

Report on the Diploma and Certificate Courses in Travel and Tourism Management 2018-2019.

The Diploma and Certificate Courses in Travel and Tourism Management continue to equip students with necessary skills required in the industry. Knowledge about the industry and courses designed embedded with experiential learning make the students learn the basic of problems solving, decision making, problem identification, creativity, entrepreneurial skills, ability to write effectively and all those skills that no matter what career path they follow are going to be essential for their success.

This year three students have enrolled for the Diploma Programme.

	Name	Course
1	Phidakordor Nongkhlaw	Diploma
2	Sheetal Moraithem	Diploma
3	L.Bibila Devi	Diploma

Activities:

The diploma students along with the BTTM students will be participating in the awareness programme that will be conducted on the 29th March 2019. The programme is to give awareness on the topic “Guest Relations and Housekeeping Skills” to the Home stays and Guest House owners and Tour guides of Mawlyngbna village. The aim of the Programme is to:

The following are the objectives of the programme:

(Students)

- To give students a platform to interact with the local community.
- To familiarize the students with the basics skills of housekeeping and customer relations.
- To provide an experiential learning opportunity to the students.
- To expose them on the opportunity of local entrepreneurship.
- To encourage and build their confidence by delivering and demonstrating the said topics to the community.

(Local Community)

- To familiarize them with the basics of hygiene and cleanliness, room maintenance, bed making, linen and inventory management.
- To make them aware about the etiquettes and skills in guest relations.
- To enhance their knowledge and needs of communication while dealing with guests.

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