

File No:- 8029/2024-Vol-I- 1897

Dated:- 16<sup>th</sup> October 2024

### सुचना/Notice

As informed earlier all students and faculty members are again informed/reminded that as per the new JNU Curriculum of Industrial Training has now been awarded 300 marks instead of 200 marks as awarded in IGNOU programme.

All Interested may collect the exact distribution of marks from the exam cell and the same has also been uploaded on exam section of Collage website.

MD  
Exam Supt./Principal  


Encl Copy :-

1. BHA -401 Industrial Training Feedback Appraisals.
2. BHA-402 Industrial Training Project Report.

**BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL****PERFORMANCE APPRAISAL FORM**Department: **F&BS / FP / HK / FO**

Name of Student: _____	NCHM&CT Roll No: _____
Academic Chapter: _____	Duration: _____
Name of the Hotel: _____	
From: _____	To: _____

**GRADING CRITERIA**

The department head or supervisor must grade the learner/trainee on the given criteria. Please mark with (✓) on the 5-point rating scale: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Satisfactory), 1 (Poor).

Assessment Criteria	Grade Obtained				
	5	4	3	2	1
<b>1. Personal Grooming</b> Clean uniform, Personal hygiene, Dental care, Skin care, Nail care & Hair care	5	4	3	2	1
<b>2. Punctuality &amp; Attendance</b> Attends assigned tasks on time, Consistent in showing up on scheduled shifts	5	4	3	2	1
<b>3. Oral Communication</b> Interacts positively with staff and guests, Always mindful in choice of words and language at the workplace	5	4	3	2	1
<b>4. Non-verbal Communication</b> Display confident body language, Keeps pleasing facial expressions, Maintains eye contact during interactions, Attentive listener	5	4	3	2	1
<b>5. Written Communication</b> Make notes of instructions given by superior at the workplace, Note guest orders, messages for guests and staff, Write log book and department report	5	4	3	2	1
<b>6. Cross-Cultural Communication</b>	5	4	3	2	1

Respectfully deals with guests and staff from different cultural backgrounds, Tolerant towards different economic, educational, linguistic, gender, religious & social variables, Quick to learn & adapt to new regional or foreign languages, cuisines & cultures					
<b>7. Accountability</b> Honest and strong moral values, Takes responsibility at work, Admits mistakes if committed, Positively handles any adverse situation	5	4	3	2	1
<b>8. Etiquettes &amp; Manners</b> Use proper greetings, Talk politely, display self-control and good faith behaviour & help others	5	4	3	2	1
<b>9. Technology Acumen</b> Able to work on computers and departmental software applications, Understand, analyze & interpret department data and generate reports	5	4	3	2	1
<b>10. Department Oriented Skills</b> Participate actively in tasks assigned, Demonstrate willingness to learn new tasks or concepts, Positively seek knowledge on a topic or area of work, Work driven and committed	5	4	3	2	1

Total Grade = _____ / 50
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Name of Appraiser: _____	Signature: _____
Designation of Appraiser: _____	Date of Issue: _____
Signature of the Trainee: _____	Date of Submission: _____

## BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

### PERFORMA

Name of the Trainee: _____	NCHM&CT Roll No: _____
Name of the Hotel: _____	
Training From: _____	Training Till: _____

EVALUATION OF INDUSTRIAL TRAINING ( 200 Marks)					
Evaluation factors	F&BS	FP	HK	FO	Grade obtained/ Total Marks
	Maximum Grade (5)	Maximum Grade (5)	Maximum Grade (5)	Maximum Grade (5)	(5 X 4= 20 Marks)
1. Personal Grooming					
2. Punctuality & Attendance					
3. Oral Communication					
4. Non- Verbal Communication					
5. Written Communication					
6. Cross-Cultural Communication					
7. Accountability					
8. Etiquettes & Manners					
9. Technology Acumen					
10. Department Oriented Skills					
<b>Total Marks obtained out of 200 Marks</b>					

Assessed By: _____	Designation: _____
Signature: _____	Date: _____

**BHA402- INDUSTRIAL TRAINING PROJECT REPORT****EVALUATION OF INDUSTRIAL TRAINING REPORT (100 Marks)**

<b>Name of the Trainee:</b> _____	<b>NCHM&amp;CT Roll No:</b> _____
<b>Name of the Hotel:</b> _____	
<b>Training From:</b> _____	<b>Training Till:</b> _____

**Evaluation of Written IT Report (A)****(60 Marks)**

<b>Marks Division/ evaluation factors</b>	<b>Explanation</b>	<b>Maximum marks</b>	<b>Marks obtained</b>
Report Format	Sequencing of departments into chapters, Clarity in understanding the departmental functions, Detailing of subtopics, Use of tables, charts and references	15	
Description of workplace	Understanding of industry, Functioning of core and ancillary departments, Major activities carried out by various departments	15	
Analysis of job	Legible log book, Critical analysis of jobs performed within the departments	10	
Conclusion	Key lesson learned/ skills acquired	10	
Participation	Attendance record, Appreciation certificate (if any), Participation certification in special events (if any)	10	

<b>Evaluation of Presentation (B)</b>		<b>(40 Marks)</b>	
Presentation skills	Personal grooming, Mannerisms & body language, Articulation of voice, Audience interaction.	15	
Organizing presentation	Sequencing of content in Slides, Quality of content, Effective use of allotted time.	15	
Overall impression	Confident in presenting IT report, Clarity about the functioning of the hotel business.	10	
<b>Grand Total (A+B)</b>		<b>100</b>	

<b>Assessed By:</b> _____	<b>Designation:</b> _____
<b>Signature:</b> _____	<b>Date:</b> _____

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