



# WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION

MANIPAL

*(A constituent unit of MAHE, Manipal)*



## Management Review Meeting

**Welcomgroup Graduate School of Hotel Administration, Manipal**

**(A Constituent Unit of Manipal Academy of Higher Education, Manipal)**

21st January, 2022



# Agenda

- **Institutional Objectives – Achievement Status**
- **Excellence in Education**
- **Exemplary Research and Innovation**
- **Expanding Reach and Internationalization**
- **Effective Engagement and Alumni Relation & Placements**
- **Performance of Integrated Management System**
- **Stakeholders' feedback**
- **Quality and Environmental Management**
- **New potential opportunities for continual improvement**



# Agenda -1 Status Of Actions From Previous Management Reviews

#	Previous management reviews	Status
1	Practical lab related safety guidelines to be displayed	Lab safety manual /SOP are displayed in all the practical labs
2	More emphasis on research and innovation	Higher emphasis given on research (Publication Details provided slide no.45 and 46)



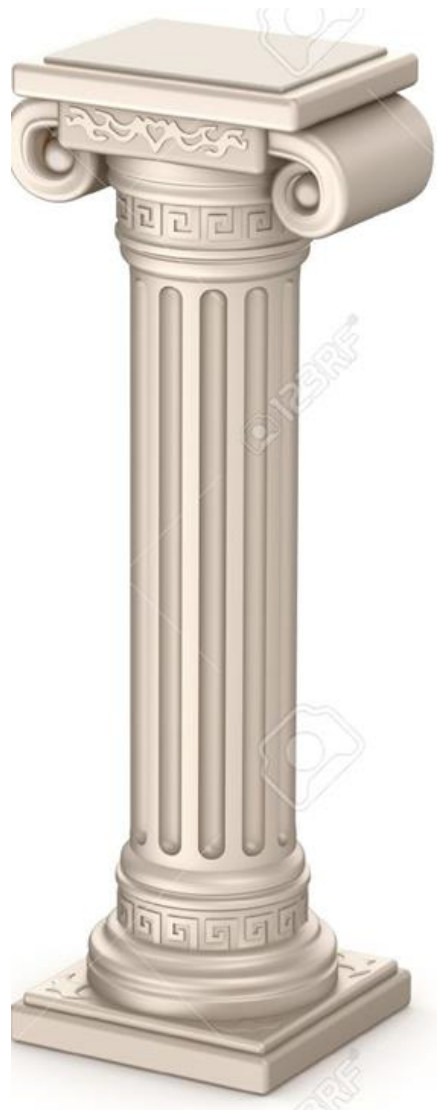


# Best Practices Followed In Institution During The COVID-19 Pandemic

- Online Proctored exam conducted for all programs
- Blended /offline Practical sessions conducted for operational subjects
- 39 National and International webinars, workshops, seminars and expert lecture series conducted till date
- Successfully launched first batch of M.A. Indian Cuisine and Food Culture
- Celebrated Innovation Day 2021 – “WGSHA Innovation Challenge”



# 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



## STRATEGY 1: Offer Inter-Disciplinary Courses in a transparent merit based admission process with a view to produce Global Leaders

	Action Plan	Milestone	Target 2021	Achievement Status
<b>Task 5 – Maintain Academic Faculty : Student Ratio</b>				
1.5.1	Recruitment of additional faculty based on student intake.	Improve the faculty student ratio to meet the regulatory body requirements	8	Achieved – 10 (from Jan 2021 to December 2021 )
<b>Task 7 – Increase the scholarships and bursaries for programmes support</b>				
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	2 lakhs	Achieved
<b>Task 9 – Ensure programme are quality compliant and comply with Internal Quality Assurance Cell</b>				
1.9.1	Conform to Internal Audit under Integrated Management system to comply with 9001 and 14001 standards.	Facilitate programme reviews with focus on standards and employability	Compliance	Compliance (Internal)



# P-1 Excellence in Education



## STRATEGY 2: Maximize Educational Experience by innovative pedagogy, technologically enabled learning, hands on learning experience and smart assessments



### Task 1 - Introduce technology enabled learning that is uniformly delivered across all disciplines

	Action Plan	Milestone	Target 2021	Achievement Status
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 digital class rooms	3	Upcoming WGSMA new academic block
2.2.2	Introduce smooth conduct of examinations and assessment using an online platform	Online Proctored End semester examination conducted for all programs	All theory subjects	100%

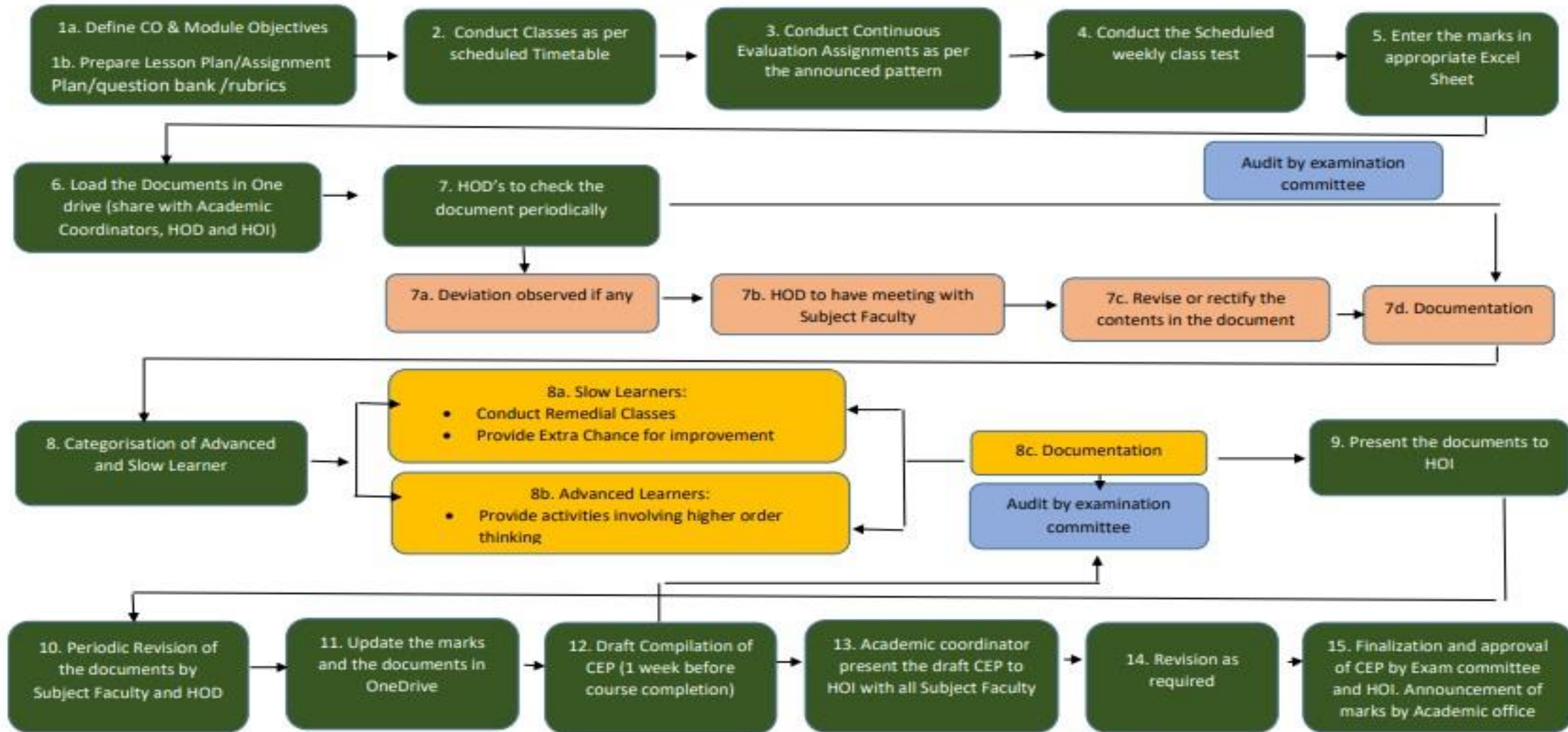
### Task 3 – Cultivate a culture of work integrated learning experience

2.3.1	Enhance industry partnership and design hands on learning programs	Target at least 4 corporates every year	4	4
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# PROCTORED EXAM WGSHA

## Process Flow for Compilation of Evaluation and CEP



# National Ranking – 2021



## National Ranking

**Ranked  
# 1**

(Supreme Hotel  
Management Institute in  
India)

GHRDC

## National Ranking

**Ranked  
# 1**

(Private Hotel  
Management Colleges- All  
India)

**Ranked  
# 2**

(Hotel Management  
Colleges- All India)

The Week-Hansa  
Research

## National Ranking

**Ranked  
# 1**

(Private Hotel  
Management Colleges- All  
India)

Outlook-ICARE  
Rankings 2021

## National Ranking

**Ranked  
# 2**

(Hotel Management  
Colleges- All India)

India Today

# National and International Accreditation /Collaboration Of WGSHA

## “India International Skill Center (IISC)”

- National Skill Development Corporation (NSDC)
- Ministry of Skill Development & Entrepreneurship, Govt. of India

## INDIA INTERNATIONAL SKILL CENTER



Food Safety and Standards Authority of India

## Global Accreditation of WGSHA

World Association of Chefs' Societies (WACS), Paris, France



## National Accreditation of WGSHA

Indian Federation of Culinary Associations (IFCA), Chennai, India



NICEorg - Network of Indian Cultural Enterprises

## HOTEL SCHOOLS OF DISTINCTION



## Courses Offered In WGSHA

- Bachelor of Hotel Management (BHM)
- Bachelor of Culinary Arts (BACA)
- Master of Science in Dietetics and Nutrition (MSc DAN)
- Master of Hotel Management (MHM)
- M.A. in Indian Cuisine and Food Culture



## BHM - Students on roll

Class Year	As on 20.01.2022
1st Year	180
2nd Year	170
3rd Year	144
4th Year	164

## M.Sc. DAN - Students on roll

Class Year	As on 20.01.2022
1st Year	63
2nd Year	67

## MAIC - Students on roll

Class Year	As on 20.01.2022
1st Year	23



## BACA - Students on roll

Class Year	As on 20.01.2022
1st Year	191
2nd Year	181
3rd Year	172

## MHM - Students on roll

Class Year	As on 20.01.2022
1st Year	21
2nd Year	29

**Total: 1405 (approx.)**



## Placement Status 2021



Total Number of students opted for placement	Total number of offers
BHM(32 Course) : 45	45
BACA(9 <sup>th</sup> Course) :138	37
MSc HTM: 22	16
Total = 205	85





# Arrival of Batch 2020-21 to campus

## Bachelor of Hotel Management – 35<sup>th</sup> Course & BA (Culinary Arts) 10<sup>th</sup> Course



**September 2021:** After the abrupt closure of the campus for COVID 19 pandemic causing delay in the arrival of admitted students of 2020 of the BHM and BA (Culinary Arts) courses to WGSMA, Manipal, we finally welcomed them to our campus for their practical classes on September 2, 2021.

The process included their completion of admission formalities which included collection of 'Admission Order' on submission of original mark sheets/ certificates and also submitting the same along with various undertakings to the college academic section. They were also issued their uniforms and other accessories.

The parents were very happy to bring their children to Manipal campus finally, after a long COVID 19 period of online classes for almost a year, as the country witnessed a second wave of the pandemic which continued to keep them home. The parents and students were proud to see their campus infrastructure, interacting Principal during his presentations and also meeting their mentors.



# Virtual Orientation Programme- BHM 35<sup>th</sup> course and BACA 10<sup>th</sup> Course



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ITC HOTELS  
RESPONSIBLE LUXURY

## VIRTUAL ORIENTATION PROGRAMME



**Bachelor of Hotel Management (BHM) - 36<sup>th</sup> Course & B.A. (Culinary Arts) - 11<sup>th</sup> Course**

**Thursday  
September 9, 2021  
#2.30 p.m. onwards**

**Principal's Talk**



**Chef K. Thirugnasambantham**  
Principal, WGSMA

9:30 am	Invocation
9:35 am	About our Founder Late Dr T M A Pai & Late Mr Y C Deveshwar, Ex Chairman ITC Ltd.
9:50 am	Introduction of Principal
9:55 am	Principal's Message to the 36 <sup>th</sup> Course BHM & 11 <sup>th</sup> Course BA (Culinary Arts) Students
10:05 am	Introduction of Vice Chancellor
10:10 am	Address by Lt. Gen (Dr) M D Venkatesh, Vice Chancellor, MAHE
10:15 am	Introduction of Chief Guest
10:20 am	Address by Chief Guest, Mr Dipak Haksar, Former Chief Executive, ITC Hotels & WelcomHotels
10:35 am	Introduction of Guest of Honour
10:45 am	Address by Guest of Honour, Chef Vikas Khanna, Michelin-Starred Celebrity Chef
<b>Tea Break</b>	
11:30 am	Introduction of Expert
11:35 am	Expert Session – Food & Beverage Service - Mr. Sumit Kumar, General Manager, Hyatt Pune
11:55 am	Introduction of Expert
12:00 noon	Expert Session – Front Office - Mr. Amit Rana, General Manager, Crowne Plaza New Delhi, Rohini - IHG
12:20 pm	Introduction of Expert
12:25 pm	Expert Session – Housekeeping - Mr. Umopathy Amirtham, Hotel Manager, The Leela Palace Jaipur
12:45 pm	Introduction of Expert
12:50 pm	Expert Session – Food Production: Chef Rajesh Gopalakrishnan, General Manager, Radisson Hotel Group
1:10 pm	Introduction of Alumni Inspiration Speaker
1:15 pm	Alumni Inspiration– Mr Rakesh Parameshwaran, WGSMA Alumnus, 13 <sup>th</sup> Course, General Manager, The Residency Towers, Chennai
1:35 pm	Vote of Thanks









 WELCOMGROUP GRADUATE SCHOOL  
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 ITC HOTELS  
RESPONSIBLE LUXURY

Cordially invites you to



# Orientation



12<sup>th</sup> Course  
M.Sc. Dietetics and Applied  
Nutrition

  25<sup>th</sup> November 2021  
 10:30 a.m. onwards



**Chief Guest**

  
**Mr. Hemant Malik**  
Divisional Chief Executive,  
ITC's Foods Business &  
Member of Corporate Management  
Committee, ITC Limited

**Guests of Honour**

  
**Ms. Bamini**  
Chairperson  
IDA- RD board

  
**Mr. Ravichandran R**  
Vice President  
International Business  
Indian Immunological Ltd.,

**Chef K. Thirugnanasambantham**  
Principal, WGSMA

# Virtual Immersion Programme- BHM 35<sup>th</sup> course and BACA 10<sup>th</sup> Course



**September, 2021** A Virtual Hospitality and Culinary Immersion Program 2021 was organized for newly joined students of BA (Culinary Arts) and BHM (Bachelor of Hotel Management), to provide the students with a better understanding of the industry by Welcomgroup Graduate School of Hotel Administration from 13/09/2021 to 16/09/2021.

The program began with the opening remarks by Chef K. Thirugnanasambantham addressing the newly joined students of WGSHA. Followed by sessions taken by Guest Speakers like Chef Atul Kochhar (Twice Michelin Starred Chef, Restaurateur), Chef Mayank Kulshreshtha (Area Executive Chef Southern Region, ITC Hotels), Chef Andy Cuthbert (General Manager, Jumeirah; Continental Director Africa Middle East at WORLDCHEFS), and Chef Ajith Raman (Executive Chef, Trident BKC, Mumbai).

Distinguished Alumni's of WGSHA, Mr. Vidyuth Lokur (Vice President, Sales & Marketing, Cogent Foods Private Limited and Alumnus 12<sup>th</sup> Course, BHM, WGSHA), Mr. Mohammed Ismail (COO, Hotels and Catering, Cloud Kitchens at pathfinder global FZCO and Alumnus, 2<sup>nd</sup> Course BHM, WGSHA), Ms. Caroline Alexander(Cluster Director of Sales – Spain & Portugal MGM Muthu Hotels, Alumna 13<sup>th</sup> Course BHM, WGSHA), Ms. Manpreet Chabba(Assistant Director Food and Beverage Service, Taj Mahal, New Delhi, Alumna 23<sup>rd</sup> Course BHM, WGSHA), and Mr. Praveen Laghate(Vice – President and Global Head of Account Management, Clever Tap, Alumnus, 10<sup>th</sup> Course, BHM, WGSHA).

Each session ended with interaction with young budding hoteliers and industry experts with a Question and Answer Session. All four days the responsibilities were taken by the Program Managers and other faculties who coordinated the event successfully, followed by Club introductions by respective club in charge.



# First Aid Workshop

## Bachelor of Hotel Management (BHM) -35<sup>th</sup> Course and BA (Culinary Arts) - 10<sup>th</sup> Course students

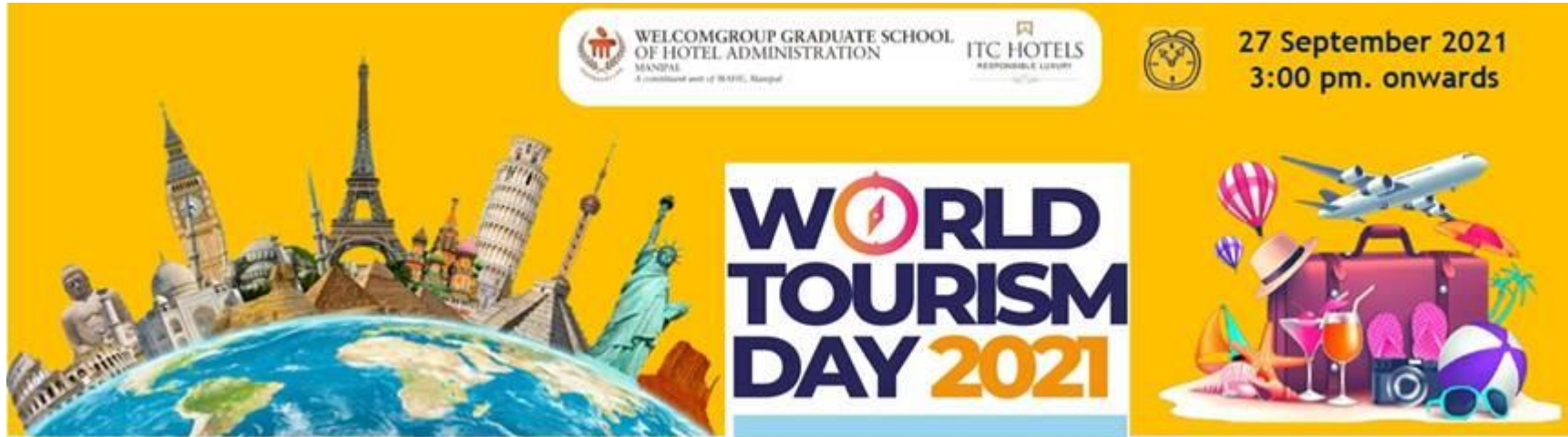
WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION  
WGSHA is Organizing  
**First Aid Workshop for the students of 35<sup>th</sup> BHM and 10<sup>th</sup> Course BACA**  
Dr. Sangeetha P  
Assistant Professor - Section Guide, Department of Child Health Nursing, MCON, MAHE, Manipal.  
23<sup>rd</sup> to 24<sup>th</sup> September 2021  
Manipal, Karnataka

**September 23-24, 2021:** The main aim of the workshop was to train young students to deal with a critical situation without losing the presence of mind and ensure that the patient receives the right first aid that could be the deciding factor between life and death. Keeping this in mind, WGSHA with the collaboration of Manipal College of Nursing (MCON) MAHE, organized a First Aid workshop for the students of the 35<sup>th</sup> Course BHM & 10<sup>th</sup> Course BACA.

The students not only got an insight into a wide range of incidents that lead to medical emergencies, but the workshop also cleared a number of doubts that are associated with cases of epilepsy, snakebite, heart attack, allergies, and burns.







**SPEAKERS**

**TOURISM FOR INCLUSIVE GROWTH**



**Chief Guest**

**Mr. PK Mohankumar**  
Hospitality Expert & Consultant,  
Founder & CEO - Turnstone  
Hospitality LLP



**Dr. Nanda Kishor**

Head in-charge and Associate Professor  
Department of Geopolitics &  
International Relations, MAHE, Manipal



**Mr. Dhananjay Saliankar**

Head of Sales & Marketing  
Fortune Hotels & WelcomHeritage Hotels  
(ITC's Hotel group)



**Program Schedule**

Time	Details
3.00 pm.	Programme start
3.02 pm.	Invocation
3.03 pm.	Opening remarks and address by Principal
3.06 pm.	Address by Chief Guest - Mr. PK Mohankumar
3.15 pm.	Address by Dr Nanda Kishor
3.30 pm.	Address by Mr Dhananjay Saliankar
4.00 pm.	Q & A session
4.20 pm.	Summary
4:25 pm.	Vote of Thanks

Hosted by: Chef K. Thirugnanasambantham, Principal, WGSMA



## Welcomgroup Entrepreneurship Development Cell

*Celebrates*

# National Innovation Day 2021

## WGSMA Innovation Challenge & Awards Ceremony

Oct 12, 2021

Oct 15, 2021

Venue: MAHA, II Floor, New Culinary Arts Building, WGSMA



-: Award Ceremony :-

Chief Guest

**Dr. PLNG Rao**

Pro Vice Chancellor - Faculty of Health Sciences  
MAHE, Manipal



Guest of honour

**Dr. B. S. Sherigara**

Formerly Vice-Chancellor & Professor of Industrial Chemistry  
Kuvempu University



All are cordially invited

**Organising Committee**

WEDC, WGSMA

**Convener**

**Chef K. Thirugnanasambantham**

Principal, WGSMA



# Orientation Workshops for the New Batch

**Bachelor of Hotel Management (BHM) -35<sup>th</sup> Course and BA (Culinary Arts) - 10<sup>th</sup> Course students**



September 17, 2021: Various various workshops were organized for the batch of 2020 - Bachelor of Hotel Management (BHM) -35<sup>th</sup> Course and BA (Culinary Arts) - 10<sup>th</sup> Course students who are here in campus from this year.

List of workshops are - Entrepreneurship Overview, Choosing our response to Stress, Drug Awareness Workshop, Digital exam training Session and Nutritional Assessment



# Grooming & Etiquette

**Bachelor of Hotel Management (BHM) -35<sup>th</sup> Course and BA (Culinary Arts) - 10<sup>th</sup> Course students**



September 21, 2021: An expert session on Grooming & Etiquettes was organized by WGSHA. Expert of the session was Ms. Afrida Zaman Suneja (Grooming Manager, ITC Hotels). The session went on for 5 days wherein students learned about enhancing their overall Personality, Grooming, Etiquettes, etc which are the attributes of the hospitality professional.

This activity helped the students to think and get a clear picture of their strengths and USP. Then the students were engaged in the debate session. Debate session helped the students to understand the important components of effective communication like gesture, posture, expressions, vocalics, eye contact and content which was then elaborated and demonstrated in greater detail by Ms. Suneja.

To conclude, the session was a great learning experience with lots of practical activities and interactions. The workshop was coordinated by faculty Ms. Rachna Pokhriyal for the students of 35<sup>th</sup> Course BHM, 10<sup>th</sup> Course BACA and 1<sup>st</sup> Course MHM.



# Students' Laurels



## WGSHA wins Championship in the 10<sup>th</sup> Edition of the Accor Take Off!

WGSHA bags both International Champions and International Runners Up!

*Congratulations*



NATHAN DSOUZA



SADHIKA VENKATESH



SUBHASH PRAVEEN ULAL

INTERNATIONAL CHAMPIONS



TEAM CONQUISTADORS

INTERNATIONAL RUNNERS UP!



TEAM FLOWER POWER



# Students' Laurels





**LOGO DESIGNING**

Malnutrition in the country can be fought with the collective purpose of all citizens. With this occasion, WGSMA invites students to design "tags" with a "tagline". The winners will be showcased in school level design in digital form to Mission Poshan 2.0 organized by the Ministry Women and Child Development, Government of India.

Theme: "Converging towards a healthy walk-through life"

Rules:

Date: 13th September 2021  
Time: Before 11:59 PM  
Participants: WGSMA Students

Submit logo here:

For queries contact:  
9102070276  
anvika.tewari@wgsma.manipal.edu



**Photography Event**

Capture the moment, that is all the miracle there is, and this competition is all about the skills of capturing these moments.

**RULES**

24-hour time would be given after the theme has been provided. Participants must utilize this time for capturing images and submit. The participants has to capture three photographs based on the theme. Participants must bring their own digital cameras or mobile phone. No Editing, Pasting or Manipulating of pictures is permitted. The organization has all rights for the use of picture as and when they deem fit. Photographs should be submitted through the QR code. Link given below. Date: 14th September 2021, 10 AM Theme will be declared. On all the WGSMA social media platforms. 15th September 2021, 10 AM Submission of entries. Participants: MAHE Students

For queries contact:  
8377412998 / namitha.j@wgsma.manipal.edu  
Submission link: QR code

(QR Code)



**CONGRATULATIONS**

Winners - Cloth bag Painting

**1st Prize**

Namitha Agnel P J  
M.Sc. DAN

&

Shahistha Fathima  
M.Sc. DAN

**2nd Prize**

Harshitha M L  
M.Sc. DAN

&

Dr Swathi N S  
M.Sc. DAN

**3rd Prize**

Ann Melisa Davis  
M.Sc. DAN

&

Esha Biniya  
M.Sc. DAN

Rashtriya Poshan Maah 2021

**September, 2021:** September has been declared as the "Rashtriya Poshan Maah" by the Government of India. It is a multi-ministerial convergence mission with a vision to address malnutrition in a targeted approach by 2022.

The Poshan Abhiyaan was launched in March 2018 by the Prime Minister as the Indian government's flagship programme to improve nutritional outcomes for children, pregnant women and lactating mothers aiming for Holistic Nutrition. The theme for this year is – "Converging towards a healthy walk-through life".

The main objective of Rashtriya Poshan Maah is to eradicate micro nutrient deficiencies and Malnutrition. This theme signifies the promotion of nutrition and health throughout all stages of life. Events organized at WGSMA are Nutrition assessment, Exercise session, Logo Designing, Cloth painting, Photography and Logo Designing.

**Logo Designing Winners:-** 1<sup>st</sup> place – Simrah Minhaj (M.Sc. DAN), 2<sup>nd</sup> place – Simran Khanam (M.Sc. DAN) and 3<sup>rd</sup> place – Dr. Vindhya Vasu Shetty (M.Sc. DAN)

**Cloth painting Winners:-** 1<sup>st</sup> place – Namitha agnel P J & Shahistha Fathima (M.Sc. DAN), 2<sup>nd</sup> place – Harshitha M L & Dr. Swathi N S (M.Sc. DAN) and 3<sup>rd</sup> place – Ann Melisa Davis & Esha Bhuiya (M.Sc. DAN)

**Photography Winners:-** 1<sup>st</sup> place – Prathiksha Kamath H (M.Sc. DAN), 2<sup>nd</sup> place – Sara Nihala (M.Sc. DAN) and 3<sup>rd</sup> place – Thaarani Sathyamoorthy (11th course - BACA)



# Students' Laurels

Grand Challenge Manipal 2021 is an Innovation Hackathon that's organized every year. This year's theme is Nutrition and Smart Technologies among the elderly. There is substantial opportunities to promote well-being of elderly, improving quality of life and extending healthy lifespan. The Grand Challenge had a screening round followed by first round of Presentation and then the Final round of prototype demonstration. 6 teams participated from WGSMA and all the six teams successfully entered the final round competing against several interdisciplinary teams. Out of a total of 13 teams, six teams were representing WGSMA, of which two teams won the Final round. It was a proud moment for WGSMA to have two teams win the Grand Challenge Manipal 2021. Chef Thirugnanasambantham was the mastermind behind this. The Teams were mentored by Mrs. Pallavi Mahesh Shettigar along with Chef. Dayanand, Chef. Nithish, Chef Manish and Chef Ajith Nayak. Students exhibited great zeal during the entire project.

## MAHE Grand Challenge - Winners – Product Name JACKY GOURMET



Bindu Prava  
Nayak

Simran  
Khanam

Dr. Swathi  
NS

Shriraksha

Faculty lead  
Chef K. Thirugnanasambantham  
& Chef Manish T K

## MAHE Grand Challenge - Winners – Product Name VIRYA CHIPS



Tejakiran  
Gogineni

Reshali G P

Shahistha  
Fathima

Faculty lead  
Mrs. Pallavi Shettigar  
& Chef Dayanand

# Students' Laurels

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## CONGRATULATIONS



**1<sup>st</sup> Position in All India Korean Culinary Contest**

Chef K. Thirugnanasambantham  
Principal, WGSMA

## Students' Laurels



Our Student Chirag and Gowri won the Hospitality Quiz College Championship 2021. We are proud of your achievements, It was a first of its kind online quiz organized by X Events Hospitality from 21st to 23rd October, 2021. Represented by Gowri Pai and Chirag Kirpalani of 34th Course BHM, Team WGSMA weathered the storm to emerge victorious at the end of the contest. 32 teams from 27 colleges across the country took part in this competition.



# Extension Activities



DEPARTMENT OF FOOD AND BEVERAGE  
SERVICE

*On the Rocks Club*

Presents to you

## INNOVATION DAY CHALLENGE 2021



Bring out your creativity by tapping into four different areas –  
Product Development, Waste Management, Concept Development,  
and F&B App Development.

Vageesh Kelkar  
Event Coordinator

Valsaraj P.  
Coordinator, Department  
of F&B Service

Chef K. Thirugnanasambantham  
Principal, WGSMA



## Photography Event

Capture the moment, that is all the miracle there is, and this competition is  
all about the skills of capturing these moments.

### RULES

- 24-hour time would be given after the theme has been provided. Participants must utilize this time for capturing images and submit.
  - The participants has to capture three photographs based on the theme.
  - Participants must bring their own digital cameras or mobile phone.
  - NO Editing, Filtering or Morphing of pictures is permitted.
  - The organization has all rights for the use of picture as and when they deem fit.
  - Photographs should be submitted through the QR code / link given below.
- Date: 14th September 2021, 10 AM (Theme will be declared  
On all the WGSMA social media platforms)  
15th September 2021, 10 AM (Submission of entries) Participants: MAHE Students

For queries cOntact:  
8277412946 / namitha.j@learner.manipal.edu

Submission link / QR cOde



(QR Code)



# Student Engagement Activities

WELCOMGROUP GRADUATE SCHOOL  
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**CHRISTMAS TREE  
DECORATION  
COMPETITION**

**THEME: SUSTAINABILITY**

REGISTRATION BY - 10/12/2021  
SUBMISSION BY - 16/12/2021  
FOR QUERIES, CONTACT- TEAM HOUSEKEEPING

**HOSTED BY CHEF THIRUGNANASAMBANTHAM K**



# Online Student Engagement Activities

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## WGSHA Student Council Installation 2021-22

Aahana Bhamhani BHM President	Aman Gopinath BHM Vice President	Sehr Bansal BHM Cultural Secretary	Harini Yuvaraj Sivakumar BHM Sports Secretary	Samuel Akhade BACA President	Kavya John BACA Vice President	Tarandeep Chadha BACA Cultural Secretary	Shruti Khanna BACA Sports Secretary (F)	Adhyayan Sahay Media Head	Chirag V. Kirpalani BHM Secretary
Suraksha Shetty BHM Club Secretary	Saanika M S BHM Additional Sports Secretary (F)	Jaswanth S BHM Additional Sports Secretary (M)	Suchrithaa BACA Secretary	Aniket Bhatia BACA Club Secretary	Samuel Jebaraj BACA Sports Secretary (M)	Vishal Singh F&B Senior In-Charge	Abhijith Mishra Culinary Services In-Charge	Adithi A Shenoy Prestige House (Captain)	Pranay Dua Prestige House (Vice Captain)
V P Shrivastav Rangit House (Captain)	Rijul Bose Rangit House (Vice Captain)	Sanjhana Raghavan Tara House (Captain)	Mahak Dharwani Tara House (Vice Captain)	Lavesh Punjabi Shivaj House (Captain)	Tanya Kalsi Shivaj House (Vice Captain)	Parishi Tyagi BHM 12th Course Representative	Priyanka M BHM 5th Course Representative	Devanshi Vyas BHM 20th Course Representative	Jaskirat Singh Thakral BHM 38th Course Representative
Pavana B P BHM 1st year Course Representative	Simran Khanam BHM 2nd year Course Representative	Dhairya Agrawal BHM 1st Course Representative	Aditya Tomar BHM 2nd Course Representative	Divya Dadiich 1st Course BHM Indian Cuisine Course Representative	Aravind V BACA 9th Course Representative	Anuraag Srikanth BACA 10th Course Representative	Ishta Barve BACA 11th Course Representative		



# Student Engagement Activities



## Formal Themed Lunch 2021

**(Master of Hotel Management – First Course)**

Friday 3<sup>rd</sup> December 2021 | 12.00 noon | Chaya, WGSMA

**Chef K. Thirugnanasambantham**  
*Principal*



# Gender Sensitization Workshop



## Organizes Workshop on "Solidarity Unlimited: Gender Sensitization"



Speaker

**Ms. Prachi Thakur**

Diversity Strategist  
World Women Tourism



22.11.2021 to 27.11.2021



II BHM, III BACA, II M.Sc. DAN  
& II MHM



Chef K. Thirugnanasambantham  
Principal, WGSMA





# Industry Expert Lecture Series



WELCOMGROUP GRADUATE SCHOOL  
OF HOTEL ADMINISTRATION  
MANIPAL  
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Guest lecture on

## Awareness and understanding- Mapping the DEI



**Ms. Prachi Thakur**

Diversity Strategist

World Women Tourism



MHM 1<sup>ST</sup> Course



29<sup>th</sup> Aug 2021

2:30 p.m.

Hosted by

**Chef K. Thirugnanasambantham**  
Principal



MRM 2021



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



Guest Lecture on

- Revenue Management
- Distribution Management
- Working of a Central RM Team



**Expert Speaker :**  
**Mr. Anand Jindal**

Group Director  
Revenue Management & Distribution  
Wharf Hotels, Hong Kong.  
Alumnus – 15<sup>th</sup> Course (BHM)



28 August 2021

10 A.M to 1 P.M

Target Audience

MHM 2<sup>nd</sup> Year

Hosted by

**Chef K. Thirugnanasambantham**  
Principal, WGSMA



WGSMA



## Know the difference: Reporting of Results and Discussion

For the batch of Masters of Hotel Management

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

ITC HOTELS  
RESPONSIBLE LUXURY

WGSHA organizes  
Guest Lecture on  
**Know the difference:  
Reporting of Results  
and Discussion**

**Mr Pradeepkumar**  
Research Associate, Centre For Business Markets  
Indian School of Business, Hyderabad

**September 23, 2021**  
2.15 p.m. to 3.45 p.m.

Meeting link here

Hosted by  
**Chef K. Thirugnanasambantham**  
Principal, WGSHA

**September 21, 2021:** The aim of this session is to have PG students to get clear understanding on crafting result and discussion section for journal articles. Content covered in the session are:

- What is Result and Discussion section in a Journal article?
- Purpose of the sections
- Structure of the sections
- What to avoid in the sections?

### International Summit on Hospitality, Accommodation & Facility Management 2021

On the occasion of Housekeeping Appreciation Week

International Summit On  
Hospitality, Accommodation & Facility Management 2021

Chief Guest



**Mr. Sanjay Bose**  
Executive Vice President and  
Head - HR at ITC's Hotel Group

Guest of Honour



**Mr. Ralph Sunil**  
Group Head - Facility Management  
Services, GMR Group

Continued >>>

**Panel 1: "The Business of Facility Management" | 10:35 a.m. to 11:35 a.m.**



**Ms. Shivvani Gupta**  
Executive Housekeeper  
ITC Grand Central, Mumbai



**Ms. Geetha Sudesh**  
Director of services  
Marriott International, Hyderabad



**Ms. Janaki Das**  
Executive Housekeeper  
Oberoi Hotels & Resorts, Mumbai



**Mr. Dinesh Babu**  
Executive Housekeeper  
Novotel ibis Bengaluru



**Mr. Ralph Sunil**  
Group Head - Facility Management  
Services, GMR Group



**Ms. Mohana M**  
Editor - Clean India Journal,  
Director - Conferences & Broadcasting



# Industry Expert Lecture Series



Guest Lecture Series

## Expert Sessions on Integrated Marketing Communications



**Mr. Sukesh Kumar B. R.**

Senior Professor

Adjunct and visiting faculty at KIAMS,  
NMIMS and GITAM, Bengaluru,  
Karnataka.



11, 12, 18, and 19 November 2021

9 to 10 a.m.

Hosted by

**Chef K. Thirugnanasambantham**

Principal, WGSHA



WGSHA organizes  
Expert Session on

## Grooming & Etiquette

**Ms. Afrida Zaman Suneja**

Grooming Manager, ITC Hotels



**September 21 to 25, 2021**

0930 hrs onwards

@ Class Room Shishka II

Hosted by

**Chef K. Thirugnanasambantham**

Principal, WGSHA



# Industry Expert Lecture Series

WELCOMGROUP GRADUATE SCHOOL  
OF HOTEL ADMINISTRATION  
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RESPONSIBLE LUXURY

## Webinar on CHOOSING OUR RESPONSE TO STRESS

**Resource Person**



**Dr. Kavyashree K B,**  
Assistant Professor,  
Dept. of Clinical Psychology,  
Manipal College of Health Professions,  
MAHE, Manipal

Dates: 13<sup>th</sup> to 17<sup>th</sup> September 2021  
Timings: 2:30 pm. till 4:30pm.  
Venue: Siksha 2, New Culinary Arts Building  
Audience: 2<sup>nd</sup> year BHM and B.A. in Culinary Arts students

Hosted by,  
Chef K. Thirugnanasambantham, Principal, WGSMA

## Drug Awareness Workshop



**Resource Person**

**Dr. Geetha M,**  
Director, Student Affairs,  
MAHE, Manipal

**13<sup>th</sup> to 21<sup>st</sup> September 2021**

**2:30 pm. to 4:30 pm.**  
**206 (AV Room), WGSMA**

**Audience: 2<sup>nd</sup> year BHM and B.A. in Culinary Arts students**



Hosted by,  
Chef K. Thirugnanasambantham, Principal, WGSMA




# Nutrition and Dietetics Expert Lecture Series

Organised by the Department of Dietetics and Applied Nutrition of WGSMA

DEPARTMENT OF  
DIETETICS AND APPLIED NUTRITION

PRESENTS

EXPERT TALK  
ON  
AEROBIC & ANAEROBIC  
PERFORMANCE ASSESSMENT



SPEAKER  
**Dr. Snehunsu Adhikari**  
Scientist and In-charge  
Dept. of Exercise Physiology  
Sports Authority of India  
Kolkata

**24**  
SEPTEMBER  
2021

10 AM to 1PM  
MS Teams  
Participants - M.Sc. DAN students


# Career Planning Webinars

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

ITC HOTELS RESPONSIBLE LUXURY

**Department of Culinary Arts organizes**

**HIGHER STUDIES PRESENTATION**



**Mr. Aditya Singh**  
2<sup>nd</sup> Regional Manager – Sales Marketing, West and Central India

**Hosted by**  
**Chef K. Thirugnanasambantham**  
Principal, WGSHA

**2021**  
DECEMBER  
**10**

**Venue:**  
Shiksha 1  
New Culinary Building, WGSHA

**Time:**  
12 Noon to 3 PM

INDIAN FEDERATION OF CHEFS ASSOCIATIONS  
WORLD ASSOCIATION OF CHEFS SOCIETIES  
INDIA INTERNATIONAL SKILL CENTER  
IISC  
Hotel Schools of Distinction®  
MANIPAL ACADEMY OF HIGHER EDUCATION

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

ITC HOTELS RESPONSIBLE LUXURY

**WGSHA Placement Drive 2021**

RECRUITMENT TEAM



**Mr. Prakash Aranha**  
General Manager, Learning & Development (Resort)

**Ms. Shalya**  
Manager, Learning & Development, Karnataka & Tamilnadu

**Chef Debraj**  
Cluster Chef, Karnataka & Tamilnadu Region

**Ms. Rajvi Parikh**  
Manager, Learning & Development, Goa

**Mr. Hitesh Rajpurohit**  
Cluster Manager, Learning & Development Rajasthan, Gujarat & MP

**Ms. Purva Nadem**  
Manager, Learning & Development, Gujarat

December 8, 2021 9.00 AM | Dr TMA Pai Auditorium, 3rd Floor, KMC, Manipal

**Chef K. Thirugnanasambantham – Principal**



# Career Planning Program



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



## WGSHA Placement Drive 2021

RECRUITMENT TEAM



**Mr. Gaurav Singh**  
Market Vice President,  
South & East India, Bangladesh and Sri Lanka  
Marriott International



**Ms. Lizanne Pinto**  
Area Director of Human Resources  
South & East India, Bangladesh and Sri Lanka  
Marriott International



**Mr. Abhishek Rajagolkar**  
Area Director Sales & Distribution  
South & East India, Bangladesh and Sri Lanka  
Marriott International





**Mr. Sachin Mylavarapu**  
Area Director of Operations  
South & East India, Bangladesh and Sri Lanka  
Marriott International

December 6, 2021 9.30 AM | Dr TMA Pai Auditorium, 3rd Floor, KMC, Manipal


Chef K. Thirugnanasambantham – Principal

# Career Planning Program

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

 ITC HOTELS  
RESPONSIBLE LUXURY


**CAREER DEVELOPMENT CELL ORGANIZES**







**COLONEL K.C. MENON**  
Regional Advisor, South India-ICSI  
International Chamber for  
Service Industry

**PRACTICE SCHOOL PRE REQUEST  
EXPERT SESSION**

All final year Students of  
BACA and MHM

 22ND TO 27TH NOVEMBER 2021

**HOSTED BY**  
**CHEF K THIRUGNANASAMBANTHAM**





# Career Guidance Program

## FAST – Faculty Assisted Study & Training

Pre Placement Activity – 33<sup>rd</sup> Course BHM – 2021  
(Department of Food and Beverages Service - WGSMA, MAHE, Manipal)

### Career Guidance Program

#### Training Modules

Technical Skills	Conflict Management
Communication Skills	Role of Attitude
Goal Setting	Interpersonal & Team Skills
Time Management	Presentation Skills
Business Etiquette	Facing Interview

Join us on  
Tuesdays, beginning from  
October 12<sup>th</sup>, 2021 | 3:45 PM to 4.45 PM

Online on



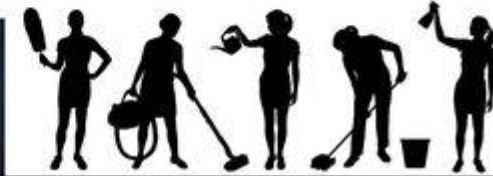
Pre Placement Activities



Chef K. Thirugnanasambantham  
Principal, WGSMA

## FAST – Faculty Assisted Study & Training

Pre Placement Activity – 33<sup>rd</sup> Course BHM – 2021  
(Department of Housekeeping - WGSMA, MAHE, Manipal)



#### Teaching Modules

Extempore in Housekeeping topics	Housekeeping Basics
Self-Introduction	Technical Skills
Facing Interview	Mock Interview

Everyday is Good to learn

Join us and lets be the waves of the future  
Fridays, beginning on  
October 15, 2021 | 4 PM to 5 PM



Online on



Pre Placement Activities



Chef K. Thirugnanasambantham  
Principal, WGSMA

# Career Guidance Program

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

ITC HOTELS  
RESPONSIBLE LUXURY

## FAST – Faculty Assisted Study & Training

Pre Placement Activity – 33<sup>rd</sup> Course BHM – 2021  
(Management Studies Department- WGSMA, MAHE, Manipal)

### Group Discussion & Extempore

Event	Date	Timings	Faculty In Charge
Online Group Discussion	06 OCT 2021	4p.m. - 5p.m.	<b>Dr. Shreelatha Rao</b> Associate Professor, Statistics & Dept. Coordinator <b>Dr. Vidya Patwardhan</b> Associate Professor - HR <b>Mrs. H S Sethu</b> Associate Professor - Finance <b>Mr. Narayan Prabhu</b> Assistant Professor (Selection Grade) Sales & Marketing <b>Mr. Raghavendra G</b> Assistant Professor, Selection Grade - IT <b>Mr. Ajith Kumar SJ</b> Assistant Professor, Senior Scale - Finance
Online Extempore	13 OCT 2021	4p.m. – 5p.m.	<b>Mr. Raghavendra G</b> Assistant Professor, Selection Grade - IT <b>Mr. Ajith Kumar SJ</b> Assistant Professor, Senior Scale - Finance

Pre Placement Activities  **Chef K. Thirugnanasambantham**  
Principal, WGSMA

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

ITC HOTELS  
RESPONSIBLE LUXURY

## FAST – Faculty Assisted Study & Training

Department of Food and Beverage Production  
Pre Placement Activity – 33<sup>rd</sup> Course BHM – 2021

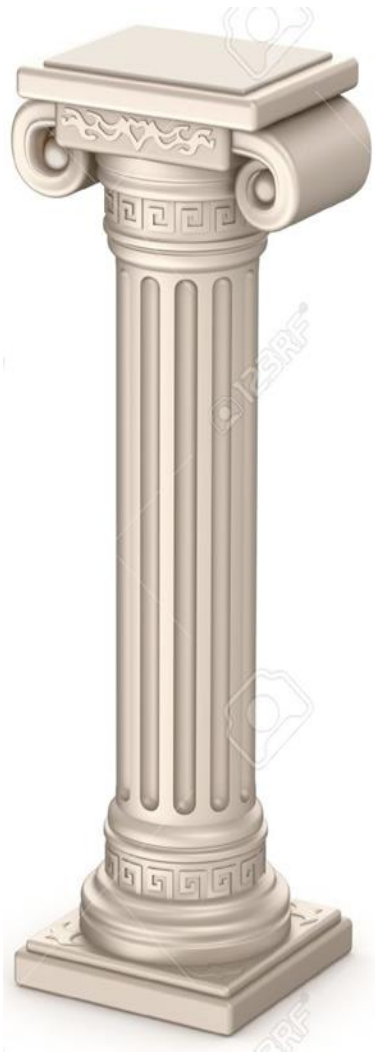



4.00 PM to 5.00 PM

Date	Activity	Faculty-In-charge
12/10/2021	Group Discussion	<b>Chef Sudhakar, Chef Anthuvan and Chef Rajmohan</b>
19/10/2021	Self-Introduction	<b>Chef Vidya and Chef Madhusudhanan</b>
9/11/2021	Extempore on Culinary Topics	<b>Chef Kshama</b>
16/11/2021	Back to Basics Test	<b>Chef Nischal, Chef Rajmohan</b>
23/11/2021	Culinary Trends	<b>Chef Partho</b>
30/11/2021	Best Practices in the Culinary Industry	<b>Chef Prasenjit</b>

Pre Placement Activities  **Chef K. Thirugnanasambantham**  
Principal, WGSMA





## **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



## P- 2 Exemplary Research And Innovation



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

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

2.2.2	Centre of Excellence (CoE).	To create 1 Centre of excellence in Hospitality, and Tourism	1 as nodal centre	IISC, NSDC
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### 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 2021	Achievement Status
3.1.1	Enhance the quantum of research through increased Ph.D., Enrolments and Fellowships	To target 10 Ph.D. enrolments	2	1 full time (continuing) 1 full time to join 4 faculty enrolments

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 1 research articles by each Faculty Member	55	12 (Jan to December 2021)
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## P- 2 Exemplary Research And Innovation



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

	Action Plan	Milestone	Target 2021	Achievement Status
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	15 lakhs	Not 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	-	Registration under process with Govt. of India - 2021
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## Details of Scopus Indexed Publications: 2021

National		International	
Indexed	Non - Indexed	Indexed	Non - indexed
-	-	<b>12</b>	-





# Research Publications: August to December 2021



INDIAN FEDERATION OF  
CULINARY ASSOCIATIONS  
FEDERATION OF HOTEL MANIPAL ASSOCIATION OF HOTEL SOCIETIES

SL.No.	TITLES	NAME OF THE AUTHOR	NAME OF THE JOURNALS	YEAR OF PUBLICATION	Status	Indexeing	National/International	Scopus/Non-Scopus
1	Determinants of hospitality students' perceived learning during COVID 19 pandemic: Role of interactions and self-efficacy	Prabhu, Narayan B. M, Kartikeya Bolar , Mallya Jyothi , Prithvi Roy, Payini, Valsaraj and Thirugnanasambantham, K	Journal of Hospitality, Leisure, Sport & Tourism Education. ISSN 1473-8376	Aug-21	Article in press	Indexed	International	Scopus
2	Motivational, emotional and memorable dimensions of non-Muslim tourists' halal food experiences	Senthilkumaran.	Journal of Islamic Marketing	Aug-21	Article in Press	Indexed	International	Scopus
3	Hospitality Students' Adoption of E-Books During the COVID-19 Pandemic: A Developing Country Perspective.	Piramanayagam, Senthilkumaran and Seal, Partho Pratim	Library Philosophy and Practice (e-journal). pp. 1-17. ISSN 1522-0222	Aug-21	Published with Issue no. and volume no.	Indexed	International	Scopus
4	THE IMPACT OF CULTURAL FESTIVALS ON SUBJECTIVE WELL-BEING OF THE VISITORS: CASE STUDY OF ALVA'S VIRASAT, A NATIONAL CULTURAL FESTIVAL IN INDIA	Payini, Valsaraj and Mallya, Jyothi	Event Management, 25 (5). pp. 459-472. ISSN 1943-4308	Spet-2021	Published with Issue no. and volume no.	Indexed	International	Scopus
5	Faculty experiences on emergency remote teaching during COVID-19: a multicenter qualitative analysis	Payini, Valsaraj	Interactive Technology and Smart Educaion, 18 (3). pp. 319-344. ISSN 1741-5659	Oct-21	Published with Issue no. and volume no.	Indexed	International	Scopus

## Research Publications: August to December 2021



SL.No.	TITLES	NAME OF THE AUTHOR	NAME OF THE JOURNALS	YEAR OF PUBLICATION	Status	Indexeing	National/International	Scopus/Non-Scopus
6	Domestic tourists and local food consumption: motivations, positive emotions and savoring processes	Senthil Kumaran, P.	Annals of Leisure Research	Oct-21	Article in Press	Indexed	International	Scopus
7	Linking hospitality and tourism students' internship satisfaction to career decision self-efficacy: A moderated-mediation analysis involving career development constructs.	Rao, Shreelatha and Rao and Prabhu, Dayananda	Journal of Hospitality, Leisure, Sport & Tourism Education. 0-0	Oct-21	Article in Press	Indexed	International	Scopus
8	Experience Dimensions of Religious Festivals: Religion and Spirituality at P Spirituality at Paryaya, Udupi, India	Piramanayagam, Senthilkumaran and Seal, Partho Pratim	International Journal of Religious Tourism and Pilgrimage, 9 (5). pp. 81-95. ISSN 20097379	21-Nov	Published with Issue no. and volume no.	Indexed	International	Scopus
9	Determinants of Visitors' Loyalty to Religious Sacred Event Places: A Multigroup Measurement Invariance Model.	Mallya, Jyothi	Journal of Travel research. ISSN 00472875	Nov-21	Article in Press	Indexed	International	Scopus
10	Stakeholder-based conjoint analysis for branding wellness tourism in Kerala, India	Senthilkumaran . Seal, Partho Pratim	Asia-Pacific Journal of Regional Science	Dec-21	Article in Press	Indexed	International	Scopus

# Webinars, Workshops, Conferences attended as delegates & resource persons

## August to December, 2021 summary

Category	Numbers
National Conferences Attended	4
Paper presentation at NCs	3
International Conferences Attended	9
Paper presentations at INC	8
Workshops	12
FDPs	17
Seminar / Symposium / Webinar / Others	13
Resource Person / Chief Guest / Session Chair	6





## Details Of Conferences/Workshops Conducted By The Institution: 2021

Particulars	National	International
Conferences	0	0
Workshops	4	0
Seminars / Training + Expert Lecture + Cookery demo + Housekeeping week	25	0





[bit.ly/xehfb21](https://bit.ly/xehfb21)

I am proud to discuss the future of Indian  
hospitality & tourism with the biggest names.

Nakul Anand, Chairman, FAITH  
KB Kachru, Vice-president, HAI  
Rajiv Mehra, President, IATO  
Ajay Prakash, President, TAFI  
P.P. Khanna, President, ADTOI  
Rakesh Mathur, President, RTSOI  
Pradeep Murthy, Hon. Treasurer, ATOAI  
Peden Doma Bhutia, Editor, ET Travel World  
Gurbaxish Singh Kohli, Vice-president, FHRAI



# Webinars Related Case Study Writing

Centre for Hospitality and Tourism Research

Organizes

## “MINI CASE STUDY PEDAGOGY”



Speaker

**MS. PRAGYA KATARIYA**

Copywriter, Content Writer and Editor  
Ocean Blue Communications



8th Dec 2021 | 10:00 am. to 1:00 pm.



WGSHA Faculty – Group 1

Chef K. Thirugnanasambantham  
Principal, WGSHA



# Faculty as a resource Person 2021



## Curry and Beyond Indian Food on the Global Palate

22nd August, 2021, Sunday  
6.30 a.m. IST



**Chef K Thirugnanasambantham**  
*Principal*  
Welcomgroup Graduate School of  
Hotel Administration,  
MAHE, Manipal



**Prof. Krishnendu Ray**  
*Associate Professor,*  
NYU



**Mrs. Colleen Taylor Sen**  
*Author*  
Specialised in Indian Cuisine



**Dr. Deepa Prakash**  
*Director R&D Kadamba*  
Former Scientist at CSIR-CFTRI

**Principal Chef K. Thirugnanasambantham was one of the speakers at 'Namaste 2021' which was organized by Soft Power in collaboration with the Indian Council for Cultural Relations and Indian missions across the globe from 13th to 29th August 2021.**



# Faculty as a resource Person 2021



 **KASTURBA MEDICAL COLLEGE**  
MANIPAL  
*A constituent unit of MAHE, Manipal*

## Inauguration of Karunadu Club

ಕರುನಾಡು ಕ್ಲಬ್



**Karunadu Club**  
CULTURE | LANGUAGE | CUISINE

 **KMC MANIPAL**

Date: 29th December 2021  
Time: 4 pm  
Venue: Dr. TMA Pai Auditorium, 3rd Floor

**CLICK**   
to confirm your participation,  
or scan the QR code



## Program Schedule

- 04:00 - 04:01: Invocation
- 04:01 - 04:03: Welcome address by Dr. Sharath K Rao, Dean, KMC Manipal
- 04:03 - 04:08: Overview of the club by the coordinator Dr Anil K Bhat, Associate Dean, KMC Manipal
- 04:08 - 04:13: Lighting the lamp and Inauguration of Karunadu Club
- 04:13 - 04:23: Address by the Guest of Honour Prof. Muraleedhara Upadhaya, Retd. Professor & Head, Kannada Department, Poornaprajna College, Udupi
- 04:23 - 04:33: Address by the Guest of Honour Chef K Thiru, Principal, WCSHA
- 04:33 - 04:38: Address by the Chief Guest Dr. H S Ballal, Pro- Chancellor, MAHE
- 04:38 - 04:40: Vote of thanks by Dr. Shobha U Kamath, Additional Professor, Dept. of Biochemistry, KMC Manipal
- 04:40 - 05:00: Cultural Program
- 05:00: High Tea



# Faculty as a resource Person 2021



Expert trainer for World Skills Culinary Arts Competition  
appointed by Tourism and Hospitality Skill Council





# Faculty As a Resource Person 2021



## Ms. Pallavi Mahesh Shettigar

**KASTURBA HOSPITAL**  
(Teaching Hospital of MAHE, Manipal, a unit of MAHE)

and  
Department of Clinical Nutrition and Dietetics  
Manipal College of Health Professions

You are invited to join  
**LIVE WEBINAR on**  
**NUTRITION IN A NUTSHELL**  
(to observe National Nutrition Week - 2021)

by  
**Pallavi Mahesh Shettigar**  
Coordinator & Assistant Professor  
WELCOMGROUP Graduate School of Hotel Administration (WGHSA)  
Manipal Academy of Higher Education, Manipal

Monday, 06 September 2021  
11:00 pm - 1:00 pm

1000 75 800  
Registration Link: [https://www.zoom.us/j/91011111111](#)

On the occasion of National Nutrition Month 2021, Mrs. Pallavi Mahesh Shettigar was invited as a guest speaker to deliver a lecture on “Nutrition in a Nutshell” on September 6, 2021 organized by Department of Clinical Nutrition and Dietetics, Manipal College of Health Professions and Kasturba Hospital. The lecture focused on skills required by a clinical nutritionist, what a dietitian should be aware and cautious about while prescribing diet and Nutrition quacks. Mrs. Suvarna Hebbar, Coordinator, Department of Clinical Nutrition and Dietetics, MCHP, organized the Webinar and Ms. Amrutha, Dietitian, KH moderated the session.



# Faculty As a Resource Person 2021



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

ITC HOTELS  
RESPONSIBLE LUXURY

**PlaceXplore Lab**  
Responsible Tourism Incubator

# Experiential Food Theatre

by  
**Welcomgroup Graduate School of  
Hotel Administration  
MAHE, Manipal**



**Sunday 31 October, 2021  
Ocean View Terrace ,  
Paradise Isle Beach Resort, Udupi**

# Academic – Collaborations with Industry



- I. The Hotel Division of ITC (ITC Hotels), Kolkata
- II. Accor Hotels (IBIS & Novotel, Bengaluru), Bengaluru
- III. National Council for Hotel Management and Catering Technology, New Delhi  
(under 'Ministry of Tourism, Govt. of India')
- IV . NICE (Network of Indian Cultural Enterprises)
- v. St. Aloysius College, Mangalore

## Under Processing (Yearly renewal) :

- I. The Indian Hotels Company Limited (Taj Hotels), Mumbai
- II. Oberoi Hotels and Resorts, Delhi
- III. Marriott International Hospitality Company, Bengaluru
- IV. Hyatt Regency, Mumbai

**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

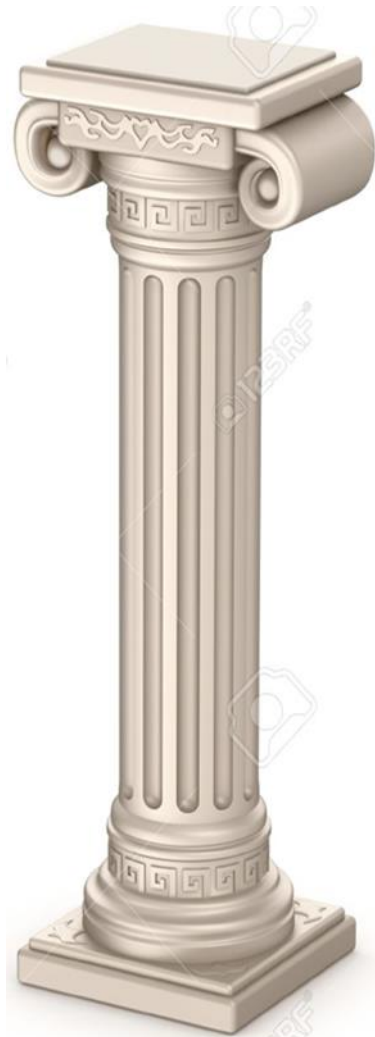


Member ITC's hotel group



Impactful Policy Research  
in Social Science

In Process



## **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



## P- 3 Expanding Reach and Internationalization



### 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 2021	Achievement Status
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 (5 engagement)

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 (3)
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## P- 3 Expanding Reach and Internationalization

### 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 2021	Achievement Status
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% outbound exchange year on year	4 students	1 Student (Umea Univ.)
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 (inbound)	2 students	Not Achieved



# International - Collaborations



**International Sommelier Guild  
(ISG), USA**

**HOTEL SCHOOLS OF DISTINCTION**

**George Brown College, Canada**

**City and Guilds, UK**

**The SAGES Institute, International,  
Surabaya, Indonesia**

**INTRECCI, Italy**

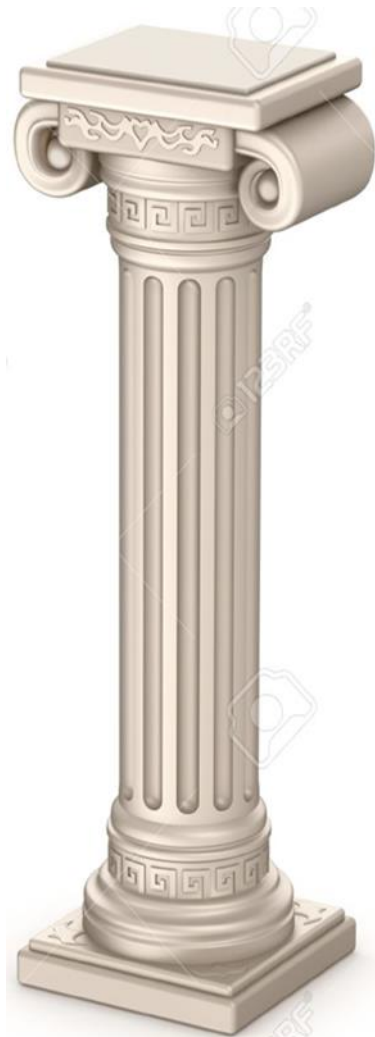
**CAST Alimenti, Italy**

**Culinary Arts Academy Switzerland  
Switzerland**

**HRC Culinary Academy,  
Sofia, Bulgaria**

**Swiss Hotel Management School  
Switzerland**





## 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 2021	Achievement Status
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 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	21
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#### 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	10	Achieved more than 10
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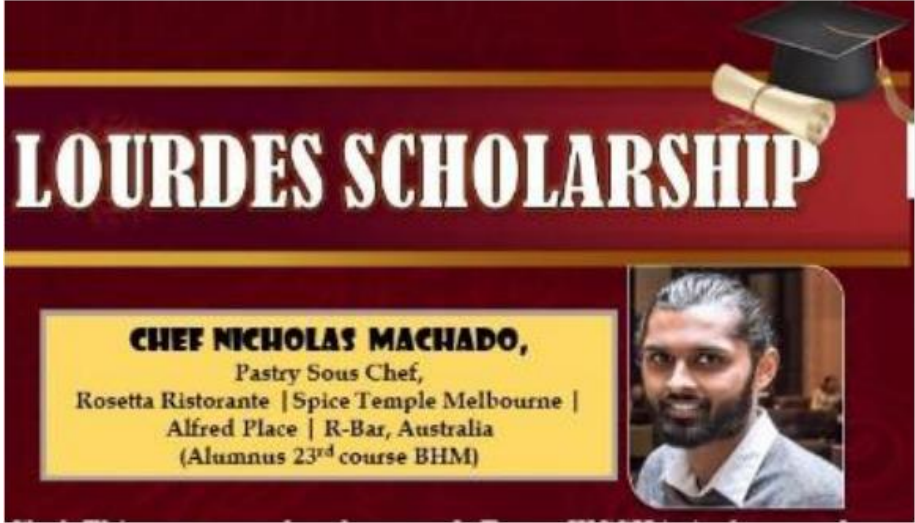
## P- 4 Effective Engagement and Alumni Relation

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 2021	Achievement Status
2.5.1	Organize annual lecture series of notable alumni and illustrious faculty members	Target 10 oration lecture series per year by 2022	10	Achieved (21)




# Alumni Contributions

## LOURDES SCHOLARSHIP



**LOURDES SCHOLARSHIP**

**CHEF NICHOLAS MACHADO,**  
Pastry Sous Chef,  
Rosetta Ristorante | Spice Temple Melbourne |  
Alfred Place | R-Bar, Australia  
(Alumnus 23<sup>rd</sup> course BHM)



**Chef Nicholas Machado** (alumnus 23<sup>rd</sup> course BHM) initiative to support his alma mater WGSMA by giving LOURDES SCHOLARSHIP, named after his mother “Lourdes” who advocated Nicholas to pursue hospitality education. He will be contributing Rs.1,00,000/- every year towards student’s tuition fee for the duration of his/her course.

Name of the alumnus/ Alumni association	Quantum of contribution (INRs)
Mr. Manjunath Shettigar	15,000
Chef Nicholas Machado	1,000,00
Chef Flyod Scholarship by Bombay Canteen	20,00,000



# Alumni Achievements

## ICONIC RESTAURANT CONSULTANT



**SATINDER PAL SINGH (RED MINT HOSPITALITY)**

Rupali Bhushan - Femina Miss India Jharkhand 2020 felicitates Satinder Pal Singh

Mr Satinder Pal Singh ([Esspee Singh](#)) winning the title “Iconic Restaurant Consultant” of the year 2021. This award was conferred by the reputed “Times Hospitality Icons 2021” event. This event was held at Novotel Chandigarh on 8th December 2021. An alumnus from 18th course BHM, Satinder, popularly known as Chef Esspee Singh is the Managing Director & Principal Consultant at Red Mint Hospitality in Chandigarh, India. Before becoming the MD & Consultant, Esspee had held notable Kitchen positions at the Leela Hotels, The Taj Hotels, De Villa and SJB Foods. Winning of this award was truly deserving and commendable. Esspee is a committed professional and an excellent person



# Alumni Achievements



**Alumni  
Achievement**

**Ms. Geetha Harikrishnan**  
WGSHA Alumna 19th - Course - BHM

The recipient of **J.N. TATA Scholarship Award**  
for higher Education

**Chef K. Thirugnanasambantham**  
Principal, WGSHA

One of our beloved alumna from 19th Course (BHM), Ms. Geetha Harikrishnan who is the recipient of this year's JN TATA scholarship award for higher Education. The JN Tata Endowment for the Higher Education of Indians has been helping Indian students since 1892 with scholarships for higher studies. People consider it a matter of great pride to be called a 'JN Tata Scholar'. There are now more than 5,365 JN Tata Scholars all over the world



# Alumni Achievements



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



**WGSMA Congratulates its eminent alumnus  
Mr. Anil Chadha** for being elevated as  
**Divisional Chief Executive, Hotels Division, ITC Ltd.**  
WGSMA Alumnus 2<sup>nd</sup> Course - Bachelor of Hotel Management (BHM)

**Chef K. Thirugnanasambantham**  
Principal, WGSMA

*Congratulations!*



# Alumni Chapter USA launch





**MANIPAL ALUMNI**  
Connect. Inspire. Support.



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



ITC HOTELS  
RESPONSIBLE LUXURY

The Management, Faculty and Staff of  
**Welcomgroup Graduate School of Hotel Administration**  
cordially invites you to the **launch of**



**WGSHA - Alumni Chapter - USA**



**Mr. Sanjay Bose**  
Executive Vice President  
HR and L&D, ITC Hotels

**Chief Guest**

**Lt. Gen. (Dr.) M. D. Venkatesh**  
Vice Chancellor  
Manipal Academy of Higher Education

**Guest of honor**

on **Wednesday the 25<sup>th</sup> of August 2021 at 07.00 PM IST**  
**Live on WGSHA Facebook Page - [facebook.com/wgsha.mu](https://facebook.com/wgsha.mu)**

**Chef K Thirugnanasambantham**  
Principal, WGSHA

## - : Program Details: -

- Invocation
- Welcome Address and Opening Remarks
- Memory Lane Video
- Introductory Speech by  
Ms Sandhya Johnson (1<sup>st</sup> Course - BHM) & Mr Amitava Chatterjee (6<sup>th</sup> Course - BHM)
- Distinguished Alumnus Speech
- Address by Chief Guest
- Address by Guest of Honor
- Address by Director Alumni Relations, MAHE
- WGSHA Virtual Tour
- Alumni Introduction
- Virtual Cultural Program
- Vote of Thanks



# Alumni Expert Sessions

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

**ITC HOTELS RESPONSIBLE LUXURY**

## Mentor Talks

Connect. Inspire. Support



**36<sup>th</sup> Course**

### BHM Mentorship Program 2021

**29<sup>th</sup> November 2021** **10:00 am onwards**

Welcomgroup Graduate School of Hotel Administration  
Madhava Nagar, Manipal – 576104  
Karnataka, India  
**Principal:** +91 820 2923221, +91 9945670550  
**Academic Office:** +91 820 2923226

Email: [thiru.k@manipal.edu](mailto:thiru.k@manipal.edu) | [academic.wgsha@manipal.edu](mailto:academic.wgsha@manipal.edu) | [www.manipal.edu](http://www.manipal.edu)

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

**ITC HOTELS RESPONSIBLE LUXURY**



## Mentor Talks

Connect. Inspire. Support



**1<sup>st</sup> December 2021**  
**10:00 am onwards**

**11<sup>th</sup> Course**

### BACA Mentorship Program 2021







# Performance of Integrated Management System

## Internal Audit Reports: Jan 2022

ISO Audit

Internal audit check list- New

AAR (MAHE) Program/Department





# F & B Production



	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files	C	
2	Program educational objectives (PEOs), Program outcomes (POs), Program Specific Outcomes (PSOs) and Course outcomes are defined and displayed in website	C	
3	Attendance records (online / offline)	C	
4	Lesson plan/scheme of work	C	
5	Syllabus Up gradation (Minimum 20%)	C	
6	Question Banks	C	
7	Course pack / handbook	C	
8	Semester orientation PPT	C	
8	Teaching methodology (tools / innovations used)	C	
10	Virtual class structure/feedback/assessment	O	
11	Internal assessment components, rubrics and completion, CEP	C	
12	Slow/Fast learners records/Communication/action plan and outcome	O	
13	Remedial classes/Communication	C	

# F & B Production



Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
14	Teacher-Guardian related records/Communication	C	
15	Special Lecture Series	C	
16	Professional Development activities/Soft Skills/ Personality Development/Physical and mental well being	C	
17	Maintaining minutes of all meetings in prescribed format with attendance sheet	C	

Virtual class structure/feedback/assessment a) Virtual class feedback may be collected, analysed and action taken report may be made. b) Slow-Fast learner segregation details not available



# F & B Production



## Operational areas

## Category C/NC/O/S

## ISO Clause ref

1	Standard Operating Procedures for Practical	C	
2	Lab Safety manual	O	
3	Self-inspection safety report	C	
4	Incident report (if any)	C	
5	COVID Standard Operating Procedures	C	
6	Equipment/Maintenance/Departmental Log Book	NC	
7	Stock Register	C	
8	Calibration report	C	
9	Disposal of waste as per environmental norms	O	
10	Gas bank (Food Production)	C	
11	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	O	

**Departmental Logbook : the operational log book entry is done only for the month of April 2021. Later the log book is not updated**

**Lab Safety manual : safety manual is not available at BTK**

**Disposal of waste : Comparison of waste generated in 2019 & 2020 to be generated**

**Medical kit : expired of gentamicin eye drops DOM 07/2019 DOE 06/2021 found in medical kit**



# F & B Service



INDIA INTERNATIONAL SKILL CENTER



Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files	C	
2	Program educational objectives (PEOs), Program outcomes (POs), Program Specific Outcomes (PSOs) and Course outcomes are defined and displayed in website	C	
2	Attendance records (online / offline)	C	
3	Lesson plan/scheme of work	C	
4	Syllabus Up gradation (Minimum 20%)	O	
5	Question Banks	C	
6	Course pack / handbook	C	
7	Semester orientation PPT	C	
8	Teaching methodology (tools / innovations used)	C	
9	Virtual class structure/feedback/assessment	C	
10	Internal assessment components, rubrics and completion, CEP	C	
11	Slow/Fast learners records/Communication/action plan and outcome	O	
12	Remedial classes/Communication	C	

# F & B Service



Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
13	Teacher-Guardian related records/Communication	C	
14	Special Lecture Series	C	
15	Professional Development activities/Soft Skills/ Personality Development/Physical and mental well being	C	
16	Maintaining minutes of all meetings in prescribed format with attendance sheet	C	

## Remarks :

1. No record available on upgradation of syllabus
2. Slow/fast learner action plan are not clear



# F & B Service



Operational areas		Category C/NC/O/S	ISO Clause ref
1	Standard Operating Procedures for Practical	C	
2	Lab Safety manual	C	
3	Self-inspection safety report	C	
4	Incident report (if any)	C	
5	COVID Standard Operating Procedures	C	
6	Equipment/Maintenance/Departmental Log Book	C	
7	Stock Register	C	
8	Calibration report	C	
9	Disposal of waste as per environmental norms	C	
10	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	C	
11	Sustainable Practices initiative	C	
12	Inventory Management	C	





# Front Office



Academics (Theory/Practical)		Category C/NC/O/S	ISO Clause ref
1	Course Files	C	
2	Program educational objectives (PEOs), Program outcomes (POs), Program Specific Outcomes (PSOs) and Course outcomes are defined and displayed in website	C	
3	Attendance records (online / offline)	C	
4	Lesson plan/scheme of work	C	
5	Syllabus Up gradation (Minimum 20%)	C	
6	Question Banks	C	
7	Course pack / handbook	C	
8	Semester orientation PPT	C	
9	Teaching methodology (tools / innovations used)	C	
10	Virtual class structure/feedback/assessment	C	
11	Internal assessment components, rubrics and completion, CEP	C	
12	Slow/Fast learners records/Communication/action plan and outcome	O	
13	Remedial classes/Communication	C	

# Front Office



Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
14	Teacher-Guardian related records/Communication	C	
15	Special Lecture Series	C	
16	Professional Development activities/Soft Skills/ Personality Development/Physical and mental well being	C	
17	Maintaining minutes of all meetings in prescribed format with attendance sheet	O	

Remarks: 1. Course structure to be maintained.  
2. Documentation of slow learner and fast learner list and action taken.  
3. Minutes of meeting of department to be maintained.



# Front Office



Operational areas		Category C/NC/O/S	ISO Clause ref
1	Standard Operating Procedures for Practical	C	
2	Lab Safety manual	C	
3	Self-inspection safety report	C	
4	Incident report (if any)	S	
5	COVID Standard Operating Procedures	C	
6	Equipment/Maintenance/ Departmental Log Book	O	
7	Stock Register	C	
8	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	C	
9	Sustainable Practices initiative	C	

**Remarks:1 Departmental log book to be maintained**





# Housekeeping



Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
1	Course Files	C	
2	Program educational objectives (PEOs), Program outcomes (POs), Program Specific Outcomes (PSOs) and Course outcomes are defined and displayed in website	S	
3	Attendance records (online / offline)	C	
4	Lesson plan/scheme of work	S	
5	Syllabus Up gradation (Minimum 20%)	S	
6	Question Banks	C	
7	Course pack / handbook	C	
8	Semester orientation PPT	C	
9	Teaching methodology (tools / innovations used)	C	
10	Virtual class structure/feedback/assessment	C	
11	Internal assessment components, rubrics and completion, CEP	C	
12	Slow/Fast learners records/Communication/action plan and outcome	C	
13	Remedial classes/Communication	C	



# Housekeeping



Academics	(Theory/Practical)	Category C/NC/O/S	ISO Clause ref
14	Teacher-Guardian related records/Communication	C	
15	Special Lecture Series	C	
16	Professional Development activities/Soft Skills/ Personality Development/Physical and mental well being	C	
17	Maintaining minutes of all meetings in prescribed format with attendance sheet	C	



# Housekeeping



Operational areas		Category C/NC/O/S	ISO Clause ref
1	Standard Operating Procedures for Practical	C	
2	Lab Safety manual	C	
3	Self-inspection safety report	C	
4	Incident report (if any)	C	
5	COVID Standard Operating Procedures	C	
6	Equipment/Maintenance/Departmental Log Book	C	
7	Stock Register	C	
8	Disposal of waste as per environmental norms	C	
9	Lost and Found Record	C	
10	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	C	
11	Sustainable Practices initiative	C	
12	Inventory Management	C	
13	Visitors Record	C	





# Management Studies



Academics (Theory/Practical)		Category C/NC/O/S	ISO Clause ref
1	Course Files	C	
2	Program educational objectives (PEOs), Program outcomes (POs), Program Specific Outcomes (PSOs) and Course outcomes are defined and displayed in website	C	
3	Attendance records (online / offline)	O	
4	Lesson plan/scheme of work	C	
5	Syllabus Up gradation (Minimum 20%)	C	
6	Question Banks	C	
7	Course pack / handbook	C	
8	Semester orientation PPT	C	
9	Teaching methodology (tools / innovations used)	C	
10	Virtual class structure/feedback/assessment	C	
11	Internal assessment components, rubrics and completion, CEP	C	



# Management Studies

	Academics (Theory/Practical)	Category C/NC/O/S	ISO Clause ref
12	Slow/Fast learners records/Communication/action plan and outcome	C	
13	Remedial classes/Communication	C	
14	Teacher-Guardian related records/Communication	C	
15	Special Lecture Series	C	
16	Professional Development activities/Soft Skills/ Personality Development/Physical and mental well being	C	
17	Maintaining minutes of all meetings in prescribed format with attendance sheet	C	



# Computer Support Service



Operational areas		Category C/NC/O/S	ISO Clause ref
1	Standard Operating Procedures for Practical	C	
2	COVID Standard Operating Procedures	C	
3	Equipment/Maintenance/Departmental Log Book	C	
4	Stock Register	O	
5	Disposal of waste as per environmental norms	C	
6	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms	C	

## Remarks:

Stock register balance not tallying





	Top Management	Category C/NC/O/S	ISO Clause ref
1	Grants and Funding records	C	
2	Accreditation/Collaboration/Student exchange program records	C	
3	Research Committee Report	C	
4	Disciplinary committee records	C	
5	Student affairs	C	
6	Exit interview records	C	
7	Alumni records/alumni feedback and action taken report	C	
8	Student Council records	C	
9	Faculty meeting records	C	
10	Performance Appraisal records	C	
11	Student grievance report	C	
12	Minutes of the meeting	C	

Remarks/Observation/Suggestions: 1. All file are suggested during previous internal audit maintained







## Career Development Cell and WEDC

	Category C/NC/O/S	ISO Clause ref
1	Career counselling assistance report	C
2	Higher studies record	C
3	Placement record	C
4	Employers feedback/action taken report	C
5	Industrial training record	C
6	Career advancement through competitive examinations records	NA
7	Alumni entrepreneurs record (WEDC)	C
8	Student business plan record (WEDC)	C
9	Entrepreneurship guidance record	C
10	Funds and Grants record (WEDC)	NA
11	Minutes of the meeting	C



Remarks/Observation/Suggestions:



Library		Category C/NC/O/S	ISO Clause ref
1	Disposal of waste as per environmental norms including e- waste	C	
2	Stock Register	C	
3	No. of Journals, Subscription	C	
4	Library Budget Utilisation	C	
5	Staff and library working hours	C	
6	New book/journal records	C	
7	COVID Standard Operating Procedures	C	
8	Book utilisation record (issue/member/year)	C	
9	E book/E Journal subscription and purchase records	C	
10	Sustainable Practices initiative	C	



Hostel and Mess		Category C/NC/O/S	ISO Clause ref
1	Standard Operating Procedures	NC	
2	COVID Standard Operating Procedures	C	
3	Stock Register	C	
4	Disposal of waste as per environmental norms including e- waste, biomedical waste, etc.	O	
5	Fire extinguishers, medical kits, safety & hygiene related items to be maintained as per regular requirements plus additionally as per COVID norms.	C	
6	Sustainable Practices initiative	C	
7	Hostel attendance register	C	
8	Hostel disciplinary record	C	
9	Maintenance and cleanliness record	C/O	
10	Action plans on EMS objectives/sustainability practices (Paper, electricity & water consumption related). If not measured at least the steps taken to ensure reduction of consumption per capita	C	



Hostel and Mess		Category C/NC/O/S	ISO Clause ref
11	Best Practices	C	
13	Hostel vacant reports	C	
14	Lost and found records	O	
15	Student leave records	C	
16	Student sick/medical emergency/hospitalisation record	C /O	
17	Hostel grievance record	C	
18	Student Feedback/action taken report on hostel and mess facility reports	C/O	

**Remarks/Observation/Suggestions:**

- SOP Not available.
- Disciplinary issue – to be recommended for students counselling – format for disciplinary
- Best Practices – Switch off recommended







Academic Office		Category C/NC/O/S	ISO Clause ref
1	Course Files	C	
2	Maintaining minutes of all meetings in prescribed format with attendance sheet	C	
3	Display of Anti ragging posters and COVID precautions related signage, displays & posters	C	
4	Student Personal File	C	
5	Results and Feedback analysis i) Results Analysis of all exams of all UG & PG courses and subjects ii) Student Feedback on Faculty /action taken report iii) Student feedback on Subject / Course / Online classes iv) Stakeholders Feedback	C	
6	Action plans on EMS objectives/sustainability practices (Paper, electricity & water consumption related). If not measured at least the steps taken to ensure reduction of consumption per capita	O	
7	Time table file	C	
8	Mid Term and End Semester Exam related documents	C	
9	System of Inward outward communication	C	



## Academic Office

	Category C/NC/O/S	ISO Clause ref
10	Stationery Stock Register	C
11	BoS File	C
12	Question Paper File	C
13	Syllabus Book/Course Structure	C
14	Student Scholarship records	C

Remarks/Observation/Suggestions: 1. Feedback links – all are not in same drive.  
2. Paper consumption- stock used not properly available .  
3. Examination notification on letter head.



Personnel office		Category C/NC/O/S	ISO Clause ref
1	Faculty Personal File	C	
2	Faculty Personal Development Program File	C	
3	New Faculty orientation record	C	
4	Records of awards/recognitions received for innovation/discoveries by the teachers/research scholars from recognized bodies	C	
5	Record for faculty provided with financial support to attend conferences/workshops and towards membership fee of professional bodies	Not available	
6	Faculty and Staff Attendance record	C	
7	Faculty/Staff grievance record	O	



Personnel office		Category C/NC/O/S	ISO Clause ref
1	Faculty Personal File	C	
2	Faculty Personal Development Program File	C	
3	New Faculty orientation record	C	
4	Records of awards/recognitions received for innovation/discoveries by the teachers/research scholars from recognized bodies	C	
5	Record for faculty provided with financial support to attend conferences/workshops and towards membership fee of professional bodies	Not available	
6	Faculty and Staff Attendance record	C	
7	Faculty/Staff grievance record	O	





# Quality Office

Category C/NC/O/S	ISO Clause ref
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1	Internal audit SoP/Check list/ Communication	O	
2	Annual Report	C	
3	MRM report/minutes of the meeting	C	
4	Best Practices (FDP/code of conduct awareness program/professional ethics)	O	
5	Sustainable Practices initiative	O	
6	Stakeholder feedback/action taken report	C	
7	IQAC minutes of the meeting	O	
8	IQAC Program calendar	C	

**Remarks/Observation/Suggestions:**

- 1. Communication :** WRT the audit 21/06/2021, the communication documents lack the circular number, circular reference number may be provided in all communication sent from quality office
- 2. Awareness Program :** More staff training/ awareness program may be conducted. At present only 1 staff training is provided to the staff, ref : previous audit dated 21/06/2021 a program on professional ethics may be conducted
- 3. Sustainable practice initiative :**
  - a. more of environmental/SDG oriented awareness/activities may be conducted
  - b. comparative analyses of paper consumed for printing through 2 machines at academic office is not available
- 4. Action taken report :** Action taken report on stakeholders feedback is not available
- 5. IQAC Program calendar :** not prepared/available



# Stakeholders' Feedback 2021





Sl. No.	Observation	Status of actions
1	The administration at WGSHA has been good. In these times, there are a lot of problems the students have had to face, I urge you to understand students grievances and not dismiss them thinking it's not a big deal. Except for that, the administration has been doing a very good job since the 1st year.	Student grievances are addressed through student welfare officer
2	I feel that as being the final passing students the administration has not done sufficient job in it, as we are the outgoing student to the industry they should have focused more of their time on us..	Even during the times of pandemic, additional assistance provided to students in order to prepare them for placements through career development cell
3	Could have handled the pandemic crisis way better.	During pandemic crisis institute have taken measures to ensure continuous teaching and learning process.
4	Clubs are still in a budding stage. I'm sure WGSHA will have a matured organized club on par with MIT. They have 100+ really clubs for marketing, MUN, Debating etc which could help students in WGSHA to improve various skills.	Regular activities are conducted through various clubs. However as most of the clubs depend on experiential activities which could not be conducted during pandemic
5	Please provide a proper information regarding exams on time.. Which might help student plan according to that..	Exam notifications are mailed to students learner mail id's as per the regulation of exam committee
6	Not much extracurricular activities were conducted this year in person and as our course is a skill oriented course only one practical class was conducted once in 2 weeks during our college.	Due to pandemic activities in person could not be held. However lot of activities were conducted in an online mode to assist student learning

Sl. No.	Observation	Status of actions
1	Academics should focus more on improving communication skills of the students from day one.	Faculties provide opportunity during the class for students to interact as well as present on various topics. Also Business Communication has been added as a subject in the syllabus
2	Improve the list of subjects for ancillary departments.	The syllabus is reviewed regularly to include subjects which are relevant for the hospitality industry





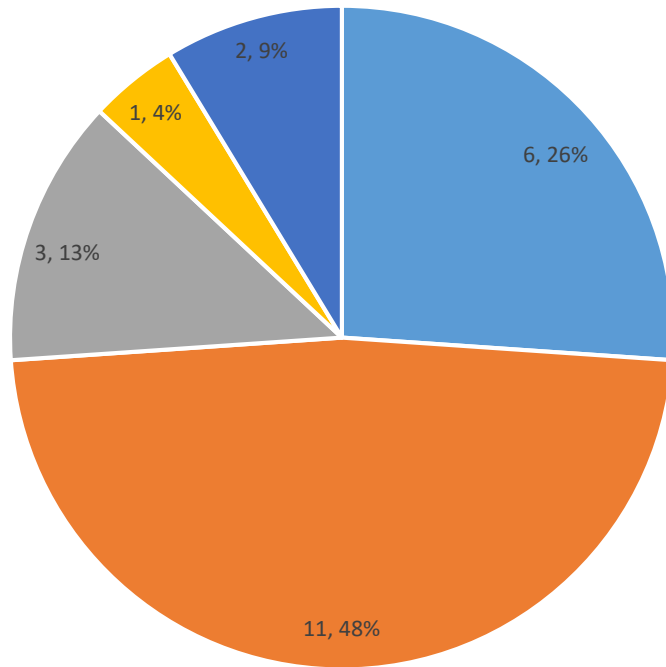


# Alumni Feedback on Curriculum 2021



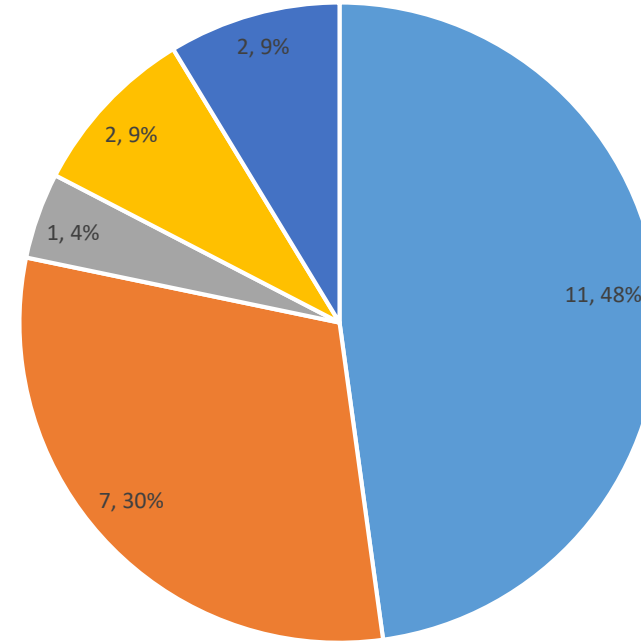
# Alumni Feedback on Curriculum - 2021

The individual subjects were useful in carrying out my day to day operations in the industry



Strongly Agree Agree  
Neutral Disagree

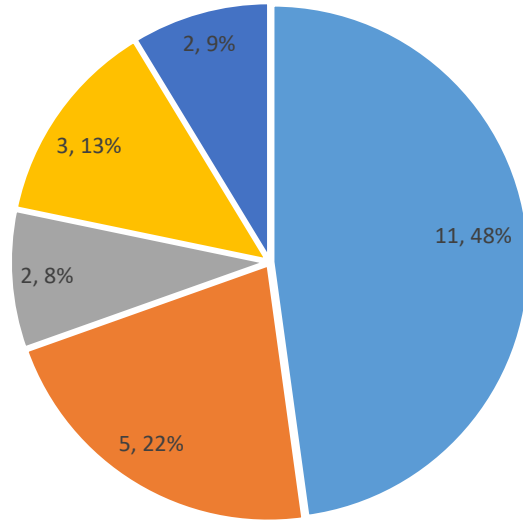
The progressive knowledge from first year to final year was very relevant to the profession I have chosen



Strongly Agree Agree  
Neutral Disagree

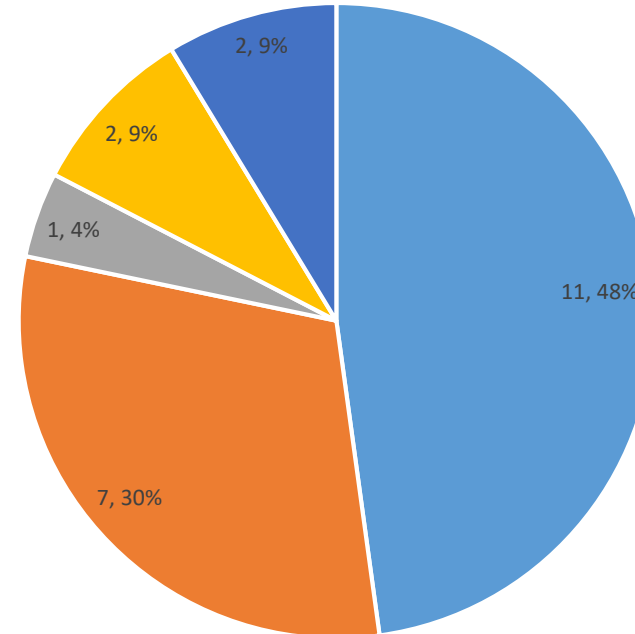
# Alumni Feedback on Curriculum - 2021

The theoretical aspects covered in the content was relevant to my profession



■ Strongly Agree      ■ Agree  
■ Neutral            ■ Disagree

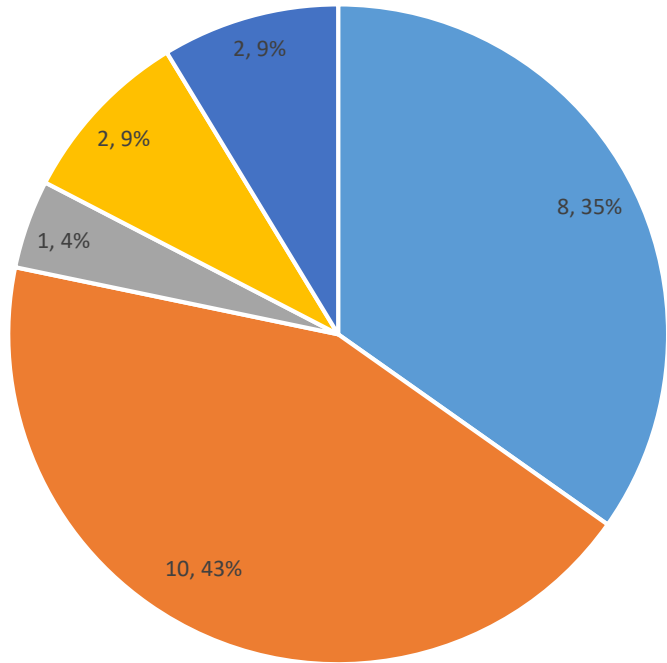
Practical knowledge acquired was handy in my profession



■ Strongly Agree      ■ Agree      ■ Neutral  
■ Disagree            ■ Strongly Disagree

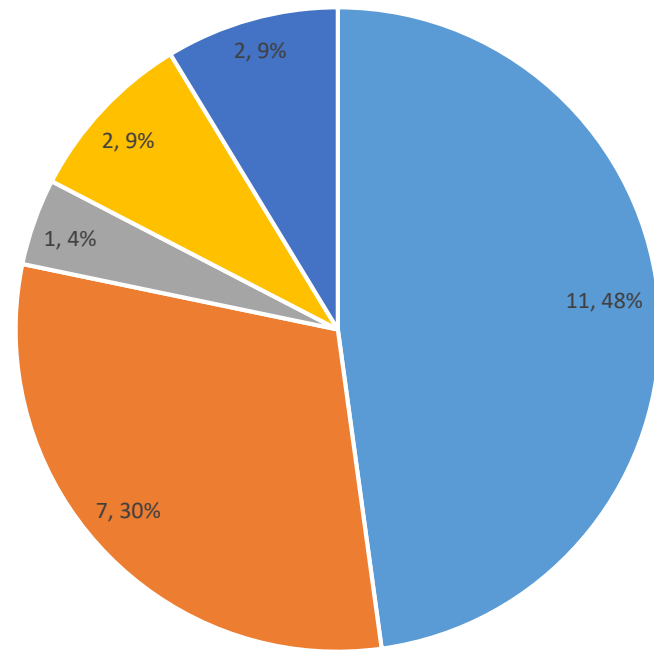
# Alumni Feedback on Curriculum - 2021

The problem solving skills provided during the program could be adapted to my current professional requirement



■ Strongly Agree    ■ Agree    ■ Neutral  
■ Disagree    ■ Strongly Disagree

Conceptual skills developed through the course content are useful to my profession

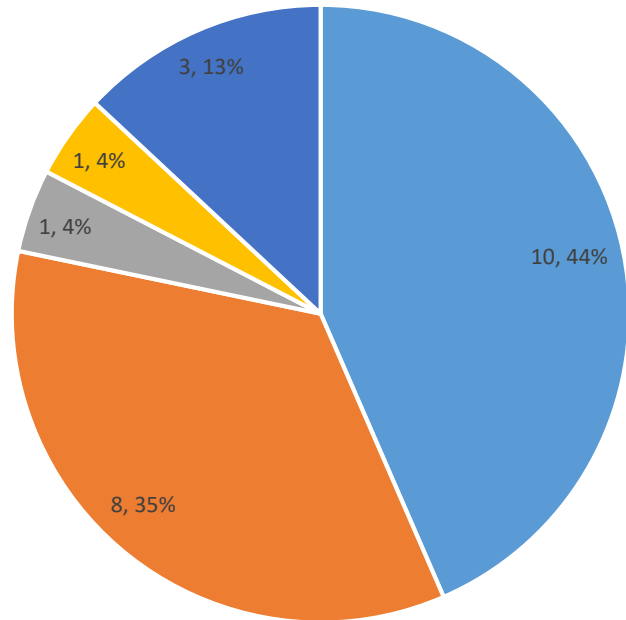


■ Strongly Agree    ■ Agree    ■ Neutral  
■ Disagree    ■ Strongly Disagree



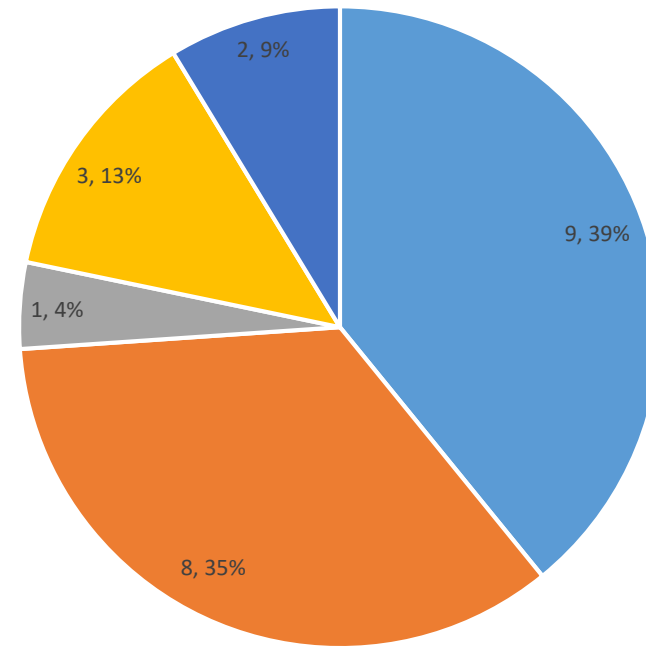
# Alumni Feedback on Curriculum - 2021

The student-centric approach in curriculum of the college and the university have been useful as I could learn new things by myself



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

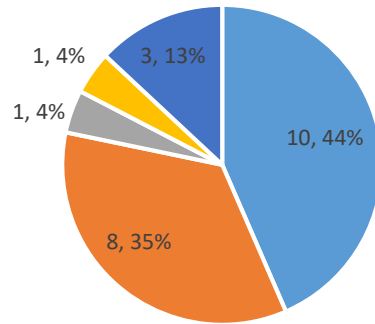
The lifelong learning skills imparted during the program delivery have sustained my desire to learn further



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

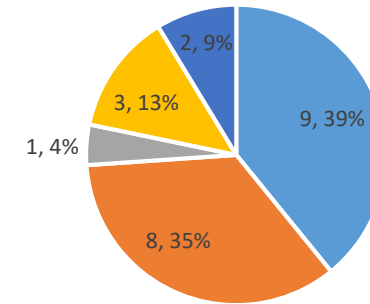
# Alumni Feedback on Curriculum - 2021

The student-centric approach in curriculum of the college and the university have been useful as I could learn new things by myself



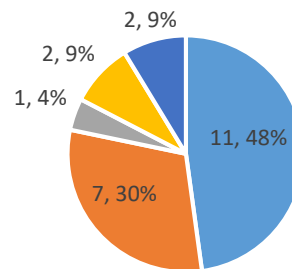
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

The lifelong learning skills imparted during the program delivery have sustained my desire to learn further



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

The communication skills acquired during the course have been useful



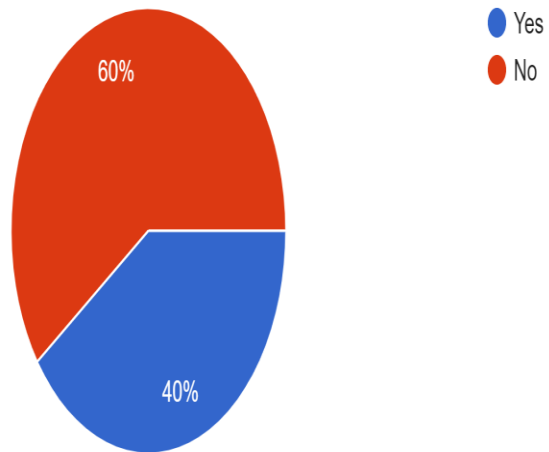
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree



# Alumni Feedback on Curriculum - 2021

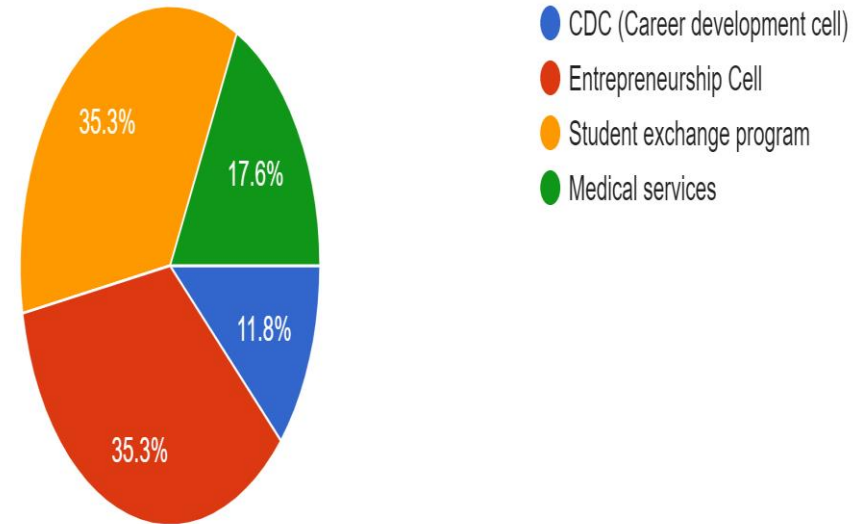
Are you a member of WGSHA Alumni Network

25 responses



Were you aware about the following student support services of the Collège?

17 responses





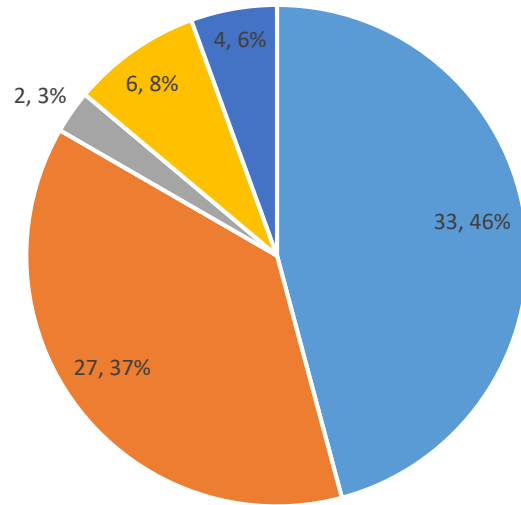
# Feedback from Graduating Students 2021





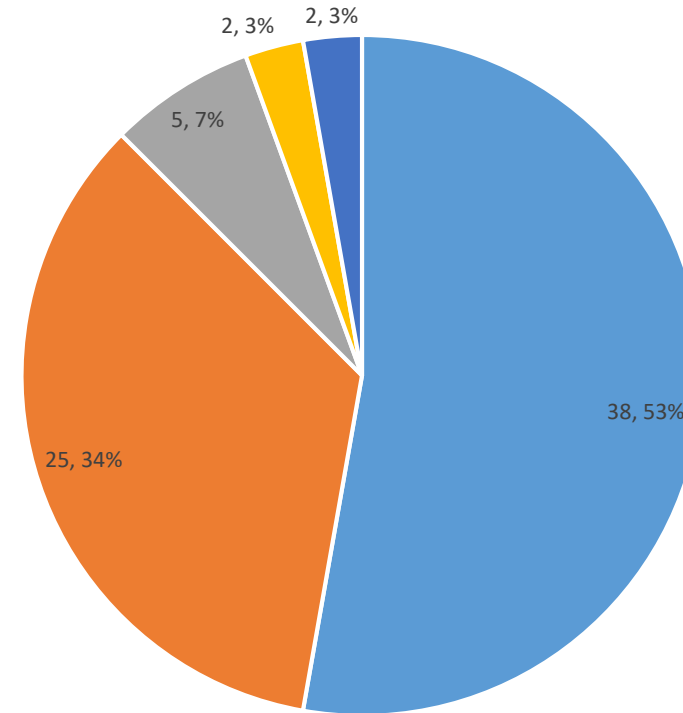
# Feedback from Graduating Students

How satisfied are you with your overall education experience at WGSHA



- Very Satisfied
- Satisfied
- Some what satisfied
- Neutral

How satisfied are you with Academic environment of WGSHA

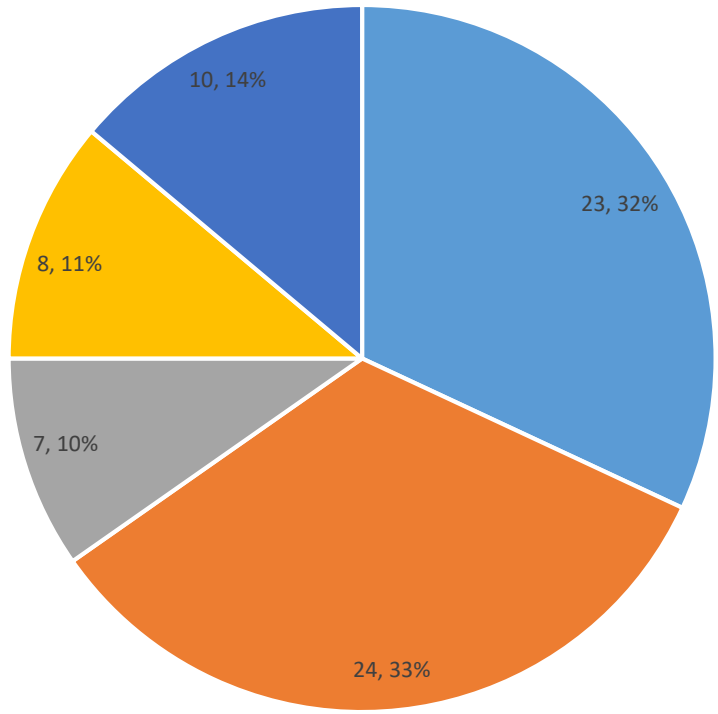


- Very Satisfied
- Satisfied
- Some what satisfied
- Neutral
- Not at all satisfied



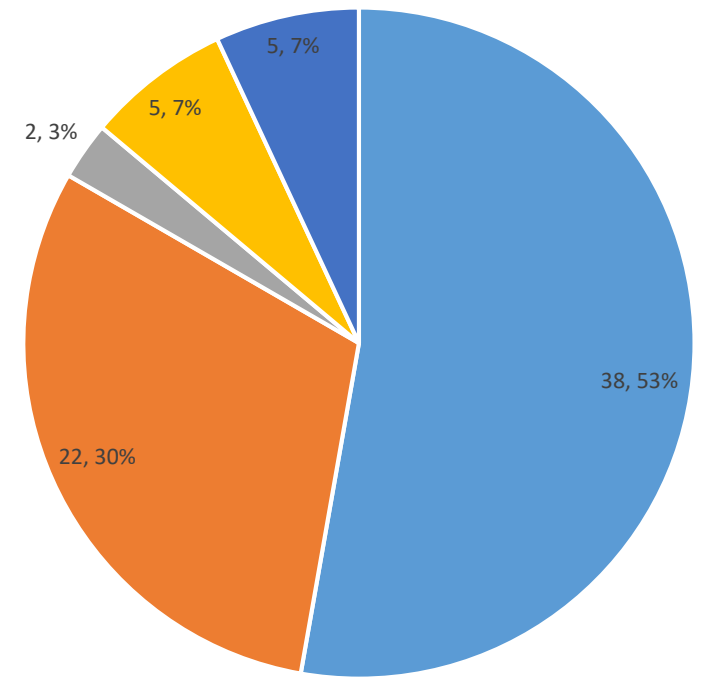
# Feedback from Graduating Students

How satisfied are you with elective subjects offered at WGSHA



- Very Satisfied
- Satisfied
- Some what satisfied
- Neutral
- Not at all satisfied

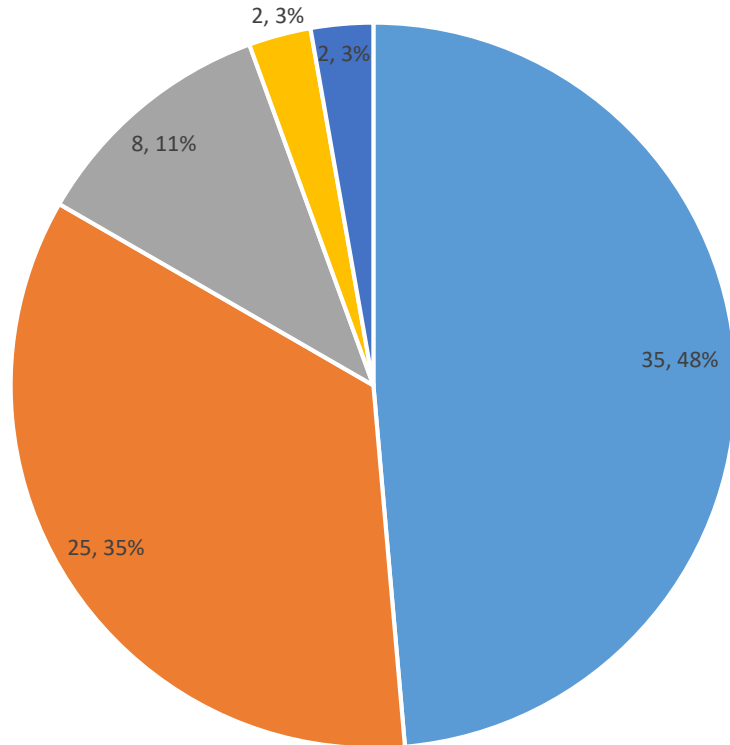
How satisfied are you with choice of courses (BHM/BACA/MSC HTM/MSC DAN) availability of WGSHA



- Very Satisfied
- Satisfied
- Some what satisfied
- Neutral
- Not at all satisfied

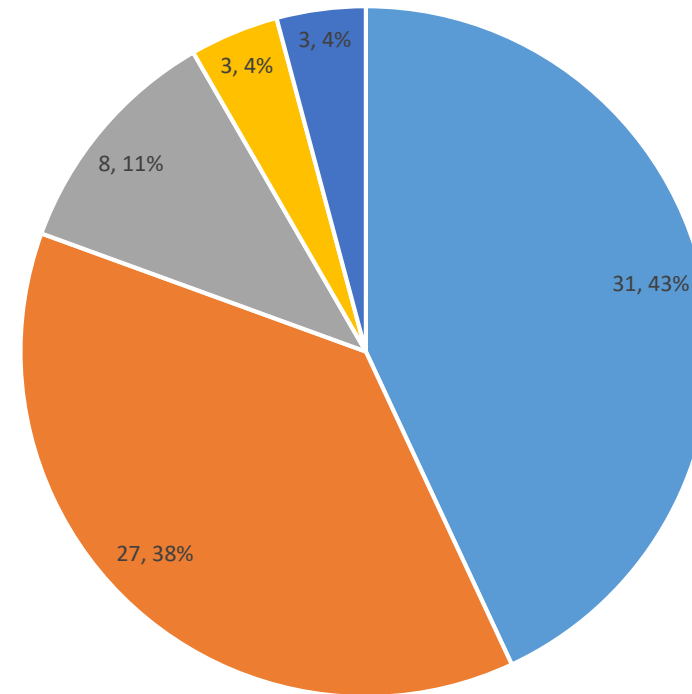
# Feedback from Graduating Students

How satisfied are you with course structure offered in WGSHA (CREDITS NO OF HOURS ETC)



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

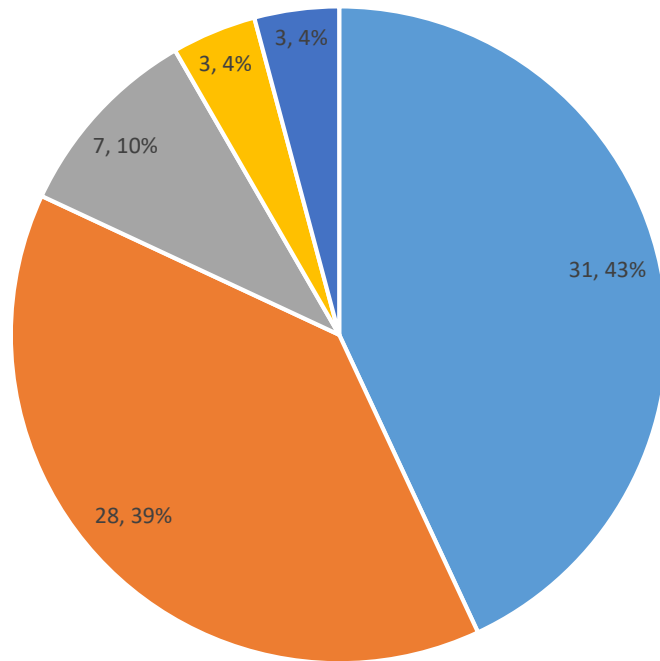
How satisfied are you with quality of faculty of WGSHA



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

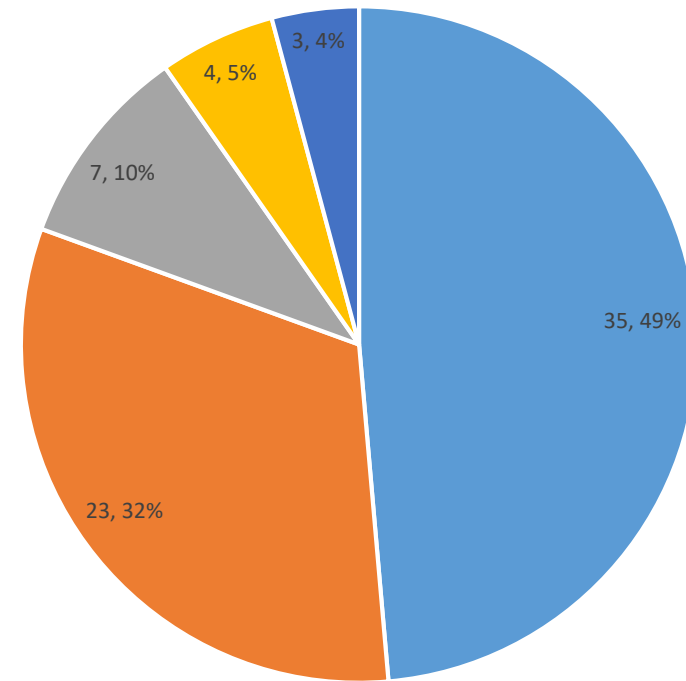
# Feedback from Graduating Students

How satisfied are you with accessibility of teaching faculty of WGSHA



Very Satisfied Satisfied Some what satisfied Neutral Not at all satisfied

How satisfied are you with behavior of teaching faculty of WGSHA

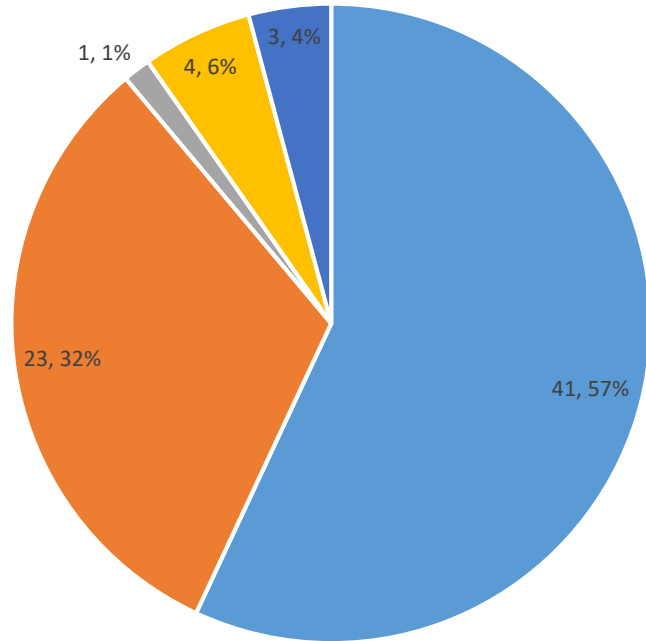


Very Satisfied Satisfied Some what satisfied Neutral Not at all satisfied



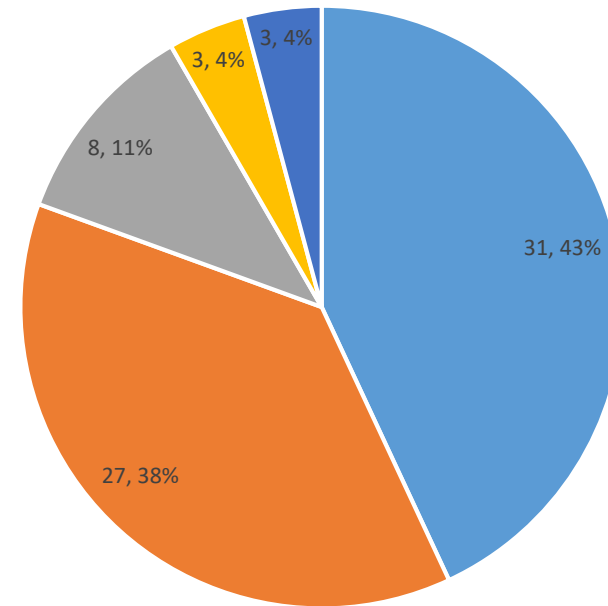
# Feedback from Graduating Students

How satisfied are you with practical lab facilities of WGSHA



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

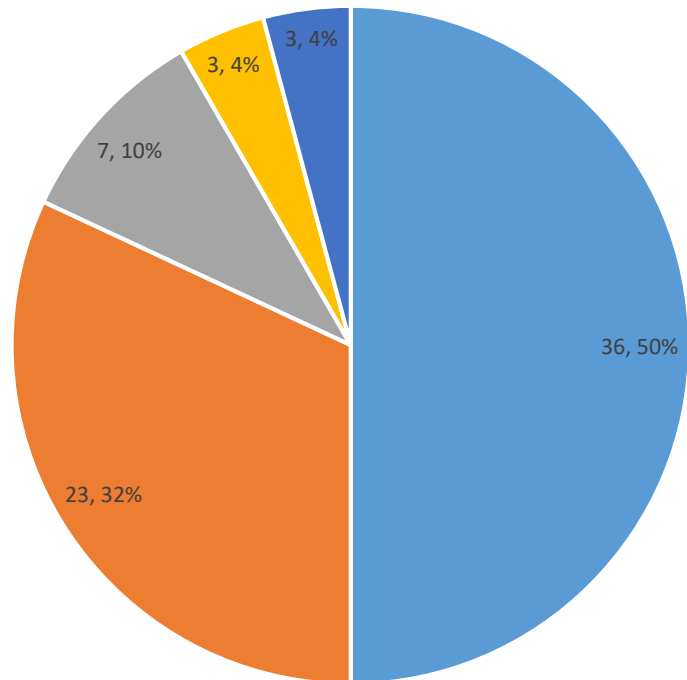
How satisfied are you with library services and facilities of WGSHA



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

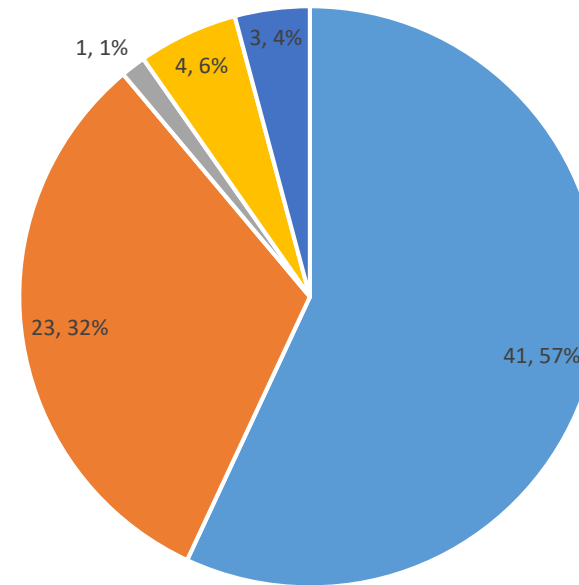
# Feedback from Graduating Students

How satisfied are you with online theory classes conducted during Covid-19 Pandemic



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

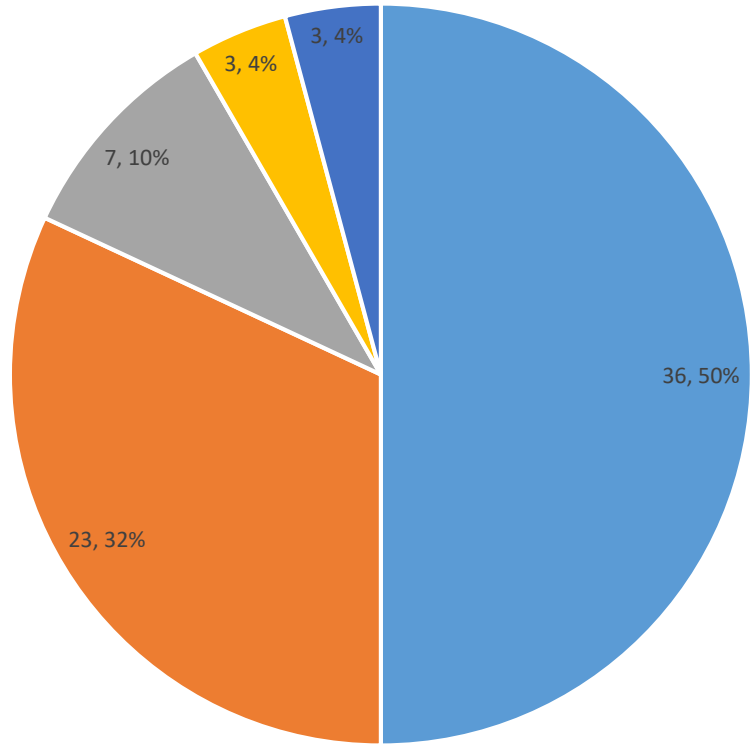
How satisfied are you with online practical demonstrations conducted during COVID-19 pandemic?



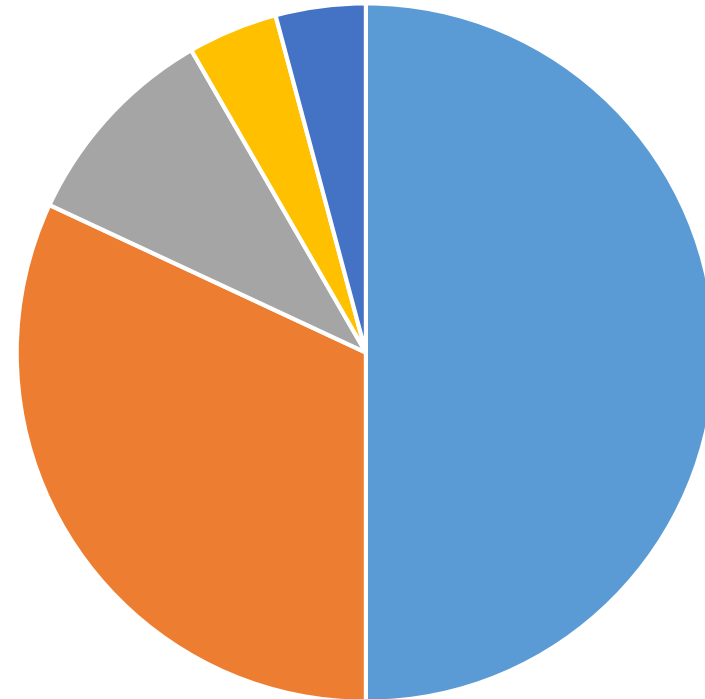
■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

# Feedback from Graduating Students

How satisfied are you with extra curricular activities of WGSHA



How satisfied are you with multiple opportunities provided by the institution to learn and excel in career

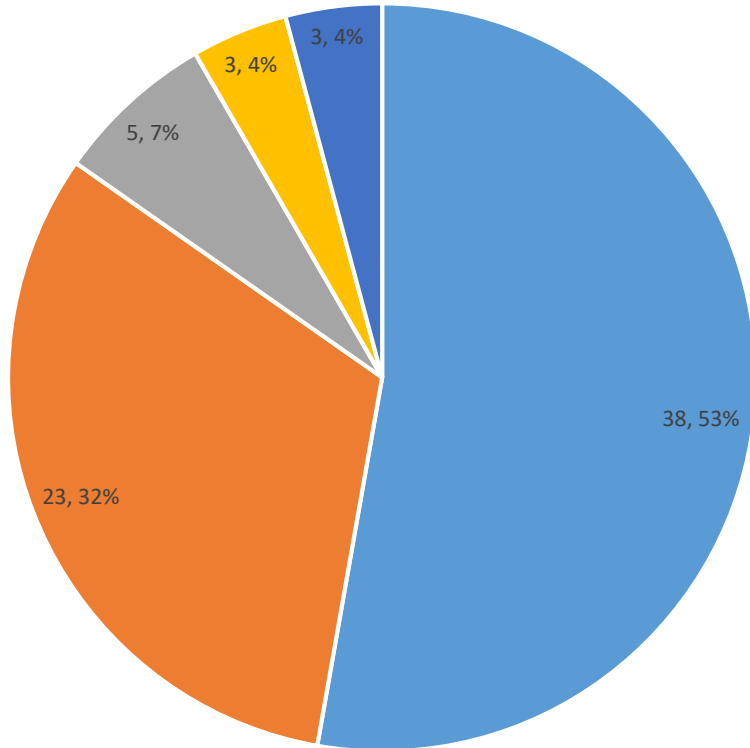


■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

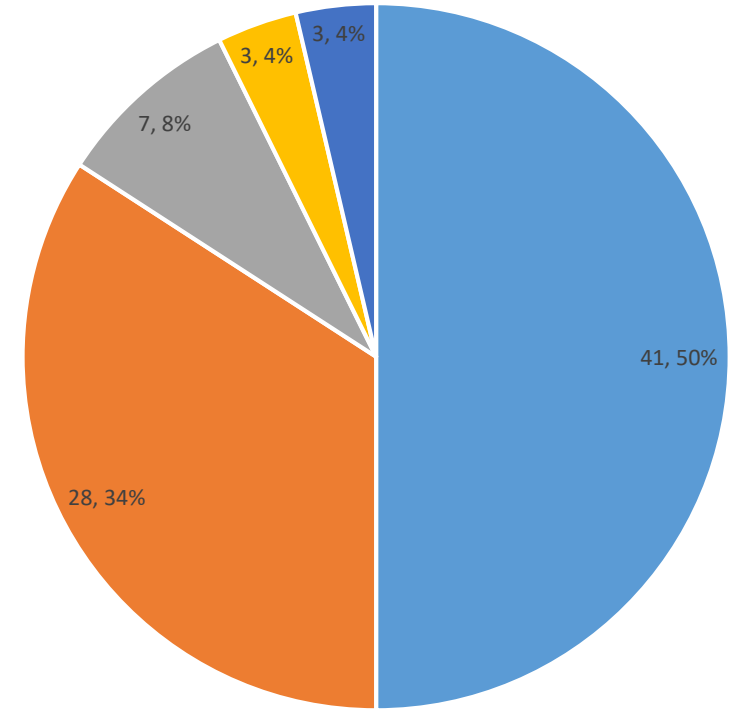
# Feedback from Graduating Students

How satisfied are you with the teachers ability to communicate



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

How satisfied are you with the teachers preparedness for the classes

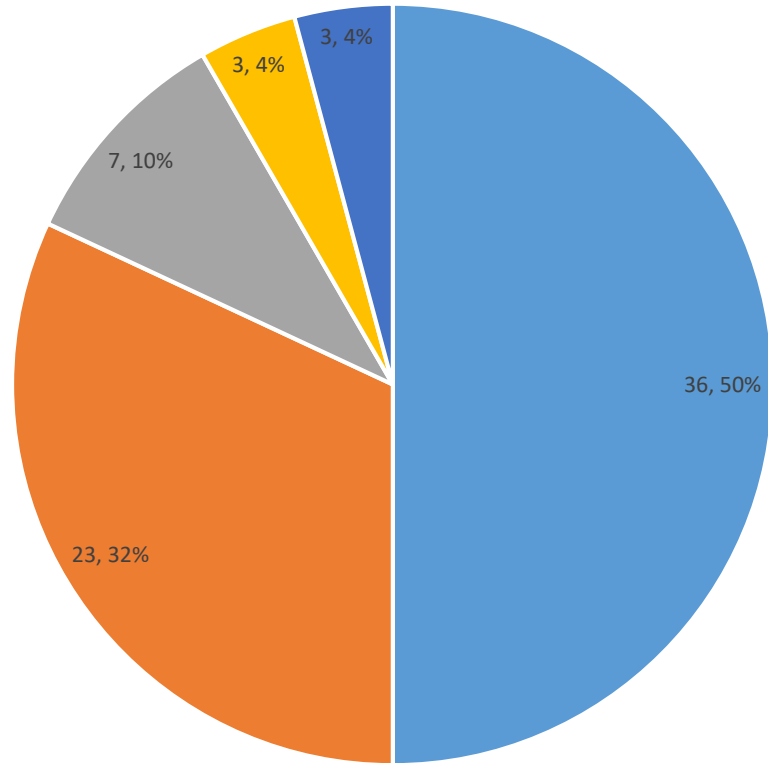


■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied



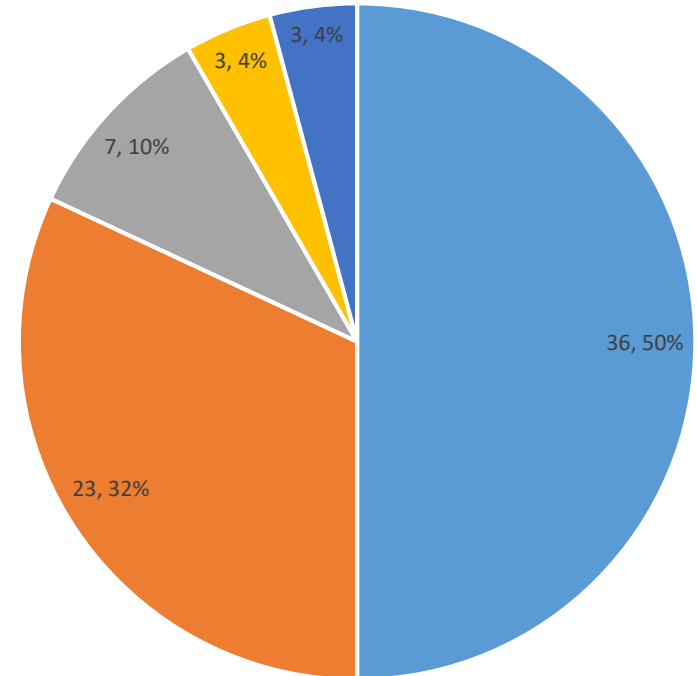
# Feedback from Graduating Students

How satisfied are you with information provided by the teachers about expected competencies course outcomes and programme outcomes.



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

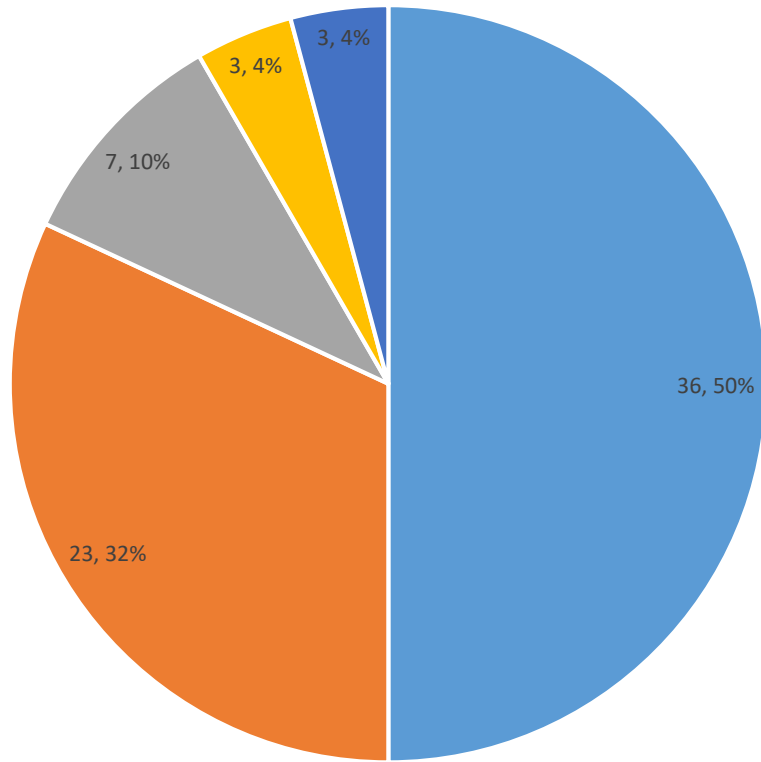
How satisfied are you with the institution's effort to engage students in continuous quality improvement of teaching and learning process]



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

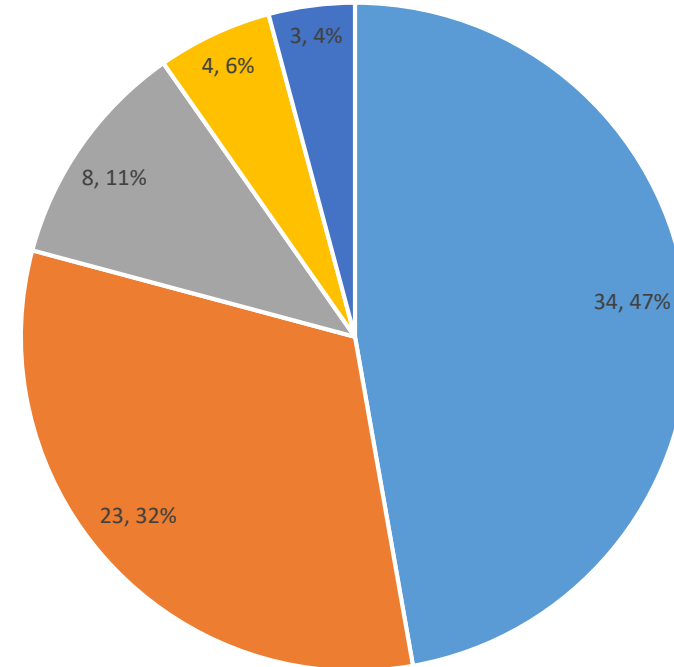
# Feedback from Graduating Students

How satisfied are you with Environment of WGSHA



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

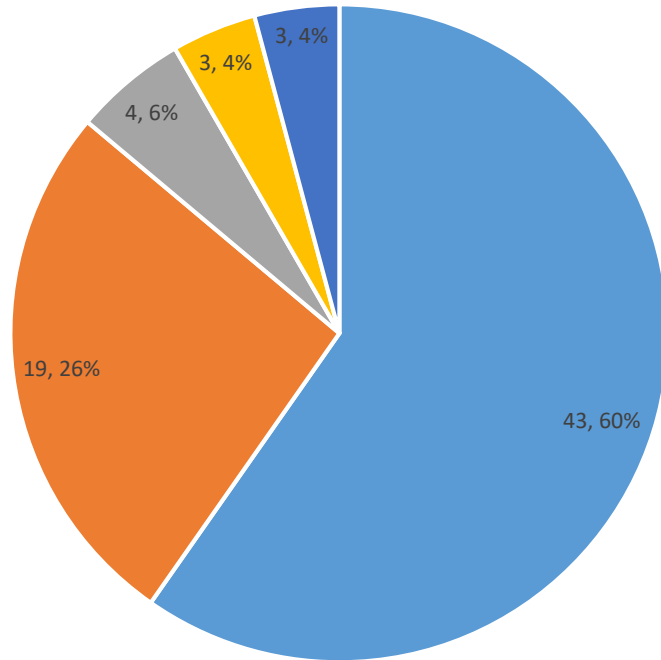
How satisfied are you with scholarship services of WGSHA (If applicable to you)



■ Very Satisfied ■ Satisfied ■ Some what satisfied ■ Neutral ■ Not at all satisfied

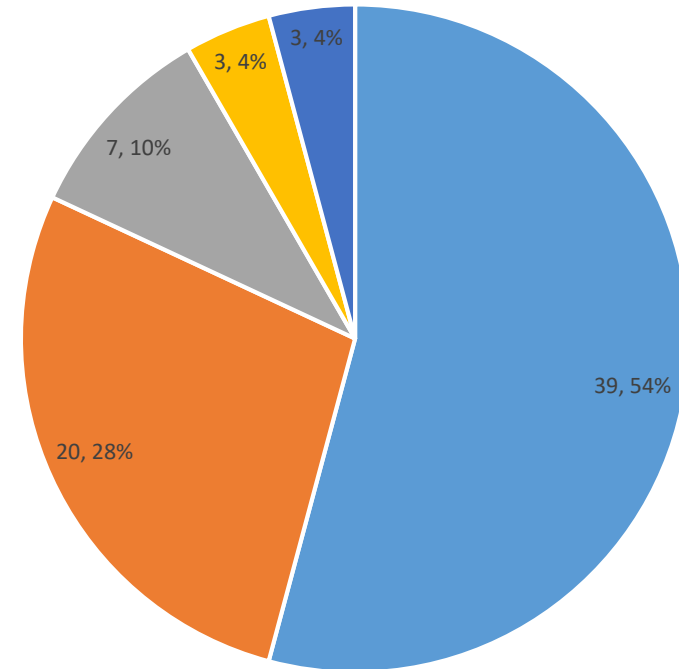
# Feedback from Graduating Students

How satisfied are you with career counselling at WGSHA



Very Satisfied Satisfied Some what satisfied Neutral Not at all satisfied

Safety arrangements for Covid-19 in your institute was adequately taken care

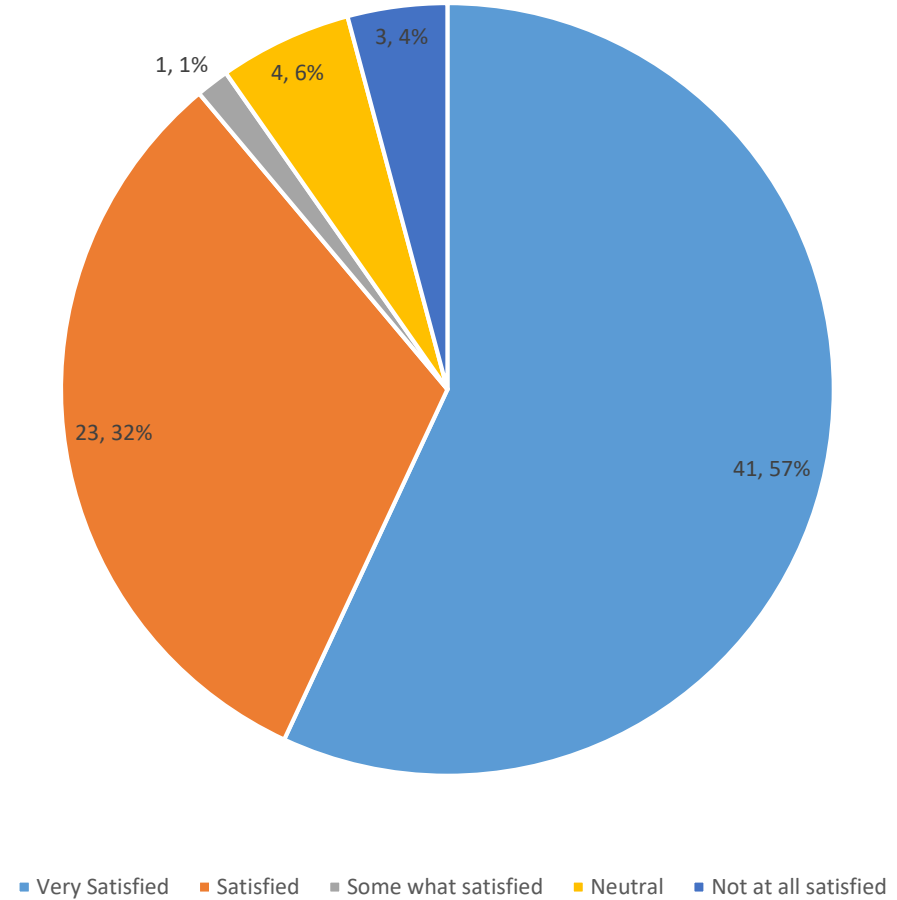
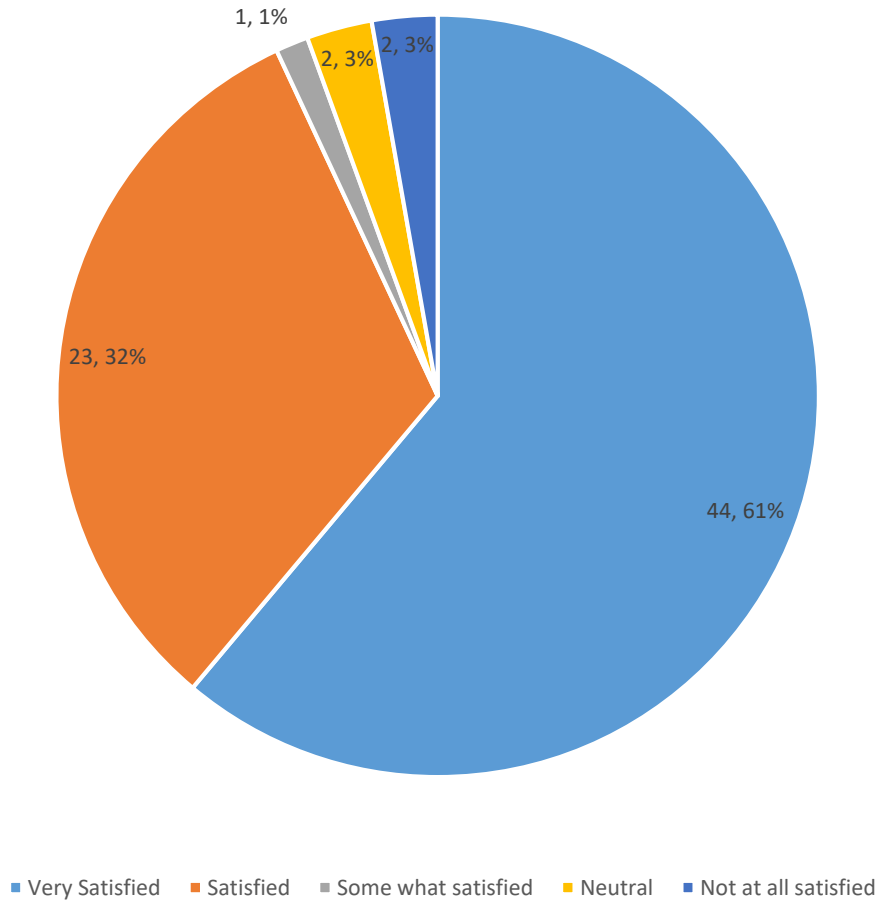


Very Satisfied Satisfied Some what satisfied Neutral Not at all satisfied

# Feedback from Graduating Students

The mentoring process in your institution facilitates you in cognitive, social and emotional growth

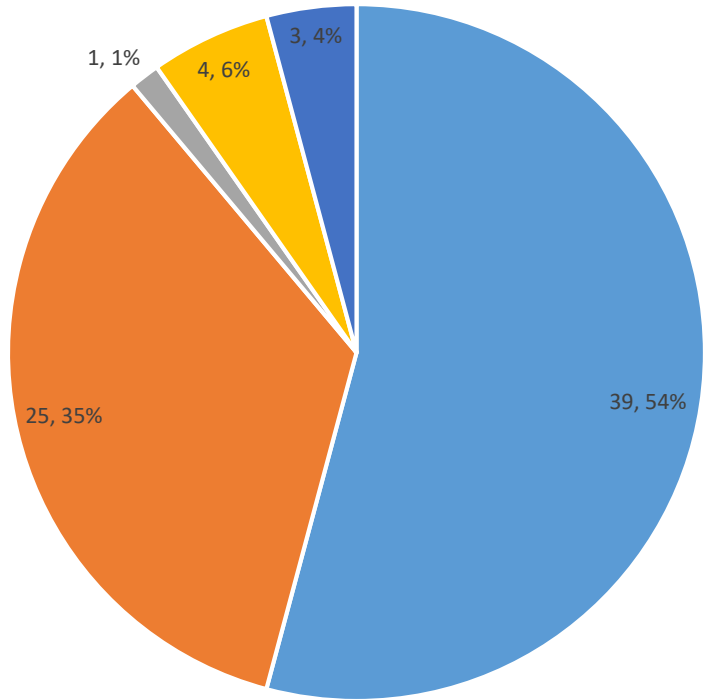
How satisfied you are with the support provided by mentors





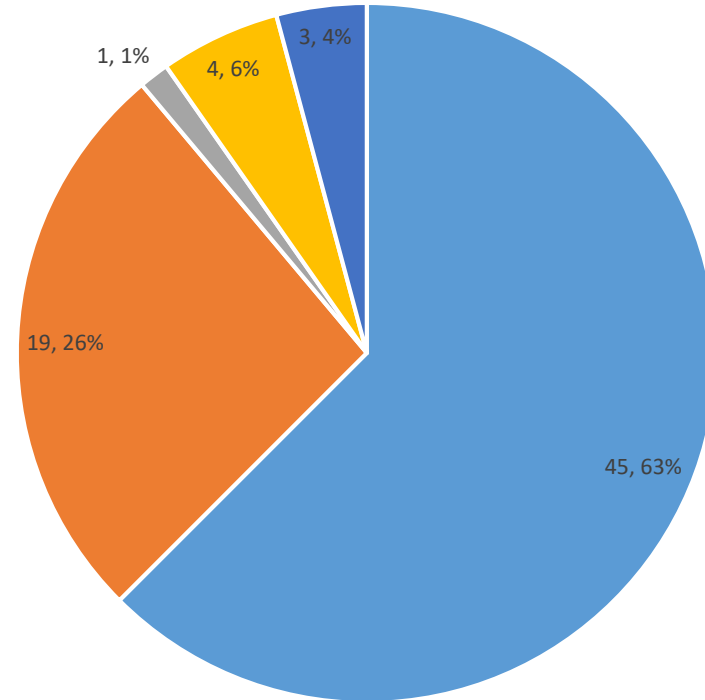
# Feedback from Graduating Students

How satisfied are you with extra-curricular activities like culture activities, club competitions, sports etc.?



■ Very Satisfied 
 ■ Satisfied 
 ■ Some what satisfied 
 ■ Neutral 
 ■ Not at all satisfied

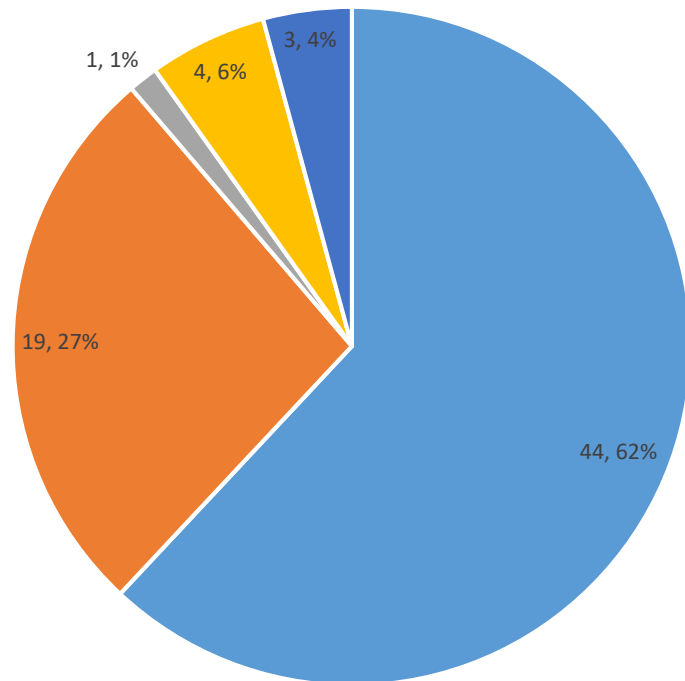
How satisfied are you with the interest taken by the institute in facilitating internship, career development opportunities for students



■ Very Satisfied 
 ■ Satisfied 
 ■ Some what satisfied 
 ■ Neutral 
 ■ Not at all satisfied

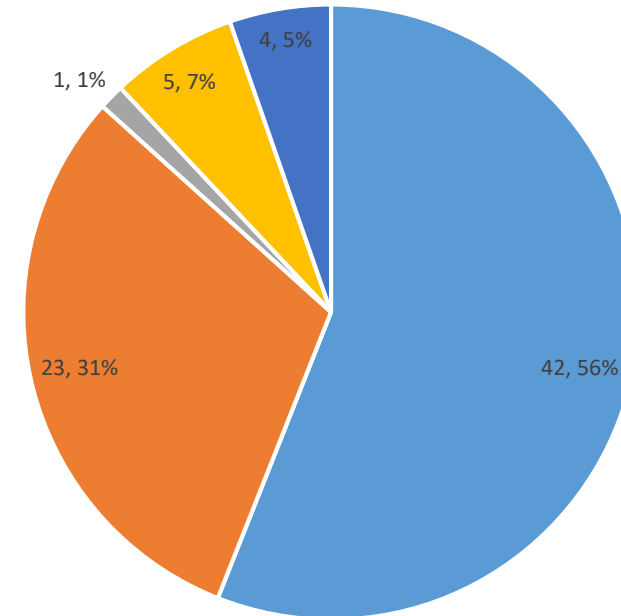
# Feedback from Graduating Students

How satisfied are you with the interest taken by the institute in facilitating career development opportunities for students



■ Very Satisfied   
 ■ Satisfied   
 ■ Some what satisfied  
■ Neutral   
 ■ Not at all satisfied

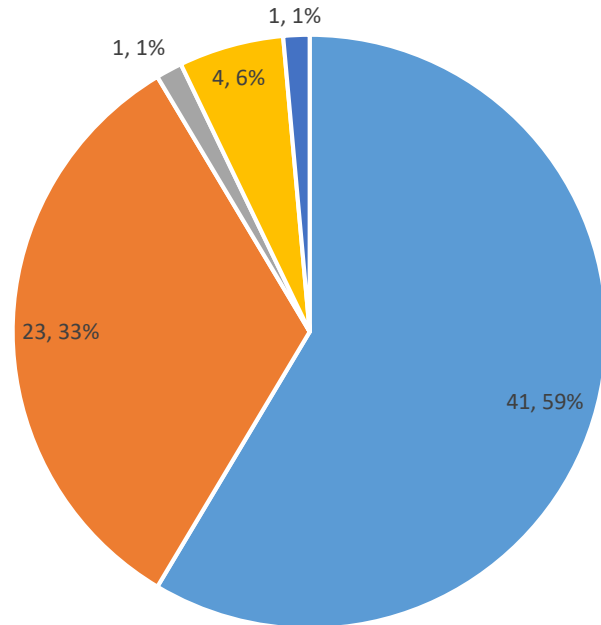
How satisfied are you with the encouragement given by teacher to participate in co-curricular activities.(Workshops, webinars etc.)



■ Very Satisfied   
 ■ Satisfied   
 ■ Some what satisfied  
■ Neutral   
 ■ Not at all satisfied

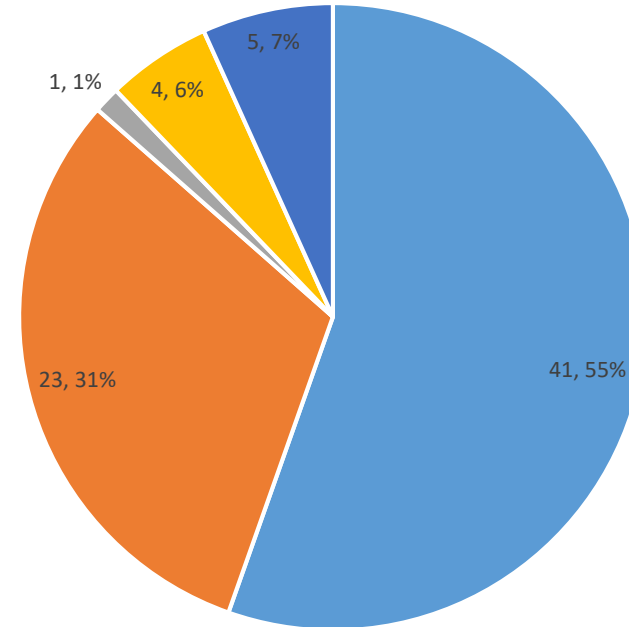
# Feedback from Graduating Students

How satisfied are you with WGSHA'S approach to the virtual mode of learning in your overall development (Webinar, expert talks, Industry academia interface and etc.)



Very Satisfied    Satisfied    Some what satisfied  
Neutral    Not at all satisfied

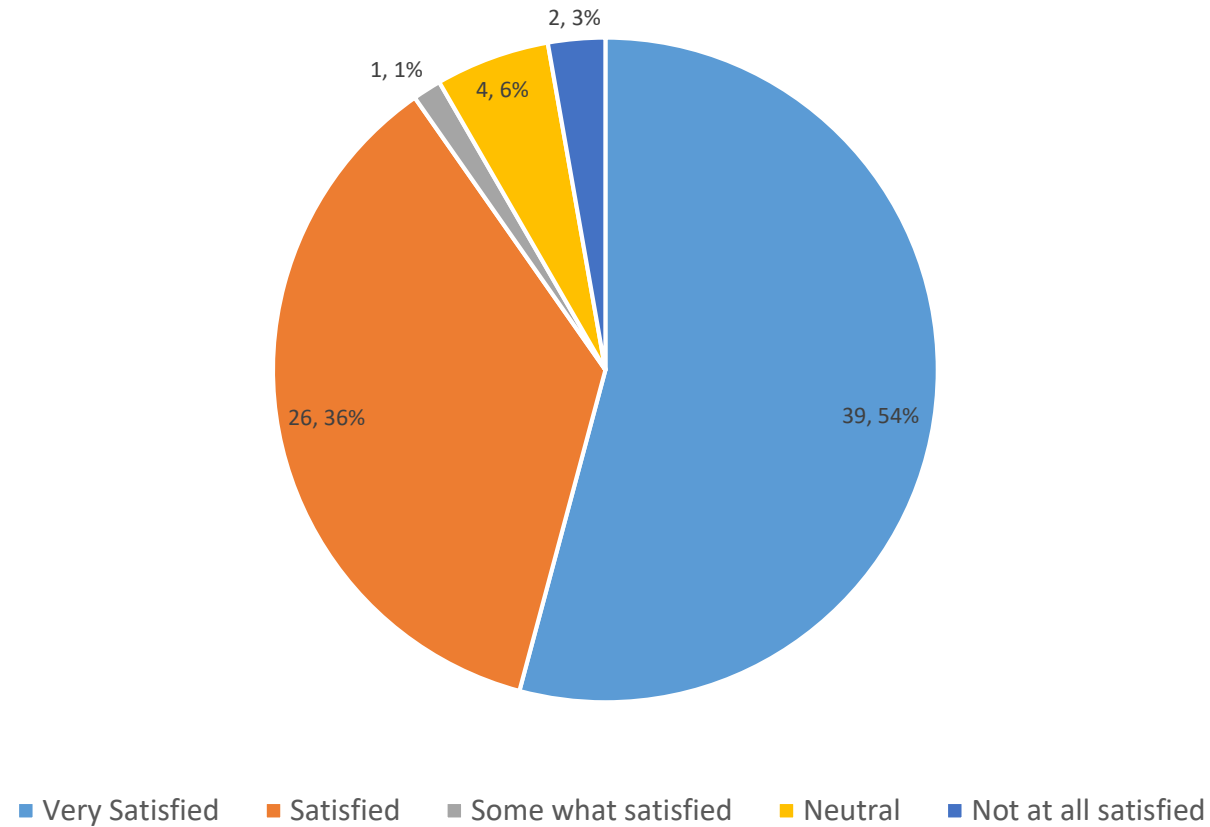
How satisfied are you with the E-Magazine published by various departments in your overall development?



Very Satisfied    Satisfied    Some what satisfied  
Neutral    Not at all satisfied

# Feedback from Graduating Students

How satisfied are you with the guidance and support by the administration of WGSHA?



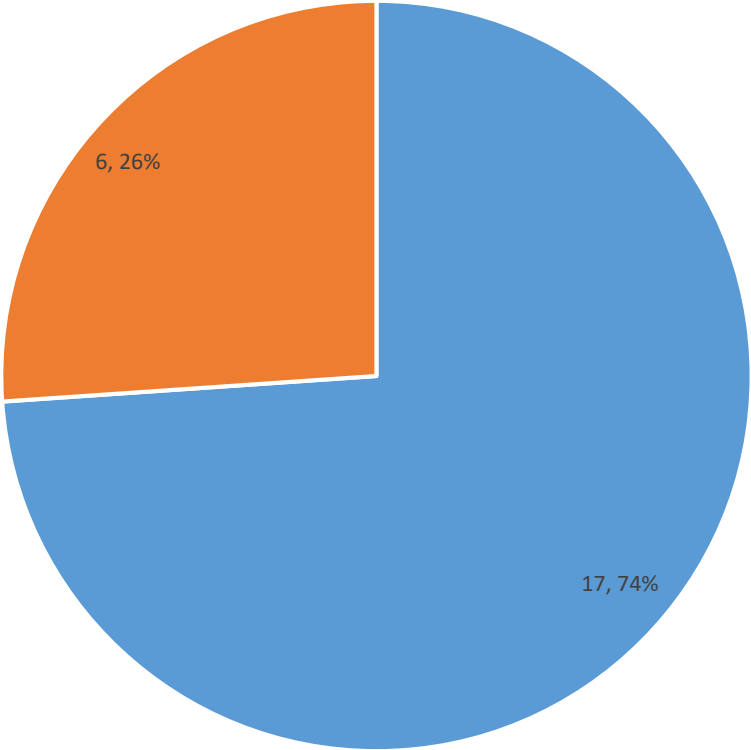
# Feedback from Parents





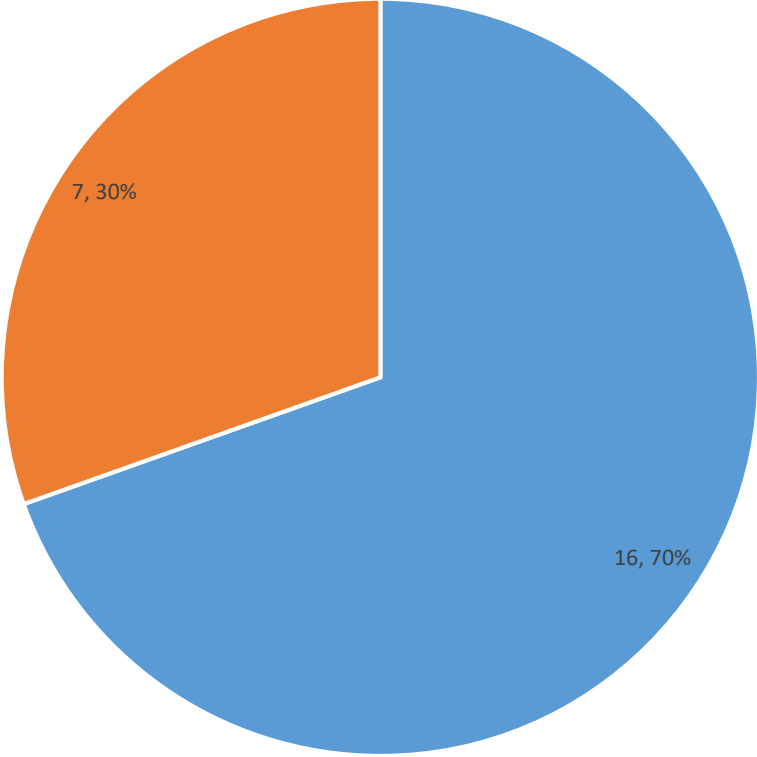
# Feedback from Parents

### Getting admission for my ward in WGSHA is a matter of pride for me



■ Strongly Agree ■ Agree

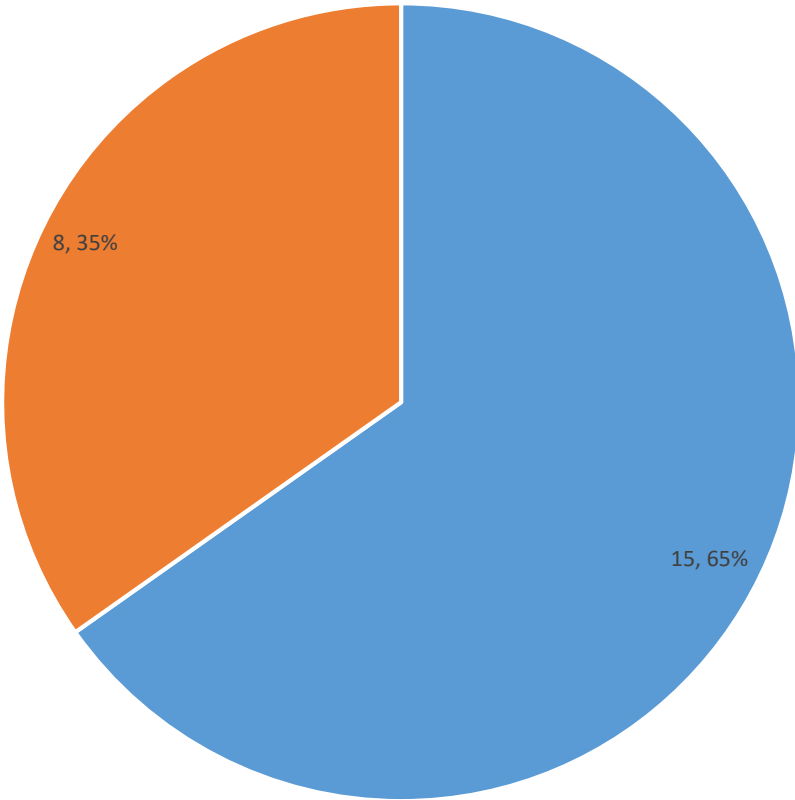
### WGSHA'S academic atmosphere is conducive for learning



■ Strongly Agree ■ Agree

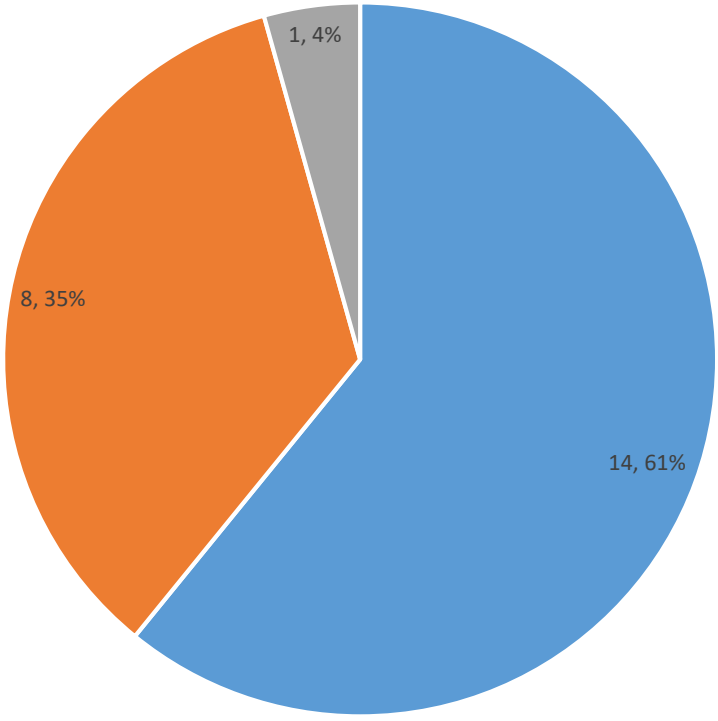
# Feedback from Parents

The academic and personal discipline in WGSHA is excellent



Strongly Agree Agree

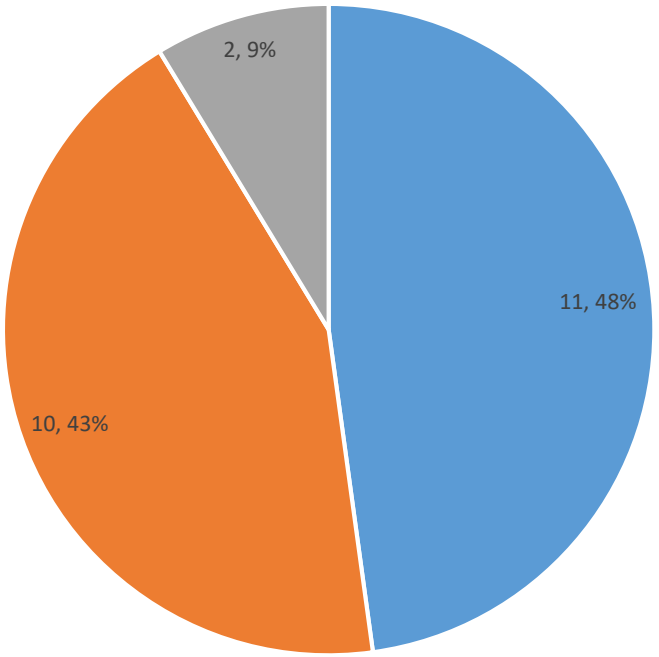
My ward improved his/her knowledge base through interaction with faculty members at WGSHA



Strongly Agree Agree Neutral

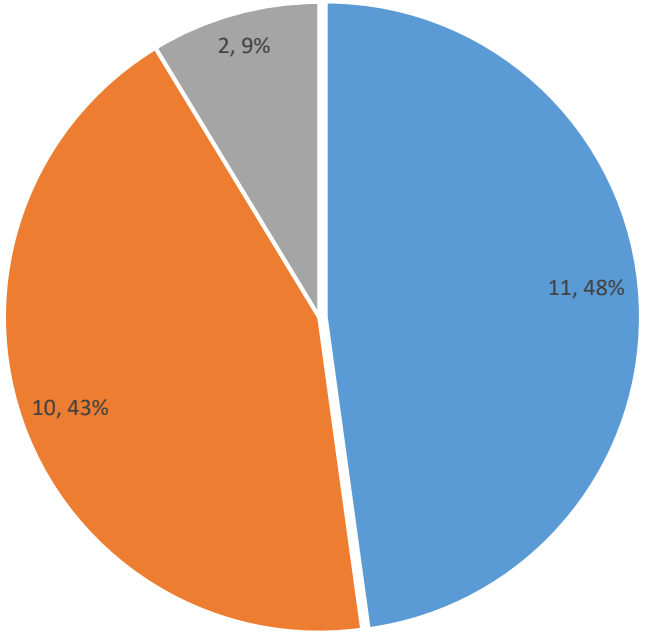
# Feedback from Parents

Do you agree that the curriculum of the course is well designed?



■ Strongly Agree ■ Agree ■ Neutral

The curriculum has incorporated current/recent trends in the area

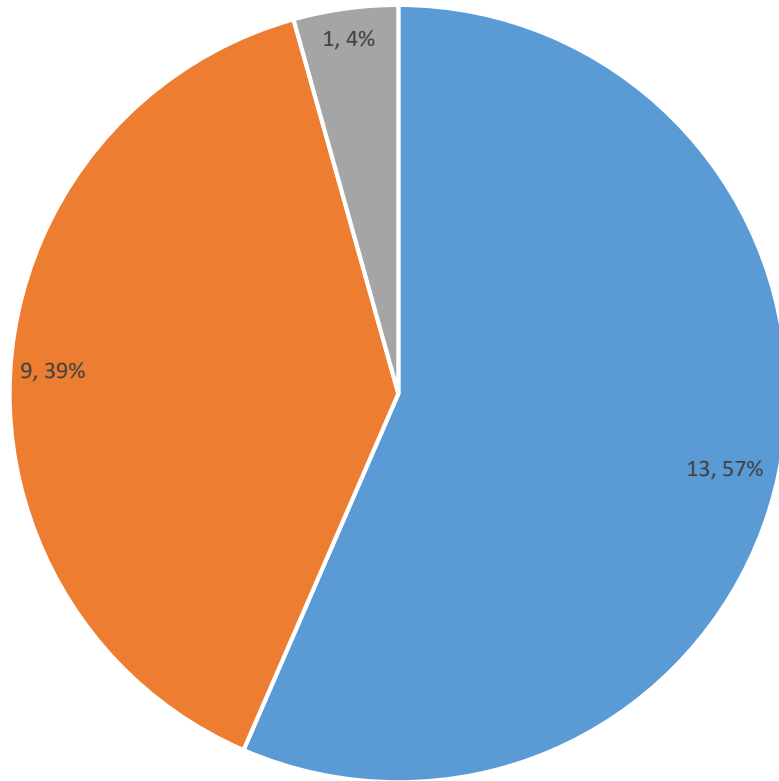


■ Strongly Agree ■ Agree ■ Neutral



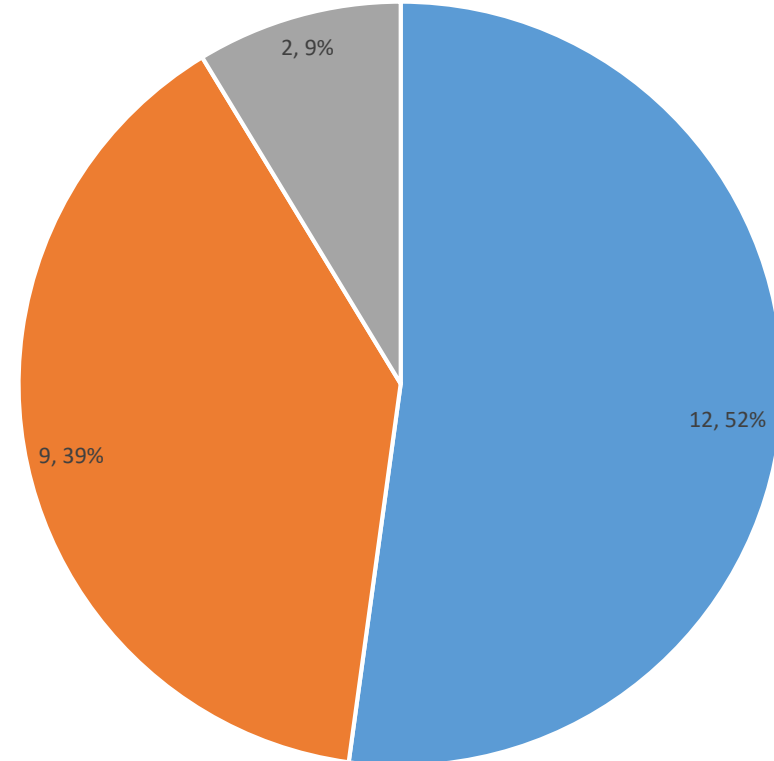
# Feedback from Parents

### Knowledge, skills and attitudes imparted during the course meet the professional requirements



■ Strongly Agree ■ Agree ■ Disagree

### Adequate exposure is given to practical training at WGSMA

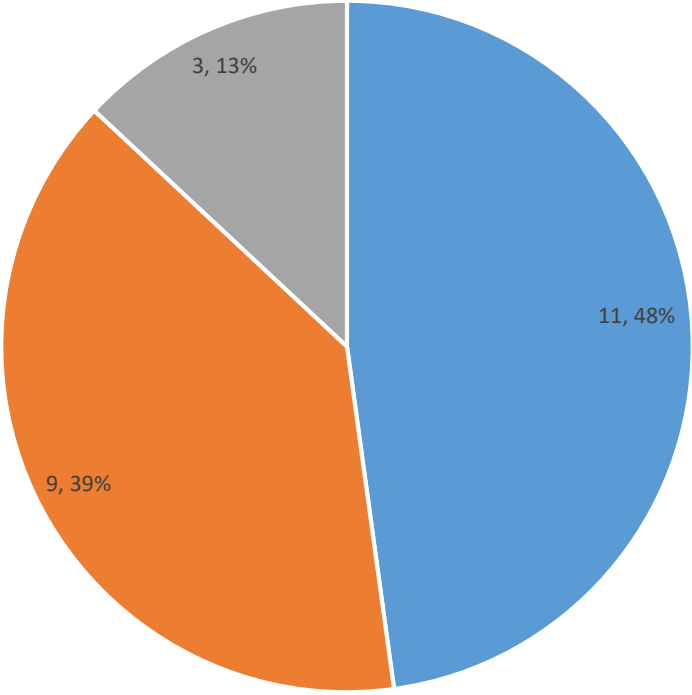


■ Strongly Agree ■ Agree ■ Neutral



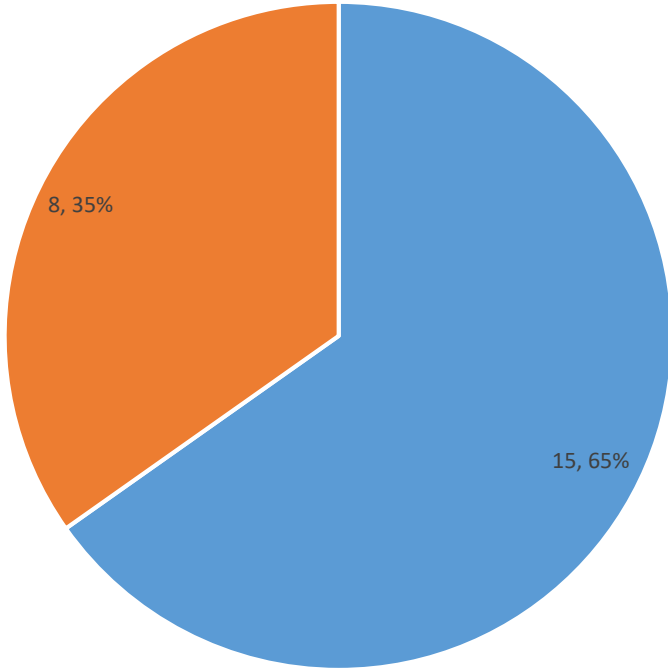
# Feedback from Parents

Do you agree Employability options are given focus in the curriculum design?



■ Strongly Agree ■ Agree ■ Neutral

Examination results are declared in a timely manner



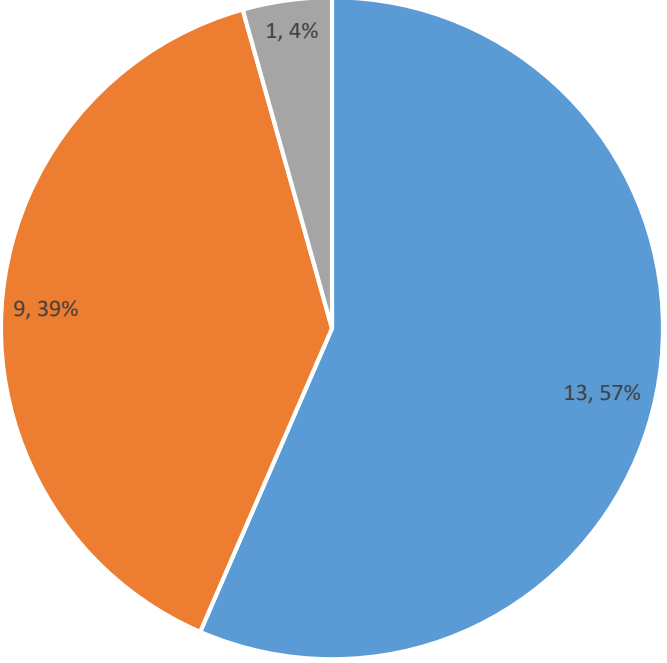
■ Strongly Agree ■ Agree





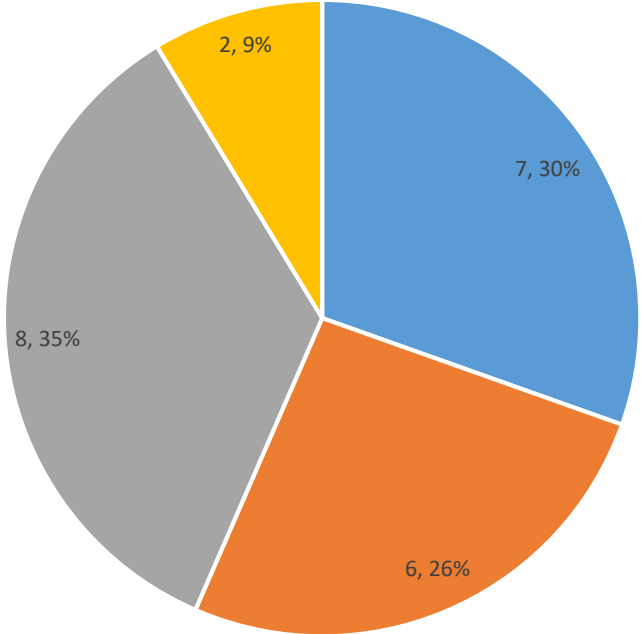
# Feedback from Parents

Do you agree that the emphasis is given to the online theory classes during covid-19 Pandemic



■ Strongly Agree ■ Agree ■ Disagree

Do you agree that the emphasis is given to the online practical demonstration's during covid-19 Pandemic

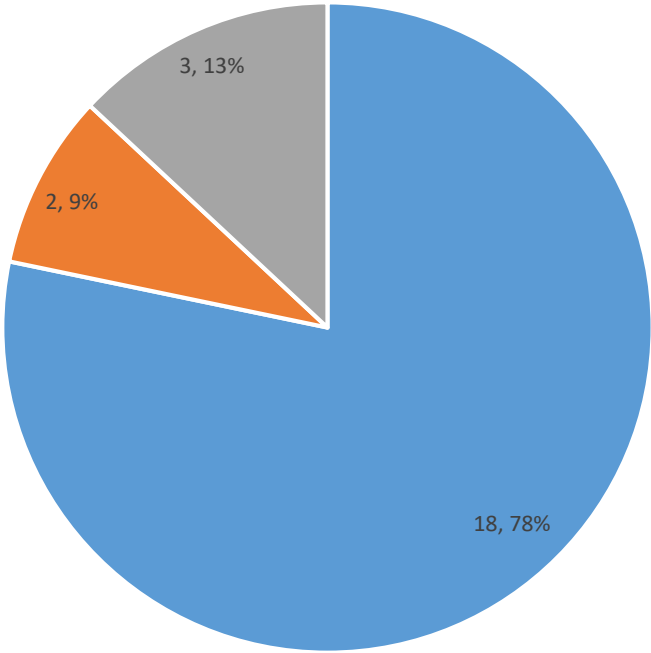


■ Strongly Agree ■ Agree ■ Neutral ■ Disagree



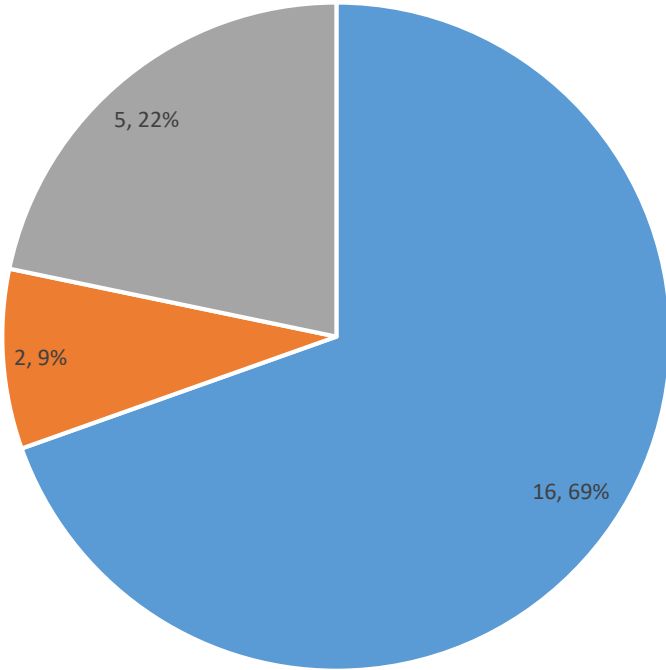
# Feedback from Parents

### How satisfied you are with the support provided to your ward by mentors through mentor mentee programs?



■ Satisfied ■ Neutral ■ Disatisfied

### How satisfied are you with career counselling at WGSHA?]

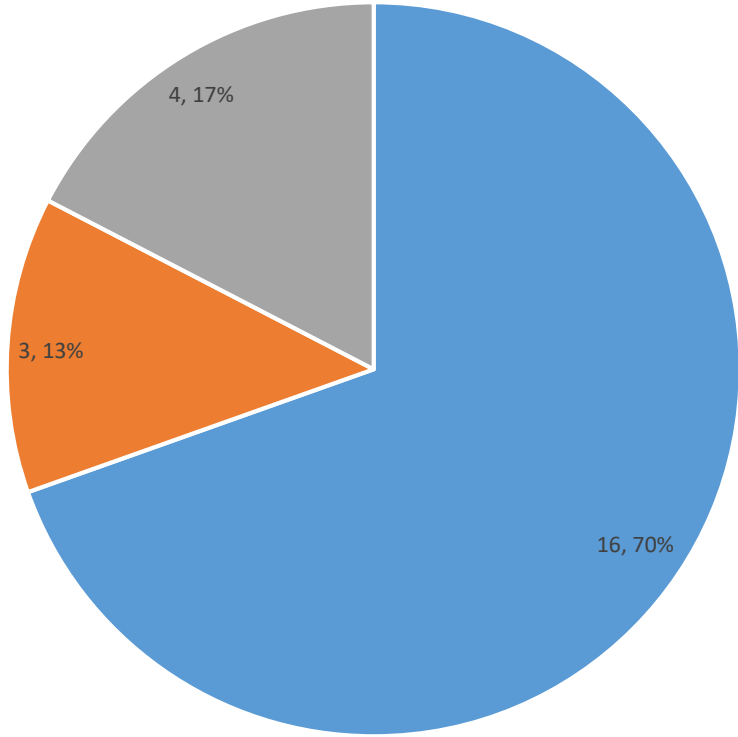


■ Satisfied ■ Neutral ■ Disatisfied



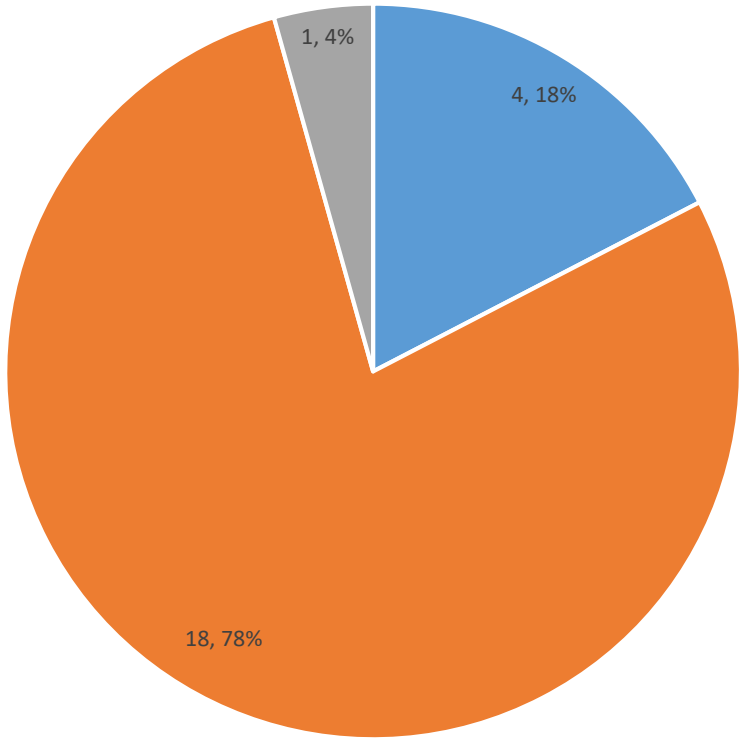
# Feedback from Parents

### How satisfied you are with the support provided by mentors (Not Applicable to PG programs)



■ Satisfied ■ Neutral ■ Disatisfied

### How satisfied are you with scholarship services of WGSMA (If applicable to you)?

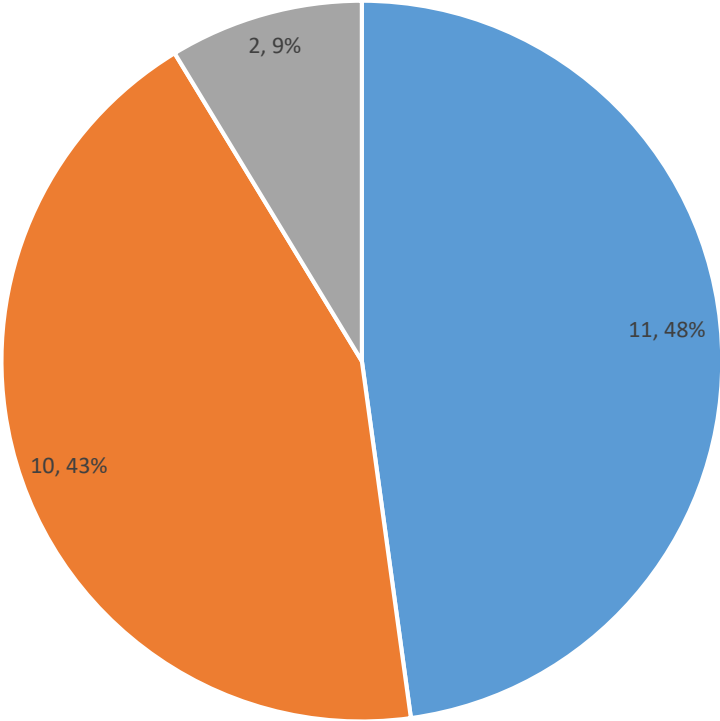


■ Satisfied ■ Neutral ■ Disatisfied



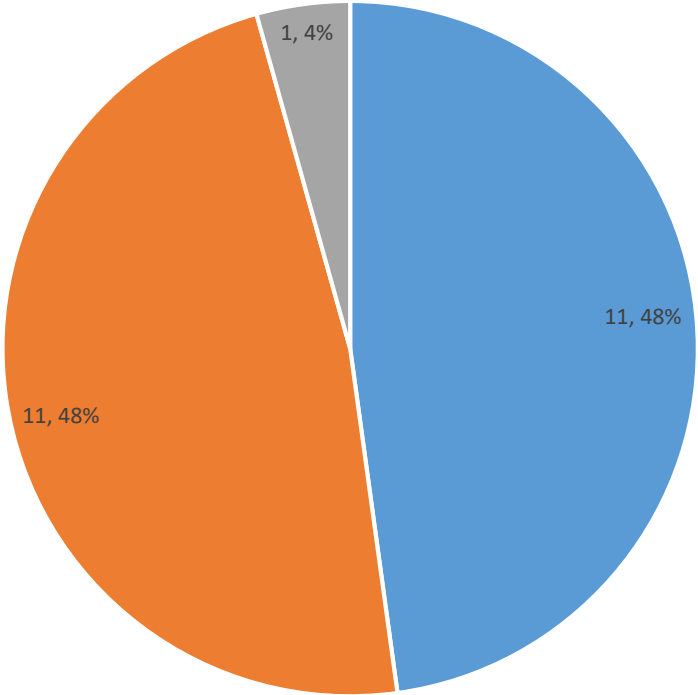
# Feedback from Parents

There is a positive change in the behavior of my ward after enrolling at WGSHA



- Strongly Agree
- Agree
- Neutral

WGSHA facilitates in holistic development of students

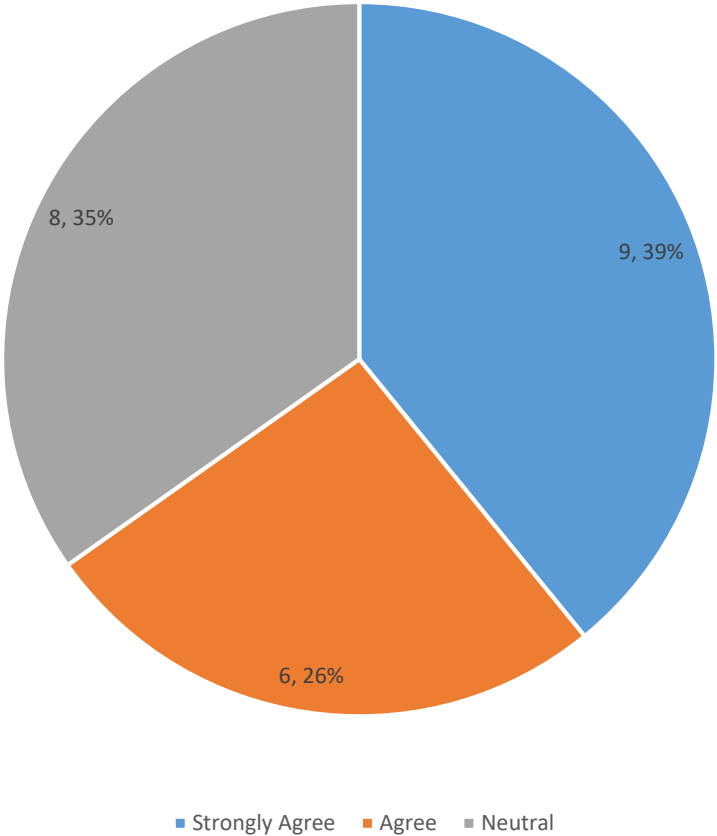


- Strongly Agree
- Agree
- Neutral

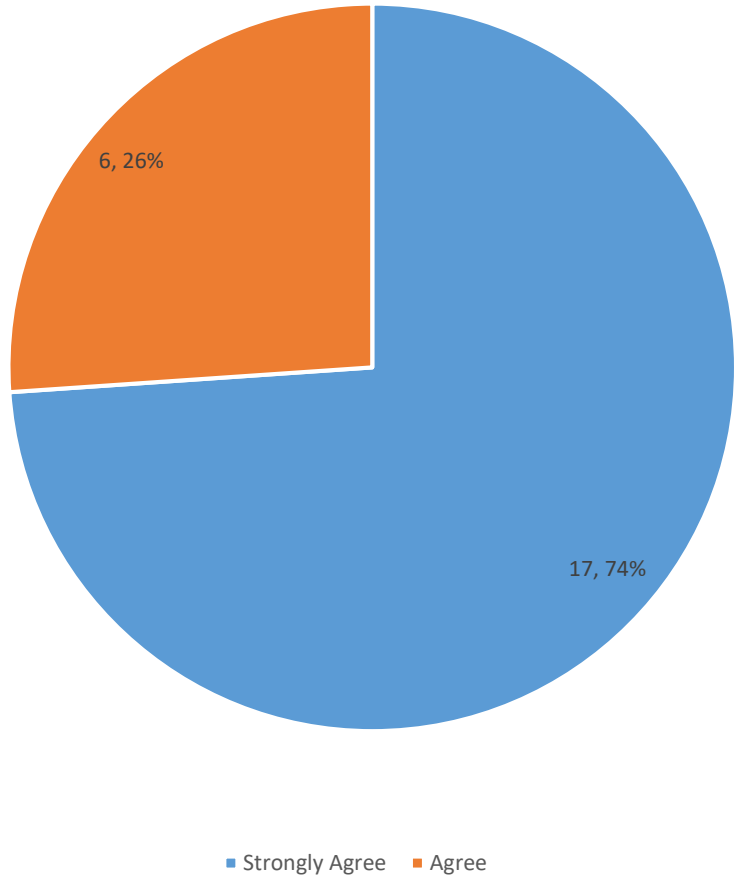


# Feedback from Parents

The admission process at WGSHA is fair and transparent



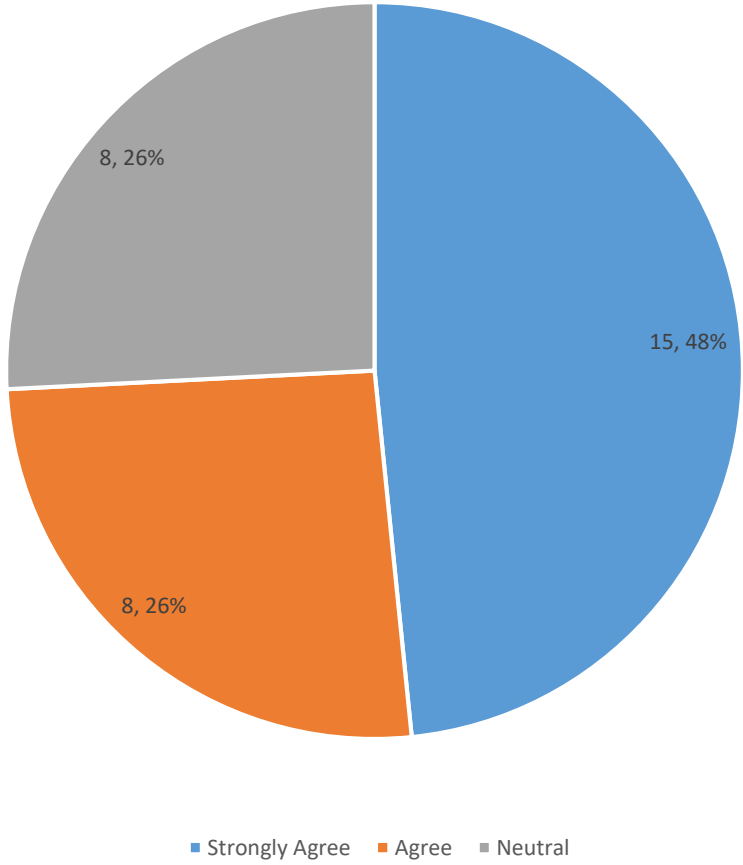
WGSHA is one of the best Professional colleges in India in the field of hospitality education



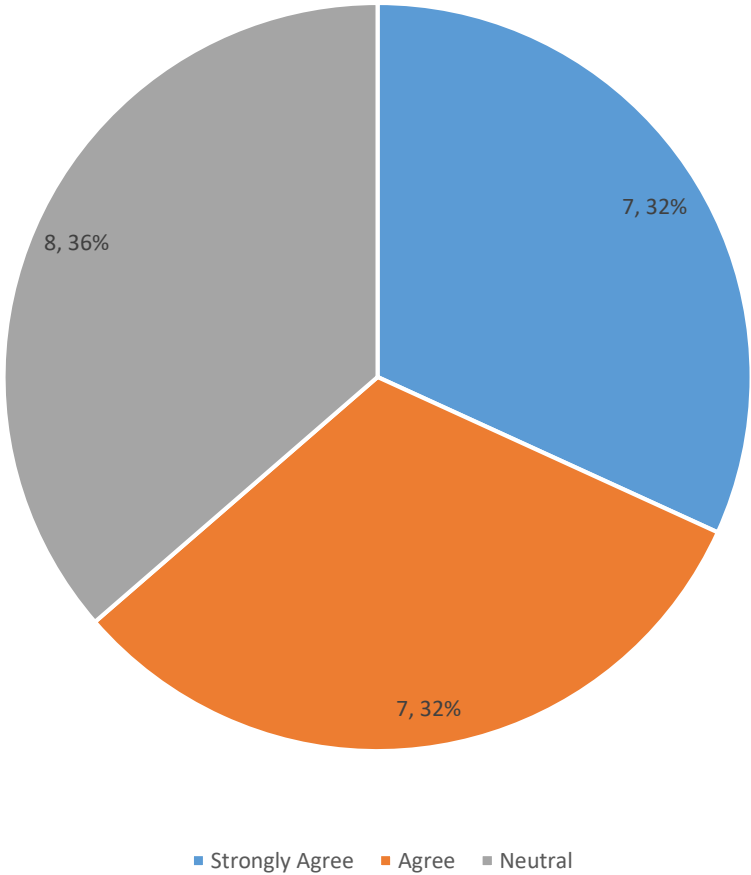


# Feedback from Parents

### Staff members of WGSHA are cordial and cooperative

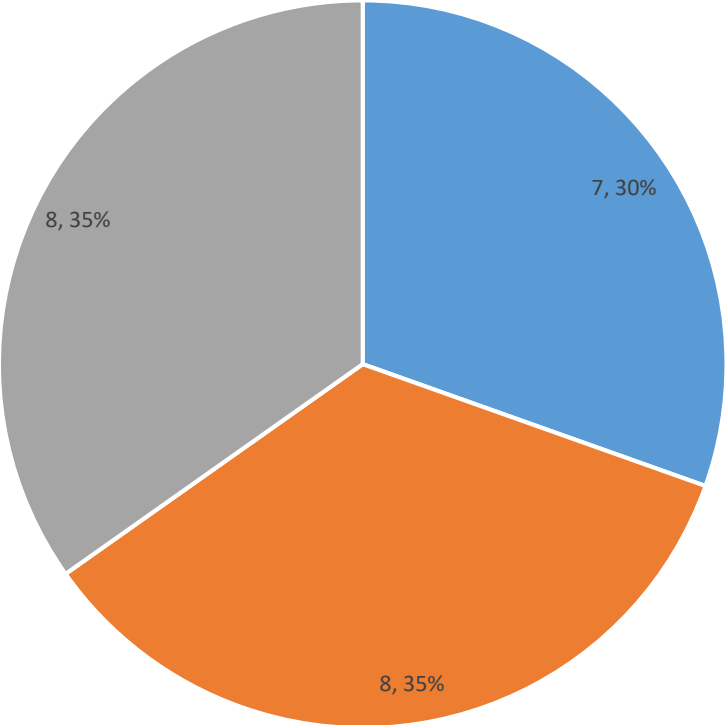


### WGSHA page in MAHE website is very informative and regularly updated]



# Feedback from Parents

Do you agree with that institute have taken safety measures made for your ward during the time of Covid-19 pendamic



■ Strongly Agree   ■ Agree   ■ Neutral





# Changes in internal and external issues relevant to Quality and Environmental Management



# Significant Environmental Aspects



## Environmental Initiatives:

1. Florescent and CFL light bulbs are changed to LED lights in the hostel premises and class rooms
2. Organic Food Waste Composed
3. Controlled movement of vehicles are done in the hostel and college premises
4. Vegetable and Herb Organic Garden and plantations are done in the hostel premises
5. Exterior Lights have been replaced with LED Sodium lights
6. Eco-friendly chemicals are used in college and hostel premises

## EMS Comparison

(August 2021 – December 2021)

- Paper consumption - **Decreased**: (26500 sheets / 1469 students)
- Electricity consumption in Hostel: **Increased**
- Water consumption in Hostel: **Increased**



# Significant Environmental Aspects

## Water Consumption Report of WGSHA Hostel

Month & Year	Previous Reading	Present Reading	Total Unit of consumption*1 000/Ltr	Total Amount Rate/ Unit (Rs22)	Average	Justification	Total Occupied
Aug-21	109977	110668	691000	15202	Increase	For all blks.& full strength.	31+38=69
Sep-21	110668	112847	2179000	47938	Increase	For all blks.& full strength.	207+144=351
Oct-21	112847	115498	2651000	58322	Increase	For all blks.& full strength.	207+139=346
Nov-21	115498	117780	2282000	50204	Decrease	For all blks.& full strength.	219+152=371
Dec-21	117780	120069	2289000	50358	Increase	For all blks.& full strength.	218+151=369

## Electricity consumption Average of WGSHA Hostel

Year	Month	Total Unit Consumption	Increase \ Decrease	Remarks	Total Occupied
2021	August	2,070	Increase	A.C room increased & Full strength	31
2021	September	20,553	Increase	A.C room increased & Full strength	207
2021	October	29,613	Increase	A.C room increased & Full strength	207
2021	November	27,217	Decrease	A.C room increased & Full strength	219
2021	December	28,842	Increase	A.C room increased & Full strength	218







## P- 5 Enabling Foundation

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



**New WGSHA Building (expected to be completed by April,2022)**





# ISO Activities



**September 11, 2021: Fire Training Mock Drill and presentation was conducted for the faculty and staff at WGSMA by the Mr Leslie Joseph D'Souza - Fire Safety Officer, MAHE, Manipal.**



## Housekeepers Appreciation week

**September 25, 2021:** With games like Get set fly, spray bottle shoot, Paper towel roll, Stacking the towels race WGSHA organised recreational session for all its faculties and staff during the International housekeepers appreciation week 2021. The faculty and staff were filled with euphoria while participating in the activities.

This session was organised under the guidance of Principal Chef K Thirugnanasambantham the department coordinate Mr. Keith Shirivin Nigli and coordinated by Mr. Abhijith Saralaya - Assistant Professor, Housekeeping.



# Way Forward

- Launching of Hospitality Case Study Book – “Lived experiences of Hospitality Connoisseurs: short case studies”
- Language Café
- Academic Advisory Committee
- Entrepreneurship Development Cell Registration
- Pathway program or Semester Abroad program with 10 Internationally recognized Hospitality School
- Special Interest Group- For collaboration in research, training, academia, product development
- Curriculum design based on new National Education Policy
- Launching Masters in Food Science and Innovation: 2022
- International Collaboration with American Culinary Federation (ACF)





# Way Forward

- Food Truck – (Approved)



# Hydroponic Vegetable





# WELCOMGROUP GRADUATE SCHOOL OF HOTEL ADMINISTRATION

MANIPAL

*A constituent unit of MAHE, Manipal*

