


कार्यालय प्राचार्य,  
इंस्टीट्यूट ऑफ होटल मैनेजमेंट,  
एयरपोर्ट रोड, महाराजपुरा, ग्वालियर (म०प्र०)।

ग्वालियर दिनांक 11.12.2020.

कार्यालय आदेश

क.आई.एच.एम.ग्वा./स्था.ओ.ओ.-18/6538/20 श्री विनय राठौर, विजवटिंग फैकल्टी को निर्देशित किया जाता है कि हेरिटेज इंस्टीट्यूट ऑफ होटल एंड टूरिजम, हेरिटेज नॉलेज सिटी, बमरौली कटारा, फतेहाबाद रोड, आगरा द्वारा हुनर से रोजगार अंतर्गत फूड एण्ड बेवरेज सर्विस छात्रों को प्रशिक्षण कार्यक्रम हेतु दिनांक 14.12.2020. से नामित किया जाता है।

  
(डा० मनोज कुमार दाश)  
प्रभारी प्राचार्य, इंच

क.आई.एच.एम.ग्वा./स्था.ओ.ओ.-18/ /20.

ग्वालियर दिनांक 11.12.2020.

- प्रतिलिपि :1 सम्बन्धित कर्मचारी ( श्री विनय राठौर, विजवटिंग फैकल्टी ) की ओर सूचनार्थ एवं पालनार्थ।
2. हेरिटेज इंस्टीट्यूट ऑफ होटल एंड टूरिजम, हेरिटेज नॉलेज सिटी, बमरौली कटारा, फतेहाबाद रोड, आगरा।
  3. श्री वंकिम ज्वारदार, वरिष्ठ व्यख्याता, आई. एच. एम., ग्वालियर।
  - 4.. लेखा शाखा, आई. एच. एम., ग्वालियर।

# INSTITUTE OF HOTEL MANAGEMENT GWALIOR

HUNAR SE ROZGAR TAK

CAMPUS : AGRA

START DATE:

01-FEB-2021

END DATE :

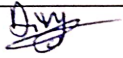
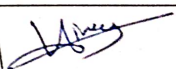
22-MAR-2021

EXAMINATION DATE :

23/MAR/2021

COURSE: FRONT OFFICE ASSOCIATE-02

## NAME OF FACULTIES ENGAGED FOR EXAMINATION DUTY

S.NO.	Name of Faculty	Designation	Nature of Duty Internal/External	Signature
1	Dinya Rajawat	Assistant Lecturer	external	
2	Vinay Rathore	Visiting faculty	Internal	
3				

## INSTITUTE OF HOTEL MANAGEMENT GWALIOR

Start Date:-01/02/2020

Campus: Agra

End Date:22/03/2021

Batch:02

Course:

Front Office Associate (THC/Q0102)

### Details of Marks Obtained

Date 23/MAR/2021

S.No	Name	Fathers Name	Marks Obtained		Theory (30) Marks	Signature
			Practical (50)	Viva (20) Marks		
1	ATUL YADAV	MR.DINESH YADAV	40	12	22	Atul Yadav
2	KRISHNA DATTA	MR.ACHAL SINGH	32	15	22	Krishna
3	MRITUNJAY DIXIT	MR.SUNIL DIXIT	35	17	24	Mritunjay Dixit
4	YOGESH YADAV	MR.RADHE SHYAM YADAV	36	12	26	Yogesh Yadav
5	KM SAPANA KUMARI	MR.RAKESH KUMAR JHA	32	17	28	Km Sapana
6	ASTHA	MR.SANJAY SHARMA	36	18	26	Astha
7	NIHARIKA PANDEY	MR.DEENANATH PANDEY	38	17	22	Niharika Pandey
8	SWAPNIL PANDEY	MR.DINANATH PANDEY	40	12	24	Swapnil Pandey
9	MANU DUBEY	MR.SHRINIWAS DUBEY	30	13	28	Manu Dubey
10	PAWAN	MR.KHUBIRAM	40	16	22	Pawan
11	NIRBHAY SINGH	MR.UDAYVEER SINGH	35	10	26	Nirbhay Singh
12	RADHA	MR.BALVEER SINGH	—	—	—	Radha
13	SAURABH LAWANIYA	MR.MUKESH LAWANIYA	34	17	24	Saurabh Lawaniya
14	VIPIN KUMAR	MR.BRIJENDRA SINGH	30	13	24	Vipin Kumar
15	MANOJ YADAV	MR.UDAYBHAN SINGH	40	13	24	Manoj Yadav

External

Internal

Start from 1/02/2021 to 22/03/2021

## INSTITUTE OF HOTEL MANAGEMENT GWALIOR

### HUNAR SE ROZGAR TAK

FRONT OFFICE ASSOCIATE -02		Feb-21																											
S.NO.	STUDENT'S NAME	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
1	ASHTHA	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
2	ATUL YADAV	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
3	KRISHNA DUTTA	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
4	MANOJ YADAV	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
5	MANU DUBEY	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
6	MRITUNJAY DIXIT	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
7	NIHARIKA PANDEY	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
8	NIRBHAY SINGH	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
9	PAWAN	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
10	RADHA	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
11	SAPANA KUMARI	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
12	SAURABH LAVANIYA	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
13	SWAPNIL PANDEY	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
14	VIPIN KUMAR	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
15	YOGESH YADAV	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
<b>TOTAL</b>		15	15	15	15	15	14	14	15	13	14	14	13	14	14	14	14	13	12	15	13	14	14	14	15	13	14	14	14



MINISTRY OF TOURISM

HUNAR SE ROZGAR TAK PROGRAMME FOR HOSPITALITY COURSES 2020-21

STUDENT FEEDBACK FORM

LOCATION/INSTITUTE: IHM Gwalior  
COURSE TITLE: front office Associate  
TRAINER: Mr. Vinay Rathore  
DAY & DATE: 23/3/21 Thursday

Please tick your level of agreement in the box on the statement listed below:

S.NO.	PARTICULARS	EXCELLENT	VERY GOOD	GOOD	AVERAGE	POOR
1	The objective of the course work clearly defined	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Facilities of theory and practical classes were	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Quality of study material was	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The trainer were knowledgeable , skilled & prepared	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Certificate were provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Assistance in placement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Training acquired is appropriate for finding job	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What did you most like about the training? Classes and lunch after class.

9. How can this training be improved? Duration should develop

10. Any other comments? all good

Abul

Signature of Student

To  
The Principal  
IHM, Gwalior

Date:

Sub: Application for not attending the training associated with the HSRT program.

Dear Sir

I Krishna Datta s/o Mr. Achal Singh is the student of HSRT -  
..... course. I am writing to request you as I am unable to attend the mandatory  
Industrial Training associated with the HSRT program because  
I am doing an other job that why I am not  
able to join training.

Kindly grant me the exemption from the Industrial Training and to get the certificate for the course.

Thank you for your kind consideration.

Yours sincerely

Krishna Datta

Signature: Kanva

Contact No.:

# INSTITUTE OF HOTEL MANAGEMENT GWALIOR

HUNAR SE ROJGAR TAK (THEORY EXAM PAPER)

FRONT OFFICE ASSOCIATE TICQ0102 (BATCH -00)

MARKS: 30

DATE 23/03/2021

NAME ASTHA

ATTEMPT ALL QUESTIONS.

1. INFORMATION TRANSFERRED IN ONE DIRECTION IS CALLED 02  
A) INFORMAL COMMUNICATION B) FORMAL COMMUNICATION C) ONE-WAY COMMUNICATION D) TWO-WAY COMMUNICATION
2. \_\_\_\_\_ IS NOT A S OF S.S.S. FORMULA COMMUNICATION 02  
A) SMILE B) SOCIAL C) SILENCE D) SLOW
3. WHAT IS THE CAPITAL OF INDONESIA? 02  
A) MALE B) JAKARTA C) TEHRAN D) KABUL
4. WHAT IS THE CURRENCY OF BANGLADESH? 02  
A) DINAR B) YEN C) YUAN D) TAKA
5. WHICH OF THE FOLLOWING IS NOT THE PART OF FRONT OFFICE? 02  
A) RESERVATION B) RECEPTION C) GARDNER D) BELL DESK
6. HYGIENE IS MAINTAIN AT WORK PLACE FOR 02  
A) RELATION B) IMPRESSION C) SAFETY D) PROMOTION
7. WHICH IS THE MOST IMPORTANT SKILL REQUIRED WHILE GIVING INFORMATION TO THE GUEST? 02  
A) POSITIVE ATTITUDE B) PUNCTUALITY C) COMMUNICATION D) PLEASING PERSONALITY
8. WHICH SECTION OF THE FRONT OFFICE IS RESPONSIBLE FOR CARRYING THE LUGGAGE OF GUEST TO ROOM? 02  
A) INFORMATION DESK B) BELL DESK C) GUEST RELATION DESK D) CONCIERGE
9. WHICH DEPARTMENT IS RESPONSIBLE FOR GIVING ROOM KEYS TO THE GUEST ON HIS ARRIVAL? 02  
A) RECEPTION B) RESERVATION C) CASHIER D) TRAVEL DESK
10. WHO HEADS THE FRONT OFFICE DEPARTMENT OF A HOTEL? 02  
A) FRONT OFFICE ASSISTANT B) FRONT OFFICE MANAGER C) RESERVATION SUPERVISOR D) FRONT OFFICE SUPERVISOR
11. \_\_\_\_\_ IS THE PLACE WHERE CUSTOMERS FIRST ARRIVE IN THE HOTEL 02  
A) KITCHEN B) BANQUET C) RESTURANT D) FRONT OFFICE
12. HOW TO SPEAK INFRONT OF GUEST ? 02  
A) SPEAK TOO FAST B) TOO SLOW C) SPEAK TOO LOW D) SPEAK FLUENT.
13. WHICH IS NOT A PART OF GROOMING? 02  
A) CLEAN SHAVE B) SMALL HAIR CUT C) BLACK SHOES D) SUNGLASSES.
14. WHEN DOES ASK ABOUT METHOD OF PAYMENT TO THE GUEST 02  
A) CHECK OUT B) CHECK IN C) RESERVATION D) LUNCH
15. SHOULD BE EAT OR CHEW WHILE TALKING TO THE GUEST? No 02

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**HOSPITALITY TRAINING PROGRAMME**  
**INSTITUTE OF HOTEL MANAGEMENT: GWALIOR.**  
 (Sponsored by the Ministry of Tourism, Govt. Of India Affiliated to National  
 Council for Hotel Management & Catering Technology : Noida.)

**HUNAR SE ROZGAR TAK APPLICATION FORM**  
 Job Oriented Hospitality Course as follows



S.No	Name of Course	Duration		Qualification	Age Limit
		Institute	Training		
1.	Multi Cuisine Cook (QP:THC/Q3006)	500 Hours	240 Hours (OJT)	8 <sup>th</sup> Class Pass	18 - 28 Years
2.	Food & Beverage Service Steward (QP:THC/Q0301)	300 Hours	240 Hours (OJT)	10 <sup>th</sup> Class Pass	18 - 28 Years
3.	Room Attendant (QP:THC/Q0202)	300 Hours	240 Hours (OJT)	5 <sup>th</sup> (Primary) Class Pass	18 - 28 Years
4.	Front Office Associate(QP:THC/Q0202)	340 Hours	240 Hours (OJT)	12 <sup>th</sup> Class Pass	18 - 28 Years
5.	Kitchen Steward	200 Hours	240 Hours	5 <sup>th</sup> Class Pass	18 - 28 Years

1.	Name	Km. SAPANA KUMARI
2.	Father's Name	MR. <del>SACHIN</del> RAKESH KUMAR JHA
3.	Permanent Address	THOK BHATELE
4.	Present Address	VILL+POST - BAMROULI KATARA, AGRA
5.	Category	OBC
6.	Contact Phone No.	8909839415, 8881110422
7.	E-mail Address	sambjha05@gmail.com
8.	Date of Birth dd/mm/yy	15-02-1999
9.	Age on 31 <sup>st</sup> Aug.2020	21 Years 6 months 216 days
10.	Name of the Bank A/c No: / IFSC Code	CANARA BANK - CNRB 0001470 - KUNDOL
11.	Aadhar Card No:	1470108045234
12.	Details of Registration Receipt No.etc.	9684-1508-5697

**13. Educational Qualifications: (To be supported by a certificate Issued by the School attended)**

Course Title	Duration	School	% of Marks	Year of Passing
12 <sup>th</sup>	1 Year	U.P. Board	68.8%	2016

Certified that the above details are true and if found Incorrect my admission is likely to be Cancelled.

Date:

Signature of Candidate.

*[Handwritten Signature]*