COMPETENCY ANALYSIS OF HOTEL MANAGEMENT STUDENTS JOINING LUXURY HOTELS IN PUNE

ABSTRACT

“You can make a hotel out of gold but no one will stay there unless you can provide efficient and gracious service”.
Rai Bahadur M.S. Oberoi, Founder Chairman, The Oberoi Group

There has been a significant change in the economic environment of hotel & catering activity and hotel management learning, together with changes in the macro-environment, and most hoteliers feel the need for revision in curriculum for hotel and catering management education. Identifying significant competencies (knowledge, skills, abilities and attitude) sets have assisted Recruiting managers for a long time to get better in the selecting process, in developing programmes, to hold on to employees, and in helping employees in their profession.

This research is a evaluation of necessary skills, knowledge, abilities and attitude that have been prescribed, over the years, by hotel industry leaders for successful career in the hotel and catering industry, and to detail connectivity as well as challenges in developing skills (cognitive, technical and human) expected of students coming from various background and graduating from hotel and hospitality management programmes.

The efforts of the Management of the Institutes, the right teaching methodology adopted by trained teachers, the infrastructure provided for carrying out practical sessions and the students interest in the course helps in developing competencies as required by the hotel industry.