

कार्यालय प्राचार्य,
इंस्टीट्यूट ऑफ होटल मैनेजमेंट,
एयरपोर्ट रोड, महाराजपुरा, ग्वालियर (म0प्र0)।

ग्वालियर दिनांक 11.12.2020.

कार्यालय आदेश

क.आई.एच.एम.ग्वा./स्था.ओ.ओ.-18/ /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।

(डा0 मनोज कुमार दाश)
प्रभारी प्राचार्य,

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

Campus: Agra

Start Date:-17/12/2020

End Date:-20/02/2021

Batch:01

Course: Front Office Associate (THC/Q0102)

Details of Marks Obtained

Date

22/02/21

S.No	Name	Fathers Name	Practical (50) Marks	Viva (20) Marks	Theory (30) Marks	Signature
1	ASHISH KUMAR ARELA	MR. SHRI PRASAD	38	18	22	<i>A</i>
2	SANTOSH SOLANKI	MR. KESHAV SINGH	36	17	26	<i>Santosh</i>
3	SHRIBHAGWAN	SHRI RAMDATT	42	18	20	<i>Shri Ramdatt</i>
4	HIMANSHU LAWANIYA	MR. PRAMOD LAVANIA	37	15	30	<i>Pramod Lavania</i>
5	PRADEEP	MR. DEVI SINGH	44	16	24	<i>Pradeep</i>
6	ASHISH MISHRA	MR. VIJAY KUMAR MISHRA	41	17	22	<i>Ashish</i>
7	HARIT PRASAD	MR. DEVENDRA PRASAD	43	12	26	<i>Harit Prasad</i>
8	MAYANK RAJ	MR. ANIL KUMAR	37	15	24	<i>Mayank</i>
9	AJAY SHARMA	MR. SHIV KUMAR SHARMA	46	17	22	<i>Ajay Sharma</i>
10	HARIOM GOSWAMI	MR. MURARILAL GOSWAMI	38	13	28	<i>Harion</i>
11	TARUN KUMAR	MR. VISHNU KUMAR	41	16	22	<i>Tarun Kumar</i>
12	MUKUL	MR. LALTIESH RATHORE	43	14	24	<i>Mukul</i>
13	RAJAT SHARMA	MR. SANTOSH SHARMA	39	16	26	<i>Rajat Sharma</i>
14	PAWAN RATHORE	MR. ANIL RATHORE	37	15	22	<i>Pawan</i>
15	NIKHIL VARMA	MR. LAXMAN VERMA	43	16	24	<i>N. Verma</i>

External *Ditya Rathore*

Internal *Vinay Rathore*

INSTITUTE OF HOTEL MANAGEMENT GWALIOR

HUNAR SE ROJGAR TAK

Campus : Agra

Start Date:

17-Dec-20

End Date:


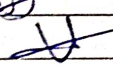
20-Feb-21

Course Title:

FRONT OFFICE ASSOCIET THC/Q0102

Examination Date: 22/02/21

Name Of The Faculty Engaged For Examination Duty

S.No.	Name Of Faculty	Designation	Nature Of Duty (Internal/External)	Signature
1	Divya Rathore	Asst. Staff Lecturer	external	
2	Vinay Rathore	visiting faculty	Internal	
3				
4				

Start from 17/Dec/2020 to 27/02/2021

INSTITUTE OF HOTEL MANAGEMENT GWALIOR

HUNAR SE ROZGAR TAK

Dec

FRONT OFFICE ASSOCIATE	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	29	30	31	
S.NO. STUDENT'S NAME																	P	P	P	S	P	P	P	P		P		P	P	P	P	
1 ASHISH MISHRA																	P	P	P	U	P	P	P	P		P		P	P	P	P	
2 HIMANSHU LAVANIA																	P	P	P	N	P	P	P	P		P		P	P	P	P	
3 PRADEEP																	.	.	.	D	
4 ASHWINI MISHRA																	.	.	.	A	
5 SACHIN KUMAR JHA																	P	P	P	Y	P	P	P	P		P		P	P	P	P	
6 SHRI BHAGWAN																	P	P	P	Y	P	P	P	P		P		P	P	P	P	
7 HARIT PRASAD SHARMA																	
8 VIRENDRA KUMAR																	
9 PRASHNAT KUSHWAH																	P	P	P		P	P	P	P		P		P	A	P	P	P
10 MAYANK RAJ																	
11 SHABINA																	P	P	P		P	P	A	A		P		P	P	P	P	
12 MUKUL																	P	P	P		A	P	P	P		P		P	P	P	P	
13 HARIOM GOSWAMI																	P	P	P		P	P	P	P		P		P	P	P	P	
14 SANTOSH SOLANKI																	P	P	P		P	P	P	P		P		P	P	P	P	
15 ASHISH KUMAR ARELA																	P	P	P		P	P	P	P		P		P	P	P	P	
16 TARUN KUMAR																	
17 TARUN KUMAR																	P	P	P		P	A	P	P		A		P	P	P	P	
18 AJAY SHARMA																	P	P	P		P	A	P	P		A		P	P	P	P	
19 RAJAT SHARMA																	P	P	P		P	P	P	P		A		P	P	P	A	
20 NIKHIL VERMA																	P	P	P		P	P	P	P		A		P	P	P	A	
21 PAWAN RATHORE																	P	P	P		P	P	P	P		A		P	P	P	A	
																	15	15	15		14	13	14	14		13		14	15	14	13	

INSTITUTE OF HOTEL MANAGEMENT GWALIOR

HUNAR SE ROZGAR TAK

FRONT OFFICE ASSOCIATE		Jan																															
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	29	30	31	
1	ASHISH MISHRA	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	P	P	
2	HIMANSHU LAVANIA	P		P	P	A	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	PRADEEP	P		P	P	A	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	ASHWINI MISHRA																																
5	SACHIN KUMAR JHA		L							+																							
6	SHRI BHAGWAN	P	S	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	HARIT PRASAD SHARMA	P	C	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	P	
8	VIRENDRA KUMAR		N								C																						
9	PRASHNAT KUSHWAH		O								N																						
10	MAYANK RAJ	P	D	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	SHABINA		L								D																						
12	MUKUL	P	L	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	HARIOM GOSWAMI	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	P	P	
14	SANTOSH SOLANKI	A		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	P	
15	ASHISH KUMAR ARELA	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	P	P	
16	TARUN 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	P	P	
17	TARUN KUMAR																																
18	AJAY SHARMA	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	P	P	
19	RAJAT SHARMA	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	P	P	
20	NIKHIL VERMA	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	P	P	
21	PAWAN RATHORE	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	P	P	
		14		15	15	13	14	14	14		13	14	13		13	13		13	14	14	14	M	M		14		14	14	14	13			

INSTITUTE OF HOTEL MANAGEMENT GWALIOR

HUNAR SE ROZGAR TAK

FRONT OFFICE ASSOCIATE		Feb																																
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	29	30	31		
1	ASHISH MISHRA	P	.	P	P	P	P	P	P	.	P	P	P	P	P	P	P	P	P	P	P	P	P											
2	HIMANSHU LAVANIA	P	P	P	.	P	P	P	P	P	P	P	P	P	P	.	P	P	P	P	P	P	P											
3	PRADEEP	.	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P											
4	ASHWINI MISHRA																																	
5	SACHIN KUMAR JHA																																	
6	SHRI BHAGWAN	P	P	P	P	P	P	T	P	P	P	P	P	P	T	P	P	P	.	P	P	P	P											
7	HARIT PRASAD SHARMA	P	P	P	P	P	P	S	P	P	P	P	P	P	S	P	P	P	.	P	P	P	P											
8	VIRENDRA KUMAR							S							S																			
9	PRASHNAT KUSHWAH							N							N																			
10	MAYANK RAJ	P	.	P	P	P	P	O	P	.	P	P	P	P	O	P	P	.	.		P	N	O	P										
11	SHABINA							A							A																			
12	MUKUL	P	P	P	P	P	P	X	P	P	P	P	P	.	X	P	P	P	P	P	P	P	P											
13	HARIOM GOSWAMI	P	P	P	P	P	P	T	P	P	P	P	P	P	T	P	P	P	P	P	P	P	P											
14	SANTOSH SOLANKI	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P											
15	ASHISH KUMAR ARELA	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	.	P	P	P	P	P	P											
16	TARUN KUMAR	P	P	P	P	P	P	P	P	.	P	P	P	P	P	P	.	P	P	P	P	P	P											
17	TARUN KUMAR																																	
18	AJAY SHARMA	P	P	P	P	P	P	P	P	P	P	.	P	P	P	P	P	P	P	P	P	P	P											
19	RAJAT SHARMA	P	P	P	P	P	P	P	P	P	P	.	P	P	P	P	P	P	P	P	P	P	P											
20	NIKHIL VERMA	P	P	P	P	P	.	P	P	P	.	P	P	P	P	P	P	P	P	P	P	P	P											
21	PAWAN RATHORE	P	P	P	P	P	.	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P											
		14	13	15	14	15	13	15	13	14	14	13	14	14	13	14	13	14	12	15	15	15	15											

Exam

BHM GWALIOR (HUSAR SE ROZGAR TAK)

CORRESPONDENT OFFICE ASSOCIATE		END DATE: 26/02/2021	MOBILE NO.	ADHAR NO.	ACCOUNT NO.	IFSC CODE	BANK NAME
S.NO.	MEMBER'S NAME	FATHER'S NAME	ADDRESS				
1	AMISH KUMAR ARORA	MR. SHRI PRASAD	265 SHAMSHABAD ROAD BRAHM NAGAR SHYAMO AGRA UTTAR PRADESH	7996305908	209546189947	70257100008412	CNRB00000007 ARYAVART BANK
2	SANTOSH SOHANI	MR. KESHAV SINGH	AGRA TATRPUR MARG KAGAROL AGRA UTTAR PRADESH	9756932050	260467326639	88753916646	SBIN00099960 STATE BANK OF INDIA
3	SHRIBHAGWAN	SHRI RAMDATT	VILLAGE KHARGAPURA FATEHABAD	7500753862	328802108554	35978387361	SBIN0001261 STATE BANK OF INDIA
4	HIMANSHU LAWANIYA	MR. PRAMOD LAVANIA	MIG 47 INDRA PURAM SHAMSHABAD AGRA UTTAR PRADESH	9675055582	975802699180	33773081282	SBIN00017684 STATE BANK OF INDIA
5	PRADHEEP	MR. DEVI SINGH	BHAGWATI BIHAR COLONY SEWLA SARAI AGRA UTTAR PRADESH	8279939333	346125879240	6560337443	IDIB000G118 INDIAN BANK
6	ASHISH MISHRA	MR. VIJAY KUMAR MISHRA	MANSORPURA MAHARA CHOUDHARI AGRA UTTAR PRADESH	9758024111	589877000898	113411010000053	BKID00ARYAGB ARYAVART BANK
7	HARJI PRASAD	MR. DEVENDRA PRASAD SHARMA	MOHALLA MALLAH TULA FATEHABAD AGRA UTTAR PRADESH	9119790905	404227615060	726510110000385	BKID00007265 BANK OF INDIA
8	MAYANK RAJ	MR. ANSH KUMAR	1169 7 AVAS VIKAS COLONY BODLA SAHGAL DABHY KE SAMSE WALI GALI AGRA SIKANDARA AGRA UTTAR PRADESH	8923542853	439838472742	46960100006250	BARB0KAILAS BANK OF BARODA
9	AJAY SHARMA	MR. SHIV KUMAR SHARMA	SARSWATI VIHAR COLONY SEWLA SARAI AGRA	9389182675	748550393929	38723325041	SBIN0061227 STATE BANK OF INDIA
10	HARISH GOSWAMI	MR. MURARILAL GOSWAMI	VINAYAK NAGAR KAHARAI AGRA	9027390854	255070789795	37764748839	SBIN0016264 STATE BANK OF INDIA
11	TARUN KUMAR	MR. VISHNU KUMAR	523, RANOOON GOVAN JAMUNA GALI FATEHABAD	8859767006	962221655452	726518210014573	BKID00007265 BANK OF INDIA
12	MUKESH	MR. LALITESH BATHORE	7/91 TUNSI CHAHTURA TAJGANJ AGRA JAMUNA GALI FATEHABAD	9808716792	466802640503	3280250094	CBIN0280236 CENTRAL BANK OF INDIA
13	RAJAT SHARMA	MR. SANTOSH SHARMA	7/91 TUNSI CHAHTURA TAJGANJ AGRA	7668978945	504623350863	35156790716	SBIN0001261 STATE BANK OF INDIA
14	PAWAN BATHORE	MR. ANH BATHORE	16/54A HARGUPURA TAJGANJ AGRA	8077981813	2062022341382	3277086083	CBIN0280236 CENTRAL BANK OF INDIA
15	NIKHIL VARMA	MR. LAXMAN VARMA		9450730019	392447041675	305602010795147	UBIN0530565 UNION BANK

सेवा में

श्री मान प्रधानाचार्य
I.H.M ग्वालियर

विषय - Front office Associate कोर्स की
Training में सम्मिलित न हो पाने के
सन्दर्भ में

महोदय

साविनय निवेदन इस प्रकार है कि
हरिन प्रसाद शर्मा पुत्र श्री देवेंद्र प्रसाद
शर्मा Front office Associate कोर्स के
अन्तर्गत Training में सम्मिलित
नहीं हो पा रहा है क्योंकि मेरे
मेजर आ रहे हैं इस कारण मैं Training
में सम्मिलित होने में असमर्थ हूँ।
अतः आपसे निवेदन है कि आप मेरी
परेशानी समझने की कृपा करे आपकी
आति कृपा होगी।

Date
17-02-2021

प्रार्थी

हरिन प्रसाद शर्मा
harinprasadsharma
7668850907

INSTITUTE OF HOTEL MANAGEMENT GWALIOR

HUNAR SE ROJGAR TAK (THEORY EXAM PAPER)

FRONT OFFICE ASSOCIET THE/00102 (BATCH -00)

MARKS: 30

DATE 21/02/21
22

NAME Mukul

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) MALI 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

24

MINISTRY OF TOURISM

HUNAR SE ROZGAR TAK PROGRAMME FOR HOSPITALITY COURSES 2020-21

STUDENT FEEDBACK FORM

LOCATION/INSTITUTE: T.H.M Buxarior
 COURSE TITLE: H.SRT front office Associate
 TRAINER: Vinay Rathore
 DAY & DATE: Monday 22-02-21

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"/>				
2	Facilities of theory and practical classes were		<input checked="" type="checkbox"/>			
3	Quality of study material was	<input checked="" type="checkbox"/>				
4	The trainer were knowledgeable, skilled & prepared			<input checked="" type="checkbox"/>		
5	Certificate were provided	<input checked="" type="checkbox"/>				
6	Assistance in placement		<input checked="" type="checkbox"/>			
7	Training acquired is appropriate for finding job	<input checked="" type="checkbox"/>				

8. What did you most like about the training?

By training it help me to improved my communication skills and learn so many thing.

9. How can this training be improved?

By providing deep knowledge of course.

10. Any other comments?

every thing is fine, I like this type of activity.


Signature of Student



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 th Class Pass	18 - 28 Years
2.	Food & Beverage Service Steward (QP:THC/Q0301)	300 Hours	240 Hours (OJT)	10 th Class Pass	18 - 28 Years
3.	Room Attendant (QP:THC/Q0202)	300 Hours	240 Hours (OJT)	5 th (Primary) Class Pass	18 - 28 Years
4.	Front Office Associate(QP:THC/Q0202)	340 Hours	240 Hours (OJT)	12 th Class Pass	18 - 28 Years
5.	Kitchen Steward	200 Hours	240 Hours	5 th Class Pass	18 - 28 Years

1.	Name	ASHISH KUMAR ARELA
2.	Father's Name	SHRI PRSHAD
3.	Permanent Address	BRAHM NAGAR SHYAMONMOADAGH
4.	Present Address	
5.	Category	GENERAL
6.	Contact Phone No.	7906305908, 9319244523
7.	E-mail Address	
8.	Date of Birth dd/mm/yy	20/05/1994
9.	Age on 31 st Aug.2020	26
10.	Name of the Bank A/c No: / IFSC Code	GRAMIN BANK OF ARYAVART 70257100008412 + C NRBD000SG7B7
11.	Aadhar Card No:	280546189947
12.	Details of Registration Receipt No.etc.	

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

Course Title	Duration	School	% of Marks	Year of Passing
12th	ONE YEAR	BR INTER COLLEGE	60%	2012

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

Date: / /

ASHISH
Signature of Candidate.