



GUEST LECTURE REPORT

Date: 27 August 2026

Venue: C.O.E, Govt. College Sanjauli, Shimla

Department: B.Voc.

Resource Person: Ms. Kavita Poonal

Designation: Front Office Manager, Club Mahindra, Kanadaghat

Participants: 43 Students

Classes: 1st, 2nd & 3rd Year B.Voc. Students

Introduction

The Department of B.Voc., C.O.E, G.C. Shimla, organized a guest lecture on **27 August 2026** for the students of the Hospitality & Tourism 1st, 2nd and 3rd years. The session was delivered by **Ms. Kavita Poonal, Front Office Manager at Club Mahindra, Kanadaghat**, who shared her professional knowledge and practical experience in the hospitality industry.

The guest lecture was organized with the objective of providing students with industry-oriented knowledge and helping them understand the professional standards, responsibilities and performance expectations associated with the **Front Office Department**.

Topics Covered

The lecture primarily focused on the following topics:

1. Hospitality Etiquette

Ms. Kavita Poonal explained the importance of professional etiquette in the hospitality industry. The students were introduced to essential aspects of hospitality etiquette, including:

- Professional grooming and personal presentation
- Appropriate communication with guests
- Polite and courteous behaviour
- Guest handling and customer service
- Professional body language and positive attitude
- Maintaining service standards in the hospitality environment
- Importance of creating a positive guest experience



The practical examples shared by the resource person helped students understand how proper etiquette contributes to guest satisfaction and the overall reputation of a hospitality organization.

2. KRA and KPI of the Front Office Department

The second major topic of the session was **Key Result Areas (KRA) and Key Performance Indicators (KPI)** of the Front Office Department.

The resource person explained the roles and responsibilities of front office professionals and how their performance is evaluated in the hospitality industry. Students were made aware of the importance of areas such as guest satisfaction, efficient check-in and check-out, reservation handling, communication, complaint resolution and achievement of departmental targets.

The discussion enabled students to understand the connection between their day-to-day responsibilities and measurable performance standards in a professional hotel environment.

Student Participation

A total of **43 students from the 1st, 2nd and 3rd years** attended the guest lecture. The students actively participated in the session and gained valuable insights into the practical functioning of the Front Office Department.

The interaction with an experienced industry professional provided students with an opportunity to connect their academic learning with real-world hospitality practices.

Outcome of the Lecture

The guest lecture was informative and beneficial for the students. It enhanced their understanding of professional hospitality etiquette and the importance of KRAs and KPIs in front office operations. The session also helped students develop awareness of industry expectations and the skills required for building a successful career in the hospitality sector.

Conclusion

The guest lecture by **Ms. Kavita Poonal, Front Office Manager, Club Mahindra, Kanadaghat**, was successfully conducted on **27 August 2026** at **COE, GC Shimla**. The session provided meaningful exposure to the students and strengthened their understanding of professional practices in the hospitality industry. The Department of B.Voc., COE, GC Shimla, expresses its sincere gratitude to **Ms. Kavita Poonal** for sharing her valuable knowledge, professional experience and practical insights with the students.

Regards

Pankaj Verma

Vocational Trainer, L- 5.5



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H&T - 3rd Year

No.	Candidate Full Name	Roll	Signature
1	Ayush	24140001	
2	Anshul	24140002	
3	Nayomi	24140003	
4	Ayush Thakur	24140004	
5	Lakshay Thakur	24140005	
6	Piyush Shyam	24140007	
7	Rashita Thakur	24140008	
8	Anteriksh Dimri	24140010	
9	Kumari Chinar	24140011	
10	Rabeena	24140012	
11	Naitik Sood	24140014	
12	Lalit Kumar	24140015	
13	Dikshit	24140016	
14	Priyanshu	24140017	
15	Ujjwal	24140018	
16	Spandan Ghale	24140019	
17	Aditya Singh Thakur	24140022	
18	Jatin Kher	24140023	
19	Vineet Sharma	24140024	
20	Uday Kashyap	24140025	
21	Chahat Verma	24140027	
22	Nitish	24140029	
23	Pallavi Azad	24140030	
24	Kartikay	24140031	
25	Avi Kanaik	24140032	
26	Sankita	24140033	
27	Mridul Thakur	24140035	
28	Himanshu Sharma	24140036	
29	Sherlyst Sood	24140037	
30	Aman Thakur	24140038	
31	Nikhil Sharma	24140039	
32	Rajat	24140041	

Total Student = 43

H&T 2nd Year

Sl. No.	Candidate Full Name	Roll	Signature
1	Rohan	25140001	
2	Dixit Kumar	25140002	
3	Mannat Thakur	25140003	
4	Kushashya Verma	25140004	
5	Jyoti Devi	25140005	
6	Dixit	25140007	
7	Anjali	25140008	
8	Harshit Sharma	25140009	
9	Srishti Verma	25140010	
10	Manasvi Sharma	25140011	
11	Himanshu	25140013	
12	Lavanya Sood	25140014	
13	Bhavishya Khachi	25140016	
14	Srishti	25140017	
15	Rohan	25140018	
16	Jatin Chauhan	25140019	
17	Kunal Verma	25140022	
18	Rupen Verma	25140023	
19	Anshul Sharma	25140024	
20	Vanshika Thakur	25140025	
21	Sunidhi	25140026	
22	Akash Verma	25140027	
23	Priyanshu	25140028	
24	Ayush Harnot	25140029	
25	Gaurav Chauhan	25140030	
26	Neelam Kumar	25140034	
27	Yuvraj Oli	25140035	
28	Parshant Verma	25140038	
29	Bhanu Verma	25140039	
30	Deepika	25140040	
31	Anshul Sharma	25140042	
32	Harish Sharma	25140043	

H&T - 1st Year

Sl. No.	Candidate Full Name	Roll	Signature
1	Harshit Chaudhary	267001	
2	Ankit Kumar Rana	267002	
3	Surender Rana	267003	
4	Diva Zinta	267004	
5	Vaishnavi Sharma	267005	
6	Gaurav	267006	
7	Girish Chauhan	267007	
8	Shubham Thakur	267011	
9	Abhishek Sharma	267013	
10	Anjali	267014	
11	Parth Chandel	267016	
12	Kumar Sourav	267017	
13	Hitesh Kumar	267018	
14	Bhumika	267019	
15	Shubham	267020	
16	Garv Singh Monan	267022	
17	Hitesh Chandel	267023	
18	Astha Lalita	267024	
19	Saksham	267025	
20	Akshit Dutt	267026	
21	Vinit Negi	267028	
22	Shreya	267029	
23	Ritika Kanwar	267030	
24	Vansh Thakur	267031	
25	Saksham Thakur	267032	
26	Kavyansh Thakur	267033	
27	Manas	267034	
28	Mr Gaurav	267035	
29	Nikhil Thakur	267036	
30	Mayank Dogra	267037	
31	Ankush Khachi	267038	
32	Dhruv Chandel	267039	
33	Hitesh	267040	
34	Sumit Sharma	267041	
35	Chand	267042	
36	Varun Kumar	267043	
37	Akshit	267044	
38	Unique Ghai	267045	
39	Sumit Negi Negi	267046	
40	Shubham	267047	



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