

BODHGAYA, BIHAR, INDIA
HOTEL & HOSPITALITY TRAINING CENTER
REPORT TO THE EAGLE FOUNDATION
Geneva, April 2019



A social project of Agrabami India

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CONCEPT

Bodhgaya is one of the holiest sites for Buddhist pilgrims. It is also an important tourist destination, and during the season (October to February) a large number of visitors arrive from both the Far East and Europe.

The Bodhgaya Hotel School (TBHS) is a social venture, which will re-invest 100% of the profits of its commercial activities to sustain TBHS itself, and, if possible, the poverty-reduction programs implemented in the area. In Bihar, one of India's poorest States, the growing and labour-intensive hotel industry contrasts with the high rate of unemployment among youth. Thanks to the flourishing hospitality sector, an opportunity has come forward to associate training with a self-sustainable hotel school that provides youth with the skills needed for employability in a variety of organizations such as hotels, restaurants, clubs, resorts, and industrial catering.

TBHS is a unique combination of a hotel and a school, which welcomes international and local guests; it provides a real-life learning experience to unemployed youth, and the opportunity for guests to actively participate in the sustainable economic development of a country. The hotel consists of 20 rooms, and is located in the centre of Bodhgaya within walking distance from the main attractions. It also features a restaurant, which is supplied with vegetables, spices, and fruits grown by local farmers. All services provided to hotel guests are prepared and executed by students, under the supervision of the teaching faculty.

OBJECTIVES

Professional training for underprivileged youth

The Bodhgaya Hotel School is a vocational training hotel which prepares its students for a career or for entrepreneurial activities in the hospitality industry. The curriculum was developed by EHLsmile, the alumni association of the Ecole Hôtelière de Lausanne (EHL). It implements a unique teaching style, which is based on the Swiss apprenticeship model and combines both theoretical classes and practical skill development. This means, that all services, from reservation to check-out, are carried out by the students under the supervision of their instructors. In parallel, students follow classes in which they are provided with the theoretical knowledge they need to become successful hospitality professionals.

As a social project, TBHS focuses on recruiting local youth and on providing an affordable training opportunity. The aim is not only to support students throughout their learning curriculum, but also in securing employment. An important criterion for selecting students is that they should be from families that fall within the Indian Government's classification of "families living below the poverty line", which is defined as an annual family income of less than INR 200,000 (CHF 2,800).

The first batch of students completed its training at the end of October 2018; a graduation ceremony has been organized by Agragami India, IFPD's partner organization in India.

A second batch of students is presently being trained at the hotel school. In collaboration with other local NGOs, Agragami has achieved an excellent job in mobilizing and recruiting these 14 students. Unlike the first group of 7 students, who were financially supported, these students pay a school fee as well as the costs for their food and accommodation. Agragami has thus made significant progress in rising awareness among the population regarding the benefits related to this type of training and the job opportunities that arise from it.

It has to be noted that it is often very difficult to make underprivileged families understand the relevance of letting their children study, and paying a (very modest) school fee for their curriculum, instead of keeping them at home to have them participating in domestic chores.

The students show great motivation despite the sometimes tiresome aspects of their work (extra working hours during the high season, physical fatigue), are learning fast, and are dedicated to offering quality services to the TBHS clientele.

Provision of qualified personnel and access to the labour market

India's and Bihar's tourism industry is growing fast, and the current training institutions are not able to provide sufficient qualified labor force. TBHS aims to teach its students the practical and theoretical knowledge they need to ensure an entry-level job in their department of predilection. The program is designed and adapted to ensure that the school curriculum fits the current needs and standards in the Indian hospitality industry.

TBHS is an innovation in the state of Bihar. All other hospitality schools offer purely theoretical training with very limited practical training, and 16 weeks of internship in a hotel. At TBHS on the other hand, students spend 70% of the 12 month training period acquiring practical skills in hospitality crafts through working in the 20 room hotel that is part of the school. The remaining 30% of time are devoted to theoretical, class-room input.

In 2019, Agragami plans to organize 4 weeks of internship training in another hotel just to expose its students to a different working environment and better prepare them for their final placements.

Upon graduation, TBHS students will have acquired a thorough knowledge of various hospitality jobs, they will have learnt the value of hard-work, and they will be able to provide high-quality services. TBHS' "on-the-job" training approach is not only highly valued by future employers, but it also provides students with the knowledge and skill-set required to become micro-entrepreneurs, and eventually create their own businesses.

The 7 students who completed their training have all secured a job; 2 of the students received offers of employment from five star hotels in Kolkata and Lucknow. The others got offers from hotels in Bodhgaya itself. The assurance to find a job is a crucial factor to motivate students.

Two young graduates from EHL are staying in Bodhgaya since August 2018 and will leave in February 2019. They are doing an excellent job with respect to training the local trainers, improving the school curriculum as well as the operational management of the hotel, and developing the marketing strategy.

Constant efforts are being made by the volunteers of EHLsmile, Agragami and IFPD to review and optimize theoretical and practical classes, coach the instructors and improve their educational skills, and develop adequate tools for the follow-up and evaluation of the students. All of these processes allow to provide quality training, which meets the needs of the local hotel industry and contributes to the professionalization of hospitality services in India.

Responsible tourism

Hotel guests directly contribute to the community development simply by staying at TBHS; they are the main means through which students are trained. The direct guest exposure is what creates value in TBHS's concept; students have to learn how to act and react appropriately, and how to deal with various cultures and English accents, which is key to success in the hospitality industry.

In addition, TBHS is a social venture, which benefits the most deprived and will re-invest 100% of the profits of its commercial activities to sustain TBHS itself, and, if possible, the poverty-reduction programs implemented in the area.

These "social enterprise" aspects of the hotel school are very successful with its clientele. On the whole, TBHS receives very positive feedback from its guests, both online and during their stay. Reviews published on Booking, TripAdvisor and other similar websites are all excellent and the ratings for TBHS services are superb. Guests particularly enjoy the homely feeling and the team's dedication to fulfilling their wishes as well as the premises' cleanliness; they are also very appreciative of the team spirit among the staff. Furthermore, the feedback regarding the traditional Indian dishes served at the restaurant is first-rate.

TBHS also offers its guests the opportunity to participate in several social activities, which contribute to their understanding of the local context; these activities include:

Village visits: guided village visits provide guests with an understanding of the lives, challenges and hopes of the people of Bodhgaya's villages. A village visit would take between two and three hours. During the visit, guests have the opportunity to meet and talk to members of village communities in their own setting, visit a local school and interact with children, and attend and observe a few of the following activities: an anganwadi (or pre-school) for little ones, a group meeting of village women engaged in increasing family income through kitchen gardening, mushroom growing, or detergent manufacturing, a health education meeting with village women, a home visit to a young mother to give her guidance on how to care for and feed her new-born, or a village immunization session where mothers and adolescents receive health, hygiene and family planning advice.

Cooking classes: guests are invited to join a cooking class and learn from and with TBHS students and the chef. Another fun option is for guests to teach students about a dish of their home country. After the meal is prepared, students serve it to the workshop participants.

Go green and clean: TBHS tries to keep the surroundings clean and aims to contribute to the sustainability of India. Guests that share this goal and want to do good for Mother Nature, can join in a 30 minute garbage collection activity.

Crafts workshop: the hotel decorations and art pieces are handmade crafts of Agragami India's social projects. Guests are invited to explore this craftsmanship with the students, and participate in the creation of decorations for the hotel.

These activities as well as the nature and objectives of TBHS are described in a guest brochure, which is available in the hotel rooms.

Improve the living conditions of local communities

TBHS is part of a broader network of social projects by Agragami India and IFPD, which allows for synergies. TBHS thus allows to improve the living condition of local communities along three main lines:

Once students have completed their curriculum and found a job, they are able to contribute to the wellbeing of their families and plan to start a family themselves that they can support thanks to their revenues. The multiplication of this model will allow an increasing number of families/communities to escape the vicious circle of poverty.

TBHS buys food like fruit and vegetables for the restaurant of the hotel from local farmers. The agri-business project developed by Agragami in partnership with a Government program (seed subsidies) meets with great success. The 200 families that presently participate in the kitchen gardening program have increased their income by 30%. Agragami provides training/technical assistance in various fields: rice, maize, paddy, potato, mushroom cultivation, detergent production, and bee-keeping. The main objective is to help farmers increase their production through adopting more modern/efficient methods than the traditional know-how. The possible creation of cooperatives, for example for the cultivation and selling of mushrooms, is being examined.

In December 2018, Agragami opened a small shop selling Agragami's handicraft made by local women in the reception area of the hotel. Items sold include table sets, pillow covers, jewellery and paintings. The guests' response so far has been positive; a group of Chinese guests for example bought for about INR 20,000 (CHF 280) of merchandise, which represents a significant amount for local standards.

APPROACH AND STRATEGIC IMPLEMENTATION

Gender

When recruiting its students, TBHS puts a strong accent on the importance of allowing young women the opportunity to participate in a training that will allow them to find a job. This is no easy task given the conservative traditions and the lack of freedom allowed to women particularly in rural areas of India. A few female students have nevertheless already joined TBHS, and Agragami – in collaboration with other local NGOs – is working hard to increase their number through raising awareness about this issue among the communities, and undertaking continued counselling of both girl students and their families.

The gender dimension is furthermore integrated to the project through the hotel shop (see above), which allows women of the area to sell their crafts products, and through the food bought for the restaurant, which is mainly cultivated by women (kitchen gardening, mushroom production, etc.).

Sustainable development

As shown by the various aspects presented above, TBHS comes within the scope of sustainable development on several levels:

The project meets essential needs of underprivileged people;
It implements a model of economic and social growth with a long-term perspective;
It includes environmental issues;
It takes into account the constraints related to the societal framework in which it is being implemented.

Local authorities

Aragami continues to keep up an excellent relationship with local authorities, in particular through the agri-business program (see p. 4), which is partly financed by the Government. TBHS is part of a large-scale poverty reduction project developed by Agragami and IFPD in ten villages and seven semi-urban wards in the area of Bodhgaya. This project includes four main modules: health, education, sanitation and income generation.

Collaboration with authorities is manifold in the framework of the above mentioned project:

Training, support and supervision of governmental health workers with a view the services provided to the population;

Creation of activity centres / libraries for children in public schools;

Sanitation: access to safe drinking water, promotion of the use of toilets, waste management.

TBHS represents the main component of the income generation module, in parallel with the agri-business program.

FINANCIAL REPORT

THE BODHGAYA HOTEL SCHOOL

LIST OF EQUIPMENT (EAGLE FONDATION CONTRIBUTION)

Detailed list

Master Equipmt list S.No	Name of items	Quantity	Date of purchase	Total value of items (including tax) INR	Total value of items (including tax) CHF
Equipment					
1	Washing Machine	01 Nos	31.03.2018	132 900	2 013,64
2	Grinder Mixer	01 Nos	15.04.2018	45 294	686,27
3	Canister (Dispenser)	01 Nos	02.03.2018	6 943	105,20
4	Voltas water Cooler	01 Nos	02.04.2018	28 000	424,24
5	Oven	01 Nos	02.04.2018	51 362	778,21
6	Mixer	01 Nos	02.04.2018	58 443	885,50
7	Dish Washer	01 Nos	31.03.2018	144 000	2 181,82
8	Bajaj Microwave	01 Nos	07:03.2018	5 000	75,76
9	R.O. Machine	01 Nos	07:03.2019	45 100	683,33
Total of Equipment				517 042	7 834
Furniture & Fixture					
1	Chair Table Set	02 Set = 02 Nos Tabl	03.02-2018	17 558	266,03
2	Book Shelve	1 Nos	03.02-2018	11 500	174,24
3	Book Shelve	1 Nos	03.02-2018	40 420	612,42
4	Buffet Counter	1 Nos	05-03.2018	32 140	486,97
5	Chair	03 Nos	05-03.2018	24 600	372,73
6	Chair & Table	02 Nos	05-03.2018	18 300	277,27
7	Table Supreme	05 Nos	25.04.2018	9 250	140,15
8	Table Supreme	01 Nos	25.04.2018	1 850	28,03
9	Fire Extinguisher	09 Nos	25.04.2018	89 208	1 351,64
10	Reception Counter	01 No	31.03.2018	9 900	150,00
Total of Furniture & Fixture				254 726	3 859
Kitchen equipment (large)					
1	1 Pc S.S. Tandoor-single skin, Overall size: 760x760x865		12.02.2018	13 275	201,14
2	3 Nos. Spreader Table with 2 S.S. under shelves, Overall size: 480x760x865+150		12.02.2018	14 514	219,91
3	1 Pc 3 Burner Range with S.S. pipe under shelf, sides paneling, Size Should Be 1800 x 760 x 865		12.02.2018	15 576	236,00
4	1 Pc Single Burner Range with crossbracing, sides paneling, Overall size: 610x760x865		12.02.2018	5 782	87,61
5	1 Pc Table for rice cooker & microwave		12.02.2018	8 526	129,17
6	1 Pc Double Mini Fryer Table top, 500 x 500 x 250		12.02.2018	8 555	129,62
7	S/S. Exhaust Hood with S.S. Baffle Filters, Overall size: 6200x910		12.02.2018	31 860	482,73
8	1 Pc Pickup Table with 1 S.S. under shelves, Overall size:1670x750x865		12.02.2018	10 325	156,44
9	1 Pc Table with Sink with S.S. pipe cross bracing, Overall size: 1650x750x865		12.02.2018	12 744	193,09
10	3 Pcs S.S. Wall shelf, Overall Size: 1400x350		12.02.2018	13 275	201,14
11	1 Pc Glass rack 600x600		12.02.2018	3 245	49,17
12	4 Pcs S.S. Clean Dish Rack 5 S.S. Sheet shelves with SS pipe upright, Overall size: 1050x450x1800		12.02.2018	28 320	429,09
13	1 Pc Drity Drop of table w/ Double sink Unit, 1190x710x865 &1720x740x865+150		12.02.2018	17 110	259,24
14	1 Pc Work Table with 1 S.S. under shelves, Overall size: 1830x600x865		12.02.2018	7 670	116,21

15	1 Pc Work Table with 1 S.S. under shelves, Overall size: 1200x600x865		12.02.2018	5 782	87,61
16	1 Pc Work Table with 1 S.S. under shelves, Overall size: 1830x600x865		12.02.2018	7 670	116,21
17	1 Pc Table with Sink with S.S. pipe cross bracing, Overall size: 1200x600x865+150		12.02.2018	7 080	107,27
18	5 Pcs MS Rack, Overall size: 900x450x1800MM		12.02.2018	13 275	201,14
19	1 With 1" Dia E.R.W Pipe 8 Cylinder Manifold Sys & E.R.W 1/2" Dia 50' E.R.W Pipe Line. (EXISTING PRICE FOR GAS PIPE LINE)		12.02.2018	27 140	411,21
20	1 Including G.I. Ducting , 2 H.P. Electric Motor with Heavy Duty Industrial Blower Fan (EXISTING PRICE FOR HOT AIR VENTILATION SYSTEM)		12.02.2018	91 450	1 385,61
21	1 Pc Refrigerated Pickup Counter (temp. 0- 4), Overall Size: 2100x750x860		12.02.2018	50 304	762,18
22	1 Pc SS 4 door Refrigerator (temp. 0 - 4), Overall size: 1200x750x2000MM		12.02.2018	58 880	892,12
Total of Kitchen equipment large				452 358	6 854
Kitchen items (small)					
1	Weighing Scale	01 Nos	12.01.2018	599	9,08
2	Toaster	1 Nos	25.01.2018	3 180	48,18
3	Sandwich Grilled	1 Nos	25.01.2018	3 049	46,20
4	Casserol	4 Nos	25.01.2018	6 279	95,14
5	Waterpul	3 Nos		3 303	50,05
6	Slicer	2 Nos		140	2,12
7	Chimta	1 Nos		60	0,91
8	Beater whisk (Big)	2 Nos		200	3,03
9	Beater whisk (Midum)	2 Nos		166	2,52
10	Beater Waisk (Small)	1 Nos		70	1,06
11	Channi	2 Nos		1 000	15,15
12	Bowl	5 Nos		650	9,85
13	Gamla	3 Nos		1 143	17,32
14	Dabbu	2 Nos	25.01.2018	480	7,27
15	Dabbu	2 Nos		401	6,08
16	Jharna	1 Nos		201	3,05
17	Jharna	1 Nos		330	5,00
18	Chapar	1 Nos		400	6,06
19	Soup Stener	1 Nos		220	3,33
20	Roster	2 Nos		321	4,86
21	Chalni	2 Nos		280	4,24
22	Saucepane	2 Nos		840	12,73
23	Jhanjhra	2 Nos		160	2,42
24	Spoon	3 Nos	25.01.2018	273	4,14
25	Bowl	10 Nos		1 400	21,21
26	Saucepane	1 Nos		550	8,33
27	Saucepane	1 Nos		650	9,85
28	Topia	1 Nos		400	6,06
29	Topia	1 Nos		650	9,85
30	Fry Pane	2 Nos		1 100	16,67
31	Spachula	2 Nos		480	7,27
32	Belna	2 Nos		390	5,91
33	Jhanjhra	1 Nos		90	1,36
34	Knife	5 Nos	07.02.2018	415	6,29
35	Piller	3 Nos		118	1,79
36	Knife	2 Nos		110	1,67
37	Chopping Board	3 Nos		1 501	22,74
38	Chopping Board	2 Nos		1 959	29,68
39	G. N. Pan	01 Nos		21 233	321,71

40	Cleaner Kit, Silver Kit	06 Nos	07.02.2018	675	10,23
41	Kuchi	01 Nos	25.01.2018	20	0,30
42	10Pc Spoon		07.02.2018	100	1,52
43	10Pc Ball			900	13,64
44	Indecon Stove	01 Nos	25.01.2018	2 800	42,42
45	Kitchen Small		25.01.2018	900	13,64
46	Glass		25.01.2018	750	11,36
47	Prestige Tawa	01 Nos	25.01.2018	950	14,39
48	Bowl	17 Nos	27.03.2018	935	14,17
49	Napkin Stand	04 Nos		360	5,45
50	Jali	02 Nos		260	3,94
51	Jali	02 Nos		80	1,21
52	Napkin Stand	06 Nos		540	8,18
53	Spoon	12 Nos		420	6,36
54	Kadhahi	01 Nos	5.2.2018	395	5,98
55	Hawkins Cooker 12 Liter	01 Nos	19.2.2018	2 565	38,86
56	Hawkins Cooker 6.5 Liter	01 Nos		1 725	26,14
57	Steel Juice Stener	01 Nos		229	3,47
58	Steel Tea Stener	01 Nos		651	9,86
59	Steel Chaper	02 Nos		404	6,12
60	Steel Masala Box	01 Nos		1 696	25,70
61	Rice Stener	01 Nos		424	6,42
62	Steel Dabba 4 Liter	02 Nos		614	9,30
63	Steel Bowl Big	09 Nos		1 039	15,74
64	Knife	01 Nos		216	3,27
65	Quarter Plate (Bon China)	80 Nos	5 511	83,50	
66	Soup Bowl (Bon China)	80 Nos	6 810	103,18	
67	Steel Service Spoon	02 Nos	303	4,59	
68	Salad Tong	06 Nos	410	6,21	
69	Steel Slicer	01 Nos	107	1,62	
70	Non Stick Tawa	01 Nos	1 240	18,79	
71	Alumium Kadahi (20 inch)	01 Nos	1 204	18,24	
72	Alumium Topi Small	01 Nos	964	14,61	
73	Alumium Topi Medium	01 Nos	1 025	15,53	
74	Choping Board	01 Nos	708	10,73	
75	Gas Lighter Big	01 Nos	154	2,33	
76	Jar	04 Nos	1 228	18,61	
77	Cherry Jar	06 Nos	1 983	30,05	
78	Plastic Drum (30 Litter)	05 Nos	1 936	29,33	
79	Plastic Drum (60 Litter)	02 Nos	1 355	20,53	
80	Wring Scale	01 No	5 200	78,79	
81	Bajaj Cooker	01 No	21.03.2018	4 800	72,73
	Total of Kitchen items (small)			109 377	1 657
	Room furniture				
1	Mudda	2 Nos	17.04.2018	1 598	24,21
2	Mudda	2 Nos		1 598	24,21
3	Mudda	6 Nos		4 794	72,64
4	Lamps for Hotel	19 Nos	27.05.2018	11 200	169,70
	Total of Room furniture			19 190	291
	Restaurant items				
1	Music system (Philips)	1 No	16.03.2018	3 400	51,52
2	60Pc Bone China Urmi Platr 9"	60 Nos	30.01.2018	8 064	122,18
3	96Pc Dessert Knife	96 Nos		12 365	187,35
4	96Pc Table Knife	96 Nos		13 440	203,64
5	1Pc Cheffing Dish	1 Nos		3 920	59,39
6	96Pc Bone China Tea Cup H/w	96 Nos		4 731	71,68
7	96Pc Bone China Sowcer H/W	96 Nos		4 731	71,68
8	18Pc Fork S S	18 Nos		504	7,64
9	18Pc S S Spoon	18 Nos		504	7,64
10	3Pc Cheffing Dish	3 Nos		11 760	178,18

11	90Pc Bone China H/W 10" Urmi Plate	90 Nos		15 120	229,09
12	36Pc Glass	36 Nos		2 549	38,62
13	8Pc Tray 27" Round	8 Nos		3 399	51,50
14	15Pc Melamine Thali	15 Nos		3 293	49,89
15	15Pc Melamine Cup H/W	15 Nos		1 682	25,48
16	15Pc Bill Folder	15 Nos		13 275	201,14
17	4Pc Melamine Cruel Set	4 Nos		472	7,15
18	96Pc Table Fork	96 Nos	30.01.2018	10 215	154,77
19	96Pc Table Spoon	96 Nos		10 215	154,77
20	96Pc Dessert Fork	96 Nos		8 602	130,33
21	96Pc Dessert Spoon	96 Nos		8 602	130,33
22	96Pc Tea Spoon	96 Nos		5 914	89,61
23	36Pc Bone China Urmi Plate 9"	36 Nos		4 839	73,32
24	6Ps Bone China Plate 12"	6 Nos		1 344	20,36
25	20Pc Bone China Budvase	20 Nos		4 480	67,88
26	18Pc Bone China Cruet Set	18 Nos		1 512	22,91
27	15Pc S.S. Dustbin	15 Nos		4 872	73,82
28	90Pc Bone China Bowl	90 Nos		5 544	84,00
29	36Pc Glass	36 Nos		2 252	34,12
30	48Pc Glass	48 Nos		4 192	63,52
31	7Pc Flask	7 Nos		1 447	21,92
32	8Pc Satchet Holder	8 Nos		1 888	28,61
	Total of Restaurant items				179 127
	Housekeeping items				
1	Shelves	5 Nos	01.03.2018	29 201	442,44
2	Lockers	10 Nos	01.03.2018	14 400	218,18
7	25Pc Stainless Steel Dustbin	25 Nos		8 120	123,03
11	17Pc Hair Dryer 313A	17 Nos		44 132	668,67
18	19Pc Kettle Quick Boll B-100	19 Nos		22 420	339,70
	Total of Housekeeping items			118 273	1 792
	GRAND Total of Items Purchased for Hotel School			1 650 093	25 001

THE BODHGAYA HOTEL SCHOOL

LIST OF EQUIPMENT (CONTRIBUTION FROM THE EAGLE FONDATION)

Summary list

S.No	Name of items	Total value of items (including tax) INR	Total value of items (including tax) CHF
1	Equipment	517 042	7 833,97
2	Furniture & Fixture	254 726	3 859,48
3	Kitchen equipment (large)	452 358	6 853,90
4	Kitchen items (small)	109 377	1 657,23
5	Room furniture	19 190	290,76
6	Restaurant items	179 127	2 714,05
7	Housekeeping items	118 273	1 792,02
	GRAND Total of Items Purchased for Hotel School	1 650 093	25 001

Total in CHF (@ 1CHF =INR66)