

# Anjuman-I-Islam's

Institute of Hospitality Management (Affiliated to the University of Mumbai)
92, Dr. Dadabhai Naoroji Road, Opp CSMT, Mumbai - 400 001.
Tel.: +91 22 2265 2272 / 2270 2997 • Website: www.anjumanihm.com E-mail: principal@anjumanihm.com / rukshana.principal@anjumanihmct.org

# Criteria 7.2.1 **Best Practices**





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# 7.2.1 Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual





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#### INDEX OF CRITERIA

Sr No	BEST PRACTICE NAME	TYPE
01	Balanced Diet	Descriptor
02	Awards & Recognition	Descriptor
03	Balanced Diet	Photograph's
04	Awards & Recognitions	Photograph's





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#### **Best Practice No 1**

#### I. TITLE OF THE PRACTICE

**Balanced Diet** 

#### II. OBJECTIVES OF THE PRACTICE

#### 1. Provision of Nutritious Meals

All the staff and students get access to nutritious Meals on Duty for ensuring optimum energy levels throughout the duty hours. Meals cooked are rich in essential nutrients like proteins, carbohydrates, minerals, fats etc.

#### 2. Processing of Meals

These meals are cooked everyday by chefs, students and staff in the Quantity Training Kitchen 1.

#### 3. Complimentary Meals on Duty

What makes this as a Best Practice is that these are the meals on duty that are complimentary to all staff and students.

#### 5. Aim

To make students understand the value of balanced diet.

- 6. Students learn Quantity Kitchen operations
- 7. Staff and student adheres to set SOP's when accessing the Dining Areas
- Students learn the art of managing dining area operations and crowd management.
- Menus that are made and served follow the cyclical nature enabling students of different batches to learn the production of different cuisines.
- Meals are served every day to the students from Monday to Friday

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#### III. THE CONTEXT

- 1. Designing the practice
- 2. Implementing the practice
- 3. Contextual features of the practice
- 4. Challenges

#### 1. Designing the practice

Menu for the balanced diet is prepared by Quantity Training Kitchen chefs and approved by Principal.

#### 2a. Implementing the practice

The approved menu is designed and rotationally implemented.

#### 2b. Contextual features of practice

Balanced diet which is nutritious is Served daily to 400 - 500 diners. Prior to this, the approved menus are decided and implemented day and date wise. This menu is prepared to be consumed by students, staff, non-teaching and teaching (Deployed in Dining Area as per the Duty roster)

Weekly menu is prepared by chef in charge along with the students. Knowledge of many menu administration is essential in preparation of menu as menu team considers nutrition, cooking time, processing equipment's, available ingredients, budget and more.

Food then is cooked by students with the help of dedicated team of kitchen helpers.

Food is then loaded onto the containers for service.

Students entering the kitchens are then expected to compulsorily consume all the items on the menu while discouraging wastage.

#### IV. THE PRACTICE

Following steps are followed for successful implementation of this practice like;

#### i. Menu Selection

Menu is short-listed designed by Professor Chefs and is approved by the Principal.

#### ii. Budget Finalization

Keeping the menu nutritious and economically feasible is a challenge that is sorted by earmarking a certain amount in the budget at the beginning of academic year.

#### iii. Menu processing

Students are briefly oriented about the SOP by Chefs in charge and majorly a team of students from SY B.Sc Hospitality is deployed for daily cooking as Quantity Training

Secretary of

Principal

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Kitchen is a part of their syllabus. Students actively work on all the phases of menu i.e. from planning to implementation.

#### iv. Food loading

The cooked food is loaded in the containers which are loaded on to the Bain Marie for service to start. Bain Marie is the counter that is a dedicated equipment intended to keep the food warm for a longer duration.

#### v. Food Service

Food service is a joint effort collectively handled by students, kitchen staff, helper staff and specific set of students as short-listed by the faculty member on Dining Area duty. Students involved in dining area operations and QTK work conclude their tasks and consume their meals from 1.40 pm onwards and are allowed to enter their post lunch classes by 2.30 pm.

#### vi. Cleaning and Clearance

Plate remnants along with soiled plates are collected at a dedicated soiled plates clearance area. From here they go in the washing which is executed by Kitchen staff.

#### vii. Hand washing Area

Students then proceed to hand wash area in which is stocked with liquid soap dispenser.

#### viii. Drinking Water

Hygienic drinking water cooler is kept in the dining area for and students are encouraged to drink maximum water.

#### ix. Sequence of Consumption

Food is first consumed by students, followed by the students working in the QTK, faculty on dining area duty consumes the meal at 1:45pm after ensuring that all students have consumed their meals. At 2:00 pm the non-teaching staff and Admin arrives to consume their meals.

#### x. Wind Up

Dining area operations are concluded and the entire area is then mopped and cleaned by Kitchen helper staff. This Dining area equipped with tables and chairs is then reactivated for its further utility.

#### V. EVIDENCE OF SUCCESS

- a. Performance against targets
- b. Benchmarks
- c. Reviews / Results
- d. Indication of Results

#### a. Performance against targets

Targets are set based on Key Performance Indicators like; Nutrition, setting of menus, food processing, food service and areas management.

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Target aims at following things;

- a. Imparting the overall knowledge of balanced nutrition, components of balanced diet, pros of consuming balanced diet.
- b. All the students must understand the importance of balanced diet.
- c. Menu which gets finalized stays the same for the entire year with no modifications or additions in it.
- d. The menu and portion size is planned in such a way that taste of the food is retained or enhanced.

#### b. Benchmarks

Many students have got placed and have stayed and have been consistently working in the Hospitality Industry specially in Food & Beverage and Food Production all thanks to effectively practicing this standard practice.

#### c. Reviews / Results

This practice is being implemented since past 15 years (bearing apart the years of pandemic)

#### d. Indication of Results

Students have inculcated discipline to work in Quantity Kitchen and also manage dining area operations.

### VI. PROBLEMS ENCOUNTERED AND RESOURCES REQUIRED

- a. Budget Allocations
- b. Preparation and order management
- c. Staffing and administration
- d. Nutrition and taste

#### a. Budget Allocations

This fees inclusive component is earmarked at the start of the academic year to ensure a seamless flow throughout as it involves daily serving to 300 plus pax.

#### b. Order Administration

For orders, the CRs of each class take a food count with present students' signatures, which is subsequently submitted to the kitchen for processing.

#### c. Administration and staffing

The kitchen brigade is commanded by the Professor in Charge, kitchen attendants, students in the kitchen, CR's of each batch who take the food count, then the students who are deployed for crowd management and tasks such as checking customers' id's, grooming, and so on.

#### d. Taste and nutrition

It is critical for children to eat every item on the menu in a balanced diet. As a result, it becomes difficult for kitchens to ensure that the cuisine that is created is both pleasant and healthful.



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#### NOTES

This Best Practice at AIIHM has been in place since inception. Students have greatly benefitted from this Practice as they dabble between learning, planning, execution and supervising tasks. Thus, alongside technical skills they end up learning managerial skills like team work, design skills, dedication, discipline, crowd management, administrative skills, leadership skills, decision making skills, order adherence, respect of authority, human resource planning and more.

Outcome of all this is consistent skills stacking & amelioration in students. That eventually equip and develop their inclination towards the Food Production and Food & Beverage service as a career specialisation area. Twice a week working in Quantity Training Kitchen helps them to

What has greatly contributed to the success of this skill is fiscal strategy, service procedure layout, staff planning, and SOP drafting have all contributed to the success of this technique at HEI.

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#### **BEST PRACTICE NO 2**

#### I. TITLE OF THE PRACTICE

Awards & Recognition

#### II. OBJECTIVES OF THE PRACTICE

To incentivize students by rewarding them with an intention ameliorating their academic performance and motivate staff to consistently better their academic delivery.

#### **Performance Motivation**

This practice motivates students to perform at the best level.

#### Drive

Helps Institution drive higher efforts, commitment and productivity.

#### **Increases Engagement with Course**

Drive to bag the award increases the engagement of students, boosts morale and motivate them to achieve more.

#### **Improved Classroom Behavior**

Award system inclines students towards course leading to improved classroom behavior.

#### **Drives Faculty towards research**

Award system motivates them to improve academic excellence

#### III. THE CONTEXT

- 1. Designing the practice
- 2. Implementing the practice
- 3. Contextual features of the practice
- 4. Challenges

#### 1. DESIGNING THE PRACTICE

Verbal motivation when supplemented by rewards system leads to creation of a motivational system which shapes up academic portfolio of students while enriching their core knowledge base.

#### 2. IMPLEMENTATION OF THE PRACTICE

Implementing this practice need a sustained maintenance & up-gradation of data sets and is joint task of admin and academic.

#### 3. CONTEXTUAL FEATURES OF PRACTICE

Awards are planned, announced in advance so that students know and consciously work towards it and are finally granted once in a year during Valedictory during first week of March every year.

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#### 4. CHALLENGES

Some of the challenges in designing the practice include:

- Careful quantitative analysis for short-listing meritorious students.
- Deciding / adding on of new awards category.
- Annual change of quantitative metrics
- Logistical difficulties in planning out the practice during Valedictory

#### IV. THE PRACTICE

In the realm of Indian higher education, our institution is distinguished by a unique practice - the annual awarding of meritorious students in both academic and non-academic domains. This practice stems from our strong belief that education should encompass more than just textbooks and examinations. We are committed to nurturing well-rounded individuals who excel not only academically but also in various other aspects of their lives, such as extracurricular activities, leadership roles, community service, and creative endeavours. What sets us apart is our recognition that a student's value is not solely determined by their grades. While academic excellence is crucial, we also emphasize the significance of non-academic achievements. Our awards celebrate students who exhibit excellence in diverse fields, acknowledging their multifaceted talents and contributions.

However, implementing this practice does come with a set of constraints and challenges. One primary challenge lies in the quantification of non-academic achievements. Unlike academic performance, which can be evaluated using standardized metrics, assessing accomplishments in extracurricular activities, leadership, or community service often relies on subjective judgment. This subjectivity can lead to potential biases and disputes, necessitating a careful and transparent evaluation process. Additionally, the financial burden associated with these awards can be significant.

Providing recognition and incentives in both academic and non-academic areas demands a substantial budget allocation. In a higher education landscape where financial constraints are common, this financial commitment poses a challenge. Moreover, this practice also demands a considerable amount of time and effort from the faculty and staff responsible for evaluating and verifying student achievements. Ensuring fairness and accuracy in the selection process is a complex task that requires a robust and efficient system.

Lastly, there may be resistance to change within the broader context of Indian higher education. Traditional approaches often prioritize academic performance at the expense of non-academic development. Convincing various stakeholders, including students, parents, and regulatory bodies, of the value of a more holistic approach to education can be a formidable undertaking.

In conclusion, our institution's unique practice of annually awarding meritorious students in both academic and non-academic areas reflects our commitment to fostering wellrounded individuals who are not only academically competent but also socially aware, creative, and equipped with essential life skills. Despite the constraints and challenges, we

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remain dedicated to this holistic approach, as we believe it prepares students for a diverse and dynamic world, where success goes beyond grades and encompasses a multifaceted range of talents and experiences.

#### V. EVIDENCE OF SUCCESS

Awards are allocated not only in academic category but also in allied non-academic. This gives students a leverage to score more in multiple areas of management.

#### PERFORMANCE AGAINST TARGETS

1. Information in Advance

Students are apprised about the awards system during orientation itself. So that they get ample of time to improve their performance to bag the award.

#### 2. Benchmarks setting

The benchmark for every subject is the maximum marks scored by the student in said subject. The marks are a combination of Theory and Practical's in each subject category.

#### 3. Combination

Hospitality Studies being a practical one becomes a combination of Theory and practical's. Therefor the highest marks are a combination of Theory and practical's.

#### 4. Allied Categories

Alongside academic criteria's awards are allotted in following categories:

- 1. Best Teacher
- 2. Consistent Performer
- 3. Most Dedicated staff of the year (Non Academic category)
- 4. Best Sportsman and Sportswoman of the year.

#### b. Reviews / Results

More and more staff and students motivated by the lure of award consistently attempt to improve their performance.

#### c. Indication of Results

As the awards are allotted subjects wise, students study all the subjects with dedication resulting into their improvement in academics as well as extra-curricular.

#### VI. PROBLEMS ENCOUNTERED AND RESOURCES REQUIRED

- a. Lengthy process
- b. Arranging the Valedictory Event
- c. Fixing and short -listing of parameters
- d. Logistical challenges.

#### a. Lengthy process

It becomes challenging as deciding on the score based parameters and then implementing is time consuming task as academic team checks the papers, hands it over to the admin and in

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turn Admin team creates merit based short-lists which is then further scrutinised for neutral short-listing of deserving candidates.

#### b. Arranging the Valedictory Event

Valedictory Event is organized in the first week of March every year to felicitate the deserving students. Arranging the event involves seeking relevant approvals, co-ordinating with students, parents, staff which makes the arrangement a lengthy and tedious task.

#### c. Fixing and Short-listing parameters

Dynamic nature of rating system makes it difficult to fixate on one criteria and parameter or set of parameters.

#### d. Logistical Challenges

Arranging a full-fledged awards function with dais, dignitaries and other arrangements every year makes it challenging for the team to set the logistics. As the function is organized on the ground based on its availability making it even more challenging.

#### VII. NOTES

Our institution's unique best practice of annually awarding both students and staff serves as a powerful motivational incentive. For students, it fosters engagement and motivation by recognizing excellence not only in academics but also in extracurricular activities. This holistic approach encourages well-rounded development and inspires students to excel in various aspects of their education. It goes beyond conventional academic recognition, nurturing a sense of purpose and a drive for comprehensive achievement.

Simultaneously, providing awards to staff members serves as a strong motivator for outstanding performance. This recognition acknowledges their dedication and contribution to the institution's growth and academic delivery. It instils a sense of pride and commitment among the staff, fostering a culture of continuous improvement in teaching and administrative roles.

In summary, our institution's practice creates a virtuous cycle of motivation, where students are driven to excel academically and beyond, and staff members are incentivized to consistently enhance their performance, ultimately contributing to the institution's overall excellence in education.

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Principal
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Management

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# Documents & photographs supporting Best Practice No I

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Dining Area operations in full swing under careful supervision of Dining Area Staff, Faculty in charge, Head Chef and Assistant students.















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Nutritious meals served every day to the students

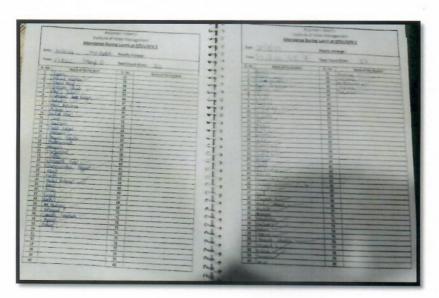


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### Registers specifying the total number of students who consumed the meal on campus on a given day



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#### Dining Area Duty Rota is a rotational Duty allocation for the days of the week for all the faculty member's



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#### **DINING AREA DUTY ROTA QTK 1**

Dining Area I	Monday	Tuesday	Wednesday	Thursday	Friday
Faculty On Duty	Anjali C	Vinita R	Manor B	Prach: M	Kranti B
Reliever	Kainaz D	Stephan A	-Poora P	laved S	Sneha B
Chef in Charge		The state of the s	hef Sneha Bhanda		Just Har E
Kitchen Assistants		Mr. St	ivdatta K & Mr. Si	altan D	75.0

#### DUTY

Above mentioned staff members of Anjuman - I- Islam's Institute of Hospitality Management are requested to report at the allotted Dining Area on their designated duty

#### REPORTING TIME

Staff members must reach dining area by 1.05 sharp and leave by 2.00 pm-

#### **SIGNATURES**

During the dining area supervision duty, supervisor must sign the register kept in respective dining area with the specific mention of time in and time out.

#### TASKS & RESPONSIBILITIES

- Dining Area supervisor must ensure that students follow proper queue, display their ID Cards, are well groomed and have their own stainless steel spoons when entering dining area.
- · Faculty must also ensure flawless flow queue and crowds.
- Please note that QTK-1, Chef Sneha Bhandare will always be available for any
- Post duty, the dining area supervisor is requested to have their lunch in the respective dining area only.

#### RELIEVER

- Reliever shall ensure their presence in Dining Area only in case the respective lecturer is absent on the particular day
- Relievers are requested to check if that day's dining area supervisor is present or not and take charge accordingly.
- In case of absence of both other staff can mutually discuss and take charge of the duty voluntarily.
- All the lecturers need to follow duty Rota for smooth functioning of the dining area.







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# Documents & photographs supporting Best Practice No II





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# **AWARDS FOR** 2018 - 2019



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#### Awards for 2018 - 2019 Page 01



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#### AWARDS FOR 2018 - 2019

	FYBSCHS
Sr No	CAME OF THE STUDENT
1	Highest marks in Food Production & Patisserie & Food & Beverage Service
	Pawar Siddhesh Vijay Vinita
2	Highest marks in Communication Skill (English & French)
	Shavmagarwala Fatama Abdeali Nafina
3	Highest marks in
	Principles of Management
	Fernandes Shanaya Roggie Sheela
4	Highest marks in Food Safety & Nutrition
	Shaikh Molnoddin Rafique Ayesha
5	Highest marks in Food Safety & Nutrition
+	Chipiunkar Vibhraj Chandrashektur Ruchi
6	Highest marks in Principles of Hotel Accountancy
	Dulyt Zakir Zulftkar Samira



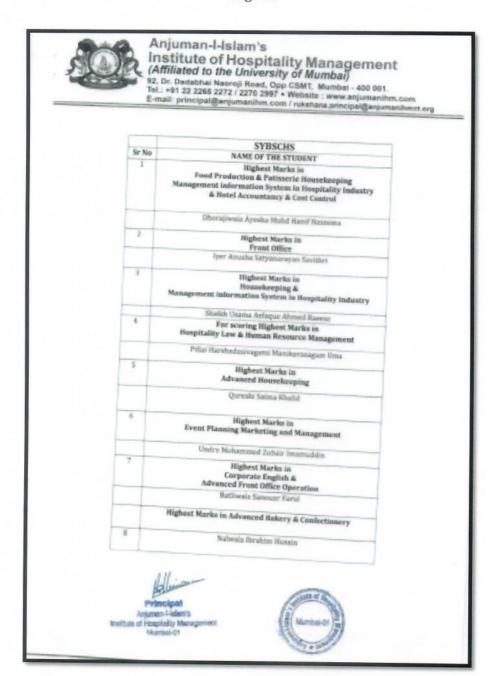




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## AWARDS 2018 - 2019

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Principal Anjuman-I-Islam's

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Awards 2018 - 2019 Page 03



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	WINNER OF PRESIDENTS CASH AWARD
	Consolation Prize (VIII C Base)
Sr No	NAME OF THE STUDENT
1	Akshata Deshpande
2	Hannan Machkal
3	Arbaz Mukadam
4	Zaid Shaikh
5	Usama Shaikh
	Winner of the Principal's Trophy & cash award of R: 5000/-by donated Mr. Hemchandra Sathye In loving memory of his son Mr. Ninad H. Sathye
Sr No	The Best Student of Third year Bsc. HS
1	NAME OF THE STUDENT
- 1	Poojari Nikhil Dayanand
2	Poojari Nikhil Dayanand Kadam Vishakha Kishor
3	Kadam Vishakha Kishor
	Poojari Nikhil Dayanand Kadam Vishakha Kishor Indorewala Mohammad Kader More Yash Rajendra
3	Kadam Vishakha Kishor Indorewala Mohammad Kader More Yash Rajendra  Winner of the President's Trophy for Consistent Achiever in the academics
3	Kadam Vishakha Kishor Indorewala Mohammad Kader More Yash Rajendra Winner of the President's Trooby for Conde





Principal



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# **AWARDS FOR** 2019 - 2020



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#### AWARDS FOR 2019 - 2020

	Winner of the President's CASH AWARD of Rs. 10,000/- and Take Away Trophy & Certificate
	For securing First Rank in Third Year B.Sc. HS
Sr No	NAME OF THE STUDENT
1	Highest marks in Food Production & Patisserie & Food & Beverage Service
	Dhorajiwala Ayesha Mohd Hanif Naseema
2	Winner of the President's CASH AWARD of Rs. 5,000/- and Take Away Trophy & Certificate For securing First Rank in First Year B.Sc. HS
	Kand Ritik Uday Shubhangi
1	Winner of the Principal's Pure Silver Medal for Consistent Achiever in the academics
	Pawar Siddhesh Vijay Vinita

Inetitute of Hospitality Management Mumbel-01



Principal Anjuman-I-Islam's Institute of Hospitality Management

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	Winner of the President's Rolling Trophy for the Best Restaurant Manager Theme Lunch Rajwade Thaat
Sr No	NAME OF THE STUDENT
1	Shukla Aakash Anii
2	Shelar Aishwarya
3	Patil Akshay Sanjay
4	Shaikh Mohammad Affan Abdul Azcem

	FYBSC HS
Sr No	NAME OF THE STUDENT & AWARD CATEGORY
1	Highest marks in Food Production & Patisserie Food & Beverage Service & Principles of Management
	Kand Ritik Uday Shubhangi
2	Highest marks in Food Production & Patisserie
	Nair Shreya Vasukuttan Sharmila
3	Highest marks in Communication Skill (English & French
	Nair Ragini Padmakumar Mini
4	Highest marks in
	Information Technology
	Shaikh Fahad Mohd. Salim Fatma
5	Highest marks in Principles of Hotel Accountancy
	Jadhav Yashashree Sunii Sulabha



Mumbai-01 in A \* Ins



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	SYBSC HS
No	NAME OF THE STUDENT
1	Highest Marks in Food Production & Patisserie
	Pawar Siddhesh Vijay Vinita
2	Highest Marks in
	Front Office & Housekeeping
	Khochare Ankita Vilas Vrushali
3	Highest Marks in
	Hotel Accountancy & Cost Control
	Shaikh Moinuddin Rafique Ayesha
	Highest Marks in
	Hospitality Law & Human Resource Management
	Bhavnagarwala Fatema Abdeali Nafisa

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	TYBSc. HS
r No	NAME OF THE STUDENT
1	Highest Marks in
	Advanced Food Production
	iyer Anusha Satyanarayan Savithri
2	Highest Marks in
	Organizational Behavior &
	Advanced Front Office Operation 6
	Advanced Food & Beverage Operation Management &
	Corporate English
	Dhorajiwala Ayesha Mohd Hanif Naseema
3	
	Highest Marks in
	Environmental & Sustainable Tourism
	Khan Mohammed Anas Sajid Ali Naheeda

Sr Nas	Winner of the Principal's Trophy for the Best Student of First Year BSc. (HS) University of Mumbai
	First Year BSc (HS)
1	Palgharmala Ousse Montal
2	Palgharwala Qusay Mustafa Farida
3	Coutinho Valerian Vincent Agnes
-	Sardesal Kasturi Satish Meenal
4	Achael Deichus William (Carlottal
5	Achari Drishya Vijayan Sumithra
	Shaikh Mohammed Shakil Anwar Afsana

Sr Nos	Winner of the Principal's Pure Silver Medal & cash award of Rs 5000/ by douated Mr. Hemchandra Sathye In loving memory of his son Mr. Ninad H. Sathye For the The Best Student of TYBSC HS
1	Manihar Tuba Mohamd Nashim Rizwana
2	Wail Sanyukta Santosh Supriya
3	Dhamale Dipak Baban Sunita



Principal



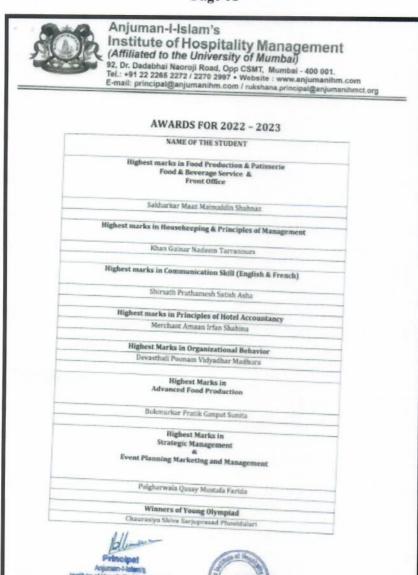
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(Affiliated to the University of Mumbai)
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# **AWARDS FOR** 2022 - 2023



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#### Exemplary Dedication in academics during pandemic

Sardesai Kasturi Satish Meenal Haldankar Gaurang Sudhakar Supriya

#### Best Reader of the Year

Girkar Wasfi Asif Fukhriya

## What is the Good Words? (Language Based competition)

Harayan Sujal Pradeep Prajakta Dasar Aayush Nareshkumar Rakhee

#### Plate it up Competition

Ahmedji Tauiba Kazim Shama

Ansari Awez Mohammed Sarfaraz Saira

#### **Mocktail Competition**

Satam Aarya Ramchandra Radhika

Shaikh Kashaf Sohail Diishad Shaikh Adina Mohammed Vakii Rubeena

Winner of the Principal's Endowment Fund, Cash Award of Rs. 333/- & Certificate

for

Securing 100% Attendance

Manjhi Aaliya Harinder Nazma

Shaikh Shahbaaz Zayed Mumtazali Sultana

Ansari Mohd Nasar Mohd Asad Iffat

Ansarı Mohd Diinawaz Asghar Alam Zeenat

## SYBSc. HS Certificate for Excellence in Research

Sardossi Kasturi Satish Meer

Haldankar Gaurang Sudhakar Supriya

Chaurasiya Shiva Sarjuprasad Phooldulari

Khale Aboli Kishor Sejai

Kable Amaan Hidayat Shakila

Kudav Siddhant Satish Vrushali

Achari Drishya Vijayan Sumithra

**Institute of Hospituity Manag** 





Principal



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Winner of the President's CASH AWARD of Rs. 10,000/- and Take Away Trophy & Certificate

Sardesai Kasturi Satish Meen

Khan Gulnar Nadeem Tarrannun

Winner of the Principal's Trophy for the Best Student of First Year BSc. [HS]

Manjhi Asliya Harinder Nazz

Shaikh Shahbaaz Zayed Mumtazali Sultana

Shailch Abdul Ahad Maroof Ali Nijofer

Best Student of Second Year BSc.(HS)

Khot Chinmay Deepak Deepa Vedak Aarya Milind Mrudula

Winner of the Principal's Trophy & cash award of Rs 5000/-by donated Mr. Hemchandra Sathye In loving memory of his son Mr. Ninad H. Sathye

Waghchaude Saisshi Chandrakant Jyoti

Pore Mansi Ajay Dhanashri

Principal's Trophy for the Most Dedicated Student of the College

Satam Aarya Ramchandra Radhika

Pore Manasi Ajay Dhanashree

Winner of the Principal's Trophy & cash award of Rs 5000/-by donated Mr. Hemchandra Sathye In loving memory of his son Mr. Ninad H. Sathye

Udyawar Priyesh Suresh Revothi

Nair Rishikesh Ravi Ganga

Best All Rounder Student of the College

Satam Aarya Ramchandra Radhika

Pore Manasi Ajay Dhanashree





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