

M. A. Rangoonwala Institute of Hotel Management & Research, Pune

Azam Campus, Camp, Pune -411001.

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LIFE SKILLS AND DINING ETIQUETTE HANDBOOK



Introduction

Life skills and dining Etiquette program is offered to students and staff of schools and colleges at Azam campus, employees of food catering companies in Pune, members of community clubs, staff of hospitals & construction companies and our own college students. These sessions created a special connect of the college with the hospitality industry and youth of the society. The faculties and students got the exposure to interact with students from different streams and learn professional & transferable skills, leading to a college of happy, creative and empowered students.

Objectives:

- To teach lifestyle management to enhance the overall personality of an individual.
- To learn to live a stress free life.
- To practice table manners, i.e. the do's and don'ts while dining, the use of napkin andappropriate use of crockery & cutlery.
- To inculcate good eating habits for a healthy mind and body.
- To promote ethical use of social media.

Context

The workshop mainly focuses on educating the students on dining etiquette and lifestyle management. Besides learning, how to consume a meal in a formal dining set-up, students are also taught about good eating habits, time management, personality development, stress management, responsible behaviour on social media and non-verbal communication. Arrangements are made to create actual ambience and to bring great realism into the whole exercise by setting up dining tables and providing refreshments. Students are given insights on the importance of nutrition and implementation of a healthy lifestyle with the know-how on physical exercise. The workshop is refreshing and a new experience for many students, as it changes the general perspective about fine dining. It also promotes 'Eat Right' movement of the Food Safety and Standards Authority of India.

Practice

The institute organizes the sessions for students of schools and colleges in the campus. The program is divided into various sessions like:

Dinning Etiquette: Here the students get information about the basic etiquette of restaurant like how to enter, how to sit in a proper manner, use of crockery and cutlery, the care to be taken on the buffet style food, care to be taken while handling the food, behavior of the individual at the table. Also, students get the hands on experience of how to use cutlery while having the food. Experts explore the importance of healthy food to students and suggest them the healthy food items for consumption.

Time and Stress management: The session covers the importance of time management in life. The experts teach the students how to plan their time on day to day basis to improve their lifestyle. Students get to learn about how to achieve most out of limited time. Experts conduct various games for the students to reduce their stress and explain them the various strategies to reduce the stress.

Personality Development: In this session students learn about self-introduction, introducing others, concept of nonverbal communication, concept and importance of positive thinking. Students get the knowledge on self-development, and self-discipline. Students get to learn the importance of physical fitness in the life and also the right ways to keep themselves fit and healthy. The session also focuses on the personal grooming and hygiene.

Social Media Awareness: This session provides the information about various social media platforms like Facebook, Instagram, WhatsApp, Twitter, Linked-in etc. and their ethical use by the individual. The session puts the focus on formal ways to interact with the people on social media. Experts also explore the risks of using the social media like effect on health, frauds on social media, content piracy etc. Also students get the information on the precautions to be taken while using the social media.

Module

- **'Etiquette and Table Manners'** for <u>School Students</u>
- **♦ 'Life Style Management'** for <u>College Students</u>
- **Soft Skills' for Employees**
- **❖ 'Food Safety & Security, HACCP Training'** for <u>Food Handlers</u>

About MCE Society



The Maharashtra Cosmopolitan Education Society, Pune was established in the year 1948. In pursuance to these aims and objectives, the society has to set up 28 institutions imparting education to nearly 25,000 students from pre-primary to Graduate and Post Graduate levels in the fields of Arts, Science, Commerce, Management, Law, Hospitality studies, Architecture, Computers Science, Information Technology, Pharmacy & Dental.

24 acres of prime land of Azam Campus that was just unattractive vacant piece with a couple of buildings, into a unique, self-propelling education complex. Azam campus is an educational Centre where any student admitted to the course of his choice can come out with an assurance of a successful career. The pass out of Azam campus re inspired and infused with a spirit of secularism, positive attitude and strong self-confidence.

M. C. E. Society's H.G.M. Azam College of Education is proud to be an integral part of this picturesque Educational Complex at Azam Campus. The college of education for English Medium was established in the year 1993 approved by NCTE Bhopal, affiliated to the University of Pune with an intake capacity of 100.

Our Patrons



Mr. P.A. Inamdar President M.C.E. Society



Mrs. Abeda Inamdar Vice President M.C.E Society



Prof. Anita Frantz
Principal, M.A. Rangoonwala Institute of Hotel
Management & Research

About M.A. Rangoonwala Institute of Hotel Management and Research, Pune

M.A. Rangoonwala Institute of Hotel Management & Research, Pune is recognized by Government of Maharashtra & Affiliated to Savitribai Phule Pune University.

M.A. Rangoonwala Institute of Hotel Management & Research, Pune is a premier Institute in Pune with state of art infrastructure & Facilities provides to give students a vital edge.



Mission, Vision, Goal

Mission – To provide the hospitality service industry with high quality professionals dedicated to serving the business.

Vision – To be a premier provider of quality of quality education in hospitality focused on experimental learning, attracting a varied local national & global student population by implementing a positively diverse learning environment.

Goal – Conquer the world with true Hospitality.

Facilities

- E-Training Kitchens
- E-Digital Library
- E-Restaurant & Bar
- > E-Housekeeping
- E-Front Office/ Reception
- Training & Placement Cell





Syllabus outline

Etiquette & Table manners for School Students

Duration: 1 Day

Time: 4hrs.

Class 1 -

- Table Skills
- Dinning Manners (entering & leaving the table, seating in proper manner & position, using proper cutlery & crockery, behavior at the table, posture & conversation).
- Graduation with Multi-Course Meal

Class 2 -

- Grooming & posture
- Telephone Etiquette (Placing & Receiving Telephone calls)
- Attending a party (Thank you notes)

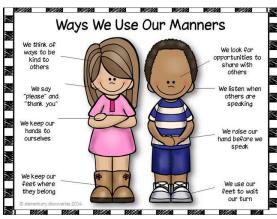
Class 3 -

- Self-introduction, introducing others, Handshake, Eye contact & Smile
- Making use of polite words like Please, Thank you, you're welcome.
- Avoiding mistakes & apologizing
- Avoiding rude behavior.









Life Style Management for College Students

Duration: 1 Day

Time: 4hrs.

Class 1 -

- Dinning Manners (entering & leaving the table, seating in proper manner & position, using proper cutlery & crockery, behaviour at the table, posture & conversation).
- Healthy eating habits
- Graduation with Multi-Course Meal





Class 2 -

- Telephone Etiquette (Placing & Receiving Telephone calls)
- Starting the Conversation
- Closing the Conversation



Class 3 -

- Self-introduction, introducing others.
- Non Verbal Communication
- Positive Thinking
- Self-Development & Self Discipline
- Physical Fitness & Aesthetics
- Grooming & Personal Hygiene



Soft Skills for Employees

Duration: 2 Day

Time: 4hrs./ day

Class 1 – Self-Development

- Self-Analysis
- Grooming & Personal hygiene
- Communication (Verbal & Non-verbal)

Class 2 - Time & Stress Management

- Time planning
- How to get the most out of time management.
- Stress Management Strategies
- Stress Management

Class 3 - Emotions

- Emotional Maturity & Stability
- People Skills

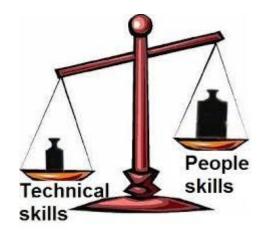
Class 4 - Health

- Food, Exercise & Rest
- Addictions

Class 5 - Team Building & Motivation -

- Group dynamics
- Working in groups
- Attitude & Attitude replacement
- Self-motivation









Training for Food Handlers

Duration: 04 Days

Time: 4hrs per day

Day one Topic1- Good Manufacturing

Practices (GMP).

- Identify the essential principles of food hygiene applicable throughout the Food chain (including primary production through to the final consumer), to achieve the goal of ensuring that food is safe and suitable for human consumption
- Recommend a HACCP-based approach as a means to enhance food safety
- Indicate how to implement those principles
- Temperature control disciplines
- Risk assessment and HACCP documentation
- Control of Foreign object/Metal detection
- Proper Sanitization of surfaces and equipment

Day Two Topic 2- HACCP

- Food Safety Management Systems-HACCP
- HACCP seven principles,
- HACCP applications
- HACCP based SOPs by FSSAI

Day Three Topic 3 - Good hygienic practices

- GHP scope and objectives.
- How you can prevent spread of infection?







- What is the definition of personal hygiene?
- How can we prevent the spread of infectious diseases?
- Why is it important to have good personal hygiene?

Day Four Topic 4- Operation

- Primary Production (environmental hygiene, hygienic production, handling storage & transport, cleaning, maintenance and personnel hygiene)
- Establishment design and facilities (location, premises and rooms, equipment, facilities)
- Control of operation (food hazards, hygiene control systems, incoming materials, packaging, water, management & supervision, documentation & records, recall procedures)
- Establishment maintenance and sanitation (maintenance & cleaning, cleaning programs, pest control systems, waste management, monitoring effectiveness)
 - Establishment personal hygiene (health status, illness and injuries, personal cleanliness, personal behaviour, visitors)
 - Transportation (general, requirements, use & maintenance)
 - Product information and consumer awareness (lot identification, product information, food labeling, consumer education)
 - Training (awareness & responsibilities, training programs, instruction & supervision, refresher training





<u>List of Educational Institutions and Commercial Organizations where trainings are conducted:</u>

- 1. ZVM Unani Medical College & Hospital, Azam Campus, Pune
- 2. Abeda Inamdar Junior College for Girls, Azam Campus, Pune
- 3. Abeda Inamdar Senior College for Arts, Science & Commerce, Azam Campus, Pune
- 4. A.K.K. New Law Academy & PhD (Law) Research Centre, Azam Campus, Pune
- 5. Anglo Urdu Boy's High School & Junior College, Azam Campus, Pune
- 6. Anglo Urdu Girls High School, Azam Campus, Pune
- 7. English Primary School, Azam Campus, Pune
- 8. Haji Ghulam Mohd Azam Urdu Primary School, Azam Campus, Pune
- 9. Allana Institute of Management Sciences, Azam Campus, Pune
- 10. Inamdar Hospital, Fatima Nagar, Wanowrie, Pune
- 11. Ahura Builders, New Nana Peth, Pune
- 12. Mantri Developers, Pune
- 13. Chef's Corner Industrial Catering Company, Hadapsar, Pune
- 14. Bindras Hospitality Services Private Limited, Salisbury Park, Pune
- 15. P.A. Inamdar College of Visual Effects, Design & Art, Azam Campus, Pune
- 16. MCE Society's Institute of Pharmacy, Azam Campus, Pune
- 17. MCE Society's Allana College of Pharmacy, Azam Campus, Pune
- 18. MCE Society's H.G.M. Azam College of Education, Azam Campus, Pune
- 19. MCE Society Pune's Junior College of Education, Azam Campus, Pune
- 20. Abeda Inamdar Senior College Alumni Association Trust, Azam Campus, Pune
- 21. Pune Memon Ladies Wing, Pune

Activity Report

Date: 28th January 2019

Eat Right India Awareness Program

Swasth Bharat Yatra and Eat Right India Awareness Program was organized for the students of Allana Institute of Management Sciences by M.C.E. Society's M.A.Rangoonwala Institute of Hotel Management & Research on 28th January 2019. The session was organized to create awareness among the students about right eating habits and right food. The lecture was conducted by Prof. Anita Frantz, Principal, MARIHMR, Asst. Prof. Imran Sayyed, HOD and Asst. Prof. Vincent Kedari, TPO. The session began at 10am and ended at 1.30 pm.



Group photograph with the participants



Introductory session

Activity Report

Date: 31st July to 03rd August 2017

Soft Skills Training of Employees

ZVM Unani Medical College & Hospital Staff Training was conducted by the Faculty members of M.A.Rangoonwala Institute of Hotel Management & Research for duration of 4 days from 31st July 2017 to 3rd August 2017. Training was conducted on the topics like Telephone Etiquette, Bed Making & Moping Techniques, Planning of duty roster, Importance of cleaning agents, Communication and Attitude towards work.



Group photograph with the participants



Group photo during break in session

Activity Report

Date: 01st to 03rd June 2017

Soft Skills Training of Employees

M.C.E.Society's M.A.Rangoonwala Institute of Hotel Management & Research conducted a three day training program on "Grooming an Individual" from 1st June to 3rd June 2017 for the staff members of National Green Tribunal Pune (Western Zone Bench). Topics such as

Communication, Telephone handling, Stress Management, Housekeeping Practices and Attitute.



Group photograph with the participants



Photo during the session

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Photographs of the Sessions (Sample)



School students in practical session of dining Etiquette



Students in lecture of health and nutrition

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Memon community women in dining Etiquette session



Lecture session on table manners

Details of workshop conducted (Sample)

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Break Brea	Break Batch 1 Priyanka Mam Restaurant Class Room Time:-2.45 pm		Restaurant	5	Restaurant			A STATE OF THE STA
Session 1 Batch 2 Priyanka Mam Restaurant Session 1 Batch 1 Priyanka Mam Priyank	Break Batch 1 Priyanka Mam Restaurant Class Room Time:-2.45 pm	t0.00.om						
am lo 20 am Session 1 Batch 2 Priyanka Mam Restaurant Session 2 Batch 1 Puneet Sir Class Room Session 1 Batch 2 Vincent Sir Restaurant Session 1 Batch 2 Vincent Sir Restaurant Session 2 Batch 1 Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Restaur	am 0.20 am 0.20 am Restaurant Session 1 Batch 2 Priyanka Mam Restaurant Session 2 Batch 1 Puneet Sir Class Room Session 1 Batch 2 Vincent Sir Restaurant Session 2 Batch 1 Puneet Sir Class Room Session 1 Batch 2 Vincent Sir Restaurant Session 2 Batch 1 Priyanka Mam Restaurant Session 1 Batch 2 Vincent Sir Restaurant Session 2 Batch 1 Priyanka Mam Restaurant Class Room Time :-2.45 pm Session 1 Batch 1 Priyanka Mam Restaurant Class Room Time :-2.45 pm		В	reak	Br	eak	1	Break
Session 1 Batch 2 Priyanka Mam Restaurant Session 1 Batch 2 Priyanka Mam Restaurant Session 1 Batch 1 Puneet Sir Class Room Session 1 Batch 1 Puneet Sir Class Room Session 1 Batch 1 Priyanka Mam Priyanka Mam Restaurant Session 1 Batch 1 Priyanka Mam Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Class Room Restaurant Session 2 Batch 1 Priyanka Mam Class Room Class Room Restaurant	Session 1 Batch 2 Priyanka Mam Restaurant Session 2 Batch 1 Puneet Sir Class Room Session 1 Batch 1 Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Restaurant Session 2 Batch 1 Priyanka Mam Restaurant Priyanka Mam Restaurant Priyanka Mam Restaurant Restaurant Priyanka Mam Restaurant				Cassian 1	Session 2	Session 1	Session 2
Priyanka Mam Restaurant Batch 2	Priyanka Mam Restaurant Batch 2	10.20 am		Manual Comments of the Comment				Batch 1
Priyanka Mam Restaurant Priyanka Mam Restaurant Class Room	Priyanka Mam Restaurant Priyanka Mam Restaurant Class Room Priyanka Mam Restaurant Class Room Priyanka Mam Restaurant Session 1 Batch 1 Priyanka Mam Restaurant Priyanka Mam Restaurant Priyanka Mam Restaurant Restaurant Class Room Class Room Time:-2.45 pm Class Room Time:-2.45 pm	11.50		Louis .	CENTRAL CONTRACTOR OF THE PARTY	The second secon		Priyanka Mam
Restaurant 1.00 pm to Batch 1 Priyanka Mam Pertaurant Pertaurant Restaurant	Restaurant Restau	11.50pm	THE RESERVE OF THE PARTY OF THE				The state of the s	
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2.30 pm Priyanka Mam Puneet Sir Class Room Priyanka Mam Restaurant Puneet Sir Class Room	Priyanka Mam Restaurant Puneet Sir Class Room Time: -2.45 pm to Puneet Sir Class Room Time: -2.45 pm			Batch	Batch 1	Batch		
Rectaurant Class Room Restaurant Class Room	Restaurant Class Room Time :-2.45 pm to Class Room Time :-2.45 pm	2.30 pm		Puneet Sir		Puneet Sir		
	Time :-2.45 pm to Time :-2.45 pm			Class Room	A SECTION OF STREET AND ADDRESS OF STREET	Class Room		
Time :-2.45 pm to 1 ime :-2.45 pm	3.55 pm to 3.55 pm		Restaurant	Time :-2.45 pm to	Rosudiant			
3.55 pm to 3.55 pm	Marillo			3.55 pm		to 3.55 pm		
PRINCIPAL PRINCIPAL			Chillian Stranger	(Alas		- 8	PRINCI I. A. Rangoonwa Rotel Manageme Azam Campus, C	ala Institute of

Time		<u>T</u>	ime Table			
rime	IV	londay	Tuesday		Wedne	esday
8.30 am	Abeda Girls	Abeda Girls	Abeda Girls	Abeda Girls	Abeda Girls	Abeda Girls
to 10.00	Restaurant Vincent sir	Priyanka Madam Class Room	Restaurant Vincent sir	Priyanka Madam Class Room	Restaurant Vincent sir	Priyanka Madam Class Room
10.00 am to 10.40 am	Akash Infor	mation of collage	Akash Informa	tion of collage	Akash Informa	ation of collage
10.40 am to 12.00	Priyanka Madam Class Room	Restaurant Vincent sir	Priyanka Madam Class Room	Restaurant Vincent sir	Priyanka Madam Class Room	Restaurant Vincent sir
12.15 am to 1.00 pm	Rollen Sir Class room	Rollen Sir Class room	Rollen Sir Class room	Rollen Sir Class room	Rollen Sir Class room	Rollen Sir Class room
Time	Th	ursday	Friday		Sati	urday
	Abeda Girls	Abeda Girls	Abeda Girls	Abeda Girls	Abeda Girls	Abeda Girls
8.30 am to 10.00 am	Restaurant Vincent sir	Priyanka Madam Class Room	Restaurant Vincent sir	Priyanka Madam Class Room	Restaurant Vincent sir	Priyanka Madam Class Room
10.00 am 10.40 am	Akash Inform	nation of collage	Akash Informa	ation of collage	Akash Inform	nation of collag
10.40 am to 12.00 am	Priyanka Madam Class Room	Restaurant Vincent sir	Priyanka Madam Class Room	Restaurant Vincent sir	Priyanka Madam Class Room	Restaurant Vincent sir
2.15 am to 1.00 pm	Rollen Sir Class room	Rollen Sir Class room	Rollen Sir Class room	Rollen Sir Class room	Rollen Sir Class room	Rollen Sir Class room
C	1016	PRINCIPAL Rangoonwala Instit Management & Res m Campus, Camp, Pune	rute of Search	keshedhar l	Je s	all or

M.C.E SOCIETY'S M.A.Rangoonwala Institute of Hotel Management & Research

Time Table

Training Restaurant for Course on Dining Etiquettes

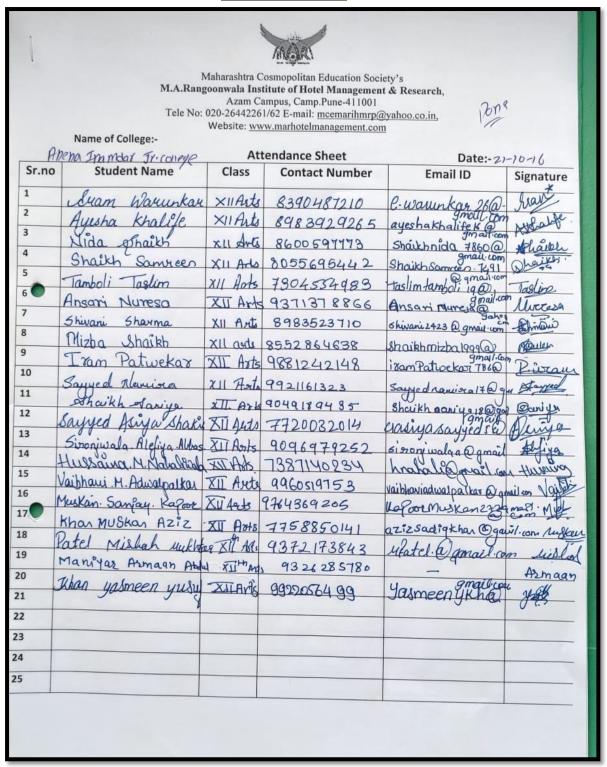
From: - 13.11.2017 to 18.11.2017

		Trom.	13.11.2017 10	10.11.2017		
Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8.30 am to 10.00 am	Restaurant Vincent Sir	Restaurant Vincent Sir	Restaurant Vincent Sir	Restaurant Vincent Sir	Restaurant Vincent Sir	Restaurant Vincent Sir
10.00 am to 10.40 pm	Info of college Akash	Info of college Akash	Info of college Akash	Info of college Akash	Info of college Akash	Info of college Akash
10.40 pm to 12.00 pm	Tutorial Room Priyanka Mam	Tutorial Room Priyanka Mam	Tutorial Room Priyanka Mam	Tutorial Room Priyanka Mam	Tutorial Room Priyanka Mam	Tutorial Room Priyanka Mam
2.15 to 1.00 pm	Rollen Sir	Rollen Sir	Rollen Sir	Rollen Sir	Rollen Sir	Rollen Sir
M. A. Ran	PRINCIPAL goonwala Institu agement & Res mpus, Camir. Fune	ute of earch - 1	Mi &	loshethy Polities		

2390 KB Hidayatullah Road, Azam Campus, Pune - 411001. Tele No.: 020-26442261/62 E-mail: info@marhotelmanagement.com, Website: www.marhotelmanagement.com

		Time	Table For P	D Class		
Time	Mo	nday	Tuesday			lay 10.1.18
8.30 am to 10.00 am	English Mid	English Mid	English Mid		English Mid Session 1 Batch 1 Vincent Sir Restaurant	Session 2 Batch 2 Puneet Sir Class Room
10.00 am to 10.20	Bı	reak	Bre	ak	В	reak
10.20 am to 11.50pm			4 3 = 1 =		Session 1 Batch 2 Vincent Sir Restaurant	Session 2 Batch 1 Puneet Sir Class Room
1.00 pm 2.30 pm					Session 1 Batch Vincent Sir Restaurant	Session 2 Batch Puneet Sir Class Room Time:-2.45 pm to 3.55 pm
Time	Thursd	ay 11.1.18	Friday	12.1.18		day 13.1.18
	English Mid	English Mid	English Mid	English Mid	English Mid	English Mid
8.30 am to 10.00 am	Session 1 Batch 1 Vincent Sir Restaurant	Session 2 Batch 2 Priyanka Mam Class Room	Session 1 Batch 1 Vincent Sir Restaurant	Session 2 Batch 2 Priyanka Mam Class Room	Session 1 Batch 1 Vincent Sir Restaurant	Session 2 Batch 2 Priyanka Mam Class Room
10.00 am to 10.20	В	reak	Br	eak		Break
am 10.20 am 1 pm	Session 1 Batch 2 Vincent Sir Restaurant	Session 2 Batch 1 Priyanka Mam Class Room	Session 1 Batch 2 Vincent Sir Restaurant	Session 2 Batch 1 Priyanka Mam Class Room	Session 1 Batch 2 Vincent Sir Restaurant	Session 2 Batch 1 Priyanka Man Class Room
1.00 pm to 2.30 pm	Session 1 Batch Vincent Sir Restaurant	Session 2 Batch Priyanka Mam Class Room Time:-2.45 pm to 3.55 pm	Session 1 Batch Vincent Sir Restaurant	Session 2 Batch Priyanka Mam Class Room Time:-2.45 pm to 3.55 pm		
to	Batch Vincent Sir	Batch Priyanka Mam Class Room Time :-2.45 pm to	Batch Vincent Sir	Batch Priyanka Mam Class Room Time:-2.45 pm to 3.55 pm	RINCIPAL poonwala Instit agement & Res agement, Camp, Pun	ute of search e - 1

Attendance Sheets



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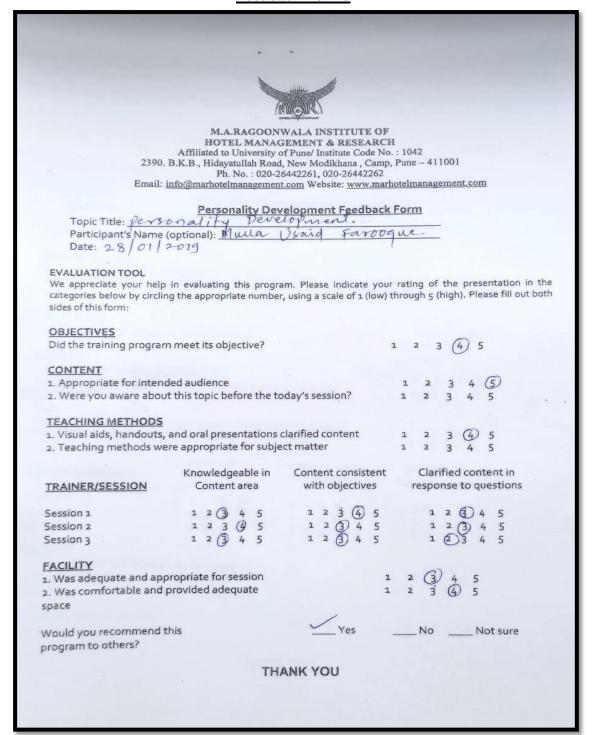
M.A.Rangoonwala Institute of Hotel Management & Research,
Azam Campus, Camp.Pune-411001

Tele No: 020-26442261/62 E-mail: mcemarihmrp@yahoo.co.in,
Website: www.marhotelmanagement.com

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		nier I	Attendance Sh		17-8-16
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Sr.N		Class		Email ID	Signature
1	Ravish Fatima Shait	BA.BE	9970316979		Parish.
2	Busan Sanjeen Anthony	BA . B . E	9762404816	suzieanthany 727 Ogman	Justin
3	Symvin Benedict John	BA BE	7030611495	3 -0	dis.
4			9860479450		(Sears)
6	Arlina Usman Shaikh	B. A. BEd	9146589843		Aulin
-0	Khap Nida Riyaz	B.A.B.E	19822033103	khannida 684@ gmail.com	Alikan
7	Shaikh Shifa Sultan	CARE	JIIO8CIGKA	5. Shifa 4 2@ gmail con	chifer
8 .	Uzma Sayyed Riyor	B.A.B	8805422749		Wzmaf
9	Sailee Subash Guma	,B. A . B. G	9623555457		stunraj
10	Idaline Phillip Gabriel	BA.B.6	. 7276396896		Galeriel
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17	Shaikh Saninga Altah	F.Y	88064685814		Harrina
8	Shaith Tobiya Rizwan	F. Yed	8237937716		Should
19	SIDDIQUE SAMEER SAYYED			ciddiousco. algor o-	111
20	SHAIKH SHARIYA ASIF	E.V		siddiquasayyed 905 agm	and a contract
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22	Pathan Aliya Ahmed	F.Y	27 (005 - 025	hibu.17@gmail.com	
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Feedback Forms



Certificate

