





THE BORIVLI EDUCATION SOCIETY'S
**Matushri Pushpaben Vinubhai
Valia College of Commerce**
मातुश्री पुष्पाबेन विनुभाई वालिया वाणिज्य महाविद्यालय



Affiliated to University of Mumbai • **NAAC Accredited**
M. K. School Complex, Factory Lane, Borivli (W), Mumbai-400092. Tel.: 28985320
Email: valiacollege07@yahoo.com • www.mpvvaliacollege.in

College Code : 406 • MS - 50

16th January, 2024

To,

Ms. Dolly Setpal,
Personality Development Consultant

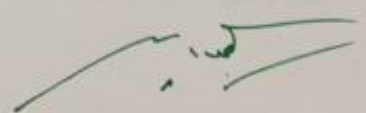
Subject: Letter of Appreciation

Dear Ma'am,

On behalf of our Institute we take this opportunity to officially thank you for giving your valuable time for conducting a session on "**Personality Development and Personal Hygiene**" on 16th January 2024. We are sure that your expertise in the subject, inspired our students and helped in building their moral and confidence.

We appreciate your efforts and look forward for further such association.

Thanks and Regards,


Mr.V.Manikandan
Principal Incharge

Dolly Setpal

Cabin Crew @ British Airways since 2005

DOB : 12 JUN 75

Breezy Corner

A1-703

Mahavir Nagar

Kandivali West

Mumbai - 400067

9820333643 (India)

+44 7384925262 (UK)

dolls_setpal@rediffmail.com

Professional Objective: To head/design/conduct soft skills and personality development training programs for reputable organizations so as to provide equal opportunities to youth from all sections of society along with my flying career.

I will continue flying with British Airways and conduct seminars at Thakur Institute of Aviation for Cabin Crew.

Educational Qualification :

SSC – St Teresa's Convent

HSC – MMK College Bandra

Bachelor Of Commerce from Mumbai University through MMK College Bandra

Current Job : Cabin Crew at BRITISH AIRWAYS

British Airways :

Current Flying Schedule

3 Flights a month on Mumbai – London Sector

Each Flight is 2 days turn around.

Total working days in a month : 6

- **British Airways Work Experience**

- **October 05 – Present date:** 19 years

- International Cabin Crew Mumbai Base with British Airways.

- In the said role covered following activities:

- •Inspect work areas to comply with established standards in areas such as cleanliness & maintenance.

- •Apply customer/guest feedback to service improvement efforts.

- •Participate in continuing training to stay abreast of industry trends and developments.

- •Furnish customers with information on events or activities.

- •Resolve customer complaints regarding services rendered

Thakur Institute of Aviation Kandivali West

Teaching and designing curriculum

Personality Development

Etiquette and Culture

Customer Service

Interview skills and CV writing

Tracking openings in Hospitality and Aviation Sectors.

Previous Work Experience

June 97 – November 99: Software Programmer cum Administrator with India Peripherals a Computer hardware and software development company based in Mumbai.

In the said role covered following activities:

- Meet with managers/owners to stay informed of changes affecting operations.
- Analyze operational data.
- Inspect operating equipment to ensure conformance to established standards in areas such as maintenance.
- Requisition necessary supplies & equipment for office.

November 99 – October 05: Cabin Crew with SAHARA Airlines an International airlines based in India.

Joined as a flight attendant and promoted to the rank of In-flight supervisor and then promoted to the rank of Quality Team Member.

Conducted grooming sessions for new joining crew.

Appeared in television commercial of the airlines and also in a Bollywood movie as a Sahara air hostess.

In the said role covered following activities:

- Train juniors in proper operational procedures and functions and explain company policies.
- Record personnel data and write related activity reports.
- Collaborate with staff members to plan or develop programs of events, schedules of activities, or menus.
- Observe and evaluate workers' appearance and performance to ensure quality service and compliance with specifications.
- Inform workers about interests or special needs of specific groups.
- Resolve customer complaints regarding worker performance or services rendered.

- Take disciplinary action to address performance problems.

Skills:

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Speaking - Talking to others to convey information effectively.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Coordination - Adjusting actions in relation to others' actions.
- Service Orientation - Actively looking for ways to help people.
- Time Management - Managing one's own time and the time of others.
- Management of Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job.
- Persuasion - Persuading others to change their minds or behavior.
- Instructing - Teaching others how to do something.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Monitoring - Monitoring/Assessing performance of individuals to make improvements or take corrective action.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Negotiation - Bringing others together and trying to reconcile differences.
- Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making.
- Systems Analysis - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Systems Evaluation - Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

- Quality Control Analysis - Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Psychology - Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation.
- Computers - Knowledge of computer software, including applications and programming, word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

[NAAC Accredited]

PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (P1G7)Date: 16/1/24

S.No	Name of the participant	Class	Contact Number
1	YADAV Anjali Rakesh	FYBAF	9987306648
2	Deepa Vishwakarma	FYBAF	7208605120
3	Anushka Ramane	FYBAF	9022833876
4	Pooja Reddy	FYBAF	8433554027
5	Naina R. Gupta	FYBAF	9137989292
6	Sakshi A. Shedge	FYBAF	8237884096
7	Princy R. Gaud	FYBAF	9221543837
8	Bhumi S. Patel	FYBAF	8866343762
9	Bhakti Thakkar	FYBAF	9136897580
10	Aarti S. Chauhan	FYBAF	8828198729
11	Renu R. Ram	FYBAF	9930083876
12	Urmila B. Singh	FYBAF	8591967144
13	Purvi R. Shukla	FYBAF	7738715554
14	Soram D. Chauhan	FYBAF	7208562378
15	Sandhya M. Harejari	FYBAF	9321753956

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

(NAAC Accredited)

PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (P&G)

Date: 16/1/24

S.No	Name of the participant	Class	Contact Number
1	Harshali Kavire	FY Bcom -A	9812233163
2	Katka Shinde	FY Bcom A.	9833289963
3	Sanjana Nair	FY Bcom E	8291593106
4	Twinkle Singh	FY Bcom E	9699936118
5	Bhavana Purohit	FY Bcom E	8850656564
6	Purnakeshi Jain	PY Bcom (D)	9783181849
7	Kareena Jain	PY Bcom (D)	9503862285
8	Pooja mali	FY Bcom (C)	9594023928
9	Kirti Rajhwar	FY Bcom (A)	7355264486
10	Shaikh Rahamatuha.	F.Y.BCOM (A)	8850482018.
11	Priyanka P. Gupta	S.Y.BCOM (D)	7738907093
12	Arushi N. Jain	S.Y.B.com (B)	7974027465
13	Manvi Gajjar.	SYBCOM	8976599360
14	Kashish. Jaiswal	SYBCOM	9136566366
15	Neel H.L gupta	FY Bcom	7506711066

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

[NAAC Accredited]

PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (P&G) Date: 10/1/24

S.No	Name of the participant	Class	Contact Number
1	Lavanya. B. Thanda	F.Y. BMS	9152350204
2	Usha. R. Jain	F.Y. BMS	9820515001
3	Janiya M. Daikh	F.Y. B.MS	8428571013
4	Pooja Mishra	F.Y.BMS	9867215214
5	Khushbu ojha	F.Y.BBT	9370732030
6	Mahima choudhary	F.Y.BBT	8452904323
7	Kajal Yadav	F.Y.BBT	9833978847
8	Sapna Ganpan	F.Y.BBT	9987367907
9	Drashti Jain	F.Y.BBT	9653186855
10	Esha Jain	F.Y.BBT	8591626530
11	Kalpna Thakor	F.Y.BBT	9773992496
12	Saba Rangrez	F.Y.BBT	8454053615
13	Vidhi Gala	F.Y.BBT	7208354600
14	Pragati dubey	F.Y.BMS	9594425621
15	Aza Shakh	F.Y.BMS	9321525478

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

[NAAC Accredited]

PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (P&G)

Date: 16/1/24

S.No	Name of the participant	Class	Contact Number
1	Bhumiika-Singal	FYBMS	9324623919
2	Swati Mishra	FYBMS	8169910618
3	Sakshi Mishra	FYBMS	9321374826
4	Rui Saule	FYBMS	9967888994
5	Saleshu more	FYBAF	8268706715
6	Arju mishra	FYBAF	9987884367
7	Aarchi Mishra	FYBMS	9987884367
8	Harsha Singh	FYBMS	9324210820
9	Manisha Pal	FYBMS	9768555167
10	Minakshi Mali	FYBMS	9870478420
11	Khushi Girish Rathod	FYBAF	9969499104
12	Aakanksha Pandey	FYBAF	9619434364
13	Bhumiika Mishra	FYBAF	9307896917
14	Shubhangi Naik	FYBAF	9987195177
15	Khushi Yadav	FYBAF	9321965637

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

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PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (PG)

Date: 16/01/24

S.No	Name of the participant	Class	Contact Number
1	Priya Daji	F.Y. BMS	87779981784
2	Priya Dodi	F.Y. BMS	9137682334
3	Sargam Mali	F.Y. BMS	8655257214
4	Kaishika Rajak	F.Y. BMS	8956526847
5	Prachi Kamadiya	F.Y. BMS	7397885180
6	Kanchan Shinde	F.Y. BMS	9518552740
7	Pooja Mandal	F.Y. BMS	7058633673
8	Nazki Khan	F.Y. BMS	720854857
9	Phooljahan Choudhary	F.Y. BMS	9766739269
10	Amisha Dalal	F.Y. BMS	7304611453
11	Kaishma Yadav	F.Y. BMS	7678016544
12	Falguni Pate	F.Y. BMS	9508979234
13	Kunal Sharma	F.Y. BMS	9821791917
14	Sujan Shaikh	F.Y. BMS	9896831642
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MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

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PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene

Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Bhoomi R. Shah	SY Bcom	9082597165
2	Bhoomi P. Yadav	F.Y. Bcom	9137668487
3	Jai Singh	SY Bcom	9137668487 9136733117
4	Kanishka V. Gawde	SY Bcom	9136524298
5	Pooja D. Nimbare	F.Y. Bcom	9321843585
6	Disha D. Padwal	F.Y. Bcom	9833537030
7	Ananya S. Nachare	F.Y. Bcom	8689851283
8	Manali P. Amkar	F.Y. Bcom	9136261674
9	Prerona H. Kewat	F.Y. Bcom	9022148890
10	Bhumi S. Yadav	F.Y. Bcom	8369109844
11	Rashi D. Tiwari	F.Y. Bcom	8108315061
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MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

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PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (PG)

Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Taspreet Kaur, Jaini	FY BAF	9529148592
2	Isha Bhadrasia	FY BAF	9987536186
3	Krishna Bhupendra Patel	FY BAF	9892524207
4	Jiya Dayanand Surana	FY BAF	8433846187
5	Arpita Pawarkar	FY BAF	7558719049
6	Maitree Sheth	FY BAF	7558384227
7	Sonal Shankar Dongale	FY BAF	7715980182
8	Yadav Shivani Vijayshankar	FY BAF	8452007343
9	Neelam Kishor Chauhan	F.Y. BAF	8830548252
10	Minalkshi Devendra Thakur	F.Y BAF	8369500960
11	Alice Michael D'souza	F.Y BAF	9355453022
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MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

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PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (P89)

Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Sakshi Shrikant Tawalkar	Fy BMS	8168162856
2	Trisha Satinkumar Gor	Fy BAF	9673980271
3	Preeti - Ashok. Shetty	Fy BAF	8898898798
4	Aayushi Nilesh Mehta	Fy BAF	7157997891
5	Swati Rajendra Gupta	FYBAF	8976594505
6	Ganesh Kumar Baleshwar Ram	FYBAF	8369511455
7	Shilpa Shravan Malviya	FyBAF	79774473113
8	Sakshi Nithin Wagh	FyBAF	7304816870
9	Singh Shweta Vaghvendra	FyBAF	8652400878
10	Neha Vishwakarma	FYBAF	
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Guest : Ms. Dolly Setiya (Pdg)
Speaker

MATUSHRI PUSHAPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

(NAAC Accredited)
PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene

Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Pooja. uttam. Shinde.	Sy.BCOM-A	91137131580
2	Khushi .H. Kawa	S.Y.B.COM-(A)	7208280900
3	Diksha. Prakash shirke	SYBCOM-(A)	9820160745
4	Mangsi . R. Kule	SyBCOM-(A)	8291680480
5	Pooja . S. Phalija	S.Y.B.COM-(B)	8291979309
6	Hetal . J. Khasiya	S.Y.B.COM-(B)	8424808574
7	Pankti . R. Thakur	S.Y.B.COM-(A)	8928279387
8	Nikita . S. Walse	S.Y.B.COM-(A)	7410516891
9	Tarpti S. Pandey	F.Y.BCOM-(C)	8850605654
10	Monika.P. Jaiswal	F.Y.BCOM-(B)	8898031429
11	Ashwini S. Bhandari	F.Y.BCOM-(E)	8291100334
12	Poonam H. Rajput	Fybcom (A)	8975554006
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Guest Speaker: Ms. Dolly Setpal (P&G)
Session II

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

(NAAC Accredited)
PARTICIPANT LIST

Event Name: Personality Development & Personal hygiene

Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Ritika R. Sharma	S.Y.B.com	7900141774
2	Richa B. Singh	S.Y.B.com	7276904125
3	Neeti Shatrughan Jaiswal	S.Y.B.com (A)	9321866228
4	Shreya Sanjay Singh	S.Y.B.com (A)	8591290115
5	Mahesh Joshi	F.Y.B.com (B)	910272231028
6	Pushpa. Khushwahia	F.Y.B.com (B)	8999542076
7	Komal Kamble	S.Y.B.com (B)	8356955041
8	Sarita Gupta	F.Y.B.com (B)	8369556841
9	Rukshang Dasari	S.Y.B.com (A)	9162221514
10	Sajiya Shaikh	S.Y.B.com (A)	9321980905
11	Nidhi Yashil	S.Y.B.com (A)	8657714808
12	Ashwini Shaikh	S.Y.B.com (A)	9867531649
13	Priya RAJAK	F.Y.B.com (A)	7219886133
14	Komal Chaudhary	F.Y.B.com (A)	8668308082
15	Kumkum Gupta	F.Y.B.com (A)	9324285938

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

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PARTICIPANT LIST

Event Name: Personality Development - & Second Step (Ph 4)

Date: 16/1/24

S.No	Name of the participant	Class	Contact Number
1	Dipti Duryodhan Maharana	S.Y.B.com	8976575441
2	Sadhana Ramkesh Yadav	F.Y.B.com	7506411543
3	Reshma Ravindra Jawade	S.Y.B.com	8425886337
4	Sanjana Jawaharlal Mali	F.Y.B.com	9967979242
5	Darskara D. Bhappa	F.Y.B.com	9372848883
6	NAINA.H. Singh	F.Y.B.com	8454082878
7	Ruchika .C. Mistry	F.Y.B.com	7977413653
8	Vroni Patel	F.Y.B.com	9892814597
9	Vidhya Kamble.	F.Y.B.com	7021125112
10	Tanushai Sharma	F.Y.B.com	9152048291
11	Tanvi Avaghadde	F.Y.B.com	9039841009.
12	Jayshree Deora	F.Y.B.com.	7045566342
13	Rupali Sharma.	F.Y.B.com	9867151262
14	Sejal Gupta.	F.Y.B.com.	8355850364
15	Simran Tadhor	F.Y.B.com	9987124909

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

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PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (P&G)

Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Vishakha . J. Pittawa	F.Y.Bcom	8591979884
2	Habib . O. Rathod	F.Y.Bcom	8459711447
3	Bhiksha Rawal	F.Y.Bcom	9167039959
4	Prinyanka . V. Shani	F.Y.Bcom	8291625124
5	Ankita . B. Singh	F.Y.Bcom	9136780889
6	Priya Rathod	F.Y.Bcom	9372997926
7	Urmil Patel	F.Y.Bcom	9892814597
8	Nehal bhatu	F.Y.Bcom	9765136042
9	Laxmi Gupta	F.Y.Bcom	9699436693
10	Khushboo . R. Choudhary	Khushboo . R. Choudhary F.Y.Bcom	9324464175
11	Kusum YADAV	F.Y.Bcom	9004204355
12	Nisha Gupta	F.Y.Bcom	8591593298
13	UPADHYAY ANKITA GIRISH	F.Y.Bcom	9324386397
14	Vanita Verma	F.Y.Bcom	9004002446
15	Sudhar seth	F.Y.Bcom	9702770630

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

(NAAC Accredited)

PARTICIPANT LISTEvent Name: Personality Development & PersonalHygieneDate: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Poojesh Singh	S.Y.BCOM	8286745812
2	Chaitra Gowda	S.Y.BCOM	9606620174
3	Khushi Gupta	S.Y.BCOM	8080661844
4	Dhruv Tanvi	S.Y.BCOM	9321820256
5	Prityanka Madane	S.Y.BCOM	9137673876
6	Deepa Thakur	S.Y.BCOM	7779861623
7	Sejal Mali	S.Y.BCOM	9024077614
8	Rithi Tilwari	S.Y.BCOM	9152787624
9	Harshita Gupta	S.Y.BCOM	9324316900
10	Megha Vishwakarma	S.Y.BCOM	8591258873
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PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (P&G)

Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Tanisha mehta.	FY-BMS	8655925003
2	Patel Krishi	FY-BMS	8828568992
3	JYOTI DEEPAK SUTHAR	FY-BMS	8806824038
4	Jahnvi	FY-BMS	
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SADAKRE - DOLLY SETP.2

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

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PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene [P&G] Date: 16/1/24

S.No	Name of the participant	Class	Contact Number
1	Afrin Shaikh	FYBAF	7045028399
2	Sneha Solanki	FYBAF	8446545902
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MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

(NAAC Accredited)
PARTICIPANT LIST

Event Name: Personality Development & Personal hygiene

Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	Moni Vaisnav	F.Y.B.Com	9372944021
2	Rachakonda Mandini	F.Y.B.Com	8591015109
3	Akanksha Benade	F.Y.B.Com	9152650644
4	Jyoti YADAV	F.Y.B.Com	7021191641
5	Tanushree Ghosh	F.Y.B.Com	9430165930
6	Bhumi Dubey	F.Y.B.Com	8454806198
7	Rinkal Chamarika	F.Y.B.Com	9930764608
8	Ankita Gupta	F.Y.B.Com	8999027327
9	Priya Gupta	Sy.B.Com	9152796267
10	Kajal Yadav	Sy.B.Com	7208611093
11	Payal Bhingolia	Sy.B.Com	9231810310
12	Purva Waghda	Sy.B.Com	9322499925
13	YADAV. ANJALI . AKHILESH	F.Y.B.Com	9004871013
14	Khushbu Ashok Saw	Sy.B.Com	8591106802
15	AJAYIA C. YADAV	F.Y.B.Com	9082642001

MATUSHRI PUSHPABEN VINUBHAI VALIA COLLEGE OF COMMERCE

[NAAC Accredited]

PARTICIPANT LIST

Event Name: Personality Development & Personal Hygiene (PGG) Date: 16/11/24

S.No	Name of the participant	Class	Contact Number
1	monika-mahesh-choudhary	FY Bcom	9892413202
2	Yadav Reshma Sohita	FY Bcom	9321551009
3	Kadom Prachi Ariv Arvind	SY B.Com	7558747661
4	Zaya Varshika Naresh	SY Bcom	885704640
5	Sweety Dinesh Shinde	FY B.Com	8591290725
6	HETAL HARSH Bavisda	FY.B.Com	9964831763
7	Komal Suresh Manjrekar	FY.Bcom	9011004415
8	HRAD Tawant Shah	FY BCOM	7208152656
9	Aastha Govind Solanki	FY Bcom	8779757770
10	Gayatri K. Kuchwade	SY B.Com	8591866479
11	Sanchi-Sulanki	SY.B.Com	965368830
12	Seyali Kisan Birje	FY Bcom	8291966940
13	Abhinav Bhram Singh	SY.B.Com	9137306980
14	Dipali Gupta	FY Bcom 1A	9324781178
15	Saloni Moriya	FY Bcom	8369742344
16	Neha Yadav	FY B Com	93247365340