent management, human resources development, instructional design, human factors, and knowledge management.

## **Principles Of Training and Development**

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When a company puts its employees through training programs, it must ensure that they are efficient and relevant to the employees' tasks in the organization as it is estimated that only 20-30% of training given to employees are used in the month later. To help mitigate this issue, some general principles should be followed to increase employees desire to take part in the program. These include:

- Self efficacy: These means to increase the learners belief that they can fully comprehend the teaching Attitude.
- An uncooperative attitude towards learning could hinder the individual's capability to grasp the knowledge being provided.
- Competence: This is the skill an individual develops that enables them to make good decisions in an efficient manner.
- External motivators: These are the behaviours individuals present when a reward or extrinsic goal is given to them

Motivation is an internal process that leads to an employee's behaviour and willingness to achieve organizational goals. Creating a motivational environment within an organization can help ensure employees achieve their highest level of productivity.

Motivation can create an engaged workforce that enhances individual and organizational performance. The model for motivation is represented at the most basic level by motivators separated into two different categories:

- Intrinsic factors: These represent the internal factors to an individual, such as the difficulty of the work, achievement recognition, responsibility, opportunity for meaningful work, involvement in decision making, and importance within the organization.
- Extrinsic factors: These are external factors to the individual, such as job security, salary, benefits, work conditions, and vacations.

### **How to Create a Hospitality Leadership Development and Training Program**

- Make a list of traits that will serve as a basis for the leadership roles you are trying to fill.

- Dip deep and avoid making this list too vague.
- Focus on areas where the business can grow, or positions that will need to be filled when veteran employees retire.

Include items such as “We need a leader who can foster social interaction and collaboration among the staff,” as opposed to “We need someone who is outgoing.”

### **Essential Qualities for Hospitality Managers**

Let’s face it; not everyone has what it takes to be in a leadership position, and that’s perfectly fine. When you go to train and develop new hospitality managers, however, you will want to seek out candidates who can bring new talents to the table.

- **Innovative:** New trends are evolving every day in the hospitality industry, so you will want someone who values quality over quantity, and is willing do whatever it takes to improve all areas of the business
- **Adaptable & Genuine:** A successful leader works well with diverse groups of people and genuinely cares about the needs of others.
- **Allied Vision:** You will want someone who shares the same vision as your company and has a vision for their growth and career success

**PROGRAM SCHEDULE CERTIFICATE PROGRAM**  
**TRAINING AND DEVELOPMENT IN HOSPITALITY INDUSTRY**

**DATE 25.4. 2021**

**VENUE: SREE BALAJI COLLEGE OF NURSING, AUDITORIUM**

<b>TIME</b>	<b>TOPIC</b>	<b>SPEAKER</b>
9.00 AM	<b>REGISTRATION</b>	
9.30 AM	Prayer Song Welcome Address & About the course and the college	Mrs. Girijabhaskaran, Professor, HOD, Department of medical surgical nursing
10 AM	<b>Introduction to Hospitality industry</b>	Mrs.Semmalar, Professor, Department of medical surgical nursing
11AM	<b>How to Create a Hospitality Leadership</b>	Mrs.vatchala , Miot International Hospital, Chennai
11.30AM	<b>BREAK</b>	
12 PM	Is It important to participate in training	Mr.dhandapani ,Sree Balaji Medical College And Hospital,Chrompet
1.15PM	<b>LUNCH</b>	

2.15PM	social interaction and collaboration among the staff	Mrs.Pauline sheela priya, Asst.professor Department of Medical surgical Nursing
3.30PM	<b>COFFEE BREAK</b>	
4PM	<b>FEED BACK/VOTE OF THANKS/GROUP PHOTO/CERTIFICATE DISTRIBUTION</b>	Mrs.Vijayabharathi, Asst.Professor, Department of Medical surgical Nursing

**DATE 26.4.2021**

**VENUE: SREE BALAJI COLLEGE OF NURSING, AUDITORIUM**

<b>TIME</b>	<b>TOPIC</b>	<b>SPEAKER</b>
9.00 AM	REGISTRATION	
9.30 AM	Prayer Song Welcome Address & About the course and the college	Mrs. Girijabhaskaran, Professor, HOD, Department of Medical surgical Nursing
10 AM	Essential Qualities for Hospitality Managers	Mrs.Srimathi, Sree Balaji Medical College And Hospital,Chrompet
11AM	teamwork training and diversity training,	Mrs.Semmalar, Professor, Department of medical surgical nursing
11.30AM	<b>BREAK</b>	
12 PM	Developing and Training Talent	Mr.Saravana ,Sree Balaji Medical College And Hospital,Chrompet
1.15PM	<b>LUNCH</b>	
2.15PM	Problem Solving and Service	Mrs.Pauline sheela priya, Asst.professor, Department of Medical surgical Nursing

3.30PM	<b>COFFEE BREAK</b>	
4PM	<b>FEED BACK/VOTE OF THANKS/GROUP PHOTO/CERTIFICATE DISTRIBUTION</b>	Mrs.Vijayabharathi, Asst.Professor, Department of Medical surgical Nursing

**DATE**            27.4.2021

**VENUE: SREE BALAJI COLLEGE OF NURSING, AUDITORIUM**

<b>TIME</b>	<b>TOPIC</b>	<b>SPEAKER</b>
9.00 AM	REGISTRATION	
9.30 AM	Prayer Song Welcome Address & About the course and the college	Mrs. Girijabhaskaran, Professor, HOD, Department of Medical surgical Nursing
10 AM	Hospitality Leadership Development and Training Program	Mrs. Margareat, Asst.professor, Department of Medical surgical Nursing
11AM	Principles of training and development	Mr. Suresh, Sree Balaji Medical College And Hospital,Chrompet
11.30AM	<b>BREAK</b>	
12 PM	<b>Improving the effectiveness of organizations and the individuals and teams</b>	Mrs.Semmalar, Professor, Department of medical surgical nursing
1.15PM	<b>LUNCH</b>	

2.15PM	Training in hospitality	Mrs.Kumari,Miot International Hospital, Chennai
3.30PM	<b>COFFEE BREAK</b>	
4PM	<b>FEED BACK/VOTE OF THANKS/GROUP PHOTO/CERTIFICATE DISTRIBUTION</b>	Mrs.Vijayabharathi, Asst.Professor, Department of Medical surgical Nursing

**DATE** 28.4.2021

**VENUE:** SREE BALAJI COLLEGE OF NURSING, AUDITORIUM

<b>TIME</b>	<b>TOPIC</b>	<b>SPEAKER</b>
9.00 AM	REGISTRATION	
9.30 AM	Prayer Song Welcome Address & About The Course And The College	Mrs. Girijabhaskaran, Professor, HOD, Department of Medical surgical Nursing
10 AM	PRACTICAL SESSION	Mr. ASHOK KUMAR SRM HOTEL MANAGEMENT
11AM		
11.30AM	BREAK	
12 PM	INTERACTION SESSION	Mr. ASHOK KUMAR SRM HOTEL MANAGEMENT
1.15PM	LUNCH	



2.15PM	INTERACTION SESSION	Mrs, INDUMATHI GLOBAL HOSPITAL, Chennai
3.30PM	<b>COFFEE BREAK</b>	
4PM	<b>FEED BACK/VOTE OF THANKS/GROUP PHOTO/CERTIFICATE DISTRIBUTION</b>	Mrs.Vijayabharathi, Asst.Professor, Department of Medical surgical Nursing

**DATE** 29.4.2021

**VENUE:** SREE BALAJI COLLEGE OF NURSING, AUDITORIUM

<b>TIME</b>	<b>TOPIC</b>	<b>SPEAKER</b>
9.00 AM	REGISTRATION	
9.30 AM	Prayer Song Welcome Address & About the course and the college	Mrs. Girijabhaskaran, Professor, HOD, Department of Medical surgical Nursing
10 AM	Basis for the leadership roles	Ms.Sara Manickam Professor Presidency College, Chennai
11AM	Creating a motivational environment within an organization	Mrs.Semmalar, Professor, Department of medical surgical nursing
11.30AM	<b>BREAK</b>	

12 PM	Self efficacy	Mrs. Alazhumathi balaji Hospital, Chennai
1.15PM	<b>LUNCH</b>	
2.15PM	OPEN SESSION	Mrs.Semmalar, Professor, Department of medical surgical nursing
3.30PM	<b>COFFEE BREAK</b>	
4PM	<b>FEED BACK/VOTE OF THANKS/GROUP PHOTO/CERTIFICATE DISTRIBUTION</b>	Mrs.Vijayabharathi, Asst.Professor, Department of Medical surgical Nursing

**BHARATH INSTITUTE OF HIGHER EDUCATION AND RESEARCH**

**DEPARTMENT OF MEDICAL SURGICAL NURSING**

**VIRTUAL VALUE ADDED COURSE ON TRAINING AND DEVELOPMENT IN HOSPITALITY INDUSTRY**

S.NO	TOPIC	DATE	DURATION(HR)	RESOURCE PERSON
1.	Introduction to <b>Hospitality industry</b>	25.4.2021	3 HOURS	MRS.GIRIJA BHSAKARAN
2.	How to Create a Hospitality Leadership	25.4.2021	3 HOURS	Mrs.Semmalar,
3.	Is It important to participate in training	25.4.2021	3 HOURS	
4.	Hospitality Leadership Development and Training Program	26.4.2021	3 HOURS	Mrs.Vijayabharathi
5.	Principles of training and development	26.4.2021	3 HOURS	Ms.Sara Manickam
6.	<b>Improving the effectiveness of organizations and the individuals and teams</b>	26.4.2021	3 HOURS	Mrs. Indumathi
7.	Basis for the leadership roles	26.4.2021	3 HOURS	Mr. ASHOK KUMAR
8.	Creating a motivational environment within an organization	27.4.2021	3 HOURS	Mrs.vatchala
9.	Self efficacy	27.4.2021	3 HOURS	Mrs.Kumari
10.	Problem Solving and Service	27.4.2021	3 HOURS	Mrs.Azhaumathi



## CERTIFICATE OF PARTICIPATION

This is to certify that

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has participated in the value added courses  
On training and development in hospitality industry

Organized by

Sree Balaji college of Nursing, Department of Medical Surgical Nursing

On 25<sup>th</sup> April 2021 – 30<sup>th</sup> APRIL 2021

Dr. V. Hemavathy

Principal

Sree Balaji College of Nursing  
**Dr. V. HEMAVATHY,**  
M.Sc.(N), M.A., M.Phil., Ph.D.(N),  
PRINCIPAL  
SREE BALAJI COLLEGE OF NURSING  
No. 7, Works Road, Chromepet,  
Chennai-600 044

Prof. Girija Bhaskaran

HOD, Department of Medical Surgical Nursing

HEAD OF THE DEPARTMENT  
MEDICAL SURGICAL NURSING  
SREE BALAJI COLLEGE OF NURSING  
7 Works Road Chromepet,  
Chennai- 600 044.