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**The Development of Thinking Skills for the Future of Hospitality
Industry in India**

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Abstract:

Thinking skill in the hospitality industry in the modern day is the focal point which is missed in many students. The students are been taught in India from early schooling to memorization which has little time for the development of thinking skills, which fails to address the deeper understanding and overall learning experience. Learning to raise a suitable question to the problem and presume information in order to construct a better association with the information is also crucial. This research paper highlights on exploring the possibility of guiding student's thinking skill abilities in hospitality school to include the opportunity for progressive learning. The prospective students of hospitality should be encouraged to combine an ethical and monetary element in their later business practices. The intention of this research is to recognize the bridge in understanding, enumerate their capability to compose their knowledge of the material, and for the hospitality students to realize the material sufficient to create a perceptive question showcasing their understanding of the material. A secondary aspect of this research thinking skill ability will give better opportunity to the students to prosper in the hospitality industry.

Key words: 1. Thinkingskill 2. Hospitality industry 3. Learning and Education.

Introduction

The lack of thinking skills utilized within the hospitality school greatly reduces the chance of being successful in their hospitality career. Today, when the hospitality job market is growing has equally become competitive; there is a concern if the students are being adequately prepared as career professionals. Every individual joining a professional course wants to know what specific skills need to be acquired to obtain jobs within the selected career, also if they are qualified to successes in their career to get further promotions and also if they continue functioning effectively in their current selected career in spite of the change in the environment. The professional courses offered like the hospitality students should have learning experiences within the classroom should enable them to get desired employment and to progress quickly up the career ladder. To meet these students' expectation there should be an introduction of case studies to be analyzed and should be asked to come up with appropriate solutions for the problems in the case studies. In the hospitality industry problem solving is considered to be one of the most important ability to be successful managers. With the student's eagerness to learn alive by inquisitive their belief and be able to achieve a higher level of understanding rather than spewing out the memorized facts. As a result, thinking permit hospitality students to clear up misapprehensions, find out misinformation, unravel ridiculous thinking, examine self-contradictory attitudes, and analyze insufficient proof.

Thinking skill facilitates hotel managers and even employees to make decisions in the enduring finest wellbeing of the organization and stakeholders. However professional teaching is incomplete if merely goal is to ascertain capability in a particular area of knowledge, skill and does not comprise a social or moral aspect. Thinking skill is not value that is unbiased it also engages both attitudes and ethics. Execution of a social or moral character in the training of students in the classroom includes understanding the topic and industry ethics.

Therefore, it has been recommended that the hospitality schools focus on developing the knowledge and skills required to meet the needs of the industry. The students undergoing a three-year graduation program should prepare their students for higher level management positions and the students doing undergraduate programs should be prepared for the operational programs. The hospitality industry, today requires graduates with thinking skills, hence the hospitality schools have the responsibility to incorporate the critical skills in their school curriculum and should make sure to test if these skills are developed by the students by giving them case studies and other techniques to solve.

Literature Review

(Lolli 2013) Most of the twenty-first century are not but can be said that it is exceptional in demand in certain skills which is due to the change in technology and the type of work expected out of the talented workforce. The twenty first century skills are nothing special because they are novel, but at the same time must be taught more intentionally and effectively to address the problems of today. One such skill is the thinking skill where the hospitality students should be able to develop various approaches in developing thinking skills.

(Dede 2010) Hospitality schools' inventiveness towards the progression of twenty-first century skills has been vulnerable by definitional uncertainty and conflicting conceptualization and operational of the skills. While these definitional discrepancies are challenging, a few frameworks have taken place that will simplify and direct the conceptualization and progress of twenty-first century skills. Although, systematic descriptions of every outline are beyond the capacity of this study, educationalism must note that these frameworks are usually steady with one another and comprises skills that fall under the broader area of digital literacy for example, computer ability, thinking skills, for example critical thinking, creativity, soft skills, for example, teaming, collaboration, and life skills for example, leadership, and responsibility.

(Lai 2011) An organization that associates educationalist, industry people, and society members to develop the learning, has standardized thinking skill as one of numerous learning and modernization skills essential to prepare students for hospitality school and the workforce. The capability to think critically permit each individual to make a substitution to solve problems, come across conceptual relationships, and create proof to maintain arguments where this skill is lacking even in the best-organized managers can make crucial mistakes.

Krupat (2011) Required to ascertain how worldwide prospect differ extensively among hospitality schools as well as professors. There were three chief ways in which was viewed. This irregularity, of the diverse views, is damaging to the student's skill to build up thinking skills as well as they are on the whole academic ability. Assigning score and pushing students through to the subsequent level without completely pervasive the essential potential of critical thinking, the students experience and their future professor is left with little time to get them up to speed on their academic status. This study gives a valuable approach into the lack of steadiness and how definitions vary; however, they only looked at it from the educator's point of view through the use of surveys. By restricting the questions, they could narrow their

focus, even though, by doing so, they missed valuable points such as wording, which makes the understanding of critical thinking, appear different, but in reality, is the same.

If hospitality school graduates are to develop the thinking skills expected of them by the industry, the program faculties are compelled to integrate this approach into the curriculum. Many hospitality educators will assert that this is being done through such methods as, internships, foods and restaurant laboratories, case studies, etc. There are several other models and methods for incorporating this strategy throughout higher education.

Objective:

1. The need for including thinking skill in the hospitality curriculum.
2. The thinking skill ability will give better opportunity to the students to prosper in the hospitality industry.

The Need of Thinking Ability Skills in Hospitality Industry

If an individual is developed with a high intensity of thinking skill than she/he can recognize the problem, analyze the problem, develop potential solutions and also has a key for most of the solution and has the highest possibility of achievement. Thinking skill is a practical, thoughtful, accountable and skillful way of thinking. In the hospitality industry, thinking skill is a basic attribute of being successful as hotelier. Few thinking skill decisions can help the hotel to flourish their business well, for example, the hotel's main product are rooms which is limited in number and also considers as the most perishable product of the hotel. Therefore, the revenue in the hotel industry is totally based on how many rooms are occupied in the given period of time and the average rate charged for the rooms. Some hotel owners believe in getting the highest rates while others want to keep the hotel occupied even with the considerably discounts given. Thinking skill leads the hotelier to realize that the key factor is neither the occupancy nor the average rate but has to have a combination of both.

The thinking skill also makes the hotel managers not only rely on the normal market trends but also try new ways like analyzing the new market segment, getting the reviews of the guest, also takes all the advantage of the social media sites to promote the hotel, invite few travel bloggers and food bloggers to the hotel. These few marketing strategies will definitely help the hotel to do good business and also be in the trends.

The hotel business totally depends on the employee as this industry relies total on the labor intensity. It is also the major important factor for the hotel to be successful with good service has to have well-pleased employee. Thinking skill will make the manager know that a happy employee means pleased loyal guest in the hotel. The manager should understand that the teamwork in the hotel plays a vital role in being successful; the manager should treat the entire employee equally and keep them motivated by having in-house activities for the employee. The employee whether is working in the front area or back area should be treated equally as the success of the hotel depends on the teamwork of both the front area and the back area employee. Thinking skill will make the human resource department managers be very active and constantly get feedback from the employee which will enhance the work environment. This will make the key employee stay within the organization and able to retain the key employee.

Thinking skill will also make the entire employee deal with situations smartly and able to satisfy the guest. Each department if handles the situation well while taking the reservation, check-in of the guest, constantly interacting with the guest, constantly taking guest feedback and accordingly give the required service. Then the hotel will be able to have a loyal guest and the business will flourish well in spite of all the competition in the market.

Therefore, it is important to understand that the thinking skills need to be developed when the student is undergoing hospitality school so that the chances of them being successful managers and they will be of employable in the upper level of management. This can be further enhanced while the student is undergoing 5-6 months training program and also when the student joins the hotel for a job. It can be said that training them on thinking skill for employees, along with positive employment relationships can help hotels to sustain a competitive advantage, as they can benefit from enhanced service quality, labor productivity and reduction in skills gaps. Employees, on the other hand, can be easily motivated as a result of job satisfaction and are able to perceive fair treatment in relation to issues such as remuneration and career prospects.

Development of Thinking Skill through Hospitality Curriculum

Hospitality Schools should change their curriculum in India as the growth and change in hospitality is seen drastically. Should prepare the students while in college to take on leadership positions within the campus to hone the following skills:

- **Analytical**

Is an important part of thinking skill which will have the ability to carefully study a set of data or text, and if any problem? Students who will have analytical skill can scrutinize information and then understand it well and also represent it. This ability will help the student while they are working in a higher management level position. For example, to seek information, asking considerate questions, data analysis and interpretation, judgment, questioning evidence, recognizing differences and similarities and skepticism.

- **Communication**

It is important that the students while in hospitality school are able to communicate. While working in the hotel she/he has to communicate with the group of colleagues and guest. Have to also engage in various decisions with their team workers and able to effectively communicate to a complex problem. Therefore, the student should develop various attributes like asking important questions, assessment, collaboration, explanation, expressing opinions and idea, interpersonal, presentation, teamwork, verbal communication and written communication.

Creativity

Thinking ability often engages a level of creativity. The student while in hospitality school should be made to spot patterns in the information with suitable solutions that no one else has ever thought of before. All of this needs a creative way of looking like Cognitive flexibility, Conceptualization, Curiosity, Imagination, making abstract connections, making inferences, Predicting, Synthesizing, and Visionary.

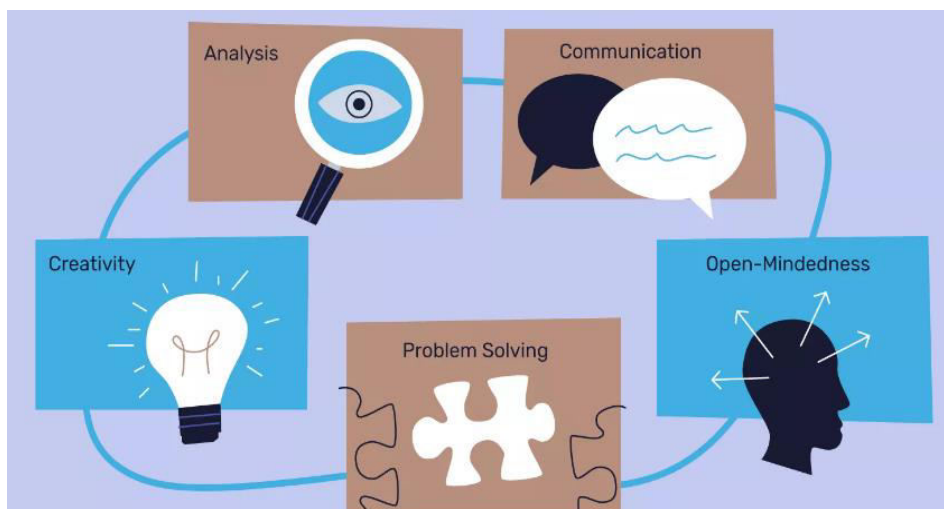
- **Open-Minded**

To develop thinking ability means also able to put aside any assumptions or judgments and merely analyze the information. There is also need to be stick to the objective and evaluate ideas without being bias. The student should be given assignment, role play and various case studies so that they develop qualities like being embracing different cultural perspectives, fair, humble, inclusive, objective, observation and reflection.

- **Problem Solving**

Problem solving is one of the most crucial thinking skills that involve analyzing a problem, generating and implementing solutions, and also assessing the success for the plan. The management does not simply want the employees but who can think about information critically and out of box solution. Therefore, the students should be trained that they are able to come up with practical solutions. The hospitality curriculum needs to include case studies, role play where the students can develop attributes like applying standards, attention to detail, clarification, collaboration, decision making, evaluation, identifying patterns, innovative and logical reasoning.

Developing of Thinking Skill through the Hospitality School



The Variables and Limitations

Each hospitality school will vary in one or more element and with each variable the dynamics within the classroom changes. Fully understanding the knowledge foundation of each student and their current level of thinking is essential to the way information is presented and laid out. The main limitations within the classroom are the student's level of knowledge, lack of thinking skills, and their understanding of what thinking skill is and how it is utilized. In addition, other limitations also have a factor in their development such as technology, for example, computers, overhead projectors, having enough time during the school day to incorporate all of the required standards in the curriculum, and the student's overall attitude towards school and their education. Sometimes in the hotel industry, the student who undergoes training is only given limited work mostly in the back area and is not able to apply any form of thinking skills.

Conclusions

Both the hospitality industry and academic education have experienced a significant change in the last two decades the major to it is due new and innovative technologies, evolving consumer expectations, and the impact of globalization. Today the hotel industry covers a lot of different areas from multiple food and beverage outlets in the hotel, luxuries accommodation, entertainment, spa and bar and continues to increase in complexity in the various services provided to the guest. There is a growing demand for skilled managers who acquire cross-cultural, context-independent skills that transcend specific sector needs. Moreover, in order for future hospitality professionals to be successful, they will need to be creative, innovative, and entrepreneurial all of which require the ability to think critically. Thus initially, where hospitality has historically been viewed as a vocational industry requiring unskilled laborers, it now requires more expertise and experience of its employees, resulting in both the necessary expansion and evolution of hospitality educational programs capable of addressing the needs of the industry. Thinking skills is a vital skill in the twenty-first century when developed, could help prepare students for a better career in the hospitality industry.

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