

ANNEXURE E

**Mandatory Criteria for Award of ICM Diploma for
Hospitality, Travel and Customer Service**

1. Attendance requirements:

- a) Minimum 75% in the classes in the entire duration of 'the Course' as well as in different subject classes individually;
- b) Minimum 90% in the case of CRS (Computerized Reservation Systems) classes,

2. Modules required to be successfully cleared in HTCS to become eligible

For ICM Diploma

S#

Modules

Evaluation Criteria

Result

1

Conversational English

Classroom Interaction

2.

Self Development

One Assignment

Pass/Merit /Distinction

3

Personal grooming and Fitness

One Assignment

Pass/Merit /Distinction

4.

Effective communication skills

One Assignment

Pass/Merit /Distinction

5.

Air Travel Management

One Assignment

Pass/Merit /Distinction

6.

Air Travel – Reservation & Ticketing

Online Galileo exam

Galileo Score: 70% and above is Pass and ICM Grade will be Pass.

Galileo Score: Below 70% is Fail Galileo Score

7.

Hotel Management – Hospitality & Reservation

One Assignment & Exam on Computerised Reservation systems

Pass/Merit /Distinction

8.

Hotel Management –F&B Operations

One Assignment

Pass/Merit /Distinction

9.

*Customer Interaction/Interface and Data Collection Project- “UDAAN”

Practical Project - Minimum 12 days Activity – Mandatory to attend

Grades

Distinction -A+ Merit - A,

Pass - B, C

Fail - F

Below “C” Grade will be declared as FAIL i.e. “F” Grade

3. All Assignments/ Exams to be successfully cleared as per the aforesaid various module requirements during the course. For Travel Module, minimum 70% marks are required to clear the online Galileo Exam.

4. Based on the scores in various assignments, Exams, Research Project and & customer interaction project- UDAAN, Student shall be awarded DISTINCTION / MERIT / PASS in the ICM Diploma.

***Customer Interaction/Interface & Data Collection Project – “UDAAN”**

As known that almost all professional and vocational courses have mandatory project/s as integral part of their course curriculum. As a part of the Frankfinn course curriculum, it's an extremely important project module known as Customer Interface/ Interaction project. While classroom knowledge is important, practical experience and knowledge is essential to complete the learning experience. As you are aware that Aviation, Hospitality Travel and Customer Service industry demands very high customer interaction and interface skills to handle and interact with different types of customers, which is the prime requirement in these industries. Keeping this in mind, Project “UDAAN” has been designed. This project will give the student a firsthand practical learning and experience of handling various types of customers including difficult customers, which are hard to crack. Kindly note that it is mandatory to actively participate in this project and in case anyone do not participate , it will adversely affect the Final Grading and the Certification and Frankfinn shall not be blamed and held responsible for the adverse consequences in Final Grading and Certification.

A separate certificate will be issued for participating in UDAAN project and grades secured by the student will be mentioned therein. Students who fail in UDAAN will not be issued any certificate.

Grading in this project shall be as follows:

80% and above – A+ (Distinction)

70%-79% – A (Merit)

60%-69% - B (Pass)

50%-59% - C (Pass)

Below 50% – F (Fail)