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Educational Repercussions due to Covid-19 in Hospitality Institutes

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Abstract

COVID-19 pandemic has extremely affected the education system, which is a basic contributing factor towards the country's economic future. The focus of this research is to study how hospitality educational institutes imparted education to its students, despite the lockdown. In times of an emergency, a suitable and feasible education practice is what is required for the aptitude building of young minds. It has become important now, for educators to identify the right strategy to help students to cultivate skills that will drive their employability, productivity, health, and well-being in times to come, and ensure overall progress of India. The growing concern of hospitality educators towards a transition from traditional teaching methodology to an online education system has been addressed in this paper. Hospitality education being a skill based program, needs to adopt a blended learning approach. The concept of a Virtual hotel will help enhance the learning experience for hospitality education aspirants.

Key Words: Blended learning, COVID-19, Online teaching tools, E-learning, Virtual hotel, Hospitality Education

1. Introduction:

With the spread of novel corona virus (COVID-19) around the world, there are strong visible imprints on all sectors from small enterprises to big ones. The World Health Organization (WHO) declared COVID-19 as a global pandemic (Cucinotta, D. & Vanelli, M., 2020) and issued health safety guidelines to be strictly followed by everyone. Hotels luxury services, economical lodging facilities, restaurants, daily wage laborers', vendors and hawkers- everyone has been affected by this contagious virus. The world has almost come to a standstill. Lockdown in the country was a very wise step taken by the Government of India to safeguard people from this deadly virus. However, many faced hardships during this period, some were deprived of food, some lost their jobs, migrants walked their way back home, transportation was shut, restaurants, malls, grocery shops, etc were shutdown. The government ensured that people stayed home in order to stay safe and stop the virus from spreading.

Study in China found that young people could be potential carriers of the virus without them knowing about it, thereby putting others at risk (Dong Y et al., 2020). Social distancing was advised and people had to stay away to keep the virus away. Practice of physical distancing had to be followed. To safeguard everyone's health it was necessary to temporarily shut down the educational institutes, but for how long? Uncertainty in answering this question led to brainstorming within the educators.

In India a teacher is referred to as Guru, the one who imparts true knowledge, and student as Shishya. This guru shishya (teacher – student) relationship is to purely impart values, knowledge, principles and wisdom. According to Hindu Vedas, *"Vidvatva, Dakshata, Sheel, Sankranti, Anushilan, Sachettva, aur Prasannata – ye saat Shikshak ke gun hai"* translates to: Scholarship, efficiency, modesty, solstice, persuasion, awareness, and happiness – these are the seven qualities of the teacher. Hence it was a major decision to be taken by the educators, who have the responsibility of the entire education system. Apart from students, the educators are also answerable towards parents, stakeholders and the government, in implementing the correct strategies to ensure that education is imparted continuously keeping in mind the health aspects of students, teachers and staff.

The solution teachers came up with was to continue with the education system with a transition from the classrooms to a virtual world using technology, i.e. the Internet. Faculty members are already in the process of transformation to online teaching platforms. So that learning doesn't come to a standstill.

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Many hospitality institutes across the country are still unsure about reopening and have either postponed or canceled all campus events such as workshops, conferences, sports, seminars, expert talks and other activities. Some institutes have neither thought of imparting education using suitable means. Whereas on the other hand there are many other institutes in India who have quickly responded to this situation and proactively organized themselves to conduct regular classes, tests so that the education system is not hampered. There have been challenges in adhering to the new system of online education.

One of the most obvious source of imparting education in this time of physical distancing was to use the internet. Technology has evolved and we are in an era where we do not need classrooms to impart education, one can sit at home and still gain all the knowledge required.

This research is to bring forth the challenges faced by both such categories of educational institutes, and analyze observations which could be used in future to face situations in times to come.

In this research, delivery of education through the internet or web based learning is variously termed as, "online learning," "e-learning," "computer based learning," "cyber learning," "distance learning," "blended learning," "virtual learning," etc." We considered these terms to be synonymous and used them interchangeably throughout this research. Also the terms "teachers", "faculty" and "educators" have be used interchangeably throughout the research.

Hospitality is a people based industry, which believes in exceeding guest expectations, customer delight and creating life experiences.

To prepare students for such an industry, by conducting online classes is a real challenge for the teachers. Hence the teachers must be first trained to conduct effective online sessions. The faculty who is used to face-to-face teaching method now has to adapt to online teaching in order to encourage students to accept virtual learning as a tool to gain knowledge, considering the curriculum of the course.

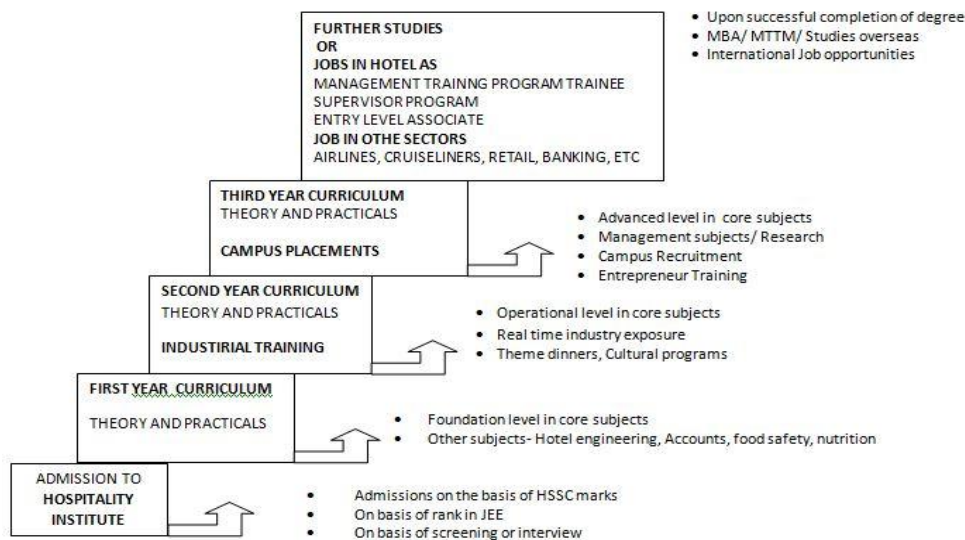## 1.1 Hospitality Education In India: Structure And Program Curriculum

Figure 1. Diagram explaining basic structure of hotel management institutes in India

Hospitality management also referred as Hotel Management is a 3 year degree program, which certifies pursuant with a Bachelor's degree i.e. popularly termed as, BSc Hospitality and Hotel Administration. The four core subjects or pillars of any hotel management institute are Front Office, Accommodation Operations, F& B Service and Food Production. Core departments form the base or foundation of the curriculum at hotel management institutes. Each subject has dedicated hours of theory as well as Practical sessions. In practical sessions, students are trained face –to- face, under the supervision of a faculty. Mistakes are corrected and rectified on the spot, showing them the right way to perform the task in order to acquire essential skills. Learning these skills are necessary to get into this profession. Learning through observation, practice and application of skill under professional supervision is how every hotel management institute functions. Theoretical knowledge can be imparted using online media; however the practical aspect has to be learned through observation and hands on practice. Being a skill oriented program, having equal emphasis on theory as well as practical sessions, delivering the course online becomes challenging. An individual is groomed for the industry by rigorous training which happens at the institute as well at the industrial exposure training, which is a mandatory element of any hotel management institute.

The program (Fig.1) is structured in such a manner that, the student is trained and groomed at the institute first. Upon successful completion of training at the institute, student is sent to the industry to get real time exposure or on the job training. Students get exposure in all the core departments as an Industrial Trainee. Those specializing in a subject get exposure in their core department. Industrial training exposure is a crucial/ critical phase where an individual can decide which particular department is suitable for him to join upon completion of studies. The choice of department depends on his or her likes/dislikes, the way he/she finds the job, the zest or passion within an individual. On completion of industrial training the student comes back to the institute for further studies. Advanced skills and knowledge is imparted in this final year and students conduct and organize various theme dinners, cultural nights, food festivals, etc by making best use of the skills they have gained so far. Upon completion of the 3 year program they are recruited by the hospitality industry as skilled manpower. Hotel management graduates not only join hotels, rather they are hired by various other industries such as Aviation, Retailing, Cruise liners, Banking, and many more.

2. Review of Literature

In today's educational context, the delivery of education via the Internet or Web based learning platforms is not a new concept. In fact, this medium of education delivery is much sought after by students and many academics now accept and use this environment. Many universities are already running on-line courses for different stream and fields. Systematically designed with assignments and grading system as MOOC Courses (Massively Open Online Courses).These online courses are categorized according to the perceiver, 1st category is for the ones who have enrolled in an institute to obtain a degree or a recognized certification and the 2nd category is for the ones who willingly want to upgrade his/her educational qualification, to excel at work or seeking a promotion, the later being termed as Massively Open Online Courses (MOOC)(Mc Auley et al., 2010).

Online learning is a form of distance learning or distance education, which has been a part of the American education structure, and it has become the biggest sector of distance learning in recent years (Bartley & Golek, 2004; Evans & Haase, 2001). Since physical distancing is the need of the hour, online learning is most suited or sought after method of teaching.

The pandemic has resulted in massive job losses. In recent past during similar situations of crisis, it has been observed that there has been an increase in enrollment for online courses (Allen and Seaman, 2013). The authors feel that the sudden rise in enrollment for online courses has many underlying reasons to it, some of which are, intense competition at workplace, fear of losing jobs, lack of good jobs, upgrading educational qualification, etc. Universities and Institutes across India have been organizing webinars, workshops, guest lectures, etc during this pandemic situation, which is in turn making people more familiar with online education. People are getting used to the technology as it is the safest means of communication and interaction, especially in these times.

Use of internet as a medium for teaching in institutes can be observed as a new innovative approach adopted for imparting education. This pandemic has given an opportunity to all academicians, lectures, teachers, and mentors, facilitators to break the traditional face-to –face learning environment and to create an entirely new picture of this education system. Everywhere we can see a shift in learning. Simultaneously this activity requires a thoughtful analysis for designing & delivering the course curriculum/instructions on web on-line platform (Khan, 1997).

Clearly the role of the educator either in a classroom face-to-face teaching or online setting is to make sure that some sort of educational process occurs amongst the learners who are involved. In the traditional classroom setting, the teacher's role is generally to impart knowledge to learners (Relan & Gillani, 1997). In the on-line platform, the role of the teacher becomes that of an educational facilitator (Sherry & Wilson, 1997).

Due to lockdown and the demand of the present situation has realized the need to update the teaching skills, practices and strategies in order to meet the changing needs of the learners. E-learning to be a successful and hassle free experience for both the facilitator and the students, it is important to plan the entire processes with thoughtfulness (Keengwe & Kidd, 2010) in their research have talked about the best practices for effective on-line teaching and how an online instructor should be like? The authors have provided a clean model to achieve the same. Improving Quality of Online Teaching and Learning (Keengwe & Kidd, 2010).
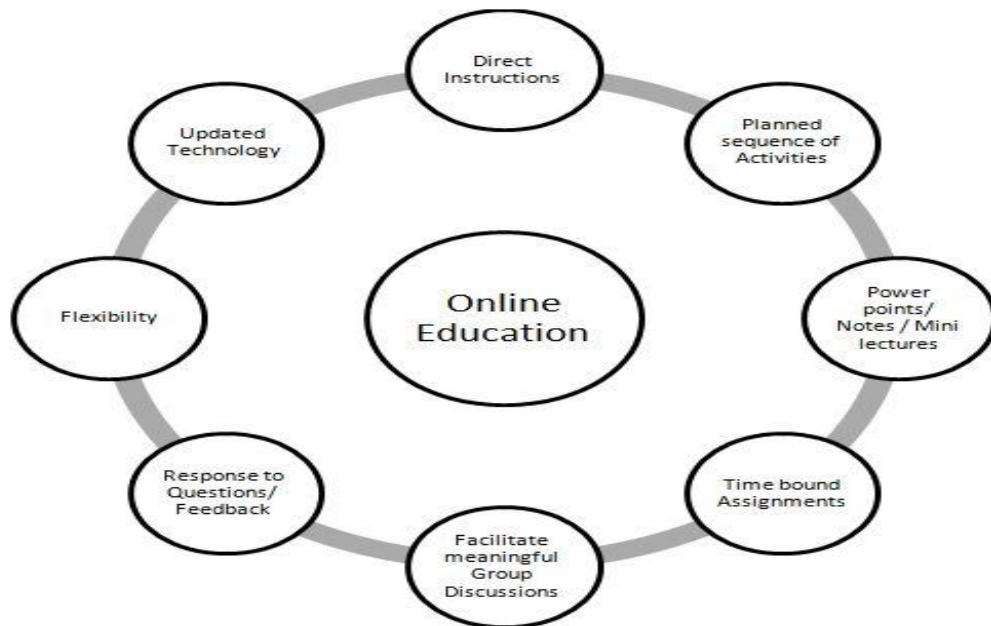
Figure 2. Improving Quality of Online Teaching and Learning

The key to enhance quality of online education is to ensure that the sessions are well structured and have to be well planned by the instructor. Online resources need to be managed efficiently. Figure 2 illustrates some of the best practices that could help improve the quality of Online Teaching and Learning Methods (Keengwe & Kidd, 2010; Bailey & Card, 2009).

- **Direct instructions**: Instructions about the session should be crisp and clear. Housekeeping rules have to be mentioned and followed.
- **Proper sequence of activities**: Learner should be aware of the entire sequence of the session.
- **Power point presentations/ Lecture notes / Mini lectures**: Power point presentations should be clear and visible. Content should be minimal and slides should not be overcrowded with information. Uniformity in slides is essential, in terms of fonts, design, layout, etc. Objectives and Learning Outcomes of the session have to be mentioned and achieved. Notes for the session should be handed over to the students well in advance. Short videos or clips may be used to cut out monotony.
- **Setting timelines for Assignments**: The Instructor should set a timeframe for every assignment and activity assigned to the student. Evaluation and feedback for the same has to be shared timely and in a prompt manner.
- **Facilitate meaningful group discussions**: The Instructor should encourage and also monitor group discussions, by creating small groups so that the discussion is meaningful.
- **Provide timely response to questions and Feedback**: Instructor should always be approachable and should reply to questions and emails in a timely manner. Efficiency in providing feedback in a constructive manner to facilitate learning.
- **Flexibility:** Technology is not always reliable and the instructor should be flexible to accept delays due to software issues, power cuts, connectivity issues, etc.
- **Adapt and update with technology**: One of the essential requirement of a good instructor is to always be informed about updates in technology, and adapt with the same.

As per study done by, (Sun et al, 2016) students prefer blended/ hybrid courses over traditional classroom based courses. Students are also given credits for completing selective online courses. This has been one of the criteria, when it comes to select an institute to study in the US. Offering Massive Open Online Courses to the public for free of cost was an initiative of Universities to encourage public participation in online education (Sun et al, 2016).

2.1. Educators Challenges In Transition From Face-To-Face To Virtual Teaching

Uncertainty of recovery from this pandemic, made institutions think of an alternative way to conduct regular sessions, tests and other study related activities. Imparting Education using the internet was an immediate solution that most of the institutes came up with. In order to conduct such sessions, it is necessary that the teacher and the learner, both have internet connectivity and should be familiar in using this technology. Teachers had to undergo a major shift in their teaching style, from the face-to-face style of teaching they had to shift to virtual teaching.

This major change came up with many challenges, hardships and difficulties for both, teachers as well as the students. Although this approach of teaching and learning is a makeshift or a temporary arrangement to cope with the situation, such that curriculum and the education system remains on track. In these challenging times it is important to understand that, how will the hospitality educators impart trade skills to the students using virtual media. Since Hotel Management is a skill oriented program, imparting the entire program online is a challenge, hence it can be a type of blended learning.

In order to get used to online teaching- learning, teachers need to supplement their traditional classroom sessions with the use of technology. Internet based activities, Multimedia simulations, virtual labs, online tests and quizzes, webinars are some technologies which teachers should make use of regularly apart from imparting face-to-face classes (Arabasz and Baker, 2003).

Designing, structuring and delivering online education is not an easy task, to deliver an online session it takes much more time in comparison with preparation time required for a face to face session. Hence the teaching load assigned to an online instructor should be in consideration with the preparation time that it takes to structure an effective session (Crawford F et al., 2012). Most of the educators are working on a trial and error method to conduct online sessions, and would definitely be more effective if proper training is imparted on a timely basis.

2.2.E-Learning Tools/Platforms:

GoToWebinar, GoToMeeting, Google Meet, Zoom , Cisco Webex , Google classroom , Google forms, Microsoft Teams , MyAnatomy , MOOC Courses etc.

2.3. Government Contribution towards Online Education

The government of India, on 20th March 2020, in an initiative on COVID-19: STAY SAFE, through Digital Learning Initiative of Ministry of Human Resource Development (MHRD), announced that there is a need to promote digital learning, as educational institutes are closed. Students can continue their learning by making full usage of the available Digital / e-Learning Platforms. On 21st March 2020, MHRD issued another notice, subject to: Preventive measures to achieve "social distancing": permission to teaching and non-teaching staff to work from home. Which mentioned that faculty, teachers, researchers, staff, can work from home and their priority has to be, developing online content, for online teaching and online evaluation. Also this time has to be utilized to write articles, research, work on projects like "Ek Bharat Shrestha Bharat", etc

In a Press Information Bureau, dated 18th May 2020, the Minister for Finance and Corporate Affairs of India Smt Nirmala Sitharaman –said *"Investing in human capital is an investment in productivity and prosperity of the nation"* The government wants to take this opportunity to integrate technology at every stage to add innovation in curriculum and pedagogies. Learning for all is what the government wants to ensure in all geographical locations across the country. Also the Union Human Resource Development Minister-Shri Ramesh Pokhriyal Nishank, mentioned *"One nation , one digital platform"* and *"one class one channel" will ensure reach of quality education to farthest corners of the country.* The government has given priority to the education sector. The government wants to expand e learning in higher education, online component will be raised from 20 % to 40 % in Universities, Open and Distance Learning programs. Nearly 3.7 crore students will be benefitted by this enhanced learning methodology. The government has also decided to prepare a new National Curriculum and Pedagogical Framework for school education, teacher education, as per global benchmarks. On 21st May, 2020, the HRD Minister also mentioned that, 82 UG and 42 PG Non-Engineering MOOCs will be offered in the month of July 2020, Semester on SWAYAM. Students can avail credits by completing these courses as per UGC's present regulations and guidelines for online learning courses.

Statement of India at the G20 Extraordinary Virtual Education Ministers' Meeting held on 28th June 2020,mentions that India has one of the largest education systems in the world with 1028 Universities, 45000 degree colleges, 1,300,000 schools, 10 million teachers and 330 million students. India has always promoted educational collaboration in the world. The government of India also acknowledges the ongoing initiatives and educational solidarity put forward by educators, institutional leaders, families, and communities involved in supporting continued learning during this crisis. It also recognizes the critical role of higher education institutions in leading research that can deliver life-saving preventive measures and treatments for COVID-19. As the Indian spiritual leader "Swami Vivekanand" has said that the tougher the struggle, the more spectacular is the victory.

Various platforms provided by the government to promote online/ digital education are: Swayam, Swayam Prabha, Dikhsa , Virtual Labs, E-Pathshala, National Digital Library, E-Vidya.

The HRD Minister was delighted to announce that,*"Access to the National Online Education Platform SWAYAM and other Digital Initiatives of HRD ministry has tripled in the last one week"*. Other education portals are also experiencing very large access rates.

The increase in access rate suggests that students are availing online/ digital mode of education and by giving a free access to such platforms the government is also encouraging and promoting the use of online education to everyone across the country.

2.4. Parents and Students Role in Online Education

Teacher bullying is an issue when it comes to online education. This is a malpractice which should not occur as the teachers have been taking effort to get used to this new technique of teaching. Students should understand and if possible give constructive feedback instead of discouraging or bullying. The educators have increased the learning curve to its peak, using online teaching methodologies which will be refined gradually. The role of an educator has shifted to a content delivery person rather than a coach or a guide.

Interference of parents in the sessions by making wrong comments on the teachers is another challenge teachers are facing, the parents stuck at home during this lockdown are commenting on the efficiency of teachers. The teachers were very much responsive to this situation of pandemic and there could have been a possibility where there could be no teaching at all. However in some cases within a span of 15 days teachers came back with online classes. We are in times where content can be delivered using mobile phones. Online learning is here to stay for long term.

Many parents in India feel that it's the responsibility of the teachers to teach their children. The parents have to be informed that since online learning happens from home, the child has to study from home to cope with the curriculum delivered online. It also becomes the parent's responsibility to facilitate their children to use online resources appropriately and not misuse it.

The growing gap between educational institutes and parents can be addressed through Parent teachers meetings, which can be held online, to understand and address issues that each one is facing. Communication with parents is important as they should understand that online education is here to stay and they need to facilitate their child to adapt to this change.

Earlier education was school let, where parents complimented the school, now online education is school initiated, and parents need to facilitate it.

Students have to be prepared to accept online education. Most important factors in online education are, Self-discipline, Self-motivation and Self-direction. Students should be able to read on their own, and should be capable of using the internet.

Effects of online education on students are, it may affect their mood, some may experience sleeping problems, and affects posture if not taken care of. Many students have the habit of using online platforms for playing video games and using social media even after attending sessions for the stipulated time, hence exposure to the screen for prolonged time may affect eyesight.

Education has become more accessible than before. Content can be referred and accessed by the click of a button, which was not so accessible a decade ago. According to an article by GLocal Thinking, Millennials and Centennials are more comfortable with online education. For them it's like playing a game. Adaptation is possible by setting a learning pace, and then online learning is not a problem. Offline trainers do not have much exposure, whereas online companies have a great chance. There has been an increase in the online learning apps in recent times, learning apps like Byjus, Udemy, Unacademy, etc are gaining popularity and the users are increasing day by day.

2.5. Advantages V/S Disadvantages Of Online Education

The immediate shift from classroom education to work and learn from home resulted in an exponential use of the internet as a medium to conduct regular classes. Mandatory sessions ensured that synchronous learning took place and took care of the issue of absenteeism. Issues with internet connectivity, power failure, health, monetary problems, breakdown of audio visual gadgets, were some challenges faced in this entire process. However the work of Moore & Kearsley (2012) on "distance education" has solved all the issues of asynchronous learning. However the ever evolving technology has got us to a level where online teaching and learning will be the next preferred model to be used in our education system. Through this research the authors have highlighted various online platforms and techniques that could be used in future as an effective teaching-learning tool.

Hotel management being a skill oriented and people oriented subject, needs to be delivered in a very effective manner. According to a researcher H Li, (2009) discussed that "e" in e-learning should not only stand for electronic; it should be an abbreviation for" evolving , enhanced, everywhere, every time and everybody." In fact, the quotation shows most of the advantages of e-learning for learners and instructors. Finch & Jacob (2012) stated some of the best practices and positives of online teaching methodology.

Best practices of online education stated by Finch and Jacobs, 2012 are:
- Reduces time and saves the cost of travelling.
- Collaboration with professionals and experts worldwide.
- Flexibility for students to access courses anytime.

However the authors feel that there are many more benefits to using online education listed as follows:

- Making the best use of technology to impart education.
- Saves resources like paper.
- Student and teacher can be in their own comfort zone delivering / receiving education.
- More focus and concentration – in comparison to a classroom environment.
- Teacher has more control over the sessions.
- Accuracy and ease in evaluation
- Weak students can take the session multiple times as per their convenience.
- Monitoring performance of teachers and students becomes easier.

Easy access and flexibility in taking online sessions may be a reason for high absenteeism in online education system. The issue of absenteeism can be tackled to a certain extent by the use of Blended learning (Liu et al, 2016) which combines the traditional brick and mortar classroom sessions along with online sessions.

As mentioned, E-learning as an immediate approach of teaching and learning is a makeshift or a temporary arrangement to many of the institutes (A Sife et al., 2007). Learning is more effective in computer based education in comparison to the traditional classroom method. In e-learning it is evident that the grades scored by students directly depend on the effectiveness of the session delivered, for which the instructor has to be adequately trained (Wlodkowski 2008; Demiray, U. 2010). Untrained instructors may be a barrier in the entire e learning process (M. Samir et al., 2014).

The VCS (video conferencing sessions) sessions are still more 'bumpy' and teacher-centered in comparison with face-to-face sessions. Group and whole-class discussions are characterized by longer silences and minimal or shorter student responses. Sometimes become more of "one way communication" only. This becomes difficult because of the large class size and sometimes students turning their cameras off due to privacy concerns, limiting paralinguistic communication (Peachey, 2017).

2.6. Concept of a Virtual Hotel

Imparting skills in a hospitality institute so far has been a face-to-face scenario. However in order to impart basic and advanced skills there is a need to develop a workplace simulator (a virtual hotel) in which students can practice 'real world' tasks- including problem solving, customer relations, interpersonal skills and various other operational procedures like reservations, restaurant service, bed making, order taking, cocktail making, preparing a recipe, and so on (P Penfold et al., 2007). The authors feel that just like video games there is a need to develop a Virtual Hotel where the program or the gaming app will be designed by software developers along with industry experts and hospitality educators.

Teachers can teach and demonstrate numerous skills, and students can use those skills and knowledge to practice and experience different hotel scenarios which they would come across in actual hotel environment. Completing tasks/assignments, assessment of tasks, achieving targets, completing levels, challenging situations, great graphics, optimum sound and picture quality, should be the features of the virtual hotel application. Moreover the focus should be on application of skills, which are learnt theoretically and how efficiently it is used in real life situations. The concept of a virtual hotel will emerge as a tool of innovation in such critical situations where imparting skills in person becomes challenging.

3. Methodology:

The authors have taken consideration of all the primary data resources available. Data from various websites, books, notices, announcements, research papers, articles, etc have been accessed to gain an insight on the latest update on COVID -19 pandemic. Information was gathered on hospitality and online education, shared by the government related to academic/education sector. Authors have actively attended webinars & online meetings to understand the concern& challenges faced by educators and students during this pandemic.

Webinars on hospitality education and hotel industry was a platform for various educators and industry experts to share their views on the topic. Information from various platforms helped the authors to get an insight of the current situation.

Understanding the education system in India, and the shift from traditional classroom sessions to online sessions, helped authors analyze effective management of online resources towards imparting education in hospitality institutes and the "New Normal" face of the Hotel Industry.

4. Findings:

Hotel management being a skill and theory based program, is very well suited for blended learning, wherein certain days of the week can be allotted to impart practical sessions whereas theory sessions could be conducted online. While conducting practical sessions, one should ensure small batches of students, adhering to physical distancing norms issued by the government. Also flipped classroom session approach ensures effective education as, it exposes students to online content first and learning continues in a face to face environment, ensuring effective learning (Ramnanan et al., 2017). Such an approach towards education in times of difficulty will ensure students taking care of their education and also their health likewise. Blended learning approach towards education is the need of the hour and has to stay here in the long run.

COVID-19 has impacted most of the industries and all segments of life. Although it has disrupted the entire education system, however on the other hand it has also facilitated the use of technology in education. The pandemic has made us realize that online education system has its advantages as well as disadvantages. Internet accessibility has been a prominent issue in India that has led to unstable learning among students from various geographical areas. Hence, there is a need to enhance internet connectivity and build a stronger online education system to be prepared for any upcoming disasters in future (S. Goswami , 2020).

5. Conclusion:

There are high possibilities of online education to stay and grow. E-learning has developed rapidly with development of internet. Presence of online education will grow among educational institutes, however the present curriculum will require modification, and alterations suitable for effective online delivery.

In this pandemic situation, it is a collective responsibility of the teachers, government, parents, and students to accept the fact that online education is for Real. It is not a stop gap arrangement and one has to value it. One needs to have a positive mindset towards online education. It is the responsibility of the parents to spend time with their children and tell them to consider online education as a routine, work assigned needs to be completed on time. It is also the responsibility of students, to be focused and utilize this time appropriately for gaining necessary knowledge and skills using online/ digital education.

Students are at the perceiving end of the education system, considering Millennials and Centennials, developing a virtual hotel is the need of the hour. This will help hotel management institutes to impart considerable amount of knowledge and skills to the learner. Also considering the fact that this generation of students are tech-savvy and quick at adapting innovations and technology, they will definitely benefit and learn more using the virtual hotel.

Though this pandemic has totally disrupted top to bottom procedures, systems, rules, guidelines of education, but has given a new face to education system in the form of its "digitalization" .And this new normal education system has all the required potential to take it a step forward.

6. Future Scope of the Research

Considering students feedback, is essential while designing e-learning platforms, and further studies could be done on the same. There is a scope for further research to be done on teaching methodologies adopted by other disciplines likewise hospitality education. Moreover this research can be taken forward to study the effectiveness of online teaching or learning from the educator's point of view.

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