

# WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION



**MANIPAL** 

(A constituent unit of MAHE, Manipal)

# **Management Review Meeting**

Welcomgroup Graduate School of Hotel Administration, Manipal

(A Constituent Unit of Manipal Academy of Higher Education, Manipal)

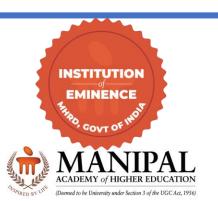
16th August, 2021















# Agenda

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- Institutional Objectives Achievement Status
- Excellence in Education
- Exemplary Research and Innovation
- Expanding Reach and Internationalization
- Effective Engagement and Alumni Relation & Placements
- Performance of Integrated Management System
- Issues concerning relevant stakeholders
- Changes in internal and external issues relevant to Quality and Environmental Management
- New potential opportunities for continual improvement





#### **Agenda -1 Status Of Actions From Previous Management Reviews**

#	Previous management reviews	Status
1	Measuring the Industry academia connection in terms of knowledge, consultancy and productivity. Which helps in projecting the institute's effort towards industry connectivity.	<ul> <li>Student feedback are collected after every industry academia interface to measure the impact in terms of knowledge and productivity.</li> <li>Total Number of students opted for placement: 92</li> <li>Total number of offers: 40</li> </ul>
2	Suggestion to continue the virtual connectivity with other organizations and to start some virtual exchange programme with global universities.	SHMS Swiss Hotel Management School Switzerland – MoU Signed Culinary Arts Academy Switzerland Switzerland – MoU Signed Ongoing process- The King's College London



# Best Practices Followed In Institution During The COVID-19 Pandemic



- Online Proctored exam conducted for graduating batch
- Virtual Practical sessions conducted for operational subjects
- 39 National and International webinars, workshops, seminars and expert lecture series conducted till date
- Pre recorded videos for Practical classes are developed by faculty members
- Successfully conducted Virtual Farewell for graduating batches.







# Pillar Wise Review Of Objectives







P-1 Excellence In Education



To offer education of the highest standards in a congenial environment facilitated by competent academics to every active learner adopting a curriculum accepted nationally and internationally



Integrated Management system to

comply with 9001 and 14001 standards.

#### P-1 Excellence In Education



External Audit not done in

2021 owing to COVID-19

Compliance



#### STRATEGY 1: Offer Inter-Disciplinary Courses in a transparent merit based admission process with a view to produce **Global Leaders Action Plan** Target 2021 **Achievement Status** Milestone Task 5 – Maintain Academic Faculty: Student Ratio 1.5.1 Recruitment of additional faculty based Improve the faculty student 8 8 (from Jan 2021) on student intake. ratio to meet the regulatory body requirements Task 7 – Increase the scholarships and bursaries for programmes support 1.7.1 Achieved Increase the scholarship portfolio by Aim to introduce scholarship 2 lakhs of ₹ 10 lakh through industry creation of student bursaries and fellowship and alumni philanthropic endowments. endowments Task 9 – Ensure programme are quality compliant and comply with Internal Quality Assurance Cell 1.9.1 Conform to Internal Audit under Facilitate programme reviews Compliance (Internal)

MRM 2021 WGSHA

employability

by professional bodies with

focus on standards and



#### P-1 Excellence IN Education





# STRATEGY 2: Maximize Educational Experience by innovative pedagogy, technologically enabled learning, hands on learning experience and smart assessments

learning experience and smart assessments				
Task 1	- Introduce technology enabled learning that is	uniformly delivered across all disciplines		INDIAN F CULINARY Salanu Ricces of Re
	Action Plan	Milestone	Target 2021	Achievement Status
2.1.1	Provide training for staff and students in the use of technology and online platforms	Train 100% of the staff and faculty with the use of online learning platforms	100%	100%
Task 2	<ul> <li>Optimize Learning and Evaluation, which is te</li> </ul>	chnology enabled	•	
2.2.1	Modernize learning methods in Indian education scenario for conceptualization and objective assessment	Outcome Based Teaching & Learning (OBTL) through digital class rooms	3	Upcoming WGSHA new academic block
2.2.2	Introduce smooth conduct of examinations and assessment using an online platform	Online Proctored End semester examination conducted for BACA and BHM Final year students	All theory subjects	100%
Task 3	<ul> <li>Cultivate a culture of work integrated learning</li> </ul>	g experience		
2.3.1	Enhance industry partnership and design hands on learning programs	Target at least 4 corporates every year	4	1 Achieved Renewal of MoU's are in process

### **National Ranking – 2021**



**National** 

Ranking







# National Ranking

#### Ranked

#1

(Supreme Hotel Management Institute in India)

**GHRDC** 

# National Ranking

#### Ranked

#1

(Private Hotel Management Colleges- All India)

#### Ranked

# 2

( Hotel Management Colleges- All India)

The Week-Hansa Research

#### National Ranking

#### Ranked

#1

(Private Hotel Management Colleges- All India)

Outlook-ICARE Rankings 2021

# Ranked # 2

(Hotel Management Colleges- All India

**India Today** 





#### **Accreditation And Collaboration Of WGSHA**

#### National Accreditation of WGSHA

#### "India International Skill Center (IISC)"

- National Skill Development Corporation (NSDC)
- Ministry of Skill Development & Entrepreneurship, Govt. of India

#### **INDIA INTERNATIONAL SKILL CENTER**







#### Global Accreditation of WGSHA

World Association of Chefs' Societies (WACS), Paris, France



#### National Accreditation of WGSHA

Indian Federation of Culinary Associations (IFCA), Chennai, India









#### **HOTEL SCHOOLS OF DISTINCTION**

















#### **Courses Offered In WGSHA**

- Bachelor of Hotel Management (BHM)
- Bachelor of Culinary Arts (BACA)
- Master of Science in Dietetics and Nutrition (MSc DAN)
- Master of Hotel Management (MHM)
- M.A. in Indian Cuisine and Food Culture Classes commencing from 04<sup>th</sup> October, 2021
  - ✓One of its kind & unique course with block method of delivery







# BHM - Students on roll Class Year As on 24.07.2021 1st Year 173 2nd Year 145

M.Sc. DAN - Students on roll		
Class Year	As on 24.07.2021	
1st Year	63	
2nd Year	67	



#### **BACA - Students on roll**

173

175

Class Year	As on 24.07.2021
1st Year	187
2nd Year	176
3rd Year	177

# M.Sc. HTM / MHM Students on roll Class Year As on 24.07.2021 1st Year 29 (MHM) 2nd Year 32 (MSc HTM)

Total: 1396 (approx.)

3rd Year

4th Year





#### **Undergraduate Admissions 2021**



#### Selection Process and Current Admission Status – As on August 10, 2021

#### **Online Panel and Personal Interviews:**

- **29 rounds of** Interviews conducted for **769** candidates
- 417 candidates appeared for BHM and
- 352 candidates appeared for BA (Culinary Arts)

#### **Remote Proctored Assessments**

Online Test held for 12 days (in 22 batches)

**Total Applications: 1148** (as on 08-08-2021)

**Current Status on Admission & Payment of Course Fee** (as on August 10, 2021):

- BHM: Indian: 176 + Foreign/NRI Admission: 1 = Total 177
- BA (Culinary Arts): Indian: 189 + Foreign/ NRI Admission: 8 = Total 197

# **BHM Result Analysis - July 2021**









34th Course, 3rd Semester		
TOTAL APPEARED	144	
PASSES IN ALL SUBJECTS	137	
FAILURES	7	
% OF PASSES IN ALL SUBJECTS	95.14	
% OF FAILURES	4.86	

33rd Course, 7th Semester		
TOTAL APPEARED	175	
PASSES IN ALL SUBJECTS	174	
FAILURES	1	
% OF PASSES IN ALL SUBJECTS	99.93	
% OF FAILURES	0.57	

33rd Course, 5th Semester	
TOTAL APPEARED	173
PASSES IN ALL SUBJECTS	163
FAILURES	10
% OF PASSES IN ALL SUBJECTS	94.22
% OF FAILURES	5.78

33rd Course, 8th Semester		
TOTAL APPEARED	175	
PASSES IN ALL SUBJECTS	156	
FAILURES	19	
% OF PASSES IN ALL SUBJECTS	89.14	
% OF FAILURES	10.86	

# **BACA Result Analysis - July 2021**





10th Course, 1st Semester		
TOTAL APPEARED	187	
PASSES IN ALL SUBJECTS	184	
FAILURES	3	
% OF PASSES IN ALL SUBJECTS	99.47	
% OF FAILURES	1.60	

9th Course, 3	rd Semester
TOTAL APPEARED	177
PASSES IN ALL SUBJECTS	177
FAILURES	0
% OF PASSES IN ALL SUBJECTS	100.00
% OF FAILURES	0.00



10th Course, 2nd Semester		
TOTAL APPEARED	187	
PASSES IN ALL SUBJECTS	157	
FAILURES	30	
% OF PASSES IN ALL SUBJECTS	96.64	
% OF FAILURES	16.04	

9th Course, 4th Semester		
TOTAL APPEARED	176	
PASSES IN ALL SUBJECTS	176	
FAILURES	0	
% OF PASSES IN ALL SUBJECTS	100.00	
% OF FAILURES	0.00	

8th Course, 5th Semester	
TOTAL APPEARED	177
PASSES IN ALL SUBJECTS	173
FAILURES	4
% OF PASSES IN ALL SUBJECTS	99.79
% OF FAILURES	2.26

8th Course, 6th Semester	
TOTAL APPEARED	177
PASSES IN ALL SUBJECTS	172
FAILURES	5.0
% OF PASSES IN ALL SUBJECTS	99.48
% OF FAILURES	2.82

MRM 2021 WGSHA

## MHM Result Analysis - March 2021





1st Course, 1st Semester	
TOTAL APPEARED	30
PASSES IN ALL SUBJECTS	30
FAILURES	0.00
% OF PASSES IN ALL SUBJECTS	100
% OF FAILURES	0.00

1st Course, 2nd Semester	
TOTAL APPEARED	30
PASSES IN ALL SUBJECTS	30
FAILURES	0.00
% OF PASSES IN ALL SUBJECTS	100
% OF FAILURES	0.00



#### M.Sc. HTM Result Analysis - July 2021

2nd Year, 3rd Semester	
TOTAL APPEARED	31
PASSES IN ALL SUBJECTS	31
FAILURES	0
% OF PASSES IN ALL SUBJECTS	100
% OF FAILURES	0

2nd Year, 4th Semester	
TOTAL APPEARED	31
PASSES IN ALL SUBJECTS	31
FAILURES	0
% OF PASSES IN ALL SUBJECTS	100
% OF FAILURES	0





# M.Sc. DAN Result Analysis - July 2021



1st Year, 1st Semester	
TOTAL APPEARED	64
PASSES IN ALL SUBJECTS	61
FAILURES	3
% OF PASSES IN ALL SUBJECTS	95.31
% OF FAILURES	4.69

1st Course, 2nd Semester	
TOTAL APPEARED	63
PASSES IN ALL SUBJECTS	62
FAILURES	1
% OF PASSES IN ALL SUBJECTS	98.41
% OF FAILURES	1.59



#### **Placement Status 2021**

Total Number of students opted for placement	Total number of offers
BHM(31 <sup>st</sup> Course): 42	Indian companies: 25 offers
BACA(9 <sup>th</sup> Course): 35	Internationally: More than 15 offers
MSc HTM: 15	



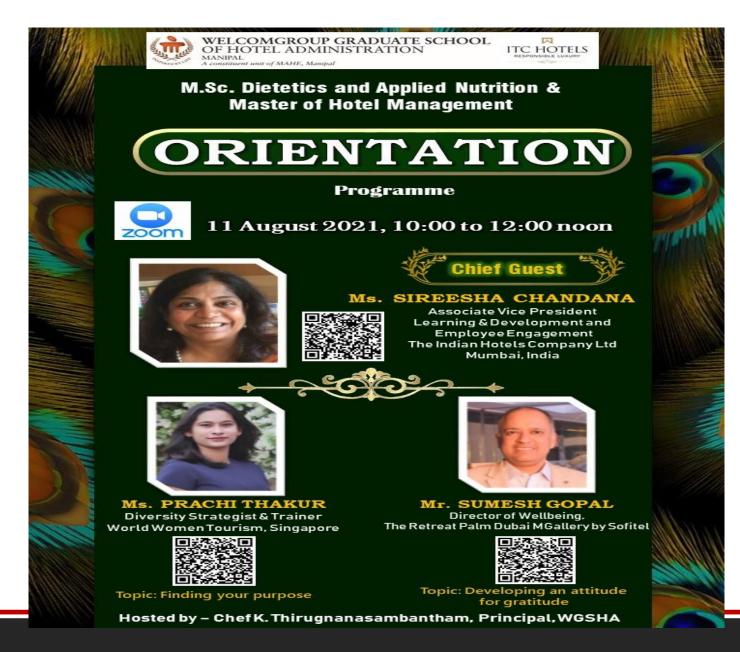


#### MHM And M.Sc. DAN Semester Orientation









#### WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION MANIPLAL MANIP

#### ITC HOTELS

#### MHM 2 Semester Orientation







#### OF HOTEL ADMINIS MANIPAL A constituent unit of MATTE, Manipal



#### **Students' Laurels**



1st year, MSc DAN, WGSHA

Received the best sports person award for the year 2019 from the Chief Minister of Tamilnadu, Shri Edapadi K Palanisamy on 20th February 2021





#### **Students' Laurels**

















On May 16th, 2021; Two students Sadhika Venkatesh and Subhash Praveen Ullal hosted a guiz for the Literary and Debating Society of National Law School of India University, Bengaluru. @nlsiu official

NLSIU was the first National Law University established in India to pioneer legal education reforms. The university has remained a leader in the field of legal education in India for over 30 years. NLSIU has been ranked No. 1 in the National Institutional Ranking Framework in 2018, 2019 and 2020.

The Literary and Debating Society of NLSIU hosts weekly events for its members and on 16th May 2021, a Food and Beverage quiz was hosted by the above-mentioned students. The event was named "IncrEDIBLES".

The event happened through a Zoom call and was very well received and appreciated by the participants



Sadhika Venkateshl 8th Course **Department of Culinary Arts** WGSHA - MAHE, Manipal

#### **Students' Laurels**





# WGSHA students into the international finale of Accor Take Off! Challenge

Congratulations





TEAM CONQUISTADORS

LINEN FOR WOMEN

Accor Take Off! Challenge is a worldwide student competition organized by Accor. The competition enables students to be evaluated by top level Accor Professionals and by recognized school teachers with various cultural backgrounds.



For the last 8 years, Accor has been challenging students from every corner of the globe with various issues connected with the group's activities, such as Loyalty programs, F and B services and lifestyles brands.

This year's Take Off! Challenge is its 10th edition and is based on Accor Hotels in their communities and focus on the human aspect.

16 teams were shortlisted for the Semi Finals from the 165 teams that participated in the competition worldwide. 2 Teams from India, both from W.G.S.H.A., participated in the International Semi Finals which happened on 24th June 2021 and both the teams have aced their way into the International Finale, which is scheduled to happen on September 6th, 2021, in Paris, France.

The teams get to pitch their projects before the Top-Level Management of Accor S.E. in a face-toface presentation at the Accor headquarters in Paris, France

A team comprising of Siddanth Raina, Neha Mathew Chakola and Lavanya Raja from B.H.M. 32<sup>nd</sup> Course presented their idea to involve the underprivileged members of the local community in converting hotels' flower waste into incense sticks and fragrance soaps creating a blooming initiative, while saving the planet.

Also another team comprising of Nathan Alston D'Souza , Sadhika Venkatesh and Subhash Praveen Ullal from 8<sup>th</sup> Course Department of Culinary Arts presented their project which aims to combat one of the largest sources of waste in a hotel, Laundry Linen. Bio-degradable sanitary pads can be made from this waste and given to women who don't have proper access.

The Semi Finals was conducted through a video conference where the Semi Finalists had to pitch their proposal before 17 Jury members of various capacities from the Accor Family.









#### **Student-Run Bakery**

In its Department of Culinary Arts, the Welcomgroup Graduate School of Hotel Administration continually strives to bring out the best in its students through new and innovative teaching methodologies.

One such initiative is the Ministry of Bakery (MOB), a Student-Run Bakeshop that started in 2019, producing high-quality Cakes, Pastries, Viennoiserie, Cookies, and

A menu is developed based on the basic sweet and savory baked goods, following which the students are divided into teams and are required to plan and prepare an item from start to finish. During the preparation, the students must ensure proper use of ingredients. minimizing wastage and loss. They also take multiple steps to ensure that these products are prepared under strict HACCP guidelines, which is vital to provide a highquality product and provide it in a safe and sanitary manner. The resulting products are put on display in the Department of Culinary Arts basement, where there are commercial display counters set up, which give a clean and professional look. The items are marketed and sold to the students and people of Manipal.

This Bakeshop provides a unique insight into planning, preparing, and pricing baked goods, along with developing marketing strategies to sell these products, which is beneficial to the learning outcome of the students as they can apply what they learn theoretically and see the results after which they are capable of making decisions and thinking like an entrepreneur.

The MOB prides itself as one of the finest Bake shops in Manipal and continues to provide high-quality products at reasonable prices.

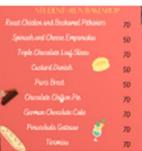






#### Ministry of Bakery





#### Student-Run restaurant

#### Rasoi Mane @ Classic Cafe

initiative undertaken by the students of WGSHA- BACA d BHM specialising in the Indian cuisine, where the adents follow a cyclic menu that changes every two days ertraying various cuisines that originate from different parts India. The main objective is to provide the students with opportunity to learn and make guests aware of the wide hee of dishes that exist in the Indian cuisine. Apart from at, the students are also able to earn quite a lot of revenue am it by spreading the message through different social edia platforms. The restaurant follows all the steps cessary to meet the COVID-19 protocol and has reduced occupancy to 50 percent. In spite of this situation, the staurant is able to get a total customer base of at least 17pax per day.

A student run restaurant that serves a wide array of regional cuisines from India.





#### **RAJASTHANI THALI**

On 25th and 27th of January, the restaurant served a thali portraying Rajasthani cuisine which included quite a few personal favourites among our customers like the MOHAN MAAS (a spiced chicken curry thickened with coconut and poppy seeds), KADI PAKODA (vegetable fritters stirred in a gram flour and yoghurt based gravy) and ARBI KI SABZI (taro root tossed in a spicy onion tomato masala). The other dishes that were served in the thali included RAJASTHANI PANCHMELDAL (a rich creamy 5-lentil dish) which was accompanied with GATTE KA PULAO (traditional rice preparation made with aromatics and chickpea flour dumplings), AJWAIN PARATHA, AAM KA ACHAR AND PAPAD. They also had DOODHIYA KHEECH (whole wheat grains cooked in sweetened milk) for dessert.





#### E-Poster Competition On Life & Teachings Of Swami Vivekananda

National Youth Day 2021

Department of M.Sc. Dietetics and Applied Nutrition had organized an E-POSTER COMPETITION on the LIFE & TEACHINGS OF SWAMI VIVEKANANDA to commemorate the NATIONAL YOUTH DAY CELEBRATIONS on 12th January 2021, which marks the Birth Anniversary of the great Indian fouth Icon, Swami Vivekananda.

#### First Prize

Namitha Agnel P J Thrishala Shetty Kanakamedala Sai Naga Harshitha Oshin Josita Lobo Jane Harriet Miranda Ruth Mary D'silva (M.Sc. DAN 1<sup>st</sup> semester)

#### Second Prize

Simrah Minhaj Shriraksha K Sahana M Minnu Jose Esha Bhuiya Shahista Fathima (M.Sc DAN 1st semester)





Swami Vivekananda

#### Consolation Prize

Prathiksha Kamath H Sindhu R Bhoopathi Girija Hasini Sanjana Sudhir Rao Narmeen Aamir Rahim Reshali G P (M.Sc. DAN 1<sup>st</sup> semester)

#### Consolation Prize

Sri Lakshmi S Dhwani Sonde Glyna Anisha Dcunha Ann Melisa Davis Sana Rafi Ahmed Chaudhary Nancy Rachel J (M.Sc. DAN 1st semester)

#### **Tug of Words**



January 30, 2021: Under the guidance of the Faculty In- charge Mr. Prithvi Roy, Flair"- the literacy Club had organised a Debate Competition entitled "TUG OF WORDS" exclusively for the members of the club. The competition was announced on 25th January. All the interested members were asked to submit their names to the Head of the Club, Chirag Alwani. The topics of the event were given two days prior the event, all of them being related to recent occurrences and trends.

#### They were as follows:

- 1. Organic vs Inorganic food?
- Online classes, better or worse?
- 3. Hard work vs smart work, what would you choose
- 4. Climate change: a real thing
- 5. Will hospitality industry recover after covid-19?
- 6. Hollywood vs Bollywood, what's your pick?
- 7. Other sports are as important as cricket, why or why not?

The event was organized on 30th January. It began with a welcome note from our Faculty Incharge, Mr. Prithvi Roy followed by the performance of each of the participants, also judged by Mr. Roy. The session was brought to an end by Mr. Roy's words of appreciation for each of the speakers who had participated in the competition. The results of the competition were declared on 2<sup>nd</sup> February. Kavya Shree won the First Prize, Chirag Kripalani and Kushie Saraf shared the Second position jointly and Daria Saraf bagged the Third Prize. They were congratulated by the President of the club, Mr. Chirag Alwani and the Faculty In-charge Mr. Prithvi Roy.













(A constituent unit of MAHE, Manipal) FLAIR: The literary Club Organises

# Connecting **Tales**

(Haiku Jam)

Mr. Chirag Alwani

(Club President)

Mr. Prithvi Roy (Club In charge)

Hosted by

Chef K. Thirugnanasambantham











THE LITERARY CLUE

8th May 2021

4:00 pm onwards





WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION

(A constituent unit of MAHE, Manipal)







On the occasion of

World Baking Day, 2021

Mad Over Baking Club is proud to conduct

"WGSHA Bake-Quest"

An online Baking Quiz



#### **Club Head:**

Snigdha Sarin

#### **Student Coordinators:**

Hritika, Nathan, Krishna, Tushar

#### Hosted by

Chef K. Thirugnanasambantham Principal, WGSHA



20th May, 2021 5:30 pm

























#### **Food from Food Waste Recipe Writing Competition**

10th course BACA





5th June, 2021

Hosted by: **Chef Thirugnanasambantham** 



#### on the theme **ECOSYSTEM RESTORATION**

PHOTOGRAPHY COMPETITION

In 1972, the UN General Assembly designated 5th June as World Environment Day (WED). In the following years, WED has developed as a platform to raise awareness on the problems facing our environment such as air pollution, plastic pollution, illegal wildlife trade, sustainable consumption, sealevel increase, and food security.

The theme for World Environment Day 2021 is "Ecosystem Restoration". Ecosystem restoration can take many forms: Growing trees, greening cities, rewilding gardens, changing diets or cleaning up rivers and coasts. This is the generation that can make peace with nature.

Tell us what you see through your lens to contribute to restoration of the Ecosystem!

Participants: 35th course BHM students, WGSHA Last date to send the photo: 5th June 2021

#### Rules of the competition:

- · One entry from one participant.
- . The photograph must be original, should match the theme and be given a caption.
- · The photograph must have good resolution and should be in the JPEG format.
- Basic editing of the photograph is allowed.
- . The photography must be supported by a 100-200 words write up explaining why the photo was
- · Entries after 5th June 2021 will not be considered.

Link:https://forms.office.com/Pages/ResponsePage.aspx?id=Or2-Kf xPUvWiAZ-NGDcHwUm7R6gNIRCgTfYkLHe-W9UMk8zMzU2NllCM1MzMUraRzZTNUs0R05LTi4u

Chef K. Thirugnanasambantham Principal









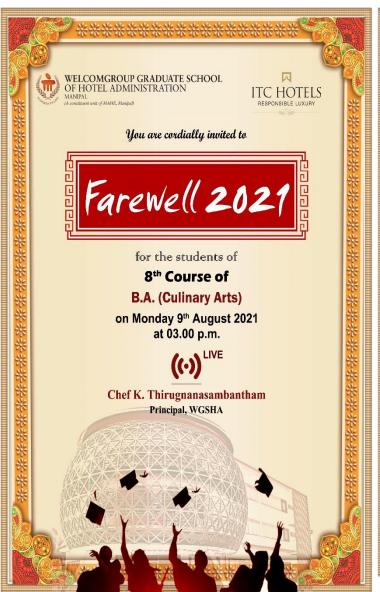


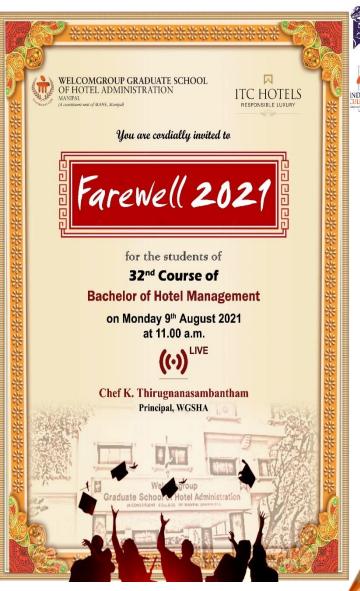
WGSHA













(A constituent unit of MAHE, Manipal)











**WGSHA- VSO, Organizes** an awareness program.





**Hosted by** 

**Chef K. Thirugnanasambantham** 

Principal, WGSHA













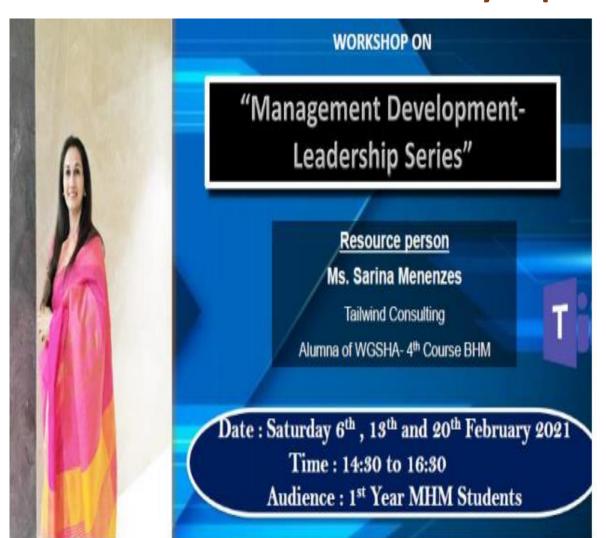
**VSO** 

**DAAN** 

**UTSAV** 

**ACTIVITY** 





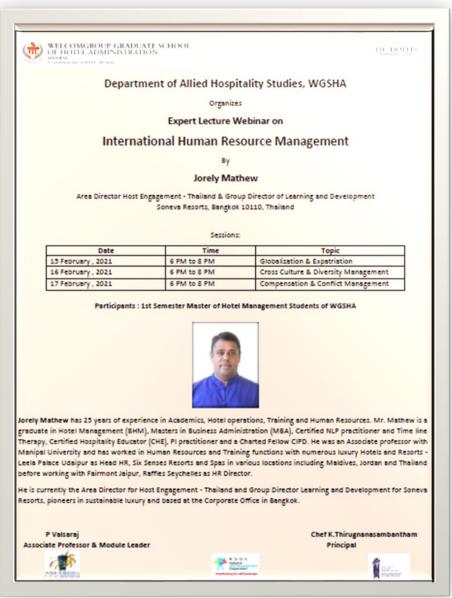






#### ITC HOTELS

















#### ITC HOTELS

#### **Industry Expert Lecture Series**





**EXPERT TALK ON** 

Role of Executive Housekeeper in a pre-opening property

#### MR. SREENATH KRISHNAN

PRE-OPENING EXECUTIVE HOUSEKEEPER

ZULAL WELLNESS RESORT

AI RUWAIS, QATAR

Hosted by

Chef K. Thirugnanasambantham

Principal, WGSHA









04th June 2021

10:45 A.M. - 12:45 P.M.





# Learning the nuances of hospitality sales

Mr. Sherin Mathew(17<sup>th</sup> Course, Alumnus)

Commercial Director Hilton Hotels & Resorts, Chennai, India

Hosted by

Chef K. Thirugnanasambantham

Principal, WGSHA

















05th June-2021 (Sat)

1700 hrs.- 1900 hrs.







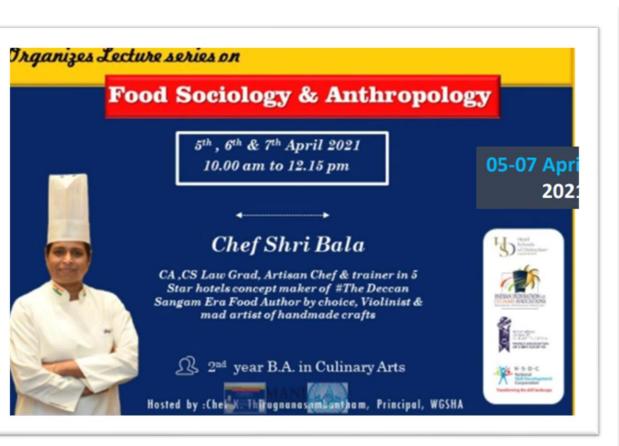


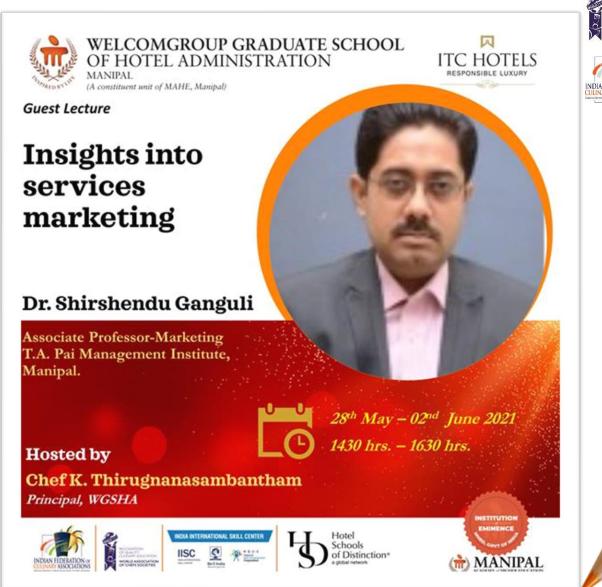






#### ITC HOTELS

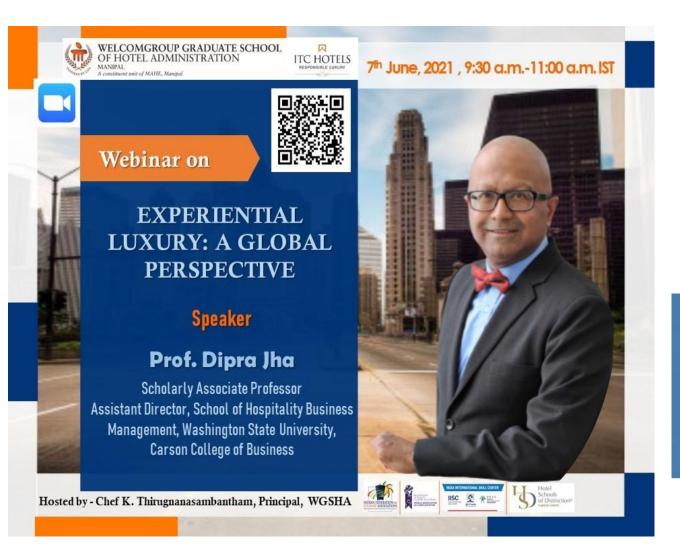




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#### ITC HOTELS

#### **Industry Expert Lecture Series**





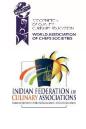
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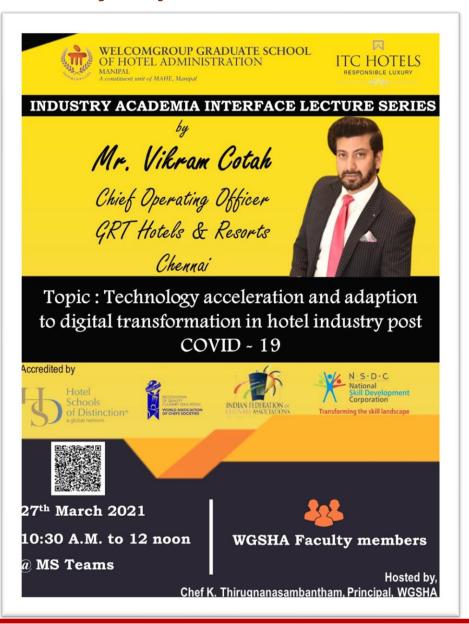
MANIPAL

#### **Industry Expert Lecture Series**











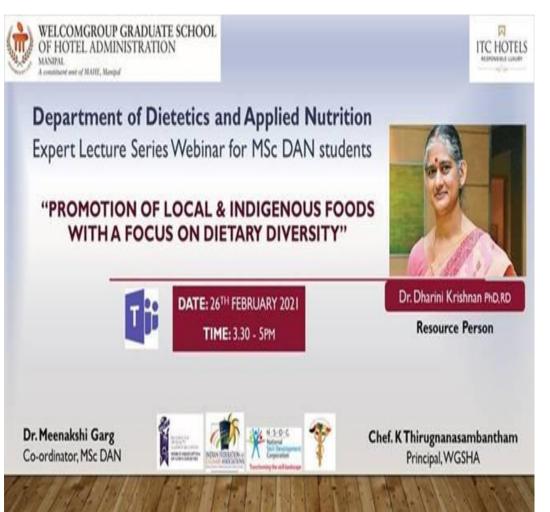
# **Nutrition and Dietetics Expert Lecture**













**Expert Lecture Series in Nutrition** Department of Dietetics and Applied Nutrition

Medical Nutrition Therapy: A key to management of Type 2 **Diabetes** 

FOR MSC DAN STUDENTS, WGHSA FACULTY & KASTURBA HOSPITAL DIETITIANS

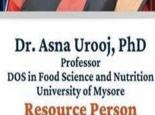


Dr. Meenakshi Garg Co-ordinator, MSc DAN











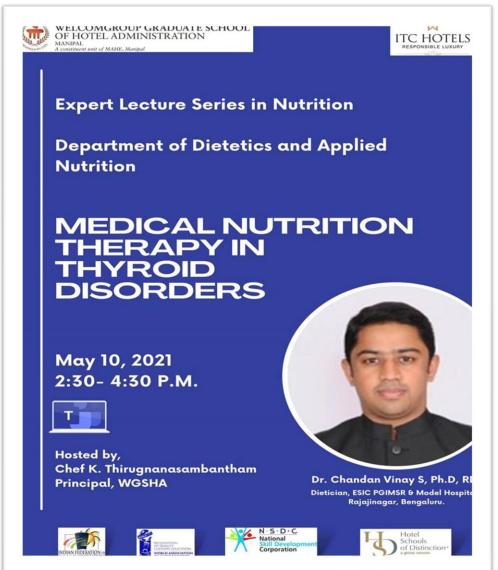
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#### **Nutrition and Dietetics Expert Lecture Series**







#### **Soft Skills Webinars**











#### **WEDC Webinars**



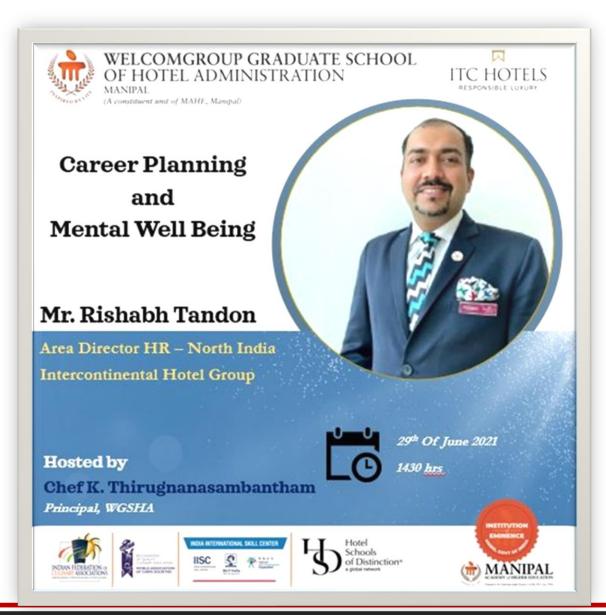






#### ITC HOTELS

#### **Career Planning Webinars**





Communications, Tailwind Consulting



30th June-21(Wednesday) 1700 hrs.- 1800 hrs.

Hosted by

Chef K. Thirugnanasambantham Principal, WGSHA













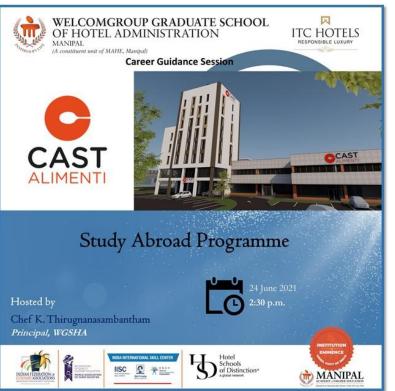


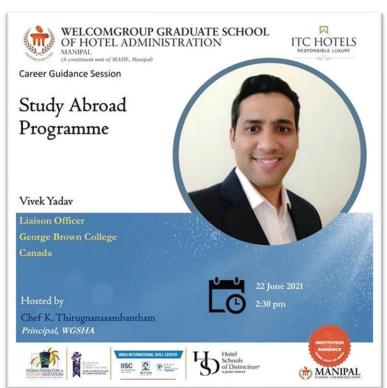
#### WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION



#### **Study Abroad Program Webinars**

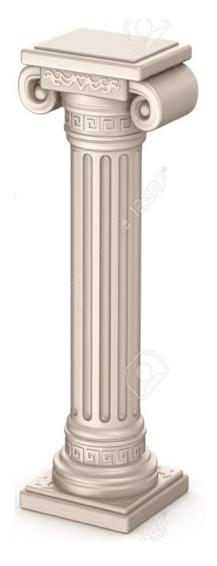














# P- 2 Exemplary Research and Innovation

To attain exemplary model in research and innovation creating a balanced ecosystem that enables interdisciplinary research collaboration to yield demonstrable research impact addressing the societal challenges of national and global importance



#### P- 2 Exemplary Research And Innovation



02





STRATEGY 2: Prioritize research themes based on scientific impact and societal challenges (5 year projection till 2022; Baseline	
2012-2017 SciVal/Scopus data)	

Task 2 - Build capacities and theme s	ecific hubs based on our strengths and offerings
---------------------------------------	--

2	2.2.2	Centre of Excellence (CoE).	To create 1 Centre of excellence	1 as nodal	IISC, NSDC
			in Hospitality, and Tourism	centre	

#### STRATEGY 3: Enhance the research input and the impact of research output

Promote a policy to offer additional faculty award

research incentive to increase the volume of

Task 1 - Strengthen the scholarly community in both the taught and research courses

	Action Plan	Milestone	Target 2021	Achievement Status	
3.1.1	Enhance the quantum of research through increased Ph.D., Enrolments and Fellowships	To target 10 Ph.D. enrolments	2	1 full time (continuing) 1 full time to join 4 faculty enrolments	
Task –	Task – 2 Emphasis on enhancing the quantum of research and industry grants				

Member

Aim to achieve 1 research

articles by each Faculty

55

research publications.

3.2.1





# P- 2 Exemplary Research And Innovation



STRAT	STRATEGY 3: Enhance the research input and the impact of research output				
	Action Plan	Milestone	Target 2021	Achievement Status	
3.2.3	Strengthen the Grants Office to enhance the quantum of research grants. Float a new policy to increase the research income to academic staff.	Target to achieve research grant of 20 lakhs	15 lakhs	Not achieved	

STRATE	STRATEGY 4: Promote a culture of Innovation and Entrepreneurship				
TASK 1	- Provide a stimulus and supportive environment	for students and faculty to ideate	e, innovate and	incubate	
4.1.1	Revamp the existing technology business incubator to support new ventures	Establish 1 Business Incubator under WEDC	-	Registration under process with Govt. of India - 2021	





#### **Details of Scopus Indexed Publications: 2021**



National		Intern	ational
Indexed	Non - Indexed	d Indexed Non - in	
-	-	3 (Accepted)	1

**Details of Copyright: 2021** 

1 copyright received by Ms. Athira Rajgopal, Dr. Senthil Kumaran P and Dr. Vidya Patwardhan in July 2021 for a research scale/instrument called the "Tourism participation and behavioural intention of persons with disability: A multi factor study". The copyright certificate was awarded by the copyright office, Government of India.

#### Research Publications: January to July 2021





SL.No.	TITLES	NAME OF THE AUTHOR	NAME OF THE JOURNALS	YEAR OF PUBLICATION	Status	Indexeing	STECHANITIO OF CHIEFS SO OF CHIEFS SO
1	Faculty experiences on emergency remote teaching during COVID-19: a multicentre qualitative analysis	Valsaraj B.P., More B., Biju S., Payini V., Pallath V.	Interactive Technology and Smart Education	2021	Article in Press	Scopus	INDIAN FEDERA CULINARY ASSOC Edward Member of Month Geography
2	Modeling hedonic motive—based segments of wine festival visitors using decision tree approach	Payini V., Bolar K., Mallya J., Kamath V.	International Journal of Wine Business Research	2021	Article in Press	Scopus	
3	Exploring the Mediating Role of Employee Attitudes in the Relationship between High-Performance Work Systems and Turnover Intention among IT Professionals in India: A Serial Mediation Approach	Ramaprasad B.S.,	Global Business Review	2021	Final	Scopus	
4	A study about the impact of training on the employees in star category hotels in coastal Karnataka, India	Rajshekhar Philkhana, Dr. K.G.Raja, Kushal Panchal, Rahul Dachapelli	Juni Khyat Journal	2021	Final	Non Scopus	





# Webinars, Workshops, Conferences attended as delegates & resource persons



2021 summary	
Category	Numbers
National Conferences Attended	1
Paper presentation at NCs	0
International Conferences Attended	12
Paper presentations at INC	0
Workshops	25
FDPs	53
Seminar / Symposium / Webinar / Others	37
Resource Person / Chief Guest / Session Chair	2
Continuing Education	4





#### **Details Of Conferences/Workshops Conducted By The Institution: 2021**

Particulars	National	International
Conferences	0	0
Workshops	6	0
Seminars / Training + Expert Lecture + Cookery demo + Housekeeping week	25	14



#### Faculty Members - MOOC/Online Courses (January to July 2021)





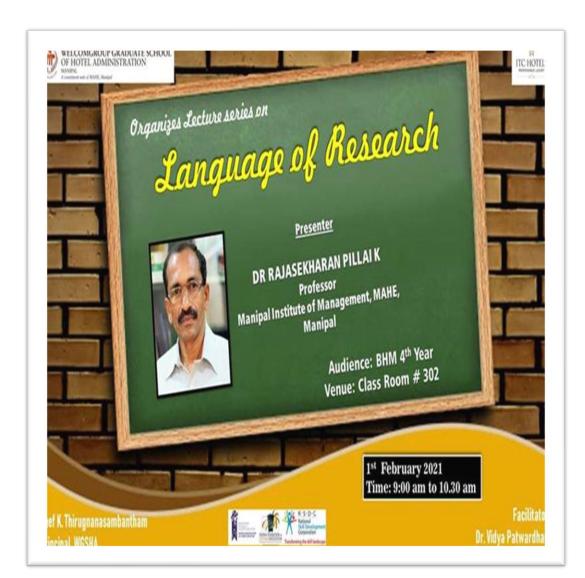
SI No	Name	Details	Year
		Completed MOOC on Data Collection: Online, telephone and Face to face by University of Michigan and offered through	
1	Dr.Shreelatha Rao	Coursera	08-01-202
2	Mr.Prithvi Roy	Completed online certificate course on "Start well in Hospitality" by Lobster Ink	19-01-202
3	Mr.Prithvi Roy	Completed MOOC on Introduction to Psychology by Yale University and offered through Coursera	23-01-202
		Completed online non-credit MOOC course on 'Sucessful Presentation' conducted by University of Colorado Boulder and offered	
4	Mr.Prithvi Roy	through Coursera	24.04.2021
		Completed online non-credit MOOC course on 'Successful Negotiation:Essential Strategies and Skills' conducted by University of	
5	Mr.Prithvi Roy	Michigan and offered through Coursera	28.05.202
6	Mr Raghavendra G	Completed MOOC on Introduction to Systematic Review and Meta Analysis by Johns Hopkins and offered through Coursera	01-02-202
		Completed the 'Fundamentals of Digital Marketing' certification exam from Google Digital Unlocked in association with The Open	
7	Mr. Narayan B. Prabhu M.	University and IAB, Europe	04.01.202
		Completed online non-credit MOOC course on 'Academic Information Seeking' conducted by University of Copenhagen &	
8	Mr Vageesh Neelavar Kelkar	Technical University of Denmark and offered through Coursera	19.05.2022
		Completed the Certificate Program in Diversity, Equity and Inclusion in the Workplace organised by University of South Florida	
9	Dr. Senthil Kumaran P	Muma College of Business	19.06.202
10	Mr. Paritosh Dabral	Completed the "Wines of Portugal" Online Education Course organised by Wines of Portugal Academy	12.06.202
		Completed online non-credit MOOC course on 'Research Design:Inquiry & Discovery' conducted by University ofNorth Texas and	
11	Mr. Paritosh Dabral	offered through Coursera	20.06.202

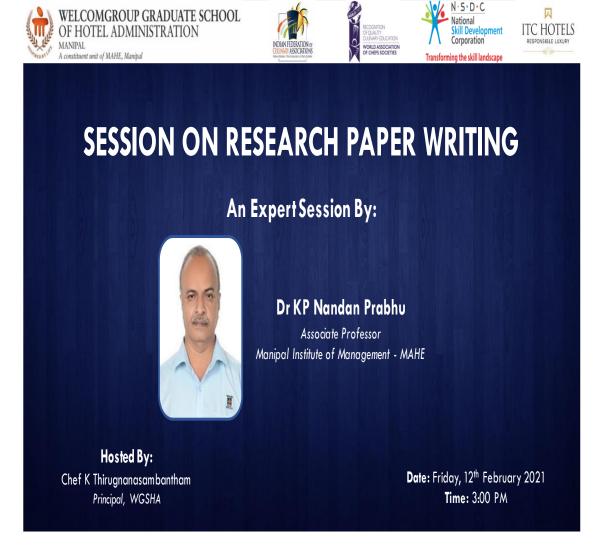


#### **Research Webinars**













#### **Webinars Related Case Study Writing**









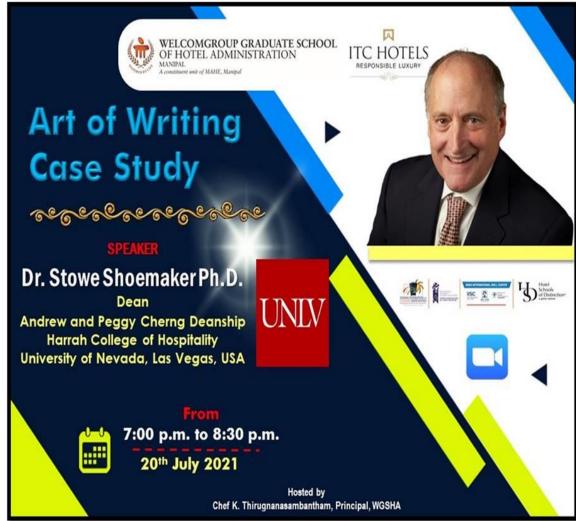


#### **Webinars Related Case Study Writing**























#### FACULTY DEVELOPMENT PROGRAM 4.0

LESSONS IN EXCELLENCE



#### "Optimizing Online Education"



#### Speaker

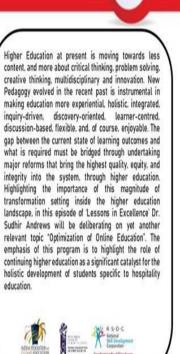
DR. PROF. SUDHIR ANDREWS (D. Litt)
The Fother of Hospitality Education in India
(Recipient Rashtriya Gauray Award and Rajiy

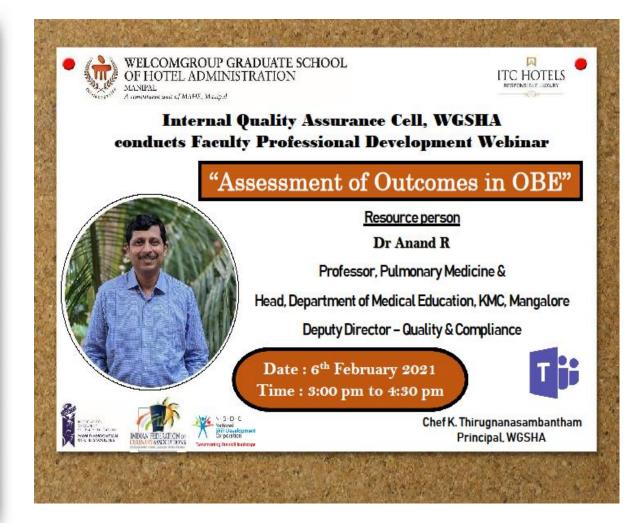
Gandhi Award of Excellence)

23rd Jan 2021

11:00 a.m. to 12:15 p.m. (IST)

Moderator Chef K.Thirugnanasambantham Principal, WGSHA



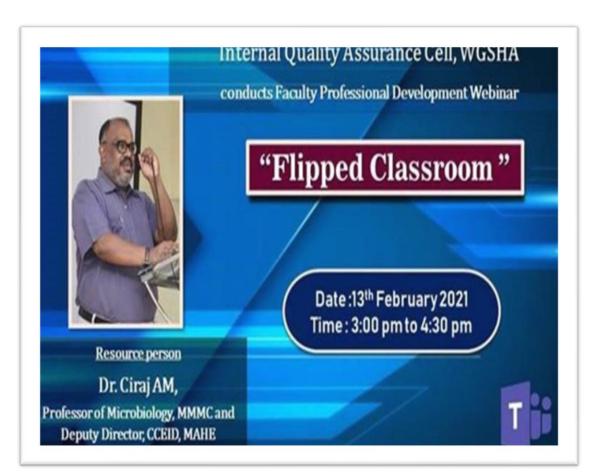




#### **Faculty Development Programs:**







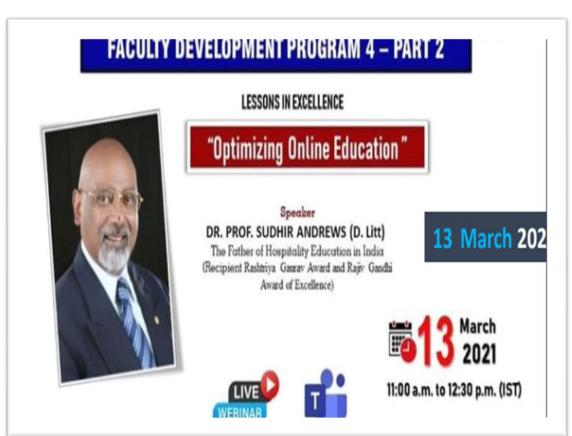


#### WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION MANIFEL A CONSIDERAL WRIT of MARIE, Manifed



#### **Faculty Development Programs:**



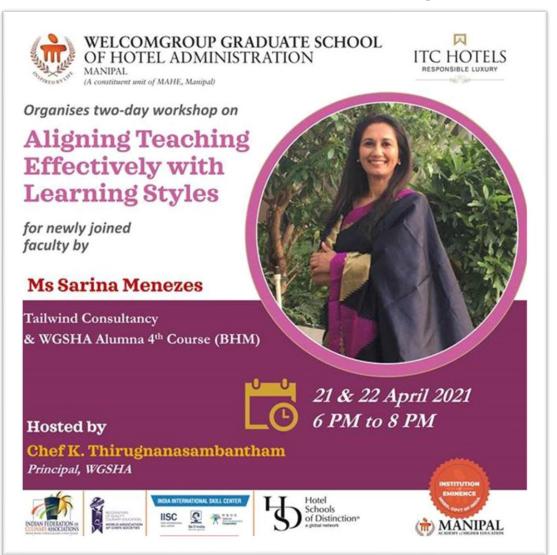




ITC HOTELS



#### **Faculty Development Programs:**





**IQAC-WGSHA ORGANIZES** 

Transforming the **Higher Education** Scenario: NEP 2021





Coimbatore

Principal, WGSHA

Hosted by



Arts and Science College,











#### **Faculty PhD Completion 2021**









Dr. Meenakshi Garg Coordinator, Dietetics and Applied Nutrition, completed her Doctor of Philosophy in Nutritional Sciences on the topic "Assessment of Dual Burden of Malnutrition in Mother-Child Pairs of the same Household in Udupi, Dakshin Karnataka, India", in August 2019 from the Indira Gandhi National Open University, New Delhi. She received her PhD degree at the IGNOU convocation on 17<sup>th</sup> February 2020 at the hands of Shri Ramesh Pokhriyal "Nishank", currently Hon'ble Minister of Education, Government of India.



Dr. Shreelatha R – Associate Professor and Coordinator Department of Management Studies, WGSHA has been conferred with Doctor of Philosophy Philosophy in Management from Bharathiar University, Tamilnadu for her thesis "A Study of Industrial Training in Hotel Management Education as a Career Selection Tool: Perspectives of Students in Karnataka"



**Dr. Partho Pratim Seal** – Asst. Professor- Selection Grade WGSHA has been conferred with Doctor of Philosophy ir Faculty of Hotel Management from Pacific Academy of Higher Education and Research University, Udaipur for his thesis "Factors Effecting Employee Engagement: A comparative study of four and five star hotels in Kolkata"

MRM 2021 WGSHA

#### Faculty As a Resource Person 2021









International

#### **HOSPITALITY DEANS' SUMMIT**

**AUGMENTING HOSPITALITY EDUCATION** "APPROACHES & DETERMINING A COURSE OF **ACTION"** 

Friday, July 23,2021

#### Theme 3

6.00 PM - 6.45 PM (IST)

EMBRACING TECHNOLOGY - A NEW IMPERATIVE FOR COMPETITIVE EDGE & SURVIVAL IN HOSPITALITY TUTELAGE



**PANELISTS** 









MR. PRATIP MAJUMDAR CHEF K THIRUGNANASAMBANTHAM DIRECTOR SCHOOL OF HOSPITALITY & HOTEL WELCOMGROUP GRADUATE SCHOOL ( MANAGEMENT SHOOLINI UNIVERSITY

HOTEL ADMINISTRATION KARNATAKA, INDIA



PRINCIPAL









#### Faculty As a Resource Person 2021





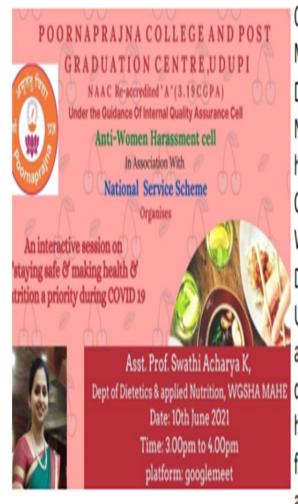


Mr. Valsaraj P - Associate Professor as the resource person conducted short term training on "Transformation of students from Campus to Corporate: The role of faculty members" to 225 pharmacy faculty members. The duration of the program was 90 Minutes.

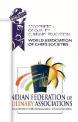
The event was organized by MCOPS, MAHE on March 8, 2021



Mr. Manoj Kumar Sharma - Assistant Professor- Selection Grade Food and Beverage Service, was invited for an expert session on "Outdoor Catering by Students- Challenges, Incidents and Learning Opportunities with reference to Hospitality Institutes." during a series of online lectures for our faculty members on the theme of "Skill Enhancement & Experiential Learning - Contemporary need of IHM Faculties" on 24th may 2021.



On 10th June session was delivered by Mrs. Swathi Acharya K, faculty fron Department of Dietetics and Applied Nutrition, on 'Staying safe and making health and nutrition priority during COVID 19'. This was organized by Ant Women harassment cell and NS: Departments of Poorna Prajna College Udupi. The talk highlighted on the safet and hygiene precautions to be follower during pandemic, nutrients of concern healthy choices of food, antioxidant rich foods advantages and disadvantage and importance of physical activity.



#### **Faculty Achievement 2021**







Ref no: UPAC21182626

#### PERFICIO AWARDS | UPACRI 2021



24 & 25 JULY 2021

presented by

DHS FOUNDATION, New Delhi, INDIA





The award is presented to

#### PROF. P VALSARAJ

(Manipal Academy of Higher Education, Karnataka, INDIA)

in recognition of identifying, exploring and promoting novel methodologies & practices in his/her domain of specialization.

Lukops.

Mr. Vivek Aggrwal





Lunarth

Mr. Hemant Kumar

DHS Foundation

aden ociate(s) - CHRIST College of Engineering & Technology (Pondicherry, IND) & Dr. D.Y. Patil College of Education (Pune, IND)

Industry Associate(s) - AERI Info Services (P) Ltd, Graygraph Technologies (P) Ltd, Digital Guider LLC, Hilton Travels, Pravah Electronics, Locaka.com & Bharti Publication



Appointed as Teaching Assistant for MOOCs Course 'FOOD & NUTRITION' in Department of Studies in Food Science and Nutrition, University of Mysore



#### **Academic – Collaborations with Industry**





I. The Hotel Division of ITC (ITC Hotels), Kolkata

WOOLD ASSOCIATION OF CHER'S SOCIATION OF CHER'S SOCIATION OF CULINARY ASSOCIATION OF CULINARY ASSOCIAT

- II. Accor Hotels (IBIS & Novotel, Bengaluru), Bengaluru
- III. National Council for Hotel Management and Catering Technology, New Delhi (under 'Ministry of Tourism, Govt. of India')

#### **Under Processing (Yearly renewal):**

- I. The Indian Hotels Company Limited (Taj Hotels), Mumbai
- II. Oberoi Hotels and Resorts, Delhi
- III. Marriott International Hospitality Company, Bengaluru
- IV. Hyatt Regency, Mumbai

<u>Note</u>: All the above partnership are done with the purpose of providing need based academic and industrial training to our students as also to provide industrial exposure to faculty members to keep them abreast of the latest trends & innovation in the industry.





## Academic & Research Consultancies







Member ITC's hotel group



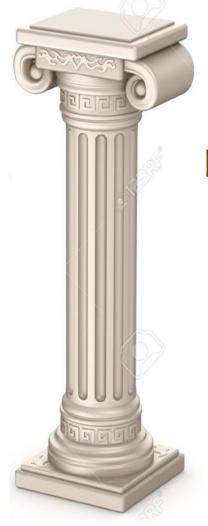


In Process









# P-3 Expanding Reach and Internationalization

To secure global recognition as an internationally reputed organization facilitating knowledge and cultural exchanges recognizing diversity and being inclusive, creating a stimulating environment enabling meaningful collaboration and strategic partnership





## P- 3 Expanding Reach and Internationalization



#### STRATEGY 1: Promulgate Manipal's stated commitment towards internationalization

INDIAN EDERATION OF
CULINARY ASSOCIATIONS

Astion Dlan	NA:Lastava	T	٠ - ا - ا - ١	
TASK 1 - Develop high intensity collaborative network by establishing liaison office in key geographic locations.				

	Action Plan	Milestone	Target 2021	Achievement Status
1.1.1	Faculty to initiate collaboration in their priority research areas to enhance the number of international partnerships for research engagements	To increase deeper engagements with top organization / universities for High Intensity collaborative activities (Current engagements – 5)	1	Achieved (5 engagement)

TASK 3 - Encourage faculty to take ownership of internationalization and support academic engagements with peers through professional linkages internationally

1.3.1	Encourage the faculty to enhance	To target 25% of research	1	Achieved -1
	internationally co-authored research	publications, which are		(5 collaborations
	publications through greater cooperation with	internationally co-authored over 5		in progress)
	international partners	years		





## P- 3 Expanding Reach and Internationalization



#### STRATEGY 1: Promulgate Manipal's stated commitment towards internationalization

TASK 5 - Promote student activi	ties and empowerment havi	ng a positive impact (	on global society.
			511 615 15 511 5 5 15 5 1

	Action Plan	Milestone	Target 2021	Achievement Status
1.5.1	Promote MAHE as a destination of choice for international students by increasing the number of structured programmes for inbound/outbound students	To target an increase of 20% outbound exchange year on year	4 students	1 Student (Umea Univ.)
1.5.2	Strengthen inbound study abroad programme bringing diversity in course offerings and enhancing inter-institutional partnerships in academic and research vertical.  Encourage short-term student participation by identifying mutual areas of interest between partner institutions	Target an increase in 20% of interns year-on-year for traineeship and leadership development (inbound)	2 students	Not Achieved due to COVID-19

#### **International - Collaborations**







International Sommelier Guild (ISG), USA

George Brown College, Canada

The SAGES Institute, International, Surabaya, Indonesia

**CAST Alimenti, Italy** 

HRC Culinary Academy,
Sofia, Bulgaria

**HOTEL SCHOOLS OF DISTINCTION** 

City and Guilds, UK

**INTRECCI, Italy** 

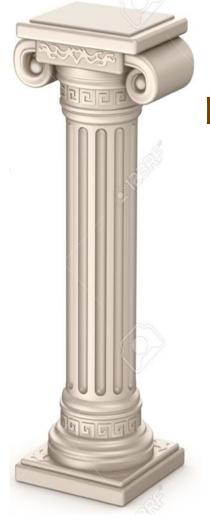
Culinary Arts Academy Switzerland
Switzerland

Swiss Hotel Management School Switzerland









# P- 4 Effective Engagement and Alumni Relation

To develop a deepening and sustaining relationship with important stakeholders which is mutually beneficial through industry, alumni and societal interactions with a focus on building stronger community



#### P- 4 Effective Engagement and Alumni Relation

# TASK 1: Convey the University's work and its impact through a range of activities and communication through social media & others Action Plan Milestone Target 2021 Status 1.1.1 Involve students, staff, wide spread alumni network and other stake holders to improve reputation Target 2021 To achieve best score and top rank in the country in employer reputation in national

and international rankings

STRATEGY 2: Develop a focused approach to engage external stake holders and strengthen relation with alumni				
TASK 1: Alumni participation in the admissions process				
2.1.1	Involve alumni as brand ambassadors to increase the number of admission through alumni referral	Target 4 Cities with alumni meet during admission process	4 cities	Not Achieved due to COVID-19
TASK 2: Encourage alumni to participate in teaching learning process				
2.2.1	Involve the alumni to be part of teaching/consulting/visiting/adjunct faculty for greater educational experience for students	Target to achieve 10 adjunct/visiting faculty	10	21
Task 3: Increase active involvement with the industry through our alumni by creating adjunct faculty positions				
2.3.1	Encourage alumni to revisit the campus to deliver guest lectures/keynote address	Arrange 20 keynote address/guest lecture by our renowned alumni by 2022	10	Achieved more than 10



#### P- 4 Effective Engagement and Alumni Relation

STRATEGY 2: Develop a focused approach to engage external stake holders and strengthen relation with alumni				
Task 5: Invite eminent alumni for important campus events				
	Action Plan	Milestone	Target 2021	Achievement Status
2.5.1	Organize annual lecture series of notable alumni and illustrious faculty members	Target 10 oration lecture series per year by 2022	10	Achieved (21)

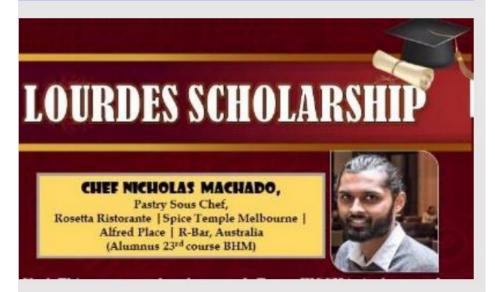


#### ITC HOTELS

#### **Alumni Contributions**

# STOCKHION OF CAMP FOLICITIES OF CHESS SOCIETIES

#### **LOURDES SCHOLARSHIP**



*Chef Nicholas Machado* (alumnus 23<sup>rd</sup> course BHM) initiative to support his alma mater WGSHA by giving LOURDES SCHOLARSHIP, named after his mother "Lourdes" who advocated Nicholas to pursue hospitality education.

He will be contributing Rs.1,00,000/- every year towards student's tuition fee for the duration of his/her course.

Name of the alumnus/ Alumni association	Quantum of contribution (INRs)	Year
Mr. Manjunath Shettigar	15,000	1/2/2020
Chef Nicholas Machado	1,000,00	2020
Chef Flyod Scholarship by Bombay Canteen	20,00,000	2020









The debut book "Hareli" - the culinary epic of Chhattisgarh written by our alumnus Mr. Adarsh Khare from 30th Course (BHM), has been launched on the 26<sup>th</sup> of January 2021 on Amazon India.



Mr. Yashwin Mathew alumnus of 23rd Course (BHM) featureed in the magazine Chennai Insider.

Owner of "The Grub Food Company" for single handily building career and making a mark in the hotel industry.











NGSHA is proud and congratulates Chef Hari Nayak - WGSHA Alumnus 6th course (BHM) on nis new role at 'Sona' - New Indian restaurant in New York - owned by Priyanka Chopra

SONA - a new high end Indian Restaurant in New York has opened doors to the public on Saturday MARCH 27, 2021.

According to LinkedIn post by @iampriyankachopra the kitchen is helmed by the incredible Chef #harinayak, a masterful talent, who has created the most delicious and innovative menu,

Chef Hari has a wide range of experience working in the exquisite kitchens of Bangalore, 3angkok, Dubai, and UAE. Today, more than a chef, he is a restaurateur, author, as well as a culinary consultant. He is one of the most sought-after Indian chefs for his unique style. His culinary skills extend far beyond the kitchen. A savvy restaurateur, Chef Hari Nayak is responsible for the operation and success of several restaurants worldwide.

We are proud to share the happy news of his association with Sona and wish him all the success in this new endeavor.

















The three important formative years spent at WGSHA (1994-1997) were quite unforgettable. The ideal blend of strong curriculum, good work ethics, lasting relationships, and wholesome fun fueled my passion for an eventful career ahead. The collage and faculty were top notch, and each professor knew each one of us personally - taking strong interest in our academic development. The infrastructure and facilities at the college and hostel were higher than normal, and in the moderate size campus we knew each other well and bound together by social and cultural ties. My active involvement in Music club, reinforced by the hearty encouragement from the

> "To this day, my best friends are my college-mates from 25 years ago!"

institute while attending competitions and festivals

across the region is quite endearing.

Mr. Rohit Ramachandran is credited with being the 1st and only Indian Chief Executive Officer of a Middle Eastern Airline. He currently heads Airways, and Jazeera responsible for putting it on the path to profitable growth. In addition, he played a pivotal role in putting Air Arabia on the map in Europe & North Africa, as well as the Indian Subcontinent.

#### hef Nikhil Nagpal

easoned Executive Chef of one of its kind ining places in ITC Grand Chola, the estaurant "Avartana", Nikhil Nagpal invents nd curates a well-balanced South Indian uisine. An alumnus of 15th course BHM, hef Nagpal, with a wealth of knowledge on ood, realized the bold vision for South Indian uisine and continue to innovate to remain elevant to the field. He is constantly looking wards and outwards for new ideas which elped the team to obtain 81st position in Asia's 100 best restaurants in 2021". Kudos Chef Nagpal and his team to have achieved nis feat and Team WGSHA congratulates him or his perseverance and success in achieving





#### Sricharan Venkatesh

Passionate about the culinary profession Chef Sricharan Venkatesh, Executive Chel Nadodi, Kaula Lumpur, takes great pleasure in spreading the fragrance of South India: Food in an International destination Breaking the culinary boundaries, Che Sricharan reinvents familiar South India flavors found in Malaysia and Singapore and presents them as an experiential experience that is an invigorating adventure for the senses. We are proud to share the achievements of Chef Sricharan, as member of Team Nadodi in achieving the acclaimed 99th position in "Asia's 51-10 Best Restaurants". This award was to recognize a wider array of establishment across the region that will inspire food lover as they consider their future dining and travel plans. Chef Sricharan is the 23rd course alumnus of BHM, WGSHA.





76

umnus - WGSH

1994-1997

ALUMNI

**SPEAKS** 







WGSHA is extremely proud to acknowledge the achievements of our 16th course, BHM Alumnus Chef Anshul Sethi. Anshul took over the position of General Manager & Brand Master Chef at Fortune Park Lake City hotel, Thane Mumbai recently. He had an interesting career ladder of success from Management Trainee to Executive Chef in the career span of 15 years. He was able to manage interesting, high-quality assignments that has a positive impact on the industry and his personal career path. There is nothing more exhilarating to Team WGSHA to recognize his achievements and wish him all the success in the future career and personal life.











Congratulations to Ms. Natasha & Mr. Shreyas Mendon - Students of WGSHA, 31st Course BHM for being highlighted on the news!

### Passion for baking brings out mouthwatering delicacies at 'Oven Groove'



to their products.

MANGALURU, DHNS

passion for baking helped two friends, who had just graduated from the Manipal University, turn it into a source of income.

For the past six months, Shreyas Mendon and Natasha P have ensured Jewish Bread, 'Babka buns' of Jewish origin, Chocolate Hazelnut Tart, Blueberry Cream Cheese, customised cakes, among others, are a must on the menu of gettogethers, small parties organised in and around Mangaluru.

"We are baking at home as accord-

Natasha and Shreyas Mendon give final touches ing to the orders of the customers for majority of orders come from those past six months," informs Shreyas Mendon. He and Natasha had graduated from Welcomgroup Graduate School of Hotel Administration of

> Manipal University in 2020. "I had passion for baking since my childhood," he recollects.

"With Covid-19 pandemic and fewer job opportunities, Natasha and myself decided to venture into home baking," Shreyas said.

They had created FB page and Instagram account - 'Oven Groove' - to showcase their mouth-watering delicacies like Babka buns (a sweet braided bread swirled with fillings).

"We also take orders online. But a



who have seen our signature dishes on social media. "We are also into customised cakes," says Shreyas with a smile. It is not just a variety of cakes Groove' offer are Classic Banana that these two friends offer, but savouries and brownies too.

That their dishes are customised to the requirements of customers and taste wholesome, is perhaps what attracts many customers, add Natasha and Shreyas.

We use ingredients of high quality and all products are made at home," says Natasha and added they focus on savouries which are new to the region and had not been

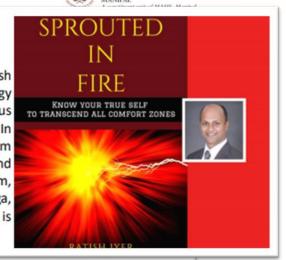
Stuffed buns are one of our best and highest selling product, said

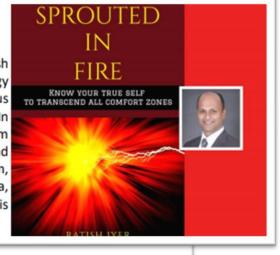
A few of the products that 'Oven Cake, Vanilla Delight, Classic Carrot cake, Brownie Tart, Chocolate Tart, Rasbetty Babka Buns, Blueberry Cream Cheese, Dulce de Leche, Assorted Babka Buns, a variety of cookies, including Biscoff Stuffed Cookies, Red Velvet Cookies, Chicken and Cheese Quiche, Mushroom Ghee Roast, Cheesecake Brownies, Fudge Brownie and so on.

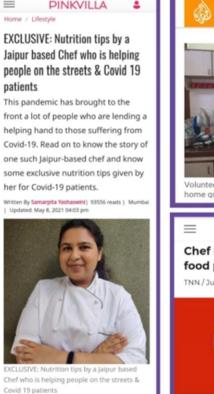
To place orders, contact: Shreyas Mendon - 95911 22303, or Natasha P-8105879234.

#### Congratulations!

WGSHA is happy to congratulate its alumnus Ratish lyer - General Manager, Bridge People Technology Solutions, Pvt Ltd, Bengaluru and WGSHA Alumnus from 15th course on release of book - 'Sprouted In Fire' A blend of modern and ancient wisdom from around the globe, this book offers fascinating and insightful perspectives on Non-duality, Hinduism, Zen, Martial Arts, Quantum Physics, Ayurveda, Yoga, Holistic Wellness and more! What you want most is outside your comfort zone, even moksha!



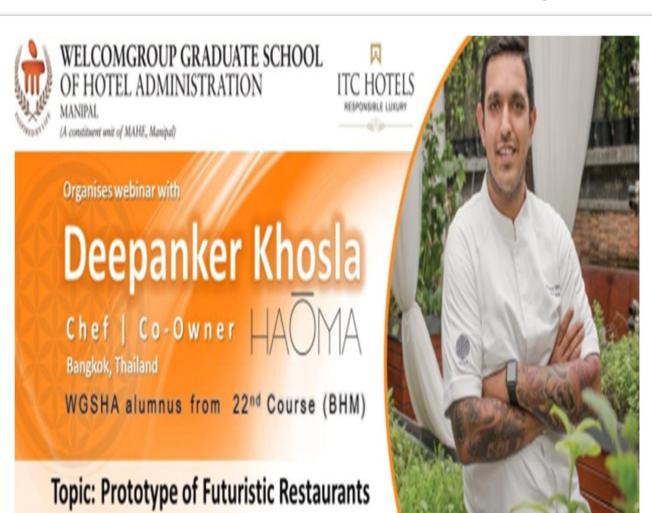


























#### **Expert Lecture Series**



Topic: "How WGSHA shaped me into a Multi Faceted Professional in America"

Tuesday, 30th March 2021 5:00 P.M. to 6:00 P.M. (IST)



Audience: 3rd year BHM and 2nd year BHM







Schools Chef K. Thirugnanasambantham.





#### Affiliation to Hotels Lecture Series

Mr. Gaurav Singh

Market Vice President -

South & East India,

Bangladesh and Sri Lanka

Marriott Hotels India Pvt. Ltd

(Alumnus- 11th Course BHM, WGSHA)





13th April 2021



11:00 am to 12:00 noon (IST)



1st year BACA and BHM students









Hosted by,

Chef K. Thirugnanasambantham, Principal, WGSHA









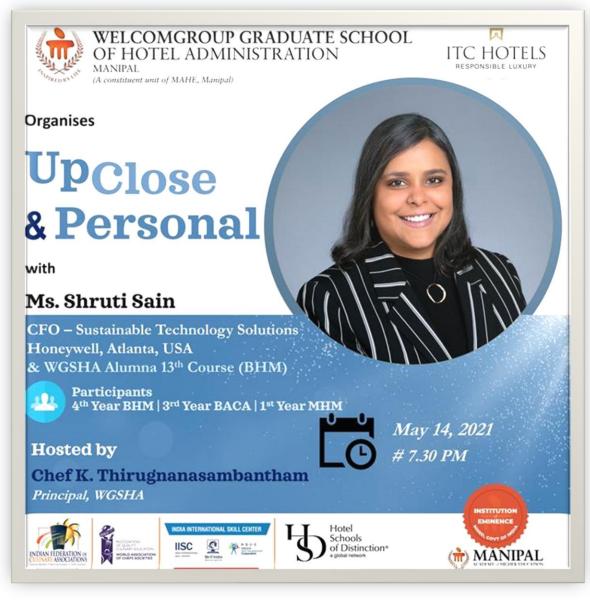








































# Performance of Integrated Management System

# **Internal Audit Reports: July 2021**

**ISO Audit** 

Internal audit check list- New

**AAR (MAHE) Program/Department** 

## **F & B Production**





	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files	0	
2	Attendance records (online / offline)	С	
3	Lesson plan/scheme of work	С	
4	Syllabus Up gradation (Minimum 20%)	С	
5	Question Banks	С	
6	Course pack / handbook	С	
7	Semester orientation PPT	0	
8	Teaching methodology (tools / innovations used)	С	
9	Virtual class structure/feedback/assessment	0	
10	Internal assessment components, rubrics and completion, CEP	С	
11	Slow/Fast learners records/Communication/action plan and outcome	0	
12	Remedial classes/Communication	С	







### F & B Production





	Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
13	Teacher-Guardian related	records/Communication	С	
14	Special Lecture Series		С	
15	Professional Developmen Development/Physical an	t activities/Soft Skills/ Personality d mental well being	С	
16	Maintaining minutes of al attendance sheet	meetings in prescribed format with	С	









Remarks: 1. Action taken report on virtual class, assessment, feedback to be compiled.

2. Documentation of slow and fast learner classification/Action plan and outcome to be maintained.

### F & B Production





	Operational areas	Category C/NC/O/S	ISO Clause ref
1	Standard Operating Procedures for Practical	0	
2	COVID Standard Operating Procedures	С	
3	Equipment/Maintenance/Departmental Log Book	С	
4	Stock Register	С	
5	Calibration report	С	
6	Disposal of waste as per environmental norms	0	
7	Gas bank (Food Production)		
8	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	0	
9	Sustainable Practices initiative	С	
10	Inventory Management	С	

### **Remarks:**

- 1. HOD/QMR/HOI Signature required on SOP.
- Category wise waste disposal documents to be made. 3. Expired items to be replaced in medical kit.









## F & B Service





	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files	С	
2	Attendance records (online / offline)	С	
3	Lesson plan/scheme of work	С	
4	Syllabus Up gradation (Minimum 20%)	С	
5	Question Banks	С	
6	Course pack / handbook	С	
7	Semester orientation PPT	С	
8	Teaching methodology (tools / innovations used)	С	
9	Virtual class structure/feedback/assessment	С	
10	Internal assessment components, rubrics and completion, CEP	С	
11	Slow/Fast learners records/Communication/action plan and outcome	С	
12	Remedial classes/Communication	С	







## F & B Service





	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
13	Teacher-Guardian related records/Communication	С	
14	Special Lecture Series	С	
15	Professional Development activities/Soft Skills/ Personality Development/Physical and mental well being	С	
16	Maintaining minutes of all meetings in prescribed format with attendance sheet	С	







### F & B Service





	Operational areas	Category C/NC/O/S	ISO Clause ref	
1	Standard Operating Procedures for Practical	С		
2	COVID Standard Operating Procedures	С		
3	Equipment/Maintenance/Departmental Log Book	С		
4	Stock Register	С		
5	Calibration report	0		
6	Disposal of waste as per environmental norms	С		
8	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	С		
9	Sustainable Practices initiative	С		
10	Inventory Management	С		









### Remarks:

1. Wine Chiller Calibration report to be maintained.

# **Front Office**





	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files	С	
2	Attendance records (online / offline)	0	
3	Lesson plan/scheme of work	С	
4	Syllabus Up gradation (Minimum 20%)	С	
5	Question Banks	С	
6	Course pack / handbook	С	
7	Semester orientation PPT	С	
8	Teaching methodology (tools / innovations used)	С	
9	Virtual class structure/feedback/assessment	С	
10	Internal assessment components, rubrics and completion, CEP	С	
11	Slow/Fast learners records/Communication/action plan and outcome	0	
12	Remedial classes/Communication	С	







### **Front Office**





	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
13	Teacher-Guardian related records/Communication	С	
14	Special Lecture Series	S	
15	Professional Development activities/Soft Skills/ Person Development/Physical and mental well being	onality C	
16	Maintaining minutes of all meetings in prescribed for attendance sheet	mat with C	









Remarks: 1. Attendance register to be maintained.

- 2. Documentation of slow and fast learner classification/Action plan and outcome to be maintained.
- 3. A separate folder to be maintained for special lecture series.

### **Front Office**





	Operational areas	Category C/NC/O/S	ISO Clause ref	
1	Standard Operating Procedures for Practical	0		
2	COVID Standard Operating Procedures	С		
3	Equipment/Maintenance/ Departmental Log Book	0		
4	Stock Register	С		
8	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	С		
9	Sustainable Practices initiative	С		
10	Inventory Management	С		









Remarks: 1. HOD/QMR/HOI Signature required on SOP.

2. Departmental Log Book to be maintained.

# Housekeeping





	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files	С	
2	Attendance records (online / offline)	С	
3	Lesson plan/scheme of work	С	
4	Syllabus Up gradation (Minimum 20%)	0	
5	Question Banks	С	
6	Course pack / handbook	С	
7	Semester orientation PPT	С	
8	Teaching methodology (tools / innovations used)	С	
9	Virtual class structure/feedback/assessment	С	
10	Internal assessment components, rubrics and completion, CEP	С	
11	Slow/Fast learners records/Communication/action plan and outcome	0	
12	Remedial classes/Communication	С	







# Housekeeping





	Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
13	Teacher-Guardian related	records/Communication	С	
14	Special Lecture Series		С	
15	Professional Development Development/Physical and	activities/Soft Skills/ Personality mental well being	С	
16	Maintaining minutes of all attendance sheet	meetings in prescribed format with	С	









Remarks: 1. Documentation of slow and fast learner classification/Action plan and outcome to be maintained.

# Housekeeping





	Operational areas	Category C/NC/O/S	ISO Clause ref
1	Standard Operating Procedures for Practical	С	
2	COVID Standard Operating Procedures	С	
3	Equipment/Maintenance/Departmental Log Book	С	
4	Stock Register	С	
5	Disposal of waste as per environmental norms		
6	Lost and Found Record	0	
7	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms		
8	Sustainable Practices initiative	С	
9	Inventory Management	С	
10	Visitors Record	С	









### **Remarks:**

1. Lost and Found record to be maintained.





# **Management Studies**

	Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files		С	
2	Attendance records (online /	offline)	С	
3	Lesson plan/scheme of work		С	
4	Syllabus Up gradation (Minin	num 20%)	С	
5	Question Banks		С	
6	Course pack / handbook		С	
7	Semester orientation PPT		С	
8	Teaching methodology (tools	s / innovations used)	С	
9	Virtual class structure/feedb	ack/assessment	С	
10	Internal assessment compon	ents, rubrics and completion, CEP	С	













# **Management Studies**

	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
11	Slow/Fast learners records/Communication/action plan and outcome	С	
12	Remedial classes/Communication	С	
13	Teacher-Guardian related records/Communication	С	
14	Special Lecture Series	С	
15	Professional Development activities/Soft Skills/ Personality Development/Physical and mental well being	С	
16	Maintaining minutes of all meetings in prescribed format with attendance sheet	С	











# **Computer support service**

	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files	С	
2	Attendance records (online / offline)	С	
3	Lesson plan/scheme of work	С	
4	Syllabus Up gradation (Minimum 20%)	С	
5	Question Banks	С	
6	Course pack / handbook	С	
7	Semester orientation PPT	С	
8	Teaching methodology (tools / innovations used)	С	
9	Virtual class structure/feedback/assessment	С	
10	Internal assessment components, rubrics and completion, CEP	С	









# WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION

# ITC HOTELS

# **Management Studies**



	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref	INI CUI tabini
11	Slow/Fast learners records/Communication/action plan and outcome	С		
12	Remedial classes/Communication	С		
13	Teacher-Guardian related records/Communication	С		В
14	Special Lecture Series	С		
15	Professional Development activities/Soft Skills/ Personality Development/Physical and mental well being	С		
16	Maintaining minutes of all meetings in prescribed format with attendance sheet	С		







# **Computer Support Service**





	Operational areas	Category C/NC/O/S	ISO Clause ref	
1	Standard Operating Procedures for Practical	C	101	
2	COVID Standard Operating Procedures	О		
3	Equipment/Maintenance/Departmental Log Book	0		
4	Stock Register	С		
5	Disposal of waste as per environmental norms	С		
6	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	С		









### **Remarks:**

- 1. Departmental Covid SOP to be maintained.
- 2. Departmental log book to be maintained.



			MANIPAL A constituent unit of MAHE, Manipal
	Top Management	Category C/NC/O/S	ISO Clause ref
1	Grants and Funding records	C/S	
2	Accreditation/Collaboration/Student exchange program records	C/S	
3	Disciplinary committee records	0	
4	Student affairs	0	
5	Exit interview records	0	
6	Alumni records/alumni feedback and action taken report	0	
7	Student Council records	С	
8	Faculty meeting records	C/S	
9	Performance Appraisal records	С	
10	Student grievance report	О	
11	Minutes of the meeting	С	









Remarks/Observation/Suggestions: 1. Disciplinary committee records to be filed.

- 2. Students Affairs file to be maintained.
- 3. Exit interview record to be filed.
- 4. Faculty meeting files need to be stored.
- 5. Student grievance report and action taken file to be maintained.
- 6. Alumni feedback and action taken report records not available.





	Career Development Cell and WEDC	Category C/NC/O/S	ISO Clause ref	
1	Career counselling assistance report	С		
2	Higher studies record	С		
3	Placement record	С		
4	Employers feedback/action taken report	С		
5	Industrial training record	С		
6	Career advancement through competitive examinations records	0		
7	Alumni entrepreneurs record (WEDC)	С		
8	Student business plan record (WEDC)	С		
9	Entrepreneurship guidance record	С		•
10	Funds and Grants record (WEDC)	С		L
11	Minutes of the meeting	С		









Remarks/Observation/Suggestions:





	Library	Category C/NC/O/S	ISO Clause ref	STOCKHEIN OF ON THE CHEMP FUNCTION WORLD ASSOCIATION OF CHESS SOCIETIES
1	Disposal of waste as per environmental norms including e- waste	С		INDIAN FEDERATION OF
2	Stock Register	С		Falansi Mercez et Mysis Georgian et Urali Sircebes
3	No. of Journals, Subscription	С		Hotel Schools of Distinction*
4	Library Budget Utilisation	С		) a githal metwork
5	Staff and library working hours	С		
6	New book/journal records	С		INDIA INTERNATIONAL SKILL CONTER  IISC  No. STATEMENT, Set Inda  Set Inda
7	COVID Standard Operating Procedures	С		SOLUTION SCIENCE Solution S
8	Book utilisation record (issue/member/year)	С		
9	E book/E Journal subscription and purchase records	С		
10	Sustainable Practices initiative	С		





	Hostel and Mess	Category C/NC/O/S	ISO Clause ref
1	Standard Operating Procedures	0	
2	COVID Standard Operating Procedures	С	
3	Stock Register	0	
4	Disposal of waste as per environmental norms including e- waste, biomedical waste, etc.	С	
5	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms.	С	
6	Sustainable Practices initiative	C/O	
7	Hostel attendance register	С	
8	Hostel disciplinary record	С	
9	Maintenance and cleanliness record	С	
10	Action plans on EMS objectives/sustainability practices (Paper, electricity & water consumption related). If not measured at least the steps taken to ensure reduction of consumption per capita	C/S	











	Hostel and Mess	Category C/NC/O/S	ISO Clause ref
11	Best Practices	С	
13	Hostel vacant reports	C/O	
14	Lost and found records	С	
15	Student leave records	С	
16	Student sick/medical emergency/hospitalisation record	С	
17	Hostel grievance record	0	
18	Student Feedback/action taken report on hostel and mess facility reports	0	







Remarks/Observation/Suggestions: 1. Documents to be authenticated by hostel warden.

2. Hostel grievance record to be maintained.

	Academic Office	Category C/NC/O/S	ISO Clause ref	
1	Course Files	C/O		
2	Maintaining minutes of all meetings in prescribed format with attendance sheet	С		INC CUL fallmal
3	Display of Anti ragging posters and COVID precautions related signage, displays & posters	С		
4	Student Personal File	С		
5	Results and Feedback analysis i) Results Analysis of all exams of all UG & PG courses and subjects ii) Student Feedback on Faculty /action taken report iii) Student feedback on Subject / Course / Online classes iv) Stakeholders Feedback	С		MC
6	Action plans on EMS objectives/sustainability practices (Paper, electricity & water consumption related). If not measured at least the steps taken to ensure reduction of consumption per capita	С		
7	Time table file	С		
8	Mid Term and End Semester Exam related documents	С		
9	System of Inward outward communication	С		





	Academic Office	Category C/NC/O/S	ISO Clause ref
10	Stationery Stock Register	С	
11	BoS File	С	
12	Question Paper File	C/O	
13	Syllabus Book/Course Structure	С	
14	Student Scholarship records	С	







Remarks/Observation/Suggestions: 1. Course files not dated properly.

- 2. Awareness of staffs regarding EMS to be improved.
- 3. Paper and printer cartridge usage record to be improved.





Personnel office	Category C/NC/O/S	ISO Clause ref
1 Faculty Personal File	С	
2 Faculty Personal Development Program File	С	
3 New Faculty orientation record	С	
Records of awards/recognitions received for innovation/discoveries by the teachers/research scholars from recognized bodies	С	
Record for faculty provided with financial support to attend conferences/workshops and towards membership fee of professional bodies	S	
Faculty and Staff Attendance record	0	
7 Faculty/Staff grievance record	С	











	Personnel office	Category C/NC/O/S	ISO Clause ref	
8	Faculty and Staff performance/appraisal record	С		
9	Compliance and code of conduct record	0		
10	Staff Training and development program record	S		
11	Best Practices	0		
12	Faculty and Staff benefit package	С		
13	Staff Personal File	С		
14	Adjunct faculty and guest lecture record	0		

Remarks/Observation/Suggestions: 1. Centralized file to be maintained for faculty provided with financial support to attend conferences/workshops and towards membership fee of professional bodies.

- 2. Record of code of conduct should be available in office in addition to website.
- 3. Guest lecturers record to be maintained along with the adjunct faculty record.











## Issues concerning relevant stakeholders

Stakeholder Feedback 2021

#### IQAC – STATUS OF ACTIONS (HOI / HOD)





Sl. No.	Observation	Status of actions
1	Revenue generated through consultancy needs to be improved	
	<ul> <li>Hols to identify consultancy opportunities and encourage faculties in their institutions to explore the same.</li> <li>Revenue generated (consultancy output) during April-June 2021 (for 3 months)</li> </ul>	The second round of the selection process was completed in March 2021 for IMPRESS (MHRD, GOVT. INDIA) projects of Rs. 6 lakhs each. Results awaited.
2	Ratio of research projects/clinical trials per teacher funded by government/industries and non-	A funded project with a pop-govt organization is ongoing will
2	government agencies during the last five years - Hols to monitor on quarterly basis	be completed in Jan 2022.
	Please update the latest status ,	
3	<ul> <li>Inputs from Stake holders: - Resolution of Grievance/ Implementation of Suggestion (sharing the inputs for necessary action as applicable and feasible – HOIs to report about the action planned/taken)</li> <li>Students:         <ul> <li>One of the Student rep. said that, everything was going well on the campus until the Covid pandemic broke out last year. Now every thing is in confused state, as nobody knows when the even sem will complete and how the exams will be conducted and what about the practicals of last sem. He also pointed out that, there is a lot of confusion about grading for last sem exam. People with less mark who wrote exam in offline mode had secured better grade and people with more mark in online exam had secured lesser grade. Nobody in the institute are able to clarify their doubts.</li> </ul> </li> </ul>	WGSHA, as end semester examination for the current academic year was not conducted due to the pandemic. However, in a timely manner, students and their parents had been updated on the academic sessions (theory & practical) periodically. At WGSHA, students grading was carried out as per SOP of MAHE guidelines, and students who were dissatisfied with their grades have an option for grade improvement examination.
	• One of the Student rep. emphasized the requirement of latest upgraded equipments in the	WGSHA is equipped with a state-of-the-art Food photography lab. With modern equipment which is revamped every year in terms of equipment and technology.
	<ul> <li>One of the Students asked to assist the students in getting back original certificates, hostel advance etc, as they do not know whom to contact in this pandemic era and all the students are at their home</li> </ul>	

STOCKHEON OF CHEST SOCIETIES

#### IQAC – STATUS OF ACTIONS (HOI / HOD)





Sl. No.	Observation	Status of actions
4	Average percentage of students benefited by guidance for competitive examinations and career advancement offered by the Institution - Submission of Quarterly activity report from career guidance cells  (And also forward us the Quarterly activity report for the last quarter from career guidance cell in the attached prescribed format )	
5	The Institution has a prescribed code of conduct for students, teachers, administrators and other staff and conducts periodic programmes in this regard  The Code of Conduct is displayed on the website  There is a committee to monitor adherence to the Code of Conduct  Institution organizes professional ethics programmes for students, teachers, administrators and other staff  Annual awareness programmes on Code of Conduct are organized  Quarterly report activities reinforcing /improving the code of conduct need to be submitted. Coverage includes compliance to prescribed code of conduct by Students, Faculty, and non-teaching staff. Also to review existing code of conduct benchmarking with peers.  Please forward us the quarterly report	



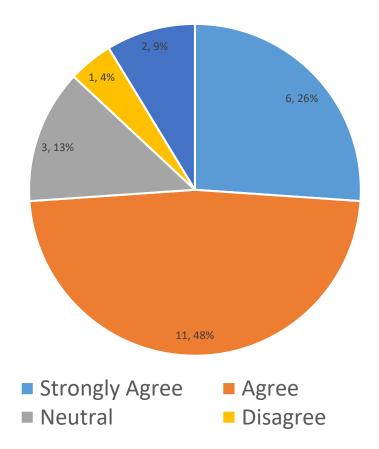






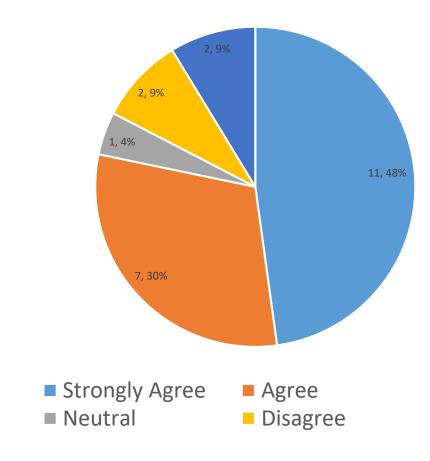


The individual subjects were useful in carrying out my day to day operations in the industry



The progressive knowledge from first year to final year was very relevant to the profession I have chosen

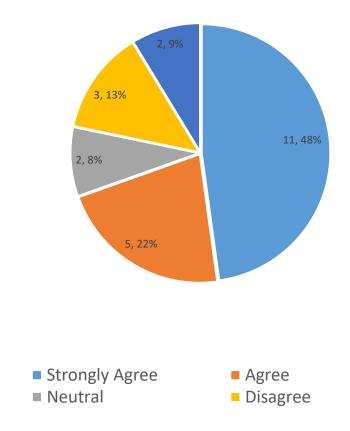






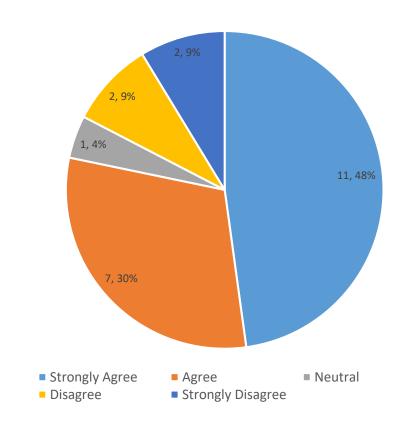


The theoretical aspects covered in the content was relevant to my profession



## Practical knowledge acquired was handy in my profession

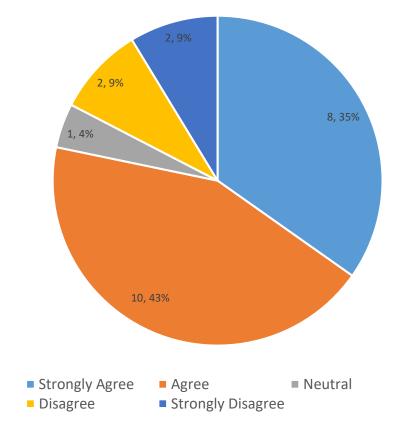






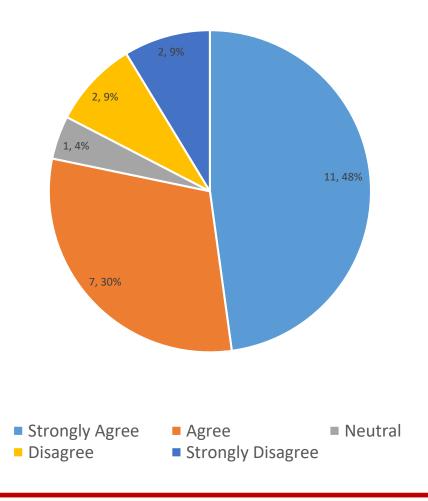


The problem solving skills provided during the program could be adapted to my current professional requirement



## Conceptual skills developed through the course content are useful to my profession

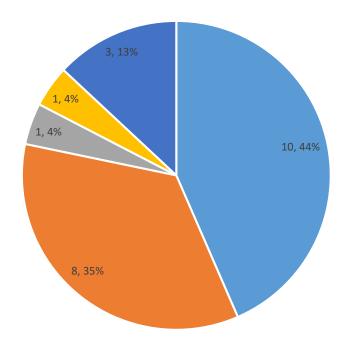






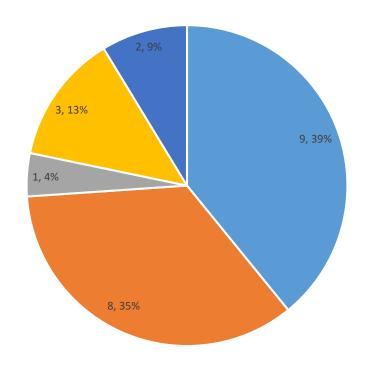


The student-centric approach in curriculum of the college and the university have been useful as I could learn new things by myself



The lifelong learning skills imparted during the program delivery have sustained my desire to learn further





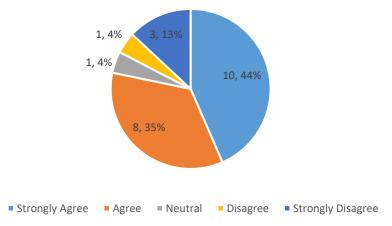
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■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree



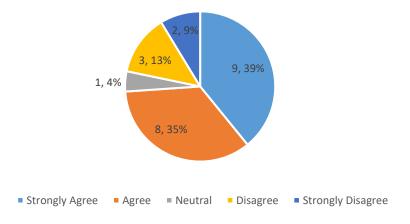


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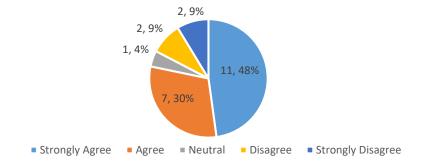


The lifelong learning skills imparted during the program delivery have sustained my desire to learn further





The communication skills acquired during the course have been useful

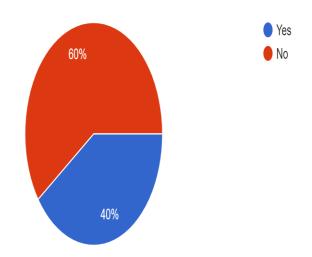






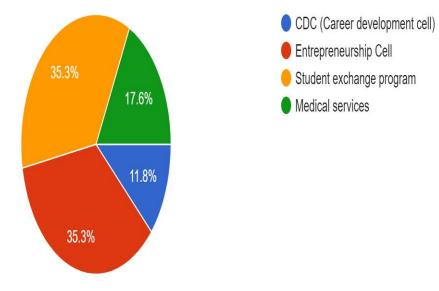


Are you a member of WGSHA Alumni Network 25 responses



Were you aware about the following student support services of the Collège?

17 responses



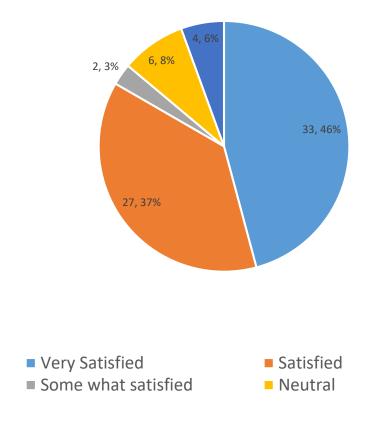




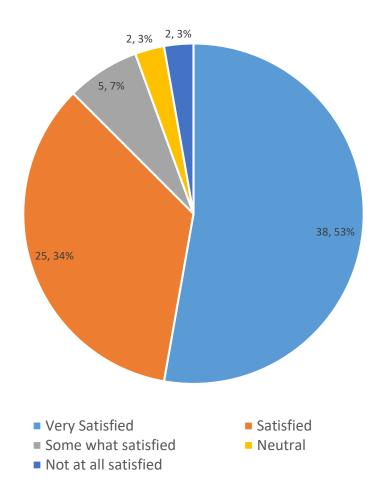




#### How satisfied are you with your overall education experience at WGSHA



#### How satisfied are you with Academic environment of WGSHA

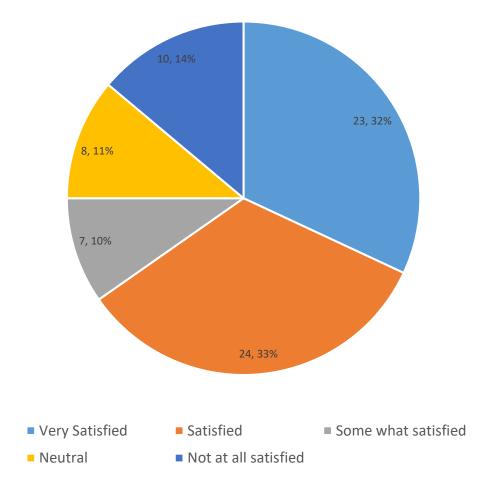






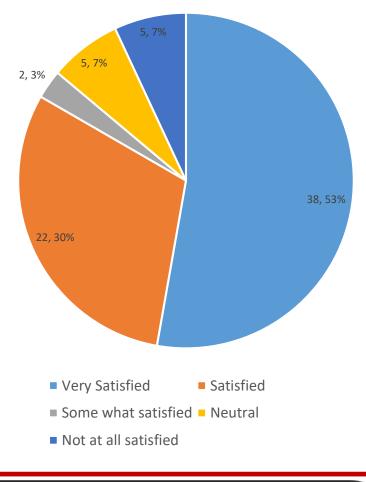


How satisfied are you with elective subjects offered at WGSHA



How satisfied are you with choice of courses (BHM/BACA/MSC HTM/MSC DAN) availability of WGSHA

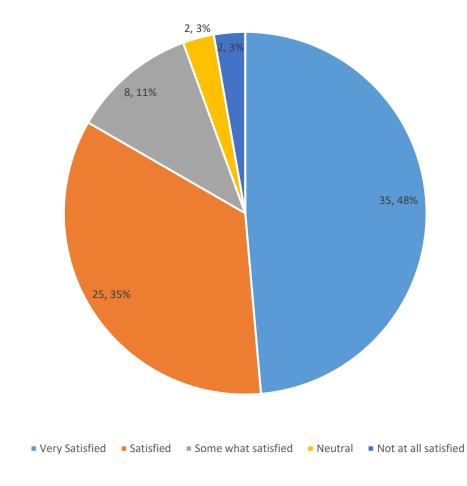






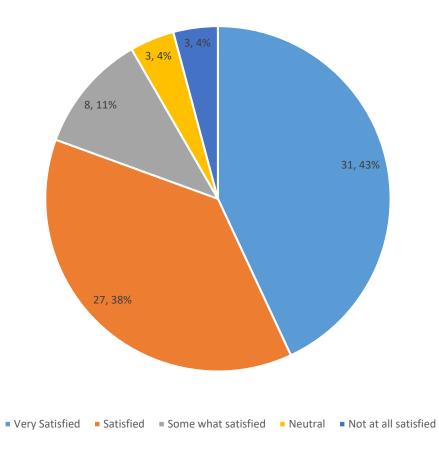


How satisfied are you with course structure offered in WGSHA (CREDITS NO OF HOURS ETC)



## How satisfied are you with quality of faculty of WGSHA

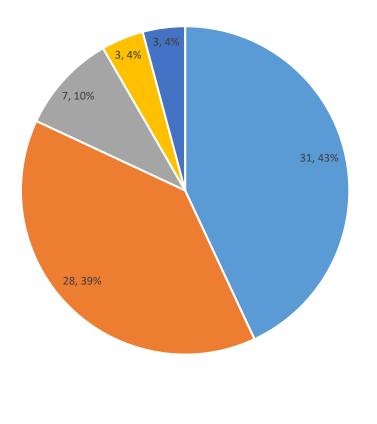






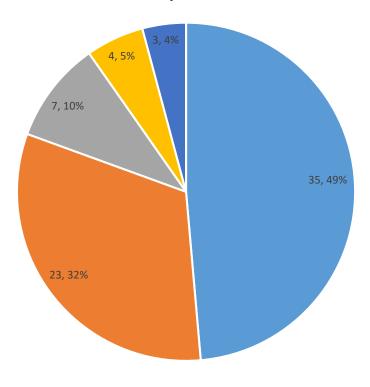


How satisfied are you with accessibility of teaching faculty of WGSHA



Very Satisfied
 Satisfied
 Some what satisfied
 Neutral
 Not at all satisfied

## How satisfied are you with behavior of teaching faculty of WGSHA

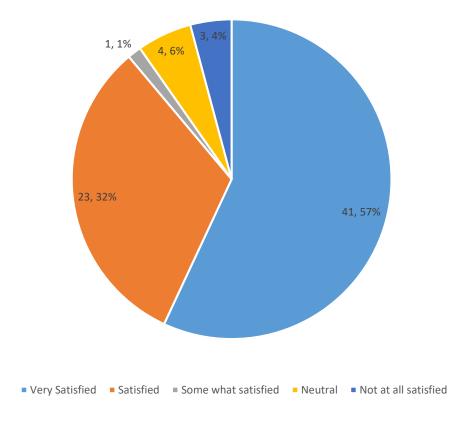


Very SatisfiedSatisfiedSome what satisfiedNeutralNot at all satisfied



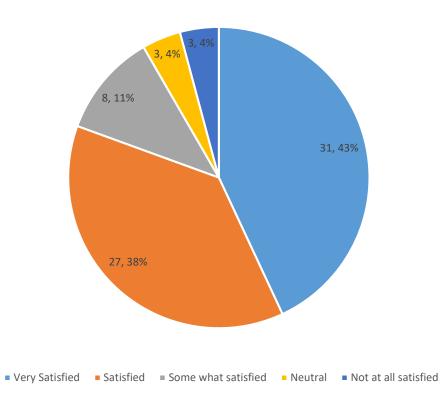


How satisfied are you with practical lab facilities of WGSHA



## How satisfied are you with library services and facilities of WGSHA

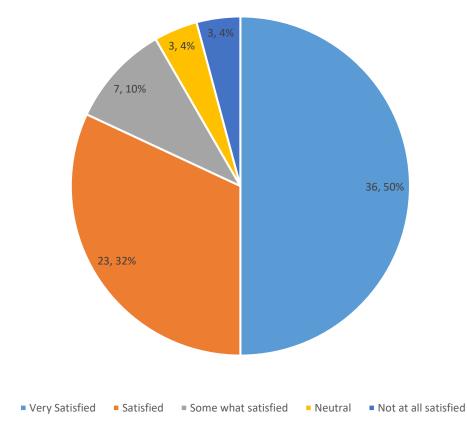






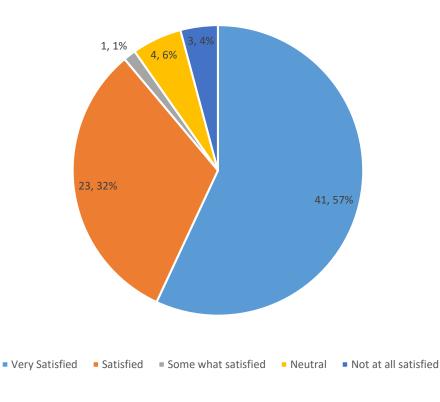


How satisfied are you with online theory classes conducted during Covid-19 Pandemic



How satisfied are you with online practical demonstrations conducted during COVID-19 pandemic?

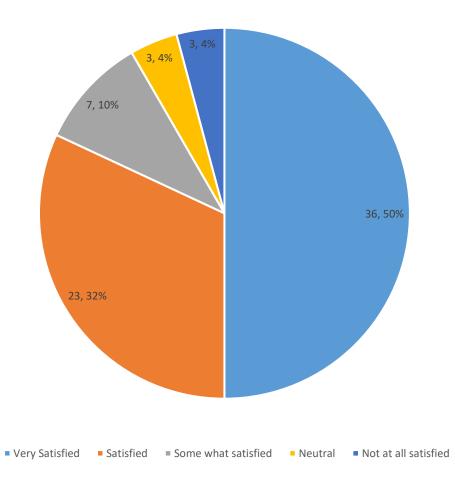






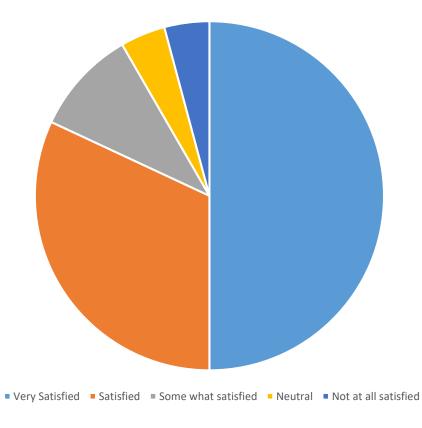


How satisfied are you with extra curricular activities of WGSHA



How satisfied are you with multiple opportunities provided by the institution to learn and excel in career

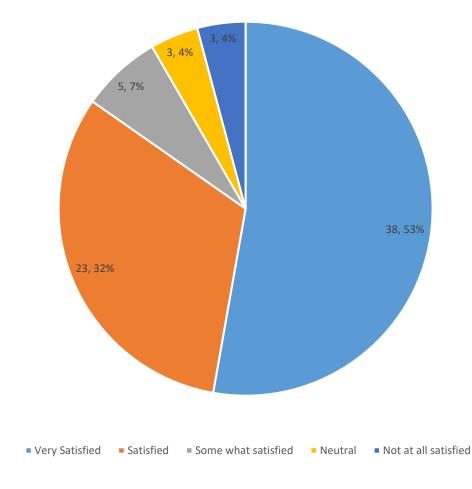






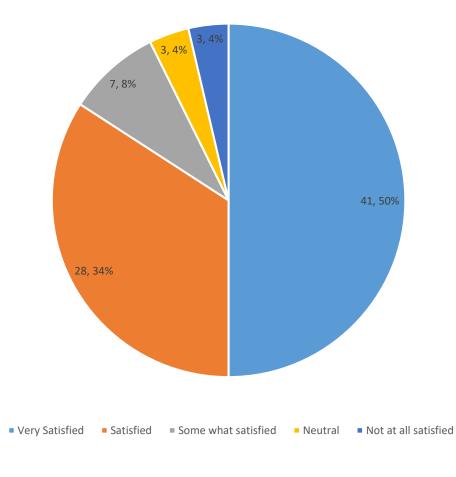


How satisfied are you with the teachers ability to communicate



How satisfied are you with the teachers preparedness for the classes

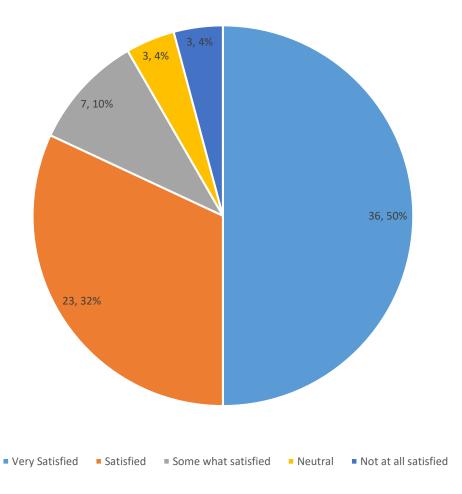






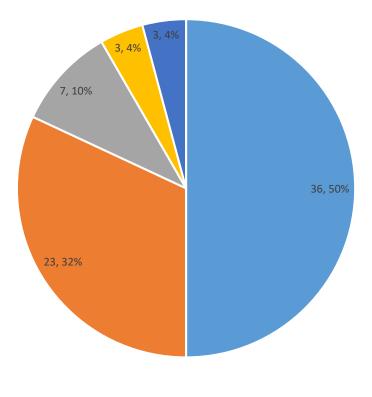


How satisfied are you with information provided by the teachers about expected competencies course outcomes and programme outcomes.



How satisfied are you with the institution's effort to engage students in continuous quality improvement of teaching and learning process]



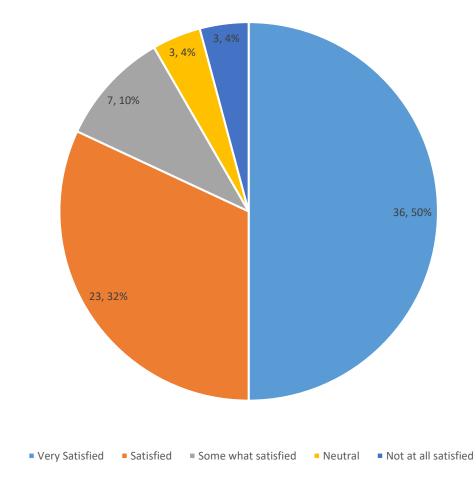


■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied



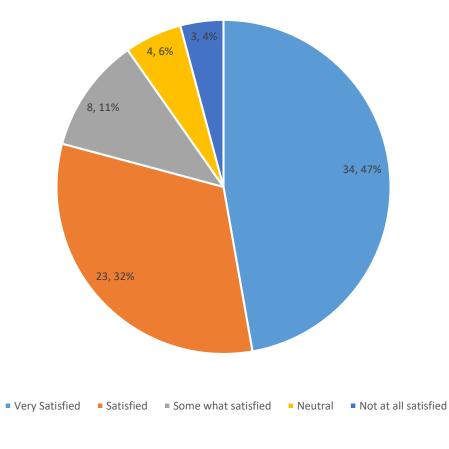


#### How satisfied are you with Environment of WGSHA



## How satisfied are you with scholarship services of WGSHA (If applicable to you)

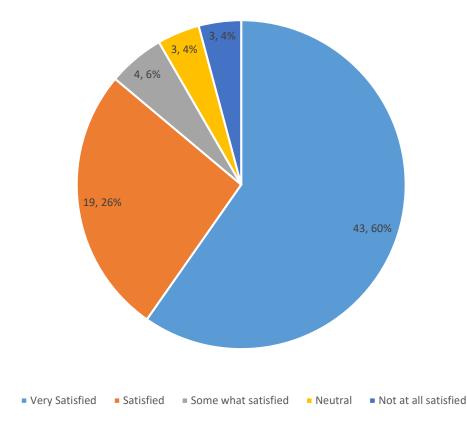




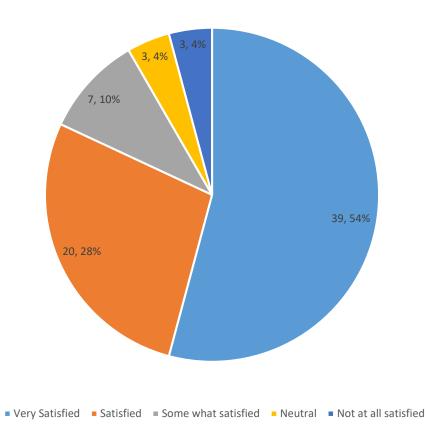




How satisfied are you with career counselling at WGSHA



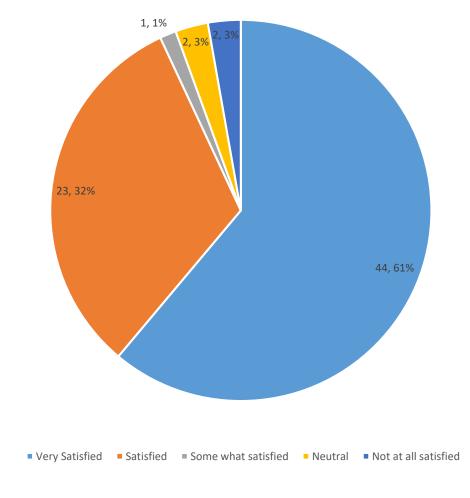
## Safety arrangements for Covid-19 in your institute was adequately taken care





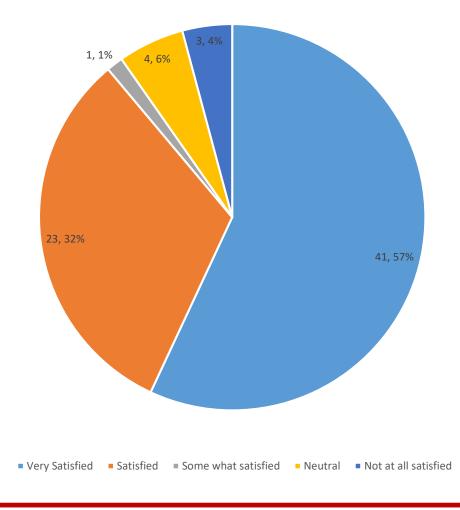


The mentoring process in your institution facilitates you in cognitive, social and emotional growth



## How satisfied you are with the support provided by mentors

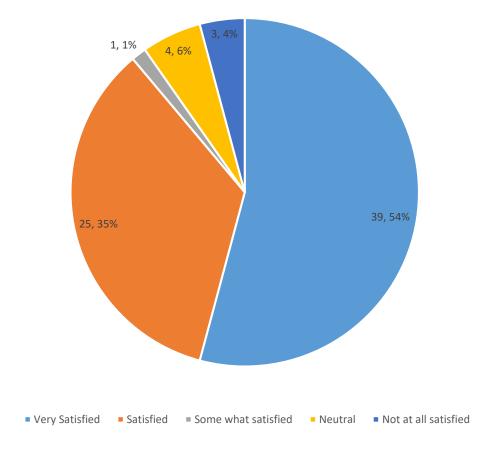






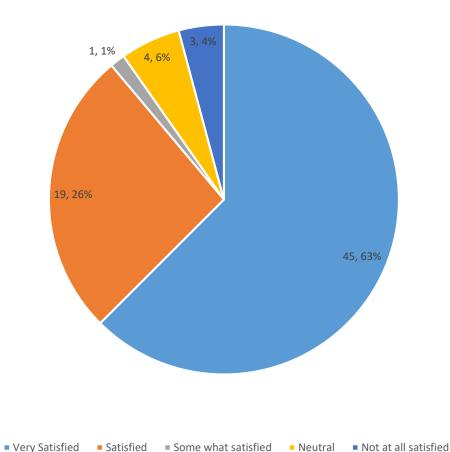


How satisfied are you with extra-curricular activities like culture activities, club competitions, sports etc.?



How satisfied are you with the interest taken by the institute in facilitating internship, career development opportunities for students

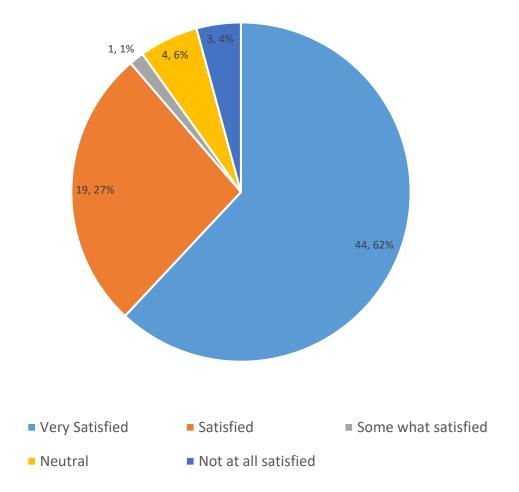






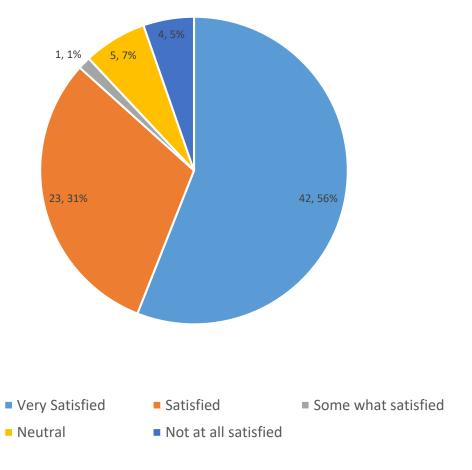


How satisfied are you with the interest taken by the institute in facilitating career development opportunities for students



How satisfied are you with the encouragement given by teacher to participate in co-curricular activities. (Workshops, webinars etc.)

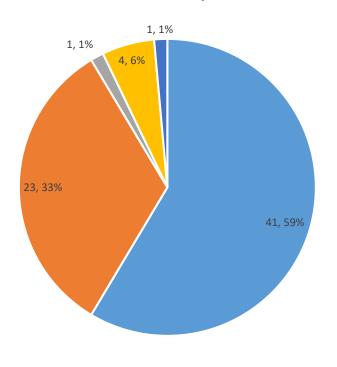


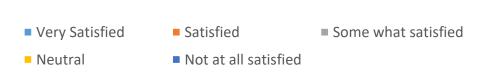






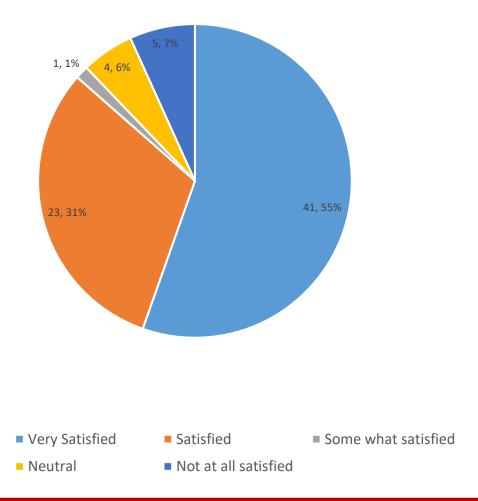
How satisfied are you with WGSHA'S approach to the virtual mode of learning in your overall development (Webinar, expert talks, Industry academia interface and etc.)





How satisfied are you with the E-Magazine published by various departments in your overall development?



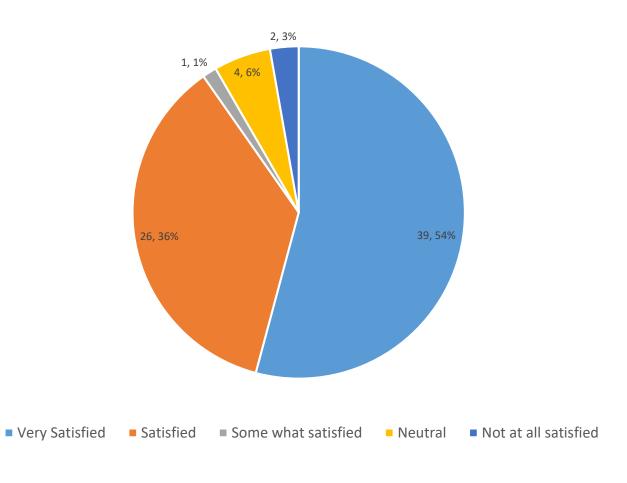








## How satisfied are you with the guidance and support by the administration of WGSHA?



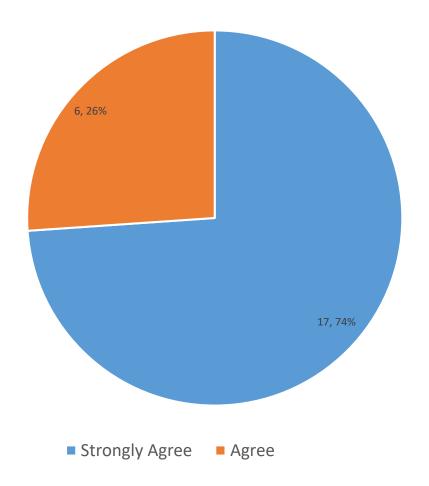






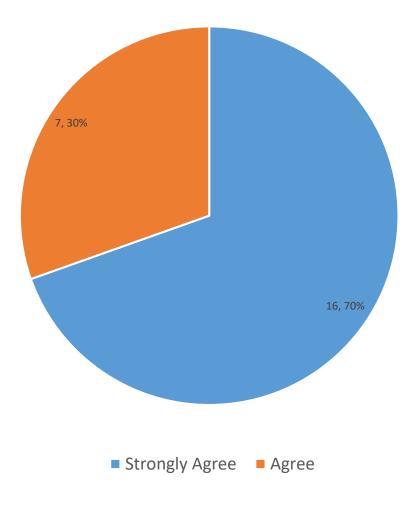


Getting admission for my ward in WGSHA is a matter of pride for me



WGSHA'S academic atmosphere is conducive for learning

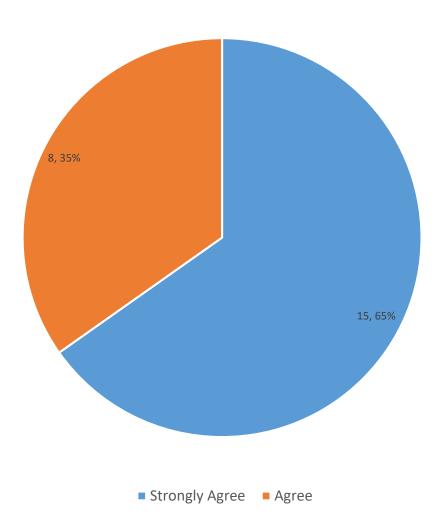






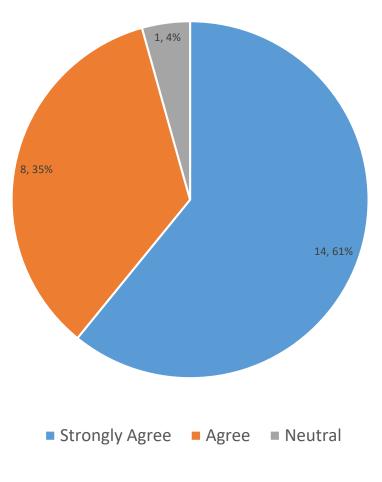


he academic and personal discipline in WGSHA is excellent



My ward improved his/her knowledge base through interaction with faculty members at WGSHA

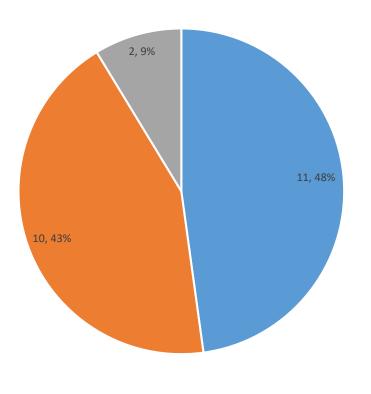








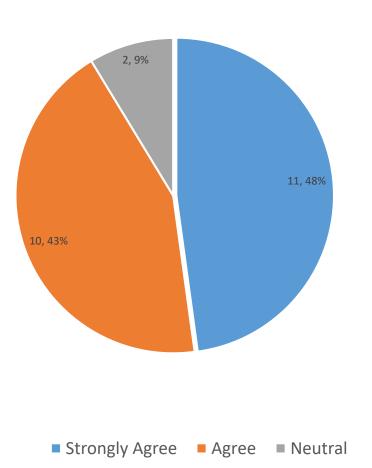
Do you agree that the curriculum of the course is well designed?





## The curriculum has incorporated current/recent trends in the area

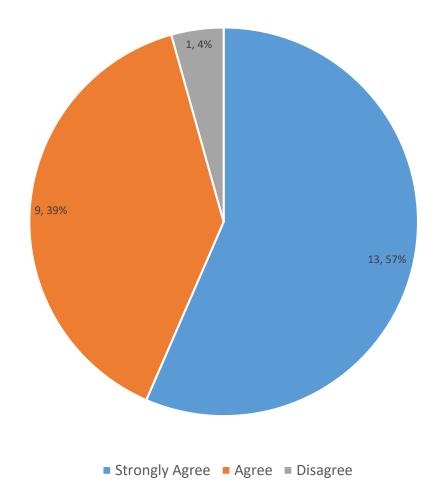






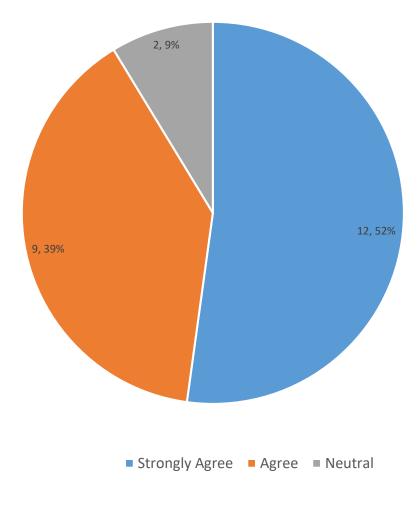


Knowledge, skills and attitudes imparted during the course meet the professional requirements



## Adequate exposure is given to practical training at WGSHA

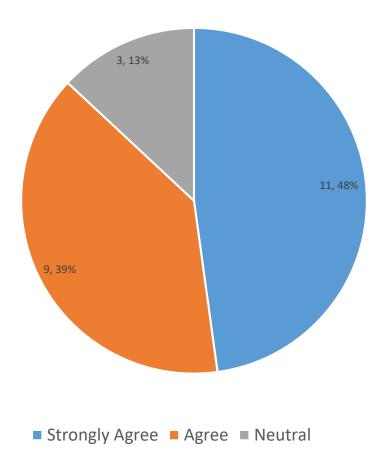






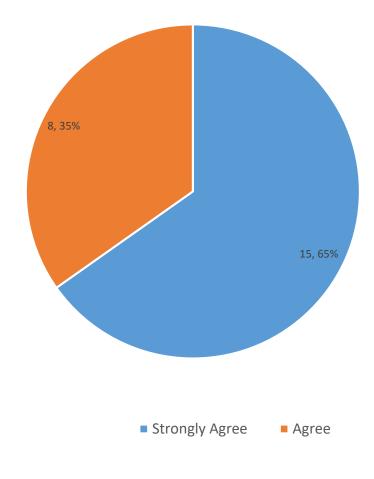


Do you agree Employability options are given focus in the curriculum design?



#### **Examination results are declared in a timely manner**

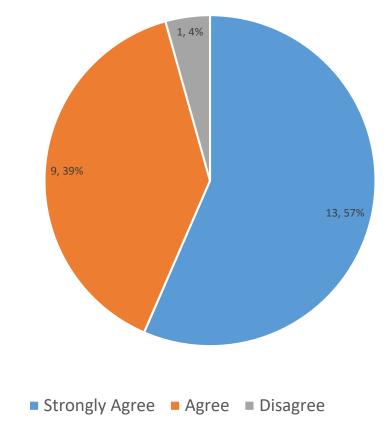








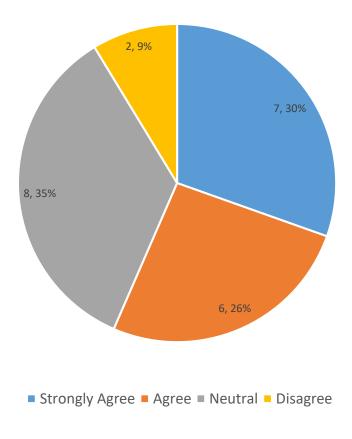
Do you agree that the emphasis is given to the online theory classes during covid-19 Pandemic



Do you agree that the emphasis is given to the online practical demonstration's during covid-19

Pandemic

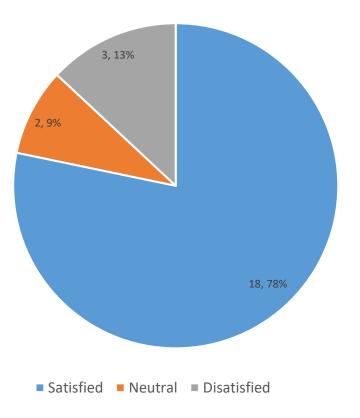






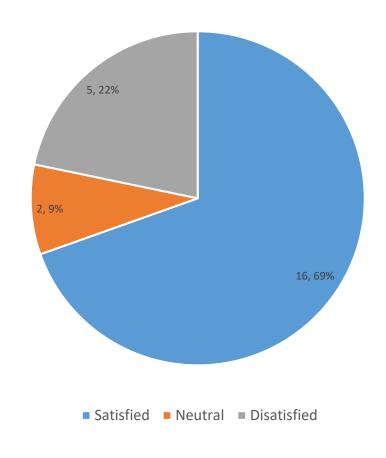


How satisfied you are with the support provided to your ward by mentors through mentor mentee programs?



How satisfied are you with career counselling at WGSHA?]

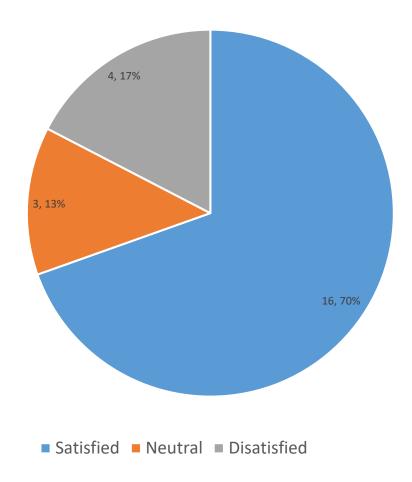






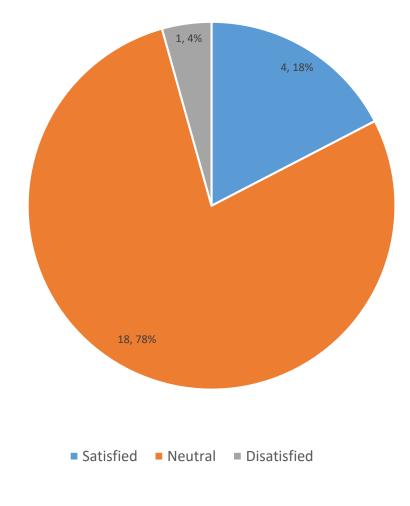


How satisfied you are with the support provided by mentors (Not Applicable to PG programs)



How satisfied are you with scholarship services of WGSHA (If applicable to you)?

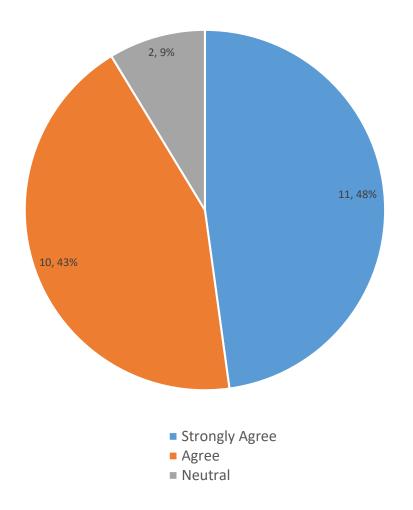






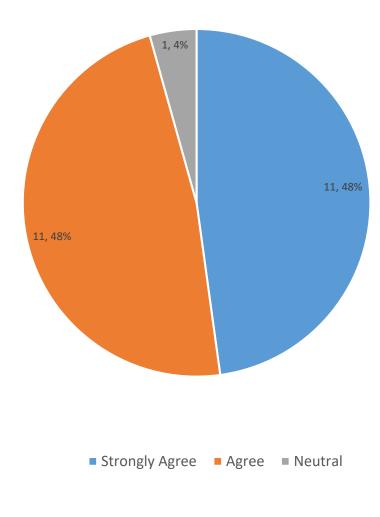


There is a positive change in the behavior of my ward after enrolling at WGSHA



#### WGSHA facilitates in holistic development of students

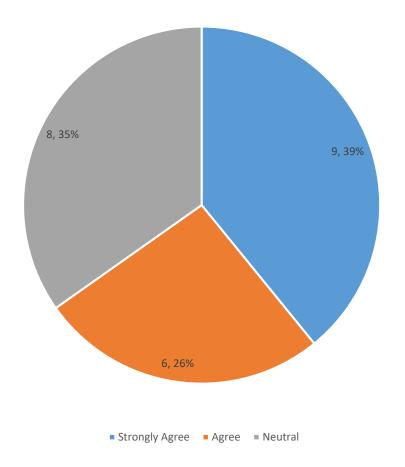






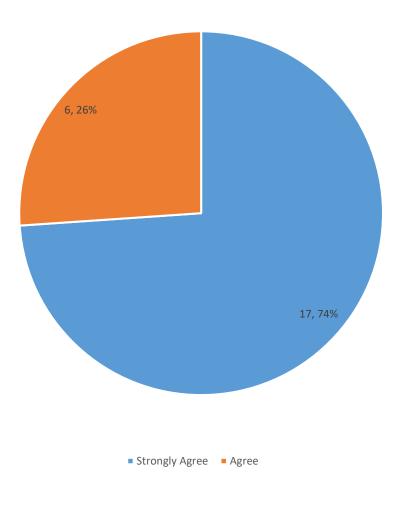


The admission process at WGSHA is fair and transparent



## WGSHA is one of the best Professional colleges in India in the field of hospitality education

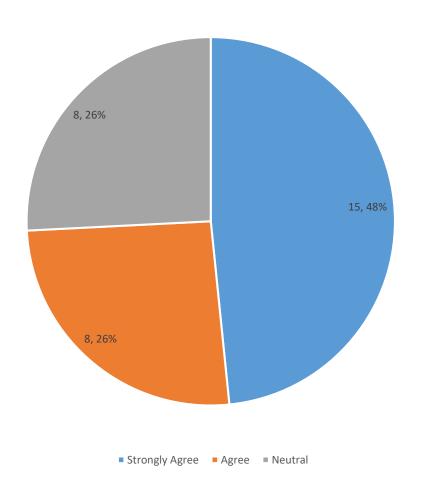




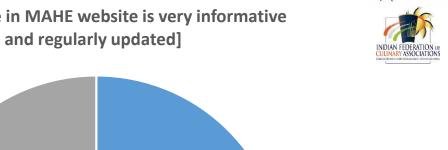


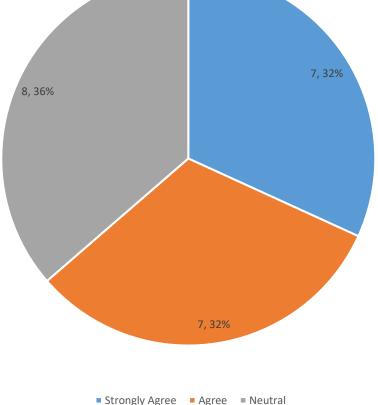


Staff members of WGSHA are cordial and cooperative



# WGSHA page in MAHE website is very informative



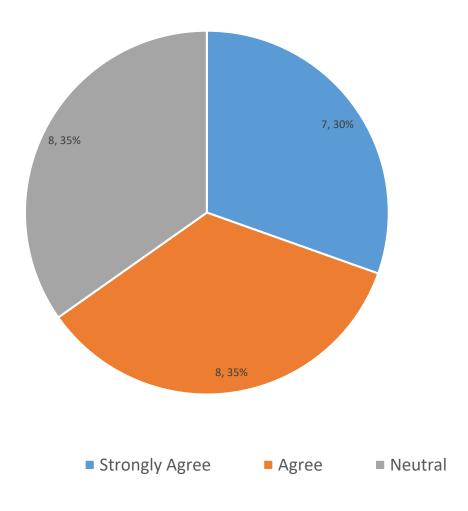








Do you agree with that institute have taken safety measures made for your ward during the time of Covid-19 pendamic









# Changes in internal and external issues relevant to Quality and Environmental Management



### **Significant Environmental Aspects**

#### **Environmental Initiatives:**





- 2. Controlled movement of vehicles are done in the hostel and college premises
- 3. Vegetable and Herb Organic Garden and plantations are done in the hostel premises
- 4. Exterior Lights have been replaced with LED Sodium lights
- 5. Eco-friendly chemicals are used in college and hostel premises

#### **EMS Comparison**

(January 2021 – July 2021)

- Paper consumption **Decreased**: (26500 sheets / 1469 students)
- Electricity consumption in Hostel: Decreased
- Water consumption in Hostel: **Decreased**

#### **Significant Environmental Aspects**





#### **Water Consumption Report of WGSHA Hostel**



Month & Year	Previous Reading	Present Reading	Total Unit of consumption*1 000/Ltr	Total Amount Rate/ Unit (Rs22)	Average	Justification	Total Occupied
Jan-21	104162	104796	634000	13948	Increase	Hostel occupancy	48+56 = 100
Feb-21	104796	106184	1388000	30536	Increase	Hostel occupancy	48+56 = 100
Mar-21	106184	107440	1256000	27632	Increase	Hostel occupancy	48+56 = 100
Apr-21	107440	108235	795000	17490	Increase	Vacation -Covid 19 (Hostel Maintainace)	0
May-21	108235	108470	235000	5170	Decrese	Vacation -Covid 19	0
Jun-21	108470	109622	1152000	25344	Increse	Vacation -Covid 19 (Hostel Maintainace)	0
Jul-21	109622	109977	355000	7810	Decrese	Vacation -Covid 19	0

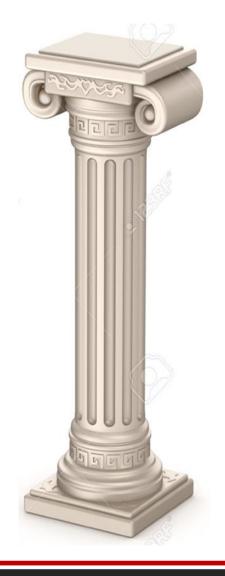
#### **Electricity consumption Average of WGSHA Hostel**

Year	Month	Total Unit Consumption	Increase \ Decrease	Remarks	Total Occupied
2021	January	5714	Increase	Hostel occupancy	48
2021	February	6777	Decrease	Hostel occupancy	47
2021	March	6526	Increase	Hostel occupancy	48
2021	April	344	Decrease	Vacation -Covid 19 ( Hostel maintenance )	0
2021	May	299	Decrease	Vacation -Covid 19 ( Hostel maintenance )	0
2021	June	402	Increase	Vacation -Covid 19 ( Hostel maintenance )	0
2021	July	545	Increase	Vacation -Covid 19 ( Hostel maintenance )	0









## P- 5 Enabling Foundation

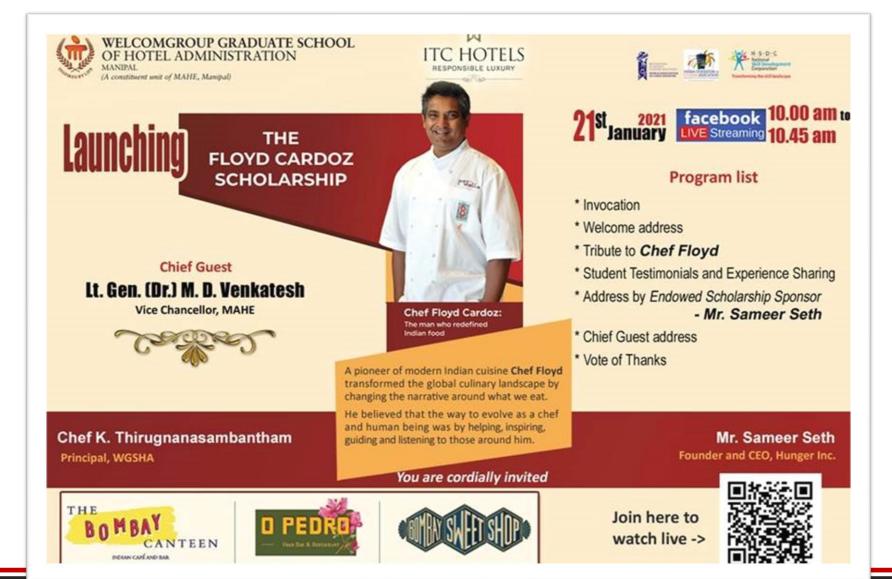
To provide world class infrastructure and create a technologically advanced environment for academic and research excellence



# WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION



## New Scholarship













# Way Forward

NDIAN FEDERATION OF CHER SOCIETIES

- Language Café
- Academic Advisory Committee
- Entrepreneurship Development Cell Registration
- Pathway program or Semester Abroad program with 10 Internationally recognized Hospitality School
- Special Interest Group- For collaboration in research, training, academia, product development
- Curriculum design based on new National Education Policy
- Launching Masters in Food Science and Innovation: 2022



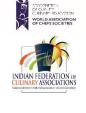


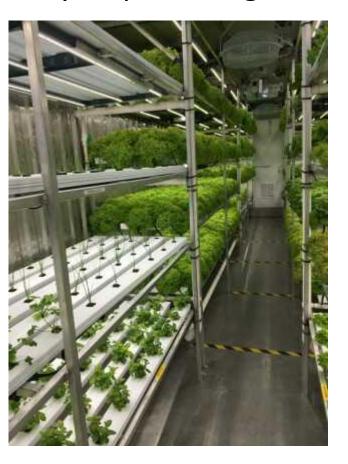
# Way Forward

■ Food Truck – (Approved)



#### Hydroponic Vegetable







#### WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION

**MANIPAL** 

A constituent unit of MAHE, Manipal

# Thank You

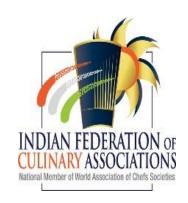


Featuring the events of October - December 2020













Transforming the skill landscape