Management Review Meeting

Welcomgroup Graduate School of Hotel Administration, Manipal

Board Room

23rd August, 2019

WELCOMGROUP GRADUATE SCHOOL
OF HOTEL ADMINISTRATION
MANIPAL
A constituent unit of MAHE, Manipal

ITC HOTELS
RESPONSIBLE LUXURY

Agenda

1. Review of IMS policy

2. Changes in external and internal issues relevant to Quality & Environmental management including its strategic direction.

3. Information on performance, including trends and indicators for nonconformities and corrective actions, extent to which objectives have been met; monitoring and measurement of results; adequacy of resources for maintaining an effective IMS; process performance and conformity of products and services.

4. The effectiveness of actions taken to address risks and opportunities.

5. The needs and expectations of interested parties.

6. Fulfillment of its compliance obligations.

7. Significant environmental aspects.

8. New potential opportunities for continual improvement.

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3. Information on performance, including trends and indicators for nonconformities and corrective actions, extent to which objectives have been met; monitoring and measurement of results; audit results; customer satisfaction and feedback from relevant interested parties; internal and external issues concerning relevant interested parties; performance of external providers; adequacy of resources for maintaining an effective IMS; process performance and conformity of products and services.

4. The effectiveness of actions taken to address risks and opportunities.

5. The needs and expectations of interested parties,

6. Significant environmental aspects

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#	Decision	Status
1	Suggested to bifurcate DAHS into two separate departments – (i) Nutrition & Dietetics and (ii) Hospitality & Tourism.	Achieved
2	Establish career counselling and strengthen placement services.	Faculty Team (4 members) constituted for Placement & Career Counselling
3	Placement cell to conduct training session per year.	Accomplished
4	Mock Fire Drill to be conducted bi-annually.	Achieved

Agenda

1. The status of actions from previous management reviews & Review of IMS policy

2. **Changes in external and internal issues relevant to Quality & Environmental management including its strategic direction.**

3. Information on performance, including trends and indicators for nonconformities and corrective actions, extent to which objectives have been met; monitoring and measurement of results; audit results; customer satisfaction and feedback from relevant interested parties; internal and external issues concerning relevant interested parties; performance of external providers; adequacy of resources for maintaining an effective IMS; process performance and conformity of products and services.

4. The effectiveness of actions taken to address risks and opportunities.

5. The needs and expectations of interested parties,

6. Fulfillment of its compliance obligations

7. Significant environmental aspects

8. New potential opportunities for continual improvement.

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

P-1 Excellence in Education

	Action Plan	Milestone	Target 2019	Achievement Status as on Aug '19
STRATEGY 1: Offer Inter-Disciplinary Courses in a transparent merit based admission process with a view to produce Global Leaders				
Task 5 – Maintain Academic Faculty : Student Ratio				
1.5.1	Recruitment of additional faculty based on student intake.	Improve the faculty student ratio to meet the regulatory body requirements	5	Faculty recruitment process completed.
Task 7 – Increase the scholarships and bursaries for programme support				
1.7.1	Increase the scholarship portfolio by creation of student bursaries and philanthropic endowments.	Aim to introduce scholarship of ₹ 10 lakh through industry fellowship and alumni endowments	10 lakh	
Task 9 – Ensure programmes are quality compliant and comply with Internal Quality Assurance Cell				
1.9.1	Conform to Internal Audit under Integrated Management system to comply with 9001 and 14001 standards.	Facilitate programme reviews by professional bodies with focus on standards and employability	Compliance	Compliance

P-1 Excellence in Education

STRATEGY 2: Maximize Educational Experience by innovative pedagogy, technologically enabled learning, work integrated learning experience and smart assessments				
Task 1 - Introduce technology enabled learning that is uniformly delivered across all disciplines				
	Action Plan	Milestone	Target 2019	Achievement Status as on Aug '19
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 – Optimize Learning and Evaluation, which is technology enabled				
2.2.1	Modernize learning methods in Indian education scenario for conceptualization and objective assessment.	Outcome Based Teaching & Learning (OBTL) through smart class rooms	3	100%
2.2.2	Introduce smooth conduct of examinations and assessment using an online platform	100% of the theory examinations using e-pads and online marking	All theory subjects	100%
Task 3 – Cultivate a culture of work integrated learning experience				
2.3.1	Enhance industry partnership and design a work integrated learning program.	Target at least 4 corporates every year	4	100%

CEOWORLD Magazine

Best Hospitality And Hotel Management Schools

Welcomgroup Graduate School of Hotel Administration, Manipal University

29th Rank

WORLD RANKINGS

Achievements and Rankings

- Ranked # 29th among the world's top 50 Hospitality and Hotel Management Schools in the world, 2018 by CEOWORLD magazine.

- Ranked No.1 as Supreme Hotel Management Institute in India consecutively since 2007 (GHRDC Hotel Management Institutes Survey 2019)

- Ranked No. 2 among Top 50 Colleges in Hotel Management in India by The Week - Hansa Research - Best Colleges Survey 2019,

- No. 2 among the Top 10 Hotel Management Colleges in India in Outlook - Drishti India's Top Professional College Rankings 2019

- No. 2 among the Top 10 Hotel Management Colleges by India Today - MDRA Best Colleges Ranking 2019

Courses Offered

- Bachelor of Hotel Management (BHM)
- Bachelor of Culinary Arts (BACA)
- Master of Science in Dietetics and Nutrition (MSc DAN)
- Master of Science in Hospitality & Tourism Management (MSc HTM)
- Post Graduate Diploma in Culinary Arts (PGDCA)

BHM - Students on roll

Class Year	As on 20.08.2019
1st Year	153
2nd Year	176
3rd Year	184
4th Year	159

M.Sc. DAN - Students on roll

Class Year	As on 20.08.2019
1st Year	68
2nd Year	65

BACA - Students on roll

Class Year	As on 20.08.2019
1st Year	178
2nd Year	177
3rd Year	150

M.Sc. HTM - Students on roll

Class Year	As on 20.08.2019
1st Year	33
2nd Year	53

PGDCA - Students on roll

Class Year	As on 20.08.2019
1st Year	33

Total: 1429

Result Analysis

BHM - May 2019		
Course	Semester	Pass %
30th	8th	98.96 %
31st	6th	97.60 %
32nd	4th	98.09 %
33rd	2nd	99.29%

Subject wise Result Analysis

BHM End Semester Examination Result Analysis - May 2019				
2nd Semester(33rd Course)				
Code No.	Subject	Total Appeared	Total Passed	Percentage
BHM 102	Intermediate course in Food Production	178	177	**99.43**
BHM 104	Foundation Course in Accommodation Operation	178	178	**100.00**
BHM 106	Front Office Operation	178	173	**97.19**
BHM 108	Introduction to Principles of Management	178	177	**99.43**
BHM 110	Intermediate course in Food Production Practical	178	178	**100.00**
BHM 112	Food & Beverage Service Operation Practical	178	176	**98.88**
BHM 114	Food & Beverage Service Operation Practical	177	177	**100.00**
BHM 116	Front Office Operation Practical	176	175	**99.43**
BHM End Semester Examination Result Analysis - May 2019				
4th Semester , BHM Course				
Code No.	Subject	Total Appeared	Total Passed	Percentage
BHM 202	Food Production Operation	181	181	**100.00**
BHM 204	Food & Beverage Service Operation	172	166	**96.51**
BHM 206	Accommodation Management	181	181	**100.00**
BHM 208	Hospitality Information Systems	169	169	**100.00**
BHM 210	Introduction to Principles of Management	181	181	**100.00**
BHM 212	Introduction to corporate Finance	176	153	**86.93**
BHM 214	Institutional Catering Practical	180	180	**100.00**
BHM 216	Food & Beverage Service Operation Practical	181	180	**99.45**
BHM 218	Accommodation Operation Management Practical	182	182	**100**

Code No.	Subject	Total Appeared	Total Passed	Percentage
BHM 302	Services Management & TQM	169	163	**96.45**
BHM 304	Financial Management	168	159	**94.64**
BHM 306	Hospitality Sales &Marketing	168	161	**95.83**
BHM 308	Research Methodology & Statistics	165	152	**92.12**
BHM 310	Food Styling & Presentation - Practical	169	169	**100.00**
BHM 312	Restaurant & Banqueting Management - Practical	168	168	**100.00**
BHM 314	Advanced Bakery and Confectionary Practical	168	168	**100.00**
BHM 316	Research Project	168	167	**99.40**
BHM 318	ICT in Hospitality Travel & Tourism	168	168	**100.00**

BHM End Semester Examination Result Analysis - May 2019

8th Semester , BHM Course

Code No.	Subject	Total Appeared	Total Passed	Percentage
BHM 402	Resorts/Club and Wellness Management	157	155	**98.73**
BHM 404	Organisational Behaviour & International Human Resources Management	154	154	**100**
BHM 406	Entrepreneurship Management	152	150	**98.68**
BHM 408	Strategic Hospitality Management	155	153	**98.71**
BHM 410	Ethics in Business Management	157	156	**99.36**
BHM 412	Event Management	158	157	**99.37**
BHM 414	Dissertation / Thesis	157	154	**98.09**
BHM 416	Internship Evaluation	159	157	**98.74**

BHM End Semester Examination Result Analysis -May 2019

6th Semester(31st Course)

Result analysis - BA in Culinary Arts - Academic Year 2018-2019

Overall Pass Percentage	
BACA Subject-wise Result Analysis - Academic Year 2018 - 2019	
Semester	Pass %
1 Sem	99.75
2 Sem	100.00
3 Sem	98.39
4 Sem	96.00
5 Sem	99.54
6 Sem	99.65

BACA - Subject wise result analysis for the Academic Year 2018-2019

Semester I		Dec-18
Sub code	Subjects	Pass %
BAC 101	Foundation Course In Food Production Level 1	100.00
BAC 103	Introduction To Indian Cookery	100.00
BAC 105	Foundation Course In Bakery Level 1	100.00
BAC 107	Foundation Course In Rooms Division Operations	99.43
BAC 109	Business Communication	99.44
BAC 111	Foundation Course In Food Production Practical Level 1(Lab)	100.00
BAC 113	Introduction To Indian Cookery Practical (Lab)	100.00
BAC 115	Foundation Course In Bakery Practical Level 1(Lab)	100.00
BAC 117	Food And Beverage Service Practical (Lab)	98.88

Semester III		Dec-18
Sub code	Subjects	Pass %
BAC 201	Food & Beverage Service	97.24
BAC 203	Advanced Baking And Pastry Art	93.92
BAC 205	Nutrition & Dietary Studies	99.32
BAC 207	Food And Wine Pairing	97.99
BAC 211	Advanced Techniques Of Baking & Pastry (Lab)	100.00
BAC 213	Techniques Of Pan Asian Cuisine (Lab)	100.00
BAC 215	Contemporary European Cookery (Lab)	100.00
BAC 209.3	Massive Open Online Course (MOOC)	98.66

Semester II		Jul-19
Sub code	Subjects	Pass %
BAC 102	Foundation Course in Food Production Level-2	100.00
BAC 104	Regional Cuisines of India	100.00
BAC 106	Foundation Course in Bakery Level 2	100.00
BAC 108	Environment , Health & Food Safety	100.00
BAC 110	Food & Beverage Service	100.00
BAC 112	Application of Computers for Chefs (Lab)	100.00
BAC 116	Foundation Course in Food Production Practical Level 2 (Lab)	100.00
BAC 118	Regional Cuisines of India Practical (Lab)	100.00
BAC 120	Foundation Course in Bakery Practical Level 2 (Lab)	100.00

Semester IV		Jul-19
Sub code	Subjects	Pass %
BAC 220	Industrial Training	95.14
BAC 222	Industrial Training Report	95.14
BAC 224	Viva Voce	95.14
BAC 226.1	Diploma in Food Preparation and Cooking (Culinary Arts)- Level- 2- 8065-02	98.57
BAC 226.2	Diploma in Food Preparations and Cookery (Patisserie)- Level 2- 8065-03	

BACA - Subject wise result analysis for the Academic Year 2018-2019

Semester V		Dec-18
Sub code	Subjects	Pass %
BAC 301	Purchasing & Cost Control	100.00
BAC 303	Human Resources Management	99.31
BAC 305	Accounting For Chef's & Revenue Management	98.61
BAC 307	Applied Research	99.30
BAC 309	Seminar /Project/Workshop	100.00
BAC 311	Cuisines Of The World	100.00
BAC 313	Advanced Techniques Of Showpiece And Pastry	100.00
BAC 315	Modern Indian Cooking	100.00
BAC 317.1	Business Fundamentals & Food Service Entrepreneurship	98.60

Semester VI		Jul-19
Code	Subject Name	Pass %
BAC 302	Culinary Facility Planning	100.00
BAC 304	Marketing Management & Consumer Behaviour	100.00
BAC 306	Food Photography and Presentation	100.00
BAC 308	Art of Garde Manger	100.00
BAC 310	Bake Shop Production	100.00
BAC 312	Indian a 'la Carte Cookery	100.00
BAC 314	Project/Publications/Minor thesis	99.30
BAC 316-2.2	Spirits and Mixology Management	97.90

M.Sc. DAN Result analysis May 2019

	II SEMESTER			
Subject Code	**Subjects**	**Appeared**	**Passed**	**Pass %**
DAN 602	Applied Nutrition	65	65	100
DAN 604	Therapeutic Dietetics – II	65	60	95.38
DAN 606	Weight Management, Fitness and Sports Nutrition	65	62	96.92
DAN 608	Research Methodology and Biostatistics	65	62	96.92
DAN 610	Clinical Dietetics – II	65	65	100
DAN 612	Community Field Project & Family Nutritional Status Assessment	65	65	100
DAN 614	Master's Dissertation – Part I	65	65	100
DAN 616	Exercise Prescription	65	65	100

TOTAL APPEARED	65
PASSES IN ALL SUBJECTS	60
FAILURES,ABSENT ,DEATINED	5
% OF PASSES IN ALL SUBJECTS	92.30
% OF FAILURES	7.69

M.Sc. HTM Result analysis May 2019

II SEMESTER				
Subject Code	Subjects	Appeared	Passed	Pass %
HTM 502	International Hospitality & Tourism Marketing	53	53	100
HTM 504	International Human Resource Management	53	53	100
HTM 506	Research Methodology	53	53	100
HTM 508	Services Management in Tourism & Hospitality	53	53	100
HTM 510	Tourism Policy & Planning	53	53	100
HTM 512.2	Food & Beverage Management	53	53	100
HTM 514	Professional Development and Event Management	53	53	100

TOTAL APPEARED	53
PASSES IN ALL SUBJECTS	53
FAILURES,ABSENT ,DEATINED	0
% OF PASSES IN ALL SUBJECTS	100
% OF FAILURES	0

M.Sc. HTM Result analysis May 2019

IV SEMESTER				
Subject Code	**Subjects**	**Appeared**	**Passed**	**Pass %**
HTM 699	Dissertation & Practice School	26	26	100

TOTAL APPEARED	26
PASSES IN ALL SUBJECTS	26
FAILURES,ABSENT ,DEATINED	0
% OF PASSES IN ALL SUBJECTS	100
% OF FAILURES	0

Students' Laurels

WGSHA feel proud to congratulated its outgoing students achievement on receiving "Gold Certificate" for their excellent and dedicated community service under Volunteer Services Organization (VSO), MAHE

TeamWGSHA: Hockey Gold

Hospitality, Tourism and Nutrition Symposium 2019

BHM

18th March 2019

WGSHA Quest

March 2019: A National Level Hospitality Skill competition WGSHA Quest 2019 was organised by Welcomgroup graduate School of Hotel Administration (WGSHA), Manipal Academy of Higher Education (MAHE) on 1st and 2nd March 2019. **Registrar Dr. Narayana Sabhahit - Registrar** (MAHE) was the Chief Guest at the inaugural ceremony and **Mr. Tejinder Singh - General Manager** ITC Kohenur - A Luxury Collection Hotel at ITC

Game of Thrones Simulation

Street Food Festival @ FIVV

February 15, 2019: Simulation
'Winter Feast is coming' GAME
OF THRONES By PGDCA Students

ELEMENTAL
Forces Governing Life

Simulation

Workshops

Plated Dessert

Food Photography

Chef Jean Jacques Berteau
Topic: French Gastronomy

Invites you for

A guest lecture on

Challenges of Entrepreneurship Startup

Date:
01.08.2019

Venue:
Class Room 303

Time:
10 AM to 11 AM

Resource person:
Ms. Shilpa
Founder,
Halli Mane Rottis,
Mangalore

Hotel Operations Immersion Programme 2019
1st year BHM & BACA on 29.07.2019

Theme Dinner 'The Dakshin Chemistry'

WGSHA Premier League

Tennis ball cricket tournament held on 9th February 2019
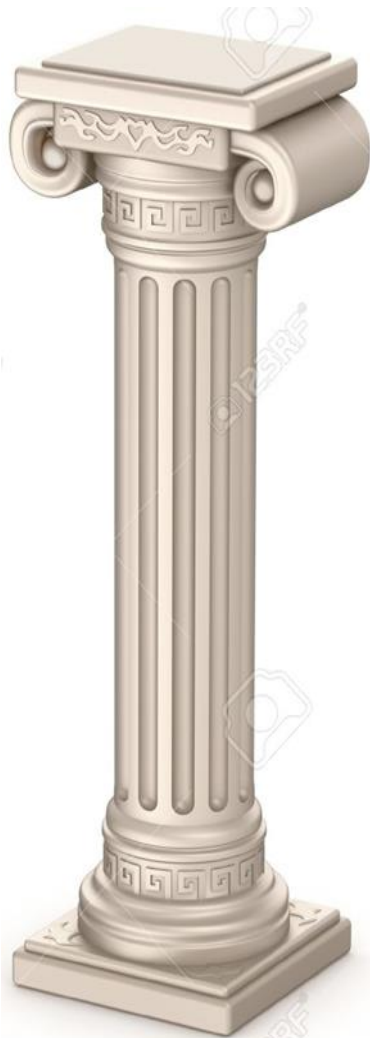
P- 2 Exemplary Research and Innovation

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

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

Task 1 - Identify niche areas of research addressing sustainable development goals (SDG)

	Action Plan	Milestone	Target 2019	Achievement Status as on Aug, '19
2.1.1	Identify new areas in line with the Sustainable Development Goals	To target 4 research groups	4	Achieved

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

2.2.2	Centres of Excellence (CoE).	To create 1 Centre of excellence in Hospitality, and Tourism	1	Achieved

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

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

	Action Plan	Milestone	Target 2019	Achievement Status as on ….
3.1.1	Enhance the quantum of research through increased Ph.D., Enrolments and Fellowships	To target 10 Ph.D. enrolments	10	Achieved

Task – 2 Emphasis on enhancing the quantum of research and industry grants

3.2.1	Promote a policy to offer additional faculty award research incentive to increase the volume of research publications.	Aim to achieve 80 research articles by 2019	10 published	In-progress

	STRATEGY 3: Enhance the research input and the impact of research output			
	Action Plan	Milestone	Target 2019	Achievement Status as on Aug, '19
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	20 lakhs	Achieved
	STRATEGY 4: Promote a culture of Innovation and Entrepreneurship			
	TASK 1 - Provide a stimulus and supportive environment for students and faculty to ideate, innovate and incubate			
4.1.1	Revamp the existing technology business incubator to support new ventures	Establish 1 Business Incubator under WEDC	1	Achieved

SL.No.	TITLES	NAME OF THE AUTHOR	NAME OF THE JOURNALS	YEAR OF PUBLICATION	INTERNATIONAL	INDEX/NON-INDEX
1	Impact of counseling in knowledge, attitude and practice and association of nutritional status with CD4 count and opportunistic infections of HIV patients of Udupi, India	Pallavi G Shettigar	Clinical Nutrition ESPEN	2019	International	Indexed
2	Inclusive hotel design in india : A user perspective	Senthilkumaran Piramanayagam, Partho Pratim Seal	Journal of Accessibility and Design for All, Volume 9, Issue 1: 41-65	2019	International	Indexed
3	Sustainable development and entrepreneurship in Hotel and Resorts	Partho Pratim Seal	Book Chapter in Managing Sustainable Tourism Resources	2019	International	Indexed
4	Career Intention of Hospitality students: Critical Role of Industrial Training	Rao, Shreelatha and Heggde, Githa	Journal of Advanced Research in Dynamical & Control Systems, 11 (2). pp. 2122-2127. ISSN 1943-023X	2019	International	Indexed
5	Antecedents and Consequences of Contract Out Services of Various Star Category Hotels in Bengaluru	Nayak, Naresh P and Prabhu, Narayan B. and Kumaran, Senthil and Arora, Ragini	Journal of Advanced Research in Dynamical & Control Systems, 11 (2). pp. 2185-2196. ISSN 1943023X	2019	International	Indexed
6	A Content Analysis of Hotel Websites in Jordan	Prabhu, Narayan and Nayak, Naresh and Pai, Anusha	Jour of Advanced Research in Dynamical & Control Systems, 11 (02). pp. 2173-2180. ISSN 1943-023X	2019	International	Indexed
7	The Relationship Between Emotional Intelligence, Perceived Stress and Academic Achievement Among Hospitality and Tourism Student	Varghese, Sachin George	Journal of Advance Research in Dynamical & Control Systems, 11 (02). pp. 2034-2040. ISSN 1943-023X	2019	International	Indexed
8	Visitors' Place Attachment and Destination Loyalty: Examining the Roles of Emotional Solidarity and Perceived Safety	Patwardhan, Vidya and Payini, Valsaraj and Mallya, Jyothi	Journal of travel research. pp. 1-19. ISSN eISSN: 15526763	2019	International	Indexed
9	Uncovering factors influencing consumers' interest for craft beer: A study on microbreweries in Bangalore, India	Patwardhan, Vidya and Dabral, Paritosh and Mallya, Jyothi	African Journal of Hospitality, Tourism and Leisure, 8 (4). pp. 1-11. ISSN : 2223-814X	2019	International	Indexed

Research Publications

WGSHA Faculty Honors & Awards (Feb to Aug 2019)

S.N.	Name	Details	Year
1	Chef. K. Thirugnanasambantham Principal	Recognition for his phenomenal and worthy oral presentation on 'Assessment of prevalence and antecedents of cardiovascular disease risk factors among the hotel employees of Udupi district' at the 4th World Heart Congress, Kyoto, Japan	29/04/2019 to 01/05/2019
2	Mr. Valsaraj P Associate Professor	Participated as Resource person for six days life skills workshop 'Yes! I Can', organised by Department of Clinical Psychology, MAHE, Manipal	06-05-2019 to 11-05-2019
		Particiapted as Chiarperson of the Technical Session and Panel Member in the 2nd National Conference on "Tourism & Hospitality Industry in India" organised by Moti Mahal College of Hotel Management , Mangaluru	02-02-2019
		Received appreciation certificate for his coordinating with the District Administration and Department of tourism in conducting the book release event by Department of Tourism , Udupi	03-06-2019
3	Mrs. Meenakshi Garg, Assistant Professor-Selection Grade	Participated as Modular in the International Conference on innovative Technique & Nutritional Demands in Food Security-Trends, Challenges and Perspectives	08 to 09/02/2019
		Participated as Fellow for the second residential session of MAHE-FAIMER International Institute for leadership in Interprofessional Education (M-FIILIPE)	06 to 10/07/2019
4	Mrs. Pallavi Mahesh Shettigar Assistant Professor-Selection Grade	Participated as resource person in Symposium of Diet and Nutrition for adolescents conducted by Department of Biochemistry , Kasturba Medical College, Manipal	23/02/2019

WGSHA Faculty Honors & Awards (Feb to Aug 2019)

S.N.	Name	Details	Year
5	Mr. Anthuvan Raj Assistant Professor -Selection Grade	winner in the Grand Challenge Udupi conducted by Innovation center, MAHE and Social Work Programme of the Prasanna School of Public Health	08 /03/2019to 09/03/2019
6	Mr. Nithish Damodhar Assistant Professor	winner in the Grand Challenge Udupi conducted by Innovation center, MAHE and Social Work Programme of the Prasanna School of Public Health	08 /03/2019to 09/03/2019
7	Mr. Dayananda Prabhu Assistant Professor-Selection Grade	winner in the Grand Challenge Udupi conducted by Innovation center, MAHE and Social Work Programme of the Prasanna School of Public Health	08 /03/2019to 09/03/2019
8	Mr. Partho Pratim Seal Assistant Professor- Selection Grade	Received certificate of appreciation for his commendable effort as a resource person for the five days hands on training in SPSS and SPSS AMOS conducted by WGSHA	27/05/2019 to 31/05/2019
9	Dr. P. Senthil Kumaran Professor	Received certificate of appreciation for his commendable effort as a resource person for the five days hands on training in SPSS and SPSS AMOS conducted by WGSHA Received Project grant under the impress scheme approved by Indian Council of Social Science Research	27/05/2019 to 31/05/2019 08-07-2019
10	Mrs. Swathi Acharya K Assistant Professor-Senior Scale	winner in the Grand Challenge Udupi conducted by Innovation center, MAHE and Social Work Programme of the Prasanna School of Public Health	08 /03/2019to 09/03/2019
11	Dr. Rajiv Mishra Assistant Professor-Selection Grade	Completed Ph.D. and received a Commendation Letter for the Ph.D. Research Thesis by Economic Advisor, Union Ministry of Tourism, Govt. of India.	May-2019

SPSS Workshop

Academic - Collaborations

(i) The Hotel Division of ITC (ITC Hotels), Kolkata

(ii) Marriott International Hospitality Company, Bengaluru

(iii) Accor Hotels (IBIS & Novotel, Bengaluru), Bengaluru

(iv) The Indian Hotels Company Limited (Taj Hotels), Mumbai

(v) National Council for Hotel Management and Catering Technology, New Delhi

Note: 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

Faculty Development Program

WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION
MANIPAL
(A constituent institution of MAHE, Manipal)

ITC HOTELS
RESPONSIBLE LUXURY

Presents

A *Faculty Development Program* on

"Empowering Faculty Members with Research Facilities"

Resource Persons:

Dr. N. Udupa
Director - Research (Health Sciences)

Dr. SrinivasMutalik
Professor, Dept. of Pharmaceutics, MCoPS

Date: 4th July, 2019 (Thursday)
Venue: Classroom # 202
Time: 10 am – 12 noon

Chef K. Thiru
Principal

Centre for Hospitality and Tourism Research
Welcomgroup Graduate School of Hotel Administration

MANIPAL

ITC HOTELS

Presents

A Workshop on

"Nvivo for Qualitative Research Analysis"

Facilitated by Mr. Anil Raj
Lecturer, Department of Medical Surgical Nursing
Manipal College of Nursing
MAHE, Manipal

Context : An awareness workshop to familiarize faculty members on the efficacy of qualitative analysis software in hospitality and tourism research

Date   : 8th July (Monday), 2019

Time   : 10.00 am to 12.30 pm

Venue   : Classroom #202, WGSHA

Audience   : Faculty members of WGSHA, DOCA,DAHS

Chef K. Thirugnanasambantham
Principal

Dr. Vidya Patwardhan
Coordinator- CHTR

Soft skills Training for Managers of Syndicate Institute of Bank Management (SIBM), Manipal,

Strengthening the Inner Pillars - Workshop for staffs
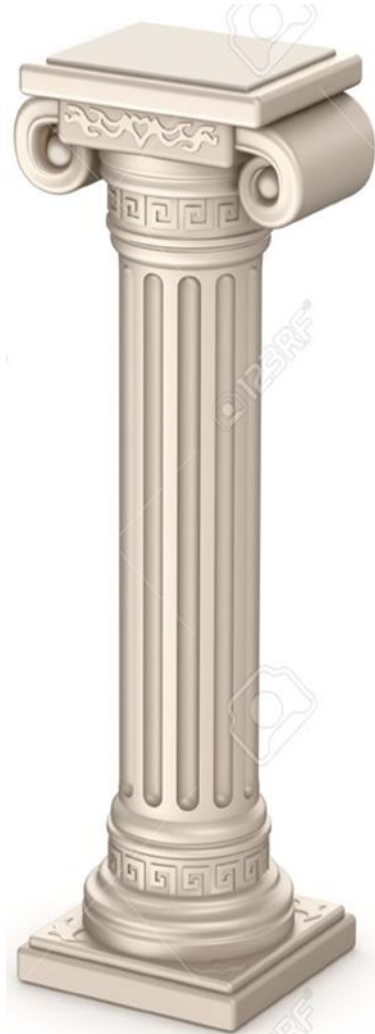
P- 3 Expanding Reach and Internationalization

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

STRATEGY 1: Promulgate Manipal's stated commitment towards internationalization				
TASK 1 - Develop high intensity collaborative network by establishing liaison office in key geographic locations.				
	Action Plan	Milestone	Target 2019	Achievement Status as on ….
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
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 internationally co-authored research publications through greater cooperation with international partners	To target 25% of research publications, which are internationally co-authored over 5 years	1	Achieved

STRATEGY 1: Promulgate Manipal's stated commitment towards internationalization				
TASK 5 - Promote student activities and empowerment having a positive impact on global society				
	Action Plan	**Milestone**	Target 2019	Achievement Status as on ….
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% inbound/outbound exchange year on year	5 students	7 students
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	2 students	2 students
STRATEGY 1: Promulgate Manipal's stated commitment towards internationalization				
1.5.3	Encourage traineeships and internships through International Association for the Exchange of Students for Technical Experience (IAESTE) and cross cultural global internship through AIESEC (International Association of Students in Economic and Commercial Sciences)	Target an increase in 20% of interns year-on-year for traineeship and leadership development	5 students	5 students

Internationalization - Collaborations

International Sommelier Guild (ISG), USA

Campus Etoile Academy, Tuscania, Italy

HOSCO, Rue Maunoir 16, 1207 Geneva, Switzerland

City and Guilds, UK

INTRECCI, Italy

Curriculum Development collaboration for Hospitality Programme with Manipal International University, Negeri Sembilan, Malaysia

The SAGES Institute, International, Surabaya, Indonesia

George Brown College of Applied Arts & Technology, Ontario, Canada

Alain Ducasse Education, Paris, France, Path way program

Culinary Boot Camp 2019 hosted for the group of 11 George Brown students along with their faculty co-ordinator, Chef Charlton Alvares from 4th to 8th March 2019.

M.Sc. HTM student in AISEC, Thailand

IAESTE Intern at WGSHA
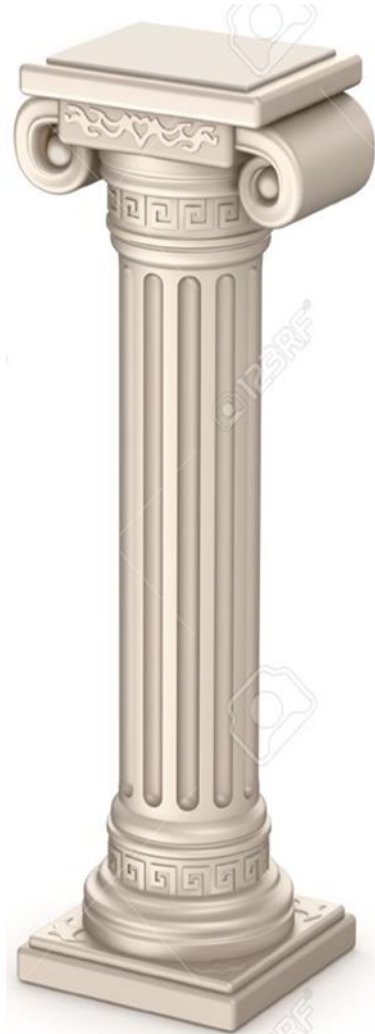
P- 4 Effective Engagement and Alumni Relation

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

STRATEGY 1: Promote engagements with alumni to enhance Employer Reputation and MAHE's Profile

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 2019	Achievement Status as on Aug, 2019
1.1.1	Involve students, staff, wide spread alumni network and other stake holders to improve reputation	To achieve best score and top rank in the country in employer reputation in national and international rankings	100%	*Achieved*

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 3 Cities with alumni meet during admission process	4 cities	**Achieved**

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	100%

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**	15	Achieved

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 2019	Achievement Status as on Aug, 2019
2.5.1	Organize annual lecture series of notable alumni and illustrious faculty members	Target 10 oration lecture series per year by 2022	7	Achieved
STRATEGY 5: Play an influential role through community engagements				
Task 2: Encourage student body to take projects to cover community, social, and soft skills avenues				
	Action Plan	Milestone	Target 2019	Achievement Status as on Aug, 2019
5.2.1	Involve Voluntary Service Organization (VSO) and other similar student organizations in voluntary service activities	Aim to add 2 more weekly Service programs and 2 additional Fund Raising Events by 2022	10 Students	10 Students

Alumni Mentorship for BHM 34th Course

Orientation 2019 - BA in Culinary Arts
Inauguration - 26.07.2019

Department of Culinary Arts

Bengaluru

WGSHA
Alumni Meet 2019
Bengalurur Chapter
12.05.2019 @Bengalurur Oota Company

Bengaluru

Chennai

Mumbai

Mumbai

New Delhi

New Delhi

Mr. Ketan Bharadwaj, recent alumni from BACA speaking to the new batch of PGDCA on 13.08.2019

Effective Engagement - Placements (2018-2019)

Placement 2018

CAMPUS PLACEMENT DRIVE

- **159** Total BHM Students
- **126** No of students attended
- **80** Management Trainees
- **46** Operational Trainees
- **33** Business/Entrepreneur/Higher Studies
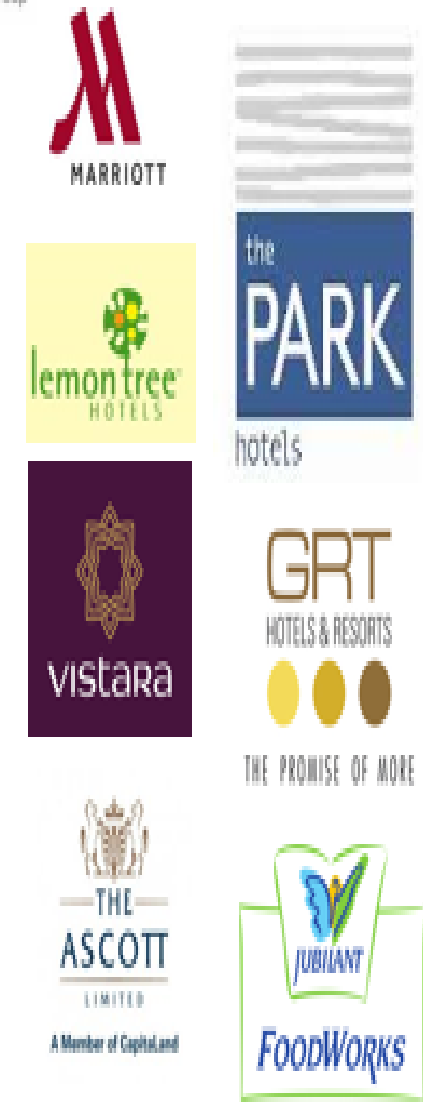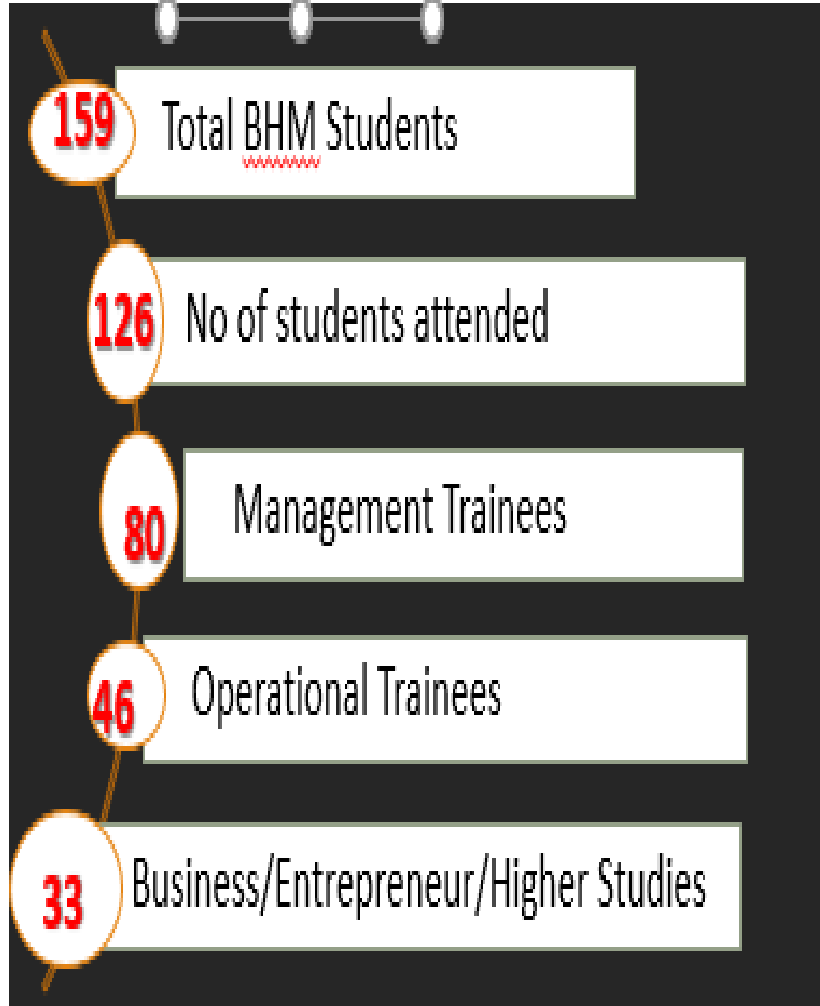
Recruiter feedback- general competence of students

Parameters	2016-17	2017-18	2018 - 19
Appearance	5	5	5
Grooming and personality	5	5	5
Communication Skills verbal	4	4	5
Communication skills Nonverbal	4	4	5
Self-Confidence and conviction	5	4	5
Adaptability to hospitality Trade	5	4	4
Technical skills Dexterity	3	4	4
Environmental awareness	4	4	4
General Knowledge	3	4	3

Recruiter feedback- technical competence of students

Parameters	2016-17	2017-18	2018 – 19 Till date
Front Office	3	3	4
F & B Production	4	4	4
F&B Service	3	3	4
Housekeeping	3	3	3
IT & Computer	4	4	NA

Qualitative feedback from recruiters

Cross exposure in all these for major departments

Greater focus on technical aspects & academic aspect

Knowledge chosen area of specialization should be of a very high standard

Students need to display much better academic diligence. Most are able to speak, but the substance behind the confidence needs to come through

Very good coordination, good hospitality

Excellent arrangements. We were very comfortable

MSc Hospitality students with general degree background of BA, BCA, BCom, BSc have an average technical knowledge of hospitality subjects.

2018 -19 till date:

General knowledge to be enhanced

Training in core departments

Students selecting ancillary avenues

Acquaintance in core hospitality minimum
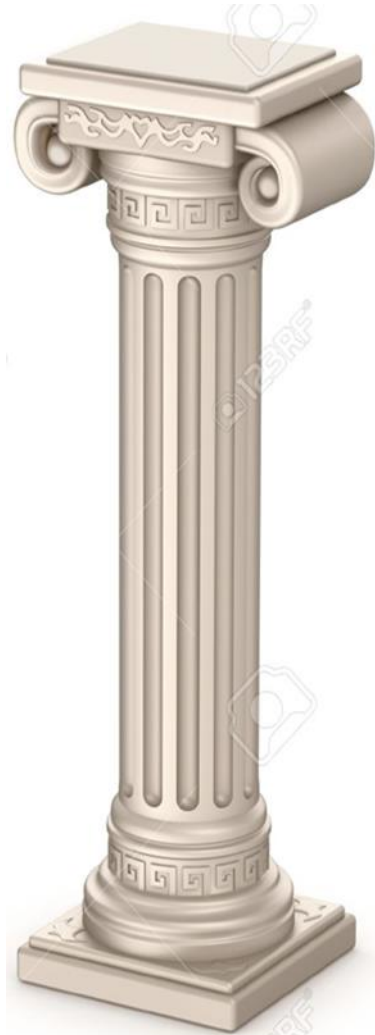
P- 5 Enabling Foundation

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

New WGSHA Building (Under-construction)

New DOCA Building (Academic Block - 2)

Audit results

WGSHA Hostel

Sl.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1	QMS	D P of MAHE Hostel referred, separate D P for College Hostel not available		
	1.	Room Booking list – Room allotment		C
	2.	Hostel certification – Not all signed by warden		
	3.	Hostel Allotment DOC – Fees not visible – Not really necessary for maintaining		O
	4.	Room key allotment - checked		C
	5.	Shifting orders -		
	6.	Vacating forms - Logo needs to be changed		O
	EMS	Checked		
	a)	Fire extinguishers		C
	b)	Water filters		C
	c)	Fire exits (Locks and keys marked well)		C

C= Compliance / Conformance; NC = Non Conformance; O = Observation; S = Suggestion

Computer Support Services

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1	QMS	D P Does not reflect current process		O / NC
	a)	Service call register – Does not exist		
	b)	Website content management– Through personal e-mails		O
	c)	Lab users register – Not maintained		
	d)	Annual stock register – Invalid / Not maintained		
2	EMS	Waste Disposal – No records		
		E-waste doc – No headers		O

House Keeping

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1.	Academics Process	Attendance – SLCM online having issues of entry		O
		Assessment : Theory & Practical BHM 107 BHM 117 • CEP as per evaluation plan & rubrics • End term • Assignments		
		Learning Material , course packs, SOW • Maintained & conveyed to students + in library		C
		Lesson Plans • Maintained & conveyed to students		C
		Question Bank & Papers • Module wise question bank given • Question papers all semester in library		C

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1	Academics QMS	Course pack, scheme of work, lesson plans – BAC 308 & BAC 309		C
		Assessment (a) CEP as per rubrics for each class & also compiled for semester. (b) End term evaluation 20%		C
		Students Journals BAC 308		C
		Attendance – record facing issues, SLCM entry, maintain on paper		O
2	Lab Kitchen	Stock Inventory & replacement of damaged things		C
		Indents for daily practical maintained		C
		Kitchen maintenance & Hygiene, outsourced to MIS + Weekly Pest Control		C
	New Initiative	Waste segregation –Wet garbage, Dry garbage		C
3		Micro herbs garden + Organic vegetables		C

Management Studies

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1	QMS	Lesson Plan (sign copy)		C
2		Attendance Register		C
3		Continuous Evaluation of last year checked		C

Front Office

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
	QMS Front Office			
1		Attendance Register		C
2		Soft copy of lesson plan		C
3		Created awareness about environmental audit		C
4		D P Should be updated		S

Top Management

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1	QMS	Academic reputations • Ranking – Internal – 30 • Ranking – National – 2nd Pvt Institute • MOOC / Swayam • Acccredidation – AICTE / NBA • Infrastructure – New WGSHA Building • Workshops, industry-academia interface • Orientation		C C C C C
2		Internationalizations • Guest visits from foreign universities • Collaboration possibilities – working papers		C C
3		Research • Scopus publication (2019) - 07 • Ph.D. registration (New) (2019) - 01 • Research grant(s) (2009) - 02		C C C
4		Employer Reputation • Campus interview scheduled from Aug-16 • Internship of students - hotels		C C
5		EMS • Energy – LED lights in hotel • Ecofriendly chemicals in HK • Herb and spice garden / green houses in hostel		C C C

OJT

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1	EDT	Syllabus and objectives available		C
		Evaluation Format		C
		OJT Schedules		C
		Evaluation sheets		C
		Schedule for executive development program by HR, FIVV		C
		Consolidated marks sheets (soft copy)		C

F & B Service

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S	
1	QMS	**Academics** • Lesson plan • Academic contents /students • Registers – students documents • Sessional Exams • Attendance records • Remedial classes / August 2019 conducted		1	C C C C C C C
	EMS	• Energy consumption in restaurants – replaced Bulb with LED • Plate washing / water consumption, 3 sink method • Detergents – Eco friendly in use • Communication – by soft copies – official as well as to students (notes)			C C C C

Academic Office

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S	
1.	Regulatory Borders	NAAC e-files verified AICTE UGC		1.	C
2.	Academics	• Examination File • Results File – Results + Attendance- Internal assessment • Results analysis & subject- wise results analysis & academic planner • Declaration of result – delayed • BOS File • Students files, grade report not yet complete • Class time table • EMS- paper consumption has increased			C C C O C O C
3	Scholarship	Konkani, staff children etc.			C

QMR Office

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1.	Audit Reports	Verified		C
2.	MRM	E-copy verified		C
3.		Minutes of MRM		C
4.		Surveillance audit – E copy by TUV Verified – observation closed		C

Library

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S
1.		Issue Records - seen		C
2.		Accession register - seen		C
3.		Journal records - seen		C
4.		More e-records recommended with the background of space constraints		O

Personnel And Training Office

Si.No	Area of Audit	Observations/Remarks/Findings	ISO Clause ref	Category C/NC/O/S	
1.	Personnel and training office	Faculty copy & FDP File (seen)		1.	O
2.	C	Staff accommodation (seen)		2.	C
3.		Faculty to submit training / FDP / conference certificates immediately		3.	O

Customer satisfaction and feedback from relevant interested parties

Feedback from Graduating students (107 responses)

Legend: Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied

Category	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
[Overall academic experience at WGSHA]	40%	42.86%	12.38%	3.81%	0.95%
[Non-academic or student life experience at WGSHA]	38.68%	39.62%	18.87%	0.94%	1.89%
[Residential life]	34.29%	46.67%	16.19%	1.90%	0.95%
[Social Life]	45.28%	42.45%	9.43%	1.89%	0.94%
[Student housing]	31.68%	40.59%	21.78%	1.98%	3.96%
[Health care]	37.62%	35.64%	16.83%	7.92%	1.98%
[Cultural and performing arts programs]	51.43%	35.24%	10.48%	1.90%	0.95%
[Athletic and recreational activities]	40%	41.90%	14.29%	0.95%	0.95%

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
[Overall academic experience at WGSHA]	40%	42.86%	12.38%	3.81%	0.95%
[Non-academic or student life experience at WGSHA]	38.68%	39.62%	18.87%	0.94%	1.89%
[Residential life]	34.29%	46.67%	16.19%	1.90%	0.95%
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[Athletic and recreational activities]	40%	41.90%	14.29%	0.95%	0.95%

Parents Feedback (257 Responses)

MANIPAL
ACADEMY of HIGHER EDUCATION
(Deemed to be University under Section 3 of the UGC Act, 1956)
INSPIRED BY LIFE

Legend: Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree

| Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
[Getting admission for my ward in WGSHA is a matter of pride for me]	64.20%	30.74%	4.28%	0.78%	0%
[The admission process in WGSHA is fair and transparent]	68.09%	28.40%	3.50%	0%	0%
[WGSHA's atmosphere is conducive for learning.]	58.75%	36.58%	3.89%	0.78%	0%
[WGSHA is one of the best Hotel Management college]	67.70%	26.46%	5.06%	0.78%	0%
[The academic/personal discipline in WGSHA is excellent]	59.14%	32.68%	7.39%	0.78%	0%
[My ward is improved his/her knowledge base through interaction with faculty members of the WGSHA.]	56.42%	37.74%	5.06%	0.39%	0.39%
[There is a positive change in the behavior of my ward after joining WGSHA]	53.31%	37.35%	8.17%	1.17%	0%
[The curriculum of the course is well designed]	51.75%	39.69%	8.56%	0%	0%
[The curriculum has incorporated recent changes in the area]	39.30%	41.63%	17.90%	1.17%	0%
[Employability is given focus in curriculum design]	36.19%	45.14%	16.34%	2.33%	0%
[Examination results are declared timely]	63.04%	30.74%	6.23%	0%	0%
[Staff members of WGSHA are coordinal and cooperative]	65.76%	30.74%	2.72%	0.78%	0%
[Hostel facilities are good and available when needed]	38.13%	36.19%	22.18%	3.11%	0.39%
[MU website is very informative and regularly updated]	42.80%	42.02%	13.23%	1.56%	0.39%
[I have great respect towards WGSHA]	74.32%	22.18%	3.11%	0%	0.39%

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Getting admission for my ward in WGSHA is a matter of pride for me	64.2%	30.74%	4.28%	0.78%	0%
The admission process in WGSHA is fair and transparent	68.09%	28.40%	3.50%	0%	0%
WGSHA's atmosphere is conducive for learning.	58.75%	36.58%	3.89%	0.78%	0%
WGSHA is one of the best Hotel Management college	67.70%	26.46%	5.06%	0.78%	0%
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I have great respect towards WGSHA	74.32%	22.18%	3.11%	0%	0.39%

Alumni Feedback (133 Responses)
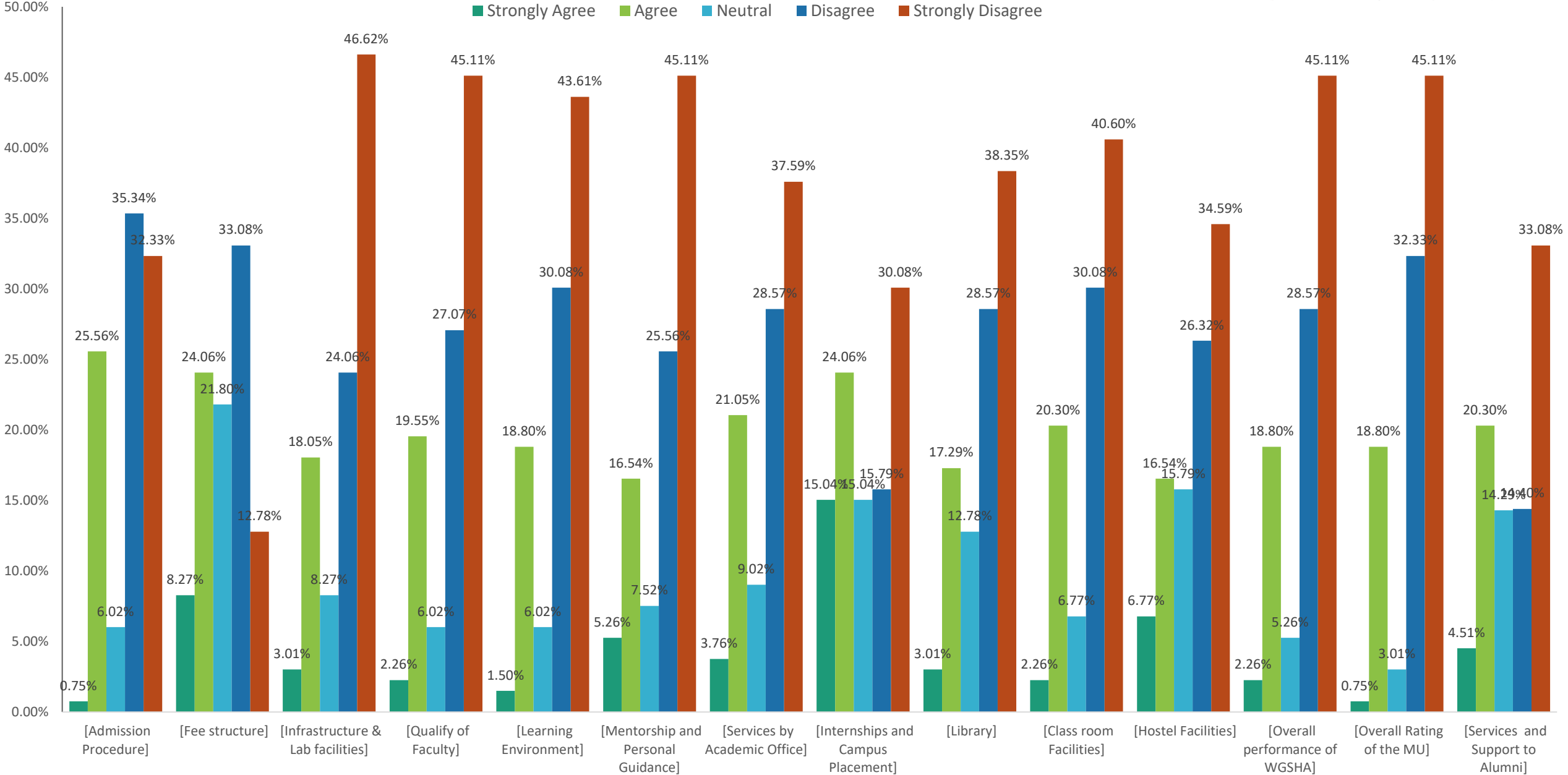
	Unsatisfactory	Satisfactory	Fair	Good	Very Good
Admission Procedure	0.75%	25.56%	6.02%	35.34%	32.33%
Fee structure	8.27%	24.06%	21.80%	33.08%	12.78%
Infrastructure & Lab facilities	3.01%	18.05%	8.27%	24.06%	46.62%
Qualify of Faculty	2.26%	19.55%	6.02%	27.07%	45.11%
Learning Environment	1.50%	18.80%	6.02%	30.08%	43.61%
Mentorship and Personal Guidance	5.26%	16.54%	7.52%	25.56%	45.11%
Services by Academic Office	3.76%	21.05%	9.02%	28.57%	37.59%
Internships and Campus Placement	15.04%	24.06%	15.04%	15.79%	30.08%
Library	3.01%	17.29%	12.78%	28.57%	38.35%
Class room Facilities	2.26%	20.30%	6.77%	30.08%	40.60%
Hostel Facilities	6.77%	16.54%	15.79%	26.32%	34.59%
Overall performance of WGSHA	2.26%	18.80%	5.26%	28.57%	45.11%
Overall Rating of the MU	0.75%	18.80%	3.01%	32.33%	45.11%
Services and Support to Alumni	4.51%	20.30%	14.29%	14.40%	33.08%

EMS – Comparison (January 2019 – July 2019)

- Paper consumption: 25200 sheets / 1418 students (Decrease)

- Electricity consumption (Hostels): Increase

- Water consumption (Hostels): Decrease

Environmental Initiatives:

1. Florescent and CFL light bulbs are changed to LED lights in the hostel premises and class rooms

2. Controlled movement of vehicles in the hostel and college premises

3. Vegetable garden and plantations in the hostel premises

4. Installation of Devices (Water Valves) on the water taps to control the flow and pressure (Implemented from 2015)

5. Exterior Lights have been replaced with LED Sodium lights

6. Eco-friendly chemical are used in college and hostel premises

Electricity consumption Report -2019 (WGSHA BOYS HOSTEL)

year	Month	Total Unit Consumption in Killo watt	Increase \ Decrease	Remarks	Total Occupied
2019	January	30,982	Increase	A.C room increased & Full strength	240
2019	February	38,920	Increase	A.C room increased & Full strength	239
2019	March	40,965	Increase	A.C room increased & Full strength	239
2019	April	54,752	Increase	A.C room increased & Full strength	232
2019	May	3,006	Decrease	Vacation - Less strength	18
2019	June	1,660	Decrease	Vacation	0
2019	July	11,629	Increase	A.C room increased & Full strength	228
TOTAL		**1,81,914**			

WATER CONSUMPTION REPORT OF WGSHA BOYS & GIRLS HOSTEL-2019

Month & Year	Previous Reading	Present Reading	Total Unit of consumption*1000/Ltr	Total Amount Rate/ Unit(Rs22)	Average	Justification	Total Occupied
Jan-19	78353	81165	2812000	61864	Increase	For all blks.& full strength. Borewell water supply stopped.	240 + 197 = 437
Feb-19	81165	85075	3910000	86020	Increase	For all blks.& full strength. Borewell water supply stopped.	239 +197 = 436
Mar-19	85075	85603	528000	11616	Decrease	For all blks.& full strength. Borewell water supply stopped.	239 +197 = 436
Apr-19	85603	86107	504000	11088	Decrese	For all blks.& full strength. Borewell water supply stopped.	232 +197 = 429
May-19	86107	86822	715000	15730	Increase		18
Jun-19	86822	87221	399000	8778	Decrese	Vacation - Maintenance	0
Jul-19	87221	88115	894000	19668	Increase	For all blks.& full strength.	228+189 =417
TOTAL			9762000				

New Potential Opportunities for Continual Improvement

1. Conducting short term courses for sister concern of MAHE or external organization.
2. Funding opportunities from national and international grant agencies to explore multidisciplinary areas of research.
3. Collaborations with Industry & academic institutes
4. Offering certificate/executive development program for food & beverage enthusiast.
5. Continuous Professional Development for Faculty & Staff

!! Thank You !!