



V. M. SALGAOCAR INSTITUTE  
of  
INTERNATIONAL HOSPITALITY EDUCATION

## VMSIHE Newsletter

### Knowledge Enhancement

#### Workshop on Application of Bloom's Taxonomy in Teaching – Learning Evaluation Pedagogies

The IQAC Cell of VMSIHE organized a Faculty Development Program on 'Bloom's Taxonomy' for faculty on 1<sup>st</sup> December 2021. The Resource persons for the workshop were Dr. Nandkumar Sawant, former Principal of Chowgule College and well known scholar along with Asst. Prof. in English, Mr. Andrew Barreto, with a passion for Technology-Integrated Learning Processes, Creative writing, having expertise in event management, Media design and content creation.



The objectives of the programme was to understand and apply Bloom's Taxonomy in teaching – learning and evaluation, distinguish between lower order and higher order questions and integrate Bloom's Taxonomy in Course objectives and outcomes. At the end of the session, the faculty were able to distinguish between low order thinking skills and higher order thinking skills for better and higher student engagement, improve student's engagement in the class and develop better instructional design.

Bloom's taxonomy is a practical tool to use, providing a framework in which to plan challenging lessons that help to ensure students' progress is maximized – a fundamental tenet of successful teaching. Among its many uses, Bloom's taxonomy provides an excellent foundation for lessons, as it can be used as a framework in which to deliver appropriate activities, assessment, questioning, objectives and outcomes.



The workshop was very informative and the faculty enjoyed the sessions.

### **Workshop on Customer Service on 15<sup>th</sup> & 16<sup>th</sup> December 2021**



“Customer Service is the new Marketing, It’s what differentiates one business from another” says Jay Baer.

To exceed Customer expectations through 7 mantras of Guest Service namely Authenticity, Intuition, Empathy, Champion, Delight, Delivery and Initiative were defined to the participants of the 2 day Customer Service Workshop conducted by Prof. Irfan Mirza, Director/Principal.

The participants were from the Hotel, Retail Industry, Front Office, Kitchen, Housekeeping, HR, Training, Security, Customer Relations background.

During the sessions Prof. Mirza engaged the participants in different activities like Role Plays, Games. Videos were used as a teaching tool.



The participants were impressed with the ambience and the warm hospitality accorded to them and left the institute not just infused with the mantras to exceed Customer/Guest expectations, but also with some sweet memories of the constructive 2 days spent at the institute campus. The feedback received from the participants was very constructive and encouraging.



## Wellness Programmes

### Diya Decoration Competition

For the arrival of Diwali season, the HR department organized a Diya Decoration Competition for all staff on 1<sup>st</sup> November 2021, lighting up the spirit of cheer.

The staff were divided into 12 groups of 5 members each. The groups were named Kiran, Jyoti, Chiraag, Prakash, Chamak and so on synonymous of light. They had to decorate a mud diya and coasters which were provided to them and the time limit was 30 minutes.

The competition was fierce but friendly. The colors and designs used were bright and beautiful.

Chamak group was the winner, runners up was Kiran group and Diya group won the 3<sup>rd</sup> place in the competition. The decorated diyas were displayed at the cafeteria and later used at the hostel during Diwali.



The Winning Team

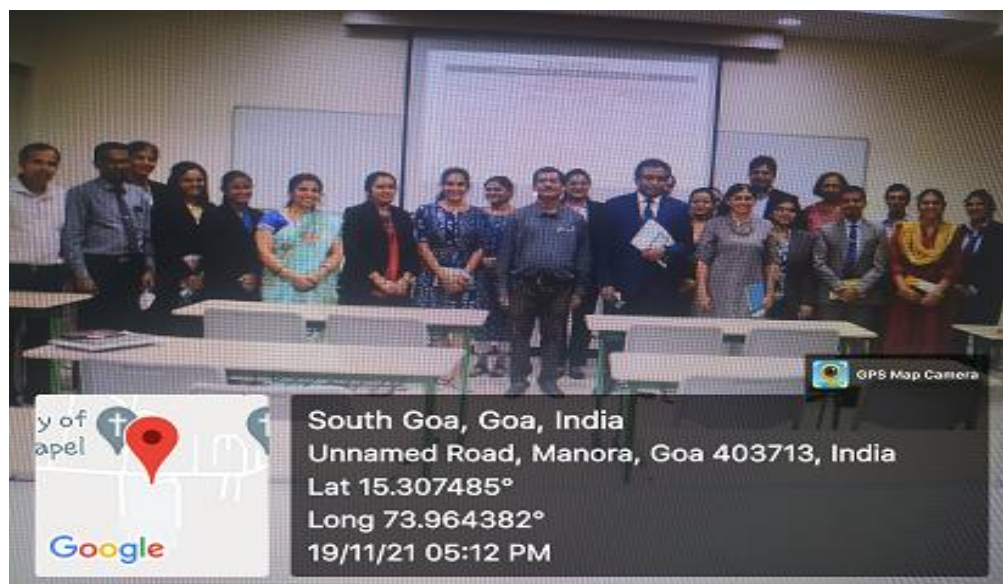


## Health Insurance Talk

The HR department organized a talk on Health Insurance for all staff on 19<sup>th</sup> November 2021 by Mr. Rajesh Gaonkar, CEO of FINEanswers Services, which is into Portfolio Management (Life & Health Insurance, Mutual Funds, Loans, etc.).

Some of the topics he covered were about claim bonus, Pre/post hospitalization, domiciliary hospitalization, co-payment, family floater, waiting & cooling off period, tax benefits.

The talk was very informative and many of the 28 staff members asked questions to Mr. Rajesh Gaonkar who replied to all their queries.



## Goa Celebrates its Diamond Jubilee Year of Goa Liberation Day – 19<sup>th</sup> December

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# Goa Liberation Day

VMSIHE celebrated Goa Liberation Day on 19<sup>th</sup> December 2021. It marks the day Indian armed forces freed Goa in 1961 following 450 years of Portuguese rule. The year 2021 commemorates the 60 years of Goa's independence.



T.Y. B.Sc. students Mr. Kumar Magavi and Mr. David Cardoso escorted Director/ Principal Prof. Mirza to hoist the National flag, followed by singing of the National Anthem. Principal spoke about Goa during the Portuguese rule and significance of liberation. Sweets were distributed to the students and staff.

## Christmas Celebrations

Christmas celebrations were held on Wednesday, 22<sup>nd</sup> December 2021. The celebration started with a welcome drink.



MC, Ms. Alethea Baracho welcomed the staff and students for an evening of fun and cheer. The evening started with a wonderful dance performance by our F.Y. students and a spectacular dance performance by the T.Y. students. M.Sc. students with their melodious voices stole the hearts of everyone present at the party.



To get everyone into the Christmas spirit, the students, administration staff and faculty members also sang carols. Everybody enjoyed caroling and spread the Christmas cheer. There was a special duet performance by our faculty members Mr. Frazer Rodrigues and Ms. Alba De Sa.



Prof. also thanked the support staff for all their hard work and dedication and presented them with Christmas gifts as a token of appreciation. The staff and students also exchanged their 'Secret Santa' gifts.



A delicious spread of burgers, various salads and Christmas pudding was served.

There was a lot of dancing, fun and festivity. Everybody left taking home with them the spirit of Christmas joy.

**RIP**

We regret to announce the sad demise of Mr. Salvador Fernandes, A/c. Tech/GTM, Maintenance Department on 12<sup>th</sup> December 2021.

May his soul rest in peace.

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