

SKILL CERTIFICATION AND TESTING AT INDIAN AIR FORCE ARJANGARH

Organised by Department of Tourism and Hospitality Management, Jamia Millia Islamia

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Government of India has recognised trained human resource is an important component of the tourism infrastructure.

There is no formal training and certification mechanism for the unorganised sector and several categories of service providers in the unorganized sector. A large number of tourism service providers in the organized/ un-organised sector also require basic training and certification to provide better service standards and consumer satisfaction. At the same time, there is an equally important need to further up-skill or build capacities of the service providers already trained. As a responsible department of an eminent central university Jamia Millia Islamia, Department of Tourism and

Hospitality Management is actively involved in these initiatives and organises various sessions throughout the year along with the ongoing regular courses.

In perpetuation skill testing and certification was organised at Indian Air Force Centre at Arjangarh from 14 October to 19th October 2019 The opening was graced by august presence of Ms Manisa Pati – Chief Administrative Officer, Mr Chander Kant Shandyal- Corporal from Air force and Ms Sudha Chandra and Ms Snigdha as representatives from Jamia. This day the registration of candidates was done and a need assessment analysis was done after discussion with the air force officials and the participants. On the basis of the



feedback received the curriculum was designed with maximum weightage to practical sessions.

The trainers were a mixed bunch from Jamia each expert in the respective domains – Mr Aditya, Ms Pinaz, Ms Sudha Chandra. Dr Shweta Chandra and Ms Priya Singh.

The participants were from different Air Force stations. Multiple practical sessions including cookery session on salads, snacks and continental dishes were conducted. Besides this session on napkin folding, table laying and service skill were also organised. The session on mocktails enriched the knowledge of the participants on preparing various drinks. On 18th closing session was organised. On this day, Mr Ajay Grover – Air Officer Commanding interacted with the his boys, took overview of the session and motivated them to use the skill learned and train others also. Ms Manisa Pati – Chief Administrative Officer, Mr Chander Kant Shandyal- Corporal were also present on the occasion. The certificate distribution was done by Ms Sudha Chandra. Dr Shweta Chandra and Ms Priya Singh.

