



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

NAAC Accredited B+

(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

7.2 - Best Practices

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



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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 to ensure 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. 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

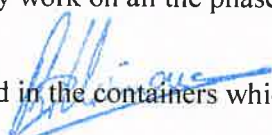
Keeping the menu nutritious and economically feasible is a challenge that is sorted by earmarking a certain amount in the budget at the beginning of academic year.

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 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


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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.

Target aims at the following things;

a. Imparting the overall knowledge of balanced nutrition, components of a balanced diet, and pros of consuming a balanced diet.

b. All the students must understand the importance of a balanced diet.

c. Menu that gets finalized stays the same for the entire year with no modifications or additions in it.


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d. The menu and portion size are planned in such a way that the taste of the food is retained or enhanced.

b. Benchmarks

Many students have been placed and have stayed and have been consistently working in the Hospitality Industry especially 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

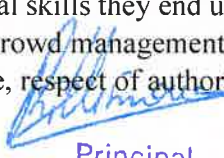
The kitchen brigade is commanded by the Professor in Charge, kitchen attendants, students in the kitchen, CR's of each batch who take the food count, then the students who are deployed for crowd management and tasks such as checking customers' id's, grooming, and so on.

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.

NOTES

This Best Practice at AIHIM 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.


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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

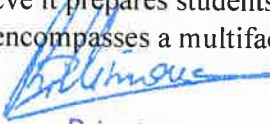
In the realm of Indian higher education, our institution is distinguished by a unique practice – the annual awarding of meritorious students in both academic and non-academic domains. This practice stems from our strong belief that education should encompass more than just textbooks and examinations. 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 well-rounded individuals who are not only academically competent but also socially aware, creative, and equipped with essential life skills. Despite the constraints and challenges, we 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.


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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 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


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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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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.



Rukshana

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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

Two pages of a handwritten attendance register for lunch at QTK1/QTK2. The left page is dated 20/12/2017 and the right page is dated 21/12/2017. Both pages show a list of students with their roll numbers and names, and a total count of 40 students.

Two pages of a handwritten attendance register for lunch at QTK1/QTK2. The left page is dated 20/12/2017 and the right page is dated 21/12/2017. Both pages show a list of students with their roll numbers and names, and a total count of 40 students.


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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.	Manoj B.	Prachi M.	Kranti B.
Reliever	Kamnaz D.	Stephan A.	Pooja P.	Javed S.	Sneha B.
Chef in Charge	Chef Sneha Bhandare				
Kitchen Assistants	Mr. Shivdatta K & Mr. Sultan D.				

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 day.

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 assistance.
- 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 2022 - 2023



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Awards for 2022 – 2023

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AWARDS FOR 2022 - 2023

NAME OF THE STUDENT
Highest marks in Food Production & Patisserie Food & Beverage Service & Front Office
Saktharkar Maaz Mainuddin Shahnaz
Highest marks in Housekeeping & Principles of Management
Khan Gulnar Nadeem Tarrannum
Highest marks in Communication Skill (English & French)
Shirsath Prathamesh Satish Asha
Highest marks in Principles of Hotel Accountancy
Merchant Amaan Irfan Shahina
Highest Marks in Organizational Behavior
Devasthali Poonam Vidyadhar Madhura
Highest Marks in Advanced Food Production
Bokmurkar Pratik Ganpat Sunita
Highest Marks in Strategic Management & Event Planning Marketing and Management
Paigharwala Qusay Mustafa Farida
Winners of Young Olympiad
Chaurantya Shiva Sarjuprasad Phoolidhari


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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 Fakhriya

What is the Good Words? (Language Based competition)

Harayan Sujal Pradeep Prajakta

Dasar Aayush Nareshkumar Rakhee

Plate it up Competition

Ahmedji Taulba Kazim Shama

Ansari Awez Mohammed Sarfaraz Saira

Mocktail Competition

Sotam Aarya Ramchandra Radhika

Shaikh Kashaf Sohail Dilshad

Shaikh Adina Mohammed Vakil 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 Nasir Mohd Asad Ifrat

Ansari Mohd Dilnawaz Asghar Alam Zeenat

SYBSc. HS Certificate for Excellence in Research

Sardesai Kasturi Satish Meenal

Haldankar Gaurang Sudhakar Supriya

Chaurasiya Shiva Sarjuprasad Psoolduluri

Khale Aboli Kishor Sejal

Kahle Amaan Hidayat Shakila

Kudav Siddhant Satish Vrushali

Achari Drishya Vijayan Sumithra


Principal
Anjuman-I-Islam's
Institute of Hospitality Management
Mumbai-01




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Anjuman-I-Islam's Institute of Hospitality Management

NAAC Accredited B+

(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

Awards for 2022 – 2023

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

Sardesai Kasturi Satish Meenal

Khan Gulnar Nadeem Tarrannum

Winner of the Principal's Trophy for the Best Student of First Year BSc.(HS)

Manjhi Aaliya Harinder Nazma

Shailsh Shahbaaz Zayed Mumtazali Sultana

Shailsh Abdul Ahad Maroof Ali Nilofer

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 Sakshi Chandrakant Jyoti

Pore Manasi Ajay Dhanashree

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 Ravathi

Natr Rishikesh Ravi Ganga

Best All Rounder Student of the College

Satam Aarya Ramchandra Radhika

Pore Manasi Ajay Dhanashree

Principal

Anjuman-I-Islam's
Institute of Hospitality Management
Mumbai-01





Principal

Anjuman-I-Islam

Institute of Hospitality Management

Mumbai-01

