

# NDY

# News

# Letter



NEW DELHI YMCA  
Established 1927

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GENERAL SECRETARY & CEO SPEAKS

Dear Friends,

Greetings!

We are in process of enacting workstyle reforms in the interest of improving ways of working during and after the COVID-19 pandemic. These included setting up an environment conducive to remote work.

Now, we want to emphasize the substance and results of work rather than its form and hope that this will invigorate people within our YMCA.

We also need to foment a challenge-oriented mindset for coming up with new ideas and seeing them through. Each and every Member and staff in the front of our Mission and Business should continually ask themselves whether their current methods are really the best way to do things. To this end, we need to monitor and make it possible to see how far the Mission and Business model transformation we are pursuing has progressed.

We are back focusing our attention on social development programmes in order to implement our Mission through Social Human Development, Christian Emphasis Programmes, Sports, and Youth related programmes. It is a matter of pride that our Teachers Training Institute for Special Educators has been approved for five years by the Rehabilitation Council of India GOI and the Institute for Special Education too is on an upward trend with 76 Special Children enrolled so far.

Keep your YMCA in your prayers.

Mark



FROM THE OFFICE OF THE PRESIDENT

Dear Members and Friends!

Greetings!

Many a time I ponder on the fact that the New Delhi YMCA is a torchbearer, bringing the light of hope for a better future to society and especially to the weaker sections. We are a unique organization even amongst the YMCA movement in India, investing in the better future of the youth. Amalgamating the strength and experience of our members, we are better equipped in serving society.

Though ecumenical in nature, we tread on the grounds where other like-minded organizations may not. As we have entered the phase of consolidation, it is imperative for us to expand, to expand our core strength, i.e: Programmes. The New Delhi YMCA has been a pioneer in introducing many programmes, which are now followed by others. Now is the time that we evolve our programmes as the world around us has adapted to a new normal. Mental stress is at its all-time high. Young adults are succumbing to problems which the world has never experienced before. But there is hope, hope in knowing that the New Delhi YMCA will address these issues as its members are an ever-present force to lead and meet these challenges head-on.

I encourage our young members to take an active part when new programmes are designed, as it is the young minds who can better understand what this young society requires. 66 per cent of the total population of India is youth. How beautiful it is that we are an organization that invests in youth through our programmes. There is no better time than this to bank on the opportunities that lie ahead.

May God bless us all with His grace and strength.

Felix Fernandes  
President

# DEPARTMENT OF PROGRAMME, CULTURAL AND TRIBAL COMMITTEE

## MEDICAL CAMP - 25 JULY, 2022



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The PCT Committee organized the Free Orthopedics & ENT Medical Camp at New Delhi YMCA, on Monday, 25th July 2022 for the Y Members, Executives, Staff & Workmen of the NDY. A team of 10 Medical personnel in association with Apollo Spectra Hospitals & Dr. Khera's Wellness Clinic "The Care in Healthcare" were invited to perform diagnosis and medical procedures which included Random Blood Sugar analysis, Blood Pressure, and Pulse-rate check, Bone Density analysis, and full ENT check-up.

Mr. Hemant Agarwal, Assistant General Secretary, NDY, began the program with a word of Prayer, followed by GS & CEO Mr. Mark Clive's Welcome Address. Mr. Vijay Russell, Chairman, PCT shared his Greetings. Mr. Noel Phillips Associate General Secretary, NDY introduced the team of Doctors, Dr. Gaurav Khera MBBS, Diploma in Orthopedics for the past 18 years as a world-class surgeon in Trauma, Joint Replacements & Spine & Sports injuries, and Dr. Sanjiv Dang MS-ENT Otolaryngologist specialist with experience of 40 years providing Surgery for Ear Micro, Congenital Ear Problems, Nasal Disorders, Snoring and Microsurgery of the Larynx.

The Medical Personnel were felicitated with Mementos & Certificates for their Participation & Support. The Medical Camp was highly appreciated by everyone.



# NEW DELHI YMCA DEPARTMENT OF SOCIAL AND HUMAN DEVELOPMENT



AGP on 'Protection from Dengue and Malaria' was organized on 26th July 2022 at CDC Karpoori Thakur. The objective of the programme was to discuss the prevention of the spread of mosquitoes, maintain proper hygiene and control the symptoms and precautions of Dengue and Malaria. The Resource Person was Mr. Vijay Kumar, Assistant Malaria Inspector from Public Health Department, South Delhi Municipal Corporation. 35 participants were part of this program.

AGP on 'Citizen's Right and Role of Police' was organized with Self Help Group Women of Community Development Centre Savda-Ghevra, on Wednesday 27th July 2022 from 11:00 am onwards with the help of Police Station Kanjhawala. Resource Persons for the Programme were Mr. Satish Kumar (Head constable) and Mr. Kanwar Singh, Assistant Sub Inspector (ASI). The purpose of conducting the session was to educate the women about their rights and to enable them to help themselves and also act as leaders to help other women and the community at large. The role of the Police was also discussed and explained to the women. 44 women participated in the programme.

## **Parents Meeting of Balwadi / Day Care**

Community Development Centre Kalyanpuri and Karpoori Thakur organized Parents Meeting with the parents of Balwadi and Day Care Children. The objective of the meeting was to discuss Physical, Mental & Social Development and compare the parameters of development after children were enrolled in the Activities at the respective CDCs. The highlights of the discussion with the parents during the meeting were to assess the Height & Weight of the Children as per the age parameter, the importance of the Nutritious Diet for the growth of Children, to aware the parents on the importance of timely Immunization and Vaccination of Children and role of parents in the development and learning of their children, encouraging them to go to School and also for the activities at the Centers. During the meeting, parents were also requested to submit the Monthly Fee on time.

The Series of Parents Meetings were organized at the Community Development Centers and Alternative Learning Centers of Kalyanpuri and Karpoori Thakur from 15th to 22nd July 2022 as per the detail given below. The Parents Meeting was attended by 132 parents at both CDC's.

# STAFF TRAINING PROGRAMME HELD ON 30 JULY 2022 IN CONFERENCE ROOM, TOURIST HOSTEL, JAI SINGH ROAD, NEW DELHI -110001



The staff training was conducted on 30th July 2022 in the Conference Room at 3.00 pm to enhance the quality of customer service.

The training was attended by the Executives and Staff from the Front Office, F & B, Security, and Housekeeping departments of the Tourist Hostel. The training commenced with a word of prayer said by Mr. Rahul Peter.

Mr. Rajeev Singh, Assistant General Secretary - Tourist Hostel welcomed Mr. Sharad Kapoor, faculty at New Delhi YMCA, Institute of Hotel Management Course, and the Executives and Staff present and briefed them about the training session.

Mr. Sharad Kapoor imparted the training to all the staff present and the topics covered were:

1. **Communication Skills:** Good communication skills enhances the guest experience as it portrays that you are listening to your guest, solving their issues, valuing their feedback, and also hearing their messages. This shall lead to customer loyalty, increased business in terms of revenue, and eventually, there is an increase in the number of guests visiting the hostel facilities.

2. **Service Etiquettes in Restaurant:** To increase the business of the Restaurant the services etiquettes play a very important role. Etiquettes refer to proper mannerisms and behavioral attitudes in a formal dining situation. Table manners play an important part in making a favorable impression. Knowing how to treat guests with courtesy and respect to make them feel welcomed thereby making them comfortable in an unfamiliar setting. The Service etiquettes also include:

- BEING TRANSPARENT ABOUT THE PRODUCT AND SERVICES.
- OFFERING PROACTIVE SALES & SUPPORT ASSISTANCE.
- USING THE RIGHT COMMUNICATION SKILLS.
- PERSONALIZING THE CONVERSATION.
- LISTENING TO THE CUSTOMERS
- OFFERING GRATITUDE

3. **Guest Satisfaction:** Guest satisfaction plays the most important role in increasing revenue, business and reputation. Satisfied guests are a powerful marketing tool. Happy guests will recommend the Hostel facilities to their family and friends. Through such recommendations, the hostel will welcome more guests. Satisfied guests will definitely give good reviews. And we know one positive review possesses the power to draw more guests.

4. **Time Management:** Good time management helps you strike the right balance of staff with work, so things can be completed more efficiently. Prompt and efficient work ensures the guests will be happier too. With the right method and maybe even a few new tools the teams can work more efficiently to keep the reputation of the Hostel in high esteem.

5. **Grooming:** Grooming plays an important role in the hospitality industry. It's the method of making you look good and clean. Grooming is the combination of style and discipline. It is to project an image of the organization's culture and ethics to our esteemed customers. Looks are a sign of who we are. Proper grooming builds a professional workplace picture, and we must be attentive to our appearance and location.

6. **Loyalty towards Organization:** Employee loyalty can be defined as employees who are devoted to the success of their organization and believe that being an employee of this organization is in their best interest. When employees are loyal to their workplace, they will be more willing to invest in their work, innovate new ideas, and go the extra mile.

7. **Motivation:** Motivation should be in the form of rewards and recognition, it may be given to the entire team and also special recognition should be given to staff who have gone that extra mile for increasing the business. The recognition should be both privately as well as publically. Staff motivation plays a major role in running a successful business.

8. **Inter-Personal Behavior:** A good working environment is essential for superior service and smooth operation of the hostel. The interpersonal relationships between departments should be warm and cordial. The staff should be willing to help each other irrespective of the department they are working for. This will ensure smooth coordination between departments and therefore result in lesser complaints.

Mr Rajeev Singh AGS-TH concluded with his remarks on the successful and motivational training session and thanked the resource person, Mr Sharad Kapoor to take time out from his busy schedule and conduct the training session for the staff of the Tourist Hostel, New Delhi YMCA.

# NEW DELHI YMCA HPDP PLACEMENT REPORT

The New Delhi YMCA, Human Potential Development Programme, Placement Department is actively striving toward helping the young professionals who have joined the HPDP for their professional education, to have the best possible avenue of securing a good job and start a strong professional career. This year so far 164 companies have registered themselves with the New Delhi YMCA and more than 102 students have secured jobs through the Placement department of the New Delhi YMCA, HPDP.

## DID YOU KNOW

The New Delhi YMCA has always felt very strongly that in view of its mission and goals, it is in a viable position to play a significant role in developing Managers of Today and Tomorrow, being in tune with the demand of our rapidly evolving society.

With this aim, the Institute of Management Studies was established under the stewardship of the Late Mr. A. Dasgupta, doyen of Management Education in India. It commenced functioning on the 7th of August 1972. There were 752 applications and 100 candidates were given admission. Dr. S. Neelamegham was the first Honorary Director supported by guest faculty from the University of Delhi, Business, Government, and other Institutions.

At the IMS, it is our goal to educate graduates who possess a strong theoretical, practical, and experimental foundation in the basic disciplines of management as well as specialized skills pertinent to Marketing, Finance, Operational Management, Human Resource Management, and Corporate Management.

The Institute has an eminently qualified and experienced Faculty of over forty teachers drawn from major streams of management practices. The perfect blend of the faculty academics, researchers, professionals drawn from public and private sectors, and those with academic and managerial experience give the Institute a unique professional standing.

In 1976 Institute of Management Studies and its post Graduate Diploma courses in Marketing and Sales, Personnel Management, and Hospital Administration were awarded certificate of recognition by the Ministry of Education Government of India. Now the Institute has been awarded a certificate of recognition by the All India Council of Technical Education. Annually 350-400 Young managers are benefited and by 1996 the IMS awarded Post Graduate Diploma to over 4000 executives from 1850 Public/ Private Sector organizations and from Government who are now in the mainstream of management of India and abroad.