

Dated: 31st May 2025

One-Day MTS Training Workshop

“Hospitality and Service Etiquettes in Office Setting”

A one-day training workshop on “Hospitality and Service Etiquettes in Office Setting” was successfully conducted on 31st May 2025 for the Multitasking Staff (MTS) of Dr. B.R. Ambedkar University Delhi by the School of Vocational Studies. The training was led by the hospitality faculty—Dr. Priya Singh, Dr. Nikhil Singh Charak, and Dr. Vikas Mohan—and aimed at enhancing the professional behaviour, grooming, and service skills of the MTS, especially in the context of formal office environments. The workshop focused on bridging key skill gaps and aligning the MTS’s daily functions with the university’s standards of hospitality and decorum.

Objectives of the Training Workshop

The primary objectives of the workshop were to equip the MTS with appropriate grooming standards, professional etiquette, and practical knowledge of service tools and techniques. It also aimed to build their confidence in handling formal office setups and interacting respectfully with university staff, faculty, and visitors. As a result, participants were expected to develop a clear understanding of their role in maintaining the university’s hospitality culture, demonstrate proficiency in food and beverage service, and follow protocols related to professional presentation and conduct.



Brief on Training Sessions

The day commenced with a brief welcome session by Dr. Nikhil Singh Charak, who introduced the agenda and underscored the importance of soft skills in workplace efficiency and institutional image. This was followed by a session on grooming and professional

etiquette by Dr. Priya Singh, where participants were guided on appropriate dress codes, hygiene practices, posture, and polite communication. Dr. Vikas Mohan then led a session on the familiarisation and safe handling of service equipment, introducing items such as trays, cutlery, and crockery, with a strong emphasis on hygiene and care.

A practical session on mise-en-scène and mise-en-place in an office setting was conducted by Dr. Nikhil Singh Charak, where participants practiced setting up formal meeting spaces, arranging refreshments, and managing seating. Post lunch, a detailed practical demonstration on food and beverage service in the office context was carried out by all three faculty members. Participants actively engaged in role-plays to simulate real-life scenarios such as tea service during meetings and managing guest interactions.



Participants' Assessment

The final segment included a Q&A session where participants raised concerns related to real challenges they face in their daily duties, such as a shortage of resources, lack of equipment, and limited prior training in guest handling. A short written assessment was also conducted to evaluate their grasp of the day's topics and reflected overall good performance and understanding. The certificate distribution was followed towards the successful completion of the training workshop.



Participants' Feedback

The participants expressed high levels of satisfaction with the workshop and appreciated the hands-on training approach. Many shared that similar sessions at regular intervals should be conducted. They found the trainers approachable and the content relevant to their day-to-day responsibilities. Several suggestions were also offered by the participants, including requests for more support in terms of equipment availability and few suggested the training of their office assistants as well for their smooth working.

Trainers' Recommendations

Based on the workshop proceedings and participant feedback, the following recommendations are proposed: the university should consider organizing such skill-building workshops for MTS on a regular basis; ensure that all departments have access to standard hospitality equipment with its designated storage and washing area; develop a basic training manual outlining grooming and service standards; and create feedback channels for MTS to communicate workplace challenges effectively.

In conclusion, the training workshop was a valuable initiative that not only improved the skills of the university's multitasking staff but also fostered a sense of confidence and professionalism among them. It laid the foundation for a more consistent and polished approach to hospitality services within the university, contributing positively to the overall institutional environment.

