

t SLITHM **talk** MAGAZINE

Sri Lanka Institute of Tourism & Hotel Management

Volume 13 | July - September 2021



SLITHM
FUTURE
FORWARD



SRI LANKA INSTITUTE OF
TOURISM & HOTEL MANAGEMENT

Taking Sri Lanka to Global Heights
A Journey Towards Excellence in Sri Lankan Hospitality

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Volume 13
July - September 2021

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**SRI LANKA INSTITUTE OF
TOURISM & HOTEL MANAGEMENT**

Taking Sri Lanka to Global Heights
A JOURNEY TOWARDS EXCELLENCE IN SRI LANKAN HOSPITALITY



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EDITOR'S NOTE



“Good leaders create a vision, articulate a vision and passionately owns a vision and turn it into a reality” - Jack Welch.

I am delighted to bring you this quarter's magazine. I am really encouraged by the feedback received from all staff of SLITHM. I would like to present many thanks to all the contributors who helped to publish this issue.

The SLITHM is well known for its academic excellence and dedicated approach towards dissemination of knowledge in the academic world. The Institute appreciates the role of research in education and is committed to developing an inclination towards research in both faculty and students. In this pursuit, the SLITHM-Talk Magazine has taken the initiative to launch encouraging students and academic staff to pursue research under the guidance of the faculty of SLITHM.

This is a journal issued in every quarter exclusively to publish academic research papers and articles by the students on contemporary topics and issues in the area of hospitality, tourism, governance, commerce, economics, management, etc.

A Publication Committee has been constituted in order to maintain high standards of publications. This apex authority will take all decisions related to all publications of research papers and articles in the magazine. The decision of publication committee shall be final and binding.

I congratulate all whose research papers and articles that are published in this Issue and express my sincere thanks to their mentors and referees.

In order to keep the readers widely interested and updated, we have, of course, continued the traditions of communicating significant events and activities of the SLITHM.

Commendable job has also been done by the Library Publishing Committee in planning for and producing the 13th Volume of the SLITHM Magazine. My congratulations to the team who took the responsibility for the arduous task most effectively even at this pandemic.

Let me close by again offering my sincere thanks for everyone's support during the past years. Their immeasurable help has got SLITHM-Talk Magazine off the ground. So here, the issue is now in your hand. I hope you will all enjoy it!

Please feel free to offer any suggestions for improvement. ♦

GANGA WALPOLA
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ACADEMIC PROGRESS AND FUTURE PLANS OF SLITHM

BY KANISHKA N. JAYATUNGA
Deputy Director General Academic

Sri Lanka's premier training institute for the students of the hotel industry is improving the quality of the education. SLITHM is the Government owned only national institute in Sri Lanka to cater for students who wish to join the hospitality industry. The industry requires an attractive training programmer that would help build a career path and which needs certification, the Deputy Director General (Academic) of Sri Lanka Institute of Tourism Hotel Management (SLITHM) mentioned.

An alumni of the institute he believes that Sri Lanka needs to brush up its staff skills on fine dining as opposed to simply providing customer serviced (Academic) pointed out that not just competency but also confidence-based training is most important adding that having being a past student of this institute, he has noticed the gaps in the system in Sri Lanka.

The country needs a quality workforce that could be achieved through quality training in line with industry requirements, he said.

An interesting fact revealed is that most students were opting to move out since the wages and the demand created to SLITHM programs. However, he pointed out that while they do not discourage people from leaving the country also needs them to stay here to maintain a balance.

Last five decades SLITHM has maintained such status and have remarkably achieved following massive changes to upgrade the standards of SLITHM.

<p>1 Three months Craft Level programs are offered on NVQ 04 Level with 01 Year Industry Exposure</p>	<p>6 Common commencing and ending date for all programmes (Year Planer / Gantt chart) has been developed. Common time tables for all Programmes including Provincial Colleges has been changed over time so as to be e.g. stronger or more complete and to be more useful</p>
<p>2 Four year Management Diploma in Hospitality Management was streamlined with Tertiary and Vocational Education Commission (TVEC) to obtain for NVQ 5/6 for Diploma and Higher Diploma Levels. Further, the University of Vocational Technology (UoVT) will accredit for NVQ 07 equalling to degree status in future.</p> <ul style="list-style-type: none"> All 04 year curricular have been arranged on TVEC format. Mapping of SLITHM curriculum with TVEC (NVQ) guidelines are on progress with TVEC expertise and NVQ streamline project will be completed in year 2021 	<p>7 Common Power Point presentations, lesson plans, course notes for all programmes have been developed</p>
<p>3 Three year Management Diploma in Hospitality Management will be transformed to degree awarding status. Progressing with University Grant Commission and hoping to start the 01st batch in 2023.</p> <ul style="list-style-type: none"> The current curriculum has been organized into a university format All manuals related to academic review and institutional review is completed Act amendment already obtained the cabinet approval to recognize as higher educational institute Consultants are working on the project. Administrative requirements have been completed working on HR, Finance manual, student's hand book The progress of the committees headed by DDG (Academic) i.e., Examination Board, Quality Assurance, Curriculum Development, Library, and Research Unit has been identified Degree awarding process will be completed by end 2022 	<p>8 EHL Advisory Service in India, counter-partner of "Ecole hoteliers de lousanne" in Switzerland has completed the gap overall analysis of SLITHM in order to achieve international standards.</p>
<p>4 Student Management (SMS) and Learning Management (LMS) have already been completed. Processing application, registration of students, on-line payments, on-line examination, issuing results etc., have been designed and carried out according to the plan</p>	<p>9 Working on foreign affiliations with ICHM Australia, Plymouth UK and Auckland University New Zealand are in progress</p>
<p>5 In order to face Covid pandemic situation, all programmes, examinations converted in to online for the betterment of the students</p>	<p>10 Working with World University Service of Canada (WUSC) developing sustainable programmes under partner development fund, volunteers to develop documents related to UGC is in process</p>
	<p>11 Short "Tuk Tuk" drivers training programme is ready to start for all Tuk Tuk drivers to train on related soft-skills for better customer satisfaction.</p>
	<p>12 Return migrants training programme launched with ILO for 20 occupations to offer NVQ 3, 4 under RPL system</p>
	<p>13 Another ILO funded project launched for developing Learner and Trainer guide for existing occupations in the industry</p>
	<p>14 Collaboration with Colombo Hilton, the "Liyadiriya" CSR project to train rural female youth completed and sent to industry</p>
	<p>15 Jaffna SLITHM upgraded the standards with a Training Kitchen and Restaurant. Therefore all programmes can be commenced from January 2022</p>

FUTURE DEVELOPMENT PLANS ON VOCATIONAL TRAINING PROGRAMS OFFERED AT SLITHM



Bar Tenders Programme



Diploma in Culinary Operations



Diploma in Accommodation Operations



Diploma in Pastry and Bakery Operations



Diploma in Food & Beverage Operations



Any other tailor made programmes to meet the industry requirements

Sri Lanka tourism continues to attract more tourist and many hotel projects are coming up in future. Therefore SLITHM objective is to supply such quality employee demand to the sector, he further said. ♦

KANISHKA N. JAYATUNGA
Deputy Director General Academic





FUTURE FORWARD

RECOGNIZING SLITHM AS A TERTIARY LEVEL HIGHER EDUCATION & DEGREE AWARDING INSTITUTE



CABINET DECISIONS

07. AMENDMENT OF V TOURISM ACT NO. 38 OF 2005 TO PROMOTE THE SRI LANKA INSTITUTE OF TOURISM AND HOTEL MANAGEMENT IN TO DEGREE AWARDING INSTITUTION.

Sri Lanka Institute of Tourism and Hotel Management, established under the Tourism Act No. 32 of 2005, conducts trainings courses from foundation level to management level. Currently, similar courses are conducted at some universities and private institutions. However, these courses are based primarily on theory and do not provide adequate field level practical training.

Therefore, this institute has identified as suitable for conducting degree courses in field of Tourism with adequate field training. Accordingly, the cabinet of ministers approved the proposal presented by Minister of Tourism to make the necessary legal provisions for this and to amend the Tourism Act No 38 of 2005 so that the Sri Lanka Institute of Tourism and Hotel Management can be promoted into a tertiary level higher education institution.

The Cabinet of Ministers granted approval to a proposal to elevate Sri Lanka Institute of Tourism and Hotel Management (SLITHM) to degree-awarding status, and to promote it as a tertiary level higher education institution in the tourism and hospitality sector. ♦



THE RIGHT TO AWARD DEGREE STATUS *PROGRESS REVIEW*

BACKGROUND

A curriculum development project creates a cohesive plan of instruction that addresses a curricular goal for an educational institute or classroom. The curriculum plan should encompass classroom instruction in a given subject area for at least one semester or involve the entire school for at least one instructional unit. The curriculum should demonstrate a link between research findings, instruction, and student outcomes. Once created, the curriculum should be implemented and its effectiveness evaluated. This is the main objective of the SLITHM's curriculum development involvement.

The Curriculum Development Project of Sri Lanka Institute of Tourism & Hotel Management (SLITHM) commenced in November 2019 was initially taken place to upgrade and develop the study programme: National Diploma in Hospitality Management. The Three Year programme had been conducted for nearly fifteen (15) years contributing manpower to the Hospitality Industry which mostly catered to the management sector in the industry. With the progression of the project the curriculum of the said study programme went through changes in order to meet the current needs in the Hospitality Industry, which was initially formatted according to the University of Vocational Technology (UNIVOTEC).

Identifying the need to upgrade the institution's level, the project took the path to obtain accreditation as a Degree Awarding Institute. Submitting of application to the University Grants Commission (UGC) was too a mandatory part of the project which required a great amount of consideration. As both the curriculum development as well as the submission of application require equal amount of dedication, the project is working on both of the aspects simultaneously and presently has reached the almost-final stage.

Ceylon Hotel School Graduates Association (CHSGA), the alumni of SLITHM who had been an initial partner of the project who had been contributing for the progression of the project together with the Asian Development Bank (ADB) who joined in support with the Degree Awarding accreditation for SLITHM.

Cabinet Decision on Amendment of Tourism Act No.38 of 2005 Cabinet approval was obtained to amend the Tourism Act No.38 of 2005, so that the Institute can be promoted in to a higher education Institute.

INSTITUTIONAL REVIEW

Collection and collation of the needful documents for the institutional review is in progress. Most of the documents coming under Governance and Management, Learning Resources, Student Support and Progression, Community Engagement, Consultancy and Outreach, Quality Assurance etc. are now collected.

Principals, Cluster Heads, All Academic Staff and Asst. Registrar, Heads of the Finance, HR, IT, Maintenance Departments are giving a remarkable support under the leadership of DDG (Academic), DDG (non-academic) & Director General to complete the following requirement.



	ACTIVITY/DOCUMENT	STATUS
01	Establishment of Academic Affairs Board	Approval taken from the Minister. Board approval has been obtained for the TOR. Planned to have the 01st meeting in early November 2021.
02	Establishment of Standing Committees <ul style="list-style-type: none"> • Curriculum Development • Examinations Board • Internal Quality Assurance • Finance • Maintenance • Library 	All committees have been established & functioning
03	Examination Policy & Procedure By Laws	Final draft completed & in the process of reviewing
04	Student & Programme Handbook	Final draft completed & in the process of reviewing
05	Ragging, Disability, Gender	Final draft completed & in the process of reviewing
06	Gender Equity and Equality (GEE) and the Prevention of Sexual and Gender Based Violence (SGBV): Policy	Completed
07	HR & Finance Manuals	Final draft completed & in the process of reviewing
08	ICT policy	Completed
09	Maintenance Policy	Final draft completed & in the process of reviewing
10	LMS, SMS, Website	LMS & SMS completed & web is in progress
11	Corporate Plan (05 years)	Completed

“

SLITHM together with CHSGA and ADB hope to submit the degree awarding accreditation application to the UGC at the end of this year, 2021”



SUBJECT REVIEW

Need analysis survey is completed & in the process of drafting the new curriculum and required academic policy documents such as program development, teaching & learning, assessments & awards etc.

Curriculum Development Project with the New Consultant & Way Forward

Projects must be related to either curriculum or assessment of student achievement. Projects must align with SLITHM’s Strategic Plan and have relationship to Common Core Standards. Project approval is subject to funding resources. Recertification credits for curriculum work may be granted by the Certification Steering Committee if applicable.

New consultant will be on board by early September & planning to submit the application to UGC for Institutional review by November 2021.

SLITHM together with CHSGA and ADB hope to submit the degree awarding accreditation application

to the UGC at the end of this year, 2021 with the hope to commence the inaugural degree programme in September 2022 or January 2023.

The curriculum development process systematically organizes what will be taught, who will be taught, and how it will be taught. Each component affects and interacts with other components. For example, what will be taught is affected by who is being taught (e.g., their stage of development in age, maturity, and education). Methods of how content is taught are affected by who is being taught, their characteristics, and the setting. In considering the above three are essential components.

One of the benefits of being registered by the UGC is that a provider can apply for degree awarding powers and university or university college title, if other eligibility criteria are met.

This guide gives information on how providers can apply for degree awarding powers or university or university college title. It is relevant

for all higher education providers in Sri Lanka that currently hold, or are considering making an application for, degree awarding powers or university or university college title.

Permission to use the word ‘university’ in a company or trading name requires permission from the Sri Lankan Government, as the word is deemed sensitive under business and company name regulations. SLITHM is in the process of acquiring this qualification from the UGC, and very soon it will be recognized as a Degree Awarding Institute in Sri Lanka, which will become another remarkable milestone. ♦



DICKSON KUMARA

Senior Lecturer

Cluster Head – F&B

Project Team Leader – SLITHM



A JOURNEY TOWARDS EXCELLENCE

SLITHM Bandarawela, the pioneer comprehensive institute which provides tertiary education that engages in grooming dynamic young individuals to seek exciting career opportunities in the hospitality industry was first established in the heart of cool chimes of Bandarawela, in 1999 with the belief that vocational education may inspire the desire and the ability to change the lives of individuals which can transform the society and the country at large.

At a time that the travel and tourism industry was growing exponentially, The SLITHM Bandarawela was a hot commodity not only to the students living around Bandarawela but also to those who live in distant cities

It was inaugurated at the Divisional Secretariat premises under the patronage of the Ministry of Tourism, Uva Province. Hon Dharmasiri Senanayaka, the Minister of Tourism attended the opening ceremony of the SLITHM Bandarawela in 1999 and he also

laid the foundation stone for the new building which we are today. Initially, only Hotel Reception and Housekeeping courses were offered. It was a small scale setup with professionally qualified lecturers where students with passion, curiosity for hospitality industry and determination for achievement could benefit.

The Senior Lecturer in- Charge Mr. Mahinda Wanasekara provided relentless support and guidance to uplift, improve and develop the institute, whose hard work was continued later by late Mr. Don Paul, Mr. Deepal Wickramasinghe and Mr. Rienzie Jayawardena respectively.

The year 2005, marked a great milestone in the history of the SLITHM Bandarawela. The newly constructed elegant structure on top of a hillock at the far end of the Golf Link Road with panoramic scenery amidst Blue Mountains was commissioned as the only Government approved premier Institute to provide Professional

Hospitality Education and Training in Bandarawela. The first ever fully fledged Principal of the institute was Mr. Chaman Perera. At present, Mr. Chaminda Tennakoon functions as the Principal of SLITHM Bandarawela. He aspires to take the institute to unprecedented levels in the future with his commitment and dedicated hard work.

Moreover, the establishment prides itself on having a passionate and devoted staff, with long standing industry ties, who contribute their knowledge and experience in extending and providing training of the very highest standard.

Possessing professional qualifications in travel and tourism can take an individual far and wide since comprehensive education in hospitality management gives a diverse set of skills to work in all the different travel and tourism sectors. The Certificate Courses offered at SLITHM Bandarawela covers four basic study areas of specialism to enhance the employability skills in the hospitality industry.



Hotel Reception, Food and Beverage, Housekeeping and Professional Cookery are the disciplines that incorporates the inculcation of Foreign Languages such as German and French.

At present, SLITHM Bandarawela facilitates a rich learning experience for around 200 students who work closely with hospitality professionals where they are able to apply their skills to all areas of hotel operations. They even share a purpose-driven and passionate approach to teaching, in order to create courses that are designed to place passionate people in careers they love.

The Lecturers who toil to bring the best out of students at present are as follows:

The Principal, Mr. Chaminda Tennakoon, Ms. R.M.C.B. Ratnayake, Mr. W.M.R.B. Weththasinghe, Mr. H.A.C.P. Hettiarachchi, Mr. E.L.S.A. Ellawala and Mr. E.L.K. Perera.

Furthermore, aimed at improving and developing the quality of the academic programs, internships, employability, diversity, student attitudes and industry attitudes toward the institution, every year, several welfare activities such as Sporting Events, Talent

Shows and community development projects as well as Shramadhana Campaigns and Blood Donation Campaigns are organized.

The SLITHM toils towards enhancing a rich experiential learning approach that provides its students a solid platform from which to launch their careers.

At this juncture, SLITHM Bandarawela looks back with gratitude and forward with confidence: gratitude for all the dedicated professionals, who made their contribution to the school for which is today; and confidence that their relentless and incomparable contributions, will continue to bestow upon it to achieve excellence in the future. ♦



CHAMINDA TENNAKOON
Principal
SLITHM – Bandarawela



NEWS AND EVENTS

JULY - SEPTEMBER 2021

CELEBRATIONS OF WORLD TOURISM DAY - YEAR 2021

'Tourism for Inclusive Growth' Sri Lanka Institute of Tourism and Hotel Management



WORLD
TOURISM
DAY 2021

TOURISM
FOR INCLUSIVE
GROWTH



World Tourism Day Celebration 2021

Knowledge Sharing Competition and Video Creating Competition

Organized by the
TOURISM CLUB
OF

SRI LANKA INSTITUTE OF TOURISM & HOTEL MANAGEMENT

To further enhance the skills and knowledge of the student faculty and to promote a sense of comradely between the entirety of branches of the Sri Lanka Institute of Tourism and Hotel Management across the nation. The Tourism Club of SLITHM organized a dual category competition namely, Knowledge sharing competition and the Thematic Video creation competition via Virtual platform as an inception initiative within a digital platform in celebration of the World Tourism Day for the year 2021.

The UNWTO has declared the Theme for the World Tourism Day for the year 2021 as 'Tourism for Inclusive Growth' as a day of global observance on tourism's contribution towards restarting economies that have faced countless negative economic and social impacts due to the coronavirus pandemic.

Inclusive growth refers to an internal economy concept that advances equitable opportunities to all economic participants during economic growth, where the benefits will be yielded by every participant of every section of the economy.

- Human resource capacity- Empowering of individuals with education and skill development
- Access to infrastructure – It refers to the unbiased and promoted access towards infrastructure including essential services
- Advancing equitable opportunities- Social inclusion to corroborate social equity in ensuring equal access to opportunities.

These are deprived as the three key pillars supported by success in good governance for an inclusive growth strategy that aims towards an elevated rate of growth coupled with sustainability.

Tourism for inclusive growth aims in benefiting of all people of a country's population with productive employment and entrepreneurship. Therefore, in order to achieve inclusive growth via tourism it is imperative to find sustainable solutions that foster economic growth in an inclusive manner.

The Sri Lanka Institute of Tourism and Hotel Management in its capacity as one of the pioneer vocational training providers in the Tourism and







Project Proposal

**World Tourism Day
Celebration - 2021**

27th September 2021

“Tourism for Inclusive Growth”

**WORLD
TOURISM
DAY 2021** | **TOURISM
FOR INCLUSIVE
GROWTH**

**Online-Knowledge Sharing
Presentation & Video Creation
Competition**

Tourism Club

Sri Lanka Institute of Tourism & Hotel Management

04.09.2021

Hotel Industry has been in the forefront in aiding the development of the human capital base by empowering and enlightening them with knowledge and experience within the Tourism industry.

With the acceptance of numerous registrations across the provincial colleges of SLITHM. The Tourism Club organized the Semifinal stage of the Knowledge sharing competition, which was held on the 25th and 26th of September 2021 judged by an esteemed set of panelists comprising of internal management personnel in selecting the five elite teams among the many teams participated across the SLITHM network. The five teams selected are as follows,

- Advocates of Sustainability- SLITHM- Kandy
- Wayamba Warriors- SLITHM- Kurunegala
- Team Triad – SLITHM – Colombo
- Ayur- Retreat- SLITHM- Kandy
- Team NTGL- SLITHM- Colombo

The Final stage of the dual category competition was held on the 30th of September was judged by a renowned set of panelists with the participation of a ground breaking number of participants as a witness towards the talents and efforts of the student faculty in presenting their findings for an inclusive growth via tourism. The results of the final stage are as follows,

Knowledge sharing Competition-

- 1st Place- Ayur- Retreat
- 2nd Place – Team NTGL
- 3rd Place- Advocates of sustainability

Thematic Video Creation Competition

- 1st Place- Goals- SLITHM-Koggala
- 2nd Place- Team Akila- SLITHM- Colombo
- 3rd Place- Team Mind the Gap- SLITHM- Ratnapura

The Tourism club of the Sri Lanka Institute of Tourism and Hotel Management in its efforts to promote and facilitate to establish a positive travel culture among youth which leads to a sustainable & responsible tourism approach in Sri Lanka initiated this series of competitions with the intention of encouraging the student faculty regarding the imperativeness of finding sustainable solutions that foster economic growth in an inclusive manner.♦



SHIMAL BENEDICT

Member

SLITHM Tourism Club

SLITHM WEBINAR SERIES

SLITHM Free webinar series of Incremental Change of Hospitality Personality And Creativity, Innovation, Entrepreneurship Have successfully completed. ♦

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Organized by - Sri Lanka Institute of Tourism and Hotel Management (SLITHM) MINISTRY OF TOURISM

TOPIC
INCREMENTAL CHANGE OF HOSPITALITY PERSONALITY (CREATIVITY, INNOVATION, ENTREPRENEURSHIP)

FREE INTRODUCTION WEBINAR

Date : 15th of July 2021
Time : 7.00pm to 8.30pm

RESOURCE PERSONS



Mr. Patrick Pereira
- Founder Director
- Chairman, Hotels & Resorts
- Sri Lanka Hotels



Mr. Lalinda Sahabandu
- Founder Director
- Hotels and Resorts
- Sri Lanka Hotels



Dr. Rukmal Weerasinghe
- Chairperson of Entrepreneurship
- Institute of Entrepreneurship

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07:00 PM - 8:30 PM

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MR. PATRICK PEREIRA
- Vice President - Learning & Development at Civiltown Hotels & Resorts

MR. LALINDA SAHABANDU
- Founder Director - Sri Lanka (Hotels & Resorts)

DR. RUKMAL WEERASINGHE
- Senior Lecturer - Department of Entrepreneurship at University of Sri Jayawardenapura

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MS. MASHA PEIRIS



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- Undergraduates of SLITHM Colombo

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THE EFFECTIVENESS OF TRAINING & DEVELOPMENT OF EMPLOYEE COMMITMENT FOR PROFESSIONAL F&B SERVICE



Food and Beverage Department (F&B) is responsible for maintaining high quality of food and drinks service, food & beverage costing, managing restaurants, bars, etc. Food and Beverage Service is the service of Food made in the Kitchen and Drinks prepared in the Bar to the Customers (Guest) at the Food & Beverage premises, which can be: Restaurants, Bars, Hotels, Airlines, Cruise Ships, Trains, Companies, Schools, Colleges, Hospitals, Prisons, Takeaway, etc.

The Tourism/Hospitality Industry must be staffed at all levels by individuals who are well equipped with the knowledge, skills and appropriate attitudes to satisfy the demands of this dynamic industry.

This global training can best be realized through a dedicated partnership between the specialized educational institutions and the tourism sector. A partnership such as this should effectively garner the requisites of the industry, thereby making it possible to provide students with the essentials to contribute to a prosperous Tourism/Hospitality Industry. The first restaurant was opened in France in 1765, though there were already inns and public rooms that sold food to paying guests. When the French Revolution brought down the aristocratic houses, restaurants were opened by displaced kitchen employees.

Training and development are integral to a Hotel's growth and success. Hotels can however under-train their employees by being unwilling to take the time to explain new staff tasks that need to be performed. When this unwillingness occurs, Ryan (2008) states that three

scenarios may take place – the employee will not be able to help a client the way they should, the client will be left unsatisfied by the hotel's service level, and lastly the employee will become frustrated by the company and his or her service level will drop to a minimum.

This has shown that training programs increase employee satisfaction, employee morale and employee retention, and decreases turnover and hiring rates. Training has been shown to improve knowledge and in turn knowledge improves the delivery of hospitality business related activities. Daniels (2008) mentions in her article that in the current economic situation; companies may be tempted to cut their training budgets, but they should not however abandon training. Hotels should instead use this situation as an opportunity because training boosts morale and commitment by showing employees they are a valued and important resource. The training itself provides skills and enthusiasm to help participants provide amazing customer service. ♦



SHERAN PIERIS

*Assistant Lecturer F&B
SLITHM - Ratnapura
LCHSGA, PGDTHM (Uni. Colombo)*

THE PEARL OF THE KANDYAN KINGDOM

IN HOSPITALITY TRAINING KANDY SLITHM



Kandy as the second largest city, is blessed to give a place for the Hospitality and Tourism training for the regional young men and women, those who are passionate in Hospitality service. This fully fledged training institution is an aid by the Japanese Government under the Tourism Resources Improvement Project (TRIP) by the Ministry of Economic Development in year 2011.

The first Provincial Hotel School was set up in the Central Province in 1991 operating out of Queens Hotel, Kandy. The Ceylon Hotel School Kandy, initially offered only courses in Housekeeping and Front Office. However in 1993 the International Labour Organization (ILO) came forward with another aid package for curricular development, technical assistance and equipment upgrades and subsequently Food & Beverage and Cookery disciplines were added, thus offering all four courses with minimum facilities. Subsequently satellite schools were opened in Anuradhapura, Matara, Bandarawela, Kurunegala, Kuruvita, Hatton, Trincomalee and Jaffna.

The purpose built hotel school in Kundasale could accommodate 360 students and has multi-faceted facilities which will enable the prospective hoteliers to

study in a simulation situation. The new hotel school was built under the 'Tourism Resources Improvement Project' (TRIP) under the Ministry of Economic Development funded by 'Japan International Co-operation Agency' (JICA). The current campus boasts of 08 well equipped classrooms fixed with multimedia, training kitchen, training restaurant, demonstration kitchen, commercial kitchen, 200 pax banquet hall, 05 guest rooms, computer laboratory, library, auditorium, amphitheater and an orchard.

This fully fledged hotel school comprises 15 stationed training kitchen to train 30 students in professional



cookery with all modern kitchen equipment and utensils, and the training restaurant itself can accommodate 40 pax at once with a well-equipped bar, for beverage practical.

Many school children from the leading schools in Kandy and the regional school children, get trained by the SLITHM Kandy on table etiquettes and manners, for that we have assigned a day for the school children, every Wednesday of the week, a full day training and orientation will be given to them about the programs conduct by us ,and the basic table manners, serviette folding, flower arrangements, bed making etc, and many of these students became our products after they completed their school education.

We have also provided with 05 guest rooms, which is similar to the 02 star class hotel guest rooms standards for the Housekeeping students to do their practical, on room cleaning, bathroom cleaning and to practice evening turn-down service . All these rooms are furnished with King-Sized beds, provided with dressing

table, a cloth closet, writing table and a chair, and an attached bathroom with a shower cubicle, a washbasin, and a W.C. A unique featuring in these rooms are it, floor types are different to each other e.g: Carpeted, Wooden, Floor Tiles, Cement, Parquet, for the students to have knowledge in applying different cleaning methods for different surfaces.

Apart from the regular training in theory and practical sessions, we conduct many other programs such as Table Etiquette and Manners, Customer Care, basic Housekeeping tips in cleaning, Pastry and Bakery, short courses for the government school children, public and private sector staff, Hotel and Guesthouse staff during weekends. In addition, we take part in many activities such as exhibitions, promotional programs, educational events such as future minds, knowledge first, and job fairs held by the Divisional Secretarial Offices in the region.

Besides, our students have many opportunities to show case their talents in different forums such as sport





activities conducted in regional and inter regional and in talent shows, cooking events and in many more. Some of the pictures captured here are from those events.

With the new expansion and movement from the Sangaraja Mawatha, Kandy, where we formerly located for nearly two decades, with surrounded by the lake and the close proximity to the city which gave students easy access to the school, but the space became the matter for the students to do their academic related activities freely as it was limited for the 04 classrooms with a Training Restaurant and a Kitchen for practical. But the present location, at Pallekelle, 07 km away from the Kandy city, provide with the spacious classrooms with natural ventilation with facilities with modern well equipped teaching aides, for the students to learn with the new technology, and the spacious garden area with full greenery environment makes students mind calm and

quite for learning atmosphere, and the leisure facilities available, an amphitheater for the students events and activities , with the backyard garden area with fruits and plants make them more comfortable and relax with the environment, and make them free thinkers, with creative ideas for the Hospitality, as young beginners. ♦



KUMUDUNI WIKRAMASIGNHE
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Q AND A

RESPONSES FROM

SHARMEN PERERA



GENERAL MANAGER EARL'S REGENCY, KANDY



A realistic, yet optimistic overview of how the hospitality industry and institutions will adapt, survive and re-emerge from the pandemic. Invaluable insights from the General Manager Mr. Sharmen Perera of Earl's Regency Kandy, a leading hotel in Sri Lanka that range from the importance of soft skills such as empathy and communication to pragmatic crisis and team management.

A premier five-star getaway among luxury hotels Sri Lanka, located in the heart of the island's cultural capital, Kandy. Surrounded by the history and tradition of the kings before us, we at Earl's regency, a leading hospitality provider among all Kandy hotels and reputed Kandy luxury hotels, provide a luxury base for you to venture out and explore.

Q.1 WHAT MADE YOU DECIDE TO PURSUE A CAREER IN THE HOSPITALITY INDUSTRY?

Industry was fast growing and career development opportunities were the reasons to consider a career in hospitality industry.

Q.2 CAN YOU TELL ME ABOUT YOUR FIRST JOB IN THE HOSPITALITY INDUSTRY?

Firstly, joined as a Kitchen stewarding and started my career at a very young age and it helped me to build a strong and vastly experienced career.

Q.3 IN YOUR OPINION, WHAT IS THE MOST CHALLENGING ASPECT OF A HOTEL MANAGER'S JOB?

A hotel manager responsible for each and every aspect of the hotel. Mostly man management is a very challenging aspect considering the changing global trends and with variety of job opportunities to the people and also finding the right people to each position.

Q.4 WHAT DO YOU CONSIDER TO BE THE BIGGEST CHALLENGES OUR INDUSTRY FACES TODAY?

Man power will be a crucial concern with the current economy and also people looking for other job opportunities with the struggling industry at the moment.

Q.5 HOW WELL-PREPARED WAS THE HOSPITALITY INDUSTRY FOR A CRISIS LIKE THIS? HAD IT DONE ITS HOMEWORK?

Hotels did not have a plan B for a situation like this specially everybody was doing well. But still some hotels managed to survive by generating revenue from the local crowd from both rooms and banquets and also hotels that belong to groups.



“Even for last 02 years most of the mid-scale and large-scale hotels were functioning with limited staff and resources.”



Q.6 BUSINESS CONTINUITY IS CURRENTLY A BIG WORD. WHAT DOES THIS MEAN FOR A HOTEL BUSINESS WHOSE OPERATIONS ARE PARALYZED AND THE WORKFORCE IS LAID OFF OR 100% ON PART-TIME?

Even for last 02 years most of the mid-scale and large-scale hotels were functioning with limited staff and resources. Mostly smaller hotels have suffered and will take some time for them to start.

Q.7 THE INDUSTRY IS CURRENTLY IN CRISIS MANAGEMENT MODE. IF YOU LOOK TO THE FUTURE, POST-COVID, WHAT TRENDS DO YOU SEE?

There will be a huge boost after covid and everybody expecting to do so. People will travel after lock downs but there will a slow pick up with economy struggle for individuals.

Q.8 WHERE DO YOU SEE YOURSELF IN FIVE YEARS?

Planning to become a CEO and working towards that.

Q.9 WHAT LESSONS DO WE AS AN INDUSTRY HAVE TO LEARN FROM THIS GLOBAL LOCKDOWN?

Need to have a plan B and C always and need to identify employee requirement for hotel and better to balance with the technology because employees will not suffer in such situations and organization will have generated profit to look after limited employees.

Q.10 MR. PERERA, A SIMPLE BUT DIFFICULT QUESTION AT THE END: IF THIS CRISIS IS SHORT AND INTENSE, IT WILL PASS. OR WILL THE ECONOMY, AND TOURISM IN PARTICULAR, HAVE TO LIVE WITH THE CONSEQUENCES FOR A LONG TIME TO COME?

It's the matter of time for vaccination to be completed and lift lock downs. Even during the pandemic people use to travel and expect a boost in the industry after pandemic. This will help for the economy of the country and also for every individual who rely on the tourism industry. ♦



TURKISH RED LENTIL 'BRIDE' SOUP

BY SHARMEN PERERA

INGREDIENTS

¼ cup butter | 2 onions, finely chopped | 1 teaspoon paprika | 1 cup red lentils | ½ cup fine bulgur | 2 tablespoons tomato paste | 8 cups vegetable stock | ½ teaspoon cayenne pepper | 1 tablespoon dried mint leaves | 4 slices lemon | ½ teaspoon chopped fresh mint

STEP 1

Melt the butter in a large saucepan over low heat. Cook the onions in the hot butter until they are golden brown, about 15 minutes.

STEP 2

Stir the paprika, lentils, and bulgur into the onions and coat with the butter.

STEP 3

Add the tomato paste, vegetable stock, and cayenne pepper; bring to a boil and cook until soft and creamy, about 1 hour.

STEP 4

Crumble the dried mint leaves into the soup; stir the soup and remove from heat.

STEP 5

Ladle into bowls and garnish with lemon slices and fresh mint to serve.

PER SERVING

Calories	442
Carbohydrates	64.2g
Cholesterol	30.5mg
Protein	18.7g
Fat	14g
Sodium	1080.1mg

PREPARATION	10 mins
COOK	1 hr 15 mins
TOTAL	1 hr 25 mins
SERVINGS	4
YIELD	4 servings



MY SMALLEST GREATEST ACHIEVEMENT

A SEISMIC SHIFT

Since I am an alien to the Tourism and Hospitality industry, I have had a dire need to scientifically investigate how SLITHM students absorb various syntactic patterns since I joined SLITHM. When I started teaching Business Communication in the Management Level classes at Colombo School, I observed that most of the Management Level students were struggling to grasp the accurate linguistic structures in the reported speech. Thus, I have always wanted to unlock their true potentials and facilitate them to grow, expand and excel in the correct usage of reported speech. As a result I aspired to do a case study at SLITHM Colombo School with my dear students of Management level 14. The driving force to embark on my case study was the most prevalent errors done by the Management Level students in utilizing reported speech. It was my attitude, not my aptitude that determined the ultimate success of my high altitude case study.

Since our Director General/CEO, Mrs. Nadeeka Wataliyadda has opened a window of possibilities for all the Lecturers to embark on case studies, researches and dissertations, I thought of accomplishing my case study and publish it during her tenure which would give credit to my PhD journey as well. Moreover, I have been able to bring credit to SLITHM by publishing my case study in International Journal of Scientific and Research Publications (IJSRP) Volume 11, Issue 7, July 2021 edition. My assigned supervisor at the University of Kelaniya, Dr. C.D.H.M. Premaratna had awakened the giant within me to achieve my objectives of this case study.

My research article titled *“Writing Errors in Changing the English Direct Simple Past Declarative Sentences into Indirect Speech Past Perfect Form: A Case Study on Management Level students in Colombo Campus of SLITHM”* (DOI for my research article: 10.29322/IJSRP.11.07.2021.p11546) is a laser like focus on the types of errors related to reported speech done by the Management level students when they learn English (Business Communication) as a second language and the innovative teaching techniques to facilitate the students to get rid of their errors.

My case study utilized a descriptive quantitative study and it sheds light on designing curricular for the better fulfilment of the objectives of teaching and learning English as a Second Language (ESL). The prime objectives of my case study were to find out the writing errors in changing direct simple past declarative sentences into indirect past perfect, to find out the perfect solutions to overcome this problem, to give the guidance to ESL learner and teachers to develop their writing skills using perfect grammar and to give relevant instructions to the text book writers and curriculum developers. The case study exercised some control of factors in the research context by selecting the group of management level students from a pilot test. A self-designed questionnaire was used as the pilot test to collect data from the Management Level students. From the selected Management Level students, randomly selected equal number of students were assigned to experimental and the control groups. Direct Written Corrective Feedback (unfocused/ focused)

Writing Errors in Changing the English Direct Simple Past Declarative Sentences into Indirect Speech Past Perfect Form: A Case Study on Management Level students in Colombo Campus of SLITHM
Ramanayaka S.K.L.J., & Premaratna C. D. H. M.

Abstract: In English grammar, direct and indirect speech is needed because people can report or share their statements or thoughts to other people especially when they communicate between each other. The purpose of this research is to study the writing errors in changing direct simple past declarative sentences into indirect past perfect form and find solutions to overcome this problem. To collect the data questionnaire was given to find the reasons for the writing errors in changing the English direct simple past declarative sentences into indirect speech past perfect form. A pretest, an immediate test, a delay test was conducted. After the pretest lectures were conducted to teach how to use past perfect form in reported speech. T

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SCAN ME

My research paper link:

<http://www.ijsrp.org/research-paper-0721.php?rp=P11511463>

(DWCF), Indirect written Corrective Feedback (ICF), Metalinguistic Written Corrective Feedback (MWCF) and focused written corrective feedback (direct) were utilized as the corrective feedback (WCF) methods to evaluate the effect of lecturing in the experimental group.

The study applied both qualitative and quantitative methods to collect empirical data for contrastive analysis. The results of the study showed that majority of errors were due to tense sequence both in the experimental and control groups. Memorization of grammar rules, lack of exposure to correct English, lack of resources, insufficient instructions on reported speech rules might have affected the Management Level students to do more errors in the usage of reported speech. It was revealed that the eclectic teaching approach and more interactive lessons would be productive in teaching reported speech to the Management level students. Even the future researchers have the opportunity to conduct the research based on several regional schools of SLITHM on the same title. Thus my case study has granted a spectrum of opportunities to future researchers, scholars and authors to explore new horizons of knowledge. In addition to all, I could unleash my personal momentum to be a better version of myself as a Linguistic Lecturer to deliver my

subject knowledge effectively after fulfilling my case study.

My case study has assisted me to re-engineer innovative strategies and excavate the hidden goldmine of skills to teach reported speech effectively. On top of all, I would prefer to express my deep gratitude to all my colleagues at Colombo School, all my students and very specially Management Level 14th batch of students who reignited the spark of interest to embark on this stellar academic venture.

Wisdom enlightens! I am counting my blessings.♦

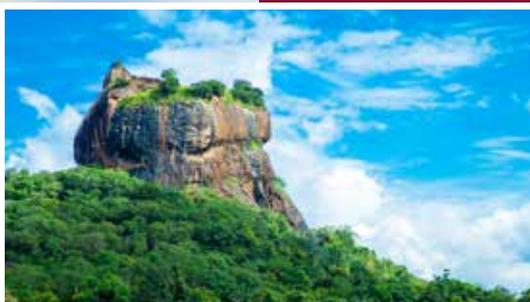


S.K. LATHISHA J. RAMANAYAKE

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SRI LANKA RAMPS UP VACCINATIONS AND OPENS BORDERS



Rising coronavirus case and death counts isn't swaying Sri Lanka's outlook for the rest of the year. The government, obviously aware that there are huge risks out there, appears confident that those are all reasonably manageable. It justifies keeping the country's borders open for tourism amidst the Covid-19 pandemic, saying that Sri Lanka badly needs foreign earnings and save jobs in the industry, adding that the economy cannot function with closed borders.

Tourism arrivals between January and June 2021 totaled 16,908 – down 96.7% over the same period last year. Likewise, Tourism earnings declined to US\$ 22.7 million compared to the US\$ 682 million earned during 2020 over the same period.

As the number of COVID-19 cases in Sri Lanka surpasses the 325,000 mark, and, with the total number of deaths exceeding 5,000 since March 2020, the government has stepped up the pace of vaccinating the population - mindful that allowing unvaccinated people to be exposed to variants of the virus... can swiftly turn predictions into blind optimism.

'Our World in Data' tracks Sri

Lanka's rate of vaccination at 60+ doses administered per 100 people (world average = 55), and over 48 % of population have been vaccinated, with 11% of the population receiving both doses, as of 03rd August 2021.

To stimulate the fast recovery of tourism, Sri Lanka has opened its borders. Aviation authorities are permitting airlines to Sri Lanka, to fly a full complement of passengers, after removing the '75 passengers' maxim regulation, provided all passengers are fully vaccinated.

Travelers from most countries who are fully vaccinated 14 days prior to travel no longer have to go into quarantine after arrival. They will however, be required to acquire a visa, health insurance and present a negative COVID-19 test result taken no longer than 72 hours before their trip. Thereafter, they must stay one night in a hotel, until the results of their PCR test done on arrival tests negative, before been allowed to proceed on their holiday.

The industry stakeholders have come on board to offer a 'Summer Special' to reopen Sri Lanka as a safe destination for tourism. National carrier Sri Lankan Airlines is launching a fresh promotion this

summer where together with the tourism industry; it will unveil a 'buy-one-get-one-free' offer. It has also resumed flights to Moscow after a six year hiatus. Reciprocally, Russia's Aeroflot will commence twice-weekly flights from Moscow to Colombo, with effect from 1st September 2021.

Given the risks overlooked, it is very important that tourist demand does return soon for Sri Lanka. ♦

Abstract from



SHAFEEK WAHAB
Consultant, Trainer, Ex-Hotelier



Narrated by:
RAMESH PERERA
*Senior Lecturer
Writer/ Proofreader – Publication
Committee*



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