



Program Outcome 2022-23

- **Department – Hospitality Studies**
- **Course: B. Sc. Hospitality Studies**
- **University: Mumbai**
- **Course Outcome:**
 - ❖ Develop a strong foundation in hospitality management principles, including operations, marketing, and finance.
 - ❖ Gain a deep understanding of the various sectors within the hospitality industry, such as hotels, restaurants, event management, and tourism.
 - ❖ Acquire skills in customer service, guest relations, and effective communication within a hospitality context.
 - ❖ Learn to manage and lead teams in a hospitality setting, including training and supervising staff.
 - ❖ Understand the importance of quality and service excellence in the industry and how to maintain high standards.
 - ❖ Explore the legal, ethical, and sustainability aspects of the hospitality industry.
 - ❖ Develop proficiency in using industry-specific software and technology for reservations, property management, and marketing.
 - ❖ Gain practical experience through internships or work placements in hospitality businesses.
 - ❖ Enhance problem-solving and critical thinking skills, particularly in addressing real-world challenges in the industry.
 - ❖ Learn about global trends and emerging issues in the hospitality sector, such as the impact of technology and changing consumer preferences