



Anjuman-I-Islam's
College of Hotel & Tourism Management Studies & Research
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CRITERIA 3.2.2

**3.2.2. Number of books and chapters in
edited volumes/books published and
papers published in**



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3.2.2 Numbers of Books and Chapters in edited volumes /books published and papers published national and International Conference during the year 2023-24

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Years	2023-24
Number	1

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List of the Papers Published

Sr. No.	Paper Title	Author Name	Paper Link/other Detils
1	Creating Emotionally Intelligent Young Employees: Bright Future of Hospitality and Tourism Sector	Mrs Trupti Patole & Dr. Swati Sharma	Publish in print Form, Date: 18 th -19 th May 2023 Edited Book: ISBN:978-81-19907-70-0 Publisher: Indu Book Services Pvt. Ltd

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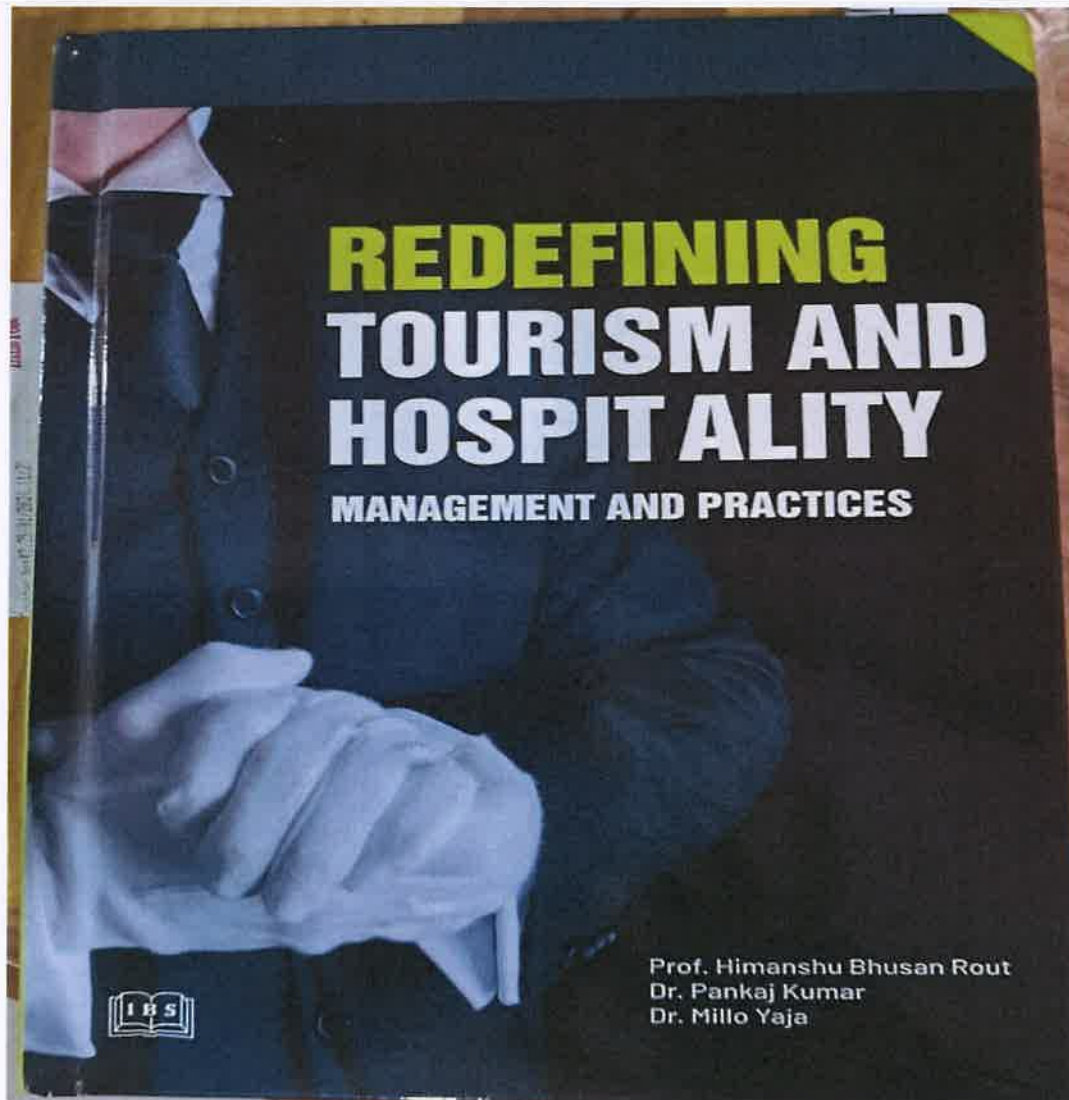
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Creating Emotionally Intelligent Young Employees: Bright Future of Hospitality and Tourism Sector

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ABSTRACT

Skill is defined as the productive capabilities achieved through learning and training. It can be a critical task that has to be faster, sustainable, and inclusive. The training can increase the employability of the young population of India. In G20 2023 priority was given to sustainable tourism in India. Considering not only the environment but also creating opportunities for locals. To create awareness about potential Tourism in India information should be circulated globally. One of the agendas of G20 is improvement in the Hospitality and Management skills of the youth who would interact with tourists, which is included in the Budget for FY 2023-2024. Focusing on this agenda training should be provided to youth to make them well-trained and sustainable employees in Hospitality and Tourism sector to face the challenges in the sector and should improve. This article will lighten the role of soft skills in making youth sustainable employees for the same sector. Soft skills training is required for Hospitality and Tourism sector. These skills can be honed by institutions, internships provided by organizations, and training programs for employees and youth that can sharpen their interpersonal skills for better emotional intelligence. G20 Summit in 2023 was held under the presidency of India. Skilled youth will be confident and increase the quality of their performance. This will help in achieving high customer satisfaction in the hospitality and Tourism sector. The 1st Tourism Working Group meeting under India's G20 presidency was held at Raan of Kutch, Gujarat; this meeting focused on Skills: "Empowering youth with skills for jobs and entrepreneurship in the tourism sector". This article will focus on the importance of skills in achieving the target nationwide of empowering youth and making them sustainable stakeholders of the Hospitality and Tourism sector.

Keywords: Sustainable tourism, Employability, Emotional Intelligence, Soft Skills, Empowering Youth

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