



M.C.E Society's
M. A. Rangoonwala Institute of Hotel
Management and Research, Pune
(Affiliated to Savitribai Phule Pune University)

NAAC: Criteria 5

5.1.2 Capacity building and skills enhancement initiatives



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Language and Communication Skills

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Activity Report

Necessity of Communication

24th July 2017

Guest Lecture conducted on 24th July 2017 for the first year students of M.A.Rangoonwala Institute of Hotel Management & Research on the topic "Necessity of Communication in the Hotel Industry".

Ms. Priyanka Bhosle, Assistant Manager Operation Excellence Training, The Westin Pune was invited as the guest speaker.



Group Photo



During the Session



Session in Progress



Session in Progress

Asst. Prof. Vincent Kedari

Event Coordinator

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Activity Report

Non Verbal Communication

27th September 2017

M.A.Rangoonwala Institute of Hotel Management & Research had organized a Guest Lecture on the topic “Non Verbal Communication” on 27th September 2017. The session helped the students in understanding the importance of non verbal communication and the various aspects of it necessary while working in the industry and in our day to day life. The session was conducted by Ms. Bhavna Shankar, Learning & Development Manager, Vivanta by Taj Blue Diamond Pune.



Group Photo



Felicitations of Ms. Bhavna Shankar



Session in Progress



Session in Progress



Asst. Prof. Vincent Kedari

Event Coordinator

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Activity Report

Communication- Generic Skills

25th July 2018

M.C.E.Society's M.A.Rangoonwala Institute of Hotel Management & Research organized a guest lecture on "Communication - Generic Skills used in the Hospitality Industry" for the First Year students on 25th July 2018.

Mr. Prathamesh Panchal, Learning & Development Manager, Accor Hotels was invited as the guest speaker.



During the session



Group Photo



Session in Progress



Session in Progress

Asst. Prof. Vincent Kedari
Event Coordinator

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Activity Report

Soft skills: Verbal communication

29th January 2021

Guest Lecture on Guest Relations in Hospitality Industry- soft skills: Verbal communication was organized on Friday 29th January 2021 at 10:30 am for all B.Sc. HS students. Mrs. Aditi Rashinkar, Project Manager, delivered the online session focusing on the importance of verbal communication in the hospitality Industry. With an experience of 10 years in the Hotels and having worked as Reservation and Revenue Manager in Westin, Pune, she presented examples of situations that affected the quality of service and to provide solutions to minimize guest complaints which arise due to poor display of life skills by the hotel employees. She emphasized on enhancing the set of soft skills by making conscious effort to acquire them.



Session in Progress



Session in Progress



Session in Progress



Session in Progress

Asst. Prof. Vincent Kedari

Event Coordinator

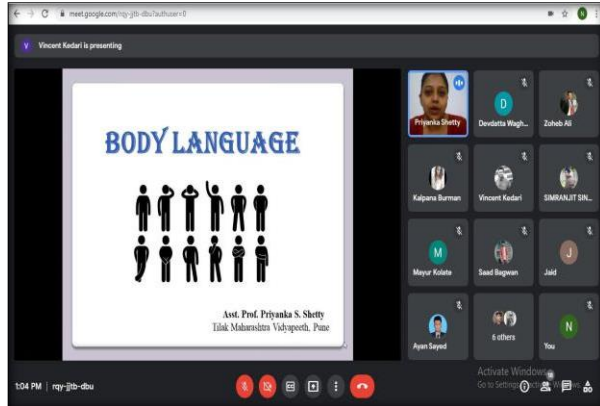
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Activity Report

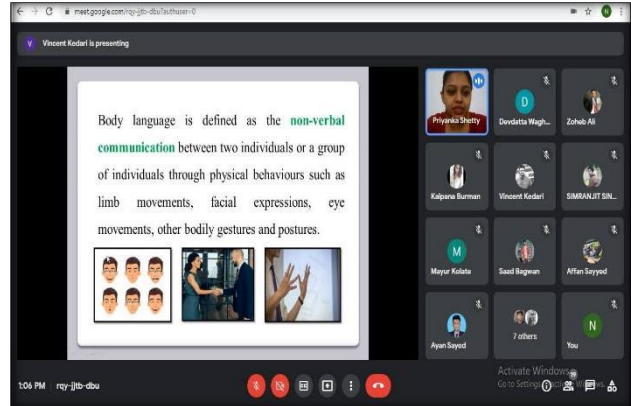
Non-Verbal Communication: Body Language

07th September 2021

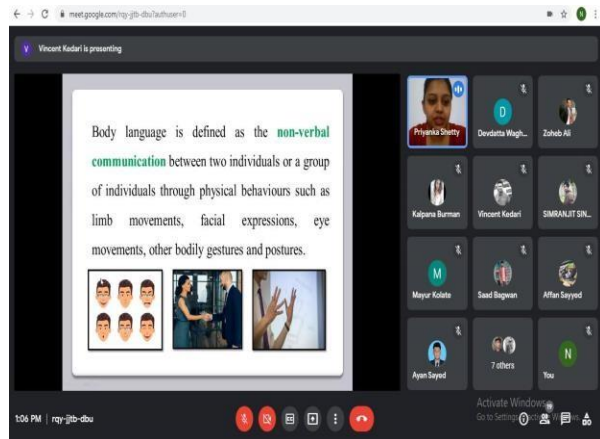
An online guest lecture on the topic "Body Language" was organized on 7th September 2021 for the S.Y.B.Sc.(HS) students of M.C.E. Society's M.A.Rangoonwala Institute of Hotel Management & Research. Asst. Prof. Priyanka Shetty from TMV Institute of Hotel Management & Catering Technology was the guest speaker for the lecture. This activity was organized under the MOU between both the Institutes.



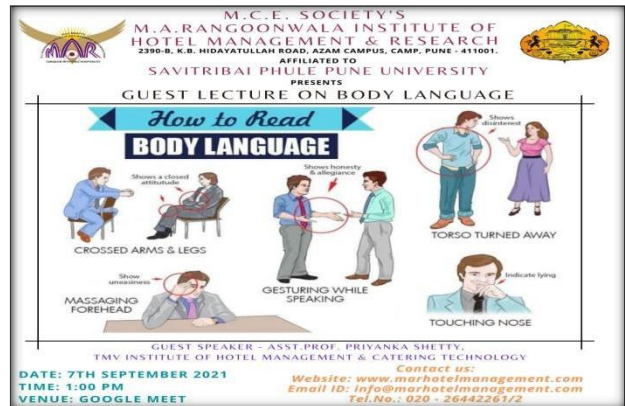
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Poster

Asst. Prof. Vincent Kedari
Event Coordinator

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M. C. E. Society's

M. A. RANGOONWALA INSTITUTE OF HOTEL MANAGEMENT & RESEARCH

2390 – B, K. B. Hidayatullah Road, Azam Campus, Camp, Pune – 411001.

SYLLABUS FOR SPOKEN ENGLISH

Objectives and Framework of the course

- 1) The basic objective of the course is to provide the necessary knowledge, skills, values and attitudes to individuals to occupy positions of management and administration in the Hospitality Industry.
- 2) The course structure is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be.
 - a) To impart to the students latest and relevant knowledge from the field of hospitality.
 - b) Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills.
 - c) Imparting /developing the right kind of attitudes to function effectively.

Teaching Scheme:

Teaching Scheme/Week			
Course Code	Theory Hrs	Duration of Lecture	Total
HS – SE	30	1 hour	30

Rationale:

Spoken English is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, and to inculcate in them sound knowledge of the skill in an effective way.

Chapter	Topic	Hours
Chapter 1	Self-Introduction	2hrs
Chapter 2	Grammar	12hrs
2.1	Tenses	
2.2	Use of articles	
2.3	Structuring Sentences	
Chapter 3	Introduction to Public Speaking	12hrs
3.1	Confidence Building	
3.2	Public Speaking Tips	
Chapter 4	Improving Reading Skills	2hrs
4.1	Self- Motivation	
4.2	Attitude and Attitude Replacement	
Chapter 5	Writing Skills	2hrs

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