

CHRIST (Deemed to be) UNIVERSITY

Department of Hotel Management

Feedback Analysis & Action Taken Report

Feedback Analysis 2018-19

Summary of Feedback of Students, Parents, Teachers, Alumni and Industry:

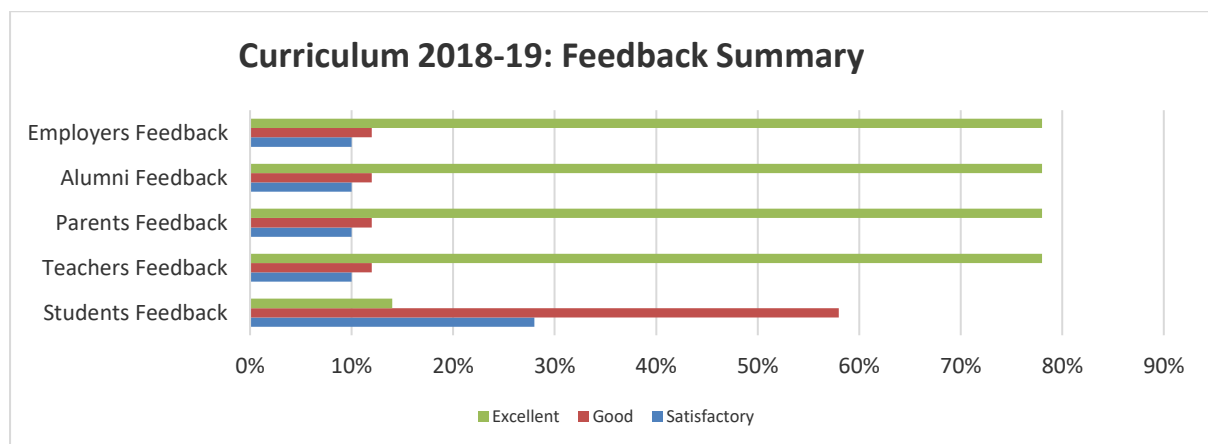
Introduction

Feedback is an essential element of the learning process. The Department of Hotel Management, CHRIST (Deemed to be) University, collects the feedback on various curriculum aspects and courses from different stakeholders such as the Students, Alumni, Faculty, Employers and Parents through online and offline. The feedback collected from the individuals has been analysed and taken to the consideration for the development of curriculum, teaching learning process and environment.

Major Suggestions

Some of the salient suggestions projected by the stakeholders were for introduction on a new course on Positive Psychology for 2BHM, Regional Cuisine for 3BHM, new topics in Fundamentals of Front Office practicals, new topics in Fundamentals of Rooms Division for 2BHM. The stakeholders also suggested Laundry care workshop for 3BHM, a new topic in Front Office Management for 4BHM and Business Management.

Detailed Analysis



As reflected in the Fig above, 66.12% of the outgoing students, 90% of the parents, faculty members, alumni and industry feedback varied from Excellent to Good.

Action Taken

Based on the suggestions given by the stakeholders, faculty members in the department deliberated on the need for offering the following courses and the same was proposed in the BOS:

- A new course on Positive Psychology for 2BHM, Regional Cuisine for 3BHM, new topics in Fundamentals of Front Office practicals, new topics in Fundamentals of Rooms Division for 2BHM.
- The stakeholders also suggested Launder care workshop for 3BHM, a new topic in Front Office Management for 4BHM and Business Management.