



# Mugberia Gangadhar Mahavidyalaya

ESTD.-1964

(UGC Aproved & NACC "B" Level Govt. aided College)

## Department of Tourism & Hotel Management

(Under the NSQF schemes of UGC)

**ACADEMIC YEAR: 2022- 2023.**

**MUGBERIA GANGADHAR MAHAVIDYALAYA**

**Dept. of Tourism & Hotel Management**

### **Programme Outcomes:**

**P.O. (Program Objective):** The array of learning outcomes that students in the programme acquire will vary according to their Award. As student advances towards their final levels of study, they will be expected to exhibit highly sophisticated levels of knowledge, valuation and evidence of theory etc., and they are supposed to be able to -

<b>P.O. Sr.No</b>	<b>Program Outcomes</b>
<b>P.O. (1)</b>	Interpret the fundamental principles of essential hospitality and tourism business functions and demonstrate a good understanding of the Hotel and Hospitality Industry's organizational units.
<b>P.O. (2)</b>	Use the practical vocabularies of a variety of business disciplines in an appropriate manner.
<b>P.O. (3)</b>	Hands-on training in production and service to create industry-standard skill sets.
<b>P.O. (4)</b>	Consider issues and challenges from a variety of perspectives.
<b>P.O. (5)</b>	Evaluate and examine theoretical frameworks
<b>P.O. (6)</b>	Conduct independent research on a topic that is significant in the field of hotel and hospitality industry
<b>P.O. (7)</b>	Determine the most effective practical strategies.
<b>P.O. (8)</b>	Develop ability to collaborate and manage with others.
<b>P.O. (9)</b>	Develop, analyze, and assess distinct arguments, then present them in a logical and coherent manner.
<b>P.O.(10)</b>	Students are employed in hospitality and tourism sectors in various managerial and operation positions like restaurant management, recreation and health , catering, cruise ship hotel management, institutional and industrial catering, in food, confectionery, beverage production industries

**B.VOC: PROGRAM SPECIFIC OUTCOMES**

<b>PSO. Sr.No.</b>	<b>ATTRIBUTES</b>	<b>PROGRAM SPECIFIC OUTCOMES</b>
PSO1	Disciplinary Knowledge	Knowledge of Hospitality Management, Culinary Science, Human Resource Management, Communication Skills, and Marketing applied to the development of the hospitality and tourism industries.
PSO2	Modern Management Methods	Create and integrate new solutions, as well as implement new methodologies of Culinary Science and Management Practices, while keeping in mind the limitations.
PSO3	The Hospitality Professionals and Society	Creation of new knowledge in the field of Hospitality Industry and Application of this knowledge to serve the society.
PSO4	Environment and Sustainability	For the sustainable development of society and environment, understanding the impact of Hospitality Education and Culinary Science on society
PSO5	Critical Thinking	The learner develops the skills to become a successful entrepreneur and the ability to think critically for solving various problems pertaining to tourism industry.
PSO6	Ethics	<ul style="list-style-type: none"><li>• Apply the Hospitality Management Practices', ethical principles and commit to professional ethics, duties, and norms.</li><li>• Respect for guests and colleagues without prejudice, having diversity of background, language, and culture.</li><li>• An understanding of the rights of guests, particularly in terms of confidentiality.</li></ul>
PSO7	Individual and Team Work	Work efficiently and effectively as individually, and a member or leader in varied teams, as well as in Multidisciplinary Hospitality settings.
PSO8	Communication	Understand and create good reports and design documentation, make effective presentations, and give and receive clear directions in order to communicate effectively with teams, leaders, and society.
PSO9	Leadership Qualities	Inculcate the qualities like honesty, good communication skills, strategic view, transparency, leads by example, makes informed decisions and inspires others, which make learners a leader in managerial field.
PSO10	Management & Culinary Skills	For a successful career as a Hospitality Managerial Professional, develop management skills and learn culinary skills.

PSO11	Critical Thinking	Enhance critical thinking abilities and apply them to the challenges that are more difficult.
PSO12	Social Interaction	Exhibit a positive attitude toward the field of Hospitality Industry by obtaining opinions from others, resolving disagreements, and facilitating in reaching conclusions in various hospitality group settings.
PSO13	Effective Citizenship	Develop the ability to act as a team with compassion and caring for others, the ability to act with informed awareness of concerns, and the ability to volunteer in civic life.
PSO14	Self-Directed and Learning	Acquire the ability to engage in self-directed and life-long learning in the context of the Hospitality Industry's socio-cultural developments.

TOURISM & HOTEL MANAGEMENT

**Course Outcomes**  
**B.VOC IN TOURISM &**  
**HOTEL MANAGEMENT**

**Semester-I**  
**(Theory)**

<b>Course code</b>	<b>Course title</b>	<b>Course Outcomes</b>
<b>TH/121</b> <b>CO1</b>	Fundamentals of Culinary Arts	It provide basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organization structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.
<b>TH/122</b> <b>CO2</b>	Funda of Food & Bever age Service	The course aims to inculcate knowledge of food service principles, functions, procedures among trainees
<b>TH/123</b> <b>CO3</b>	Fundamentals of Front Office	It familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills
<b>TH/124</b> <b>CO4</b>	Fundamentals of Housekeeping	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.
<b>TH/125</b> <b>CO5</b>	Fundamentals of Nutrition	It makes student to understand the importance of healthy diet in commercial catering and procedures used therein.
<b>TH/126</b> <b>CO6</b>	Application of Computers	It will make students acquaint with the information technology and will help in developing contemporary skills
<b>TH/127</b> <b>CO7</b>	Introduction to food commodities	It make students acquaint with the various food commodities that are used in professional kitchens

<b>TH/128</b> <b>CO8</b>	Introduction to Event Management	It makes students familiar with management techniques and strategies
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TOURISM & HOTEL MANAGEMENT

		required for successful planning, promotion, implementation and evaluation of special events.
<b>Semester-I Practical</b>		
<b>TH/129 CO9</b>	Fundamentals of Culinary Arts	It provide basic knowledge of cooking to the beginners.
<b>TH/130 CO10</b>	Fundamentals of Food & Beverage Service	The students will get Familiarization of F&B Service equipment and will prepare for service in restaurant.
<b>TH/131 CO11</b>	Fundamentals of Front Office	It familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction.
<b>TH/132 CO12</b>	Fundamentals of Housekeeping	Students will be able to give services in hotels and will be able to learn more about cleaning and maintaining the hotel room
<b>TH/133 CO13</b>	Vocational training of one month	students will be able to • develop team spirit and working as a leader • help themselves in making an informed career choice after exposure to the actual work environment • observing the different aspects of adventure tourism • get an opportunity to understand the expectations of tourists and various participants of the group.
<b>Semester-II (Theory)</b>		
<b>TH/134 CO14</b>	Foundation Course in Culinary Arts	This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, cereals, pulses, various cuts of vegetables and meats with their cookery.
<b>TH/135 CO15</b>	Foundation Course in Food & Beverage Service	The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with menu planning and sale control system.

<b>TH/136 CO16</b>	Foundation Course in Front Office	The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills
<b>TH/137 CO17</b>	Foundation Course in Housekeeping	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness and pest control.
<b>TH/138 CO18</b>	Executive Communication	The primary objective of Executive Communication is to introduce the student to various forms of written and oral communication that are necessary in real-life business situations, perfecting verbal and non-verbal communication skills. Further this course will try to develop overall personality of students.
<b>TH/139 CO19</b>	Principles of Food Science	The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein.
<b>TH/140 CO20</b>	Basics of Tourism	This course shall introduce learner to tourism's growth and development. The course also highlights the role of tourism as an economic intervention and its significance in economy; Course discusses the global nature of tourism, tourism product and emerging trends in tourism industry. It is also important to appreciate the future of tourism.
<b>TH/141 CO21</b>	Environment, Road Safety Education, Violence Against Women/Children and Drug Abuse	Students will get familiar with issues related to Environment, Road Safety Education, Violence Against Women/Children and Drug Abuse
<b>Semester-II Practical</b>		
<b>TH/142 CO22</b>	Foundation Course in Culinary Arts	Student will learn about the preparation of various food menus and bakery.

<b>TH/143 CO23</b>	Foundation Course in Food & Beverage Service	Students will get practical training in serving food and beverage.
<b>TH/144 CO24</b>	Foundation Course in Front Office	Students will be able to book a room, handle the guests query and overall front desk functions
<b>TH/145 CO25</b>	Vocational Training of one month	Students will get vocational training of hotel and will be able to keep records of the same.
<b>Semester-III</b>		
<b>TH/146 CO26</b>	INDUSTRIAL TRAINING SCHEME (24 Weeks)	Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.
<b>Semester-IV Theory</b>		
<b>TH/147 CO27</b>	Regional Cookery	Student will get basic knowledge of regional cooking . They will get versed with different kinds of regional cuisines, quantity food cooking/ volume feeding, indenting, various equipment used.
<b>TH/148 CO28</b>	Introduction to Alcoholic Beverages	The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.
<b>TH/149 CO29</b>	Front Office Operations	Students will be able to familiarizing with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
<b>TH/150 CO30</b>	Accommodation Operations	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity



		and high work ethics towards guest care and linen room, uniforms, laundry and basics of flower arrangement.
<b>TH/151 CO31</b>	Food & Beverage Management and Controls	The course familiarizes students with the food and beverage control, procedures, functions, production and sales control.
<b>TH/152 CO32</b>	Food Safety & Quality	The students will get to learn about various micro-organisms in food, knowledge of food spoilage, food contaminants and adulterants.
<b>TH/153 CO33</b>	Business Ethics	The course helps the students to understand the importance of business Ethics in an organization.
<b>TH/154 CO34</b>	Spa Management	This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a spa/ spa in a hotel.
<b>Semester IV Practical</b>		
<b>TH/155 CO35</b>	Regional Cookery - 8 30 70 100 4	Students will be able to prepare regional food.
<b>TH/156 CO36</b>	Food & Beverage Operations	Students will be able to perform food and beverage operations.
<b>TH/157 CO37</b>	Front Office Operations	Students will be able to perform front office operations.
<b>TH/158 CO38</b>	Industrial Training of four months	Students will be able to perform their duty in hotel operations.
<b>Semester-V Theory</b>		
<b>TH/159 CO39</b>	Advanced Food Production Operations	This paper will give the students the technical skills of cold kitchen of a hotel. The students will learn about Larder, Charcuterie and various kinds of cold meats that are used in food production.
<b>TH/160 CO40</b>	Advanced Food & Beverage Operation	The course aims to inculcate knowledge of food service principles, functions, and procedures among students. The students will learn the importance, planning and

		execution of Food and beverage outlets
<b>TH/161 CO41</b>	Accommodation Management	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.
<b>TH/162 CO42</b>	Spa Management	This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a hotel.
<b>TH/163 CO43</b>	Food & Beverage Management	The course helps the students to understand the cost dynamics and various measures and cost management which can be implemented to cut down on the cost of an institution.
<b>TH/164 CO44</b>	Financial Management	This course shall prepare students to get well versed with various financial decisions to be taken in a business and also will be able to prepare cost sheet.
<b>TH/165 CO45</b>	Global Tourism	This course will brief learners about the growth of tourism at world level, further the course is aimed at enhancing the product knowledge of learners. In this course learner will try to appreciate global tourism with its magnitude and key players.
<b>TH/166 CO46</b>	Business Ethics	The course helps the students to understand the importance of business ethics in an organisation.
<b>Semester-V Practical</b>		
<b>TH/167 CO47</b>	Advanced Food Production Operations	Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

<b>TH/168 CO48</b>	Advanced Food & Beverage Operation	Students will be able to perform bar operations and prepare various drinks.
<b>TH/169 CO49</b>	Accommodation Management	Students will be able to perform various functions related to accommodation management, first aid etc.
<b>Semester-VI Theory</b>		
<b>TH/170 CO50</b>	Advanced Food Production Operations	This paper will give the basic knowledge about International cooking's and get well versed with terminology, use of ingredients, techniques of cooking of various countries. They will also learn Management aspects of Food Production.
<b>TH/171 CO51</b>	Advanced Food & Beverage Operation	The course aims to inculcate knowledge of food Management, Bar Operations, functions, procedures among students.
<b>TH/172 CO52</b>	Front Office Management	The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
<b>TH/173 CO53</b>	Aviation and Cruise line operations Management	The course familiarizes students with the organization, Functions and work ethics of Aviation and Cruise line operations. Give insight of safety regulations.
<b>TH/174 CO54</b>	Entrepreneurship Development	The course helps the students to understand the role and functions of Entrepreneurship, project preparation and designing of business.
<b>TH/175 CO55</b>	Principles of Management	To familiarise the students to the basic concepts of management in order to aid in understanding how an organization functions, and in understanding the complexity and wide variety of issues managers face in today's business firms.
<b>TH/176 CO56</b>	Personality Development and Soft Skills	This course familiarizes a student in understanding the importance, need of personality and soft skills in Hospitality profession.

<b>TH/177 CO57</b>	Food Photography and Food Journalism	This Course will give the learner the basic insight of photography and journalism in the field of hospitality and will help the learner to choose a career in food photography or food journalism.
<b>Semester-VI Practical</b>		
<b>TH/178 CO58</b>	Advanced Food Production Operations	Students will be able to prepare international menus
<b>TH/179 CO59</b>	Job Training ( five months)	Students will be able to organize the hotelier working skill in hospitality sector.

## PO AND CO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	Average
CO1	2	1	3	2	2	1	3	2	2	2	2.00
CO2	1	3	1	3	2	3	1	2	2	2	2.00
CO3	2	2	3	2	1	2	2	3	1	1	1.90
CO4	3	1	2	1	2	1	3	2	2	3	2.00
CO5	2	2	1	2	2	2	2	1	1	2	1.70
CO6	1	1	2	3	3	3	3	2	2	3	2.30
CO7	2	2	3	2	3	2	2	3	2	1	2.20
CO8	3	1	2	1	2	1	2	2	1	2	1.70
CO9	2	2	1	2	3	2	2	1	2	3	2.00
CO10	2	1	2	3	2	3	1	2	3	2	2.10
CO11	3	3	3	2	1	2	2	1	2	1	2.00
CO12	2	2	2	1	2	1	2	2	1	2	1.70
CO13	1	3	3	2	3	2	3	3	1	3	2.40
CO14	2	3	2	3	2	3	2	2	2	2	2.30
CO15	3	2	3	2	1	2	1	3	3	1	2.10
CO16	2	3	2	2	2	1	2	2	2	2	2.00
CO17	1	1	1	3	3	2	3	1	3	3	2.10
CO18	2	2	2	2	2	3	2	2	2	2	2.10
CO19	3	3	3	1	1	2	1	2	3	1	2.00
CO20	2	2	2	1	2	1	2	2	2	2	1.80
CO21	2	1	1	2	3	2	1	1	1	3	1.70
CO22	3	2	2	3	2	3	2	2	2	2	2.30
CO23	2	3	1	2	1	2	3	3	1	1	1.90
CO24	2	2	1	1	2	1	2	2	2	2	1.70
CO25	1	1	2	2	3	2	1	3	3	3	2.10
CO26	3	2	3	2	2	3	2	2	1	2	2.20
CO27	2	3	2	3	1	2	3	1	3	1	2.10
CO28	1	2	2	2	2	3	2	2	1	2	1.90
CO29	2	1	3	1	3	2	1	3	2	3	2.10
CO30	2	2	2	2	2	3	2	2	3	2	2.20
CO31	1	2	1	3	1	2	3	1	2	1	1.70
CO32	3	2	2	2	2	1	2	2	1	2	1.90
CO33	2	1	3	3	3	2	3	3	2	3	2.50
CO34	1	3	2	3	2	3	2	2	3	2	2.30
CO35	2	3	1	2	1	2	1	1	3	3	1.90
CO36	3	2	2	1	2	1	2	3	1	2	1.90
CO37	2	2	3	1	3	2	3	3	2	1	2.20
CO38	3	3	2	2	2	3	2	2	3	2	2.40
CO39	2	2	1	3	1	2	1	1	2	3	1.80
CO40	1	2	2	2	2	1	2	3	2	1	1.80
CO41	2	3	3	3	3	2	3	2	1	2	2.40
CO42	3	2	2	2	3	3	2	1	2	3	2.30
CO43	2	2	1	3	2	2	1	3	3	2	2.10
CO44	3	2	2	2	1	1	2	2	2	1	1.80
CO45	2	2	3	1	2	2	3	3	1	2	2.10
CO46	1	3	2	1	3	3	2	2	2	3	2.20
CO47	2	2	1	2	2	2	1	3	3	2	2.00
CO48	3	3	2	1	1	3	2	2	2	1	2.00

<b>CO49</b>	2	3	2	2	2	2	3	3	2	2	2.30
<b>CO50</b>	3	1	3	3	3	2	2	3	1	3	2.40
<b>CO51</b>	1	3	2	3	2	3	1	2	2	2	2.10
<b>CO52</b>	2	1	3	2	2	2	1	2	2	1	1.80
<b>CO53</b>	3	1	2	3	3	1	2	2	2	2	2.10
<b>CO54</b>	2	3	1	1	2	2	2	3	1	3	2.00
<b>CO55</b>	1	2	2	2	1	3	2	2	3	3	2.10
<b>CO56</b>	2	3	3	3	2	2	3	1	1	2	2.20
<b>CO57</b>	3	2	2	3	2	2	2	2	2	2	2.20
<b>CO58</b>	2	2	2	2	1	1	1	2	3	2	1.80
<b>CO59</b>	2	1	2	1	1	2	2	2	3	3	1.90

### **Mapping correlation**

<b>3</b>	<b>2</b>	<b>1</b>
<b>High</b>	<b>Medium</b>	<b>Low</b>



*[Signature]*  
Principal  
Mugheria Gangadhar Mahavidyalaya

