

A Brief Report On

Skill Development for Employment in Hospitality & Tourism Industry February 9-10, 2021



Organised By



**Mount Tiyi Government College
Wokha, Nagland**

In Collaboration With

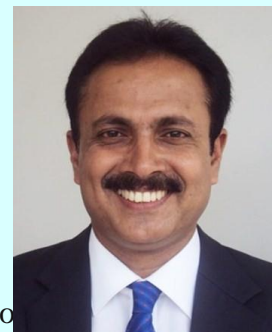


**RAJIV GANDHI NATIONAL INSTITUTE OF YOUTH DEVELOPMENT
Institution of National Importance by the Act of Parliament No.35/12
Ministry of Youth Affairs and Sports,
Government of India, Sriperumbudur – 602 105.**

Contents	Page
Preface and Acknowledgements	3-4
Objectives of the Program	5
Target Group for the Program	5
Inaugural Function of the Program	5
Topics Covered by the Resource Persons	6-10
Background of the Participants	11
Feedback from the Participants	12-13
Conclusion and Recommendations	13
Annexure 1: Program Schedule	14
Annexure II: Profile of the Resource persons	15

Prof. Dr. Sibnath Deb, Ph.D, DSc

Prof. Sibnath Deb is Director at Rajiv Gandhi National Institute of Youth Development, Sriperumbudur, Tamil Nadu, Ministry of Youth Affairs and Sports, Government of India, Previously, he was Professor at the Department of Applied Psychology, Pondicherry University, and has also taught at the University of Calcutta, India. Currently, he is also Adjunct Professor at the School of Justice, Faculty of Law, QUT, Australia.



During 2004–2008, he served the International Society for the Prevention of Child Abuse and Neglect (ISPCAN) as Council Member. In brief, he has got 28 years of teaching, research and administrative experience and has produced 19 PhDs in addition to publishing more than 100 research articles/book chapters. Professor Deb has written seven books and edited six books.

His popular books include (a) Disadvantaged Children in India: Empirical Evidence, Policies and Actions (Springer, 2020); (b) Childhood to Adolescence: Issues and Concerns (PEARSON, 2020);

(c) Social Psychology in Everyday Life (Sage, 2019); (d) Distance Education: Prospects, Challenges and Way Forward (PEARSON, 2019); (e) Positive Schooling and Child Development: International Perspectives (Springer, 2018); and (f) Child Safety, Welfare and Well-being: Issues and Challenges (2016). His recent books are (a) Upholding Justice: Social, Psychological and Legal Perspectives (Routledge, 2020); (b) Delivering Justice: Issues and Concerns (Routledge, 2020); and (c) Community Psychology: Theories and Applications (Sage, 2020) are in press. Professor Deb has received three national and three international awards in recognition of his contribution in the field of psychology.

In 2019, Prof. Deb has received the “Visitor’s Award’ 2019” from the Hon’ble President of India Sri Ram Nath Kovind for his contribution in the field of health psychology, child protection and students mental health. His current areas of research interest include family dynamics, parenting styles, child safety, students’ mental health, adolescent reproductive health and applied social psychology.

Shmti. Dr. Vasanthi Rajendran,
Asst. Prof. RGINYD, Sriperumbudur, Tamil Nadu.





Participants of the Workshop on the first day

Preface and Acknowledgements

Providing an opportunity for employment is a very important step towards youth development which is synonymous with national development. However, without the necessary skills for any type of job, it is almost impossible to get one. Thus skilling must precede seeking for employment.

We thank the Rajiv Gandhi Institute of Youth Development for sponsoring the two day workshop on SKILL DEVELOPMENT FOR EMPLOYMENT IN HOSPITALITY AND TOURISM INDUSTRY. The Director, Prof. Dr. Sibnath Deb, Ph.D, DSc for participating in the Inaugural Session of the Workshop with a short speech encouraging the participants. We also thank Dr. Vasanthi Rajendran, Asst. Prof. RGNIYD for participating in the Valedictory function sharing on the importance and relevance of the programme and also taking direct feedback from the participants. Special thanks goes to the Resource persons Shri M Chumrenthung Ezung, Coordinator, Community College of Management, Tourism and Hospitality, Dimapur, Shri Ikavi Zhimomi, Shri Mathury Henry Gonmei.

Objective of the Workshop

The objective of the Workshop was to develop the essential skills for working in Hospitality and Tourism industries. With this objective the Resource Persons introduced the subjects with basic definitions and importance so as to generate interest in the minds of the participants and then slowly dealt with the developing the basic skills necessary for employment in these sectors.

Target Group for the Course

Graduating students were the main target group of the Workshop however, a few individuals from the business community also were invited to the programme. Due to absence of Science stream and technical courses, the students in this region generally opt for Arts course. As a result, most of the graduates remain unemployed after completion of their studies. Thus our students who are about to graduate in a few month's time were especially invited to join the Workshop.

Inaugural Function of the Workshop

A short Inaugural Function was held on the first day i.e at 09 AM on Feb. 09 2021. The programme was chaired by Smti Myingthunglo Murry who introduced the theme of the Workshop. The Principal Mount Tiyi College, Wokha Dr. M Libanthung Ngullie, delivered a short speech welcoming the Participants and Resource Persons. He also thanked the Director and Staff of RGNIYD for sponsoring the event. He then introduced the Director, RGNIYD Prof. Dr. Sibnath Deb, who participated online and took a few minutes to congratulate the Mount Tiyi College for organizing such a programme. He said that Hospitality and Tourism are very important sectors which are growing very fast and thus have high potential for creation of employment. And therefore, organizing such a Workshop is highly relevant. He also encouraged the College to put up more proposals for such

DAY - 1

Date : 9th – 10th Feb' 2021

Chairperson : Mrs. Myingthunglo Murry, Assistant Professor, MTC

The Workshop began with an Invocation prayer by Chairperson. She then gave a general introduction to the workshop. A few words of introduction was offered and then she invited the Principal, Mount Tiyi College, Wokha, to take the stage to deliver Welcome address.

Welcome address : Dr. M. LibanthungNgullie, Prinipal, Mount Tiyi College, Wokha extended a warm welcome to the resource persons and the participants from in and around Wokha and expressed gratitude to the RGNIYD for sponsoring the workshop. He also introduced the resource persons.

Talk on India's National Youth Policy and Sustainable Development goals :

Dr. K Zumomo Ovung, Associate Professor, Mount Tiyi College, Wokha, a talk on the above topic. His dwelled on merits and visionary aspects of the topic. He spoke about the value/measure of youths as a resource for the Nation and as a key agent of social change, economic development and innovation.

He cited Abdul Kalam's talk on youth as the most resourceful group on the surface of the earth, above the earth and below the earth and how it is the nation's duty to see as to how this most important resource is being utilized, thus birthing India's National youth Policy(NYP) in 2003.

He also spoke at length about the responsibilities youths are to shoulder in the constructive development of India and how they are to be empowered for the same. The young people are regarded as entrepreneurs/innovators, politicians, thus participating as policy makers and ensuring implementation of policies, as custodians of our resources.

He also spoke on Sustainable development which is the idea that human societies must live and meet their needs without compromising the needs of future generations. He highlighted the various Sustainable development goals or aims as enumerated by the UN.

India, he pointed out, was one of the least wasteful economies and sustainability had been an integral part of our life and culture, but our country still faces huge challenges when it comes to bringing about a sustainable community.

He reminded the participants that by 2030, more that 60% of India's total population will be youths and as such, they 'must' be empowered, so that Indian youths are no more passive recipients of change but shaped into agents of change.

He concluded the talk by challenging the young participants with the question, "Can you be an agent of change?"

Speech of Chief Guest: Prof. Sibnath Deb.

The Chief Guest participated in the program online. In his short speech he congratulated the college on organizing the workshop and highlighted the importance of focusing on the growing hospitality and tourism industry particularly keeping in mind the potential of such an industry in the Northeast and as such would prove of great benefit for the participants. He expressed the hope of organising more such workshops with the college in the future as well. To this end, he encouraged the college to submit more proposals.

Introduction to Hospitality & Tourism Industry - Mr. Chumrenthung Ezung

He began by speaking on the prospects of this industry with special focus on Hotel Industry and restaurants especially considering how it is a relatively new prospect for us, Nagas who have long since been identified as a “hospitable” lot. He took the participants through the origin of the word, which he said is derived from the French word ‘hospice’ and Latin word ‘*Hospitire*’, which means a friendly reception and treatment of guest/ strangers. When it comes to Indians also, proverbs like “*Atithi Devo Bhavah*” (guest is like a God) speaks volumes of our hospitality as a nation too. India, in fact, is considered one of the world’s leading hospitality venues.

He pointed out that it is one of the fastest growing industry in the world and as such one of the best to provide employment opportunities and spoke about how many Naga students have joined the hospitality industry and are simultaneously preparing for their exams by being financially independent.

He spoke about how hospitability goes beyond merely giving a warm welcome to guests but being able to understand and anticipate their needs and wants.

Hospitality industry covers a broad category within service industry such as lodging, food & beverages, theme parks, transportation etc.

TOURISM:

It is derived from the word ‘tourist’ a person who travels. He pointed out “how the word has evolved over the years in response to changing times”. He talked about how Tourism is grouped under 3 (Three) categories namely; International, National and Regional or simply Domestic.

He also spoke about the relationship between hospitality and tourism industry, that they are inter-dependent, used interchangeably and are complimentary in nature. Hospitality industry cannot survive without tourism industry and vice-versa.

He then responded to questions from the participants after the session where in reply to one query, he pointed out the lack of concrete Government effort in promoting tourism like failure to introduce tourism courses in the University syllabus etc. despite giving it so much importance on paper while pointing out that such an initiative has been undertaken by Government Dimapur College.

Front Office Management - Mr. ChumrenthungEzung

Under this topic, he talked about different divisions of work in a hotel, such as rooms division, engineering, security, human resources, food & beverage, sales & marketing and Accounts etc.

Front office department or “the face of the hotel”, is considered the nerve center of the hotel with 3(three) main functions:-

- i) Selling rooms
- ii) Maintaining balanced guest accounts and
- iii) Providing services and information to guests.

He also spoke about the different delegation of tasks such as reception, registration/ check in, telephone operators, cashier, reservations, business sector, concierge etc. and the specific tasks allotted to each drawing from his own experiences.

Customer service care-1 - Mr. ChumrenthungEzung.

In this session, the speaker highlighted all the little details which goes into ensuring that the customer is satisfied and that his needs are met by coordinating with the different divisions at the hotel. He also emphasized on dealing with the customers with utmost politeness and courtesy thus exceeding their expectations. Ensuring that the employees are happy automatically results in achieving the objectives of the employees too.

Employees, he said, need to have the right attitude, know their services/products and should be able to understand, identify and anticipate customer needs and wants.

Establishing long term (maintaining the loyalty of customer) relationship with customer needed to be the aim and objective of the service provider.

Following the session, he answered questions from the audience regarding educational qualifications and others, pay package, placement scenario in Nagaland etc.

This last session for the day was followed by summation by chairperson bringing the first day of the workshop to a close.

DAY -2

Chairperson : Mr. Rentsamo J Humtsoe, Assistant Professor

Food & Beverage service - Mr. IkaviZhimomi

The speaker drew from his experience at the Le Meridien Hotel to explain the elaborate procedures involved when a food order is placed by a guest and what goes into bringing the food from the kitchen to the table. He pointed out how unlike other services provided at a hotel, this is one area where a lot of complaints can arise from the guest due to delay, taste etc. and as such utmost care has to be taken while taking orders such as maintaining eye contact, repeating the order etc.

He enlightened the participants on how the term used now is not waiter or steward as such but Guest service Associate (GSA).

He also took the participants through the development of food & beverages Industry in India such as:

Taj Group of Hotels :

1897 The Oberoi

Hotels : 1943

Indian Tourism Development Corporation (Semi-Govt) The Ashok Group of Hotels : 1966

Café Coffee DAY :

1966 BarbecueNation

: 2006

He said that besides providing food & services, F & B service also includes small things such as accounting for cutleries at the end of the day.

He also spoke about the establishments, premises, outlet types etc. of the Food & Beverage service.

II. BASICS IN HOUSEKEEPING :Mr. Henri Gongmei

In this session, the speaker spoke about the relationship between housekeeping and different departments of the hotel as being very close and interdependent and how one cannot function without the other.

He also pointed out how small scale innovative ventures like breakfast and bed can be run out of our own homes too and as such appears feasible even in a place like Wokha.

He spoke about furniture and types of furniture at the hotels, guest supplies, such as supplies for toilet, how to ensure that it is stocked and if damaged, then to be replaced immediately.

He also spoke about the duties of guest room attendants and floor supervisors who ensure that rooms are in order and ready for resale and how to report forgotten items when cleaning a check-out room.

He also spoke about cleaning materials and its types, i.e., manual and mechanical and different types of cleaning agents : water, detergents, abrasive etc (Chemical, acidic, alkali etc) and their uses etc.

Dining etiquettes demonstration :

This session showed different napkin folding demonstrations with enthusiastic participation from the students.

Demonstration and explanations of table setting in a fine dining restaurant was shown too both in live and video.

Customer Service — 2

Marketing in hospitality and tourism industry - Mr. ChumrenthungEzung

In these sessions, the speaker talked about the ever changing and evolving meaning of markets and its origins. Marketing, he pointed out, is derived from ‘market’ a place where a group of sellers and buyers cooperate to exchange goods and services.

Marketing as such is “The management process responsible for identifying, anticipating and satisfying customer requirements profitably”.

He pointed out that besides profiteering, marketing should also be considerate of social well- being and how knowing/understanding one’s service or product is essential for marketing.

He also spoke about Internal marketing : a marketing policy within the organization for the employees whose objective is to train and motivate employees. The reason being, “Happy Em- ployees means Happy Guests”.

Valediction:

Exactly at 2.30 pm on the second day, Valedictory programme was held in which Smti Dr. Vasanthi Rajendran, Asst. Professor, RGNIYD came online and gave a valedictory message. In spite of the poor network, she was able to talk and interact with the partici- pants for sometime. It was a big encouragement for the participants and the ResourcePersons alike.

Concluding remarks was delivered by Dr. Meribeni Patton, Asst. Professor, MTC.

Finally, the Vote of Thanks was proposed by the Coordinator of the Workshop on “Skill Development for employment in Hospitality and Tourism Industry” Smti Sentimenla Jamir, Assoc. Prof, Mount Tiya College. At the end of the vote of thanks the chairperson pronounced the adjournment of the Workshop.

The Report for the second day of the workshop was Written by Dr. Meribeni Patton Asst. Prof. Asst. Prof. MTC.

Background of the participants

Section 1: General Details of the Participating Students

The participants were mostly students who are on the verge of graduation although some candidates from business community also attended. Out of a hundred participants fifty of them were girls and the rest of were boys. The average age of the participants is Profiles of the re- spondents

a) Gender of the respondents

Of the hundred participants, fifty were boys and fifty were girls.

b) Age of the Respondents

The age group of the participants will be between 18-21 years. They consist of mostly degree students except a few participants from the business community whose ages range between 30 to 40 years.

c) Education

As mentioned above, the participants are mostly undergraduate students who are about to graduate in one to three years.

d) Type of the educational institutions they are attending

The participants are all from Arts background. Most of them are about to graduate.

e) Name of the state Nagaland, India

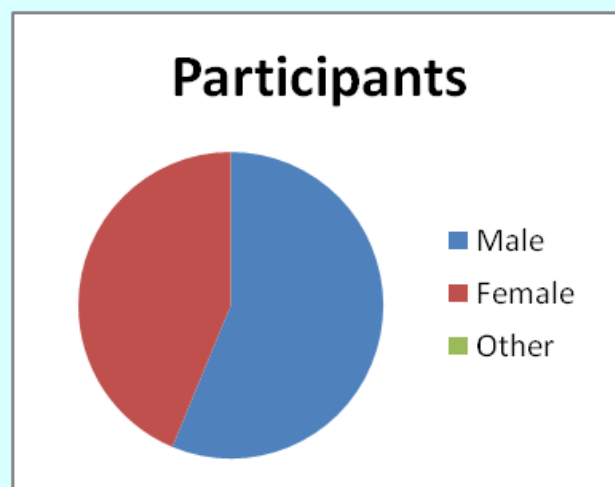
Section 2: Issues and Concerns for unemployment problem among the graduates

Lack of employment opportunities for youth is one the gravest problems in the state of Nagaland and the Northeastern states. Unemployment gives way to a number of problems in turn. Educated unemployment brings frustration to the youth. Often having nothing to do at home drives them to join with undesirable elements. Thus National policy of youth development and Sustainable development are very relevant topics that were included in this programme

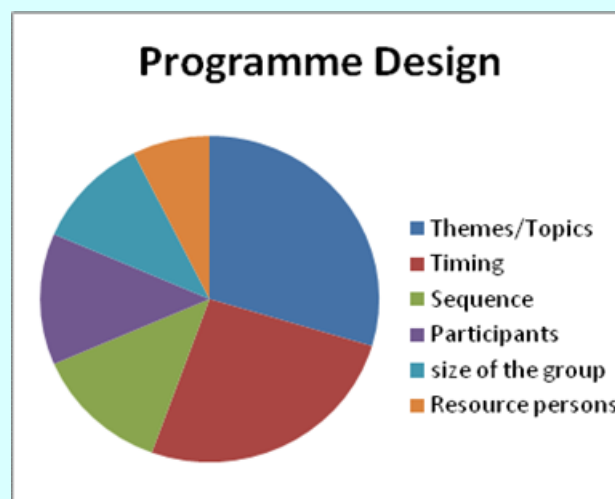
Section 3: Feedback of the participants Various reaction of the participants

FEEDBACKS FROM THE PARTICIPANTS

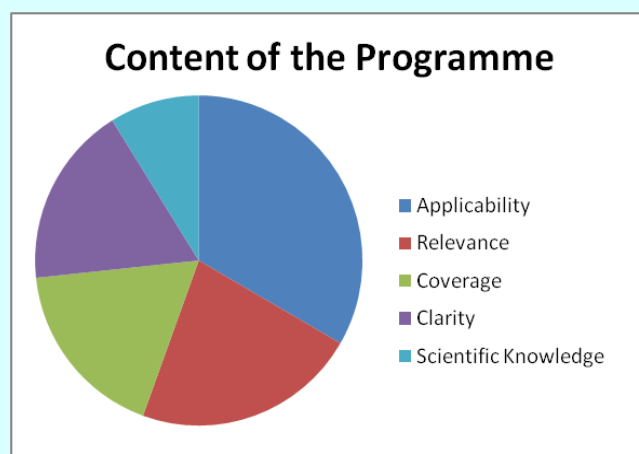
Out of 100 participants only 48 gave their feedbacks. Among them 27 were male and 21 were female participants.



Majority of the participants liked the selection of theme or topic followed by timing of sessions. The third comes sequencing of sessions followed by selection of participants, size of the group and finally the identification of resource persons.

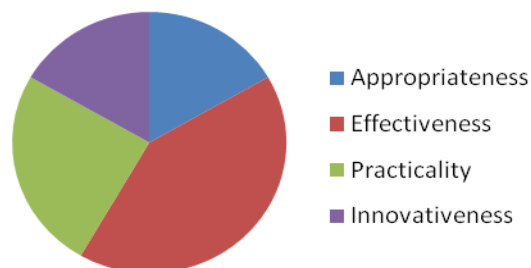


Majority of the participants liked the applicability of the programme in real life followed by relevance, coverage, conceptual clarity and the least participants opined for scientific knowledge.



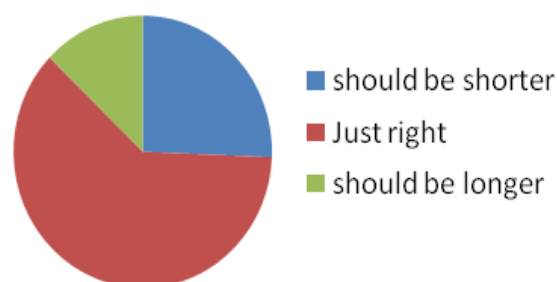
The respondents strongly expressed that the programme was highly effective. Secondly, the programme was practical oriented as expressed by sizeable number of respondents. Some of them expressed that it was appropriate and others expressed that it was innovative.

Methodology of programme



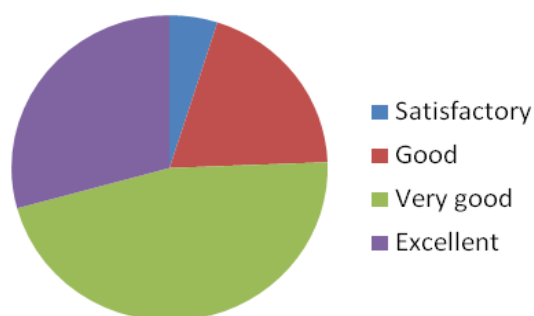
Most of the participants expressed that the two day programme was ideal. Lesser number of participants opined that it should be shorter. Further, least number of the participants preferred more days for the programme.

Duration



The overall rating of the programme is that it was very good followed by excellent, good and satisfactory. It may be mentioned that very less number of participants rated the programme as satisfactory.

Overall rating



Conclusion and Recommendations

The programme was a successful one and everyone appreciated it. Unemployment being the order of the day especially in the post Covid situation the participants were worried about their future specially in terms of engaging themselves in full employment. Hospitality and Tourism is a part of the sunshine industry, traditionally generates large number of employment and hence, the topic was relevant to the prevailing situation. As a number of participant suggested, more of such programmes should be organized in the near future.



**Programme for Workshop on
Skill Development for Employment in Hospitality and Tourism Industry
Sponsored by: Rajiv Gandhi National Institute of Youth Development,
Sriperumbudur, Tamil Nadu Organized by : Mount Tiyi College, Wokha,
Nagaland**

***Date: 9th to 10th February 2021
Nagaland***

Venue: Mount Tiyi College, Wokha,

Chief Guest: Prof. Sibnath Deb, Director, RGNIYD, Sriperumbudur,

T.NDay -1:Chairperson: Mrs. Myingthunglo Murry, AP, MTC

Sl No	Time	Topic	Resource Persons	Participants expected	Remarks
1	09:00 AM	Welcome Address	Dr. M. L Ngullie, Principal, MTC, Wokha	100	Off-line
	09:15 AM	A talk on India's National Youth Policy and Sustainable Development goals	Dr. K Zumomo Ovung, Associate Prof. MTC, Wokha	100	Off-line
2	10:00 AM	Short Speech	Prof. Sibnath Deb, Director, RGNIYD, Sriperumbudur, T.N	100	On-line
3	10:30 AM	Tea Break			
	10:45 AM	Introduction to Hospitality & Tourism Industry	Mr. M Chumrenthung Ezung	100	Off-line
	12:00 Noon	Lunch Break			
4	1:00PM	Front Office Management	Mr. M Chumrenthung Ezung	100	Off-line
5	2:30 PM	Customer Service-I	Mr. M Chumrenthung Ezung	100	Off-line
6	4:00 PM	Summing up	Chairperson	100	Off-line

Day – 2 :

Chairperson: Mr. Rentsamo Humtsoe, AP, MTC

Sl No	Time	Topic	Resource Persons	Participants expected	Remarks
1	09:00 AM	Customer Service-II	Mr. M Chumrenthung Ezung	100	Off-line
2	10:00 AM	Food & Beverage Services	Mr. Ikavi Zhimomi	100	Off-line
	11:00	<i>Tea Break</i>			
3	11:15 AM	Basics in House Keeping	Mr. Henry Rongmei	100	Off-line
	12:15 PM	<i>Lunch Break</i>			Off-line
4	1:15 PM	Marketing Hospitality & Tourism Industry in	Mr. M Chumrenthung Ezung	100	Off-line
5	2:30 PM	Valedictory messages	Prof. Devakumar, Registrar, RGNIYD and Ms. Vasanthi	100	On-line
6	3:00 PM	Concluding Remarks	Dr. Meribeni Patton	100	Off-line
7	4:30 PM	Vote of Thanks	Mrs. Sentimenla Jamir, AP, MTC	100	Off-line

PROFILE OF THE RESOURCE PERSONS

Dr. K Zumomo Ovung, Associate Professor, Department of Economics, Mount Tiyi College, Wokha, is a very experienced teacher for many years. He has been actively involved in community services throughout his life. Currently he is the Chairman, Wokha District Red Cross Society. He has been dealing with the youth of the region over a long period of time. Hence, which he he was given the privilege to talk on “National Policy of Youth Development and Sustainable Development” which he dealt with efficiently.



Chumrenthung Ezung, MSc in Travel, Tourism and Hospitality Management. Bachelor in Arts, Hospitality Industry Management, Coordinator and Faculty, Community College, Dimapur Government College, Dimapur. He has been teaching in this institution for the last 7 years. He is a promising gentleman who has good years of experience working in 5 Star Hotels at the Oberoi, Gu-rugram. He teaches the subjects based on his life experiences making more appealing to the trainees/students.



Ikavi Zhimomi —BSC Hotel Management, Faculty in Community College, Dimapur Government College, Dimapur. He is serving as a teacher in this institution for the last 2 years. Prior to his joining the current job, he worked for two years in a 5 Star Hotel named Marriot Hotel, Bengaluru and also a few years in Mine Hotel Taj, Hyderabad.



Henry Gonmei - MBA Hotel Management, Faculty in Community College, Dimapur Govt. College, Dimapur. He has served the institution for one year. Formerly he worked as the General Manager, Hotel Grand Tizu, Dimapur. Formerly, he worked in Hotel Marriot Whitefield, Bengaluru and Hotel Roerich Central Suite, Bengaluru