



SATISH PRADHAN DNYANASADHANA COLLEGE,
THANE

Dept. of English presents

Online Certificate
Course in 'English for
Hospitality and
Tourism'

Enrol soon... Starting
8th Feb 2022
3:00 to 5:00 pm.



Register here



Dr. Runa Shajeev, Course Coordinator

[Click to join the
whatsapp group.](#)



DNYANASADHANA, THANE

EST : 1980 (Reg. No. MAH/759/THN)

Off. Eastern Express Highway, Dnyanasadhana Marg, Thane - 400 604. ☎ : 2582 16 15 / 2583 07 22
Website : www.dnyanasadhanacollege.org. • Email : dnyanasadhanamanagement@gmail.com

DT/ 139 /2021-22

January, 15th 2022.

**FOUNDER TRUSTEE
& PRESIDENT**

MR. SATISH S. PRADHAN

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**TRUSTEE
& GENERAL SECRETARY**

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TRUSTEE

MR. SAMEER PHANSE

Email : SameerP@dnyanasadhanacollege.org

To,

Dr. Runa Shajeev

Head, Dept. of English

**Sub: Sanction of proposed Certificate Course of
your department.**

Dear Madam,

Your proposal dated 15th July, 2021 for the conduct of a Certificate Course titled, "English for Hospitality and Tourism" was placed before the CDC held on 21st October, 2021. The proposal with syllabi designed was discussed at length in the CDC and unanimously approved. You are hereby instructed to conduct the same in the current academic year 2021-22.



Radhank

SECRETARY

Timestamp	Email Address	Full Name	Class and Division	Roll No.	Mobile Number (Preferably "Telegram App"/ " WhatsApp " number)	I understand that if I do not attend the entire course and fail to clear the tests, I will not be awarded any certificate for the above course.
1/31/2022 8:29:14	shivanimishra4141@gmail.com	Shivani Hariprakash Mishra	FY b.com	248	8657480363	Yes
1/31/2022 8:30:12	pawarsahil2658@gmail.com	Sahil Ankush Pawar	FY BCOM / E	673	8591669949	Yes
1/31/2022 8:34:32	sp2728337@gmail.com	Shubhangi Tukaram Patil	SYBA. A	98	8369823688	Yes
1/31/2022 8:35:33	srushtigore02@gmail.com	Srushti Sanjay Gore	FYBCOM. E	619	9082720819	Yes
1/31/2022 8:39:46	harshadarade99@gmail.com	Harshada Darade	Fybcom/A	72	8928122733	Yes
1/31/2022 8:49:10	sawantom4444@gmail.com	Om Dashrath Sawant	Fybcom / D	387	9137901292	Yes
1/31/2022 9:25:46	akanshagiri050@gmail.com	Akansha giri	SYBA. A.	56	9833291815	Yes
1/31/2022 9:45:08	harshadmandhare493@gmail.com	Harshad Tukaram Mandhare	Fy b.com E	148	7208562383	Yes
1/31/2022 10:14:15	sejalghade01@gmail.com	Sejal prakash ghade	Fyba /b	128	9987490783	Yes
1/31/2022 10:28:40	nehayadav7118@gmail.com	Neha labhadur yadav	F.Y b.com division D	475	8767898319	Yes
1/31/2022 10:46:14	truptigaikwad2004@gmail.com	Trupti Rajendra Gaikwad	FYBCOM /A	103	8108236482	Yes
1/31/2022 10:46:53	tj128760@gmail.com	Tejas Satish Jadhav	FY. B.COM	160	9372454152	Yes
1/31/2022 11:36:01	chinukumar9211@gmail.com	J.Loknath Krishnarao Dora	TYBSc Physics	01	8108076904	Yes
1/31/2022 12:55:54	simranhumbre16@gmail.com	Simran Sanjay Humbre	Fybsc B	145	8591890236	Yes
1/31/2022 12:55:59	divyashilranit7@gmail.com	Divyashil Raju Ranit	TYBAF	82	9867969341	Yes
1/31/2022 12:56:51	anugurav64@gmail.com	Anushka Manohar Gurav	FYBCOM B	142	8779773252	Yes
1/31/2022 12:57:01	riyajadhav118@gmail.com	Riya Amar Jadhav	Fy B.com / B div	155	9137431201	Yes
1/31/2022 13:01:44	ghadshivrushali22@gmail.com	Vrushali Raghunath Ghadshi	FYBCOM / A	116	8928514929	Yes
1/31/2022 13:05:42	kirangopalchavan2001@gmail.com	Chavan kiran Gopal	Fybcom and E	607	7304352050	Yes
1/31/2022 13:10:32	sanketgite50@gmail.com	Sanket kundalik gite	Sy. B. Com and A Div	94	8291603121	Yes
1/31/2022 13:32:28	priyafulpagare99@gmail.com	Priya Vishwanath Fulpagare	TYBA (History) / A	38	8850133028	Yes
1/31/2022 15:01:50	joshua.sf456@gmail.com	Joshua Shaji Francis	SYBCOM A	81	9137831937	Yes
1/31/2022 16:33:33	mayurkalgutkar123@gmail.com	Mayur Ulhas Kalgutkar	FYBCOM / B	186	9867279772	Yes
1/31/2022 17:15:25	asthachavan17@gmail.com	Astha Manoj Chavan	F.Y.B.sc / A	29	9029195051	Yes
1/31/2022 17:17:27	adityarko7619@gmail.com	Aditya ramesh londhe	Fybsc/ A	69	09372544307	Yes
1/31/2022 17:28:48	pbanso@gmail.com	MANSI BANSODE	FYBSC/A	01	97698 96978	Yes
1/31/2022 17:35:35	ektay272@gmail.com	Ekta Ramanand Yadav	F.y.Bsc/A	12	9930028372	Yes
1/31/2022 17:44:40	sonaltiwari1113@gmail.com	Sonal tiwari	Sybcom/c	399	9892303683	Yes
1/31/2022 17:56:40	nikamvaidehi3@gmail.com	Vaidehi Ravindra Nikam	E	663	7039414740	Yes
1/31/2022 18:27:12	bansodetejasvi887@gmail.com	Tejasvi Bansode	FYBA	92	9324248981	Yes
1/31/2022 18:32:30	shrutidoke79@gmail.com	Shruti vilas doke	SYBCOM /A	78	9987002155	Yes
1/31/2022 18:53:09	bhosaleroshni01@gmail.com	Roshani santosh bhosale	A	38	7744875422	Yes
1/31/2022 20:01:50	chiragmahashabde@gmail.com	Chirag Vilas Mahashabde	FYBA Div A	48	7045492585	Yes
1/31/2022 20:40:39	dkatarnaware@gmail.com	Diksha Katarnaware	Fyb.com / B	199	9167252780	Yes
2/1/2022 14:20:46	maheshkaintura56@gmail.com	Mahesh kesharsingh kaintura	Fybcom B	184	9867219002	Yes
2/1/2022 21:45:34	chinmay123bhavsar@gmail.com	Chinmay Prashant Bhavsar	F.Y.B.COM / A	30	9324597058	Yes
2/1/2022 21:47:28	hardikdarde20@gmail.com	Hardik Prakash Darde	F.Y.B.COM / A	73	7715806068	Yes
2/1/2022 22:17:27	shaunakher24@gmail.com	Aher shaunak balasaheb	F.Y B.com. A	481	9022482352	Yes

Timestamp	Email Address	Full Name	Class and Division	Roll No.	Mobile Number (Preferably "Telegram App"/ " WhatsApp " number)	I understand that if I do not attend the entire course and fail to clear the tests, I will not be awarded any certificate for the above course.
2/1/2022 22:21:21	koynadhawale26@gmail.com	Koyna Vishwas Dhawale	FYBA / B		126 7710848335	Yes
2/2/2022 13:13:23	anandmpchouhan4@gmail.com	Anand Munna Chouhan	FYBSC-PCB A	04	9594828905	Yes
2/2/2022 13:23:52	wagsiddharth12345606@gmail.com	Siddharth Deepak Wagh	SYBCom / D		418 9867941668	Yes
2/4/2022 1:30:26	shwetashrimal409@gmail.com	Shweta mukund Shrimal	FYBSC/ A		39 9967403293	Yes
2/4/2022 7:44:41	mygauravdubey1234@gmail.com	Gaurav Guddu Dubey	Fy bcom E		713 9820449578	Yes
2/7/2022 23:16:43	21amitc@gmail.com	Chaurasiya Amit Susheel	F.Y.B.Com Div-(A)		59 9892619307	Yes
2/8/2022 18:24:17	nairagupta2003@gmail.com	Guddi gupta	FYBMS		41 9702085982 / 70398580	Yes
2/8/2022 18:30:52	pmaheshwari1605@gmail.com	Maheshwari Gulab Patil	TyBSc Chemistry		61 08454934217	Yes
2/8/2022 20:07:07	avantikavalve123456789@gmail.com	CDT. Avantika Ravindra Walve	SYBSC IT		36 9326346917	Yes
2/8/2022 20:16:18	komalsajekar2003@gmail.com	CDT. Komal Damodar Sajekar	SYBA/A		41 9152681848	Yes
2/8/2022 20:20:54	anjaliitiwari254@gmail.com	Anjali Jaiprakash Tiwari	FYBBI/ B		104 8850175384	Yes
2/8/2022 20:25:26	01rutik@gmail.com	Rutika Parsharam Mali	Fy.Bcom B		230 7738740561	Yes
2/8/2022 20:35:23	sanikateli10@gmail.com	Sanika vasudev teli	12th comm / A		90 7400150403	Yes
2/8/2022 20:41:53	harshupawar1427@gmail.com	Harshita Manoj Pawar	F. Y. B com. C		334 9833397516	Yes
2/8/2022 21:19:49	suraj.s.bhosale2002@gmail.com	Sakshi sanjeevan bhosale	FYBA/A		10 9321218810	Yes
2/8/2022 21:53:29	kshitijasaraswate08@gmail.com	Kshitija Pradeep Saraswate	Fybbsi div.B		93 8652061353	Yes
2/9/2022 7:33:22	pratishthay70@gmail.com	PRATISHTHA SURESH YADAV	SYIT		49 9321805675	Yes
2/9/2022 9:28:52	shubhangimarkad738@gmail.com	Shubhangi Vilas Markad	FYBA / B		259 7249477069	Yes
2/9/2022 10:01:51	sakshimhaske624@gmail.com	Sakshi mhaske	FYBA/B		206 08879850122	Yes
2/9/2022 11:03:05	sahilshinde9920@gmail.com	SAHIL SUHAS SHINDE	TYBSC		80 +919920516111	Yes
2/9/2022 11:08:23	shrutikabhoir3461@gmail.com	Shrutika Bhoir	TYBBI, A		8 7021766490	Yes
2/9/2022 11:26:13	krutuja023@gmail.com	Rutuja Arvind Kadam	FY bcom/ B		179 9004002203	Yes
2/9/2022 11:52:30	umeshstejas2004@gmail.com	Umesh ganesh jagtap	fubcom/B		164 8108800897	Yes
2/9/2022 12:26:26	anjalibhilare2615@gmail.com	Anjali bhilare	TYBBI A		62 09321741592	Yes
2/9/2022 12:42:26	arpanayadav023@gmail.com	Arpana yadav	Sybcom d div		421 8104093307	Yes
2/9/2022 13:06:37	rushikadhawale21@gmail.com	Rushika Jayvant Dhawale.	FY BAF A		23 8433540052	Yes
2/9/2022 13:24:42	prachimundekar@gmail.com	Prachi prakash mundekar	Sybcom		241 9372212633	Yes
2/9/2022 13:43:15	ankitamolawade17@gmail.com	Ankita Sanjay molavade	Fy.Bcom		257 8104431713	Yes
2/9/2022 13:48:16	juisawant1301@gmail.com	Jui Pravin Sawant	TY BAF Div: B		92 9518504298	Yes
2/9/2022 13:52:05	juipatil686@gmail.com	Jui Ashokkumar Patil	SYIT A		43 9867491139	Yes
2/9/2022 14:51:34	sakshiyewale863@gmail.com	Sakshi Sanjay yewale	Sybcom		436 9152756090	Yes
2/9/2022 20:58:25	glancyalphonso@gmail.com	Glancy Joseph Alphonso	FYBAF , A		2 9969343328	Yes
2/9/2022 21:01:02	gsanjana797@gmail.com	Sanjana Gupta	Fybcom B		136 9920760861	Yes
2/9/2022 21:02:44	malusareshruti193@gmail.com	Shruti Vishal Malusare	TYBAF/ A		63 9767146820	Yes
2/9/2022 21:51:27	sujaltelange49@gmail.com	Sujal Vilas Telange	FY BAF. B		104 7738692807	Yes
2/9/2022 21:52:45	jyotiprajapati65389@gmail.com	Jyoti shankar prajapati	F.y.b.com. div: c		355 8369757523	Yes
2/10/2022 10:50:13	awerehemangi@gmail.com	HEMANGI PANDURANG AWERE	TYBAF	04	8983319671	Yes
2/14/2022 16:51:07	sandhyamaurya943@gmail.com	Sandhya avadhesh maurya	FyBcoM and div:C		241 8691008618	Yes

Timestamp	Email Address	Full Name	Class and Division	Roll No.	Mobile Number (Preferably "Telegram App"/ " WhatsApp " number)	I understand that if I do not attend the entire course and fail to clear the tests, I will not be awarded any certificate for the above course.
2/15/2022 15:52:31	shindesakshi329@gmail.com	Sakshi shinde	Fybms b	114	7304840293	Yes
2/16/2022 19:07:36	karansutaraks@gmail.com	Karan kantilal sutar	D	432	7977418814	Yes
2/18/2022 21:07:25	pushpakkharivale1324@gmail.com	PUSHPAK DEEPAK KHARIVALE	FYBAMMC	21986	9702422163	Yes

Sr. Nos	Full Name	09/02/2022	10/02/2022	14/02/2022	15/02/2022	16/02/2022	17/02/2022	21/02/2022	22/02/2022	23/02/2022	24/02/2022	28/02/2022	01/03/2022 - Holiday	02/03/2022	03/03/2022	07/03/2022	08/03/2022
1	Shivani Hariprakash Mishra	A	A	P	P	P	P	P	P	P	P	P		P	P	A	P
2	Sahil Ankush Pawar	P	P	P	P	A	A	A	A	A	A	P		A	A	A	A
3	Shubhangi Tukaram Patil	A	A	P	A	A	A	A	A	A	A	P		P	P	P	P
4	Srushti Sanjay Gore	P	P	P	P	A	A	A	A	A	A	A		A	A	A	A
5	Harshada Darade	P	P	A	A	P	P	P	P	P	A	A		P	A	P	P
6	Om Dashrath Sawant	P	P	P	P	P	P	P	P	P	P	P		P	P	A	P
7	Akansha giri	P	P	P	P	P	P	A	P	P	P	P		P	P	A	P
8	Harshad Tukaram Mandhare	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
9	Sejal prakash ghade	P	P	A	P	A	A	A	A	A	A	A		A	A	A	A
10	Neha lalbahadur yadav	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
11	Trupti Rajendra Gaikwad	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
12	Tejas Satish Jadhav	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
13	J.Loknath Krishnarao Dora	P	P	P	P	P	P	P	A	A	P	P		P	P	P	P
14	Simran Sanjay Humbre	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
15	Divyashil Raju Ranit	A	A	A	A	A	A	A	A	A	A	A		A	A	A	P
16	Anushka Manohar Gurav	P	P	A	A	A	A	A	A	A	A	A		A	A	A	A
17	Riya Amar Jadhav	P	P	P	P	P	P	A	P	P	A	A		A	A	A	A
18	Vrushali Raghunath Ghadshi	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
19	Chavan kiran Gopal	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
20	Sanket kundalik gite	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
21	Priya Vishwanath Fulpagare	A	A	A	A	A	A	A	A	A	A	A		A	A	A	P
22	Joshua Shaji Francis	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
23	Mayur Ulhas Kalgutkar	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
24	Astha Manoj Chavan	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
25	Aditya ramesh londhe	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
26	MANSI BANSODE	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
27	Ekta Ramanand Yadav	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
28	Sonal tiwari	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
29	Vaidehi Ravindra Nikam	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
30	Tejasvi Bansode	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
31	Shruti vilas doke	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
32	Roshani santosh bhosale	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
33	Chirag Vilas Mahashabde	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
34	Diksha Kataraware	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
35	Mahesh kesharsingh kaintura	P	P	A	A	A	A	A	A	A	A	A		A	A	A	P
36	Chinmay Prashant Bhavsar	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
37	Hardik Prakash Darde	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
38	Aher shaunak balasaheb	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
39	Koyna Vishwas Dhawale	P	P	A	A	A	A	A	A	A	A	A		A	A	A	A
40	Anand Munna Chouhan	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
41	Siddharth Deepak Wagh	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
42	Shweta mukund Shrimal	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
43	Gaurav Guddu Dubey	P	P	A	P	P	A	P	A	P	P	P		P	A	P	P
44	Chaurasiya Amit Susheel	P	P	A	A	A	A	A	A	A	A	A		A	A	A	P
45	Guddi gupta	P	P	A	A	A	A	A	A	A	A	A		A	A	A	P
46	Maheshwari Gulab Patil	P	P	P	P	P	A	A	A	A	A	A		A	A	P	P
47	CDT. Avantika Ravindra Walve	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
48	CDT. Komal Damodar Sajekar	P	P	A	A	A	A	A	A	A	A	A		A	A	A	A
49	Anjali Jaiprakash Tiwari	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
50	Rutika Parsharam Mali	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
51	Sanika vasudev teli	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
52	Harshita Manoj Pawar	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
53	Sakshi sanjeevan bhosale	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
54	Kshitija Pradeep Saraswate	P	P	P	P	P	A	P	A	A	P	P		P	P	P	P
55	PRATISHTHA SURESH YADAV	P	P	P	A	A	A	A	A	A	A	A		A	A	A	A
56	Shubhangi Vilas Markad	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
57	Sakshi mhaske	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
58	SAHIL SUHAS SHINDE	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
59	Shrutika Bhoir	A	A	P	P	P	P	A	A	A	A	A		A	A	A	P
60	Rutuja Arvind Kadam	P	P	P	P	P	P	P	P	P	P	P		A	A	P	P
61	Umesh ganesh jagtap	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
62	Anjali bhilare	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
63	Arpana yadav	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A
64	Rushika Jayvant Dhawale.	A	A	A	A	A	A	A	A	A	A	A		A	A	A	A

COMMUNICATION SKILLS FOR HOSPITALITY AND TOURISM INDUSTRY

Total Hours - 30

MODULE CONTENTS

UNIT 1 (3 Hours)

Champion Communicator Essentials

- Why Communication is a direct Link between studies, dreams and success
- Also Ran v/s Skilled Graduate
- Wall of Communication

UNIT 2 (3 Hours)

Grammatical Impressions

- Sentence Construction
- Sentences Correction
- Paragraph Creation

UNIT 3 (3 Hours)

Contemporary Communication

- Effective use of Social Media as a Tool to gain knowledge
- Managing Social Media profiles for tapping Dream Job in hospitality
- Non-Verbal Communication cues via Social Media
- Use of SM for building sustainable networks & relations with stakeholders

UNIT 4 (3 Hours)

Digi Age Correspondence Skills in Hospitality

- Drafting influential Emails
- Creating Winning Resumes
- Effective Listening (Tips & Tricks)

UNIT 5 (3 Hours)

Word Power for success

- Dictionary Skills
- Vocabulary Building for successful professional life
- Essential trade Jargons
- Phrasal Vocabulary for Formal Communication

UNIT 6 (3 Hours)

Champion Writing

- Effective Answer writing in exams
- Writing Effective Job Applications
- Writing effective Assignments
- Ready Reckoner Formats

UNIT 7 (3 Hours)

Must have Skills for Hospitality Professionals

- Presentation Skills
- Critical Thinking
- Body Language & Etiquettes
- Rapid Reading Skills

UNIT 8 (3 Hours)

Grooming

- Physical Appearance
- Etiquettes for Viva-Voce, Interviews and Seminars
- Commonly asked Questions in Hospitality Industry

UNIT 9 (3 Hours)

Scripting for Services

- Introduction to Scripted Service Encounters / Moments of Truth
- Scripting for Front Office
- Scripting for F&B Personnel
- Scripting for Events

UNIT 10 (3 Hours)

PRACTICAL

- Winning in a Group Discussion
- Presenting Self
- Creation of Communication drafts for a Dummy Event
- Creation of Communication drafts for Internal & External Communication

The image shows a Zoom meeting in progress. The main area is a 3x3 grid of video thumbnails for participants. The top-left thumbnail shows a woman with glasses and a white shawl. The top-middle shows a man in a white shirt in an office. The top-right shows a woman with dark hair. The middle-left shows a man in a blue shirt. The middle-middle shows a man in a blue shirt. The middle-right shows a man with glasses. The bottom-left shows a man in a blue shirt. The bottom-middle shows a woman with a floral background. The bottom-right shows a man with a mustache. At the bottom, there is a control bar with a timer showing 0:10:36 / 1:15:40, a list of participant initials (ID, GG, RJ, ST, 2M, C1, S, DR, SM, SG, RD, A5), and a 1x zoom level indicator.



Satish Pradhan Dnyanasadhana College, Thane

(Arts, Science and Commerce)
Re-accredited "B+" Grade (3rd cycle, CGPA 2.69) by NAAC

CERTIFICATE COURSES CONDUCTED 2021-22

Department of English

Online Certificate Course in “English for Hospitality and Tourism Industry”

An online Certificate Course in “English for Hospitality and Tourism Industry” was conducted in coordination with the Sahyog Institute of Management Studies in February 2022. Twenty Four students benefited from the course. The Syllabus of the Course was approved by Prof Somnath Deshmukhiya who is a member of the Syllabus Sub-Committee for a similar course under BoS University of Mumbai. The duration of the course was 30 hours consisting of theory and practical sessions. The examination for the same was conducted online and the students awarded Certificates. Overall, the number of students enrolled were 79.

The inaugural lecture link:

https://dnyanasadhana-my.sharepoint.com/personal/runas_dnyanasadhanacollege_org/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Frunas%5Fdnyanasadhanacollege%5Forg%2FDocument%2FRecordings%2FCertificate%20Course%20in%20English%20for%20Hospitality%20and%20Tourism%2D20220209%5F155535%2DMeeting%20Recording%2Emp4&parent=%2Fpersonal%2Frunas%5Fdnyanasadhanacollege%5Forg%2FDocuments%2FRecordings

The course module is as follows:

COMMUNICATION SKILLS FOR HOSPITALITY AND TOURISM INDUSTRY

Total Hours - 30

Module Aim

“To familiarize & upskill next generation Hospitality Professionals with new age Communication Skills for ensuring consistent success in the chosen domain”

Module Objectives

- To build in learners the capacity and confidence to interpret, grasp, and examine a variety of oral and written materials that they come across on a daily basis
- To improve overall comprehension, listening and reading abilities in the learner

- To imbibe & successfully create a balance in Technical Skills & Soft Skills as a part of personality.

MODULE CONTENTS

UNIT 1 (3 Hours)

Champion Communicator Essentials

- Why Communication is a direct Link between studies, dreams and success
- Also Ran v/s Skilled Graduate
- Wall of Communication

UNIT 2 (3 Hours)

Grammatical Impressions

- Sentence Construction
- Sentences Correction
- Paragraph Creation

UNIT 3 (3 Hours)

Contemporary Communication

- Effective use of Social Media as a Tool to gain knowledge
- Managing Social Media profiles for tapping Dream Job in hospitality
- Non-Verbal Communication cues via Social Media
- Use of SM for building sustainable networks & relations with stakeholders

UNIT 4 (3 Hours)

Digi Age Correspondence Skills in Hospitality

- Drafting influential Emails
- Creating Winning Resumes
- Effective Listening (Tips & Tricks)

UNIT 5 (3 Hours)

Word Power for success

- Dictionary Skills
- Vocabulary Building for successful professional life
- Essential trade Jargons
- Phrasal Vocabulary for Formal Communication

UNIT 6 (3 Hours)

Champion Writing

- Effective Answer writing in exams
- Writing Effective Job Applications
- Writing effective Assignments
- Ready Reckoner Formats

UNIT 7 (3 Hours)

Must have Skills for Hospitality Professionals

- Presentation Skills

- Critical Thinking
- Body Language & Etiquettes
- Rapid Reading Skills

UNIT 8 (3 Hours)

Grooming

- Physical Appearance
- Etiquettes for Viva-Voce, Interviews and Seminars
- Commonly asked Questions in Hospitality Industry

UNIT 9 (3 Hours)

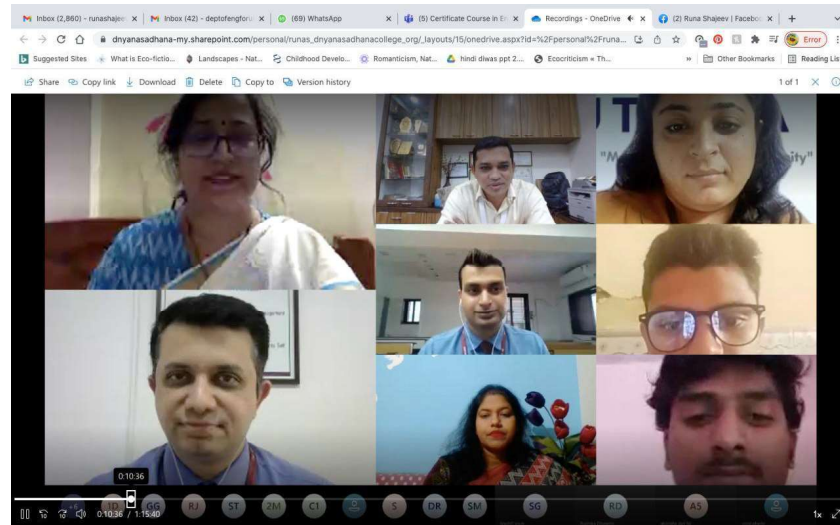
Scripting for Services

- Introduction to Scripted Service Encounters / Moments of Truth
- Scripting for Front Office
- Scripting for F&B Personnel
- Scripting for Events

UNIT 10 (3 Hours)

PRACTICAL

- Winning in a Group Discussion
- Presenting Self
- Creation of Communication drafts for a Dummy Event
- Creation of Communication drafts for Internal & External Communication



Inaugural lecture

