



**MAR THOMA COLLEGE FOR WOMEN PERUMBAVOOR**  
**Department of B.Voc Tourism and Hospitality Management**

**PROGRAMME OUTCOME (PO)**

<b>PO1</b>	Apply domain-based knowledge to real life situations.
<b>PO2</b>	Acquire strong communication skills to function effectively in a diverse social atmosphere.
<b>PO3</b>	Adopt environmental values to enable sustainable living in the world.

**PROGRAMME SPECIFIC OUTCOMES (PSO)**

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**PSO1** Understand the importance of Indian, Global aspects in tourism business

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**PSO2** Demonstrative effective Communication Skills

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**PSO3** To applying managerial, financial and technical skills in the field of tourism and hospitality industry

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**COURSE OUTCOMES**

Sl. No	Name of the Paper	Course Outcomes
		After the completion of the course, the students will be
1.	<b>SEMESTER 1</b> General BOCG101: Listening & Speaking Skills in English	CO1: To introduce the students to the speech sounds of English in order to enable them to listen to English and speak with global intelligibility.  CO2: To impart basic knowledge of English language grammar to the students  CO3: To enable the students to speak English confidently and effectively in a wide variety of situations.
2.	<b>SEMESTER 1</b> General	CO1: To understand and appreciate the critical role of

	BOCG102: Information Technology for Business	Information Systems in today's organizations CO2: To a basic knowledge about computer hardware CO3: The basic understanding about the theory and practical aspects of Word Processing Package, Spreadsheet Package and Presentation Package
3.	<b>SEMESTER 1</b> General THM1GT03: Management Process & Organizational Behaviour	CO1: To encompasses the core components of management including planning, organizing, leading and controlling the organizations. CO2: The Importance of women rights and safety in an organisation CO3: To acquire dealing with physical and verbal harassments
4.	<b>SEMESTER 1</b> Skill THM1GT04: Hospitality & Resort Management	CO1: To understand the classification and categorization of hotel. CO2: To understand the operating & non-Operating departments in a hotel CO3: To introduce hospitality sector to the students and to give an understanding of the link between Hospitality and Tourism industries
5.	<b>SEMESTER 1</b> Skill THM1ST05: Tourism Products & Tour Guiding	CO1: To ensure that students have an in-depth knowledge about tourism product and its features CO2: To give an overview of all the tourism resources available in India CO3: To understand the duties and responsibilities of a tour guide
6.	<b>SEMESTER 1</b> Skill THM1SP06: Destination Visit & Report	CO1: To experience the tourism industry. CO2: To make observations from the point of view of tourists. CO3: To get practical exposure in destinations.
7.	<b>SEMESTER 2</b> General BOCG20: Writing and Presentations Skills in English	CO1: To aware of the fundamental concepts of critical reasoning and to enable them to read and respond critically, drawing conclusions, generalizing, differentiating fact from opinion and creating their own arguments. CO2: To developing appropriate and impressive writing styles for various contexts. CO3: To rectify structural imperfections and to edit what they have written and making academic presentations effectively and impressively.
8.	<b>SEMESTER 2</b> General THM2GT02: Principles and Practices of Tourism	CO1: To have a holistic understanding of the concept of tourism. CO2: Fair understanding different forms of tourism, travel motivations, various tourism systems, tourism planning, impacts of Tourism. CO3: To understand practical aspects of Tourism
9.	<b>SEMESTER 2</b> General	CO1: To understand the practical aspects of front office operation in Hotel.

	THM2GT03: Front Office Management	CO2: In depth knowledge about Front Office functions which include reservations, registrations, handling customers by following standard etiquettes. CO3: To know about front office accounting, methods of handling guest account
10.	<b>SEMESTER 2</b> Skill THM2ST04: Housekeeping Operations	CO1: The basic understanding of the housekeeping department and its functions. CO2: The layout of housekeeping department CO3: To know about co-ordination with other departments
11.	<b>SEMESTER 2</b> Skill THM2ST05: Meet & Greet service	CO1: To help students have a detailed knowledge about the roles and responsibilities of a Meet & Greet staff CO2: To make students understand the importance of acquiring soft skills and professionalism while interacting with guests CO3: To know about effective communication etiquettes
12	<b>SEMESTER 2</b> Skill THM2SP06: Hospitality Internship	CO1: To experience the hospitality industry and its functioning. CO2: To closely observe how the hospitality staffs impart their duties professionally. CO3: To get practical exposure of Hospitality Industry
13	<b>SEMESTER 3</b> General  BOCG301: Principles of Management	CO1: The key knowledge, skills, and competencies in various aspects of management CO2: To encompasses of the core components of management including planning, organizing, leading and controlling the organizations. CO3: To understand nature and processes of management
14	<b>SEMESTER 3</b> General  THM3GT02: Foreign Language (French/ German)	This course aims at enabling students to have small conversations in a foreign language preferably French or German. This will result in an added advantage to the students when they work as tour guides/escorts in future.
15	<b>SEMESTER 3</b> General  THM3GT03: Travel geography	CO1: The basic knowledge about Geography CO2: Tourist Destination and attractions of major countries (in brief): Africa and Middle East, Europe CO3: The Geographical components and tourism development
16	<b>SEMESTER 3</b> Skill THM3ST04: Tourism Marketing	CO1: To imbibe the students with the knowledge of Service Marketing CO2: To help students to understand how marketing mix and promotions are done in tourism marketing. CO3: It also focuses on the marketing strategies in the new digital age
17	<b>SEMESTER 3</b> Skill THM3ST05: Travel Agency and Tour Operation Business	CO1: To give an understanding of the functions of a travel agency and a tour operation CO2: To know about Visa processing, Tour packaging and Itinerary preparation CO3: To familiarize the students with regards to the formalities

		for setting up a travel agency.
<b>18</b>	<b>SEMESTER 3</b> Skill THM3SP06: Responsible Tourism	CO1: To understanding of Community based tourism and sustainable-ecotourism.  CO2: It also ensures undertake various community-based activities which in turn result in a better understanding of Responsible Tourism CO3: To know about different responsible tourism projects
<b>19</b>	<b>SEMESTER 4</b> General  BOCG401: Soft skills and personality development	The course aims to cause a basic awareness about the significance of soft skills in professional and inter-personal communications and facilitate an all-round development of personality
<b>20</b>	<b>SEMESTER 4</b> General  THM4GT02: Tourism Ethics, Laws and Regulations	CO1: To ensure that the students get basic knowledge regarding the rules and regulations concerning various sectors of tourism industry  CO2: To familiarize with the various Government Acts which are related to tourism sector CO3: To understand the legal aspects of Tourism business and regulation of travel related authority
<b>21</b>	<b>SEMESTER 4</b> General  THM4GT03: Sales, Advertising and Guest Relations In Tourism	CO1: To understanding of various strategies and methods of sales management in tourism industry.  CO2: To know about the different methods available for advertising.  CO3: The concepts of Customer Relationship Marketing and Guest Relations in Tourism.
<b>22</b>	<b>SEMESTER 4</b> Skill THM4ST04: Event Management	CO1: To introduced to the concept of Event Management and learn the step-by-step process of event management  CO2: The insight into the entrepreneurial opportunities in event management sector.  CO3: To understand the various types of events and its operations
<b>23</b>	<b>SEMESTER 4</b> Skill THM4ST05: Tour Packaging and Itinerary Preparation	CO1: To acquire necessary knowledge and skill to prepare different itineraries of Domestic and International CO2: To know the concept of tour cost
<b>24</b>	<b>SEMESTER 4</b> Skill THM4SP06: Travel and Tour Internship	To get a practical exposure in tour operations.
<b>25</b>	<b>SEMESTER 5</b> General	CO1: To bring in proper awareness among the Environmental Issues CO2: To build a pro-environmental attitude and a behavioural pattern

	BOCG501: Environmental Studies	in society based on sustainable lifestyles CO3: To impart basic knowledge on pollution and environmental degradation
26	<b>SEMESTER 5</b> General  THM5GT02: Managerial Accounts and Finance In Tourism	CO1: To introduce the concept and principles of accounting  CO2: To give an overview of Financial Management and Capital Management  CO3: To understand the basic concept and method of financial management.
27	<b>SEMESTER 5</b> General  THM5GT03: Human Resource Management	CO1: To introduce the concept of Human Resource Management  CO2: To familiarized with the various functionalities of HRM  CO3: To understand the practical aspects of HR management and its function
28	<b>SEMESTER 5</b> Skill THM5ST04: Changing Trends & Opportunities in Tourism	CO1: The objective of this course is to give an overview of tourism industry at all levels with the aid of tourist statistics  CO2: To impart knowledge to the students regarding the government policies on tourism sector  CO3: To understand the changing trends in tourism
29	<b>SEMESTER 5</b> Skill THM5ST05: Destination Planning and Development	CO1: To impart an in-depth knowledge on Destination Planning and Development  CO2: To give an understanding on the institutional framework within which destination management takes place

		CO3: To understand planning policy of tourism development.
<b>30</b>	<b>SEMESTER 5</b> Skill THM5SP06: Study Tour and Report	CO1: This enables students to analyze the existing infrastructure and amenities of tourism development and examine future prospectus in tourism promotion  CO2: To get more exposure in various tourist destinations
<b>31</b>	<b>SEMESTER 6</b> General  BOCG601: Entrepreneurship Development	CO1: To familiarize t the concept and overview of entrepreneurship with a view to enhance entrepreneurial talent. CO2: To impart knowledge on the basics of entrepreneurial skills and competencies to provide the participants with necessary inputs for creation of new ventures. CO3: To explore new vistas of entrepreneurship in 21st century environment to generate innovative business ideas
<b>32</b>	<b>SEMESTER 6</b> General  THM6GT02: Research Methodology in Tourism	CO1: To introduce the concept of Research Methodology and familiarize the step-by-step process of research methodology CO2: To give an insight to the students regarding major areas of tourism research
<b>33</b>	<b>SEMESTER 6</b> General  THM6GT03: Airfares, Ticketing & Airport Management	CO1: The students are introduced to the basics of Airfares, Ticketing and Cargo services. CO2: An overview of airport management and aviation industry of India is given to students
<b>34</b>	<b>SEMESTER 6</b> Skill THM6SP04: Project / Dissertation	CO1: To demonstrate their own work. CO2: To produce a mature oral presentation of a non-trivial tourism topic. CO3: To investigate their awareness in relation to the wider research field.
<b>35</b>	<b>SEMESTER 6</b> Skill THM6SP05: Travel and Tour Internship	To get a practical exposure in tour operations.