



Maharashtra Cosmopolitan Education Society's

M. A. Rangoonwala Institute of Hotel Management & Research, Pune.

Affiliated To Savitribai Phule Pune University / Institute code No. : 1042

Email: info@marhotelmanagement.com | Mobile No.: +91 9403 190 762

Dr. P. A. Inamdar
President, M.C.E. Society

Prof. Dr. Anita Frantz
Principal

CRITERION – 2
TEACHING- LEARNING AND EVALUATION

Key Indicator	2.6 Student Performance and Learning Outcome
Metric No.	2.6.2

- **Attainment of POs and COs are evaluated.**


SAMPLE

Documents Attached

Indirect Attainment of PO & CO (Program outcome –Course outcome)

- **Feedback forms from the Hotels**
- **Analysis of feedback received from the Hotels**
- **Feedback from the Alumni**
- **Analysis of Feedback given by Alumni**
- **Feedback from Graduating Batch**
- **Analysis of Feedback given by Graduating Batch**
- **Result Analysis**

• Feedback forms from the hotels



M.C.E.Society's
M.A.Rangoonwala Institute of Hotel Management & Research,Pune
Azam Campus, Camp.Pune-411001

EMPLOYER FEEDBACK FORM

Dear Employer ,
We will be grateful to you if you can spare some of your valuable time to fill upthis feedback form.
It will help us to improve the Institute further and give you better employees in future.
Tick Choose the number that best describes your level of satisfaction at each question:
1 – Poor, 2 – Satisfied, 3 – Good, 4 – Very Good, 5 – Excellent


SR NO	STUDENTS CRITERIA	POOR	SATISFIED	GOOD	VERY GOOD	EXCELLENT	TOTAL
		1	2	3	4	5	15
1	General communication skills				✓		
2	Working as part of a team					✓	
3	Technical knowledge/skill				✓		
4	Relationship with seniors/peers/subordinates					✓	
5	Ability to take up extra responsibility					✓	
6	Innovativeness, creativity				✓		
7	Self-motivation and taking on appropriate level of responsibility					✓	
8	Open to new ideas and learning new techniques					✓	
9	How would you rate the students for employment at your organization				✓		
10	Overall satisfaction with students				✓		

If you were dissatisfied with any aspect, please comment further:


Name of the employer: *Conrad Pune: Arti Choksi*
 Position: *Learning & Development Manager.*
 Contact Number: *7770017260*
 e-mail: *arti.choksi@conradhotels.com.*
 Company/organization: *Palm Grove Beach Hotels Pvt Ltd.*
 Address: *7 Mangaldas Road, Pune, Maharashtra - 411001.*

Please feel free to speak in confidence with our TPO/ staff about student's performance.

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EMPLOYER FEEDBACK FORM

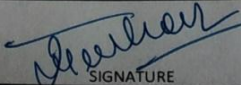
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5	Ability to take up extra responsibility					✓	
6	Innovativeness, creativity					✓	
7	Self-motivation and taking on appropriate level of responsibility					✓	
8	Open to new ideas and learning new techniques					✓	
9	How would you rate the students for employment at your organization					✓	
10	Overall satisfaction with students					✓	

If you were dissatisfied with any aspect, please comment further:

Name of the employer: MADHURIMA SARKAR
 Position: QUALITY & TRAINING MANAGER
 Contact Number: 9867310201
 e-mail: madhurima.sarkar@marriott.com
 Company/organization: SHERATON GRAND PUNE
 Address:


Please feel free to speak in confidence with our TPO/ staff about student's performance.


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Aitesh.M.Chotawadekar


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EMPLOYER FEEDBACK FORM

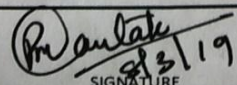
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2	Working as part of a team					✓	
3	Technical knowledge/skill					✓	
4	Relationship with seniors/peers/subordinates				✓		
5	Ability to take up extra responsibility					✓	
6	Innovativeness, creativity				✓		
7	Self-motivation and taking on appropriate level of responsibility				✓		
8	Open to new ideas and learning new techniques				✓		
9	How would you rate the students for employment at your organization					✓	
10	Overall satisfaction with students					✓	

If you were dissatisfied with any aspect, please comment further:

Name of the employer: **POOJA VARTAK**
 Position: **TRAINING OFFICER**
 Contact Number: **020 6606 8874.**
 e-mail: **pooja.vartak@hyatt.com.**
 Company/organization: **HYATT PUNE, KALYANI NAGAR**
 Address: **ADJACENT TO AGA KHAN PALACE,**
88 NAGAR RD, KALYANI NAGAR, PUNE - 411006.

Please feel free to speak in confidence with our TPO/ staff about student's performance


 SIGNATURE


 STAMP OF ORGANIZATION
 PUNE-411006



M.C.E.Society's
M.A.Rangoonwala Institute of Hotel Management & Research,Pune
Azam Campus, Camp.Pune-411001

Aqueel Ahmed

EMPLOYER FEEDBACK FORM

Dear Employer ,
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Tick Choose the number that best describes your level of satisfaction at each question:

1 – Poor, 2 – Satisfied, 3 – Good, 4 – Very Good, 5 – Excellent

SR NO	STUDENTS CRITERIA	POOR	SATISFIED	GOOD	VERY GOOD	EXCELLENT	TOTAL
		1	2	3	4	5	15
1	General communication skills				✓		
2	Working as part of a team				✓		
3	Technical knowledge/skill			✓			
4	Relationship with seniors/peers/subordinates				✓		
5	Ability to take up extra responsibility				✓		
6	Innovativeness, creativity			✓			
7	Self-motivation and taking on appropriate level of responsibility				✓		
8	Open to new ideas and learning new techniques				✓		
9	How would you rate the students for employment at your organization				✓		
10	Overall satisfaction with students				✓		

If you were dissatisfied with any aspect, please comment further:

Name of the employer: *Amita Deshpande*
 Position: *CONRAD PUNE CL&D Manager*
 Contact Number: _____
 e-mail: _____
 Company/organization: *CONRAD PUNE*
 Address: _____

Please feel free to speak in confidence with our TPO/ staff about student's performance.

[Signature]
SIGNATURE



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3	Technical knowledge/skill				✓		
4	Relationship with seniors/peers/subordinates					✓	
5	Ability to take up extra responsibility				✓		
6	Innovativeness, creativity					✓	
7	Self-motivation and taking on appropriate level of responsibility					✓	
8	Open to new ideas and learning new techniques					✓	
9	How would you rate the students for employment at your organization					✓	
10	Overall satisfaction with students					✓	

If you were dissatisfied with any aspect, please comment further.

Name of the employer: Shailkh Sajid Javed
 Position: Traffic
 Contact Number: 7887554028
 e-mail: Sajid7887554028@gmail.com
 Company/organization: JW. Marriott Pune
 Address: Trinastiniwal Dalvirnagar chinchwad Pune-33

Please feel free to speak in confidence with our TPO/ staff about student's performance.

[Signature]
 SIGNATURE

ICC RIPL JW MARRIOTT PUNE
 Unit of : ICC Realty (I) Pvt. LTD.
 S.B. Road, Pune-53
 STAMP OF ORGANIZATION

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Rohit



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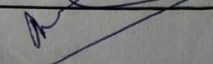
1 – Poor, 2 – Satisfied, 3 – Good, 4 – Very Good, 5 – Excellent

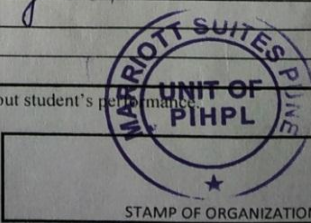
SR NO	STUDENTS CRITERIA	POOR	SATISFIED	GOOD	VERY GOOD	EXCELLENT	TOTAL
		1	2	3	4	5	15
1	General communication skills				4		
2	Working as part of a team					5	
3	Technical knowledge/skill				4		
4	Relationship with seniors/peers/subordinates					5	
5	Ability to take up extra responsibility				4		
6	Innovativeness, creativity				4		
7	Self-motivation and taking on appropriate level of responsibility					5	
8	Open to new ideas and learning new techniques				4		
9	How would you rate the students for employment at your organization				4		
10	Overall satisfaction with students				4		

If you were dissatisfied with any aspect, please comment further:

Name of the employer: Angel
 Position: AM - Training
 Contact Number: 9049007216
 e-mail: angel_salle @ marriott.com
 Company/organization: Marriott Suites Pune
 Address: 81, Mundhwa Koregaon Park Annex
Pune - 36

Please feel free to speak in confidence with our TPO/ staff about student's performance


SIGNATURE



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- **Analysis of feedback received from the Hotels**

Hotel Feedback Analysis 2019 - 2020					
Student Criteria	Poor	Satisfied	Good	Very Good	Excellent
General Communication Skills	0	2	4	6	2
Working as a part of a team	0	0	5	6	5
Technical Skills	0	2	6	4	3
Relationship with seniors	0	1	3	7	5
Ability to take up extra responsibility	0	2	3	6	6
Innovation/Creativity	1	2	5	8	0
Self-Motivation	1	0	6	7	3
Open to new ideas	0	2	3	8	5
Rating	1	0	4	8	5
Overall Satisfaction	0	1	4	8	7

Hotel Feedback Analysis 2018-2019

Student Criteria	Poor	Satisfied	Good	Very Good	Excellent
General Communication Skills	0	2	4	6	2
Working as a part of a team	1	0	5	6	5
Technical Skills	1	1	8	4	3
Relationship with seniors	0	1	3	7	5
Ability to take up extra responsibility	1	1	3	6	6
Innovation/Creativity	1	2	7	7	0
Self-Motivation	1	0	6	7	3
Open to new ideas	0	2	3	8	4
Rating	1	0	4	8	4
Overall Satisfaction	0	1	4	8	4

Hotel Feedback Analysis 2017 - 2018

Student Criteria	Poor	Satisfied	Good	Very Good	Excellent
General Communication Skills	0	2	10	16	7
Working as a part of a team	0	1	9	11	14
Technical Skills	0	4	11	18	2
Relationship with seniors	0	1	6	14	14
Ability to take up extra responsibility	0	2	12	13	8
Innovation/Creativity	0	3	12	12	8
Self-Motivation	0	2	11	13	9
Open to new ideas	0	1	11	14	9
Rating	0	2	6	15	12
Overall Satisfaction	0	2	4	13	16

● Feedback from the Alumni

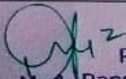
M.C.E SOCIETY'S M.A. RANGOONWALA INSTITUTE OF HOTEL MANAGEMENT AND RESEARCH, PUNE

Indirect Assessment – Alumni Survey Questionnaires
Academic Year: 2018-2019 **Term: Second**

S.No	Program Outcomes(POs)	POs	Excellent(3)	Very Good(2)	Satisfactory(1)
1.	How do you rate the Hospitality knowledge obtained during course period?	PO1		✓	
2.	How do you find the programme related to problem analysis?	PO2	✓		
3.	Were able to design solutions for complex Hospitality problems?	PO3	✓		
4.	Did you use research based knowledge for interpreting your data during project work?	PO4	✓		
5.	How this programme helped in applying modern tool usage for your problems?	PO5		✓	
6.	How do you rate your understanding of impact of Hospitality solutions in a global on the society, economic, environmental aspects?	PO6	✓		
7.	Did you understand the impact of the professional Hospitality solutions in societal and environmental contexts, and demonstrate the knowledge of, and need for sustainable development.	PO7	✓		
8.	Were you able to apply ethical principles and commit to professional ethics and responsibilities and norms of Hospitality practice?	PO8			✓
9.	Did you have opportunity to function as an individual or in a team?	PO9	✓		
10.	How do you rate your skill of communicating effectively in speech and in writing, including documentation of hardware and software systems?	PO10	✓		
11.	Were you able to manage project and finance aspects effectively in your work environment?	PO11	✓		
12.	How far this programme helped you to acquire new knowledge in the Hospitality discipline and to engage in life- long learning?	PO12	✓		

Table. Levels of Attainment for each POs

POs	Level of Attainment
Value >=70%	Excellent
Value > = 60 and value < 70%	Very good
Value > = 50 and value < 60%	Good
Value >= 40 and value < 50%	Satisfactory
Value < 40%	Not Satisfactory


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 Azam Campus, Camp, Pune - 1

- **Analysis of Feedback given by Alumni**

Alumni Feedback Analysis (Academic year 2018 as SAMPLE size of 20 numbers)

Sr.no.	Parameters	Excellent (%)	Very good (%)	Satisfactory (%)
1	Program Outcome PO's	72	20	8

INTERPRETATION:

Program outcome obtained 72 % Excellent level and 20% remarked as Very good and remaining 8 % stated as satisfactory.

● **Feedback from Graduating Batch**

M.C.E SOCIETY'S M.A. RANGOONWALA INSTITUTE OF HOTEL MANAGEMENT AND RESEARCH, PUNE

Indirect Assessment – Graduate Exit Survey Questionnaires

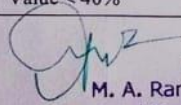
Academic Year: 2018-2019

Term: Second

S.No	Program Outcomes(POs)	POs	Excellent(3)	Very Good(2)	Satisfactory(1)
1.	How do you rate the Hospitality knowledge obtained during course period?	PO1	✓		
2.	How do you find the Programme related to problem analysis?	PO2	✓		
3.	Were able to design solutions for complex Hospitality problems?	PO3		✓	
4.	Did you use research based knowledge for interpreting your data during project work?	PO4	✓		
5.	How this programme helped in applying modern tool usage for your problems?	PO5	✓		
6.	How do you rate your understanding of impact of Hospitality solutions in a global on the society, economic, environmental aspects?	PO6			✓
7.	Did you understand the impact of the professional Hospitality solutions in societal and environmental contexts, and demonstrate the knowledge of, and need for sustainable development.	PO7		✓	
8.	Were you able to apply ethical principles and commit to professional ethics and responsibilities and norms of Hospitality practice?	PO8	✓		
9.	Did you have opportunity to function as an individual or in a team?	PO9	✓		
10.	How do you rate your skill of communicating effectively in speech and in writing, including documentation of hardware and software systems?	PO10	✓		
11.	Were you able to manage project and finance aspects effectively in your work environment?	PO11		✓	
12.	How far this programme helped you to acquire new knowledge in the Hospitality discipline and to engage in life- long learning?	PO12	✓		

Table. Levels of Attainment for each POs

POs	Level of Attainment
Value >=70%	Excellent
Value > = 60 and value < 70%	Very good
Value > = 50 and value < 60%	Good
Value >= 40 and value < 50%	Satisfactory
Value < 40%	Not Satisfactory


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- **Analysis of Feedback given by Graduating Batch**

Graduating batch feedback Analysis

(Academic year 2018 as SAMPLE size of 25 numbers)

Sr.no.	Parameters	Excellent (%)	Very good (%)	Satisfactory (%)
1	Program Outcome PO's	78	13	9

INTERPRETATION:

Program outcome obtained 78 % Excellent level and 13% remarked as Very good and remaining 9 % stated as satisfactory.

- **Result Analysis**

Pass percentage of the students during last five years: 91 %

Year	No. of Appeared for the exams	No. of Students passed	Pass Percentage per year
2021-2022	49	39	80
2020-2021	52	47	90
2019-2020	41	41	100
2018-2019	42	40	95
2017-2018	39	35	90
Total Percentage			455
Avg. Percentage			91