

**CHRIST (Deemed to be) UNIVERSITY**  
**Department of Hotel Management**  
**Feedback Analysis & Action Taken Report**  
**Feedback Analysis 2024-25**

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

**Introduction**

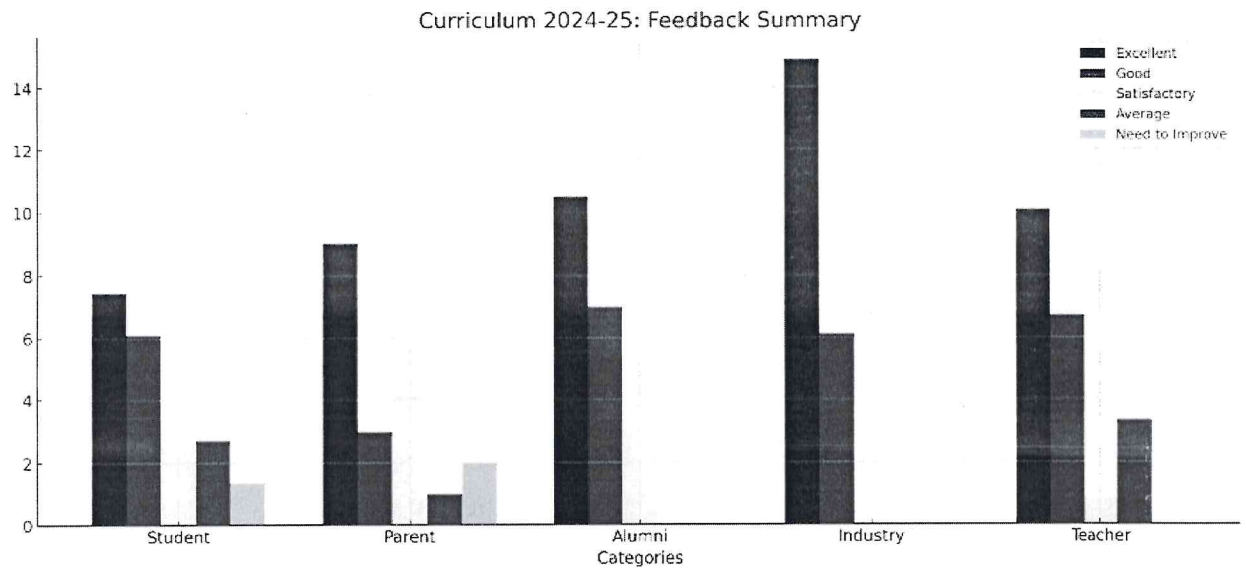
Feedback is an essential element of the learning process. The Department of Hotel Management, CHRIST (Deemed to be) University, collects the feedback on various curriculum aspects and courses from different stakeholders such as the Student, Alumni, Faculty, Employers and Parents through online and offline modes. 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; MDC (Multi-Disciplinary Course) has been implemented for First Semester Students, as per the suggestions by stakeholders, Hygiene and Sanitation subject in third semester has been changed from theory course to practical course, as per the requirement by the industry, fifth semester has been changed to five month internship. The courses such as Organizational Behavior, Business Statistics and Marketing Management are offered as Modular Courses post internship in fifth Semester, In seventh and eighth semester, Yoga and Wellness I & II courses are revised from graded course to a credit course. The Expert Academic Committee suggested to include Artificial Intelligence for Hotel Industry as part of the curriculum along with modules related to FSSAI, Food Nutrition and Services and case studies in terms of Social Issues.

  
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## Detailed Analysis




## Actions Taken

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

- Multi-Disciplinary Courses (MDC) - Students must choose any of the courses that are offered by other departments/schools in the university. The MDC is for 3 hours per week along with the necessary CIA and will have 3 Credits. The course code to be allotted after discussion with IPM.
- ENG121 English-I - has been revised to 3 Hours per week, however, the credits will remain as 2.
- BHM154 Fundamentals of Front Office I - Practical - The modules from BHM531 Business Information Systems and BHM551 Business Information Systems have been included.
- BHM111 Holistic Education - credits has been revised from 0 credits to 1 credit.
- BHM234 Positive psychology has been removed.
- BHM212 Communication Skills - This course has been replaced by Multi-Disciplinary Courses (MDC).

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- ENG221 English-I has been revised to 3 Hours per week, however the credits will remain as 2.
- BHM211 Holistic Education credits have been revised from 0 credits to 1 credit.
- BHM254 Fundamentals of Front Office II - Practical - The modules from BHM 531 Business Information Systems and BHM551 Business Information Systems have been included.
- The total number of credits after completion of first and second semesters will be 49 and the total number of credits after completion of the programme is proposed to be 173 credits.
- BHM351 Regional Cuisine - The Nomenclature of this course is revised to Quantity Culinary Operations of Regional Cuisine.
- BHM351 Quantity Culinary Operations of Regional Cuisine - Credits has been revised from 1 credit to 2 credits.
- BHM352 Wine Studies and Management - Credits has been revised from 1 credit to 2 credits.
- BHM381 Internship Project - Credits have been revised from 4 credits to 2 credits.
- BHM361 Managerial Economics has been replaced with BHM 336 Organisational Behaviour.
- BHM336 Organisational Behaviour is offered in the third semester for 3 hours per week and will have 3 credits.
- BHM335 Hygiene and Sanitation has been revised from Theory Course to Practical Course. The hours per week and credits have been revised from 3 hours per week and 2 credits to 2 hours per week and 1 credit.
- BHM311 Holistic Education - Credits has been revised from 0 credits to 1 credit.
- LAN321A, LAN321B, LAN321C has been revised from a graded course to a Credit course for 2 hours a week with 2 Credits. Assessment will be on Continuous Internal Assessment pattern - 50 marks.
- BHM451 Quantity Culinary Operations - The course has been replaced with BHM451 Asian Cuisine.

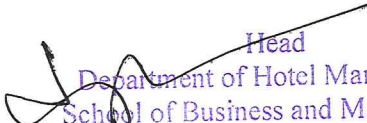
  
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- BHM451 Asian Cuisine - Credits has been revised from 1 credit to 2 credits.
- BHM452 Beverage Studies and Management - Credits has been revised from 1 credit to 2 credits.
- BHM461 Macro Economics has been removed and replaced with BHM436 Marketing Management.
- BHM433 Front Office Management - The modules from BHM531 Business Information System and BHM551 Business Information System have been included in this course.
- BHM436 Marketing Management is offered in the fourth semester for 3 hours per week and will have 3 credits.
- BHM435 Introduction to Sustainability has been removed and replaced with BHM435 Business Statistics.
- BHM435 Business Statistics is offered in the fourth semester for 3 Hours per week and will have 3 credits.
- BHM411 Holistic Education - Credits have been revised from 2 credits to 1 credit.
- LAN421A, LAN421B, LAN421C has been revised from a graded course to a Credit course for 2 hours a week with 2 Credits. Assessment will be on Continuous Internal Assessment pattern - 50 marks.
- BHM581 Internship Project - The students will undergo a five month internship in hotels instead of a two month internship. The credit is revised from 4 to 8.
- BHM533 Organizational Behaviour will be offered as a Modular Course post the Internship with 3 credits each. All assessments to be conducted.
- BHM532 Marketing Management will be offered as a Modular Course post the Internship with 3 credits each. All assessments to be conducted.
- BHM535 Business Statistics will be offered as a Modular Course post the Internship with 3 credits each. All assessments to be conducted.
- BHM531 Business Information System has been removed and the modules have been included in BHM154 Fundamentals of Front Office I, BHM254 Fundamentals of Front Office II, BHM433 Front Office Management, and BHM652B Accommodation Management- Intermediate level.
- BHM551 Business Information System has been removed and the modules have been included in BHM154 Fundamentals of Front Office I, BHM254 Fundamentals of

Front Office II, BHM433 Front Office Management, and BHM652B Accommodation Management Intermediate Level.

- BHM534 Financial Management has been removed.
- BHM536 Business Environment has been removed.
- BHM511 Research Skills has been removed.
- BHM551A Asian Cuisine has been removed and this course is offered in the fourth semester as BHM 451 Asian Cuisine.
- BHM551B Food and Beverage Management I has been removed and the modules have been included in BHM651B Food and Beverage Management.
- BHM552A Advanced Baking and Pastry Arts I has been removed and the modules have been included in BHM652A Advanced Baking and Pastry Arts.
- BHM552B Accommodation Management Intermediate Level I has been removed and the modules have been included in BHM652B Accommodation Management Intermediate Level.
- BHM551A Asian Cuisine, BHM551B Food and Beverage Management I, BHM552A Advanced Baking and Pastry Arts I, and BHM552B Accommodation Management Intermediate Level I classes will be engaged in the Modular class model, subject to availability of working days.
- BHM651B Food and Beverage Management II - The nomenclature of this course has been revised as BHM651B Food and Beverage Management.
- BHM651B Food and Beverage Management - The modules from BHM551B Food and Beverage Management I have been included in this course.
- BHM652A Advanced Baking and Pastry Arts II - The nomenclature of this course has been revised as BHM652A Advanced Baking and Pastry Arts.
- BHM652A Advanced Baking and Pastry Arts - The modules from BHM552A Advanced Baking and Pastry Arts I have been included in this course.
- BHM652B Accommodation Management- Intermediate Level II - The nomenclature of this course has been revised as BHM652B Accommodation Management Intermediate Level.
- BHM652B Accommodation Management Intermediate Level - The modules from BHM531 Business Information System, BHM551 Business Information System, and BHM552B Accommodation Management Intermediate Level I have been included in this course.

  
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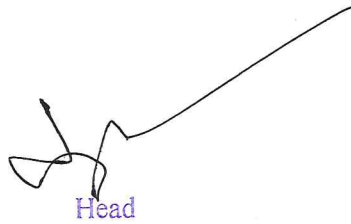
- BHM612 Back to Basics I has been removed.
- The total number of credits after completion of fifth and sixth semesters will be 37 and the total number of credits after completion of the programme is proposed to be 173 credits.
- BHM711A Back to Basics II has been removed.
- BHM711B Marketing Skills I has been removed.
- BHM711C Human Resource Management Skills I has been removed.
- BHM711D Yoga Wellness I - The course has been revised from a graded course to a credit course with 1 credit. Assessment will be on Continuous Internal Assessment pattern - 50 marks.
- BHM841B Knowledge Management has been removed and replaced by BHM841B Employee Wellbeing at Workplace.
- BHM841B Employee Wellbeing at Workplace - This course is offered for 3 hours per week and will have 3 credits.
- BHM811D Yoga Wellness II - The course has been revised from a graded course to a credit course with 1 credit. Assessment will be on Continuous Internal Assessment pattern - 50 marks.
- BHM811A Soft Skills has been removed.
- BHM811B Marketing Skills II has been removed.
- BHM811C Human Resource Management II has been removed.
- The total number of credits after completion of seventh and eighth semesters will be 50 and the total number of credits after completion of the programme is proposed to be 185 credits and eventually come down to 173 credits in the next academic year.

**Points discussed:**

- Assurance of Learning and a learner-centric approach for course delivery.
- Course offerings for the academic year 2025-26, with a total of 173 credits awarded upon completion.
- Semester-wise course structure, including credit distribution and elective options.
- Course mapping at local, regional, national, and global levels, with activities aligned to Sustainable Development Goals (SDGs).
- Curriculum review and feedback mechanisms.

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- Encouragement of SWAYAM courses for skill development.
- Student exchange programs with Breda University of Applied Sciences.
- Internship patterns across four years, a 55-day internship after the first year.
- A five-month internship (entire semester) in the fifth semester.

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- Adjustments made for students participating in the exchange program and Disney International Internship to ensure internship requirements are met.
- Discussion on placement data, including students opting for higher education, with data presented in chart format.
- Existing collaborations: Two active MOUs (Breda University of Applied Sciences and Sheffield Hallam University).
- 37 collaboration letters with industry partners and Ongoing consulting assignments.
- BHM112 Communication Skills - This course has been replaced by Multi-Disciplinary Courses (MDC).

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