



Shri Sharda Bhavan Education Society's
INSTITUTE OF TECHNOLOGY & MANAGEMENT

VIP Road, Nanded-431 602(M.S.), INDIA

www.ssbcsitm.org E-mail ssbcsitm@yahoo.com (Ph.02462-254850, 253471)



President

Hon. Ashok Shankarrao Chavan
B.Sc., M.B.A.

Vice-President

Mrs. Amita Ashokrao Chavan

Secretary

D.P. Savant
B.Sc. (Hons.)

Joint Secretary

Adv. Uday S. Nimbalkar
B.Com., L.L.B.

Treasurer

Dr. Raosaheb K. Shendarkar
M.A. (Eco.) Ph.D.

Director

Dr. S.B. Thorat
Ph.D.

College has been included under section 2 (i) & 12 (B) of the UGC Act, 1956

Recognized by Govt. of Maharashtra, Approved by A.I.C.T.E., New Delhi & Affiliated to S.R.T.M. University, Nanded

Date:

Department Of
B. Sc. Hospitality Studies

"INDUSTRIAL VISIT"

Academic Year 2022- 2023



Director

Shri Sharda Bhavan Education Society's
Institute of Technology and Management
NANDED.

REPORT ON

"Industrial visit"

The objective of the Industrial visit is to guide the students towards industry development what is the need for the service industry, as well as developing their presentation skill service skills, getting them ready for the challenges go face in future also making them aware of the importance of service industry and how the wine is made and working of an resort at hill station and also seeing can they represent themselves at industry it will boost willingness to work in industry.

An industrial visit was organized for hotel management students to Shilpi Resort in Saputara, Gujarat, and Soma Vine Village & Sula Vineyards in Nashik. The visit aimed to provide students with practical exposure to the operations and management aspects of the hospitality industry. This report summarizes the objectives of the visit and highlights the activities conducted at each location.

Objectives of the Visit:

1. Practical insights into hotel operations: The visit to Shilpi Resort aimed to expose students to real-world hotel management practices. They were able to observe and interact with resort staff, gaining insights into various departments such as front office, housekeeping, food and beverage services, and event management.
2. Understanding guest experience and service: The objective was to emphasize the importance of guest experience and service in the hospitality industry. Students had the opportunity to observe the resort's approach to guest interactions, service standards, and strategies for customer satisfaction.
3. Exposure to vineyard management and wine production: The visit to Soma Vine Village & Sula Vineyards aimed to familiarize students with vineyard management, wine production processes, and wine tourism. Students learned about grape cultivation, wine-making techniques, and marketing strategies.

Activities Conducted:

1. Shilpi Resort, Saputara:

- Guided tour of the resort, including the lobby, guest rooms, restaurants, banquet halls, and recreational facilities.
- Interaction with resort staff, allowing students to understand the roles and responsibilities of various departments.
- Practical demonstrations in table setting, food presentation techniques, and event management.





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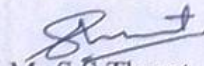
President Hon. Ashok Shankarrao Chavan B.Sc., M.B.A.		Vice-President Mrs. Amita Ashokrao Chavan	
Secretary D.P. Savant B.Sc. (Hons.)	Joint Secretary Adv. Uday S. Nimbalkar B.Com., L.L.B.	Treasurer Dr. Raosaheb K. Shendarkar M.A. (Eco.) Ph.D.	Director Dr. S.B. Thorat Ph.D.
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Date:

NOTICE

All the students of B. Sc. Hospitality Studies SSBES's ITM, Nanded are hereby informed that, Dept. of B.Sc. hospitality studies is arranging the industrial visit. This industrial visit is scheduled on 06/09/2022 starting from Nanded to Nashik

All the students are requested to make it convenient to attend the same.


Mr. S.S. Thorat
(Assi. Professor)




HOD,
Dept. of B. Sc. Hospitality Studies,
SSBES's ITM, Nanded
Institute of Tech & Mgt.
VIP Road, Nanded.

LETTER OF VISIT

3/20/23, 2:38 PM

Gmail - (no subject)



shashank thorat <thethorat@gmail.com>

(no subject)

3 messages

Tastings Nasik <tastings.nasik@sulawines.com>
To: "thethorat@gmail.com" <thethorat@gmail.com>

Thu, Sep 8, 2022 at 3:40 PM

Dear Sir,

We thank you for your interest in Sula Vineyards.

Considering the covid-19 situation we have initiated cover charges at Sula vineyards to filter and limit the crowd visiting Sula. The cover charges are 100% redeemable against any billing done inside the premises.

Cover charge on weekdays: Rs 600 per person
Cover charge on weekends: Rs 1000 per person

Kindly select from the following options.

Winery tour: All inclusive tour of the winery with our wine expert who offers insights about the wine making process. It's an orally explained, educational session that takes 20 minutes no process will be shown as winemaking is about fermentation that cannot be seen.
Rs 200 per person

Rasa tasting experience: Winery tour followed by tasting of Six elite wines by Sula
Rs. 600 per person

Express tasting experience: An all inclusive tour and tasting experience which takes you on a specially curated winery visit followed by sensory evaluation of twelve elite wines. This is an extensive tasting experience for better understanding of different types of wines.
Rs 1000 Per person

Private tour and tasting: Extensive tour of the vineyards followed by a winery tour and cheese and wine pairing session. This session offers you in-depth knowledge on all aspects covered here.
Rs 1500 per person

Connoisseurs Tasting experience: Exclusively designed for industry professionals and wine aspirants and hosted by our certified wine professionals. This specially curated experience offers you a technical tour of the wine making process followed by tasting of a barrel sample to understand different stages in wine transformation. This is followed by an exclusive six wine tasting experience paired with a cheese platter. The session is then concluded by a small blending task where the participants will be divided in equal teams and asked to make a new blend using the laboratory apparatus provided to them. The blends will be assessed by our host and the best blend will be declared.
Rs 4500 Per person

Once planned please share the following details and ill make the necessary arrangements for you

Name of group:
No. of Persons:
Package selected:
Date of visit:
Time of visit:

Note: For a better experience we recommend you to plan your visit on weekdays

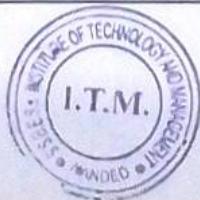
Billing will be done on guaranteed headcount or actual whichever is higher

Legal drinking age is 21 years

Regards,

Amritpal Singh

<https://mail.google.com/mail/u/0/?ik=6fe5057855&view=pt&search=ak&permthid=thread-f1743395596651450477&siml=msg-f1743395596651450477> 1/2



Itinerary

Day 1 (19/09/22)

Nanded to VaniSaptashrungi Devi Temple (484km)

Day 2 (20/09/22)

Saptashrungi Devi Temple to Saputara Hill Station (100 back and forth)

1. Visiting the Shilpi Hill Resort
2. Saputara Lake
3. Table Point

Day 3 (21/09/22)

1. Saptashrungi gad to soma vine village
2. Gangapur Dam, Nashik, Maharashtra MTDC Boat Club
3. soma vine village to Dugarwadi Waterfall (33km)
4. Dugarwadi Waterfall to Aurangabad

Day 4 (22/09/22)

1. Aurangabad to Ajanta Caves back and forth
2. Aurangabad mall

Day 5 (23/09/22)

1. bibikamakbara to Nanded







2. Soma Vine Village & Sula Vineyards, Nashik:

- Vineyard tour, where students learned about grape cultivation, pruning techniques, and harvesting practices.
- Explanation of the wine-making process, including grape crushing, fermentation, aging, and bottling.
- Wine tasting and pairing session, providing students with knowledge about sensory evaluation, different varietals, and wine-food pairing.

Knowledge Gained:

The industrial visit provided students with valuable knowledge and insights, including:

- Practical understanding of hotel operations, such as front office management, housekeeping procedures, and food and beverage services.
- Appreciation for the significance of guest experience and service in ensuring customer satisfaction.
- Understanding of vineyard management, grape cultivation techniques, and the wine-making process.
- Insight into wine tasting, sensory evaluation, and the art of wine-food pairing.

Conclusion:

The hotel management industrial visit to Shilpi Resort, Saputara, and Soma Vine Village & Sula Vineyards, Nashik, proved to be a valuable learning experience. The students gained practical insights into hotel operations, understood the importance of guest experience and service, and received exposure to vineyard management and wine production. This visit bridged the gap between theoretical knowledge and practical implementation, providing students with a comprehensive understanding of the hospitality industry.





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Date:

Department Of
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Academic Year 2020 -2021



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NANDED.

NOTICE

All the students of B. Sc. Hospitality Studies SSBES's ITM, Nanded are hereby informed that, Dept. of B.Sc. hospitality studies is arranging the industrial visit. This industrial visit is scheduled on 30/11/2021 starting from Nanded to Nashik

All the students are requested to make it convenient to attend the same.



HOD,

Dept. of B. Sc. Hospitality Studies,
SSBES's ITM, Nanded

SSBES's
Institute of Tech & Mgt.
VIP Road, Nanded.



Mr. S.S. Thorat
(Assi. Professor)



LETTER OF VISIT



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To
The Manager,
Shilpi Resort,
Saputara Gujrat.

Subject: Industrial Visit for the students of Hotel Management.

Dear Sir,

Institute of Technology and Management is one of the esteemed institutions in Nanded city which also runs Hospitality Studies course successfully. It has always been our Endeavour to expose our students to the actual environment in the Hospitality Sector by arranging industrial visits every now and then. As a part of this we wish to seek your kind permission to allow our trainee students to visit your reputed 3 star resort. Yours is the only Resorts having 3 Stars in the Saputara Hill Station which is really a "Pride" thing for all the Saputarains. Congratulations for raising the bar of standard in the hotel industry.

We believe that you would also take initiative in the process of teaching and learning so that our trainee students will have the opportunity to explore the world of Hospitality. They will also be happy to have visited a 3*** resort for the first time in their life.

We would like to visit on Tuesday, 17 September 2019 at 11a.m.

Looking forward to you kind consideration in this initiative.

Thanking you in anticipation.



Director,

ITM Nanded
Director
Shri Sharda Bhavan Education Society's
Institute of Technology and Management
NANDED.



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R.....

To
The Manager,
Sula Vineyards Pvt. Ltd.
Nashik, Maharashtra.

Subject: Industrial Visit for the students of Hotel Management.

Dear Sir,

Institute of Technology and Management is one of the esteemed institutions in Nanded city which also runs Hospitality Studies course successfully. It has always been our Endeavour to expose our students to the actual environment in the Hospitality Sector by arranging industrial visits every now and then. As a part of this we wish to seek your kind permission to allow our students to visit your winery. Yours is the only winery have a worldwide reputation which is really a 'Pride' thing for all the Maharashtra. Congratulations for raising the bar of standard in the Wine industry.

We believe that you would also take initiative in the process of teaching and learning so that our students will have the opportunity to explore the world of Hospitality. They will also be happy to have visited a Winery for the first time in their life.

We would like to visit on Wednesday, 18 September 2019 at 11a.m.

Looking forward to you kind consideration in this initiative.

Thanking you in anticipation.

Director,

ITM Nanded
Director

Shri Sharda Bhawan Education Society's
Institute of Technology and Management,
NANDED.





Practical Vine making discussion at Sula Vineyards, Nashik.







REPORT ON

"Industrial visit"

About Visit:

An industrial visit to Shilpi Resort in Saputara, Gujarat, and Sula Vineyards in Nashik was organized for students pursuing hotel management at [Name of Institution/College]. The visit aimed to provide students with practical exposure to the operations and management aspects of the hospitality industry. This report outlines the objectives of the visit, describes the activities conducted at each location, and reflects on the knowledge gained from the experience.

Objectives of the Visit:

1. Practical insights into hotel operations: The primary objective of the visit to Shilpi Resort was to expose students to real-world hotel management practices. By observing and interacting with the resort staff, students gained valuable insights into various aspects such as front office management, housekeeping, food and beverage services, and event management.
2. Understanding guest experience and service: Another objective was to understand the significance of guest experience and service in the hospitality industry. By observing the resort's approach to guest interactions, service standards, and strategies for customer satisfaction, students could appreciate the importance of personalized service and attention to detail.
3. Exposure to vineyard management and wine production: The visit to Sula Vineyards aimed to familiarize students with vineyard management, wine production processes, and wine tourism. Students had the opportunity to learn about grape cultivation, wine-making techniques, bottling, labeling, and marketing strategies.

Activities Conducted at Shilpi Resort, Saputara:

1. Guided tour of the resort: Students were given a comprehensive tour of the resort, including the lobby, guest rooms, restaurants, banquet halls, recreational facilities, and back-of-house areas. This allowed them to observe the physical infrastructure and understand the layout of a resort.



2. **Interaction with resort staff:** Students had the opportunity to interact with resort staff from various departments, including the front office, housekeeping, food and beverage, and event management teams. They could ask questions, seek clarifications, and gain insights into the roles and responsibilities of each department.
3. **Practical demonstrations:** Students were provided with hands-on experiences in areas such as table setting, food presentation techniques, room cleaning procedures, and event management. These practical demonstrations helped students understand the attention to detail required in different hotel operations.

Activities Conducted at Sula Vineyards, Nashik:

1. **Vineyard tour:** Students were taken on a tour of the vineyards, where they learned about grape cultivation, pruning techniques, pest control measures, and harvesting practices. They gained an understanding of the factors that influence grape quality and how they impact wine production.
2. **Wine-making process:** Students were given a detailed explanation of the wine-making process, including grape crushing, fermentation, aging, and bottling. They witnessed the different stages of wine production and learned about the equipment and techniques involved.
3. **Wine tasting and pairing session:** Students had the opportunity to participate in a wine tasting session, where they learned about the sensory evaluation of wines, different varietals, and their characteristics. They also learned about wine and food pairing, understanding the significance of matching flavors and enhancing the dining experience.

Knowledge Gained: The industrial visit proved to be highly educational and enriching for the students. They gained valuable knowledge and insights, some of which include:

1. **Practical understanding of hotel operations:** Students observed firsthand the operations of a resort, including front office management, housekeeping procedures, food and beverage services, and event management. They learned how each department contributes to guest satisfaction and the overall success of the establishment.
2. **Importance of guest experience:** By observing the resort's approach to guest interactions and service, students understood the significance of providing personalized experiences and exceeding customer expectations. They realized





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Date:

**Department Of
B. Sc. Hospitality Studies**

“INDUSTRIAL VISIT”

Academic Year 2019 -2020



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HOD,

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Ref. S.S.B.E.S'I.T.M.2019-2020 / 403

Date
12/9/19

To
The Manager,
Shilpi Resort,
Saputara Gujrat.

Subject: Industrial Visit for the students of Hotel Management.

Dear Sir,

Institute of Technology and Management is one of the esteemed institutions in Nanded city which also runs Hospitality Studies course successfully. It has always been our Endeavour to expose our students to the actual environment in the Hospitality Sector by arranging industrial visits every now and then. As a part of this we wish to seek your kind permission to allow our trainee students to visit your reputed 3 star resort. Yours is the only Resorts having 3 Stars in the Saputara Hill Station which is really a 'Pride' thing for all the Saputarains. Congratulations for raising the bar of standard in the hotel industry.

We believe that you would also take initiative in the process of teaching and learning so that our trainee students will have the opportunity to explore the world of Hospitality. They will also be happy to have visited a 3*** resort for the first time in their life.

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Thanking you in anticipation.



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Ref. S.S.B.E.S.I.T.M.2019/2020

1404

Date: 12/9/2019

To
The Manager,
Sula Vineyards Pvt. Ltd.
Nashik, Maharashtra.

Subject: Industrial Visit for the students of Hotel Management.

Dear Sir,

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Itinerary

Day 1 (11/09/19)

Nanded to Vani Saptashruni Devi Temple (484km)

Day 2 (12/09/19)

Saptashruni Devi Temple to Saputara Hill Station (100 back and forth)

1. Visiting the Shilpi Hill Resort
2. Saputara Lake

Day 3 (13/09/19)

1. Saptashruni gad to sula vine yard
2. sula vine yard to Aurangabad

Day 4 (14/09/19)

Aurangabad to verul Caves back and forth

Day 5 (15/09/19)

bibi ka makbara to Nanded





भारतीय गैर न्यायिक

एक सौ रुपये **Rs. 100**

ONE HUNDRED RUPEES

भारत INDIA

INDIA NON JUDICIAL

महाराष्ट्र MAHARASHTRA 2019 UZ 682076

जोड़पत्र ३

Only For Affidavit

514 दिनांक 13/9/19

अश्विन दत्ताराव कोटी

साक्षः

मोः

हस्ताक्षर ३३४०४०२

INDUSTRIAL VISIT/ TOUR OF THE STUDENTS OF ITM, NANDED

DECLARATION BY STUDENTS

We all student, who are wishing to go on an Industrial visit to Sula Vineyards, Nashik, Shilpi Resorts, Saputara, (Gujrat), and Mhaismal, Hotel Rama International, Hotel Ambassador Aurangabad, hereby declare and solemnly affirm that we and our parent will be solely responsible if any mishap occurs during this tour. (Nanded ITM college - Vani - Shilpi resorts, Saputara - Sula Vineyards, Nashik - Mhaismal, Hotel Rama International, Hotel Ambassador Aurangabad - Nanded ITM college)



We also declare that we all follow and abide by the following rules and regulation

1. I, as an individual and students, must not behave irresponsibly
2. I must not hurt anybody emotionally or physically during the tour
3. I must not indulge in any wrong practice during the tour
4. I shall take care of myself and my tour-mates because I understand this is my responsibility
5. I shall not defame the college reputation and my parent's beliefs
6. I shall not force and compel the driver and tour manager to change in tour or schedule
7. I will follow every word and instruction given by our teachers and I will not oppose the teacher in any decision taken by him/her I also understand fully that if I misbehave or oppose my teacher I am liable to get Transfer certificate (TC)
8. I understand that I shall not go outside the hotel premises after 7.00 PM
9. I will compensate for the loss happen to the hotel room or travel vehicle, because of me or my behave (if any)
10. I have informed my parents and sought permission from them and I assure that none of my family member will hold Director, College Management, and Teacher responsible if any mishap or accident take place
11. I also agree with decision regarding seating arrangement.

- | | |
|--|---|
| 1) Rathod Nileshwazi <u>Rathod</u> | 18) Sawant Sunil <u>Sawant</u> |
| 2) Bhadhe Manali <u>Bhadhe</u> | 19) Rathhi Shivam <u>Shivam</u> |
| 3) Kokahe Poonam <u>Poonam</u> | 20) Chavan Prem <u>Prem</u> |
| 4) Thakur Aarti <u>Aarti</u> | 21) Pawar Vaibhav <u>Vaibhav</u> |
| 5) Bhalekar Ankita <u>Ankita</u> | 22) Ilhekar Sandeep <u>Sandeep</u> |
| 6) Swami Unnati <u>Unnati</u> | 23) Jaiswal Shubham <u>Shubham</u> |
| 7) Gacche Rutali <u>Rutali</u> | 24) Waghmare Rushikesh <u>Rushikesh</u> |
| 8) Madde Pallavi <u>Pallavi</u> | 25) Manikmote Jaibhim <u>Jaibhim</u> |
| 9) Nilam Patel <u>Nilam</u> | 26) Bansode Shivaji <u>Shivaji</u> |
| 10) Deshmukh Shiwaji <u>Shiwaji</u> | 27) Panbatte Sheenivas <u>Sheenivas</u> |
| 11) Premalwad Arjun <u>Arjun</u> | 28) Bharti Rushikesh <u>Rushikesh</u> |
| 12) Nardale Kabil <u>Kabil</u> | 29) Khan Rehan <u>Rehan</u> |
| 13) Kalyankar Pruthviza <u>Pruthviza</u> | 30) Lohar Ashish <u>Ashish</u> |
| 14) Khadkikar Shubham <u>Shubham</u> | 31) Bhendegaonkar Abhijeet <u>Abhijeet</u> |
| 15) Kulkarni Prasanna <u>Prasanna</u> | 32) Shankar Totar Pritik Babar <u>Pritik</u> |
| 16) Shendekar Alhishek <u>Alhishek</u> | 33) Rathod Pankaj <u>Pankaj</u> |
| 17) Shinde Prasad <u>Prasad</u> | 34) Dhanwade Shivprasad <u>Shivprasad</u> |
| | 35) Ritik more <u>Ritik</u> |
| | 36) Tendre Rohan <u>Rohan</u> |



Sworn and Signed
BEFORE ME
Adv. R. K. TOMPE, Notary
Appointed by Govt of Maharashtra
Dist. Solapur



REPORT ON

"INDUSTRIAL VISIT"

Introduction:

The objective of the Industrial visit is to guide the students towards industry development what is the need for the service industry. as well as developing their presentation skill service skills. getting them ready for the challenges go face in future also making them aware of the importance of service industry and how the wine is made and working of an resort at hill station and also seeing can they represent themselves at industry it will boost willingness to work in industry.

An industrial visit was organized for hotel management students to Shilpi Resort in Saputara, Gujarat, and Sula Vineyards in Nashik. The visit aimed to provide practical exposure to hotel operations and vineyard management, enhancing students' understanding of the hospitality industry. This report summarizes the objectives of the visit and highlights the activities conducted at each location.

Objectives of the Visit:

1. Practical insights into hotel operations: The visit to Shilpi Resort exposed students to real-world hotel management practices. They observed various departments, including front office, housekeeping, food and beverage services, and event management, gaining insights into their operations.
2. Understanding vineyard management and wine production: The visit to Sula Vineyards familiarized students with vineyard management, wine production processes, and wine tourism. They learned about grape cultivation, wine-making techniques, and marketing strategies.

Activities Conducted:

1. Shilpi Resort, Saputara:

- Guided tour of the resort, including guest rooms, restaurants, banquet halls, and recreational facilities.
- Interaction with resort staff to understand departmental roles and responsibilities.
- Practical demonstrations in table setting, food presentation, and event management.

2. Sula Vineyards, Nashik:

- Vineyard tour, learning about grape cultivation, pruning techniques, and harvesting practices.



- Explanation of the wine-making process, including grape crushing, fermentation, aging, and bottling.
- Wine tasting session, providing insights into sensory evaluation, different varietals, and wine-food pairing.

Conclusion:

The hotel management industrial visit to Shilpi Resort, Saputara, and Sula Vineyards, Nashik, provided students with practical exposure to hotel operations and vineyard management. They gained insights into various departments within a hotel, such as front office and housekeeping, and learned about vineyard practices and wine production. This visit bridged the gap between theoretical knowledge and practical application, enriching students' understanding of the hospitality industry.





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Dr. S.B.Thorat
Ph.D.

College has been included under section 2 (f) & 12 (B) of the UGC Act, 1956

Recognized by Govt. of Maharashtra, Approved by A.I.C.T.E., New Delhi & Affiliated to S.R.T.M. University, Nanded

Date:

Department Of
B. Sc. Hospitality Studies

“INDUSTRIAL VISIT”

Academic Year 2019 - 2020



Director

Shri Sharda Bhavan Education Society's
Institute of Technology and Management,
NANDED.



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Date:

NOTICE

All the students of B. Sc. Hospitality StudiesSSBES's ITM, Nanded are hereby informed that, Dept. of B.Sc. hospitality studies is arranging the industrial visit. This industrial visit is scheduled on 11/02/2020 for the rest house of Nanded

All the students are requested to make it convenient to attend the same.

HOD,

Dept. of B. Sc. Hospitality Studies,
SSBES's ITM, Nanded
SSBES's
Institute of Tech & Mgt.
VIP Road, Nanded.

Mr.S.S.Thorat
(Assi. Professor)



LETTER OF VISIT

To
Executive engineer
P.W.D
Nanded.

Subject: Rest house academic visit on 11/02/2020

Dear Sir

As per above, cited subject, I we are request you to arrange for an academic visit for the students of Hospitality Studies (Ist & IInd year) to the Rest House on 11/02/2020. Students would get benefited for learning the working environment of Rest House.

Thanking you

Yours truly,

Sd/-
Director,
SSBES' ITM, Nanded







REPORT ON

"Rest House Industrial visit"

In this visit students learn how the government organization work .there work are often the seems like hotels so they learn how to get day to day work done in hotel with reference of rest house How to server VIP and VVIP guest like MLA,MP and other honorable persons who have visits the nanded and rest house . Nanded rest house have same facility & amenities stared property hotel students got chance learn may new thing learn from them.

An industrial visit was organized for hotel management students to the Rest House in Nanded. The purpose of this visit was to provide students with practical exposure to the operations and management aspects of a rest house, enhancing their understanding of the hospitality industry. This report outlines the objectives of the visit, describes the activities conducted, and reflects on the knowledge gained from the experience.

Objectives of the Visit:

1. Practical insights into rest house operations: The primary objective of the visit was to expose students to real-world practices in managing a rest house. By observing and interacting with the rest house staff, students could gain valuable insights into various areas, including front desk operations, housekeeping, maintenance, and guest services.
2. Understanding guest experience and service: Another objective was to emphasize the importance of guest experience and service in the hospitality industry. Students had the opportunity to observe the rest house's approach to guest interactions, service standards, and strategies for ensuring customer satisfaction.
3. Exposure to facility management: The visit aimed to provide students with insights into the maintenance and management of facilities in a rest house setting. This included understanding the upkeep of guest rooms, common areas, gardens, and other amenities, as well as the coordination of maintenance activities.

Activities Conducted:



During the industrial visit to the Rest House in Nanded, the following activities were conducted to achieve the objectives:

1. **Guided tour of the rest house:** Students were given a comprehensive tour of the rest house, covering various areas such as the reception area, guest rooms, dining facilities, gardens, and other amenities. This allowed them to observe the physical infrastructure and understand the layout and design of a rest house.
2. **Interaction with rest house staff:** Students had the opportunity to interact with the rest house staff from different departments, including the front desk, housekeeping, maintenance, and kitchen. They could ask questions, seek clarifications, and gain insights into the roles and responsibilities of each department.
3. **Case studies and presentations:** Students were presented with case studies related to rest house management challenges and were tasked with analyzing and presenting possible solutions. This exercise encouraged critical thinking, problem-solving, and the application of theoretical knowledge to practical scenarios.
4. **Practical demonstrations:** Students were provided with hands-on experiences in various areas, such as front desk operations, housekeeping procedures, and food service. They could practice check-in and check-out processes, learn about room cleaning techniques, and gain insights into food preparation and service in a rest house setting.

Knowledge Gained:

The industrial visit to the Rest House in Nanded proved to be highly educational and enriching for the students. They gained valuable knowledge and insights, including:

1. **Practical understanding of rest house operations:** Students observed the day-to-day operations of a rest house, including front desk management, housekeeping procedures, and food service. They learned how each department contributes to guest satisfaction and the overall functioning of the establishment.
2. **Importance of guest experience:** By observing the rest house's approach to guest interactions and service, students understood the significance of providing personalized



experiences and exceeding customer expectations. They realized the impact of attentive service on guest satisfaction and loyalty.

3. **Facility management:** Students gained insights into the maintenance and management of rest house facilities. They learned about the coordination of maintenance activities, ensuring cleanliness and functionality of guest rooms and common areas, and the importance of proactive facility management.
4. **Practical application of theoretical knowledge:** The visit helped students bridge the gap between theoretical concepts and real-world scenarios. By observing rest house operations and participating in practical demonstrations, they could connect classroom learning with practical implementation.

Conclusion:

The industrial visit to the Rest House in Nanded provided hotel management students with practical exposure to the operations and management aspects of a rest house.

