



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

ATTENDANCE SHEET OF INTERNAL QUALITY ASSURANCE CELL (IQAC) MEETING
HELD ON 28th AUGUST 2023

Sr. No.	Name	Capacity in which representing the committee	Signature
1	Mr. Arvind Tiwari	Nominee of the society	
2	Mr. Mandar Parab	Representative of the Management	
3	Mr. Conrad D'souza	Chairperson	
4	Ms. Suchismita Roy	IQAC Coordinator	
5	Mr. Ashish Mane	Teacher	
6	Mr. Selvyn Rodrigues	Teacher	
7	Mr. Nixon Dmello	Teacher	
8	Mr. Stany Lopes	Teacher	
9	Ms. Reshma Nagarkar	Teacher	
10	Ms. Deepali Darekar	Member (Non-Teaching Staff)	
11	Mr. Sameer Sud	Employer (Stakeholder)	
12	Chef Paul Naronha	Employer (Stakeholder)	
13	Ms. Tanushka Acharekar	Student Nominee	
14	Mr. Soham Nagwekar	Student Nominee	
15	Mr. Joshua Leny	Alumni	





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SRIHM/IQAC/2023-24/01

2nd August 2023

/NOTICE

SUB: INTERNAL QUALITY ASSURANCE CELL (IQAC) MEETING

The First Meeting of the Internal Quality Assurance Cell (IQAC) of the college for the Academic Year 2023-24 will be held on Monday 28th August 2023 at 4.30 pm at the 5th floor Gulmohar Training Restaurant 'Sheila Raheja Institute of Hotel Management-Raheja Education Complex, Bandra East to conduct the following business.

AGENDA

1. To read and confirm the Minutes of the last College Internal Quality Assurance Cell (IQAC) meeting held on Friday, 31st March 2023.
2. To introduce the new Members appointed to the College Internal Quality Assurance Cell (IQAC)
3. To apprise the Members about the IQAC initiatives implemented in the Academic Year 2022-23
4. To apprise the Members about the status of Admissions for the Academic Year 2023-24.
5. To apprise the Members about the Examination Results of Semester II, IV & VI of the Academic Year 2022-23.
6. To apprise the Members about the status of Placements for the Academic Year 2022-23.
7. To apprise the Members about the Academic Calendar (First Half) for the Academic Year 2023-24.
8. To apprise the Members about the Master Classes conducted in the Academic Year 2023-24 till to date.
9. To apprise the Members about the Green, Energy & Environment Audit conducted on 24th July 2023
10. To apprise the Members about the Seminar on Eco-sensitization conducted for the Third-Year students.
11. To apprise the Members about the HACCP Surveillance Audit to be conducted on 4th September 2023.
12. To apprise the Members about the Student Council elections for the Academic Year 2023-24.
13. To apprise the Members about the Statutory Committees for the Academic Year 2023-24.
14. To apprise the Members about One day Faculty Development Programme organized by IQAC on Research Methodologies for Teaching Staff on 8th July 2023.
15. To apprise the Members about One day Faculty Development Programme organized by IQAC on E resources for Teaching Staff on 15th July 2023.
16. To apprise the Members about the One-day Faculty Development Programme organized by IQAC on Entrepreneurship -Mindset and Skills for Teaching Staff on 22nd July 2023
17. Any other matter with permission of the Chair.


Conrad D'souza
Chairperson





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**MINUTES OF THE MEETING OF THE INTERNAL QUALITY ASSURANCE CELL
(IQAC)**

The First Meeting of the Internal Quality Assurance Cell (IQAC) of the college for the Academic Year 2023-24 was held on Monday 28th August 2023 Tuesday at 4.30 pm at the 5th floor Gulmohar Training Restaurant 'Sheila Raheja Institute of Hotel Management-Raheja Education Complex, Bandra East, to conduct the following business.

The following members were present: -

1. Mr. Arvind Tiwari
2. Mr. Mandar Parab
3. Mr. Conrad D'souza
4. Mrs. Suchismita Roy
5. Mr. Selvyn Rodrigues
6. Mr. Stany Lopes
7. Mr. Nixon Dmello
8. Ms. Reshma Nagarkar
9. Mr. Ashish Mane
10. Ms. Deepali Darekar
11. Mr. Sameer Sud
12. Chef Paul Noronha
13. Ms. Tanushka Acherekar
14. Mr. Soham Nagvekar
15. Mr. Joshua Leny

The quorum for the meeting was present.

The meeting commenced with Chairperson Conrad D'Souza welcoming the members and requesting Ms. Suchismita Roy Indra to proceed with the meeting.

Agenda Point No.1

To read and confirm the Minutes of the last College Internal Quality Assurance Cell (IQAC) meeting held on Friday, 31st March 2023.

The IQAC Coordinator read the minutes of the last IQAC meeting held on Friday, 31st March 2023. The members found them in accordance with the last minutes of the meeting. The minutes of the last IQAC meeting were confirmed and approved.

Resolution No. 1 :

"Be it and it is hereby RESOLVED THAT the minutes of IQAC meeting held on Friday, 31st March 2023 are confirmed and approved unanimously by all members."





The Chairperson and IQAC coordinator signed the minutes.

Agenda Point No.2

To introduce the new Members appointed to the College Internal Quality Assurance Cell (IQAC)

The IQAC coordinator apprised about the IQAC Committee for the Academic Year 2023-24

Internal Quality Assurance Committee 2023-2024		
Sr. No.	Name	Capacity in which representing IQAC
1	Mr. Arvind Tiwai	Nominee of the society
2	Mr. Mandar Parab	Representative of the Management
3	Mr. Conrad D'souza	Chairperson
4	Mrs. Suchismita Roy	IQAC Coordinator
5	Mr. Selvyn Rodrigues	Teacher
6	Mr. Stany Lopes	Teacher
7	Mr. Nixon Dmello	Teacher
8	Ms. Reshma Nagarkar	Teacher
9	Mr. Ashish Mane	Teacher
10	Ms. Deepali Darekar	Member (Non-Teaching Staff)
11	Mr. Sameer Sud	Employer
12	Chef Paul Naronha	Employer
13	Ms. Tanushka Acherekar	Student Nominee
14	Mr. Soham Nagvekar	Student Nominee
15	Mr. Joshua Leny	(Alumni)

The Members welcomed the new Members to the College Internal Quality Assurance Cell (IQAC)

Agenda Point No.3

To apprise the Members about the IQAC initiatives implemented in the Academic Year 2022-23.

The Chairperson apprised the members about the following:

The following were the IQAC initiatives that were implemented in the Academic Year 2022-23





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1. Soft skill training for our students by a soft skill trainer
2. Supervised Lectures
3. Green, Energy and Environment Audit

The Members made a note of the same.

Agenda Point No.4

To apprise the Members about the status of Admissions for the Academic Year 2023-24.

The Chairperson apprised the Members about the status of Admissions for the Academic Year 2023-24.

ADMISSION DATA A.Y.2023-24				
CLASS	ADMISSION FORM SALE	ADMISSIONS	ADMN. CANCELLED	TOTAL STUDENTS ADMITTED
F.Y.BSC.HS	160	132	4	128
F.Y.B.A.C.A.	80	61	2	59
TOTAL NO OF STUDENTS				187

The Chairperson briefed the Members that despite an overall reduction in the total number of aspirants for Hotel Management, the Admission team has put in tremendous efforts to ensure that all the seats for both the programmes are full.

The Members appreciated the efforts of the admission team.

Agenda No.5

To apprise the Members about the Examination Results of Semester II, IV & VI of the Academic Year 2022-23.

The Principal Mr. Conrad D'Souza, apprised the Members about the Examination Results of Semester II, IV & VI of the Academic Year 2022-23.

The Members made a note of the same.

Agenda Point No.6

To apprise the Members about the status of Placements for the Academic Year 2022-23.

The Chairperson apprised the Members about the status of Placement for the Academic Year 2022-23. The Members discussed the overall placements and suggested the need for greater number of placements abroad.

The Members appreciated the efforts of the Placement team.





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Agenda Point No.7

To apprise the Members about the Academic Calendar (First Half) for the Academic Year 2023-24.

The Chairperson apprised the Members about the Academic Calendar for the Academic Year 2023-24. After discussions the Members made a note of the same.

Agenda Point No.8

To apprise the Members about the Master Classes conducted in the Academic Year 2023-24 till to date.

The Chairperson, apprised the Members about the Master Classes conducted in the Academic Year 2023-24 from June 2023 to till date.

The Members appreciated the efforts made by the team to ensure greater Industry student interaction and the inputs received by students regarding latest trends in the Hospitality & Culinary world.

Agenda Point No.9

To apprise the Members about the Green, Energy & Environment Audit conducted on 24th July 2023.

The IQAC Coordinator Ms. Suchismita Roy, apprised the Members about the Green, Energy & Environment Audit conducted on 24th July 2023. The Audit was conducted by Architect Ms. Nahida Shaikh from Greenvio Solutions & Sustainable Academy.

The Members complimented the team about the same.

Agenda Point No.10

To apprise the Members about the Seminar on Eco-sensitization conducted for the Third-Year students.

The Chairperson apprised the members about the seminar conducted on Eco -citizens of India for Third Year students on 24th July 2023 as a part of environmental sensitization of stakeholders by Ar. Nahida Abdulla from Greenvio Solutions. The lecture was held to educate the students about the importance of eco-habits. Ms. Nahida mentioned that many factors negatively affect the environment.

The Members complimented the team about the same.

Agenda Point No.11

To apprise the Members about the HACCP Surveillance Audit to be conducted on 4th September 2023.





The Chairperson, apprised the Members about HACCP Surveillance Audit to be conducted on 4th September 2023. He further apprised the Members that from the First Year itself students were trained as per HACCP standard prevailing in the industry.

The Members made a note of the same.

Agenda Point No.12

To apprise the Members about the Student Council elections for the Academic Year 2023-24.

The Chairperson apprised the Members about the Student Council elections for the Academic Year 2023-24 and the due process followed during the elections.

The Members made a note of the same.

Agenda Point No.13

To apprise the Members about the Statutory Committees for the Academic Year 2023-24.

The Chairperson, apprised the Members about the Statutory Committees for the Academic Year 2023-24.

The Members made the note of the same.

Agenda Point No.14

To apprise the Members about One day Faculty Development Programme organized by IQAC on Research Methodologies for Teaching Staff on 8th July 2023.

The IQAC Coordinator apprised the members about one day workshop on Research Methodologies conducted by Dr. Ajay Meshram on 8th July 2023 for Teaching staff.

The Members made the note of the same.

Agenda Point No.15

To apprise the Members about One day Faculty Development Programme organized by IQAC on E resources for Teaching Staff on 15th July 2023.

The IQAC Coordinator apprised the members about one day workshop on E resources for Teaching Staff conducted by Vaibhav Gaikwad Librarian on 15th July 2023.

The Members made the note of the same.





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Agenda Point No.16

To apprise the Members about the One-day Faculty Development Programme organized by IQAC on Entrepreneurship -Mindset and Skills for Teaching Staff on 22nd July 2023

The IQAC Coordinator apprised the members about one day workshop on Entrepreneurship -Mindset and Skills for Teaching Staff conducted by Dr. Ajay Meshram on 22nd July 2023.

The Members made the note of the same.

Agenda Point No.17


Any other matter with permission of the Chair.

The IQAC Coordinator apprised the members present regarding the circulars received from University of Mumbai and other Statutory Bodies.

The Members made a note of the same

There being no other matter to be discussed and business to be conducted, the meeting ended with a Vote of Thanks.


Mr. Conrad D'souza
Chairperson


Ms. Suchismita Roy/Indra
IQAC Coordinator

Encl:

1. IQAC initiatives for the Academic Year 2022-23
2. Examination results of Semester II, IV & VI of the Academic Year 2022-23.
3. Status of Placements for the Academic Year 2022-23.
4. Academic Calendar (First Half) for Academic Year 2023-24.
5. Master Classes conducted in Academic Year 2023-24 till to date.
6. Report of Green, Energy & Environment Audit.
7. Copy of Certificate issued for Seminar on Eco-citizen a stakeholder environmental sensitization programme.
8. Copy of results of Students Council elections.
9. Copy of the various Statutory Committees for Academic Year 2023-24.
10. Report of One day Faculty Development Programme on Research Methodologies Workshop for Teaching Staff
11. Report on One day Faculty Development Programme on E Resources Workshop for Teaching Staff
12. Report on One day Faculty Development Programme on Entrepreneurship -Mindset and Skills for Teaching Staff





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EWU-01

IQAC INITIATIVES FOR THE ACADEMIC YEAR 2022-23

1. Soft skills training for our students by a soft skills trainer

A request had come from the Training and Placement department for a soft skills trainer to assist in training the students in various soft skills like resume preparation, group discussion techniques, extempore delivery skills and personal interview skills. The training and placement department felt that our students would highly benefit if a resource person could guide and train the students on a regular basis. This would help the third-year students to get their dream placements in the best hotels and they would get a great start to their career. This would also help the second-year students to get selected in the best hotels for their internships. Thus, a soft skills trainer Mr. Graham Miranda was hired and he is preparing students with the requisite interview skills, addressing extempore speaking, group discussion, one-on-one interviews & trade tests.

Soft skills are a combination of people skills, social skills, communication skills and character or personality traits, attitudes, career attributes, social intelligence and emotional intelligence quotients, among others, that enable people to navigate their working environment with others harmoniously, perform their allotted duties efficiently, and successfully achieve their goals – personal, social and professional – a ceaseless challenge that are complemented with hard skills.

Objectives of the Practices: To create a live simulation for students in preparation for extempore, group discussions, CV preparation and interview preparation for the students from year 1, year 2 and year 3 in the interview process in year 3.

The first objective is to put the students of year 1 through the simulation to assist them in the interview process for the three months on the job training(internship) in Year 2.

The second objective is to have the students go through the process, to help them practice for their final interviews in Year 3.

The Practice: A presentation in theory is made to the students for all three years. The presentation encompasses the essentials of extempore, group discussions and the interview process.

A separate presentation is also made to the students on grooming for the interview process. The presentation dovetails with the grooming standards of the Institute so as to not confuse the student by reintroducing another set of standards.

A schedule is sent to the students for their attendance.

For the **extempore** training topics are prepared on small pieces of paper. These are put into a bowl and kept for the students to pick. A half minute is given for preparation and a minute is given for delivery on the said topic. The student is then graded on a 50-point scale for the following parameters, Grooming, Communication, Attitude, Idea Generation, Logical Flow and Comments.

These are shared with the student.

Group discussions-The group is requested to come up with a topic for discussion, if they are unable to one is offered to them. These are recorded these and played back to the students. Feedback is shared with





the team and they are also graded on a 50-point scale on the following parameters: Grooming, Communication, Clarity of thought, Leadership skills etc.

For the **interviews**, the students are provided assistance in CV preparation, a standard format that encompasses the requirements for the interview has been prepared and the students require to fill in the details before the interview and carry the document along with certificates for the one-on-one interview. The students are graded on the following parameters, Grooming, Attitude, Communication, Technical Knowledge and Current affairs.



2. Supervised lectures.

Teaching excellence is a learning process, and just like student learning can be assessed and improved, faculty of all experience levels can benefit from effective assessment and professional development. Along with the evaluation of a student's learning, how well they receive the instruction is pivotal. Not every student reacts the same to different instruction methods – students have different classroom preferences and learning styles, leading to different responses about the quality of an instructor. Teaching portfolios are an excellent tool for reporting on faculty excellence and can be used both formatively, for assessing and improving teaching, as well as summative, for personnel decisions. Combining self-assessment with peer review and student feedback provides a well-rounded evaluation of your strengths and opportunities for improvement.

Schedule for Faculty Lecture evaluation for the Academic Year 2022-23 (Semester II, IV, VI) attached.
Lecture Delivery Evaluation for Full time teacher-Sample Copy attached.

3. Green, Energy and Environment Audit

The audit was conducted by Architect Ms. Nahida Shaikh from Greenvio Solutions & Sustainable Academy. The details have been consolidated and thoroughly studied as per the various National and International guidelines for Green Buildings; the report has been generated based on comparative analysis of the existing facilities and the prerequisites formulated by various standards. The inputs derived are a result of the inspection and research. These will further enhance and develop a Healthy and Sustainable Institution. The Audit was a thorough study based on the inspection and investigation of data collected over a period of time.

Audit Certificates and Reports attached.





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EW1.02

**FIRST YEAR B.SC. HOSPITALITY STUDIES SEM II
RESULT STATISTIC APRIL 2023**

TOTAL STUDENT	122		
TOTAL STUDENT APPEARED	117		
PASS	100		
FAIL	22		
ATKT	17		
O GRADE	8		
A+	36		
A	23		
B+	17		
B	12		
C	4		
TOTAL STUDENT	122		
TOTAL STUDENT APPEARED	117		
RANKER	NAME OF THE STUDENT	GRADE	
1	PATIL SALONI BHALCHANDRA REKHA	O	92.4
2	RAHEJA YAJAT DEEPAK VANDANA	O	92
3	CEMENTWALA LUBAINA YUSUF YASMEEN	O	91.2

Jasmine Reddy
Examination Chairperson

Gurudatt Parab
Examination Committee

Dattatray Kawade
Examination Committee

Place: Bandra, Mumbai

