



A social project of
Aragami India

The Bodhgaya Hotel School

STUDENT INFORMATION BROCHURE 2022



Academic Year: January to July 2022

THE BODHGAYA HOTEL SCHOOL | KATORVA ROAD, BEHIND 80 FT LORD BUDDHA STATUE, 824231

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[www: thebodhgayahotelschool.com](http://www.thebodhgayahotelschool.com)

[www: agragami.org.in](http://www.agragami.org.in)

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Batch of 2019-20
Student placement



Aniket Akash
Commis,
Taj Usha Kiran Palace, Gwalior



Md. Akram Raza
Guest Service Associate,
Hotel Patliputra, Patna



Amardeep
Commis- III
Regenta Resort Soma Vine Village, Nasik



Mukesh Kumar
Commis- III
Royel Retreat Resort & SPA, Udaipur



Priyanka Kumari
Housekeeping Attendant
Hyatt Regency, Amritsar



Kumari Suman Verma
F & B Service Associate
Hotel Maurya, Patna,

About Us

The Bodhgaya Hotel School is the result of a collaboration between two countries that carry hospitality deep within their culture: India and Switzerland. The Bodhgaya Hotel School was set up in 2017 by Agrabami India, and two Swiss foundations, IFPD (International Foundation for Population and Development) and EHLsmile Association, a non-profit organisation of one of the world's leading hospitality schools (Ecole Hôtelière de Lausanne). The school's qualified and experienced instructors provide youth with high-quality vocational training that prepares them for a career or for entrepreneurial enterprise in the hospitality industry.

Hotel School Concept

What is unique about TBHS is that the school is embedded in a fully operating hotel. The focus of the TBHS programme is on practical skill development of students through working in the hotel. Students are guided by instructors, with experience in excellent hospitality institutions, to correctly execute hotel operating processes. Fifty percent of student time is devoted to theoretical class-room work, and fifty percent to skill development. From day one onwards, students are exposed to the guests of the hotel. They take ownership of hotel operations and are given the responsibility of helping to manage the business and ensure guest satisfaction. Over the course of six months, as they gradually master their work, students become confident and independent.

Upon graduation, students will have a thorough understanding of various hotel departments, have learned to be hard-working, and be able to provide high-quality services. Not only is TBHS' on-the-job learning approach highly valued by future employers, but it also gives students the knowledge and skill-set needed to become micro-entrepreneurs and eventually lead their own businesses.

Upon successful completion of the 6-month programme, graduates will be awarded a Certificate in Hotel and Hospitality Services by EHLsmile, an organization of the world's leading hospitality management school, the École Hôtelière de Lausanne (EHL), Switzerland. Being the oldest hotel school in the world, EHL has developed a reputation of excellence that is known all over the globe. In 1996, a group of EHL students with a vision to pass on the acquired knowledge to developing countries founded EHLsmile Association. EHLsmile is known for providing quality hospitality training in developing countries around the world. Since its inauguration, the organisation has opened training centres in 8 countries. Due to the success of this model, this number continues to grow. In 2017, The Bodhgaya Hotel School opened its doors to India's youth.

Programme structure

For the **year 2022**, because of constraints posed by the COVID epidemic, the hotel school will not be offering its one year diploma courses in Food Production and in Hotel Operations. It will offer only a **Certificate Course in Hotel Operations**. This programme is designed to give know-how in three main operational departments, namely Housekeeping and Laundry, Front Office, and Food and Beverage Service. Students will learn about the duties within rooms division, as well as how to provide a high-class service experience to guests of a food and beverage outlet.



Schedule of Study : Students study a six-day-week and enjoy a day off in a rotation each week. Students are divided into 2 groups. One group attends from 6.00 am to 3.00 pm, and the other from 12 pm to 9.00 pm. Groups move from one time slot to another on a regular basis. The nine hour school day is broken up as follows:

- 3 hours of theory lessons
- 1 hour of self-study
- 4 hours of practical skill development including guest exposure
- 1 hour lunch/dinner break

Practical Skill Development

Students of the **hotel operations programme** rotate within three sections of the hotel: Housekeeping and Laundry, Front Office, and Food and Beverage Service.

In this programme, students work under guided expert supervision. As the student becomes more comfortable with the work, more and more responsibilities are given till he/she is able to work independently and to high standards.

Theory Courses

Theory courses fall into two broad groups, (a) hotel operations and (b) other knowledge required for the profession – such as *Hospitality English*, *Professional and Life Skills*, and *Hygiene* which are intended to promote professional behaviour and develop the mind-set expected of a professional. During self-study hours, students have time to review learning materials and prepare themselves for upcoming assessments.

Courses in the Hotel Operations Programme	
<ul style="list-style-type: none">- Front Office Operations- Housekeeping and Laundry Techniques- Food and Beverage Service Techniques- Wine, Beverage and Bar Knowledge- Menu Planning	200 hours
<ul style="list-style-type: none">- Hospitality English- Hygiene in Hospitality- IT Workshop (3 days)- Professional and Life Skills	120 hours

Description of Courses

Front Office Operations

After exploring the hotel's position in the tourism industry and getting an overview of the organizational structure of hotel operations, students will dive into the many responsibilities of the reception. From managing reservations, to the duties of concierge services, to customer service; this 64-hour course is set out to provide the theoretical knowledge needed by the front office clerk.

Food and Beverage Service Techniques

The *Food and Beverage Service Techniques* class primarily focuses on the service sequence of a high-quality restaurant facility. It guides students from the proper greeting of the guest, all the way to the after-dining tea and coffee service and bill presentation. Students will discover the tasks related to room service and get introduced to banquet and catering services within this 32-hour course.



Housekeeping and Laundry Techniques

In this 64-hour key course of the hotel operations programme, students get to know the tasks and responsibilities of the housekeeping department. After taking a closer look at the organization of this department, the cleaning procedures of rooms and public areas will be discussed in detail. Another prominent part of housekeeping is laundry. Students will be educated in all steps of the laundry cycle.



Wine, Bar and Beverage Knowledge

The 14-hour course enables students to understand the procedure and techniques inherent to bartender operation and the serving of wine. Moreover, it explains to the student the different alcohols, liquors and famous non-alcoholic drinks used in high-class hotels and gives an understanding of the wine-making process.

Menu Planning

16 hours are devoted to the subject of menu planning. Students will be able to understand the principles according to which a coherent, profitable, and attractive menu is created.

Hospitality English

The *Hospitality English* course enables students to improve their language knowledge and acquire professional skills to communicate with guests and team members. It covers basic English grammar and standard vocabulary used within the hotel industry.

Professional and Life Skills

This 32-hour course is setup to teach students basic behavioural principles to be adapted to professional life. The primary objective of this course is to equip students with the professional life skills needed to interact with guests and teammates in the school and later in their workplace. It explains ethics and good behaviour and their importance and influence on students' self-development and performance. Putting the concept of professional and life skills into a broader perspective, the course will look at the impact social behaviour has on a country's economic development. Students will learn what it means to become citizens that contribute positively to progress of their environment.

Hygiene in Hospitality

The *Hygiene in Hospitality* course enables students to understand the importance of hygiene in all hotel operations. It shows standard hygiene rules to follow while operating in a hotel and elaborates on the industry common *Hazard Analysis Critical Control Point* (HACCP) principles. Moreover, the course explores the hazards of unhygienic workplaces. It details workplace hygiene and personal hygiene standards set in the industry.

IT Communication Workshop

Within the scope of this workshop, students are introduced to basic computer skills. It acquaints students with the use of the Microsoft office package and teaches job related IT procedures and communication methods.

Values

At TBHS we nurture a culture of respect and togetherness. We are working in a family ambience where each person contributes to individual and organisational development. Within the walls of TBHS we encourage young adults to take ownership of a running business and be responsible for every guest experience. As members of the TBHS family, we believe and follow the core values listed below.

Ownership and Responsibility – Just as it is our effort put into studies that contributes to personal development, we understand that we are the owners of the business and it is our hard work that makes the success of the hotel. We feel pride in being given responsibility and in representing TBHS to customers and to the outside world.

Family-Approach and Togetherness – “A team is only as strong as its weakest member”. We understand that by improving others, we move forward as a team. Sharing our acquired knowledge with peers, leads to individual learning progress. As a family, we are equal and when we perform in unity we help each other.

Positivity and Professionalism – Towards guests and team members we keep a positive work attitude while behaving in a professional manner and using appropriate and respectful language.

Integrity and Transparency – As a learning institution, TBHS is a place where we can safely learn from our mistakes. We own our mistakes as well as our corrective actions and share them with peers so that everybody can learn from them. We show integrity by openly communicating mistakes and taking the necessary corrective action.

Feesstructure

- a. **Tuition Fee:** The school fee at TBHS is Rs.2000 per month. This fee pays for tuition, study materials, and one daily meal during school hours. There is no extra fee for examinations, except if a student has to take a retake-examination (see paragraphs on Student Assessment below).
The tuition fee of Rs. 12,000 is payable in a lumpsum, by 5th January 2022, before the course begins.
* Tuition fee paid is non-refundable.
- b. **Security Deposit:** A security deposit of Rs. 1000 has to be paid by 5th January 2022. Security Deposit will be refunded to the student at the end of the course. However if the student has wilfully caused damage to school property or has defaulted on payments for accommodation and food, appropriate deduction may be made from the security deposit.
- c. **Uniform :** Students will pay 1500 towards the cost of uniforms – two pairs of trousers and three shirts. The school will pay the balance of cost.
Students must buy their own black shoes.
- d. **Accomodation :** For students from outside Bodhgaya, if required, TBHS can arrange shared lodging close to the school. This will cost 700 rupees per student per month. Please note that the lodging is not supervised and students are responsible for cleaning and maintaining their own rooms.
- e. **Meals :** Outstation students have the option of having 2 extra meals per day at the school. This will cost rupees 2000 per students per month

Fee Payment Schedule Table

	Payment Date	Tuition Fee	Security Deposit	Uniform	Accomodation	Extra Meals(if require)	Total to be paid
1	5 Januray 2022	12,000	1000	1500	700	2000	17,200
2	5 February 2022	-	-		700	2000	2700
3	5 March 2022	-	-		700	2000	2700
4	5 April 2022	-	-		700	2000	2700
5	5 May 2022	-	-		700	2000	2700
6	5 June 2022	-	-		700	2000	2700
	Total to be Paid	12,000	1000	1500	4,200	12,000	30,700

Admission

Criteria and process

- Passion for the hospitality industry and serving people
- Successfully passed class 8th
- Must be 17 years old or over on 1st January 2022



For a personal tour and to meet representatives of the hotel school, TBHS hosts an information session at 2pm on every Saturday in the month of December, at The Bodhgaya Hotel School. Please respect the busy schedule of our faculty and students and come by at the stated time only.

Job Outlook and Placement

Upon completion of the six-month course, students would acquire the necessary foundation to enter the hospitality industry in entry-level jobs, traineeships or internships, from where they can develop and grow within the enterprise. Besides various opportunities within hotels, the graduates will be equipped with the skills needed to work for high-quality service providers, such as restaurateurs, caterers, and event-planners.

Thanks to the extensive network of the École Hôtelière de Lausanne, TBHS has numerous ties with national and international chains of hotels operating in India. Students will be assisted in placement to ensure a successful start to their careers.

Student Assessment

Student Assessment at TBHS is a continuing process and students can use the continuing feedback received for steady performance improvement.

Assessment of Practical Skills:

Assessment of practical skills mainly reflect the student's work attitude and his/her execution of procedures in the course of the 4 hours each day that he/she spends in practical work in the school's hotel. Skills will be assessed through a combination of monthly assessments and final examinations.

Monthly assessments will measure student's attitude toward their works, guest and team members, grooming standards, discipline and technical performance. Final examinations will test only student's technical performance of given procedures.

Assesment of theoretical Knowledge:

Assessment of theoretical knowledge will reflect how much the student has absorbed of the subject as taught in the 3 hours of classes that are attended each day. Assessments of theory will be done through a combination of monthly assessment and final examinations. Quizzes as well as final examinations will be in English and questions used will mostly be of the objective type.

The system of assessment is summarized in the table below:

Assessment of Practical Skills		Assessment of Theoretical Knowledge	
Type of Test	%	Type of Test	%
Monthly Assessments	75	Quizzes	60
Final Course Exam	25	Final Test	40
Total	100		100
Minimum passing grade	45		45

Only the three hotel operations courses will have assessment of practical skills.

To pass in a course, students must score at least 45% in practical skills and 45 % in theoretical knowledge. To pass with distinction, it is necessary to score an average of 75% in all courses taken together.

For each course in which the student receives a grade less than 45%, he/she will be permitted to take up to 2 re-take examinations, at a payment of Rs. 250 per examination. Each re-take will be held a month after the examination in which the student failed. The student will need to score 45% in the retake examination to pass the course.

Should the student fail the second re-take examination, he/she will not be awarded the Certificate and may re-apply to start the program again.

If a student is unable to take a final test due to authorized absence (absence with permission), he/she will be administered a make-up examination free of cost.

Award of Certificate:

To obtain the EHLsmile Certificate, the student must:

- pass in all subjects
- have 100% attendance (excluding the weekly off-days, national holidays, and 6 discretionary holidays that the student is entitled to- see article 2 of Rules and Regulations below).

Rules and Regulations

The following section lists the rules and regulations to be followed by students. Upon their enrolment, the student and his/her guardian will be required to sign an agreement to conform to these regulations.

1. Respecting the TBHS values

TBHS does not tolerate any disrespectful behaviour towards team members, staff, or guests. Students are required to follow and live by the TBHS values at all times. Should a team member fail to do so, disciplinary actions such as grade deduction, suspension, or in serious cases expulsion from school. In the later case, no refund of already paid fees will be given.

2. Vacation, Holidays, Discretionary Days, Off-Days

Throughout the 6 months, students get one weekly off day as well as a one day each for Republic day and Holi:

- a. Weekly Off-days: The student is entitled to one off-day per week which will be allotted by the faculty in-charge of the department.
- b. National Holidays: Republic day is a mandatory national holiday. As the operations of the hotel are running year round, not everybody can be off on this day. Those who can not be off on Republic day will get an alternate day off.
- c. Discretionary days: Besides the national holiday, the student has a total of 6 discretionary days of leave which can be taken for events such as illness, marriage, family visits, examinations, etc. Requests for leave must be submitted within a reasonable timeframe (for foreseeable events 3 weeks prior) and agreed to by the faculty in charge of the section through which the student is rotating. It is the student's responsibility to study on his own to catch up with classes that are missed during leave periods.

3. Attendance requirement

Apart from the days listed in 2. above, the student must be present on all other days. If the student is absent without the permission of his faculty member, the student's leave account will be debited 2 days for each day of such absence.

4. Punctuality

Students are graded on their punctuality. Tardiness results in grade deductions on their practical assessment as well as reduction of days of discretionary leave:

- a. If the student is late without justification for less than two hours, the time that he/she is late will be accumulated and deducted from student's discretionary leave days.
- b. A full day of discretionary leave will be deducted if the student is more than two hours late.

5. Grooming standards

To succeed in the hospitality industry, it is of great importance to comply with high personal grooming standards. If a student fails to follow grooming standards, the supervisor may send the student home and mark him/her as late or absent without permission. The grooming standards are listed below:

- a. Uniforms: freshly washed and ironed and all pieces worn properly.
- b. Hair: clean, trimmed and neatly combed or arranged.
- c. Facial hair (men only): freshly shaved, moustache or beard neatly trimmed.
- d. Fingernails: clean and trimmed, plain or natural colours only (for women)
- e. Body: freshly showered and a non-intrusive deodorant.
- f. Make-up (women only): use sparingly and be natural looking.
- g. Perfumes: use sparingly or none at all. Your scent should not linger after you leave.

6. Use of cellphone

The use of cellphones are prohibited unless authorized by the instructor or manager. Family members may call the reception if a student needs to be reached

Application Form: The Bodhgaya Hotel School

Katorva Rd, behind 80 ft Lord Buddha statue, Bodhgaya - 824231, Bihar



Last date for application submission: 28th December 2021

Date.....

1. Course Name – **Certificate course in Hotel Operations.**

2. Applicant details

2.1 First nameSurname:.....

2.2 Sex: Female Male

2.3 Date of birth: YearMonth.....Day.....

2.4 Contact details for communication:

Mobile number:..... Email.....

2.5 Current address:

..... District

..... State..... Pin.....

2.6 Permanent address District

..... State..... Pin.....

2.7 Nationality:

2.8 Name of legal guardian:.....

Relationship of guardian with applicant:

Mother Father Other (specify):.....

Please attach a copy of your certificate as proof of date of birth/age

3. Education

Course of Study	Board/ University	Duration	Year of Passing	% Marks	Medium of Instruction

4. Work experience

Employer	Work Done	Place of Work	Duration of Employment	Monthly Earnings

5. Declaration

I declare that I am responsible for the truth and accuracy of the information given in this form. If it is found that I have wilfully given wrong information I may be dropped from this course.

I have read the prospectus and rules and regulations of The Bodhgaya Hotel School and accept to respect and follow them.

Signature of applicant

Date and place of signature Signature of guardian

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Please note that:

1. Your application should reach the address below by 28th December 2021.
2. Post your application to: Ajay Kumar, General Manager, The Bodhgaya Hotel School, Katorva Road, Behind 80 ft Lord Buddha Statue, Bodhgaya 824231, Gaya, Bihar
3. Or email your application to info@thebodhgayahotelschool.com