



HINDI MAHAVIDYALAYA

(NAAC REACCREDITED AND AUTONOMOUS)
(Affiliated to Osmania University)
Nallakunta, Hyderabad – 500 044



Website : www.hindimahavidyalaya.org

E-Mail: info@hindimahavidyalaya.org

DEPARTMENT OF HHTS

B. Vocation

HOSPITALITY & TOURISM ADMINISTRATION

PROGRAMME OUTCOMES: HOSPITALITY & TOURISM ADMINISTRATION

1. To get a thorough understanding of the components of tourism industry and to acquire knowledge and information pertaining to tourism industry.
2. To help students acquire practical skills in all the major arenas of the industry.
3. To orient and equip students with Travel Management skills of the age.
4. To develop hospitality culture and behavior and to enhance student competencies.
5. To develop entrepreneurial skills among students

PROGRAM SPECIFIC OUTCOMES(PSOs)

PSO1. Getting an exposure to the fundamental concepts and theories in acquiring skills for different aspects of tourism.

PSO2. Understand the behaviour of Indian and world Tourism

PSO3. Promote students to become professionals in the field of Tourism

PSO4. Improve proficiency in applying various skills and enhance employability

Off: 040-27616330

Fax: 040-66661860



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COURSE OUTCOMES

SEMESTER-I

B.V.105 : FUNDAMENTAL OF TOURISM (PAPER I)

| | | |
|-----|--|------------|
| CO1 | To understand the concept of tourism | Understand |
| CO2 | To Analyze the new areas of Tourism. | Understand |
| CO3 | To examine the various aspects and organizations related to Tourism. | Understand |
| CO4 | Develop idea about principles and practices of Tourism | Understand |
| CO5 | To identify career opportunities in Tourism | Understand |

B.V.106 : FUNDAMENTAL OF HOSPITALITY (PAPER II)

Course Outcomes

On completing the course the students will be able to gain an understanding of the concepts, related to the hospitality business which helps to possess a career in Hospitality Industry.

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

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SKILL COMPONENT PRACTICAL

B.V 107: MEET & GREET OFFICER (PAPER I)

| | | |
|-----|--|------------|
| CO1 | Plan for meeting customers | Understand |
| CO2 | Prepare for meeting customers & Check preparation | Understand |
| CO3 | check assigned duties as per duty roster | Apply |
| CO4 | check the travel and bookings details of the customer along with Relevant documentation as per travel and bookings details | Apply |
| CO5 | Different states, their capitals, the attractions/heritage/monuments of each state | Apply |

B.V 108: MEET & GREET OFFICER (PAPER II)

| | | |
|-----|--|------------|
| CO1 | read and interpret instructions, procedures, information, and signs relevant to travel and tourism | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | Interpret and follow operational instructions and prioritize work. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | documents, airlines schedules, itineraries, other legislations etc. applicable to the job in English and/or the local language | Apply |



SEMESTER-II

B.V 201 INDIAN CULTURE &HERITAGE (PAPER-I)

| | | |
|-----|---|-------------|
| CO1 | To familiarize the students with the basic understanding of tourism resources. | Knowledge |
| CO2 | To understand the various typologies of tourism resources | Understand |
| CO3 | To acquire knowledge about archaeological sites in India such as monuments , Temples , Pilgrim Centres, Forts ,Palaces and Museums , Buddhist heritage sites , Familiarizing the important natural tourism products of India such as Hill stations, Beaches etc | Application |
| CO4 | Familiarize the social and cultural setup in India and its contribution to tourism | Analysis |
| CO5 | Imparting knowledge about cultural tourism resources of India | Synthesis |

B.V 205 TOURISM PRODUCTS (PAPER-II)

| | | |
|-----|---|------------|
| CO1 | To familiarize different types of tourism products in India. | Understand |
| CO2 | To understand the cultural tourism resources in India. | Understand |
| CO3 | To provide knowledge about the Products and Resources in Tourism Industry | Understand |
| CO4 | To understand the nature of different tourism products | Understand |
| CO5 | To familiarize the social and cultural setup in India and its contribution to tourism | Understand |



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B.V 206 FOUNDATION COURSE IN FRONT OFFICE (PAPER-III)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

SKILL COMPONENT PRACTICAL

B.V 207: FRONT OFFICE EXECUTIVE -I (PAPER I)

| | | |
|-----|---|------------|
| CO1 | greeting clients and setting a positive office atmosphere | Understand |
| CO2 | Answering the phone, taking messages, and redirecting calls to respective offices | Understand |
| CO3 | organizing and maintaining files and records and updating them when necessary | Apply |
| CO4 | overseeing the sorting and distribution of incoming mail | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 208: FRONT OFFICE EXECUTIVE -II (PAPER II)

| | | |
|-----|--|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | overseeing the sorting and distribution of incoming mail | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | documents, airlines schedules, itineraries, other legislations etc. applicable to the job in English and/or the local language | Apply |



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SEMESTER-III B.V 301 TOURISM GEOGRAPHY (PAPER-I)

| | | |
|-----|---|------------|
| CO1 | The students will be knowing about the concept of Geography and its essential background, against which tourism places are created and environmental impacts and concerns are major issues, that must be considered in managing the development of tourism places | Understand |
| CO2 | Demonstrate an understanding of various countries in the world | Understand |
| CO3 | To examine tourism potentials in the world. | Apply |
| CO4 | The students will be measuring and calculating different time zones and tourism patten | Apply |
| CO5 | Identify the need for familiarizing Map study and Map marking | Apply |

B.V 304 TOURISM MARKETING (PAPER-I)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of marketing business | Understand |
| CO2 | To Analyze the process in the Tourism marketing | Understand |
| CO3 | To examine the various activities in the marketing field | Apply |
| CO4 | Develop various skills to market different tourism products | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 305 FOUNDATION COURSE IN FRONT OFFICE (PAPER-III)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

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SKILL COMPONENT PRACTICAL

B.V 306 TRAVEL CONSULTANT (PAPER I)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 307 HOSPITALITY ASSISTANT (PAPER II)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |



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SEMESTER-IV

B.V 404 ACCOUNTANCY SKILLS FOR TOURISM & HOSPITALITY (PAPER-II)

| | | |
|-----|---|------------|
| CO1 | To build up an understanding about the conceptual background of double entry system and principles of accounting. | Understand |
| CO2 | Comprehend methods of calculating depreciation charges and to identify the factors to be considered when choosing a depreciation method. | Understand |
| CO3 | Develop the ability through the creation of statements of account for a sole trader/proprietor by making trading account, profit and loss account, and balance sheet. | Apply |
| CO4 | Differentiate and assess the various provisions of maintaining accounts of Branch & Departmental, Consignment & Joint Venture. | Apply |
| CO5 | Know about the accounting of non-profit making organizations and discriminate it with other profit making organizations. | Apply |

B.V 405 TOURISM & HOSPITALITY INSTITUTIONS (PAPER-III)

| | | |
|-----|---|------------|
| CO1 | To enhance knowledge and skills on the various institutions including trends and contemporary issues in the travel industry. | Understand |
| CO2 | To demonstrate the various state tourism boards influencing the tourism industry including setting up of travel agencies and legal aspects in travel and tour operations. | Understand |
| CO3 | To get knowledge about the various active organizations involved in the active development of travel and tour operations across the globe. | Apply |
| CO4 | To develop knowledge and skills of tour operator's products which includes travel, transfer, and accommodation planning. | Apply |
| CO5 | Get equipped then with skills of how to manage tour and travel related procedures | Apply |

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SKILL COMPONENT PRACTICAL **B.V 406 Guest Relation Manager -II (PAPER I)**

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 407 GUEST RELATION MANAGER -II (PAPER II)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |



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SEMESTER-V B.V 501 TOURISM ETHICS & LAWS (PAPER-I)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 502 COMMUNICATION SKILLS FOR TOURISM & HOSPITALITY (PAPER-II)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 503 HOTEL CAPTAIN (PAPER-III)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

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B.V 504 EVENT PLANNER (PAPER-IV)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 505 TRAVEL AGENCY & TOUR OPERATIONS (PAPER-III)

| | | |
|-----|--|------------|
| CO1 | Gaining in-depth knowledge of the history of travel agencies, nature, and form of travel. | Understand |
| CO2 | Build and understanding of functions performed by the Travel agency and tour operator. | Understand |
| CO3 | Comprehends the foundation and organizational structures of travel agencies.. | Apply |
| CO4 | Build and understanding of a few important international conventions. | Apply |
| CO5 | Understand and evaluate the legal aspects needs to understand for opening a travel agency. | Apply |



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SKILL COMPONENT PRACTICAL

B.V 506 AIRLINE TICKETING AND FARE CONSTRUCTION (PAPER I)

On completing the course, the students will be able to gain an understanding of the concepts, related to airfares which help to increase the knowledge about air ticketing.

| | | |
|-----|--|-------------|
| CO1 | Define the mechanism of airfare and ticketing | Knowledge |
| CO2 | Explain different types of airfares | Understand |
| CO3 | Prepare air tickets using CRS | Application |
| CO4 | Evaluate the uses and application of information technology in the field of the airline industry | Analysis |
| CO5 | Compile the regulations and formalities of air travel | Synthesis |

B.V 507 TOURISM OPERATION SOFTWARE SKILLS (PAPER II)

- On completing the course the students will be able to gain oral and written communication skills in disseminating industrial knowledge.
- Improve proficiency in tour operation business and enhance employability

| | | |
|-----|---|------------|
| CO1 | To understand the travel agency business Understand | Understand |
| CO2 | Demonstrate an understanding about itinerary preparation. | Understand |
| CO3 | To examine the role and relevance of tour operation | Apply |
| CO4 | Develop various skills in the tour software operations | Apply |
| CO5 | Develop skills for marketing tour Packages | Apply |

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SEMESTER-VI

B.V 601 TOURISM RESOURCES IN INDIA (PAPER-I)

| | | |
|-----|---|-------------|
| CO1 | To familiarize the students with the basic understanding of tourism resources. | Knowledge |
| CO2 | To understand the various typologies of tourism resources | Understand |
| CO3 | To acquire knowledge about archaeological sites in India such as monuments , Temples , Pilgrim Centres, Forts ,Palaces and Museums , Buddhist heritage sites , Familiarizing the important natural tourism products of India such as Hill stations, Beaches etc | Application |
| CO4 | Familiarize the social and cultural setup in India and its contribution to tourism | Analysis |
| CO5 | Imparting knowledge about cultural tourism resources of India | Synthesis |

B.V 602 HOUSEKEEPING SUPERVISOR (PAPER-II)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 603 ECO-TOURISM (PAPER-III)

| | | |
|-----|--|------------|
| CO1 | Gaining in-depth knowledge on Ecology, ecosystem and different ecological pyramids. | Understand |
| CO2 | Demonstrate an integrative approach to environmental issues with a focus on sustainability | Understand |
| CO3 | Use critical thinking, problem-solving, and the methodological approaches of the social sciences, natural sciences and humanities in environmental problem solving | Apply |
| CO4 | Develop skills essential to analyze the use of secondary data in assessing the transnational marketing opportunities | Apply |
| CO5 | Understand and evaluate the global scale of environmental problems | Apply |

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B.V 604 FIELD TOUR-TOURISM RESOURCES IN INDIA (PAPER-IV)

| | | |
|-----|---|-------------|
| CO1 | To familiarize the students with the basic understanding of tourism resources. | Knowledge |
| CO2 | To understand the various typologies of tourism resources | Understand |
| CO3 | To acquire knowledge about archaeological sites in India such as monuments , Temples , Pilgrim Centres, Forts ,Palaces and Museums , Buddhist heritage sites , Familiarizing the important natural tourism products of India such as Hill stations, Beaches etc | Application |
| CO4 | Familiarize the social and cultural setup in India and its contribution to tourism | Analysis |
| CO5 | Imparting knowledge about cultural tourism resources of India | Synthesis |

B.V 605 LATEST TRENDS IN HOSPITALITY INDUSTRY (PAPER-V)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

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SKILL COMPONENT PRACTICAL

B.V 606 RESERVATION REVENUE MANAGER I (PAPER I)

| | | |
|-----|---|------------|
| CO1 | To understand the concept and model of hospitality business | Understand |
| CO2 | To Analyze the process in the hospitality industry. | Understand |
| CO3 | To examine the various activities in the hospitality industry. | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | Facilitate the most effective action to take in investment to secure their life and personal belongings | Apply |

B.V 607 RESERVATION REVENUE MANAGER II (PAPER II)

| | | |
|-----|--|------------|
| CO1 | operating office equipment such as photocopiers and printers bookkeeping and issuing invoices | Understand |
| CO2 | performing an inventory of office supplies and order of need | Understand |
| CO3 | recording meeting minutes and dictations | Apply |
| CO4 | Develop various skills in the hospitality industry like guest handling. | Apply |
| CO5 | ensure that travel agents and online booking websites are aware of the promotions | Apply |