CHAPTER SIX
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LIMITATIONS, SUMMARY, RECOMMENDATIONS
AND CONCLUSION

LIMITATIONS OF THE STUDY:

- The ex-students were working in various luxury hotels in Pune and the time frame and access to them personally was difficult, in order to receive the largest representative sample. The method that was employed to obtain the primary data was the questionnaire survey. Although it is acknowledged that interviews with the graduates might allow a more in-depth collection of information about hotel management education in various Institutes are concerned.
- The sample size could be limited to the city of Pune
- Although utmost efforts have been taken in selection of sample and reducing sampling errors, the findings are based on the perception and understanding of the respondents.

SUMMARY
This study was conducted to test the competencies (knowledge, skills, abilities and attitude) developed in the students in the Institution conducting the course in Hotel Management & Catering Technology and Bachelor in Science(Hospitality and Hotel Administration). The findings revealed that there was a gap in some of the areas of desired competencies needed by various operational departments in the hotel like kitchen, restaurant, house-keeping and front-office. The highlights of the findings are:

- The Hotel management Institutes prepares students for employment in the hotel Industry.
- Attitude cannot be taught in a class room environment. A lot of factors influence the individual’s attitude.
- The students academic abilities at school level specially that of simple arithmetic, communication skills and others are not fully developed to its optimum when they come for higher education.
• The Institutions need to invest in the Infrastructure so that further development of competencies can be enhanced.
• The teaching faculty should be capable of developing competencies in the students.

RECOMMENDATIONS OF THE STUDY

1. It is the responsibility of educational institutions to ensure that competencies are developed in the period assigned to them. Additional classes may be taken for students who are weak.
2. The management of the educational institution should provide adequate infrastructure, well equipped kitchen, restaurant, House keeping and Front office laboratories for development of skills amongst the students.
3. Since the teaching jobs are monotonous, job enrichment and other motivational method to be carried out so the performance of teaching staff remains good.
4. The students should be given the assignments, completion of journals and practical seriously unlike their causal approach.
5. The Institutions should concentrate more on developing communication skills as the students who are good at communication skills are preferred.
6. The culture of Research and knowledge development should be inculcated in the staff and students so that the staff and students are aware with the emerging trends.
7. The hotels-institutions tie up for training/practical every year would help the students to gain confidence in performing the job.
8. It is necessary that faculty and industry professionals work together to create programs for faculty members who can spend time in the industry during the vacation of students and to know what is happening in the hotels.
9. 40 percent of the teaching faculty to be taken from the Hotel Industry as Adjunct faculty or Visiting faculty for the benefit of the students.
CONCLUSIONS AND IMPLICATIONS:

The purpose of this study was to study the syllabus prescribed AICTE and the competencies being developed in the classroom and those required in the hotel industry. The hotel industry and the faculty, appear to be in sync with each other. There are some gaps, however, between the teachers and hotel professionals. The expectations of the Industry is very high as they require a ready-made product to suit their requirements. In a lot of hotels the job description doesn’t even say that you need to have a hospitality degree. That, from an operations point of view the degree loses its importance as students who have completed diploma or any other graduation also qualify for the job.

To avoid this situation in future, the hotel industry should adopt certain polices where they inform the educators about the up to date skills that are required for the students to have their professionalism in the hotels which can be incorporated in the syllabus. There should be open dialogue between hotel management educators and the hotel management professionals that are require manpower. Similarly, hotel professionals should be willing to contact and provide information to hotel management educators about what is needed out in the industry. A solution to closing that gap in competencies development would be faculty internships during the summer months.

To provide incentive for faculty to spend time in hotel industry, administrators of hotel management programmes could let faculty internships count towards tenure and promotion. To provide opportunities for faculty to attend industry seminars, and conventions so that they are aware of what is happening as the same time invite hotel professionals to Institutes for seminars and guest lectures.

This type of forum enables hotel management educators and hotel professionals to communicate openly about new research projects, problem solving, and, in general, networking. With such an open dialogue, industry professionals, working together with the educators, can incorporate required competencies into job descriptions. Likewise, educators can incorporate some of the suggested competencies into course curricula.

In addition, industry exposure (field trips, guest lectures, etc.) and vacation training
of at least twenty weeks duration should be featured in every hotel management course.

Future research may benefit by adding the perspectives of students graduating from Hotel Management Institutes rather than those who are working in the hotels. It is difficult to gauge the students as they are unable to express their actual experience of what actually happened during their period of completing the degree course at the same time students who are recruited in good hotels may related how the course was useful in getting them the job and developing the competencies. In addition, the present study can be carried out for other hospitality sectors such as the meeting, events, recreation and leisure.

There is scope to study the effectiveness of hotel management educators.

**SCOPE FOR FUTURE RESEARCH**

The study basically identified and analyzed the competencies of the student through the syllabus taught in the Institute of Hotel Management in Pune, Nasik and Lonavla.

Research could be carried out on the following

- Management of Institutes, infrastructure, teaching staff and caliber of students pursuing the course.
- 20%-30% students join the hotels. The other students who do not join the hotels but allied fields related to Customer care.
- Studies about the competencies of the Teachers and teaching methodology
- Studies about the Choice base Credit system for Hotel Management Course