SVKM'S NMIMS | SCHOOL OF HOSPITALITY MANAGEMENT
Deemed to be UNIVERSITY

STUDENT RESOURCE BOOK (2024-25)
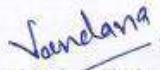## Part - II
BBA (HOSPITALITY OPERATIONS & MANAGEMENT)

Prepared by:

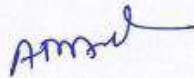Mahesh Kochrekar
Coordinator cum Counsellor

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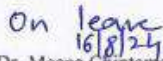
Dr. Ruchita Verma
Dean SOHM

Ms. Vandana Kushte
Dy. Registrar (Academics)

Mr. Ashish Apte
Controller of Examination

Dr. Ashish Daptardar
Additional Registrar

On leave
16|8|24
Dr. Meena Chintamaneni
Pro-Vice Chancellor

Dr. Sharad Mhaiskar
Pro-Vice Chancellor

Dr. Ramesh Bhat
Vice Chancellor

19 AUG 2024

Message from Dean

Dear Students/Parents,

I take this opportunity to welcome you all to SVKM's Narsee Monjee Institute of Management Studies (NMIMS) - School of Hospitality Management (SoHM). SVKM's NMIMS is one of the top Management Schools in India. Nearly three decades after its inception since 1981, NMIMS continues its tradition of training young minds and finding solutions to address challenges in the business world and the Society in general. The Tourism and Hospitality industry is one of the largest industries under the services sector in India. By 2028, Tourism & Hospitality is forecasted to earn $ 50.9 billion and 52.3 million jobs in India. By 2030, India is expected to be among the top five business travel destinations of the world.

Hospitality is synonymous with guest satisfaction and excellence in service, irrespective of an individual's role or the industry. It calls for certain inherent qualities in an individual namely passion, resilience, integrity and reliability. Hospitality education transforms an individual into a self-reliant and service-minded professional. It encourages lifelong learning and helps him/her to take-on the challenges of the professional world with confidence.

SVKM's NMIMS SoHM with its modern campus in Navi-Mumbai is all about hands-on training, critical thinking, research, and application. NMIMS SoHM's Hospitality programs is being brought to the students, by stalwarts of education. SVKM's NMIMS is a trendsetter and considered as a benchmark in the education sector and has a legacy sought by the industry. The students will be taught, mentored and closely monitored by a team of experts who are experienced and passionate about what they do and represent. The philosophy of the School is to motivate the students to help them attain the best of their potential, along with the appropriate Industry interface. In sync with the ethos of the NMIMS University, the School of Hospitality will be a leader in hospitality and management education. Our students will be exposed to the dynamics of hospitality operations, vigor of management and the diverse cultures it represents. After graduating from our program, our students will be ready to work in any segment of the service industry, anywhere in the world.

Dear Students, it is a beginning of an exciting journey into a plethora of opportunities. I look forward for your enrollment in our ambitious program to explore the world of opportunities!

Once again, I welcome you all!

Dr. Ruchita Verma
Dean- School of Hospitality Management

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1. Any other Academic/general inputs, Rules Policies at school level

With an undergraduate degree in Hospitality Management, you are entering an exciting business, which is one of the world's fastest growing industry. You will develop human relationship and management skills required to launch a hospitality career that can span the globe or keep you close to home.

Our Vision:

NMIM's SoHM will be the source and launch pad for future ready world-class leaders and entrepreneurs of the Hospitality Industry.

Our Mission:

• To inculcate the service ethos of positive attitude, customer service, professionalism and environmental care.
• To impart deeply rewarding and remarkable educational experience through exceptional training and placement.
• To create leaders who can solve hospitality industry challenges through creative thinking and innovation.
• To encourage research and entrepreneurship in the hospitality industry.
• To create an environment for the holistic development

As it is a practical intense course both Theory and Practical classes are interdependent, hence students are advised to not miss any classes.

1.1   Academic Guidelines:

In continuation to point number 3.2 of University Guidelines, please note the following additional guidelines:

1.1.1   The attendance reports will be available through student portal. Discrepancy (if any) to be informed by the student to the course coordinator concerned within 3 working days from the date when report has been uploaded. No changes will be permitted once attendance reports are finalized.

1.1.2   For ALL absence, prior intimation is to be given to the Course Coordinator concerned. In case of emergency, intimation must be given to Course Coordinator on phone/ email within 24 hours of the absence. Any leave without written intimation will be treated as unauthorized leave and will be reflected in the records as such.

1.1.3   Students must refrain from approaching the faculty members for attendance related issues and exemptions. They must submit an application to the course coordinator concerned for necessary approvals. Individual faculty members are not allowed to give exemptions.

1.1.4   For sanction of Authorized Leave up to 10%: Dean – School of Hospitality Management. In absence of the Dean (School of Hospitality Management), Registrar is the appropriate authority for Authorized Leave.

1.1.5   Classes are expected to begin on time. Late coming is not permitted. Faculties have the authority to close the doors of the classroom and debar latecomers from entering the classroom. They have also been advised to deal with students who habitually come late.

1.1.6   Students are required to be present for all events of the University and School of Commerce, including the Convocation, Orientation Ceremony, Sports Day, Republic Day, Independence Day, Guest Lectures, Compulsory Workshops, CEO Series, and other events as intimated on the notice board. Record of attendance will be kept for disciplinary action wherever deemed necessary. The University reserves the right to declare compulsory attendance for any event on or off the campus. Absenteeism on events for which attendance is compulsory, will be taken seriously and will be communicated / displayed on the notice board from time to time and / or remark on the transcript or any other decision by the management.

1.1.7   Students are not entitled automatically to make up vivas and any other form of evaluation even when prior authorization has been obtained for absence from the class. In case of group discussion / presentations, students will not be allowed any marks for absence during the presentations / discussion even if the student has been granted authorized leave during the same.

1.1.8   Absence from examination / re-examination for medical or any other reason shall be treated as failure.

1.1.9   As all programs conducted by School of Hospitality Management are full time programs, students will not be granted leave and / or any other exemptions to pursue any additional programs of studies beyond that for which they are currently enrolled at the School of Hospitality Management.

1.1.10   Students are required to be in Mumbai city on all days of the semester. If they are leaving the city on personal or institutional work, they are required to obtain prior permission from the Dean. This applies even to those students who are representing the University for social, cultural, and co-curricular events.

Students are required to honor deadlines for submissions of projects, reports, assignments, forms and any other submission to the University or the faculty concerned. Do not approach faculty members and others in the University to change or extend deadlines. The intimation of assignments, projects will also be sent to the parents on a regular basis so that parents can efficiently monitor their ward's academic activities.

1.2   Program Validity:

In continuation to the re-admission rules explained in Part I of this SRB, the maximum duration permissible for completion of the programme (in years) are mentioned in the table below:

Sr. No.	Name of the programme	Duration of the programme (in years)	Maximum duration permissible for completion the programme (in years)
1	BBA (Hospitality Operations & Management)	3	5

1.3 **Discipline Norms and Penalty:**

In continuation to the Discipline Norms and Penalty explained in Part I of this SRB, the names of committee members of the school are as follows:

1.3.1 **Anti-Ragging Committee**

Anti-Ragging Committee

S. No.	Name	Position	Email ID	Phone
1	Dr. Nitin Balwani	Convener	nitin.balwani@nmims.edu	7738748543
2	Dr. Mukund Tripathi	Co-Convener	mukundmadhav.tripathi@nmims.edu	9594939617
3	Dr. P. Manikandan	Member	p.manikandan@nmims.edu	9655494455
4	Dr. Preeti Gupta	Member	Preeti.gupta@nmms.edu	9928369701
5	Prof. Manisha Band	Member	manisha.band@nmims.edu	9370372743
6	Dr. Ishfaq Khoja	Member	Ishfaq.khoja@nmims.edu	7006846291
7	Dr. Jyoti Verma	Member	jyoti.verma@nmims.edu	9920350521
8	Prof. Arpita Sarkar	Member	arpita.sarkar@nmims.edu	9892928071
9	Ms. Anupriya Sharma	Member	anupriya.sharma@nmims.edu	9619723584
10	Mr. Rajiv Shejwal	Police Inspector	-	9594426999
11	Mr. Subhendu Sur	Parent Representative (Member)	subhendusur@hotmail.com	9552070909
12	Ms. Srishti Sur	Student Representative (Member)	srishti.sur216@nmims.in	9356650781
13	Ms. Bharathy Tahilliani	Founder, Kshamata Foundation & Member	bharathy@kshamata.org	9819754450

Anti-Ragging Squad

S. No.	Name	Position	Email ID	Phone
1	Dr. Shashank Mehra (SBM)	Convener	shashank.mehra@nmims.edu	9711466632
2	Prof. Prashant Barsing (SBM)	Member	prashant.barsing@sbm.nmims.edu	9794258005
3	Dr. Anuradha Shukla (SOC)	Member	anuradha.shukla@nmims.edu	8898743824
4	Prof. Aditya Kasar (STME)	Member	aditya.kasar@nmims.edu	9833982732
5	Dr. Arun P. A. (SOL)	Member	arun.pa@nmims.edu	9820534654
6	Dr. Rahul Kanekar (SOHM)	Member	Rahul.Kanekar@nmims.edu	9821857797
7	Dr. Suresh Pathare (SOMASA)	Member	suresh.pathare@nmims.edu	9923694604
8	Dr. Hemangi Kelkar (SOE)	Member	Hemangi.kelkar@nmims.edu	9773927882
9	Dr. Chinmayi Patil (SOS)	Member	chinmayi.patil@nmims.edu	9527993319

1.3.2   Disciplinary Committee

Disciplinary Committee

S. No.	Name	Position	Email ID	Phone
1	Dr. Nitin Balwani	Convener	nitin.balwani@nmims.edu	7738748543
2	Prof. Manisha Band	Co-Convener	manisha.band@nmims.edu	9370372743
3	Dr. Mukund Madhav Tripathi	Member	mukundmadhav.tripathi@nmims.edu	9594939617
4	Dr. Preeti Gupta	Member	Preeti.gupta@nmms.edu	9928369701
5	Dr. Ishfaq Khoja	Member	Ishfaq.khoja@nmims.edu	7006846291
6	Dr. Jyoti Verma	Member	jyoti.verma@nmims.edu	9920350521
7	Prof. Arpita Sarkar	Member	arpita.sarkar@nmims.edu	9892928071
8	Ms.Anupriya Sharma	Member	anupriya.sharma@nmims.edu	9619723584

1.3.3   Woman Grievance Redressal Committee

S. No.	Name	Position	Email ID	Phone
1	Prof. Manisha Band	Convener	manisha.band@nmims.edu	9370372743
2	Dr. Ritu Srivastava	Member	Ritu.srivastava@nmims.edu	8375845996
3	Dr. Jyoti Verma	Member	jyoti.verma@nmims.edu	9920350521
4	Ms. Anupriya Sharma	Member	anupriya.sharma@nmims.edu	9619723584
5	Ms. Karuna Garud	Member	Karuna.garud@nmims.edu	9769931970
6	Ms. Anupriya Agnihotri	Student Member	Anupriya.agnihotri104@nmims.edu.in	6390256264
7	Ms. Manasi Hajela	Student Member	Manasi.hajela678@nmims.edu.in	9565067913
8	Ms. Aarya Sawant	Student Member	Aarya.sawant119@nmims.edu.in	9930717771
9	Ms. Ritika Amaresh	Student Member	Ritika.amaresh107@nmims.edu.in	8079042025
10	Ms. Bharathy Tahilliani	Founder, Kshamata Foundation & Member	bharathy@kshamata.org	9819754450

1.3.4   Collegiate Student Grievance Redressal Committee:

S. No.	Name	Position	Email ID	Phone
1	Dr. Nitin Balwani (SBM)	Convener	nitin.balwani@nmims.edu	7738748543
2	Dr. Mukund Madhav Tripathi (SOC)	Co-Convener	mukundmadhav.tripathi@nmims.edu	9594939617
3	Prof. Prashant Barsing (SBM)	Member	prashant.barsing@sbm.nmims.edu	9794258005
4	Dr. P. Manikandan (SOHM)	Member	p.manikandan@nmims.edu	9655494455
6	Prof. Ketan Chande (SOHM)	Member	ketan.chande@nmims.edu	9867503203
7	Prof. Mani Govil (SOC)	Member	mani.govil@nmims.edu	9819123146
8	Dr. Preeti Gupta (STME)	Member	Preeti.gupta@nmms.edu	9928369701
9	Prof. Asha Rawat (STME)	Member	Asha.rawat@nmims.edu	9004675627
10	Prof. Manisha Band (SOL)	Member	manisha.band@nmims.edu	9370372743
11	Prof. Neha Jain (SOL)	Member	Neha.jain@nmims.edu	9830489265

12	Dr. Ishfaq Khoja (SOE)	Member	Ishfaq.khoja@nmims.edu	7006846291
13	Dr. Hemangi Kelkar (SOE)	Member	Hemangi.kelkar@nmims.edu	9773927882
14	Dr. Jyoti Verma (SOMASA)	Member	jyoti.verma@nmims.edu	9920350521
15	Dr. Suresh Pathare (SOMASA)	Member	suresh.pathare@nmims.edu	9923694604
16	Prof. Arpita Sarkar (SOS)	Member	arpita.sarkar@nmims.edu	9892928071
17	Dr. Amani Kanugolu (SOS)	Member	Amani.kanugolu@nmims.edu	9591134342

1.3.5 Departmental Student Grievance Redressal Committee:

S. No.	Name	Position	Email ID	Phone
1	Dr. P. Manikandan	Associate Dean-SoHM	P.Manikandan@nmims.edu	9655494455
2	Dr. Rahul Kanekar	Assistant Professor-SoHM	Rahul.Kanekar@nmims.edu	9821857797
3	Mr. Parth Chanana	Member	PAARTH.CHANANA028@nmims.in	9650078688
4	Ms. Nidhi Kolge	Member	NIDHI.KOLGE056@nmims.in	9833395606

1.3.6 Institutional Student Grievance Redressal Committee:

Sl No.	Name	Designation	E-mail ID	Contact no.
1.	Dr. Hari Kumar Iyer	Chairperson	Harikumar.Iyer@sbm.nmims.edu	022 42355555
2.	Dr. Ketan Shah	Member Secretary	KetanShah@nmims.edu	022 42355555
3.	Ms. Karuna Bhaya	Member	KarunaB@nmims.edu	022 42355555
4.	Dr. Meena Galliara	Member	Meena.Galliara@sbm.nmims.edu	022 42355555
5.	Mr. Paramanand Rajwar	Member	Paramanand.Rajwar@nmims.edu	022 42355555
6.	Dr. Ashish Daptardar	Member Secretary	Ashish.Daptardar1@nmims.edu	022 42355555
7.	Ms. Tanya Kulkarni	Student Representative	Tanya.kulkarni@nmims.in	022 42355555

2.Placement Guidelines (wherever applicable):

NMIMS is a premier University of the country and the B-school is in existence for over four decades. Over the years it has earned recognition from industry & professional associations, corporates, peer group institutions and accreditation agencies. The University has a strong industry connect and a preferred choice for the corporate sector for talent. Companies view NMIMS as a great place to recruit potential young managers and business leaders. Placement Support is offered to various programs across Campuses and Schools. Leading companies across sectors consider our students for recruitments/ internships. Our esteemed alumni occupy senior positions in leading companies across sectors have always supported us in placements.

The Placement Office is an interface between NMIMS & the Industry for facilitating internships & recruitments opportunities for students. Efforts are made to market the programs with their merits.

Placement officials actively network with the corporate sector with an endeavor to get companies to open suitable job & internship profiles for the batch. They reach out to companies across sectors and locations for appropriate opportunities for students, showcasing brand NMIMS, the quality and diversity of the batch, provide timely customized services, continuous communication and offer support that would facilitate their participation in placements

Placement officials mentor & guide the Students Placement Committee who are actively involved in the activities, connecting with companies, meeting company officials for presentations, operational aspects and in coordinating various activities during the placement processes.

The placement guidelines are devised in the larger interest of the School and the batch, in consultation with students and faculty. Each of the Schools share with the batch, guidelines related to Resume, PPT, Internships, PPO's/PPI's, Final Placements etc. The School reserves the right to change, modify the guidelines in the best interest of the batch. Students are expected to abide by the guidelines during placement processes. In the event of non-conformance of the placement guidelines, the School reserves the right to initiate corrective action.

Generally, students of the post-graduate programs are keen to participate in placements. However, many from the under-graduate programs opt out or do not register for placements as they have alternative career plans. This approach acknowledges the diverse goals and aspirations of students and features the institution's commitment to supporting individual choices that align with personal interests and career aspirations. These paths include pursuing further higher studies, preparing for entrance exams of professional programs, preparing for civil services, defence forces, government offices etc., engaging in family business ventures, entrepreneurial endeavors etc.

Industry-Institute Connect

To optimize industry connect, effective interventions from the companies are sought so that students get to know of the opportunities available in the market, help to enhance their skill sets & then direct their efforts to seek profiles of their choice. Companies are encouraged to involve with the batch for campus engagement activities thereby deepening the association and leading to a symbiotic relationship between NMIMS and the Industry. Guest talks, competitions, seminars, workshops, soft skills training, technical training etc. are a great value add. These involvements bridge the gap between expectations of recruiters and knowledge & skill sets of students.

The Placement process typically involves

- Batch Preparation
- Pre Placement Talks
- Internships/Projects
- Final Placements

Batch Preparation

Batch Preparation Program is to enhance the suitability of candidates and orient them to industry practices and expectations.

- Interactive sessions with alumni/industry experts in various profiles that help students to gain clarity on role/fit, understanding expectations of the company, future prospects - career evolution, right approach for cracking interviews, listen to first-hand experience & get a feel of life in a particular profile etc.
- Interaction with seniors who have undergone internships in companies.
- Assigning seniors or alumni as mentors to guide students.

- Mock interviews with alumni/corporates to get direct feedback from people in relevant industries.
- Guest talks and workshops on various topics from corporates.
- Resume building as per guidelines
- Technical, Soft skills training etc.

Prior to the commencement of the selection process it is expected that students have a fair idea about their interest, sector and specialization and direct their efforts accordingly. This clarity will help students land a good internship/job.

Students are expected to research about company, the business, the sector, financials, other players in the sector, etc. and be prepared with a background and fact file prior to the process. Also some additional information – the number of interns/recruits in the past, whether the company has a PPO policy, the experience of seniors who interned with the company etc. will be of help.

The Placement Office also involves companies in a number of Campus Engagement activities – corporate contests, projects, workshops, seminars, and guest talks etc. that benefit a large number of students and also helps in promoting the excellent quality of the batch.

Pre-Placement Talk – PPT

PPT's are a medium wherein the company officials disseminate information regarding their company, the profile, the compensation etc. and clarify the queries of students.

Internships/Projects

- The Placement Office makes all efforts to reach out for internships across varied sectors, companies and profiles. Based on ones' interests and capabilities one should seek internships. Choosing the correct company for internships and performing up to the mark is of utmost importance.
- The Internships are not only a window to the corporate world but also a relationship-building tool for NMIMS. It allows the companies to have a look at the talent at NMIMS, thereby strengthening Final Placements.
- Internships are an integral part of the curriculum for securing the degree. It is a great learning platform for our students and goes a long way in shaping the learning obtained in the classroom. This experience is of immense use to students to enable them to acclimatize themselves to the intricacies of the corporate world.
- The project is expected to build on the theoretical learning with practical experience and help students to discover areas of interest and future career options, identify the gaps in their learning, which they can attempt to fill in.
- Interactions during the internships both with other interns as well as employees help students to understand the expectations/needs of the organisation, the sector in general, to identify the gaps in their learning, in orienting oneself towards the sector and developing the required skill sets to emerge as the most suitable candidate.
- Internships also hold a special significance as it is an apt mechanism for companies to spot bright talent early. Many companies have structured internship process which is used as a 'testing ground' to gain a direct understanding of the skill and ability of students leading to declaration of PPO's/PPI's. NMIMS too encourages candidates to work towards such offers that are based on internship performance.
- Pre Placement Offer (PPO) is an Offer by the company to the intern acknowledging the excellent work done during the internship. Pre Placement Interview (PPI) is an opportunity by the company for the intern to be directly selected for the interview for final placements. Thus, the students should be careful in applying to the companies and should put in all efforts to convert the internship into an Offer.
- Internship are monitored, may be evaluated by a faculty guide, with periodic report submissions, evaluations, Viva Voce etc.

Final Placements

- Leading companies across sectors aspire to recruit students of NMIMS. Companies devise the eligibility criteria and selection process and have their own set of characteristics or qualities that they look for in a candidate.
- The process of selection starts with inviting applications based on the eligibility, job description, compensation details etc. shared by the company. The profiles of interested students are shared with the recruiter.
- The placement process is facilitated by the Placement Team. However, it is the effort of the student that gets him/her selected for the job. Not getting selected in the first few companies should not lead to panic. Students are advised not to switch profiles in anxiety or haste.
- The selection process could be physical or virtual & there could be multiple rounds – case analysis, group discussion, group exercises, interviews etc. Reasons like location, family issues etc. should not be constraints to students. They are expected to be mobile and have the capability to adjust, adapt and respond to emergent situations successfully.

- Students who wish to drop out of the placement process, formally notify the Placement Office vide the 'Opted Out Form' mentioning the reason, which could be higher studies, entrepreneurship, family business, seeking placements on their own with company details etc.

At NMIMS, leading companies across sectors, compete to participate in placements offering coveted & niche profiles with matching packages to students across programs. Hence, students get a plethora of opportunities to choose from. The Placement Reports are uploaded on the NMIMS website and feature, names of recruiting companies, profiles offered in general, placement statistics etc.

3. Guidelines for International Student Exchange Program

3.1 Introduction
NMIMS Deemed-to-be-University has developed an extensive International Students Exchange Program in order to provide a cross cultural exposure and a global perspective to the students apart from classroom teaching. This is managed by Department of International Linkages of the University. The Exchange Program has become increasingly popular with the students and every year students get a chance to spend Semester/Trimesters at a partner Institute. With the dedicated efforts of the International Linkages department, efforts are ongoing to have larger number of students to avail of this unique opportunity in every school. Students at NMIMS also benefit from interacting with overseas students who visit us as part of NMIMS Inbound exchange program and International Immersions.

3.2 Preamble
In a world that is increasingly interdependent, it is imperative for the NMIMS Deemed-to-be-University to have an internationalization agenda. This involves creation of a multi ethnic environment in our programs on our campus. This can happen only when students from different countries and communities join NMIMS programs.

This policy on internationalization seeks to clarify the philosophy behind the NMIMS Deemed-to-be-University's Internationalization program and sets out the eligibility of students to apply for an international exchange program. It also sets out the selection criteria and guidelines for assessing applications and the expectations from the students going for the exchange program.
This policy also lays out the facilities for international students in our programs and also the expectations from them. We expect our foreign students to conduct themselves at par with other Indian students.

To aggressively pursue the internalization agenda, NMIMS has signed MOUs with leading Universities. MOUs applicable for NMIMS schools as given below:

1. <u>The University Level:</u>

- University of California, Berkeley, USA
- Virginia Tech. University, USA
- University of Memphis, USA
- University at Binghamton, State University of New York, USA
- Clark University, USA
- University of Texas at Dallas, USA
- Illinois Institute of Technology, USA
- Florida International University, USA
- Stony Brook University, USA
- Columbia University School of Professional Studies, USA
- University of Guelph, CANADA
- The University of Zaragoza, SPAIN
- Varna University of Management, BANGLADESH
- The University of Danang, VIETNAM
- Quang Binh University, Vietnam
- University of Galway, Ireland
- Kings College London, UK
- University of Bristol, UK
- University of Leeds, UK
- University of Essex, UK
- University of Chester, UK
- University of Stirling, UK
- Cranfield University, UK

- University of Exeter, UK
- University of Western Australia, AUSTRALIA
- University of New South Wales, AUSTRALIA
- University of South Australia, AUS
- University of Adelaide, AUS
- University of Canberra, AUS
- Western Syndey University, AUS
- Monash University, AUSTRALIA
- Daffodil International University, BANGLADESH
- University of Liberal Arts, BANGLADESH

2. School of Hospitality Management
- University of Galway, Ireland

a. Eligibility
Students are selected by respective Deans of Schools on a competitive basis that reflects the academic standing, motivation, seriousness of purpose, communication skills, social maturity and adaptability. International students coming to our campus are recommended by respective partner's university on merit basis and language proficiency in English.

All full time program students are eligible to apply for the exchange program if they have:
i. Completed the eligibility year of program as defined by respective Deans/Directors of school
ii. Have a minimum CGPA of 2.25 and above as defined by respective Deans/ Directors of School.
iii. Eligibility of International students coming to our campus recommended by the partner university should satisfy the eligibility criteria as per the memorandum of understanding signed between the Universities/ Schools.

b. Selection Criteria and Conditions
iv. As defined by respective Deans/Directors of Schools
v. Defined by MoU between Partner University and NMIMS for incoming students

c. Cost and Expenses
Costs and expenses for participating in the exchange program are governed by the MOU signed by NMIMS and the host School.
In addition of the above, all students are required to pay for their:
vi. Accommodation and daily living expenses including study materials
vii. Travel Expenses
viii. Passport and visa costs
ix. Insurance cover
x. Any other incidental costs

d. Application procedure for students and Expectations from students
xi. Students have to apply in specified application form as defined by respective Deans/ Directors of schools. Candidates with completed and accurate application will be interviewed by the International Linkages office. Successful candidates will then be nominated to the respective partner universities following which they have to complete the online application as instructions received from partner university via email.
xii. The list of courses that a student intends to take up in the partner institute should be clearly mentioned. For those who wish to apply in more than one institute, the lists of the courses in each of these institutes should be mentioned.
xiii. Upon joining the partner institute, the courses the students intend to take up should be finalized and communicated for approval to the NMIMS School authorities
xiv. Students need to ensure that they do not get any fail grade in the courses undertaken in the partner institute because many partnering institutes do not conduct re-examination.
xv. Other criteria as defined by Deans/Directors of the Schools.

e. Code of Conduct
While abroad, the students are subjected to the rules and regulations of the host institution, the laws of the host country and the student code of conduct from NMIMS Deemed-to-be-University. Each student is an ambassador of NMIMS Deemed-to-be-University and should conduct in an appropriate manner at all times that is reflective of the code of conduct required by NMIMS and that of the overseas host institution.

f. Enclosures:
Undertaking to be given by student of NMIMS Deemed-to-be University's student going on International Immersion.
Note: Schools to ensure that copy of Application Form compulsorily reaches Director- International Linkages department for records.

4. Examination Guidelines (ICA / TEE, Passing Criteria, Grading system, method of calculation of CGPA, Re-Examination, exceptional cases – medical etc.)

Examination Guidelines (Internal Continuous Assessment (ICA) / Term / Trimester / Semester End Examination (TEE/ SEE) , Passing Criteria, Grading system, method of calculation of CGPA, Re-Examination, exceptional cases – medical etc.)

Examination weightages and credits:

Break up for continuous evaluation of each course will be as under:

A student would undergo continuous assessment for each course/subject in all the semesters/ trimesters. Various components of such continuous assessment would be as decided by the respective course/ subject teacher/ faculty and approved by Dean /Director of the school/ campus concerned.

Component	Marks
ICA Components: Mid Term / Unit Test / Project/ Assignment / Presentation/ Weekly Tests / Case Study/ Quizzes / any other (School)	50
SEE – Term /Trimester / semester-end examination (University)	50
Total	**100**

PASSING STANDARDS FOR EACH COURSE (SUBJECT):

Semester-end-exam Passing Criteria for each Course:

To pass in a particular course, in any of the Term /Trimester / Semester End examination or re-examination, a student must fulfil all of the following criteria:

- Secure a minimum of 40% marks in the Term /Trimester / Semester end examination of that course and

- Secure a minimum of 40% aggregate marks out of the total marks (that is, internal continuous assessment plus assessment of the Term /Trimester / Semester end examination) allotted to the course.

- For a course which has only internal continuous assessment component, passing will be at 40%.

Students who fail to fulfil above passing criteria would be awarded 'F' grade.

Non – fulfillment of Passing Criteria:

A student, who has failed to fulfil the passing criteria as given above, will be required to appear for term / trimester / semester-end re-examination which will be conducted immediately after declaration of results of the said regular term / trimester / semester-end examination. **The internal continuous assessment marks will be carried forward for the term / trimester / semester-end re-examination**.

To be eligible to appear for term / trimester / semester-end re-examination, a student has to submit an

online re-examination application available on student's SAP portal. **A student who does not fill in online re-examination form will be denied permission to appear at the examination.**

It is the responsibility of such students to keep him/ her informed about such examination dates (time table). If, in any case, students feels that he/she wants to improve their ICA, they are eligible to take re admission for the complete academic year. In case of re-admission, the earlier results will stand null & void and student cannot claim the credits of the course/s passed earlier. Students have to appear as fresh candidates for both Internal Continuous Assessment & Term End Examinations.

Only one re-examination will be conducted for each course immediately after declaration of results of final examination and there will not be any further re-examination for whatsoever reason.

Remedial classes would be organized by the School for all the students who fail to fulfil the passing criteria, before the conduct of the re-examination. However these remedial classes will be on demand from students and if a student registers for remedial classes, he / she is expected to maintain 100% attendance. If any student feels that he / she can manage without remedial classes, students can study on their own and appear for the re-examination, later on, such students cannot complaint, that their doubts were not cleared by faculty.

Note: Remedial classes will be conducted by the faculty on demand, if number of students are more than 10. Otherwise, students can get their doubts cleared from the faculty on one-to-one basis.

Progression to the subsequent year of the Programme (Semester Pattern)

A student who has failed to fulfil the passing criteria of odd semesters courses after re-examination, will be allowed to attend the classes and appear at the examination/ re-examination of even semesters.

However, a student who fails to fulfil the passing criteria at the end of the academic year (Both the semesters) will not be permitted to progress to the next year of the program.

A student will be promoted to the subsequent year of the programme only when he/ she has no F grade at the end of the year after eligible re-examination/s.

In case, the student fails even in the re-examination/s of either odd or even semesters, which are so held, he/ she will not be promoted to the next year of the programme. Such student/s will have the following options:

- To seek readmission in the subsequent year for the entire academic year.

Or

- Appear for the Term end examination of the course/s in which the student has got "F" grade, in the subsequent year. In such a case, the ICA marks of the course/s will be carried forward of the previous year in which the student had got "F" grade. The student will be required to pay only the re-examination fees. In case of obtaining F grades even in this attempt, student will be given another re-examination chance to clear the same. In total, year-back students will have only two re-exam attempts during the academic year.

Grading System:

The University follows a letter grading system leading to the award of a Ten-Point Grade Point Average (GPA) for each term and Cumulative Grade Point Average (CGPA) for all the terms until date.

'Letter grades' and corresponding 'grade points' are as under:

Percentage of Marks		Grade	Points	Performance
90	100	O	10	Outstanding
80	89.99	A+	9	Excellent
70	79.99	A	8	Very Good
60	69.99	B+	7	Good
55	59.99	B	6	Above Average
50	54.99	C	5	Average
40	49.99	P	4	Pass
0	39.99	F	0	Fail
0	0	AB	0	Absent

Calculation of GPA (Grade Point Average):

Grade point Average for a term will be computed by dividing, the sum of product of grade point of each course/subjects and credit value assigned to each respective course by the sum of credits assigned to all the courses / subjects for the related term.

$$GPA = \frac{\sum CG}{\sum C}$$

Calculation of CGPA (Cumulative Grade Point Average):

Cumulative Grade Point Average up to and including a term will be computed by dividing the sum of product of grade point of each course / subject and credit value assigned to each respective course by the sum of credits assigned to all the courses / subjects up to and including the related term till date.

$$CGPA = \frac{\sum CG}{\sum C}$$

Here:
C = Credit value assigned to a course /subject
G = Grade point value assigned to a student for course / subject corresponding to the letter grade (refer table given)
GPA = Grade point Average shall be calculated for individual term and referred to as Semester/ Trimester Grade Point Average.
If a student has failed to fulfil passing standard under any head in any subject (i.e. 'Semester/ trimester End Examination' and/ or 'aggregate'), he/ she shall be deemed to have failed in that subject.

General rules:

3.1.1 A student who remains absent from trimester / semester examination/s due to any reason in any Course shall be marked as 'AB' in the result/ grade sheet/ transcript for the Course/s in which he/ she has remained absent. All such students will be allowed to appear at re-examination in the said Course. A student who remains absent in the re-examination would not be able to avail any further re-examination chance.

3.1.2 In order to receive the degree, diploma, certificate, the student will have to pass all the examinations (Credit/Non-Credit) of all the years. Student should ensure that he/she has cleared his/her all dues from the respective departments like Admission, Accounts, Library, Hostel, etc. Also, mandatory admission documents are submitted.

3.1.3 Grievance Redressal (Revaluation/Verification of answer books): In case a student is not satisfied with the result/ grade received by him/her in a particular Course, he/ she may follow the 'Grievance Redressal Procedure' as given in part I of student resource book in case he/ she desires.

3.1.4 The fees for re-examinations and re-admission will be decided by the University from time to time.

3.1.5 In case of any disputes/differences, decision of the University shall be final and binding on the students. If a student desires to institute any legal proceedings against the University, such legal proceedings shall be instituted only in court at Mumbai in whose jurisdiction the application is submitted by the student and not in any other court.

3.1.6 Modification in criteria/rules: On the recommendation of the Board of Studies of the School and the Board of Examinations, the Academic Council shall have the sole discretionary right to modify all or any of the above criteria at any time without prior notice.

These rules would be applicable to all the students who took admission/ re admission in and after the academic year 2024-25.

5. List of E resources subscribed by NMIMS

Sr. No.	Database	Sr. No.	Database
	LIBRARY SOFTWARE		
1.	Koha	16.	ISI Emerging Markets
	GRAMMAR/PLAGIARISM CHECK SFT.	17.	SPSS: AMOS
2.	Grammarly	18.	STATA
3.	Turnitin		**COMPANY DATABASE**
	ELECTRONIC JOURNAL DATABASES	19.	Capitaline AWS
4.	EBSCO		**STATISTICAL DATABASE**
5.	JSTOR	20.	IndiaStat
6.	Co-Design		**LAW DATABASES**
7.	Current Science	21.	Law & Literature
8.	Ergonomics in Design	22.	Live Law
9.	The Design Journal		**CASE STUDY DATABASE**
	ENGINEERING DATABASES	23.	Harvard Business School Publishing
10.	DELNET		**FINANCE LAB**
11.	NPTEL	24.	Bloomberg
	E-BOOKS DATABASES		**SWAYAM / NDL**
12.	E-brary	25.	National Digital Library
13.	Pearson E-Books	26.	SWAYAM
	RESEARCH DATABASES	27.	Consortium for Educational Communication (CEC)
14.	CMIE: Prowess IQ		
15.	EViews 8		

6. Course Structure & Guidelines – Bachelor of Business Administration - Hospitality Operations & Management

Subject Details- Year and Semester wise

Year 1 - Semester I (August to November)

Sr.No	Course Name	Classroom Instruction				Credits
		Per Week		Per Semester		
		Th	Pr / Tu	Th	Pr / Tu	
1	Principles of Culinary Arts & Food Safety	3	8	45	120	7
2	Principles of Food & Beverage Service – I	3	3	45	45	4.5
3	Principles of Front Office – I	2	2	30	30	3
4	Principles of Accommodation-I	2	2	30	30	3
5	Computer Applications (ICA only)	0	3	0	45	1.5
6	Business Communication (ICA only)	2	2	30	30	3
7	Principles of Accounting	2	0	30	0	2
	Total	14	20	210	300	24

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Year 1 - Semester II (December to April)

Sr.No.	Course Name	Per Week		Per Sem		Credits
		Th	Pr / Tu	Th	Pr / Tu	
1	Principles of Culinary Arts & Nutrition	3	8	45	120	7
2	Principles of Food & Beverage Service – II	3	3	45	45	4.5
3	Principles of Front Office – II	2	2	30	30	3
4	Principles of Accommodation – II	2	2	30	30	3
5	Principles of Management	3	0	45	0	3
6	New Technologies in Hospitality (ICA only)	2	1	30	15	2.5
7	Managerial Economics	2	0	30	0	2
	Total	17	16	255	240	25

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Year 2 – Semester III (July to November)

Sr.No.	Course Name	Per Week		Per Sem		Credits
		Th	Pr / Tu	Th	Pr / Tu	
1	Culinary Operations	3	4	45	60	5
2	Food and Beverage Operations	3	2	45	30	4
3	Front Office Operations	2	2	30	30	3
4	Accommodation Operations	2	2	30	30	3
5	Meetings Incentives Conferences and Exhibitions	3	0	45	0	3
6	Environmental Science	3	0	45	0	3
7	Principles of Marketing	2	0	30	0	2
	Total	18	10	270	150	23

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Year 2 – Semester IV (December to April)

Sr.No.	INTERNSHIP	Per Day	Per week	Per Sem	Credits
1	Industrial Exposure Training	8 hrs	48 hrs approx.	20 Weeks	20

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Year 3 – Semester V (July to November)

Sr.No.	Course Name	Per Week		Per Sem		Credits
		Th	Pr / Tu	Th	Pr / Tu	
1	Culinary Management-I	4	8	60	120	7
2	Food and Beverage Management- I	3	2	45	30	4.5
3	Rooms Division Management-I	3	2	45	30	4
4	Human Resource Management	3	0	45	0	3
5	Personality Development Programme (ICA only)	2	1	45	0	2.5
6	Travel and Tourism Management	3	0	45	0	3
7	Retail Operations & Management	3	0	45	0	3
	Total	21	12	315	180	27

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Year 3 – Semester VI (December to April)

Sr.No.	Course Name	Th	Pr / Tu	Th	Pr / Tu	Credit
1	Culinary Management-II	4	8	60	120	8
2	Food and Beverage Management- II	3	2	45	30	4
3	Rooms Division Management-II	3	2	45	30	4
4	Business Entrepreneurship (Project based assessment)	2	0	30	0	2
5	Digital Marketing	2	0	30	0	2
6	Financial Management	3	0	45	0	3
7	Strategic Management	3	0	45	0	3
	Total	20	12	300	180	26

7. **Approved Academic Calendar of all programs**

SVKM's NMIMS
Academic Calendar for the Academic Year: 2024-2025
School Name : School of Hospitality Management Campus: Navi Mumbai
Program/s Name/s in Full : Bachelor of Business Administration (Hospitality Operations & Management)

Details	Sem / Trim	Start date	End Date	No. of Days / No. of weeks (Excluding Sundays/holidays)
Term I				
Orientation/Induction Program	BBA(HO&M) I	29th July 2024	02nd August 2024	05 Days
Academic Instruction Duration (Regular Classes)	BBA(HO&M) I	03rd August 2024	30th November 2024	92 Days
Academic Instruction Duration (Regular Classes)	BBA(HO&M) III/V	22nd July 2024	21st November 2024	95 Days
# Mid Term Test	Not Applicable			
Internal Continuous Assessment	Will be conducted during regular lectures			
Term End Exams	BBA(HO&M) I	02nd December 2024	21st December 2024	18 Days ✓
Term End Exams	BBA(HO&M) III/V	25th November 2024	14th December 2024	18 Days ✓
Re-Exams	BBA(HO&M) I/ III/V	05th February 2025	27th February 2025	20 Days ✓
Diwali Vacation		28th October 2024	03rd November 2024	07 Days
Winter Vacation		26th December 2024	01st January 2025	07 Days
Term II				
Academic Instruction Duration (Regular Classes)	BBA(HO&M) II/VI	02nd January 2025	19th April 2025	90 Days
# Mid Term Test	Not Applicable			
Internal Continuous Assessment	Will be conducted during regular lectures			
Term End Exams	BBA(HO&M) II/VI	28th April 2025	17th May 2025	18 Days ✓
Re-Exams	BBA(HO&M) II/VI	01st July 2025	12th July 2025	11 Days ✓
Summer Vacation	Faculty Team A	09th May 2025	19th June 2025	42 Days (including Sundays)
	Faculty Team B	11th June 2025	22nd July 2025	
	For Students	19th May 2025	19th July 2025	54 Days
Convocation	Batch 2021-24	17th August 2024	17th August 2024	01-day
Industrial Exposure training (Semester IV)	Batch 2023-26	02nd January 2025	21st May 2025	120 days / 140 days (including Sundays)
Commencement of First Year in next Academic year (AY 2025-26)	BBA(HO&M) I Batch 2025-28	29th July 2025	02nd December 2025	

Regular Lectures will be / will not be conducted during Mid Term Exams: Not Applicable

AR/DR 21/05/24
(School)

21/05/24
Director/Dean
(School)

DR-Academics
(NMIMS)

Controller of Examinations
(NMIMS)

8.   LIST OF HOLIDAYS FOR THE YEAR 2024

Sl. No.	OCCASION	DATE
1	Republic Day	Friday, 26 January, 2024
2	Holi	Monday, 25 March, 2024
3	Good Friday	Friday, 29 March, 2024
4	Gudi Padwa	Tuesday, 9 April, 2024
5	Ramzan-Id	Thursday, 11 April, 2024
6	Maharashtra Day	Wednesday, 1 May, 2024
7	Independence Day	Thursday, 15 August, 2024
8	Gopal Kala	Tuesday, 27 August, 2024
9	Ganesh Chaturthi	Saturday, 7 September, 2024
10	Anant Chaturdashi	Tuesday, 17 September, 2024
11	Gandhi Jayanti	Wednesday, 2 October, 2024
12	Dashera	Saturday, 12 October, 2024
13	Diwali (Narak Chaturdashi)	Thursday, 31 October, 2024
14	Diwali (Laxmipujan)	Friday, 1 November, 2024
15	Diwali (Balipratipada)	Saturday, 2 November, 2024
16	Christmas	Wednesday, 25 December, 2024

9. School INFOLINE

Agency	Number
Disaster Management Cell of Municipal Corporation of Greater Mumbai	108
Police	
Police Help Line	100
Kharghar Police Station	022-27742500
CBD Belapur Police Station	022-27580255
Fire Brigade	
Fire Brigade Help Line	101
Kharghar Fire Station	022-27740704
Panvel Fire Station	022-27452337
Ambulance	102 / 1298/1252
Hospitals	
MITR Hospital	022-27744269
Sanjeevan Hospital	022-27743633
Kharghar Medicity Hospital	7045399388
Travel Agency	
Sai Tours & Travels	9324954941
Chemist	
Global Chemist	022-27744353
Apple Chemists	9892974241
Welcome Chemists	022-26111796
Psychologist	
Dr. S Neelkanthan	Wednesday 02:00 PM to 03:00 PM
General Physician	
Institute has provided medical facility for its students and employees to meet any urgent medical exigencies. Dr. Krishna Katkar is available on campus	Monday to Saturday From 10:00 AM to 05:00 PM at Campus.
Arielle Family Clinic – Sector – 20, Kharghar, Navi Mumbai 410210	9769704959
Hostel Enquiry Mr. Amey Pawaskar	022-25476579
Mr. Amit Agarwal	9741891230
Mr. Zahid Mallik	9425318535
Astavinayak, Plot no- 158, Sector-21, Near Little Angel School, Opp- Priyanka TVS showroom, Kharghar Navi Mumbai– 410210 Om Sai Savli CHS, Plot No.149, Sector 21 Kharghar Navi Mumbai– 410210	Girls' Hostel
Crescent Heights Plot No. 4 Sector 34D Kharghar Navi Mumbai– 410210 SM Palace (Taloja) Plot No.28A / Sector 26 Jinay Group Taloja Navi Mumbai	Boys' Hostel

10. **People you should know**

School Administration

Name	Designation
Dr. Shubhasheesh Bhattacharya	Director
Dr. Ruchita Verma	Dean
Prof. P Manikandan	Associate Dean
Dr. Ketan Chande	Associate Professor
Dr. Bimal Kumar Ekka	Assistant Professor
Prof. Karishma Chauhan	Assistant Professor
Dr. Rahul Kanekar	Assistant Professor
Ms. Anupriya Sharma	Deputy Registrar
Mr. Amey Pawaskar	Administration Officer
Ms. Karuna Garud	Assistant Registrar Examinations
Ms. Amruta Kashelkar	Assistant Librarian
Mr. Arun Kamath	Storekeeper
Mr. Mahesh Kochrekar	Academic-coordinator Cum Counselor