INVESTIGATING THE EMERGING TRENDS IN HOSPITALITY CAREER PERSPECTIVE: EFFECTS OF POST COVID-19

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Abstract

COVID-19 outbreak has presented striking circumstances before the frangible tourism and hospitality industry. Highly infectious coronavirus continous to thwart the hospitality and tourism sector and raise serious questions about the present and future survival. COVID-19 has bought several challenges to the way of organisations functioning globally. Closures of hospitality educational institutes, hotels and hospitality providors follows the sudden outbreak of COVID-19. Considering India, work from home becomes the new part of functioning. In order to minimise the negative impact of COVID-19 on hospitality industry considering education and training MOOCs, SPOCs, live broadcast classes, national and international webinar, conferences, seminars were being conducted as an online learning platform. Considering the hospitality industry's career prespective, this paper attempts to investigating the emerging trends in hospitality education and training policies during pandemic with its pros and cons. Structured questionnaire will be used to obtain responses from respondents. Findings of this study will draw attention towards the drawbacks and continuation of the up-coming trends in hospitality education and training policies.

Keywords: Covid-19, Hospitality Industry, education and training, online learning, Career prespective.

Introduction

Coronavirus infection 2019 (Coronavirus) was first recognized in December 2019 (Zhai & Du, 2020), spreading internationally and drastically. The abrupt flare-up of the illness genuinely affects all parts of college activity particularly instructing and learning. In light of the pandemic, 107 nations had carried out school terminations cross country by Walk 18, 2020 (Viner et al.,2020). The flare-up of the plague has constrained all scholarly staff to look for compelling and specialized approaches to complete instructing and learning. Considering the positive side, the Coronavirus additionally gives a chance to instructors to investigate and embrace google classroom, zoom, and other internet showing devices and methods in their educating and learning. In accordance with the core value of " Upset classes, Undisrupted Learning"(Lu et al., 2020) (Huang et al., 2020) from the Indian Service of Training, universities, and colleges need to execute conventions and rules for classes during school terminations. Both the travel industry and the travel industry training has been improved by innovation, for example, web2.0, computer-generated reality, and shrewd homeroom. Nonetheless, there's no proof that shows that these would work during school conclusion time. The unmatched plague of Coronavirus gives the chance to exhibit the significance of innovation in the travel industry training. The targets of the current practice study are to outline the reconciliation of various strategies in the travel industry distance educating and picking up, taking Hospitality Colleges for instance; moreover, to investigate how

innovation upheld and encouraged the travel industry instructing and getting the hang of during the episode of Coronavirus 19

when all college is a lockdown.

The accompanying issues will be tended to:

(1) What are the principle approaches received, taking hospitality Colleges for building students career?

(2) what are the qualities and shortcomings of each approach?

(3) what are the ramifications for the fate of the travel industry schooling?

Received considerable consideration around the world (Zhai and Du, 2020). The episode agreed with the Chinese conventional Spring Celebration occasion. Initially, after the occasion, understudies were booked to get back to class for the new semester. Nonetheless, the scourge is too irresistible, in this manner Chinese government defined severe avoidance and control arrangements and rules to guarantee wellbeing as the need.

In light of Coronavirus, China expanded the colder time of year occasion and executed public school terminations(Panovska-Griffiths et al., 2020) (Viner et al., 2020) quickly in January 27, 2020 (Chinese Service of Education,2020). School terminations, as a component of the social removing activities bundle, are constantly expected as compelling and helpful measures to lessen social contact among understudies and subsequently decreasing infection transmission. Be that as it may, the class was not suspended albeit the school terminations were executed. Taking into account the effect of the Coronavirus on the school resuming, the Service of Instruction of India (2020) gave the rules on the association and the executives of web-based educating in Schools and Colleges during school terminations, which expects schools to make full usage of the web-based learning assets, and effectively complete web-based instructing and learning along with other academic exercises. The center thought of this approach is to help the educating and learning with zooms, google class, live communicating, and different procedures. Until May 2, 2020, in excess of 24,000 online courses have been opened for nothing out of pocket on 22 online courses stages (Service of Training of India, 2020). As the worries for wellbeing and security of understudies and resources, school terminations keep social distance and decrease the spread of the infection, the activities taken by the Indian government are exceptionally certain and obvious. To guarantee customary educating and learning, the schools and colleges urge and help educators to effectively use online assets to lead instructing during the occasion. The flare-up of the pandemic incited instructors to understand the need and significance of web-based educating and recognizing related abilities.

Research design-

Indian understudies were in their progressing semester when the pandemic happened. To decrease the irresistible danger, the Indian Service of Training clarified that "Upset classes, Undisrupted instructing". In this way, schools and colleges looked for and took apportions to convey distance training nationwide. Hospitality Colleges, India has rich involvement with distance educating, zoom, google study hall advancement and homeroom education. Notable friendliness specialists and researchers have been

welcome to dispatch the miniature single guy task of worldwide culture and the travel industry improvement, which essentially focuses on understudies, the travel industry professionals, and social students who are keen on the travel industry discipline. With the standard of "little, straightforwardness and culmination", students can utilize divided time for precise and inside and out learning. improvement, the travel industry strategy and arranging, culture and the travel industry, and the travel industry research techniques. These courses are instructed in English, with Hindi captions, for this situation. They have been dispatched on the advanced stage. Accordingly, the examination group chose to take Hospitality College's travel industry schooling, as an illustration, to sum up, the instructing strategies and procedures utilized during the pestilence to give reference to the travel industry training in different colleges. Triangulation of meetings bulletins audit and perception is utilized in the current examination. Pamphlets about internet education in the zoom, google homeroom delivered memberships were gathered and investigated in this examination. These pamphlets are loaded up with articles, pictures, and screenshots about internet instruction. Top to the bottom meeting was embraced to acquire the definite data and saw the troubles and advantages of web-based instructing. The perception was realized by being showing associates, and colleagues can encounter the cycle of internet learning and instruct and interfacing with educators and understudies. First and foremost, we summed up instructing approaches embraced by hospitality colleges through examining the pamphlets distributed by the Office of Instructive Organization on hospitality colleges e-library. At that point, we utilized substance examination to break down the information gathered from talking and perception to discover the pros and cons of each approach. Rounds of conversation were held to arrive at an agreement.
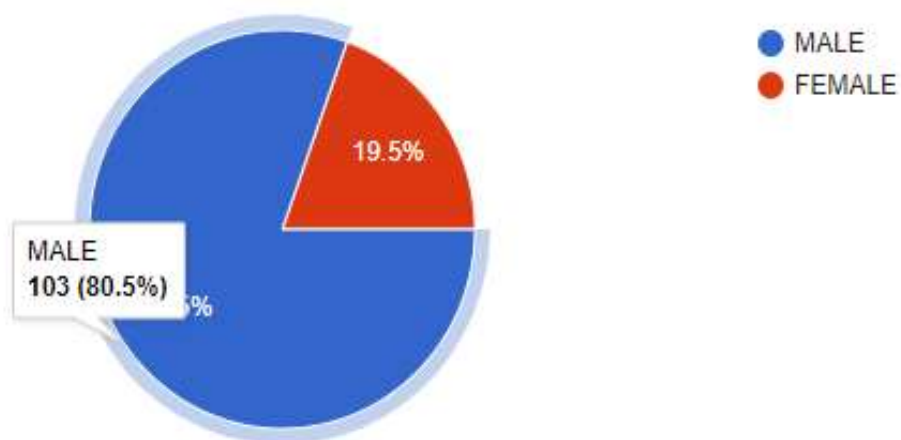
According to the research design, the following factors have been identified which majorly affect the mode of education in the present scenario.

- mode of education
- tools of educations
- preference of students regarding different tools of education
- reachability of technology for new education tools

Profiles of users who are part of modern educational tools. Data was collected on the basis of the questionnaire, which was circulated among 125 people of various age groups.

Figure No. 1

Gender of Respondents who are part of new education tools .

As per the figure 1, 19.5% respondents are female where as 80.5% respondents are male in our research study out of the total survey of 125 respondents, data collected through our online circulated questionnaire.

Figure No. 2

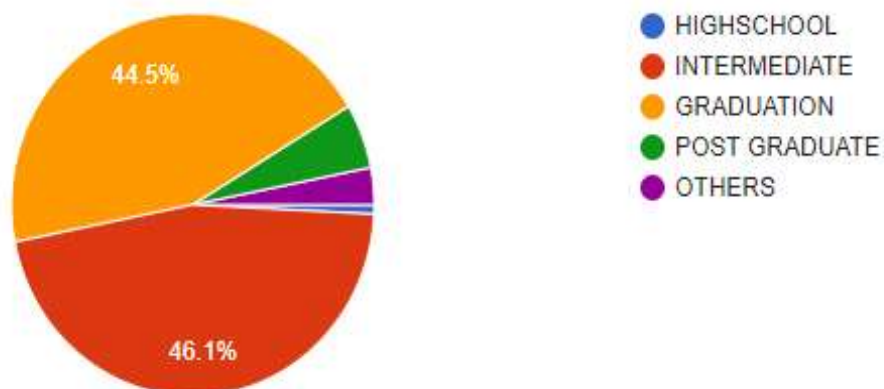Qualification of Respondents who are part of new education tools.

Figure No. 3

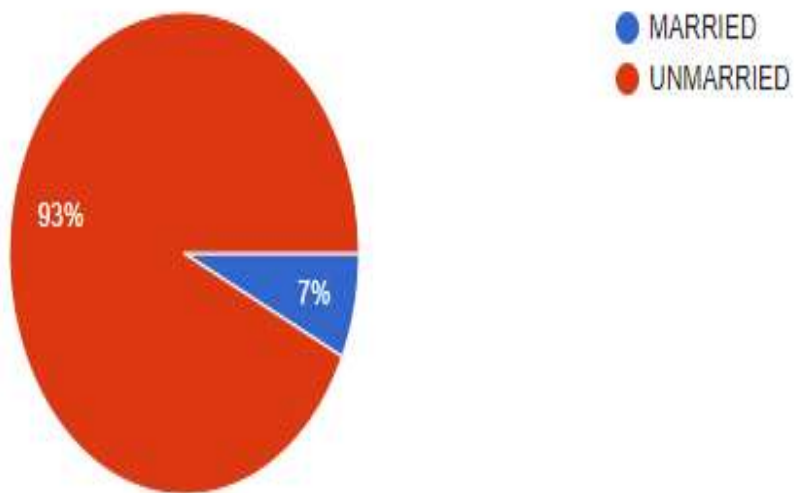Marital status of Respondents who are the part of new education tools.

Figure No. 4

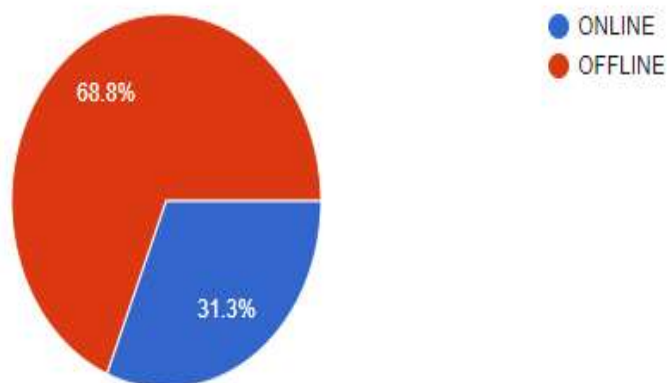**Preference of teaching mode with respect to the variables under study.**

Figure No. 5

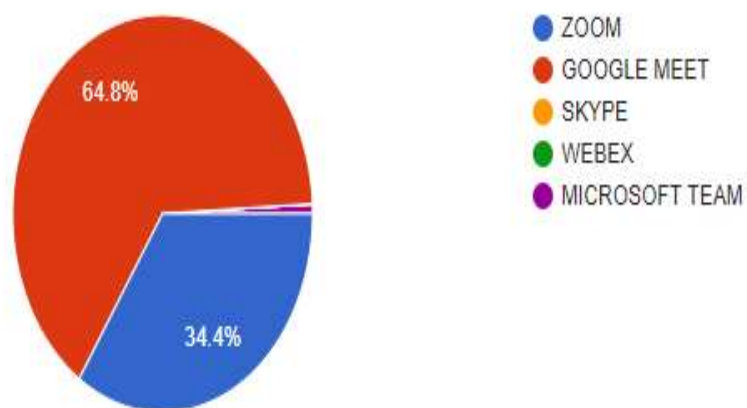**Preference of teaching platform with respect to the variables under study**

Figure No. 6

Preference of teaching methodology with respect to the variables under study
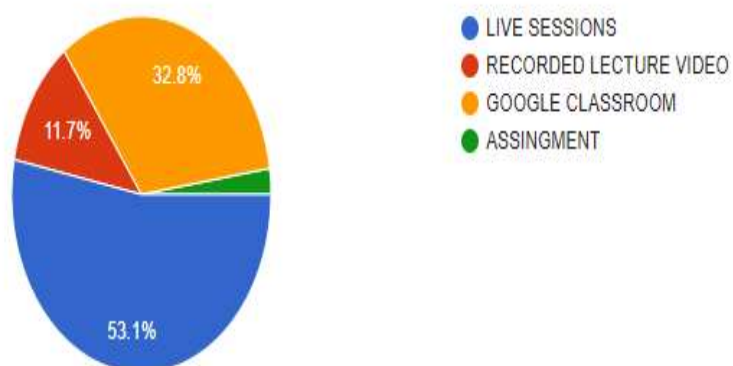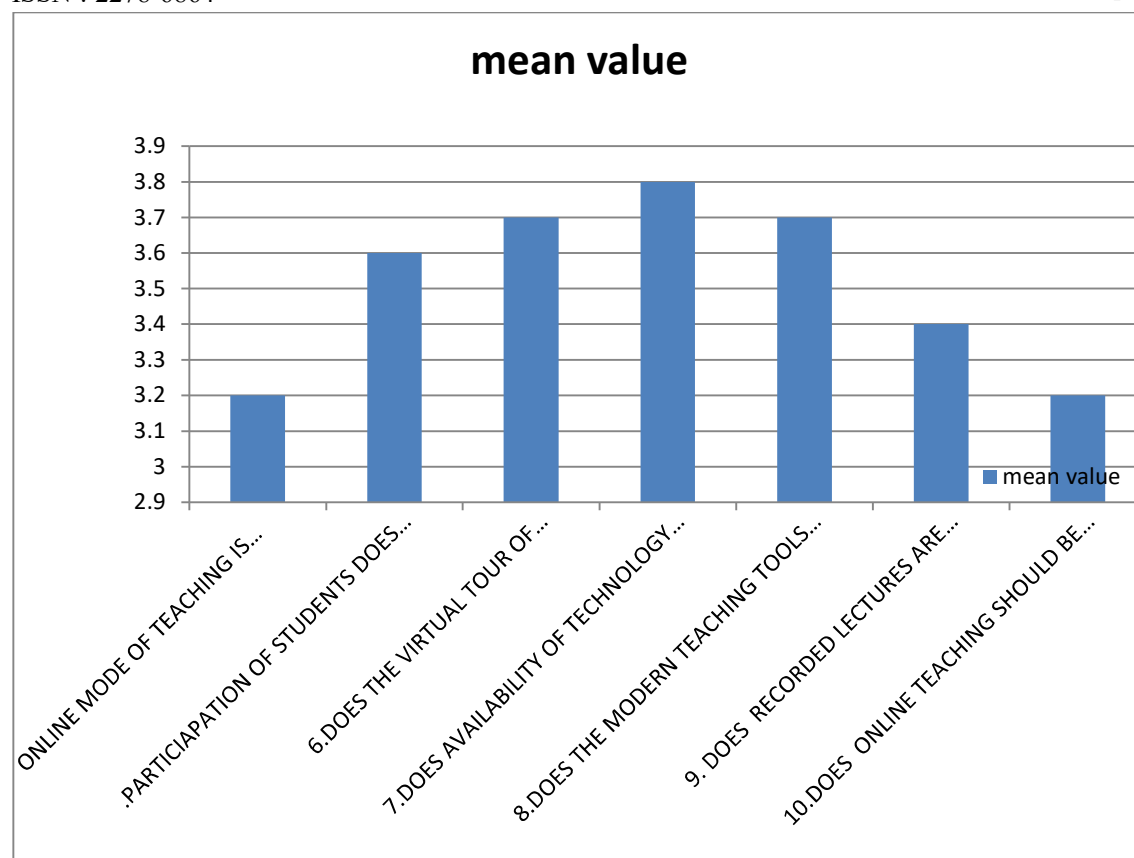

Figure No. 7

mean value

Data analysis and interpretation of this study is on the basis of data collected through the 125 respondents of Hospitality Industry including educator, students and professionals. These are directly or indirectly engaged in imparting knowledge to the upcoming professionals and students of the hospitality industry.

Findings

During the period of epidemic prevention and control, in Hospitality Education sector is quickly implemented a working plan to guarantee the smooth operation of teaching and learning online during the extension of the school term. During the epidemic period, the Hospitality Education sector mainly used three teaching methods: the first is the basic online google courses, a small private online course, which belongs to asynchronous learning; the second is the advanced model, for live online broadcasting, which is asynchronous online learning; the third is the expansion model, which refers to the use of Teaching platforms to conduct teaching online and interact in the discussion section. These three teaching modes are mainly supported by online platforms such as ZOOM, Google Meet, Skype, Microsoft team as shown in figure no 5. According to the survey, of the total 125 respondents of the study have adopted the offline mod of conducting classes as per the data collection shown in Table no 4 but the online teaching session is usually preferred in many of the hospitality education sectors by the hospitality educator. The main teaching methods and platforms of teaching offered by the hospitality education sector during the epidemic period are shown in Table 5. Since the outbreak of the COVID-19, the College of Tourism and Hospitality Service Management of India has implemented a positive response to the call of the University, with the rich experience of online education, and it has formulated an online teaching development plan to guarantee the smooth operation of the online teaching. The

hospitality colleges are having organized teachers to learn the teaching methodologies, online live broadcast sessions, Google Classroom, and other resources for teaching. The online teaching technical support group is responsible for the technical support and auxiliary management of online teaching, helping teachers to familiarize themselves with the functions and methods of teaching platforms, instructing teachers to learn how to use auxiliary software to assist in teaching, instructing students to use each teaching platform, and providing teachers and students with various technical support mechanism. The colleges strictly control the teaching quality to ensure online teaching is subject to the same standard as offline teaching At the same time, the colleges have formulated the online contingency teaching plan, in view of the unexpected situation that may occur, so that it could help the teachers to launch the online teaching activities.

Limitations

The present study has limitations that deserve further investigation. As shown in the Figure no 4 that most of the respondents have choosen offline mode of education and knowledge sharing as the people are not able to adapt the online mode comfortably. In addition to this many of the educator as well as students does face technical and network issues while attending and conducting the classes. People are so not upgraded with the advance technology and softwares as they never tried something from their regular routine. Presently, LAN (Local area network) are more expensive to be availed by an average earner in the period of pandemic. Further investigation can use quantitative methods to analysis the usefulness of online teaching, learning behaviors in Hospitality Institutes closures context, and even the positive psychology employed in online teaching.

Conclusion

This study is predicated on the triangulation of interviewing, observing, and newsletters and presents an overall review of the approach adopted by the researcher to conduct this study online teaching process through various online teaching tools shown in figure no 5. Teachers can adapt comprehensively and make the category attractive and interactive. This disease provides a chance to see the event of Education Informationization to spot the dilemma and direction within the future. As (Speller et al., 1994) (Viner et al., 2020) mentioned online learning has been recognized because the way forward for hospitality and tourism education. It's necessary and urging to develop more digital resources with top quality . Since 2018, the school of Tourism and Hospitality Management has made great efforts to make a micro-credential project with four courses: "Global Tourism Development Trends ", "Tourism Policy and Planning "," Culture and Tourism" and "Tourism Research Methods ". From the last, since this pandemic started the Research and Development program was found out to carry regular seminars to share experiences, exchange ideas in teaching and learning online courses, and promote the simplest practices of teachers' digital teaching ability. Knowledge sharing is additionally important for online teaching and learning. so as to make sure the traditional operation of teaching and learning online, colleges and universities should fill use of the prevailing high-quality online course resources developed by leading academics and widely available and free on different platforms. Promoting the internationalization of online tourism education is on the way. As COVID-19 spreads round the world, fighting the epidemic is not any longer the responsibility of a State or state, like global climate change , terrorism, refugee crises, and natural disasters. It's a standard challenge that each one countries of the planet got to face together. The internationalization of online courses must be realized through platform

diversification, curriculum internationalization, teacher internationalization, and student internationalization. During the amount of epidemic prevention and control, online education in India has become more mature and accumulated rich experience and effect, which may provide an extra reference for other countries within the world.

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