

DEPARTMENT OF TOURISM AND HOSPITALITY  
MANAGEMENT

ANNUAL REPORT -2024-2025

2025

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## Drug Abuse Awareness Programme

The Department of Tourism and Hospitality Management at St. Paul's College, Kalamassery, successfully conducted an orientation program on drug abuse awareness on 8th July 2024. The event took place at Daniel Hall from 1:30 PM to 3:45 PM.

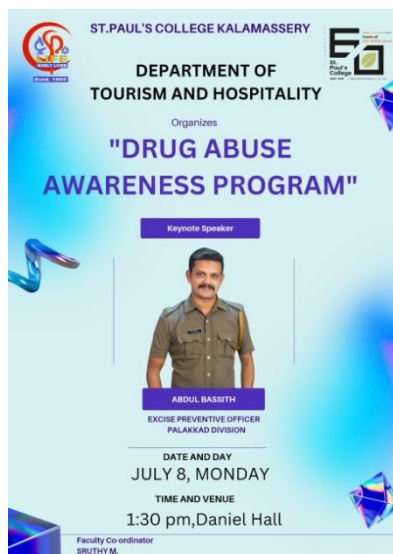
The program commenced with an official welcome address by Ms. Sruthy M., a faculty member of the department. This was followed by an inaugural address delivered by Fr. Varghese Valiyaparambil, Manager of St. Paul's College. The event also featured a felicitation speech by Fr. Baiju Ben, Coordinator of the Self-Finance Wing.

The session's resource person provided valuable insights into the dangers of drug usage and its long-term consequences. The presentation was engaging and effectively conveyed the critical message of understanding the life-altering effects of drug abuse to the students.

Ms. Sruthy M. was the faculty member in charge of organizing this informative and impactful session

### Benefits in terms of learning/skill/knowledge obtained:

- **Preventive Education:** By educating students on the risks associated with drug use, the program aimed to prevent drug experimentation and promote healthier lifestyle choices.
- **Empowerment:** The session empowered students with the knowledge and tools necessary to make informed decisions, resist peer pressure, and seek help if needed.
- **Increased Awareness:** The program significantly raised awareness among students about the dangers of drug abuse, helping them understand the potential consequences on their health, relationships, and future prospects.



## INTERNATIONAL SEMINAR SUSTAINABLE DEVELOPMENT GOALS IN HOSPITALITY INDUSTRY FOR EMPLOYMENT

The Department of Tourism and Hospitality Management organized an international seminar on **Sustainable Development Goals (SDGs) in the Hospitality Industry for Employment** on 23rd July 2024 at the Acoustic Theatre. The event aimed to shed light on the integration of sustainable practices within the hospitality industry to enhance employment opportunities globally.

The seminar commenced at 9:15 AM with a **welcome address** delivered by **Mr. Dinu Dennis**, Head of the Department of Tourism and Hospitality Management, who emphasized the significance of SDGs in the modern hospitality

The keynote address was delivered by **Mr. Robert McKenna**, an esteemed expert in the field of sustainable development. His insightful session focused on innovative strategies for implementing SDGs in the hospitality sector and their potential to create diverse employment opportunities. The session was highly interactive, with attendees actively engaging in discussions about the challenges and prospects of sustainability in hospitality.

### Enhanced Awareness:

Participants gained a comprehensive understanding of how sustainable practices can be integrated into hospitality operations and their critical role in achieving global SDGs.

### Skill Development:

The seminar highlighted the need for vocational and academic programs to focus on sustainability-oriented skills, preparing students for future industry demands.

### Industry-Academia Collaboration:

The event facilitated meaningful interactions between academic institutions and industry experts, paving the way for collaborations to promote sustainable initiatives.

### Career Opportunities:

The discussions emphasized the creation of diverse and inclusive employment opportunities within the hospitality sector through sustainable development, motivating students to explore new career pathways.



# Importance of grooming in Hospitality and Tourism Industry

The Department of Tourism and Hospitality Management at St. Paul's College organized a session on the "Importance of Grooming in the Hospitality and Tourism Industry" on 30th August 2024. The session aimed to enhance students' understanding of the significance of personal grooming and its impact on professional success in the hospitality sector.

Ms. Regy Joseph, a seasoned expert in hospitality and personal grooming, was the resource person for the session. She began with an engaging introduction, emphasizing how grooming plays a crucial role in shaping first impressions and building trust in the service industry.

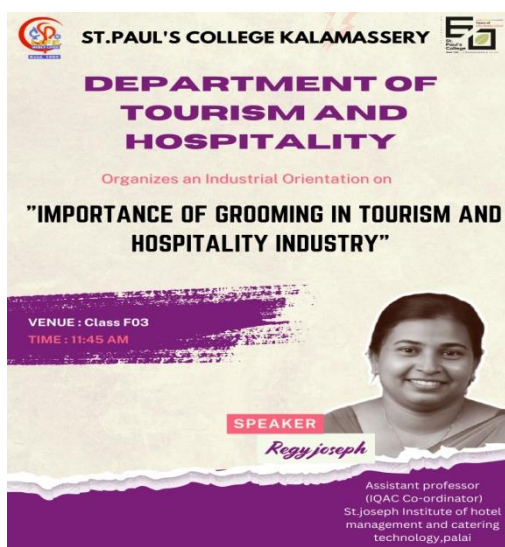
## Benefits in terms of learning/skill/knowledge obtaine

### 1. Learning Benefits:

- **Understanding Grooming Standards:** Students gained a comprehensive understanding of the grooming requirements specific to the hospitality and tourism industry.
- **Professional Etiquette:** Participants learned about the importance of maintaining decorum and presenting themselves professionally in workplace settings.
- **Real-World Applications:** Through case studies and examples, students understood how grooming contributes to customer satisfaction and organizational success.

### 3. Knowledge Acquisition:

- **Industry Practices:** Students were introduced to global standards and practices in grooming adopted by leading hospitality brands.
- **Impact of Grooming:** They understood the psychological and professional impact of grooming on customer interactions and career growth.
- **Problem-Solving:** Practical advice and tips were provided to address common grooming challenges encountered in the dynamic hospitality environment.



## NATIONAL SEMINAR

- A National Seminar on "Sustainable Practices in the Hospitality and Tourism Industry" was organized on the 23rd of September 2024 at the Acoustic Theatre. The event aimed at discussing and promoting sustainable practices within the hospitality and tourism sectors, a critical focus in the **contemporary global context of environmental concerns and responsible tourism. The seminar brought** together experts, practitioners, and academics in the field to share their insights and experiences, fostering discussions on the future of sustainable practices in these industries. **Dr. Stanlin PC**, Nodal Officer of B.Voc. Programmes, felicitated Ms. Sandhya H, recognizing her valuable contribution to the field of sustainable tourism practices.,  
**Father Baiju Ben**, Self-Finance Coordinator, also offered his words of appreciation for the seminar's success and the timely importance of sustainable development in the tourism and hospitality sectors.

The key speaker for the seminar was **Ms. Sandhya H**, an Assistant Professor at Christ Deemed to be University. Ms. Sandhya's presentation focused on sustainable practices that are currently being implemented in hospitality and tourism across various regions. She highlighted how sustainability is not just about protecting the environment, but also about creating sustainable business models that can offer long-term benefits to both the industry and local communities.

### *Enhanced Knowledge of Sustainable Practices*

- **Comprehensive Understanding of Sustainability:**  
Attendees gained a deep understanding of the three pillars of sustainability—**environmental, economic,** and **social** sustainability—within the context of hospitality and tourism. The seminar covered diverse topics such as:
  - **Eco-friendly tourism operations**
  - **Waste management practices**
  - **Energy conservation strategies**
  - **Sustainable resource management**
  - **Global and Local Sustainability Trends:**  
Participants learned about global trends in sustainable tourism, as well as how local communities and businesses are adopting these practices. They also explored how sustainability is integrated into various facets of tourism, including travel planning, accommodation, and eco-tourism development.

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### *2. Practical Insights from Industry Experts*

- **Case Studies of Successful Sustainability Initiatives:**  
One of the major highlights was the sharing of **real-world case studies** by the resource person, Ms. Sandhya H, showcasing successful implementations of sustainable practices in various hospitality businesses and tourism destinations. These examples provided attendees with concrete strategies that could be adopted in their own organizations or future endeavors.
- **Actionable Solutions for Challenges:**  
The seminar addressed common challenges in adopting sustainable practices and offered practical

solutions. This included advice on overcoming barriers such as cost concerns, resistance to change, and integrating sustainability into existing operations.

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### *3. Development of Critical Skills for Sustainability Integration*

- **Problem-Solving and Strategic Thinking:**  
Participants honed their **critical thinking skills** by analyzing complex sustainability challenges faced by the hospitality and tourism industries. They also explored **strategic solutions** to address environmental, social, and economic impacts, empowering them to create actionable sustainability plans in their future careers.
- **Collaboration and Networking:**  
The seminar provided valuable opportunities for participants to engage in collaborative discussions with industry experts, academics, and peers. These interactions fostered the development of **communication skills** and the ability to work in cross-functional teams to achieve sustainability goals.
- **Leadership in Sustainability:**  
The seminar encouraged attendees to view sustainability not just as a trend, but as a long-term business strategy. It provided insight into how hospitality and tourism managers can **lead sustainability initiatives**, create sustainability-focused policies, and build a culture of environmental responsibility within their organizations.

### *4. Awareness of Emerging Trends in Sustainable Tourism*

- **Green Certifications and Eco-Tourism Models:**  
Participants learned about various **green certifications** and **eco-tourism models** that have gained popularity in the industry. They discovered how these certifications can not only improve a business's environmental footprint but also enhance its reputation and marketability among eco-conscious consumers.
  - **Innovative Technology in Sustainability:**  
The seminar introduced participants to the **role of technology** in promoting sustainability, such as:
    - **Energy-efficient technologies** in hotels and resorts
    - **Sustainable transportation options** for tourists
    - **Data-driven sustainability tracking** tools
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### 5. *Understanding the Role of Stakeholders in Sustainable Tourism*

- **Community Involvement:**

A key takeaway was the importance of **engaging local communities** in sustainable tourism initiatives. Participants learned how sustainable tourism benefits local economies, promotes cultural preservation, and encourages responsible travel behaviors.

- **Collaboration Between Academia and Industry:**

The seminar highlighted the need for **stronger collaboration** between **educational institutions** and the **tourism industry**. Students and faculty were encouraged to engage with industry professionals for research projects, internships, and collaborations to bring sustainability principles into the classroom and beyond.


**ST. PAUL'S COLLEGE, KALAMASSERY**


**DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT**  
 Organizes a National Seminar on  
**"SUSTAINABLE PRACTICES IN HOSPITALITY AND TOURISM INDUSTRY"**

**VENUE : ACOUSTIC THEATRE**  
**DATE : 23/09/2024**  
**TIME : 12 NOON**

  
 Resource Person  
**SANDHYA H**  
 Assistant Professor  
 Department of Tourism studies  
 (Christ Deemed University, Bangalore)



## HIWAGA ASSOCIATION DAY AND NATIONAL TOURISM DAY

The **World Tourism Day** celebration at our college began with an energetic **flash mob** performed by the students of the **B.Voc Tourism and Hospitality** program. The event was organized by the **Hiwaga Association** of the Tourism and Hospitality Department, creating an exciting atmosphere for everyone involved.

The official inauguration of the program started promptly at 12:00 PM with the arrival of the **Chief Guest**, Dr. Jacob Mathew, Director of **Kairos Institutes**. His presence added prestige to the event. The opening speech was delivered by **Mr. Dinu Dennis**, Head of the Department, who warmly welcomed the attendees. The event also featured a special address from the **Principal, Dr. Pramada Ramachandran**, who highlighted the importance of tourism in global culture and the role of young students in shaping the future of the industry.

A felicitation ceremony followed, with **Fr. Raphael Kalluveetil**, Assistant Manager at **St. Paul's College, Kalamassery**, and **Fr. Baiju Ben**, Coordinator of **Self-Finance**, expressing their appreciation and support for the event.

The **Tourism Day message** was delivered by the **Chief Guest, Dr. Jacob Mathew**, who emphasized the significance of tourism as a tool for cultural exchange, economic development, and global peace. His speech inspired students and faculty alike, motivating everyone to actively engage in promoting sustainable tourism practices.

This event marked a memorable and informative celebration of **World Tourism Day**, contributing to the awareness of tourism's global impact and the essential role that students play in the industry's growth.

The Department of Tourism and Hospitality organized a felicitation ceremony to honor students who secured ranks in the MG University examinations.

### Benefits in terms of learning/skill/knowledge obtained

#### 1. Cultural Awareness and Global Perspectives:

- Through the participation in the event and exposure to Dr. Jacob Mathew's message, students gained a deeper understanding of the role tourism plays in bridging cultural gaps and fostering global peace. This knowledge encourages them to view tourism not just as an industry, but as a way to build international relationships and cultural exchange.

#### 2. Practical Knowledge of Event Organization:

- Students involved in the planning and execution of the event learned how to organize large-scale events, including coordination, logistics, and managing time-sensitive activities. The success of the flash mob and the smooth flow of the inauguration ceremony allowed students to hone their event management skills in a real-world setting.

### 1. Sustainable Tourism Awareness:

- The message delivered by the Chief Guest emphasized the importance of promoting sustainable tourism practices. Students were encouraged to think critically about the environmental, economic, and social impacts of tourism, which enriched their understanding of sustainable tourism practices that are essential for the future of the industry.

### 1. Creative Expression and Cultural Presentation:

- The flash mob performed by the students was an excellent example of creative expression, allowing students to showcase their talent and engage in a fun, interactive way. It provided a platform for students to display their artistic and cultural skills, while also highlighting the connection between tourism and cultural expression.



## WORLD TOURISM DAY QUIZ COMPETITION

The **Department of Tourism** organized a **Quiz Competition** on the occasion of **World Tourism Day** to engage students in learning about global tourism, cultural diversity, and world heritage sites. The competition aimed to raise awareness about the importance of tourism in fostering cultural exchange, economic development, and global understanding.

### Benefits in terms of learning/skill/knowledge obtained

- **Increased Knowledge of Global Tourism**  
Participants gained valuable knowledge about **famous tourist destinations, historical landmarks, and world heritage sites**. The quiz helped them learn about the diversity of cultures, countries, and traditions, offering a broader perspective on global tourism.



## World Tourism Day Celebration: Hand Impression Programme

As part of the **World Tourism Day** celebrations, the **Department of Tourism and Hospitality Management** organized a **Hand Impression Programme** to promote the theme for the year: "*Peace and Tourism.*"

In this unique activity, students and faculty came together to express their solidarity for global peace through the power of tourism. Participants created colorful hand impressions on a large chart, symbolizing their commitment to fostering harmony and understanding around the world.

The handprints, when put together, illustrated the unity that tourism brings, transcending boundaries and cultures. The initiative aimed to spread a powerful message that tourism can be a tool for peace, dialogue, and shared human experiences.

The event was a moment of reflection on the significant role tourism plays in connecting people, preserving cultures, and promoting global harmony

### Benefits in terms of learning/skill/knowledge obtained

#### Promotion of Global Peace and Unity

- The programme would visually and symbolically convey the message of **unity through tourism**. The collective hand impressions from students, teachers, and participants would represent a shared commitment to fostering peace around the world, highlighting how tourism connects people across cultures and borders.

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#### Increased Awareness of Tourism's Role in Promoting Peace

- The programme could deepen participants' understanding of how tourism can be a **force for positive change**—both socially and economically. It would help raise awareness of the importance of responsible tourism, cultural exchange, and sustainable practices.



ST. PAUL'S COLLEGE KALAMASSERY



**DEPARTMENT OF  
B VOC TOURISM AND  
HOSPITALITY MANAGEMENT**

**Celebrates**

**'WORLD TOURISM DAY'**

**"MARK YOUR IMPRESSION"**


**For peace through Tourism**

*Join us at 11:10 am  
At portico*

**Let's stand together for a better and  
peaceful Tourism Environment**





 **GPS Map Camera**

**Ernakulam, Kerala, India**  
382H+XF5, HMT Colony, P.O, Kalamassery, Ernakulam, Kochi, Kerala 683503, India  
Lat 10.052447°  
Long 76.328518°  
26/09/24 11:23 AM GMT +05:30



## **PANEL DISCUSSION**

### **Student Exchange Programme and Panel Discussion on India-Thailand Education & Tourism Nexus**

**Kairos Institute in Association with Department of Tourism, St. Paul's College, Kalamassery**

**Date:** 21/1/2025

**Venue:** Kairos institute

#### **Overview:**

Kairos Institute, in collaboration with the Department of Tourism at St. Paul's College, Kalamassery, actively participated in an international student exchange programme that featured a panel discussion on the theme "*India–Thailand Education & Tourism Nexus.*"

This initiative was designed to strengthen educational and cultural ties between India and Thailand, while exploring collaborative opportunities in the tourism and education sectors. The event brought together students, academicians, and industry professionals to exchange insights and experiences from both countries.

#### **Objectives of the Programme:**

- To foster cross-cultural understanding between Indian and Thai students.
- To explore mutual opportunities in tourism and education.
- To promote international academic collaboration.
- To engage students in meaningful dialogue on global tourism trends and educational mobility.

#### **Kairos Institute's Participation:**

Students and faculty members from Kairos Institute played a prominent role in the event. Their active involvement included:

- Participation in the panel discussion, contributing thoughtful perspectives on educational frameworks and tourism strategies in India and Thailand.
- Presentations by students on India's heritage tourism and its potential for Thai travelers.
- Interactive Q&A sessions that encouraged dialogue between Indian and Thai delegates.

#### **Key Discussion Points:**

- Comparative study of tourism education systems in India and Thailand.
- Role of student mobility in strengthening bilateral relations.
- Strategies for sustainable tourism and responsible travel across borders.
- Opportunities for collaborative research and internships in tourism and hospitality.

#### **Outcomes:**

- Established stronger institutional connections between Indian and Thai academic bodies.
- Identified potential for joint tourism and education projects.
- Encouraged students to pursue international academic exposure and collaborative learning.
- Enhanced awareness of cultural, economic, and academic synergies between the two nations.



## INDIA - THAILAND EDUCATION & TOURISM NEXUS

EXPERIENCE THE NEW ERA OF TOURISM AND EDUCATION



## **THSC EXAMINATION**

The Department of Tourism successfully organized the **Tourism and Hospitality Sector Skill Examination** on the 13th and 14th of May, 2025. The examination aimed to assess and certify the competencies of candidates aspiring to work as **Guest Relation Associates (Front Office)** in the hospitality industry.

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### **2. Objectives of the Examination**

- To evaluate the theoretical knowledge and practical skills of candidates in front office operations.
  - To assess communication, customer service, and problem-solving skills in real-time scenarios.
  - To certify candidates under national skill standards, increasing their employability.
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### **3. Examination Details**

- **Dates:**
    - **Day 1:** 13th May 2025
    - **Day 2:** 14th May 2025
  - **Venue:** [Insert examination center/venue name here]
  - **Conducted by:** Department of Tourism in collaboration with [if applicable, mention NSDC, SSC, or any partner organization]
  - **Total Candidates Appeared:** [Insert number]
  - **Mode of Examination:** Theory and Practical Assessment
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### **4. Assessment Components**

#### ***a. Theory Test***

- Covered topics like reservation procedures, guest check-in/check-out process, handling guest complaints, telephone etiquette, and safety procedures.
- Duration: 1 hour
- Format: Multiple Choice Questions (MCQs) and short answer questions



13-May-2025 15:06:32  
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Kalamassery  
Kochi  
Kerala  
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Speed:4.7km/h

## Diploma in Airport management

The **Department of Tourism** successfully conducted a **6-month Diploma Course in Airport Management**, aimed at equipping students with industry-relevant knowledge and practical skills required for careers in the aviation and airport service sector. The course was officially approved by the **National Youth Programme**, further adding to its credibility and value in the employment market.

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### 2. Course Objectives

- To provide in-depth knowledge of airport operations and airline procedures.
  - To train students in customer service, airport security, baggage handling, and passenger management.
  - To develop communication skills and grooming standards essential for airport and airline jobs.
  - To prepare candidates for entry-level roles in both domestic and international airports.
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### 3. Course Duration and Structure

- **Duration:** 6 months
  - **Mode:** Regular in-person sessions with hands-on training
  - **Modules Covered:**
    - Introduction to Aviation Industry
    - Airport Operations and Ground Handling
    - Security and Safety Procedures
    - Passenger Handling and Customer Service
    - Communication Skills and Grooming
    - Emergency Procedures and First Aid Basics
    - Basic Computer and GDS (Global Distribution System) Awareness
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### 4. Assessment Process

At the end of the course, students underwent a comprehensive **final assessment** which included:

- **Theory Examination:** Based on all modules covered
- **Practical Evaluation:** Simulated airport handling scenarios including check-in, security checks, and boarding procedures
- **Viva Voce:** Conducted by an expert panel to evaluate communication and industry knowledge

The assessment was conducted under the guidance and standards set by the **National Youth Programme**, ensuring fairness and quality benchmarking.

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## 5. Outcome

- **Total Participants:** 16
- All successful candidates were awarded a **Diploma Certificate in Airport Management**, making them eligible to apply for airport and ground staff positions in aviation companies.



