

## **Semester – III**

### **BHM– 304P: Personality Skills for Hospitality – Learning from Industry**

Practical: 2 Credits

#### **WHAT TO OBSERVE**

**(a) Personality Enrichment**

- a) Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language,
- b) Art of good Conversation, Art of Intelligent Listening

**(b) Etiquettes & Manners**

- a) Social & Business Dining Etiquettes, Social & Travel Etiquettes

**(c) Personality Development Strategies**

- a) Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking,
- b) importance and art of ‘Small Talk’ before serious business

**(d) Interpersonal Skills**

- a) Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc
- b) at work place

**(e) Group Discussion**

- a) Team Behaviour, how to effectively conduct yourself during GD, do’s and don’ts, clarity of
- b) thoughts and its expression

**(f) Telephone conversation**

- a) Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent

**(g) Presentation**

- a) Presentation skills, seminars skills role – plays

**(h) Electronic Communication Techniques: E mail, Fax,**