

**Ahmednagar Jilha Maratha Vidya Prasarak Samaj's**  
**INSTITUTE OF**  
**HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR**  
**Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778**

**Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune**

<b>Criteria 2- Teaching- Learning and Evaluation (350)</b>		
<b>Key Indicator- 2.6 Student Performance and Learning Outcome (60)</b>		
2.6.1. Teachers and students are aware of the stated programme and course outcomes of the programmes offered by the institution		
<b>Sr. No.</b>	<b>List of Documents</b>	<b>Page No.</b>
1	Copy of Program Specific Outcome's	1
2	Copy of Program Outcome's	2
3.	Copy of Course Outcome's for BHMCT Program	4
4.	Copy of Course Outcome's for B.Sc.HS Program	48

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AICTE No. F 421 / MS - 16 / APR (HM) / ET / 96 INST.CODE NO. C001863

Ref. No. :

Date : / / 20

**PROGRAM SPECIFIC OUTCOMES (PSOs)**

On completion of degree programs (BHMCT and B.Sc.HS)  
successfully,

1. Students develop understanding of hotel organization, its structure and functioning of various departments of hospitality industry.
2. Students gain comprehensive knowledge of hospitality industry.
3. Graduates are ready for a supervisory or managerial role in the hospitality industry.
4. Graduates are competent enough to opt for career openings worldwide in hospitality sector.



  
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### PROGRAM OUTCOMES (POs)

**1. Hospitality Knowledge:**

On successful completion of this program students will have thorough understanding of the operational knowledge of core areas of hospitality industry.

**2. Planning abilities:**

The program develops abilities such as planning and organizing skills, time management, team building, interpersonal relationship and leadership qualities which are prerequisite in the hospitality industry.

**3. Problem analysis:**

The industrial exposure during the course help students to realize various types of problems encountered at the work place, and thereby students understand different techniques to resolve them.

**4. Use of Trends and Technology:**

Students are regularly updated to the latest trends and technology followed by the hotel industry.

**5. Professional Identity:**

The program prepares students to work in various roles in the industry viz., entrepreneurs, hoteliers, service providers and educators.

**6. Hospitality Ethics:**

Program ensures that the personal and professional ethics and morals are imbibed among the students.





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**7. Communication:**

Students are able to communicate effectively using a range of media.

**8. Hotelier and Society:**

Students graduate as responsible citizens with good human values and work ethics. Through the program they are sensitized about societal values, rights and their duties and responsibilities.

**9. Environment and Sustainability:**

The students exhibit their understanding towards environment friendly practices and further execute sustainability in the industry.

**10. Life-Long Learning:**

Through this program students gain knowledge of industry and various skills required such as soft skills, interpersonal skills and many others. They also learn to work in inclusive environment which help them while performing on various levels of job functions in hospitality industry throughout their career path.



  
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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2019 - 2020 pattern **Semester: I**

Sl. No.	Course Code	Course Name	Course Outcomes
1	C101	Food Production – I	<ul style="list-style-type: none"> <li>• Prepare the students to cater to the need of the industry.</li> <li>• Prepare the students with basic grooming standards to become a part of food production team.</li> <li>• Inculcate sound knowledge of the principles and methods of cooking of food production.</li> <li>• Identify the kitchen equipment's and learn their uses</li> <li>• Prepare basic Indian food preparations</li> </ul>
2	C102	Food & Beverage Service – I	<ul style="list-style-type: none"> <li>• Introduction to Food &amp; Beverage service operations in the Hotel Industry</li> <li>• Learn and demonstrate the basic grooming standards and hygiene practices</li> <li>• Identify and operate basic foodservice equipments</li> <li>• Learn the various types of services undertaken while serving the guests</li> <li>• Develop technical skills in the basic aspects of food &amp; beverage service operations in the Hotel Industry and study billing and control methods</li> </ul>
3	C103	Basic Rooms Division – I	<ul style="list-style-type: none"> <li>• Explain role &amp; importance of housekeeping in the hospitality Industry</li> <li>• Provide knowledge of housekeeping areas in the hotels</li> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping</li> <li>• Explain the importance of housekeeping towards achieving guest satisfaction and repeat business</li> <li>• Understand different types of Guest Rooms and Amenities</li> <li>• Highlight the importance of Front Office within the hospitality industry</li> <li>• Educate the students about different types of hotels and its nature of business</li> <li>• Prepare the student to acquire basic skills and</li> </ul>



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			knowledge necessary to identify the required standards • Impart the knowledge of basic guest related activities at front office department
4	C104	Principles of Management	• Make the students understand the concepts of management • Understand the functions of management • Understand practical application of management concepts in the hospitality industry.
5	C105	French - I	• Introduce students to the importance of communication in French • Learn basic knowledge of listening, Speaking, Reading, and Writing skills. • Introduce a different communicative approaches based cultural differences
6	C106	Communication Skills (English – I)	• Introduce students to the importance of communication & presentation skills needed by the hospitality professionals. • Learn fundamentals of communication • Learn and study formal methods of communication as written, verbal and non-verbal • Understand the importance of listening



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**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2019 - 2020 pattern **Semester: II**

Sl. No.	Course Code	Course Name	Course Outcomes
1	C201	Food Production – II	<ul style="list-style-type: none"> <li>• Give sound knowledge of principles of food production</li> <li>• Impart basic knowledge of Continental food preparation</li> <li>• Impart basic knowledge of Egg cookery, salads, sandwiches and vegetables and fruits cookery</li> <li>• Inculcate knowledge of Food Contamination and control measures and kitchen stewarding</li> </ul>
2	C202	Food & Beverage Service – II	<ul style="list-style-type: none"> <li>• Provide intrinsic knowledge of food and beverage menus with purpose and necessity in various types of meals.</li> <li>• Impart knowledge about in room dining service.</li> <li>• Impart the basic knowledge &amp; service of non-alcoholic beverages</li> <li>• Get the knowledge of Tobacco manufacturing and its products sold in food and beverage outlets</li> </ul>
3	C203	Rooms Division – II	<ul style="list-style-type: none"> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping</li> <li>• Deliver detailed information about cleaning routine of housekeeping department</li> <li>• Know the role of Housekeeping control desk</li> <li>• Prepare the student to acquire basic skills for guest arrival</li> <li>• Learn the activities performed by front office during the guest stay</li> </ul>
4	C204	French-II	<ul style="list-style-type: none"> <li>• Help students to acquire basic skills in aural and oral communication in French</li> <li>• Enhance listening, speaking, reading and writing skills</li> <li>• Help students to better adapt intercultural differences</li> </ul>





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5	C205	Communication Skills (English-II)	<ul style="list-style-type: none"><li>• Provide theoretical input backed with practice session in order to communicate effectively</li><li>• Enhance listening, speaking, reading and writing skills</li><li>• Impart telephone etiquettes</li></ul>
6	GE206A	Basic Accounting	<ul style="list-style-type: none"><li>• Provide students with basic knowledge of accounting required for hospitality management</li><li>• Learn fundamentals of Accounting</li><li>• Learn and utilize this knowledge for day to day operations</li></ul>
7	GE206B	Logistics & Supply Chain Management	<ul style="list-style-type: none"><li>• Understand the importance of supply chain Management</li><li>• Know the various aspect of supply chain</li><li>• Understand the current trends in SCM</li><li>• Learn the Distribution Management and recent issues in SCM</li></ul>



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**Syllabus:** 2019 - 2020 pattern

**Semester: III**

Sl. No.	Course Code	Course Name	Course Outcomes
1	C301	Bakery and Confectionary	<ul style="list-style-type: none"> <li>Provides theoretical and practical foundation in baking practices</li> <li>Learn basic techniques used in bakery &amp; confectionery</li> <li>Learn and practice the art of making bakery products</li> </ul>
2	C302	Food & Beverage Service – III	<ul style="list-style-type: none"> <li>Gives comprehensive knowledge on various fermented alcoholic beverages used in food and beverage industry</li> <li>Learn the history, making classification and service of beers, wines and aperitifs</li> <li>Develop technical skills required for the service of various alcoholic beverages</li> <li>Familiarize students to bar profile</li> </ul>
3	C303	Accommodation Operations – I	<ul style="list-style-type: none"> <li>Establish the importance of accommodation operations within the hospitality Industry</li> <li>Prepare the students to acquire skills and knowledge to identify the required standards and decision-making consideration of this department</li> <li>Know the basics of textiles and laundry operations</li> <li>Impart knowledge of front office accounting and statistical data</li> </ul>
4	C304	Hotel Laws	<ul style="list-style-type: none"> <li>Impart basic knowledge of Hotel laws</li> <li>Understand intricacies of business law</li> </ul>
5	C305	Soft Skills Management	<ul style="list-style-type: none"> <li>Prepare students to secure placement in hospitality industry</li> <li>Develop personality and communication skills of students</li> <li>Equip the students with convivial skills that enables them to handle their professional and personal lives more effectively</li> </ul>
6	DSE306A	Hospitality Sales	<ul style="list-style-type: none"> <li>Enhance the ability of students in hospitality service</li> </ul>



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			<ul style="list-style-type: none"><li>• Inculcate attributes required for a hospitality sales personnel</li><li>• Make them understand selling techniques adopted by the sales department of the hotel</li></ul>
7	DSE306B	Computer Fundamental	<ul style="list-style-type: none"><li>• Give a basic knowledge about computer and its operations</li><li>• Enable students to operate computers and its allied hardware and software</li><li>• Help students get insight in internet, email, and social media</li></ul>





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Sl. No.	Course Code	Course Name	Course Outcomes
1	C401	Quantity Food Production	<ul style="list-style-type: none"> <li>• Introduce the students to quantity food production</li> <li>• Impart the knowledge and skill sets required in bulk catering in welfare and commercial sector</li> <li>• Expose students to Indian regional cuisines and operations of industrial catering</li> <li>• Familiarize students with equipment, types of catering, methods of purchasing and indenting, storing, portioning and planning in quantity food production.</li> </ul>
2	C402	Food & Beverage Service – IV	<ul style="list-style-type: none"> <li>• Give comprehensive knowledge of various distilled alcoholic beverages used in hospitality industry</li> <li>• Learn the history, making, classification &amp; service of spirits, liqueurs and cocktails</li> <li>• Develop technical skills required for the service of various alcoholic beverages</li> <li>• Understand buffet and banquet setups and develop skills in various arrangements and service procedures</li> </ul>
3	C403	Accommodation Operations – II	<ul style="list-style-type: none"> <li>• Establish the importance of Rooms Division within the hospitality Industry</li> <li>• Learn importance of interior decoration and principles of designing</li> <li>• Consider managerial decision-making aspects of this department such as budgetary control and purchasing systems</li> <li>• Learn managerial decision-making aspects such as night auditing, forecasting and establishing room rates</li> <li>• Get the knowledge of various sales techniques used to maximize the room occupancy of the hotel</li> </ul>
4	C404	Event Management	<ul style="list-style-type: none"> <li>• Enhance the students ability to plan and organize an event</li> <li>• Learn to manage huge events and functions</li> <li>• Understand legal compliance and other aspects of organizing an event.</li> </ul>



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5	C405	Food safety Management systems.	<ul style="list-style-type: none"><li>• Enable students to work towards a systematic approach</li><li>• Learn the need and importance of developing, planning, monitoring, verifying, implementing and improving the food safety management system</li></ul>
6	GE406A	Customer Relationship Management	<ul style="list-style-type: none"><li>• Understand, anticipate, manage and personalize the needs of current and potential customers</li><li>• Enable the student to have a customer sense as in CRM</li><li>• Understand CRM system</li></ul>
7	GE406B	Facility Planning	<ul style="list-style-type: none"><li>• Impart to the students the basic knowledge and practices of facility planning</li><li>• Understand the design of facility planning of ancillary area</li></ul>



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Sl. No.	Course Code	Course Name	Course Outcomes
1	C501	Industrial Training	<ul style="list-style-type: none"><li>• Get the practical exposure in industry through on-job-training</li><li>• Enable students to relate the knowledge and skills acquired in the classroom with systems, standards and practices followed in the Industry</li><li>• Get the firsthand experience of working in the industry</li></ul>





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**Syllabus:** 2019 – 2020 pattern **Semester:** VI

Sl. No.	Course Code	Course Name	Course Outcomes
1	CS601A	Specialization in Food Production Management - I	<ul style="list-style-type: none"> <li>Develop the knowledge and understanding of the international cuisine amongst students</li> <li>Understand the basic preparations in the international cuisine</li> <li>Understand fish mongery</li> <li>Learn more about Nouvelle cuisine</li> <li>Learn different kitchen layouts and designs</li> <li>Understand characteristics, processing methods of convenience foods</li> </ul>
2	CE601B	Specialization Food and Beverage Service Management - I	<ul style="list-style-type: none"> <li>Gain comprehensive knowledge of various Specialized Food and Beverage services used in hotel industry such as bar operations, banquets operations &amp; Gueridon service.</li> <li>Develop technical skills of the students required to perform while dealing with these specialized food &amp; beverage services.</li> <li>Understand aspects of budgetary control in food and beverage service.</li> </ul>
3	CE601C	Specialization in Accommodation Management - I	<ul style="list-style-type: none"> <li>Establish the importance of Accommodation management within hospitality industry</li> <li>Equip students to acquire knowledge and skills with respect to various aspects of Accommodation operations</li> <li>Understand the Planning of lobby &amp; Front desk concept</li> <li>Understand budgetary control in housekeeping</li> <li>Understand various aspects of horticulture in hotels</li> </ul>
4	C602	Food and Beverage Control	<ul style="list-style-type: none"> <li>Provide comprehensive knowledge on various aspects of control procedures</li> <li>Understand the cost dynamics and break even analysis</li> <li>Understand control cycle</li> </ul>
5	C603	Human Resource Management	<ul style="list-style-type: none"> <li>Help the students to identify the significance and role of Human Resource Management in the Hotel</li> </ul>



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			<p>&amp; Catering Industry.</p> <ul style="list-style-type: none"> <li>• Help the students to develop an attitude for positive Human Behavior at work.</li> <li>• Give an in-depth knowledge of human resource practices related to employee in an organization such as recruitment, selection, training, performance appraisals, salary and wages, promotions and transfers, grievances and discipline.</li> </ul>
6	C604	Services Marketing	<ul style="list-style-type: none"> <li>• Enable the students to enhance their ability to understand the concept of services marketing</li> <li>• Learn intricacies of services mix</li> <li>• Understand the importance of customer satisfaction through service quality</li> </ul>
7	C605	Hotel Maintenance	<ul style="list-style-type: none"> <li>• Provide information regarding the basic services and different types of engineering and maintenance system in hotel industry</li> <li>• Understand various aspects and importance of engineering department in hotel</li> <li>• Understand various maintenance of refrigeration and air-conditioning,</li> <li>• Learn about fuels, electricity, safety and security, water distribution system and energy conservation in hotels</li> </ul>
8	GE606A	Food Science	<ul style="list-style-type: none"> <li>• Develop basic awareness about hygiene, nutrition and balanced diet in hotel industry</li> <li>• Introduce students with the terminologies related to food and nutrition</li> <li>• Make them understand the relationship between food and human health</li> <li>• Introduce the impact of microbiology on food</li> </ul>
9	GE606B	Nutrition	<ul style="list-style-type: none"> <li>• Develop basic awareness of important nutrients</li> <li>• Acquire knowledge of nutritional requirements for human beings</li> <li>• Understand plan a diet for human beings</li> </ul>



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**Syllabus:** 2019 - 2020 pattern

**Semester: VII**

Sl. No.	Course Code	Course Name	Course Outcomes
1	CS701A	Specialization Food Production Management - II	<ul style="list-style-type: none"> <li>Understand and explore the various regions of international cuisine</li> <li>Understand and develop specialized culinary skills amongst students to prepare them for the industry</li> <li>Learn food additives</li> <li>Learn about departments like larder and gardemanger</li> <li>Learn &amp; create innovative presentation techniques on international cuisine</li> </ul>
2	CS701B	Specialization Food and Beverage Service Management - II	<ul style="list-style-type: none"> <li>Inculcate a wide spread understanding of management aspects of food and beverage operations</li> <li>Understand controlling characteristics of service outlets</li> <li>Introduce students with various software used in Food and Beverage Service</li> <li>Inculcate supervisory skills required in the department</li> </ul>
3	CS701C	Specialization in Accommodation Management - II	<ul style="list-style-type: none"> <li>Understand the concept of interior design and decorations</li> <li>Learn various window and window treatments</li> <li>Understand ergonomics</li> <li>Understand the placement of furniture's for Guest Room layout</li> </ul>
4	C702	Disaster Managements	<ul style="list-style-type: none"> <li>Understand basic concepts of disaster management</li> <li>Understand the concepts Legislation</li> </ul>
5	C703	Total Quality Management	<ul style="list-style-type: none"> <li>Impart the students the importance of quality management in the hotels</li> <li>Make students understand continuous improvement, team building methods of solving quality problems and importance of team work</li> <li>Understand the importance of customer satisfaction, thoughts of quality gurus on quality management and different systems to manage quality</li> </ul>





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6	C704	Environment Science	<ul style="list-style-type: none"> <li>• Understand the importance of environmental issues</li> <li>• Provide insight on environment management in hospitality industry</li> <li>• Understand the benefits of Eco friendly practices to have a sustainable environment in daily operations of hotel.</li> </ul>
7	C705	Research Methodology	<ul style="list-style-type: none"> <li>• Gain honing the research skills</li> <li>• Understand the research environments and research process</li> <li>• Understand the concepts of data, sampling Techniques and Research design</li> </ul>
8	GE706A	Managerial Economics	<ul style="list-style-type: none"> <li>• Have knowledge of application of management techniques in the field of economics.</li> <li>• Understand the manager's role in the decision making process from economic view point</li> <li>• Learn the theory of customer demand &amp; its elasticity, production &amp; supply analysis</li> </ul>
9	GE706B	Tourism Operations	<ul style="list-style-type: none"> <li>• Acquaint the students to all aspects of tourism industry</li> <li>• Understand the role of travel agent in tourism industry</li> <li>• Educate students about different career opportunities available in this field</li> </ul>



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**Syllabus:** 2019 – 2020 pattern

**Semester:** VIII

Sl. No.	Course Code	Course Name	Course Outcomes
1	CS801A	Specialization in Food Production Management - III	<ul style="list-style-type: none"> <li>• Develop managerial and conceptual skill sets required in professional culinary industry</li> <li>• Familiarize the students with the current trends in the Food Production Operations</li> <li>• Learn and understand the use of software applications in daily working of kitchen</li> <li>• Sharpen their culinary skills in terms of menu planning, food costing, staffing, work organization, etc.</li> <li>• Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge</li> </ul>
2	CS801B	Specialization Food and Beverage Service Management - III	<ul style="list-style-type: none"> <li>• Enable the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operation.</li> <li>• Familiarizes the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications</li> <li>• Help students to know the planning and operations of restaurants, bars &amp; events.</li> <li>• Gain knowledge about international cuisine and their classical dishes which help them while planning menus for different food and beverage outlets and events.</li> <li>• Provide knowledge about menu merchandizing which is required to increase the sales of an outlet through other techniques as suggestive selling and upselling.</li> </ul>
3	CS801C	Specialization in Accommodation Management - II	<ul style="list-style-type: none"> <li>• Establish the importance of accommodation management within the hospitality industry</li> <li>• Equip the students to acquire knowledge &amp; skills with respect to various management aspects of Housekeeping Division</li> <li>• Learn to prepare the budget and use of computer technology in housekeeping</li> <li>• Understand the property operation</li> </ul>



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			<ul style="list-style-type: none"> <li>• Learn about internal environment with respect to air quality</li> </ul>
4	C802	Research Report	<ul style="list-style-type: none"> <li>• Enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyze data situations at logical decisions</li> <li>• Help students to undertake a research on any topic related to hotel operations, find information, collect data, analyze and tabulate the data and furnish suggestions and recommendations which will be useful for others.</li> </ul>
5	C803	Organization Behavior	<ul style="list-style-type: none"> <li>• Understand the concept of organizational behavior</li> <li>• Understand the application in managing individuals and group within the organization and to enhance the human relation with organization</li> <li>• Provide knowledge on diversity and ethics to be followed in an organization</li> </ul>
6	C804	Entrepreneurship Development	<ul style="list-style-type: none"> <li>• Enable the students to develop entrepreneurship abilities and understand the culture of entrepreneurship development</li> <li>• Help students to learn the qualities and attributes required for entrepreneurship and entrepreneur process</li> <li>• Help students identify opportunities, organizations of resources budgeting, accounting, control and preparation of project report for a new venture</li> </ul>
7	C805	Introduction to Cyber Security	<ul style="list-style-type: none"> <li>• Create awareness amongst students about cybercrime and prevalent laws and standards framed to conquer the issue</li> <li>• Give an overview of cyber and information security concepts</li> <li>• Give an overview on various security management practices adopted to prevent cyber crimes</li> </ul>



  
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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2016 – 2017 pattern **Semester:** I

Sl. No.	Course Code	Course Name	Course Outcomes
1	C101	Food Production – I	<ul style="list-style-type: none"> <li>• Prepare the students to cater to the need of the industry.</li> <li>• Prepare the students with basic grooming standards to become a part of food production team.</li> <li>• Inculcate sound knowledge of the principles and methods of cooking of food production.</li> <li>• Identify the kitchen equipment's and learn their uses</li> <li>• Prepare basic Indian food preparations</li> </ul>
2	C102	Food & Beverage Service – I	<ul style="list-style-type: none"> <li>• Introduction to Food &amp; Beverage service operations in the Hotel Industry</li> <li>• Learn and demonstrate the basic grooming standards and hygiene practices</li> <li>• Identify and operate basic foodservice equipments</li> <li>• Learn the various types of services undertaken while serving the guests</li> <li>• Develop technical skills in the basic aspects of food &amp; beverage service operations in the Hotel Industry and study billing and control methods</li> </ul>
3	C103	Rooms Division – I	<ul style="list-style-type: none"> <li>• Explain role &amp; importance of housekeeping in the hospitality Industry</li> <li>• Provide knowledge of housekeeping areas in the hotels</li> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping</li> <li>• Explain the importance of housekeeping towards achieving guest satisfaction and repeat business</li> <li>• Understand different types of Guest Rooms and Amenities</li> <li>• Highlight the importance of Front Office within the hospitality industry</li> <li>• Educate the students about different types of hotels and its nature of business</li> <li>• Prepare the student to acquire basic skills and</li> </ul>



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			<p>knowledge necessary to identify the required standards</p> <ul style="list-style-type: none"> <li>• Impart the knowledge of basic guest related activities at front office department</li> </ul>
4	AE104	Commodities	<ul style="list-style-type: none"> <li>• Prepare students with basic knowledge of commodities used in catering industry.</li> <li>• Impart students with knowledge of use and processing of various commodities</li> <li>• Provide knowledge about by-products, market forms, modes of packaging</li> <li>• Provide knowledge about local market rates, storage principles and nutritive value</li> </ul>
5	AE105	Basic Accounting	<ul style="list-style-type: none"> <li>• Provide students with basic knowledge of accounting required for hospitality management</li> <li>• Learn fundamentals of Accounting</li> <li>• Learn and utilize this knowledge for day to day operations</li> </ul>
6	AE106	Tourism Operation	<ul style="list-style-type: none"> <li>• Acquaint the students to all aspects of tourism industry</li> <li>• Learn the role of travel agent in tourism industry</li> <li>• Educate students about different career opportunities available in the field of tourism</li> </ul>
7	SE107	Communication Skills (English – I)	<ul style="list-style-type: none"> <li>• Introduce students to the importance of communication &amp; presentation skills needed by the hospitality professionals.</li> <li>• Learn fundamentals of communication</li> <li>• Learn and study formal methods of communication as written, verbal and non-verbal</li> <li>• Understand the importance of listening</li> </ul>
8	SE108	French - I	<ul style="list-style-type: none"> <li>• Introduce students to the importance of communication in French</li> <li>• Learn basic knowledge of listening, Speaking, Reading, and Writing skills.</li> <li>• Introduce a different communicative approaches based cultural differences</li> </ul>



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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2016 - 2017 pattern **Semester:** II

Sl. No.	Course Code	Course Name	Course Outcomes
1	C201	Food Production – II	<ul style="list-style-type: none"> <li>• Give sound knowledge of principles of food production</li> <li>• Impart basic knowledge of Continental food preparation</li> <li>• Impart basic knowledge of Egg cookery, salads, sandwiches and vegetables and fruits cookery</li> <li>• Inculcate knowledge of Food Contamination and control measures and kitchen stewarding</li> </ul>
2	C202	Food & Beverage Service – II	<ul style="list-style-type: none"> <li>• Provide intrinsic knowledge of food and beverage menus with purpose and necessity in various types of meals.</li> <li>• Impart knowledge about the in room dining service.</li> <li>• Impart the basic knowledge &amp; service of non-alcoholic beverages</li> <li>• Get the knowledge of Tobacco manufacturing and its products sold in food and beverage outlets</li> </ul>
3	C203	Rooms Division – II	<ul style="list-style-type: none"> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping</li> <li>• Deliver detailed information about cleaning routine of housekeeping department</li> <li>• Know the role of Housekeeping control desk</li> <li>• Prepare the student to acquire basic skills for guest arrival</li> <li>• Learn the activities performed by front office during the guest stay</li> </ul>
4	AE204	Food Science	<ul style="list-style-type: none"> <li>• Develop basic awareness about hygiene, nutrition and balanced diet in hotel industry</li> <li>• Introduce students with the terminologies related to food and nutrition</li> <li>• Make students understand the relationship between food and human health</li> <li>• Introduce the impact of microbiology on food</li> </ul>





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5	AE205	Hospitality Sales	<ul style="list-style-type: none"> <li>• Enhance the ability of students in hospitality sales</li> <li>• Inculcate attributes required for a hospitality sales personnel</li> <li>• Make students understand selling techniques adopted by the sales department of the hotel</li> </ul>
6	SE206	Communication Skills (English-II)	<ul style="list-style-type: none"> <li>• Provide theoretical input backed with practice session in order to communicate effectively</li> <li>• Enhance listening, speaking, reading and writing skills</li> <li>• Impart telephone etiquettes</li> </ul>
7	SE207	French-II	<ul style="list-style-type: none"> <li>• Help students to acquire basic skills in aural and oral communication in French</li> <li>• Enhance listening, speaking, reading and writing skills</li> <li>• Help students to better adapt intercultural differences</li> </ul>
8	SE208	Computer Fundamentals	<ul style="list-style-type: none"> <li>• Give a basic knowledge about computer and its operations</li> <li>• Enable students to operate computers and its allied hardware and software</li> <li>• Help students to get insight in internet, email, and social media</li> </ul>



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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2016 – 2017 pattern **Semester:** III

Sl. No.	Course Code	Course Name	Course Outcomes
1	C301	Bakery and Confectionary	<ul style="list-style-type: none"> <li>Provides theoretical and practical foundation in baking practices</li> <li>Learn basic techniques used in bakery &amp; confectionery</li> <li>Learn and practice the art of making bakery products</li> </ul>
2	C302	Food & Beverage Service – III	<ul style="list-style-type: none"> <li>Gives comprehensive knowledge on various fermented alcoholic beverages used in food and beverage industry</li> <li>Learn the history, making, classification and service of beers, wines and aperitifs</li> <li>Develop technical skills required for the service of various alcoholic beverages</li> <li>Familiarize students to bar profile</li> </ul>
3	C303	Accommodation Operations – I	<ul style="list-style-type: none"> <li>Establish the importance of accommodation operations within the hospitality Industry</li> <li>Prepare the students to acquire skills and knowledge to identify the required standards and decision-making consideration of this department</li> <li>Know the basics of textiles and laundry operations</li> <li>Impart knowledge of front office accounting and statistical data</li> </ul>
4	AE304	Hotel Accounting	<ul style="list-style-type: none"> <li>Equip students with knowledge of accounting as practiced in hotels</li> <li>Help them to utilize this knowledge in day to day operations undertaken in various departments in hotel</li> <li>Understand the budget and budgetary control</li> </ul>
5	AE305	Environment Science	<ul style="list-style-type: none"> <li>Understand the importance of environmental issues</li> <li>Provide insight on environment management in hospitality industry</li> <li>Understand the benefits of Eco friendly practices to have a sustainable environment in daily operations of hotel.</li> </ul>
6	AE306	Hotel Laws	<ul style="list-style-type: none"> <li>Impart basic knowledge of Hotel laws</li> </ul>



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			<ul style="list-style-type: none"><li>• Understand intricacies of business law</li></ul>
7	SE307	Soft Skills Management	<ul style="list-style-type: none"><li>• Prepare students to secure placement in hospitality industry</li><li>• Develop personality and communication skills of students</li><li>• Equip the students with convivial skills that enables them to handle their professional and personal lives more effectively</li></ul>
8	SE308	Ticketing	<ul style="list-style-type: none"><li>• Develop knowledge and understanding about airline ticketing</li><li>• Gives exposure with respect to the technological enhancement in this field</li><li>• Get the knowledge of ground operations of an airport</li></ul>





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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)

**Syllabus:** 2016 – 2017 pattern

**Semester: IV**

Sl. No.	Course Code	Course Name	Course Outcomes
1	C401	Quantity Food Production – IV	<ul style="list-style-type: none"> <li>• Introduce the students to quantity food production</li> <li>• Impart the knowledge and skill sets required in bulk catering in welfare and commercial sector</li> <li>• Expose students to Indian regional cuisines and operations of industrial catering</li> <li>• Familiarize students with equipment, types of catering, methods of purchasing and indenting, storing, portioning and planning in quantity food production.</li> </ul>
2	C402	Food & Beverage Service – IV	<ul style="list-style-type: none"> <li>• Give comprehensive knowledge of various distilled alcoholic beverages used in hospitality industry</li> <li>• Learn the history, making, classification &amp; service of spirits, liqueurs and cocktails</li> <li>• Develop technical skills required for the service of various alcoholic beverages</li> <li>• Understand buffet and banquet setups and develop skills in various arrangements and service procedures</li> </ul>
3	C403	Accommodation Operations – II	<ul style="list-style-type: none"> <li>• Establish the importance of Rooms Division within the hospitality Industry</li> <li>• Learn importance of interior decoration and principles of designing</li> <li>• Consider managerial decision-making aspects of this department such as budgetary control and purchasing systems</li> <li>• Learn managerial decision-making aspects such as night auditing, forecasting and establishing room rates</li> <li>• Get the knowledge of various sales techniques used to maximize the room occupancy of the hotel</li> </ul>
4	AE404	Food and Beverage Control	<ul style="list-style-type: none"> <li>• Provide comprehensive knowledge on various aspects of control procedures</li> <li>• Understand the cost dynamics and break even analysis</li> <li>• Understand control cycle</li> </ul>



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5	AE405	Principles of Management	<ul style="list-style-type: none"> <li>• Make the students understand the concepts of management</li> <li>• Understand the functions of management</li> <li>• Understand practical application of management concepts in the hospitality industry.</li> </ul>
6	AE406	Advance Bakery and Confectionary	<ul style="list-style-type: none"> <li>• Provide advanced theory and practical knowledge and skills required for bakery and confectionary</li> <li>• Inculcate preparing of quick breads, cake decorating techniques</li> <li>• Learn sugar crafts, fillings and frostings</li> </ul>
7	SE407	Bartending	<ul style="list-style-type: none"> <li>• Provide comprehensive knowledge and skills in the art of bartending</li> <li>• Learn flair presentations of cocktails</li> <li>• Impart specific techniques and skills which will help students in professionally presenting and displaying beverages</li> </ul>
8	SE408	Housekeeping in Allied Sectors Bartending	<ul style="list-style-type: none"> <li>• Acquaint students with the housekeeping operations in allied sectors</li> <li>• Understand the alternate set of skills, knowledge and attributes</li> <li>• Understand various career opportunities in allied sectors</li> </ul>
9	SE409	Entrepreneurship Development	<ul style="list-style-type: none"> <li>• Enable the students to develop entrepreneurship abilities and understand the culture of entrepreneurship development</li> <li>• Help students to learn the qualities and attributes required for entrepreneurship and entrepreneur process</li> <li>• Help students identify opportunities, organizations of resources budgeting, accounting, control and preparation of project report for a new venture</li> </ul>



**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2016 – 2017 pattern **Semester:** V

Sl. No.	Course Code	Course Name	Course Outcomes
1	CIT501	Industrial Training	<ul style="list-style-type: none"><li>• Get the practical exposure in industry through on-job-training</li><li>• Enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices followed in the Industry</li><li>• Get the firsthand experience of working in the industry</li></ul>





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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)

**Syllabus:** 2016 – 2017 pattern

**Semester: VI**

Sl. No.	Course Code	Course Name	Course Outcomes
1	CEA601	Advanced Food Production Management - I	<ul style="list-style-type: none"> <li>Develop the knowledge and understanding of the international cuisine amongst students</li> <li>Understand the basic preparations in the international cuisine</li> <li>Understand fish mongery</li> <li>Learn more about Nouvelle cuisine</li> <li>Learn different kitchen layouts and designs</li> <li>Understand characteristics, processing methods of convenience foods</li> </ul>
2	CEB601	Specialization Food and Beverage Service Management - I	<ul style="list-style-type: none"> <li>Gain comprehensive knowledge of various Specialized Food and Beverage services used in hotel industry such as bar operations, banquets operations &amp; Gueridon service.</li> <li>Develop technical skills of the students required to perform while dealing with these specialized food &amp; beverage services.</li> <li>Understand aspects of budgetary control in food and beverage service.</li> </ul>
3	CEC601	Specialization in Housekeeping Management - I	<ul style="list-style-type: none"> <li>Establish the importance of housekeeping management within hospitality industry</li> <li>Equip students to acquire knowledge and skills with respect to various aspects of housekeeping operations</li> <li>Understand the green housekeeping concept</li> <li>Understand budgetary control in housekeeping</li> <li>Understand various aspects of horticulture in hotels</li> </ul>
4	CED601	Specialization in Front Office Management - I	<ul style="list-style-type: none"> <li>Establish the importance of front office management within the hospitality industries</li> <li>Equip the student to acquire knowledge and skills with respect to management aspects</li> <li>Understand the legal concerns in front office</li> <li>Understand the requirements for designing of brochures and tariff cards</li> </ul>
5	AE602	Introduction to	<ul style="list-style-type: none"> <li>Create awareness amongst students about</li> </ul>



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		Cyber Security and Information Security	<p>cybercrimes and prevalent laws and standards framed to conquer the issue</p> <ul style="list-style-type: none"> <li>• Give an overview of cyber and information security concepts</li> <li>• Give an overview on various security management practices adopted to prevent cybercrimes</li> </ul>
6	AE603	Human Resource Management	<ul style="list-style-type: none"> <li>• Help the students to identify the significance and role of Human Resource Management in the Hotel &amp; Catering Industry.</li> <li>• Help the students to develop an attitude for positive Human Behavior at work.</li> <li>• Give an in-depth knowledge of human resource practices related to employee in an organization such as recruitment, selection, training, performance appraisals, salary and wages, promotions and transfers, grievances and discipline.</li> </ul>
7	AE604	Services Marketing	<ul style="list-style-type: none"> <li>• Enable the students to enhance their ability to understand the concept of services marketing</li> <li>• Learn intricacies of services mix</li> <li>• Understand the importance of customer satisfaction through service quality</li> </ul>
8	SE605	Event Management	<ul style="list-style-type: none"> <li>• Enhance the students ability to plan and organize an event</li> <li>• Learn to manage huge events and functions</li> <li>• Understand legal compliance and other aspects of organizing an event.</li> </ul>
9	SE606	Hotel Information System	<ul style="list-style-type: none"> <li>• Understand the use and advent of new technologies in hotel industries</li> <li>• Understand MIS and its subsidiaries</li> <li>• Learn the concept of HIS, selection and implementation computer systems</li> </ul>
10	SE607	National Service Scheme	<ul style="list-style-type: none"> <li>• Enhance the social skills of students through social activities</li> <li>• Help to build social and leadership qualities and contribute towards the social cause</li> </ul>





**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)

**Syllabus:** 2016 – 2017 pattern

**Semester: VII**

Sl. No.	Course Code	Course Name	Course Outcomes
1	CEA701	Advanced Food Production Management - I	<ul style="list-style-type: none"> <li>Understand and explore the various regions of international cuisine</li> <li>Develop specialized culinary skills amongst students to prepare them for the industry</li> <li>Learn food additives</li> <li>Learn about specialized Sections like larder and garde-manger</li> <li>Learn &amp; create innovative presentation techniques on international cuisine</li> </ul>
2	CEB701	Specialization Food and Beverage Service Management - II	<ul style="list-style-type: none"> <li>Inculcate a wide spread understanding of management aspects of food and beverage operations</li> <li>Understand controlling characteristics of service outlets</li> <li>Introduce students with various software</li> <li>Inculcate supervisory skills required in the department</li> </ul>
3	CEC701	Specialization in Housekeeping Management - II	<ul style="list-style-type: none"> <li>Understand various aspects of interior design and decorations and its relevance to housekeeping department.</li> <li>Learn the layout of hotel guest room and its furniture setup.</li> <li>Understand principles of Ergonomics and its significance in housekeeping.</li> </ul>
4	CED701	Specialization in Front Office Management - II	<ul style="list-style-type: none"> <li>Prepare the students with in-depth knowledge of front office</li> <li>Learn budgeting for front office</li> <li>Understand yield management</li> <li>Learn forecasting techniques</li> </ul>
5	AE702	Food Safety Management Systems	<ul style="list-style-type: none"> <li>Enable students to work towards a systematic approach to food safety management</li> <li>Learn the need and importance of developing, planning, monitoring, verifying, implementing and improving the food safety management system</li> </ul>
6	AE703	Total Quality	<ul style="list-style-type: none"> <li>Impart the importance of quality management in</li> </ul>





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		Management	<p>the hotels</p> <ul style="list-style-type: none"> <li>• Make students understand continuous improvement, team building methods of solving quality problems and importance of team work</li> <li>• Understand the importance of customer satisfaction, thoughts of quality gurus on quality management and different systems to manage quality</li> </ul>
7	SE704	MICE	<ul style="list-style-type: none"> <li>• Give students an overview of the MICE sector of tourism industry</li> <li>• Enhance students managerial and operational skills for organizing MICE</li> </ul>
8	SE705	Customer Relationship Management In Hospitality	<ul style="list-style-type: none"> <li>• Understand, anticipate, manage and personalize the needs of current and potential customers</li> <li>• Enable the student to have a customer sense as in CRM</li> <li>• Understand CRM system</li> </ul>
9	SE706	Facility Management	<ul style="list-style-type: none"> <li>• Impart basic knowledge and practices of facility planning to the students</li> <li>• Learn aspect of planning and designing of ancillary areas of a facility</li> </ul>
10	SE707	Small Business Management	<ul style="list-style-type: none"> <li>• Impart knowledge and necessary skill sets for budding hospitality entrepreneurs</li> <li>• Develop enterprising capabilities and confidence among aspiring entrepreneurs</li> <li>• Help students to identify opportunities to develop their own ventures</li> </ul>
11	SE708	Hotel Maintenance	<ul style="list-style-type: none"> <li>• Provide information regarding the basic services and different types of engineering and maintenance system in hotel industry</li> <li>• Understand various aspects and importance of engineering department in hotels.</li> <li>• Understand various maintenance, refrigeration, air-conditioning, fuels, electricity, safety and security, water distribution system and energy conservation in hotels</li> </ul>



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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2016 – 2017 pattern **Semester:** VIII

Sl. No.	Course Code	Course Name	Course Outcomes
1	CEA801	Advanced Food Production Management - I	<ul style="list-style-type: none"> <li>• Develop managerial and conceptual skill sets required in professional culinary industry</li> <li>• Familiarize the students with the current trends in the Food Production Operations</li> <li>• Learn and understand the use of software applications in daily working of kitchen</li> <li>• Sharpen their culinary skills in terms of menu planning, food costing, staffing, work organization, etc.</li> <li>• Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge</li> </ul>
2	CEB801	Specialization Food and Beverage Service Management - II	<ul style="list-style-type: none"> <li>• Enable the students to gain a better understanding of the role of Food and Beverage Manager in the context of overall catering operation.</li> <li>• Familiarize the students with the current trends in hospitality operations like Standard Operating Procedures and Software Applications</li> <li>• Help students to know the planning and operations of restaurants, bars &amp; events.</li> <li>• Give knowledge about international cuisine and their classical dishes which help them while planning menus for different food and beverage outlets and events.</li> <li>• Provide knowledge about menu merchandizing which is required to increase the sales of an outlet through other techniques as suggestive selling and upselling.</li> </ul>
3	CEC801	Specialization in Housekeeping Management - II	<ul style="list-style-type: none"> <li>• Establish the importance of accommodation management within the hospitality industry</li> <li>• Equip the students with knowledge &amp; skills with respect to various management aspects of Housekeeping Division</li> <li>• Learn preparation of budget, use computer technology in housekeeping</li> <li>• Understand the property operation</li> </ul>



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			<ul style="list-style-type: none"> <li>• Learn about internal environment with respect to air quality</li> </ul>
4	CED801	Specialization in Front Office Management - II	<ul style="list-style-type: none"> <li>• Acquire and enhance managerial practices and various trends of front office operations</li> <li>• Acquaint students with application, principles and policies towards guest satisfaction</li> <li>• Learn preparation of budget, use computer technology in front office</li> <li>• Learn new concepts in hotel</li> <li>• Understand safety and security systems in hotel</li> </ul>
5	CO802	Project Report	<ul style="list-style-type: none"> <li>• Enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyze data situations at logical decisions</li> <li>• The subject help students to undertake a research on any topic related to hotel operations, find information, collect data, analyze and tabulate the data and furnish suggestions and recommendations which will be useful for others.</li> </ul>
6	AE803	Organization Behaviour	<ul style="list-style-type: none"> <li>• Understand the concept of organizational behavior</li> <li>• Understand the application in managing individuals and group within the organization and to enhance the human relation with organization</li> <li>• Provide knowledge on diversity and ethics to be followed in an organization</li> </ul>
7	AE804	Managerial Economics	<ul style="list-style-type: none"> <li>• Have knowledge of application of management techniques in the field of economics.</li> <li>• Understand the manager's role in the decision making process from economic point of view.</li> <li>• Learn the theory of customer demand &amp; its elasticity, production &amp; supply analysis.</li> </ul>



  
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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2008 – 2009 pattern **Semester:** I

Sl. No.	Course Code	Course Name	Course Outcomes
1	101	Food Production – I	<ul style="list-style-type: none"> <li>• Prepare the students to cater to the need of the industry.</li> <li>• Prepare the students with basic grooming standards to become a part of food production team.</li> <li>• Inculcate sound knowledge of the principles and basic preparations of cooking.</li> <li>• Identify the kitchen equipment's and learn their uses</li> <li>• Prepare basic Indian food dishes preparation</li> </ul>
2	102	Food & Beverage Service – I	<ul style="list-style-type: none"> <li>• Introduction to Food &amp; Beverage service operations in the Hotel Industry</li> <li>• Learn and demonstrate the basic grooming standards and hygiene practices</li> <li>• Identify and operate basic foodservice equipment's</li> <li>• Learn the various types of services undertaken while serving the guests</li> <li>• Develop technical skills in the basic aspects of food &amp; beverage service operations in the Hotel Industry</li> </ul>
3	103	Housekeeping Operations – I	<ul style="list-style-type: none"> <li>• Explain role &amp; importance of housekeeping in the hospitality Industry</li> <li>• Provide knowledge of housekeeping areas in the hotels</li> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping</li> <li>• Explain the importance of housekeeping towards achieving guest satisfaction and repeat business</li> </ul>
4	104	Front Office Operations - I	<ul style="list-style-type: none"> <li>• Highlight the importance of Front Office within the hospitality industry</li> <li>• Educate the students about different types of hotels and their functions</li> <li>• Understand the role and functions of Front Office</li> <li>• Impart the basic knowledge reservation activities at front office department</li> </ul>
5	105	Catering Science – I	<ul style="list-style-type: none"> <li>• Know about food science concepts</li> </ul>



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			<ul style="list-style-type: none"><li>• Develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.</li><li>• Know the regulatory agencies and food standards in India</li><li>• Gain knowledge about various food related aspects like food safety, poisoning, infection, contamination, storage, danger zone, etc.</li></ul>
6	106	Communication Fundamentals	<ul style="list-style-type: none"><li>• Introduce students to the importance of communication &amp; presentation skills needed by the hospitality professionals.</li><li>• Learn fundamentals of communication</li><li>• Learn and study formal methods of communication as written, verbal and non-verbal</li><li>• Understand the importance of listening</li><li>• Learn the telephone etiquettes and aspects of body language</li></ul>



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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)

**Syllabus:** 2008 – 2009 pattern

**Semester: II**

Sl. No.	Course Code	Course Name	Course Outcomes
1	201	Food Production – II	<ul style="list-style-type: none"> <li>• Inculcate in-depth knowledge of methods of cooking</li> <li>• Impart basic knowledge of Continental food preparation which includes study of stocks, sauces, soups, textures, accompaniments and garnishes in continental cuisine</li> <li>• Impart basic knowledge of masalas and gravies used in Indian food preparation</li> </ul>
2	202	Food & Beverage Service – I	<ul style="list-style-type: none"> <li>• Demonstrate comprehensive knowledge of food &amp; beverage service operations in the Hotel Industry</li> <li>• Impart the basic knowledge of French Classical menu</li> <li>• Develop technical skills for service of non-alcoholic and brewed beverages</li> <li>• Learn necessity and functions of food &amp; beverage control systems</li> </ul>
3	203	Housekeeping Operations – II	<ul style="list-style-type: none"> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping operations</li> <li>• Deliver detailed information about cleaning routine followed in housekeeping department</li> <li>• Know the role of Housekeeping control desk, uniform and linen room</li> </ul>
4	204	Front Office Operations - II	<ul style="list-style-type: none"> <li>• Prepare the student to acquire basic skills required for guest arrival</li> <li>• Learn the activities performed by front office during the guest stay</li> <li>• Prepare students to learn skills required for guest departure activities</li> <li>• Understand the knowledge of methods of payment</li> </ul>
5	205	Catering Science –I	<ul style="list-style-type: none"> <li>• Develop basic awareness of balanced diet</li> <li>• Introduce students with the terminologies related to food and nutrition</li> <li>• Learn the basic five food groups</li> <li>• Learn the calculation of nutrients</li> </ul>





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6	206	Basic French For Hotel Industry	<ul style="list-style-type: none"><li>• Create awareness about the importance of French language in Hotel Operations</li><li>• Learn French terminology &amp; its pronunciation related to hotel industry</li><li>• Enable the students to practice standard phrases of French related to Hotel Operations</li><li>• Introduce basic spoken French</li></ul>
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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)

**Syllabus:** 2008 – 2009 pattern

**Semester:** III

Sl. No.	Course Code	Course Name	Course Outcomes
1	301	Food Production – III	<ul style="list-style-type: none"> <li>Introduce students to the quantity food production</li> <li>Study the Indian regional cooking</li> <li>Learn the basics of bakery &amp; confectionery</li> </ul>
2	302	Food & Beverage Service – III	<ul style="list-style-type: none"> <li>Give a comprehensive knowledge of the various alcoholic beverages served in the hospitality industry</li> <li>Demonstrate an insight into history, manufacture, classification of the beverages such as wines and aperitifs.</li> <li>Develop technical skills required for the service of alcoholic beverages and tobacco</li> </ul>
3	303	Accommodation Operations – I	<ul style="list-style-type: none"> <li>Establish the importance of accommodation operations within the hospitality industry</li> <li>Understand additional housekeeping services</li> <li>Learn safety and security procedures for all stakeholders of the hotel</li> <li>Know the basics of textiles and laundry operations</li> <li>Impart knowledge of front office accounting procedures</li> <li>Learn the role of guest relations</li> </ul>
4	304	Computer Fundamentals	<ul style="list-style-type: none"> <li>Give a basic knowledge of computers</li> <li>Enable the use of computer system software</li> </ul>
5	305	Food & Beverage Controls	<ul style="list-style-type: none"> <li>Understand the importance of Food &amp; Beverage Control</li> <li>Gain comprehensive knowledge on various aspects of control procedures adopted by the food and Beverage department.</li> <li>Understand the role of various costs and its impact on profitability in the food and Beverage business.</li> </ul>
6	306	Basic Accounting	<ul style="list-style-type: none"> <li>Impart basic knowledge of Hotel Accounting required for the Hospitality Management</li> <li>Prepare students to comprehend and utilize this knowledge for the day-to-day operations of the organization.</li> </ul>



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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)

**Syllabus:** 2008 – 2009 pattern

**Semester: IV**

Sl. No.	Course Code	Course Name	Course Outcomes
1	401	Food Production – IV	<ul style="list-style-type: none"> <li>• Study various aspects of meat, poultry and fish cookery</li> <li>• Provides advance knowledge of bakery &amp; confectionery</li> <li>• Prepare students to develop practical skills required in bakery &amp; confectionery.</li> </ul>
2	402	Food & Beverage Service – IV	<ul style="list-style-type: none"> <li>• Demonstrates an insight into history, manufacture, classification &amp; service of spirits, liqueurs, cocktails &amp; other mixed drinks</li> <li>• Develop technical skills required for the service of alcoholic beverages.</li> </ul>
3	403	Accommodation Operations – II	<ul style="list-style-type: none"> <li>• Learn importance of interior decoration and principles of designing</li> <li>• Understand managerial decision-making aspects of this department such as budgetary control, purchasing systems, night auditing and forecasting</li> <li>• Gain the knowledge of various sales techniques used by hotel industry to increase the revenue</li> </ul>
4	404	Hotel Engineering	<ul style="list-style-type: none"> <li>• Provide information regarding the basic services and different types of systems in hotel industry.</li> <li>• Understand, plan, co-ordinate and integrate the functions of engineering departments for overall operations and assist in the management of hotel.</li> <li>• Know the functions, operations, maintenance of various equipment's in hotel such as refrigeration, air-conditioning, etc.</li> <li>• Understand the role of engineering department in implementing environmental friendly practices and safety in hotel industry.</li> </ul>
5	405	Principles of Management	<ul style="list-style-type: none"> <li>• Understand the concepts and functions of management</li> <li>• Understand practical application of management concepts in the hospitality industry.</li> </ul>





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6	406	Hotel Accounting	<ul style="list-style-type: none"><li>• Knowledge of books maintained in the Hotel Industry.</li><li>• Understand various records related to guest billings.</li><li>• Understand the day-to-day transactions related to guest accounts, income statements, final accounts, etc.</li></ul>
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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)

**Syllabus:** 2008 – 2009 pattern

**Semester:** V

Sl. No.	Course Code	Course Name	Course Outcomes
1	501	Industrial Training	<ul style="list-style-type: none"><li>• Gain the practical exposure in industry through on-job-training</li><li>• Enable students to relate the knowledge and skills acquired in the classroom with systems, standards and practices followed in the Industry.</li><li>• Get the firsthand experience of working in the industry</li></ul>



**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2008 – 2009 pattern **Semester: VI**

Sl. No.	Course Code	Course Name	Course Outcomes
1	601	Advanced Food Production	<ul style="list-style-type: none"> <li>Develop the knowledge and understanding of the international cuisine amongst students</li> <li>Understand and practice basic preparation in the international cuisine and bakery products</li> <li>Understand and to prepare dishes of cold section</li> <li>Learn innovative techniques of food plating and presentations</li> </ul>
2	602	Advanced Food & Beverage Service	<ul style="list-style-type: none"> <li>Gain broad knowledge of Specialized Food and Beverage services such as bar, banquets, room service &amp; gueridon service</li> <li>Develop technical skills required to perform while dealing with these specialized food &amp; beverage services.</li> </ul>
3	603	Personality Development and Business Communications	<ul style="list-style-type: none"> <li>Teach the students various aspects of personality enrichment</li> <li>Prepare students for campus interviews and challenges in personal and professional life.</li> <li>Impart knowledge of various methods of business communication and case studies.</li> </ul>
4	604	Hospitality Marketing – I	<ul style="list-style-type: none"> <li>Understand importance of marketing in Hospitality Industry.</li> <li>Analysis of current business environment</li> <li>Understand various aspects of marketing such as consumer behavior, market segmentation and 7 P's of marketing</li> </ul>
5	605	Human Resource Management	<ul style="list-style-type: none"> <li>Identifying the significance and role of Human Resource Management in the Hotel &amp; Catering Industry.</li> <li>In-depth knowledge of human resource practices related to employee in an organization such as recruitment, selection, training, performance appraisals, salary and wages, promotions and transfers, grievances and discipline.</li> </ul>





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6	606	Travel & Tourism	<ul style="list-style-type: none"><li>• Inculcate a sense of importance and establish a link between the tourism &amp; the hotel industry</li><li>• Learn various components of tourism</li><li>• Understand the role of tourism in the growth of hotel industry</li></ul>
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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2008 – 2009 pattern **Semester:** VII

Sl. No.	Course Code	Course Name	Course Outcomes
1	701 A	Specialization In Food & Beverage Services & Management - I	<ul style="list-style-type: none"> <li>Understand kitchen management procedures</li> <li>Acquire knowledge and practice classical and advance international cuisine</li> <li>Learn &amp; create innovative presentation techniques and skills like sugar arts, chocolate arts</li> </ul>
2	701 B	Specialization In Food Production Management - I	<ul style="list-style-type: none"> <li>Understanding of the role of Food and Beverage Management in the context of overall catering operation.</li> <li>Gain knowledge of national and international cuisine and classical dishes used for planning menus for different food and beverage outlets and events.</li> <li>Knowledge of menu merchandizing required to increase the sales of an outlet through various techniques</li> </ul>
3	701 C	Specialized Accommodation Management - I	<ul style="list-style-type: none"> <li>Establish the importance of accommodation management with in the hospitality industry</li> <li>It equips the student to acquire knowledge &amp; skills with respect to planning &amp; designing aspects of guest rooms, lobby, and front desk</li> <li>Students will get the basic understanding of functioning of Sales and Marketing department of the hotels</li> <li>The subject creates awareness about the concept, importance and planning of MICE</li> </ul>
4	702	Organizational Behaviour	<ul style="list-style-type: none"> <li>Understand the impact that individual, group and structure have on behavior within organizations for the purpose of applying such knowledge towards improving an organizations effectiveness.</li> <li>Provide knowledge on diversity and ethics to be followed in an organization.</li> <li>Understand the processes of learning, theories of motivation and management of conflicts and stress which are necessary within the organization.</li> </ul>



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5	703	Hotel Related Laws	<ul style="list-style-type: none"> <li>• Provide knowledge of hotel related laws and various legal aspects related to hotel industry.</li> <li>• Learn various laws used such as contract act, consumer protection act, sale of goods act, food adulteration act, shop and establishment act, environment protection act, licenses and permits and acts related to industrial legislation.</li> </ul>
6	704	Hospitality Marketing	<ul style="list-style-type: none"> <li>• Enable the students to understand the intricacies of managing service business</li> <li>• Understand approaches / issues relating to augmented P's of services (People, physical evidence, process)</li> <li>• Appreciate the importance of customer satisfaction &amp; quality service.</li> <li>• Know about Forms of Marketing organization, Set-up and organization of sales and marketing department in hospitality industry.</li> </ul>
7	705	Environmental Management	<ul style="list-style-type: none"> <li>• The course highlights the importance of environmental issues and the role of the Hospitality Industry in propagating conservation measures.</li> <li>• The subject creates awareness about environmental issues and emphasizes on environmental practices and procedures followed in the hotel industry</li> </ul>





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**Course Outcomes (COs)**

**Program:** Bachelor in Hotel Management and Catering Technology (BHMCT)  
**Syllabus:** 2008 – 2009 pattern **Semester:** VIII

Sl. No.	Course Code	Course Name	Course Outcomes
1	801 A	Specialization In Food & Beverage Services & Management - II	<ul style="list-style-type: none"> <li>• Enable the students to acquire administrative and managerial skills in the areas of kitchen administration, production management and budgetary control</li> <li>• Familiarize the students with the current trends in the Food Production Operations, standard operating procedures used in kitchen and use of software applications</li> <li>• Get the insight of product research and development in food production</li> <li>• Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge</li> </ul>
2	801 B	Specialization In Food Production Management – II	<ul style="list-style-type: none"> <li>• Enable the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operation.</li> <li>• Familiarize the students with the current trends in hospitality operations, standard operating procedures and use of software applications</li> <li>• Help students to learn the planning and operations of restaurants, bars &amp; events.</li> <li>• Give knowledge of international cuisine, classical dishes and menu merchandizing</li> <li>• Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge</li> </ul>
3	801 C	Specialized Accommodation Management - II	<ul style="list-style-type: none"> <li>• Equip the student to acquire knowledge &amp; skills with respect to various management aspects of housekeeping Division</li> <li>• Familiarize the students with the current trends, standard operating procedures and use of software applications</li> <li>• Learn preparation of budget, concept of yield management and HR practices</li> <li>• Gain knowledge of use of environment friendly practices used in housekeeping department</li> <li>• Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge</li> </ul>



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4	802	Project Report	<ul style="list-style-type: none"> <li>• Enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyze data situations at logical decisions</li> <li>• Help students to undertake a research on any topic related to hotel operations, find information, collect data, analyze and tabulate the data and furnish suggestions and recommendations which will be useful for others.</li> </ul>
5	803	Total Quality Management	<ul style="list-style-type: none"> <li>• Understand meaning of Quality Management in Hospitality Industry</li> <li>• Learn methods of solving problems and under taking improvements projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.</li> <li>• Focus on continue improvement, team building, methods of solving quality problems and importance of team work</li> <li>• Understand importance of customer satisfaction</li> </ul>
6	804	Managerial Economics	<ul style="list-style-type: none"> <li>• Gain knowledge of application of management techniques in the field of economics.</li> <li>• Understand the manager's role in the decision making process from economic view point.</li> <li>• Learn the theory of customer demand &amp; its elasticity, production &amp; supply analysis.</li> </ul>
7	805	Entrepreneurship Development	<ul style="list-style-type: none"> <li>• Enable the student to develop entrepreneurship abilities and understand the culture of entrepreneurship development.</li> <li>• Learn the qualities and attributes required for entrepreneurship and the entrepreneurial process</li> <li>• This help students to identify the opportunities, organization of resources, budgeting, accounting, control and preparation of project report for a new venture</li> </ul>





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**Course Outcomes (COs)**

**Program:** Bachelor of Science in Hospitality Studies (B.Sc.HS)

**Syllabus:** 2019 pattern

**Semester: I**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS101	Food Production - I	<ul style="list-style-type: none"> <li>• Prepare the students to cater to the need of the industry.</li> <li>• Prepare the students with basic grooming standards to become a part of food production team.</li> <li>• Inculcate sound knowledge of the principles and basic preparations of cooking.</li> <li>• Identify the kitchen equipment's and learn their uses</li> <li>• Preparation of basic Indian cuisine.</li> </ul>
2	HS102	Food & Beverage Service - I	<ul style="list-style-type: none"> <li>• Introduction to Food &amp; Beverage service operations in the Hotel Industry</li> <li>• Learn and demonstrate the basic grooming standards and hygiene practices</li> <li>• Identify and operate basic foodservice equipment's</li> <li>• Learn the various types of services undertaken while serving the guests</li> <li>• Develop technical skills in the basic aspects of food &amp; beverage service operations in the Hotel Industry</li> <li>• Impart the basic menu knowledge</li> </ul>
3	HS 103	Housekeeping Operations - I	<ul style="list-style-type: none"> <li>• Explain role &amp; importance of housekeeping in the hospitality Industry</li> <li>• Gain knowledge of housekeeping department in a hotel</li> <li>• Educate the students about different types of hotels and types of rooms</li> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping</li> </ul>
4	HS 104	Front Office Operations – I	<ul style="list-style-type: none"> <li>• Explain role &amp; importance of front office department in the hospitality Industry</li> <li>• Understand the role and functions of Front Office</li> <li>• Impart the basic knowledge of reservation activities at front office department</li> <li>• Learn the activities performed by front office for</li> </ul>





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			guests pre-arrival, arrival, stay and departure
5	HS 105	Food Production (Practical)– I	<ul style="list-style-type: none"> <li>• Demonstrate and practice food pre-preparation methods</li> <li>• Help students understand basic different masala, gravies, cooking methods</li> <li>• Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation.</li> </ul>
6	HS 106	Food & Beverage Service – I (Practical	<ul style="list-style-type: none"> <li>• Demonstrate and practice the basic food service methods</li> <li>• Learn to lay covers, make napkin folds, serve food and serve water</li> <li>• Demonstrate and practice the service of various beverages</li> </ul>
7	HS 107	Housekeeping Operations – I (Practical)	<ul style="list-style-type: none"> <li>• Demonstrate and practice the different cleaning methods, cleaning agents, cleaning equipment</li> <li>• Demonstrate and practice Polishing of Laminated surfaces, Brass Articles, EPNS articles, Copper articles.</li> <li>• Demonstrate Cleaning of oil painted and plastic painted surfaces.</li> </ul>
8	HS108	Front Office Operations – I (Practical	<ul style="list-style-type: none"> <li>• Demonstrate and practice the telephone etiquettes, telephone handling, guest services and bell desk activities</li> <li>• Demonstrate and practice the checkout procedures</li> <li>• Demonstrate and practice Bell desk activities and concierge, Handling guest luggage</li> </ul>
9	HS 109	Development of Generic Skills	<ul style="list-style-type: none"> <li>• Introduction to Generic Skills</li> <li>• Development of self-management skills</li> <li>• Development of team management skills</li> <li>• Development of task management skills</li> <li>• Gain Knowledge of effective problem solving techniques</li> </ul>



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**Course Outcomes (COs)**

**Program:** Bachelor of Science in Hospitality Studies (B.Sc.HS)

**Syllabus:** 2019 pattern

**Semester: II**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS 201	Food Production – II	<ul style="list-style-type: none"> <li>• Inculcate in-depth knowledge of methods of cooking</li> <li>• Study of stocks, sauces, soups, textures, accompaniments and garnishes in continental cuisine</li> <li>• Introduction to bakery and confectionary and study of characteristics of ingredients used in it</li> <li>• Preparation of continental menu, breakfast menu.</li> </ul>
2	HS 202	Food & Beverage Service - II	<ul style="list-style-type: none"> <li>• Demonstrate comprehensive knowledge of food &amp; beverage service operations in the Hotel Industry</li> <li>• Develop technical skills for service of non-alcoholic and brewed beverages</li> <li>• Learn necessity and functions of food &amp; beverage control systems</li> <li>• Explore the scope and nature of F &amp; B service operations</li> <li>• Develop the essential attributes and elementary skills</li> </ul>
3	HS 203	Housekeeping Operations – II	<ul style="list-style-type: none"> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping operations</li> <li>• Deliver detailed information about cleaning routine followed in housekeeping department</li> <li>• Know the role of Housekeeping control desk</li> <li>• Impart the basic knowledge reservation activities at front office department</li> <li>• Learn the activities performed by front office for guests pre-arrival, arrival, stay and departure</li> </ul>
4	HS 204	Front Office Operations – II	<ul style="list-style-type: none"> <li>• Understand role of Front Office in Hospitality Industry.</li> <li>• Learn about Guest cycle in Front Office.</li> <li>• Learn the guest pr-arrival and arrival procedure</li> <li>• Understand the methods of payments</li> </ul>



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5	HS 205	Food Production – II (Practical)	<ul style="list-style-type: none"> <li>• Prepare the students to cater to the need of the industry.</li> <li>• Prepare the students with basic grooming standards to become a part of food production team.</li> <li>• Inculcate sound knowledge of the principles and basic Continental preparations of cooking.</li> <li>• Identify the kitchen equipments and learn their uses</li> <li>• Preparation and introduction to basic continental menu</li> <li>• To inculcate sound knowledge of bakery</li> </ul>
6	HS 206	Food & Beverage Service – II (Practical)	<ul style="list-style-type: none"> <li>• Learn service of liqueurs, cigars and wines</li> <li>• Demonstrate and learn food and wine paring</li> <li>• Enable students to read wine label</li> </ul>
7	HS 207	Housekeeping Operations – II (Practical)	<ul style="list-style-type: none"> <li>• Understand the Bed making day/evening procedure</li> <li>• Learn about the Daily Cleaning of Guest rooms and Daily cleaning of Public Areas (Corridors)</li> <li>• Understand Inspection records in the housekeeping department</li> </ul>
8	HS208	Front Office Operations – II (Practical)	<ul style="list-style-type: none"> <li>• Demonstrate Procedures for dealing with Walk-ins, Scanty Baggage while taking advance</li> <li>• Understand the Handling guest departures / check outs.</li> <li>• Demonstrate Role Plays of - Taking a wakeup call Handling a reservation of a guest who is a black listed</li> <li>• Handling a check in procedure of a foreigner</li> </ul>
9	HS 209	French	<ul style="list-style-type: none"> <li>• Create awareness about the importance of French language in Hotel Operations</li> <li>• Learn French terminology &amp; its pronunciation related to hotel industry</li> <li>• Enable the students to practice standard phrases of French related to Hotel Operations</li> <li>• Introduce basic spoken French</li> </ul>





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**Course Outcomes (COs)**

**Program:** Bachelor of Science in Hospitality Studies (B.Sc.HS)

**Syllabus:** 2019 pattern

**Semester: III**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS 301	Food production-III	<ul style="list-style-type: none"> <li>• Introduce students to the quantity food production</li> <li>• Study the Indian regional cooking</li> <li>• Learn the basics of bakery &amp; confectionery</li> <li>• Study various aspects of meat, poultry and fish cookery</li> <li>• Provide advance knowledge of bakery &amp; confectionery</li> <li>• Prepare students to develop practical skills required in bakery &amp; confectionery.</li> </ul>
2	HS 302	Food and Beverage Service - III	<ul style="list-style-type: none"> <li>• Give a comprehensive knowledge of the various alcoholic beverages served in the hospitality industry</li> <li>• Demonstrate an insight into history, manufacture, classification of the beverages such as wines and aperitifs.</li> <li>• Develop technical skills required for the service of alcoholic beverages and tobacco</li> </ul>
3	HS 303	Accommodation Operations I	<ul style="list-style-type: none"> <li>• Establish the importance of accommodation operations within the hospitality industry</li> <li>• Understand additional housekeeping services</li> <li>• Learn safety and security procedures for all stakeholders of the hotel</li> <li>• Know the basics of textiles and laundry operations</li> <li>• Impart knowledge of front office accounting procedures</li> <li>• Learn the role of guest relations</li> </ul>
4	HS 304	Food Production – III (Practical)	<ul style="list-style-type: none"> <li>• Understand the concepts and functions of management</li> <li>• Understand practical application of management concepts in the hospitality industry.</li> </ul>



5	HS 305	Food and Beverage Service – III (Practical)	<ul style="list-style-type: none"><li>• Impart basic knowledge of Hotel Accounting required for the Hospitality Management</li><li>• Prepare students to comprehend and utilize this knowledge for the day-to-day operations of the organization.</li></ul>
6	HS 306	Accommodation Operations I (practical)	<ul style="list-style-type: none"><li>• Provide information regarding the basic services and different types of systems in hotel industry</li><li>• Understand, plan, co-ordinate and integrate the functions of engineering departments for overall operations and assist in the management of hotel</li><li>• Know the functions, operations, maintenance of various equipments used in hotel such as refrigeration, air-conditioning, etc.</li><li>• Understand the role of engineering department in implementing environmental friendly practices and safety in hotel industry</li></ul>
7	HS 308	Communication Skills - I	<ul style="list-style-type: none"><li>• Provide theoretical input backed with practice session in order to communicate effectively</li><li>• Enhance listening, speaking, reading and writing skills</li><li>• Impart telephone etiquettes</li></ul>



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**Syllabus:** 2019 pattern

**Semester: IV**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS401	Internship	<ul style="list-style-type: none"><li>• The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices followed in the Industry.</li><li>• Get the firsthand experience of working in the industry</li><li>• Understand the hierarchy in each department.</li><li>• Understand the insight and the new trends followed in Hospitality Industry.</li></ul>
2	HS402	Project Report	<ul style="list-style-type: none"><li>• Enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyze data situations at logical decisions.</li><li>• The subject help students to undertake a research on any topic related to hotel operations, find information, collect data, analyze and tabulate the data and furnish suggestions and recommendations which will be useful for others.</li></ul>





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**Course Outcomes (COs)**

**Program:** Bachelor of Science in Hospitality Studies (B.Sc.HS)

**Syllabus:** 2019 pattern

**Semester: V**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS 301	Advanced food production systems (HS)	<ul style="list-style-type: none"> <li>• Study various aspects of meat, poultry and fish cookery</li> <li>• Provide advance knowledge of bakery &amp; confectionery</li> <li>• Prepare students to develop practical skills required in bakery &amp; confectionery</li> </ul>
2	HS302	Food & Beverage Service Techniques & Management (HS)	<ul style="list-style-type: none"> <li>• Gain broad knowledge and develop technical skills in aspect of Specialized Food and Beverage services</li> <li>• Demonstrates an insight into history, preparation, types and service of cocktails &amp; other mixed drinks</li> <li>• Understand the role of various costs and its impact on profitability in the food and Beverage business</li> <li>• Understand the importance of Food &amp; Beverage Control and inventory control in the business</li> </ul>
3	HS 303	Accommodation Operations Techniques (HS)	<ul style="list-style-type: none"> <li>• Learn importance of interior decoration and principles of designing</li> <li>• Understand managerial decision-making aspects of this department such as budgetary control, purchasing systems, night auditing and forecasting</li> <li>• Gain the knowledge of various sales techniques used by hotel industry to increase the revenue</li> </ul>
4	HS304	Hotel Accounting Procedures	<ul style="list-style-type: none"> <li>• Knowledge of books maintained in the Hotel Industry</li> <li>• Understand various records related to guest billings</li> <li>• Understand the day-to-day transactions related to guest accounts, income statements, final accounts, etc.</li> </ul>
5	HS305	Hospitality Marketing Management	<ul style="list-style-type: none"> <li>• Enable the students to understand the intricacies of managing service business</li> <li>• Understand approaches relating to augmented P's of services (People, physical evidence, process)</li> </ul>



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			<ul style="list-style-type: none"> <li>• Appreciate the importance of customer satisfaction &amp; quality service</li> <li>• Know about Forms of Marketing organization, Set-up and organization of sales and marketing department in hospitality industry.</li> </ul>
6	HS 306	Hotel Law Practices	<ul style="list-style-type: none"> <li>• Provides knowledge of hotel related laws and various legal aspects related to hotel industry</li> <li>• Learn various laws used such as contract act, consumer protection act, sale of goods act, food adulteration act, shop and establishment act, environment protection act, licenses and permits and acts related to industrial legislation</li> </ul>
7	HS 307	Advanced Food Production Systems (HS)	<ul style="list-style-type: none"> <li>• Prepare Chocolate work, International A la carte, Classical Appetizers, Sandwiches, Cake Decorations</li> <li>• Make students more proficient in kitchen</li> </ul>
8	HS 308	Food & Beverage Service Techniques & Management (HS)	<ul style="list-style-type: none"> <li>• Learn Setting up of bar, planning &amp; operations</li> <li>• Have an exposure with respect to the technological enhancement in this field</li> <li>• Gain knowledge about taking bookings for banquet events and filling of banquet function prospectus, banquet reservation diary and post event briefing sheet</li> </ul>
9	HS 309	Accommodation Operations Techniques (HS)	<ul style="list-style-type: none"> <li>• Learn format of snag list, preparing operational budget, towel Art etc.</li> <li>• Have an exposure with respect to the technological enhancement in this field</li> <li>• Gain knowledge about guest handling and problem solving</li> </ul>



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**Course Outcomes (COs)**

**Program:** Bachelor of Science in Hospitality Studies (B.Sc.HS)

**Syllabus:** 2019 pattern

**Semester: VI**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS 401	Principal Of International Cuisine	<ul style="list-style-type: none"> <li>• Develop specialized culinary skills amongst the students to prepare them for the industry</li> <li>• Develop managerial and conceptual skill sets required in the professional culinary industry</li> <li>• Expose students to various regions of international cuisines</li> <li>• Familiarize students with equipment, types of caterings, methods of budgeting, purchasing and indenting, storing, portioning and planning in quantity food production.</li> </ul>
2	HS 402	Advance Food & Beverage Service Techniques & Management	<ul style="list-style-type: none"> <li>• Enables the students to gain a better understanding of the role of food &amp; beverage management in the context of overall catering operations.</li> <li>• Demonstrates an insight into the history, manufacture, classification&amp; service of Alcoholic beverages and liqueurs</li> <li>• Demonstrates and familiarize the students with the current trends in hospitality operations like standard operating procedures and software applications.</li> <li>• Develop technical skills required for the service of alcoholic beverages</li> <li>• Understand the basic of the buffet and banquet setups and develop skills in various arrangements and service procedures</li> </ul>
3	HS 403	Specialized Accommodation Management	<ul style="list-style-type: none"> <li>• Help students to acquire knowledge &amp; skills with respect to planning &amp; designing aspects of a Guest room</li> <li>• Understand the importance Yield management, ARR and Rev PAR</li> <li>• Learn about windows &amp; window treatment, Soft furnishing &amp; Accessories, Floor, Floor finishes &amp; Wall Coverings, Environmental Practices in Housekeeping etc.</li> </ul>





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			<ul style="list-style-type: none"> <li>• Learn Meeting Incentive Convention Events (MICE), Staffing, Use of computer technology in Rooms Division</li> <li>• Get the knowledge of various sales techniques used to maximize the room occupancy of the hotel.</li> </ul>
4	HS 404	Total Quality Management	<ul style="list-style-type: none"> <li>• Understand meaning of Quality Management in Hospitality Industry</li> <li>• Learn methods of solving problems and under taking improvements projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.</li> <li>• The subject focus on continue improvement, team building, methods of solving quality problems and importance of team work</li> <li>• Understand importance of customer satisfaction</li> </ul>
5	HS 405	Human Resource Management	<ul style="list-style-type: none"> <li>• Make the students understand the concepts of Human Resource Management</li> <li>• Understand the need and importance of motivation, incentives and reinforcements</li> <li>• Understand job description, job analysis, job specifications, process of recruitment and selection</li> </ul>
6	HS 406	Entrepreneurship Development	<ul style="list-style-type: none"> <li>• Understand the technical, operational and financial feasibility required for setting up an entrepreneurial project</li> <li>• Inculcate and promote risk taking behavior needed to be successful in any start-up</li> <li>• Do SWOT analysis and understand corporate social responsibility</li> </ul>
7	HS 407	Principal Of International Cuisine (Practical)	<ul style="list-style-type: none"> <li>• Learn preparations like Pâté&amp; Terrines, Mousse, Galantine &amp; Ballotines, and setup clod platter</li> <li>• Understand and demonstrate Product research and development</li> <li>• Learn how to minimize cost and increase profit by using menu engineering</li> </ul>
8	HS 408	Advance Food & Beverage Service	<ul style="list-style-type: none"> <li>• Learn and demonstrate Planning of Restaurant Operation for Specialty Restaurant, Fast Food, and</li> </ul>



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		Techniques & Management (Practical)	<b>Coffee Shop</b> <ul style="list-style-type: none"><li>• Learn Preparation of duty rosters in restaurants, menu planning for Japanese, Mediterranean cuisine</li><li>• Understand various wine pairing, and reasons behind it</li></ul>
9	HS 409	Specialized Accommodation Management (Practical)	<ul style="list-style-type: none"><li>• Demonstrate and learn how to determine staffing and create duty roaster</li><li>• Help students in Designing a Brochure, making and make a presentations</li><li>• Make models of rooms, learn snagging, and budgeting</li></ul>



  
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**Course Outcomes (COs)**

**Program:** Bachelor of Science in Hospitality Studies (B.Sc.HS)

**Syllabus:** 2016 – 17 Pattern

**Semester: Annual**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS 101	Fundamental Of Food Production Principles – I	<ul style="list-style-type: none"> <li>• Prepare the students to cater to the need of the industry.</li> <li>• Prepare the students with basic grooming standards to become a part of food production team.</li> <li>• Inculcate sound knowledge of the principles and basic preparations of cooking.</li> <li>• Identify the kitchen equipment's and learn their uses</li> <li>• Preparation of basic Indian cuisine and introduction to basic continental menu</li> <li>• To inculcate sound knowledge of bakery</li> </ul>
2	HS102	Fundamental of Food & Beverage Service Methodology– I	<ul style="list-style-type: none"> <li>• Introduction to Food &amp; Beverage service operations in the Hotel Industry</li> <li>• Learn and demonstrate the basic grooming standards and hygiene practices</li> <li>• Identify and operate basic foodservice equipment's</li> <li>• Learn the various types of services undertaken while serving the guests</li> <li>• Develop technical skills in the basic aspects of food &amp; beverage service operations in the Hotel Industry and study billing and control methods</li> <li>• Learn various types of alcoholic and non alcoholic beverage</li> </ul>
3	HS103	Rooms Division Techniques – I	<ul style="list-style-type: none"> <li>• Explain the role &amp; importance of housekeeping in the hospitality Industry</li> <li>• Provide knowledge of housekeeping areas in the hotels</li> <li>• Acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping</li> <li>• Know the importance of housekeeping towards achieving guest satisfaction and repeat business</li> <li>• Understand different types of Guest Rooms and Amenities</li> </ul>





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			<ul style="list-style-type: none"> <li>Highlight the importance of Front Office within the hospitality industry</li> <li>Learn different types of hotels and their functions</li> <li>Acquire basic skills and knowledge necessary to achieve standards in Rooms Division</li> <li>Impart the knowledge of basic guest related activities at front office department</li> </ul>
4	HS 104	Tourism Operations	<ul style="list-style-type: none"> <li>Inculcate a sense of importance and establish a link between the tourism industry and hotel industry</li> <li>Understand the role of tour operator and travel agent in tourism industry</li> <li>Learn the objective of various tourism organization</li> <li>Inculcate knowledge about tour itinerary</li> </ul>
5	HS105	Food Science	<ul style="list-style-type: none"> <li>Develop basic awareness about hygiene, nutrition and balanced diet in hotel industry</li> <li>Introduce students with the terminologies related to food and nutrition</li> <li>Understand the relationship between food and human health</li> <li>Introduce the impact of microbiology on food.</li> </ul>
6	HS106	Principles of Nutrition	<ul style="list-style-type: none"> <li>Develop basic awareness of important nutrients</li> <li>Acquire knowledge of nutritional requirements for human beings and plan a balanced diet.</li> </ul>
7	HS107	Communication Skills (English/ French)	<ul style="list-style-type: none"> <li>Know the importance of communication &amp; presentation skills needed by the hospitality professionals.</li> <li>Learn fundamentals of communication</li> <li>Learn and study formal methods of communication as written, verbal and non-verbal</li> <li>Understand the importance of listening</li> <li>Introduction to the importance of communication in French</li> <li>Learn basic knowledge of listening, Speaking, Reading, and Writing skills.</li> <li>Introduce a different communicative approaches based cultural differences</li> </ul>



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8	HS108	Information Systems	<ul style="list-style-type: none"> <li>• Give a basic knowledge about computer and its operations</li> <li>• Enable students to operate computers and its allied hardware and software</li> <li>• Help to get insight in internet, email, and social media</li> </ul>
9	HS109	Fundamental of Food Production Principals (Practical)	<ul style="list-style-type: none"> <li>• Demonstrate and practice food pre-preparation methods</li> <li>• Enable students to make basic stocks, soups &amp; sauces</li> <li>• Prepare basic masalas, gravies and learn different cooking methods</li> </ul>
10	HS110	Fundamental of Food and beverage Services Methodology (Practical)	<ul style="list-style-type: none"> <li>• Demonstrate and practice the basic food service methods</li> <li>• Learn to lay covers, make napkin folds, serve food and serve water</li> <li>• Demonstrate and practice the service of various beverages</li> </ul>
11	HS111	Rooms Division Techniques (Practical)	<ul style="list-style-type: none"> <li>• Demonstrate and practice the different cleaning methods</li> <li>• Demonstrate and practice the bed making procedure, room cleaning and public area cleaning procedure</li> <li>• Demonstrate and practice mending and monogramming</li> <li>• Demonstrate and practice the telephone etiquettes, telephone handling, guest services and bell desk activities</li> <li>• Demonstrate and practice the checkout procedures</li> </ul>
12	HS 112A	Information Systems (Practical)	<ul style="list-style-type: none"> <li>• Demonstrate and practice use of excel, word, power point</li> <li>• Demonstrate and practice POS systems, generation of reports,</li> <li>• Demonstrate and practice banquets module</li> </ul>
13	HS 112B	Communication Skills (Practical)	<ul style="list-style-type: none"> <li>• Provide theoretical input backed with practice session in order to communicate effectively</li> <li>• Enhance listening, speaking, reading and writing skills</li> <li>• Impart telephone etiquettes</li> </ul>



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**Course Outcomes (COs)**

**Program:** Bachelor of Science in Hospitality Studies (B.Sc.HS)

**Syllabus:** 2016 – 17 Pattern

**Semester: I**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS 201	Principles of Quantity Food Production	<ul style="list-style-type: none"> <li>• Introduce the students to quantity food production</li> <li>• Impart the knowledge and skill sets required in bulk catering in welfare and commercial sector</li> <li>• Exposure to Indian regional cuisines and operational of industrial catering</li> <li>• Familiarize with equipment, types of caterings, methods of purchasing and indenting, storing, portioning and planning in quantity food production.</li> </ul>
2	HS 202	Food and Beverage Service Methodology	<ul style="list-style-type: none"> <li>• Gain comprehensive knowledge of various distilled alcoholic beverages used in hospitality industry</li> <li>• Demonstrates an insight into their history, manufacture, classification &amp; service of Alcoholic beverages and liqueurs</li> <li>• Demonstrates an insight into their history, manufacture, classification &amp; service of Aperitif &amp; other mixed drinks.</li> <li>• Develop technical skills required for the service of alcoholic beverages</li> <li>• Understand the basic of the buffet and banquet setups and develop skills in various arrangements and service procedures</li> </ul>
3	HS 203	Accommodation Techniques	<ul style="list-style-type: none"> <li>• Establish the importance of accommodation operations within the hospitality Industry</li> <li>• Acquire skills and knowledge to identify the required standards and decision-making consideration of this department</li> <li>• Know the basics of textiles and laundry operations</li> <li>• Knowledge of front office accounting and statistical data</li> <li>• Know the basics about pest and pest control</li> </ul>





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4	HS204	Principles of Management	<ul style="list-style-type: none"> <li>• Make the students understand the concepts of management</li> <li>• Understand the functions of management</li> <li>• Understand practical application of management concepts in the hospitality industry</li> </ul>
5	HS205	Basic Principal of Accounting	<ul style="list-style-type: none"> <li>• Knowledge of accounting as practiced in hotels</li> <li>• Utilize this knowledge in day to day operations undertaken in various departments in hotel</li> <li>• Understand the journal and ledger entries.</li> </ul>
6	HS206	The Science of Hotel Engineering	<ul style="list-style-type: none"> <li>• Provide information regarding the basic services and different types of engineering and maintenance system in hotel industry</li> <li>• Understand various aspects and importance of engineering department in hotel</li> <li>• Understand various maintenance of refrigeration and air-conditioning</li> <li>• Learn about fuels, electricity, safety and security, water distribution system and energy conservation in hotels</li> <li>• Understand the role of engineering department in implementing environmental friendly practices and safety in hotel industry</li> </ul>
7	HS 207	Principles of Quantity Food Production (Practical)	<ul style="list-style-type: none"> <li>• Introduction to Regional Menus and Industrial Menus</li> <li>• Teach students about various bakery products and their making</li> <li>• Enable students to master various baking techniques</li> </ul>
8	HS 208	Food and Beverage Service Methodology	<ul style="list-style-type: none"> <li>• Learn service of liqueurs, cigars and wines</li> <li>• Demonstrate and learn food and wine paring</li> <li>• Enable students to read wine label</li> </ul>
9	HS 209	Accommodation Techniques (HS)	<ul style="list-style-type: none"> <li>• Learn about stains, types of stains and stain removal</li> <li>• Understand and demonstrate laundry process</li> <li>• Learn various flower arrangements</li> </ul>



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10	HS210	Project Report	<ul style="list-style-type: none"><li>• Enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyze data situations at logical decisions</li><li>• The subject help students to undertake a research on any topic related to hotel operations, find information, collect data, analyze and tabulate the data and furnish suggestions and recommendations which will be useful for others.</li></ul>
11	HS 211	Industrial Training	<ul style="list-style-type: none"><li>• The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices followed in the Industry.</li><li>• Get the firsthand experience of working in the industry</li></ul>



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**Semester: II**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS301	Advanced Food Production Systems	<ul style="list-style-type: none"> <li>• Learn in great detail about various cuisines around the world and how and why they are so different</li> <li>• Gain comprehensive knowledge about poultry, fish and meat.</li> <li>• Develop technical skills required for the service of alcoholic beverages</li> <li>• Familiarize with various food additives</li> </ul>
2	HS302	Food and Beverage Service and Techniques & Management	<ul style="list-style-type: none"> <li>• Have understanding of the bar management and cost</li> <li>• Control in F &amp; B service operations</li> <li>• Gain comprehensive knowledge about poultry, fish and meat</li> <li>• Familiarize with event and banquet management</li> <li>• Keep up to date with current trends in hospitality operations</li> </ul>
3	HS303	Accommodation Operation Techniques	<ul style="list-style-type: none"> <li>• Establish the importance of accommodation operations within the hospitality Industry</li> <li>• Prepare the students to acquire skills and knowledge to identify the required standards and decision-making consideration of this department</li> <li>• Know the basics of textiles and laundry operations</li> <li>• Impart knowledge of front office accounting and statistical data</li> </ul>
4	HS304	Hotel Accounting Procedures	<ul style="list-style-type: none"> <li>• Equip students with knowledge of accounting as practiced in hotels</li> <li>• Help them to utilize this knowledge in day to day operations undertaken in various departments in hotel</li> <li>• Introduction to basic cost concepts</li> <li>• Introduction methods of costing</li> </ul>





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5	HS305	Hospitality Marketing Management	<ul style="list-style-type: none"> <li>• Make the students understand importance of marketing in Hospitality Industry and concepts of the marketing</li> <li>• Know the importance of buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry</li> <li>• Understand the product cycle</li> </ul>
6	HS306	Hotel Law Practices	<ul style="list-style-type: none"> <li>• Impart basic knowledge of Hotel law</li> <li>• Understand intricacies of Sales of good Acts, Industrial Law, Food Legislations business law</li> </ul>
7	HS 307	Advanced Food Production Systems (Practical)	<ul style="list-style-type: none"> <li>• Prepare Chocolate work, International A la carte, Classical Appetizers, Sandwiches, Cake Decorations</li> <li>• Make students more proficient in kitchen</li> </ul>
8	HS 308	Food & Beverage Service Techniques & Management(Practical)	<ul style="list-style-type: none"> <li>• Learn Setting up of bar, planning &amp; operations</li> <li>• Have an exposure with respect to the technological enhancement in this field</li> <li>• Gain knowledge about taking bookings for banquet events and filling of banquet function prospectus, banquet reservation diary and post event briefing sheet</li> </ul>
9	HS 309	Accommodation Operations Techniques (Practical)	<ul style="list-style-type: none"> <li>• Learn format of snag list, Preparing operational budget, Towel Art etc</li> <li>• Have an exposure with respect to the technological enhancement in this field</li> <li>• Gain knowledge about guest handling and problem solving</li> </ul>



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**Semester: III**

Sl. No.	Course Code	Course Name	Course Outcomes
1	HS 401	Principal of International Cuisine	<ul style="list-style-type: none"> <li>• Develop specialized culinary skills amongst the students to prepare them for the industry</li> <li>• Develop managerial and conceptual skill sets required in the professional culinary industry</li> <li>• Expose students to various regions of international cuisines</li> <li>• Familiarize students with equipment, types of catering, methods of budgeting, purchasing and indenting, storing, portioning and planning in quantity food production.</li> </ul>
2	HS 402	Advance Food & Beverage Service Techniques & Management	<ul style="list-style-type: none"> <li>• Enables the students to gain a better understanding of the role of food &amp; beverage management in the context of overall catering operations.</li> <li>• Demonstrates an insight into their history, manufacture, classification &amp; service of Alcoholic beverages and liqueurs</li> <li>• Demonstrates and familiarize the students with the current trends in hospitality operations like standard operating procedures and software applications.</li> <li>• Develop technical skills required for the service of alcoholic beverages</li> <li>• Understand the basic of the buffet and banquet setups and develop skills in various arrangements and service procedures</li> </ul>
3	HS 403	Specialized Accommodation Management	<ul style="list-style-type: none"> <li>• Help students to acquire knowledge &amp; skills with respect to planning &amp; designing aspects</li> <li>• Understand the importance Yield management, ARR and Rev PAR</li> <li>• Learn about windows &amp; window treatment, Soft furnishing &amp; Accessories, Floor, Floor finishes &amp; Wall Coverings, Environmental</li> </ul>



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			<p>Practices in Housekeeping etc.</p> <ul style="list-style-type: none"> <li>• Learn Meeting Incentive Convention Exposition (MICE), Staffing, Use of computer technology in Rooms Division</li> <li>• Get the knowledge of various sales techniques used to maximize the room occupancy of the hotel</li> </ul>
4	HS 404	Total Quality Management	<ul style="list-style-type: none"> <li>• Introduce the students to importance of quality management and Six Core concepts of TQM</li> <li>• Understand importance of ISO and EMS and how they help establishments</li> <li>• Learn problem solving tools and techniques</li> </ul>
5	HS 405	Human Resource Management	<ul style="list-style-type: none"> <li>• Make the students understand the concepts of Human Resource Management</li> <li>• Understand the need and importance of motivation, incentives and reinforcements</li> <li>• Understand job description, job analysis, job specifications, process of recruitment and selection</li> </ul>
6	HS 406	Entrepreneurship Development	<ul style="list-style-type: none"> <li>• Understand the technical, operational and financial feasibility required for setting up an entrepreneurial project</li> <li>• Inculcate and promote risk taking behavior needed to be successful in any start-up</li> <li>• Do SWOT analysis and understand corporate social responsibility</li> </ul>
7	HS 407	Principal of International Cuisine (Practical)	<ul style="list-style-type: none"> <li>• Learn preparations like Pâté&amp; Terrines, Mousse, Galantine &amp;Ballotines, and setup clod platter</li> <li>• Understand and demonstrate Product research and development</li> <li>• Learn how to minimize cost and increase profit by using menu engineering</li> </ul>
8	HS 408	Advance Food & Beverage Service Techniques & Management (Practical)	<ul style="list-style-type: none"> <li>• Learn and demonstrate Planning of Restaurant Operation for Specialty Restaurant, Fast Food, and Coffee Shop</li> <li>• Learn Preparation of duty rosters in restaurants, menu planning for Japanese, Mediterranean cuisine</li> <li>• Understand various wine pairing, and reasons</li> </ul>





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9	HS 409	Specialized Accommodation Management(Practical)	<ul style="list-style-type: none"><li>• Demonstrate and learn how to determine staffing and create duty roaster</li><li>• Help students in Designing a Brochure, and make a presentations</li><li>• Make models of rooms, learn snagging, and budgeting</li></ul>



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**Course Outcomes (COs)**

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**Syllabus:** 2008 - 09 Pattern

**Semester: I**

Sl. No.	Course Code	Course Name	Course Outcomes
1	101	Basic Food Production	<ul style="list-style-type: none"> <li>• Prepare the students to cater to the need of the industry.</li> <li>• Prepare the students with basic grooming standards to become a part of food production team.</li> <li>• Inculcate sound knowledge of the principles and basic preparations of cooking.</li> <li>• Identify the kitchen equipment's and learn their uses</li> <li>• Preparation of basic Indian cuisine and introduction to basic continental menu</li> </ul>
2	102	Food & Beverage Service	<ul style="list-style-type: none"> <li>• Introduction to Food &amp; Beverage service operations in the Hotel Industry</li> <li>• Learn and demonstrate the basic grooming standards and hygiene practices</li> <li>• Identify and operate basic foodservice equipment's</li> <li>• Learn the various types of services undertaken while serving the guests</li> <li>• Develop technical skills in the basic aspects of food &amp; beverage service operations in the Hotel Industry</li> <li>• Impart the basic menu knowledge</li> </ul>
3	103	Basic Rooms Division	<ul style="list-style-type: none"> <li>• Explain role &amp; importance of housekeeping in the hospitality Industry</li> <li>• Gain knowledge of housekeeping and Front Office areas in the hotel</li> <li>• Educate the students about different types of hotels and types of rooms</li> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping</li> <li>• Understand the role and functions of Front Office</li> </ul>
4	104	Computer Fundamentals	<ul style="list-style-type: none"> <li>• Give a basic knowledge of computers</li> <li>• Enable the use of computer system software</li> </ul>



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5	105	Catering Science – I	<ul style="list-style-type: none"> <li>• Know about food science concepts</li> <li>• Develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.</li> <li>• Know the regulatory agencies and food standards in India</li> <li>• Gain knowledge about various food related aspects like food safety, poisoning, infection, contamination, storage, danger zone, etc.</li> </ul>
6	106	Communication Fundamentals	<ul style="list-style-type: none"> <li>• Introduce students to the importance of communication &amp; presentation skills needed by the hospitality professionals.</li> <li>• Learn fundamentals of communication</li> <li>• Learn and study formal methods of communication as written, verbal and non-verbal</li> <li>• Understand the importance of listening</li> <li>• Learn the telephone etiquettes and aspects of body language</li> </ul>





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**Semester: II**

Sl. No.	Course Code	Course Name	Course Outcomes
1	201	Food Production Principles	<ul style="list-style-type: none"> <li>• Inculcate in-depth knowledge of methods of cooking</li> <li>• Study of stocks, sauces, soups, textures, accompaniments and garnishes in continental cuisine</li> <li>• Introduction to bakery and confectionary and study of characteristics of ingredients used in it</li> <li>• Preparation of continental menu, breakfast menu and Indian menu</li> </ul>
2	202	Food & Beverage Operations	<ul style="list-style-type: none"> <li>• Demonstrate comprehensive knowledge of food &amp; beverage service operations in the Hotel Industry</li> <li>• Learn the aspects of in-room dining service and buffet service</li> <li>• Develop technical skills for service of non-alcoholic and brewed beverages</li> <li>• Learn necessity and functions of food &amp; beverage control systems</li> </ul>
3	203	Rooms Division Services	<ul style="list-style-type: none"> <li>• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping operations</li> <li>• Deliver detailed information about cleaning routine followed in housekeeping department</li> <li>• Know the role of Housekeeping control desk</li> <li>• Impart the basic knowledge of reservation activities at front office department</li> <li>• Learn the activities performed by front office for guests pre-arrival, arrival, stay and departure</li> </ul>
4	204	Travel and Tourism	<ul style="list-style-type: none"> <li>• Inculcate a sense of importance and establish a link between the tourism &amp; the hotel industry</li> <li>• Learn various components of tourism</li> <li>• Understand the role of tourism in the growth of hotel industry</li> </ul>



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5	205	Catering Science –II	<ul style="list-style-type: none"><li>• Develop basic awareness of balanced diet</li><li>• Introduce students with the terminologies related to food and nutrition</li><li>• Learn the basic five food groups</li><li>• Learn the calculation of nutrients</li></ul>
6	206	Basic French For Hotel Industry	<ul style="list-style-type: none"><li>• Create awareness about the importance of French language in Hotel Operations</li><li>• Learn French terminology &amp; its pronunciation related to hotel industry</li><li>• Enable the students to practice standard phrases of French related to Hotel Operations</li><li>• Introduce basic spoken French</li></ul>



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**Semester: III**

Sl. No.	Course Code	Course Name	Course Outcomes
1	301	Quantity Food Production	<ul style="list-style-type: none"> <li>• Introduction to the quantity food production</li> <li>• Study the Indian regional cooking</li> <li>• Learn the basics of bakery &amp; confectionery</li> <li>• Study various aspects of meat, poultry and fish cookery</li> <li>• Provide advance knowledge of bakery &amp; confectionery</li> <li>• Prepare students to develop practical skills required in bakery &amp; confectionery.</li> </ul>
2	302	Food & Beverage Service	<ul style="list-style-type: none"> <li>• Give a comprehensive knowledge of the various alcoholic beverages served in the hospitality industry</li> <li>• Demonstrate an insight into history, manufacture, classification of the beverages such as wines and aperitifs.</li> <li>• Develop technical skills required for the service of alcoholic beverages and tobacco</li> </ul>
3	303	Accommodation Services	<ul style="list-style-type: none"> <li>• Establish the importance of accommodation operations within the hospitality industry</li> <li>• Understand additional housekeeping services</li> <li>• Learn safety and security procedures for all stakeholders of the hotel</li> <li>• Know the basics of textiles and laundry operations</li> <li>• Impart knowledge of front office accounting procedures</li> <li>• Learn the role of guest relations</li> </ul>
4	304	Principles of Management	<ul style="list-style-type: none"> <li>• Understand the concepts and functions of management</li> <li>• Understand practical application of management concepts in the hospitality industry.</li> </ul>





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5	305	Basic Principles of Accounting	<ul style="list-style-type: none"><li>• Impart basic knowledge of Hotel Accounting required for the Hospitality Management</li><li>• Prepare students to comprehend and utilize this knowledge for the day-to-day operations of the organization.</li></ul>
6	306	Hotel Engineering	<ul style="list-style-type: none"><li>• Provide information regarding the basic services and different types of systems in hotel industry</li><li>• Understand, plan, co-ordinate and integrate the functions of engineering departments for overall operations and assist in the management of hotel</li><li>• Know the functions, operations and maintenance of various equipments used in hotel such as refrigeration, air-conditioning, etc.</li><li>• Understand the role of engineering department in implementing environmental friendly practices and safety in hotel industry</li></ul>



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**Semester: IV**

Sl. No.	Course Code	Course Name	Course Outcomes
1	401	Industrial Training	<ul style="list-style-type: none"><li>• Gain the practical exposure in industry through on-job-training</li><li>• Enable students to relate the knowledge and skills acquired in the classroom with systems, standards and practices followed in the Industry.</li><li>• Get the firsthand experience of working in the industry</li></ul>
2	402	Project Report	<ul style="list-style-type: none"><li>• To apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyze data situations at logical decisions.</li><li>• Undertake a research on any topic related to hotel operations, find information, collect data, analyze and tabulate the data and furnish suggestions and recommendations which will be useful for others.</li></ul>



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**Semester: V**

Sl. No.	Course Code	Course Name	Course Outcomes
1	501	Specialized Food Production	<ul style="list-style-type: none"> <li>• Study various aspects of meat, poultry and fish cookery</li> <li>• Provide advance knowledge of bakery &amp; confectionery</li> <li>• Develop practical skills required in bakery &amp; confectionery</li> </ul>
2	502	Food & Beverage Service & Management	<ul style="list-style-type: none"> <li>• Gain broad knowledge and develop technical skills in aspect of Specialized Food and Beverage services</li> <li>• Demonstrates an insight into history, preparation, types and service of cocktails &amp; other mixed drinks</li> <li>• Understand the role of various costs and its impact on profitability in the food and Beverage business</li> <li>• Understand the importance of Food &amp; Beverage Control and inventory control in the business</li> </ul>
3	503	Accommodation Operations	<ul style="list-style-type: none"> <li>• Learn importance of interior decoration and principles of designing</li> <li>• Understand managerial decision-making aspects of this department such as budgetary control, purchasing systems, night auditing and forecasting</li> <li>• Gain the knowledge of various sales techniques used by hotel industry to increase the revenue</li> </ul>
4	504	Hotel Accounting	<ul style="list-style-type: none"> <li>• Knowledge of books maintained in the Hotel Industry</li> <li>• Understand various records related to guest billings</li> <li>• Know the day-to-day transactions related to guest accounts, income statements, final accounts, etc</li> </ul>
5	505	Marketing Management	<ul style="list-style-type: none"> <li>• Enable the students to understand the intricacies of managing service business</li> <li>• Understand approaches / issues relating to augmented P's of services (People, physical evidence, process)</li> <li>• Appreciate the importance of customer satisfaction &amp; quality service</li> </ul>





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			<ul style="list-style-type: none"><li>• Know about Forms of Marketing organization, Set-up and organization of sales and marketing department in hospitality industry.</li></ul>
6	506	Hotel Related Laws	<ul style="list-style-type: none"><li>• Knowledge of hotel related laws and various legal aspects related to hotel industry</li><li>• Learn various laws used such as contract act, consumer protection act, sale of goods act, food adulteration act, shop and establishment act, environment protection act, licenses and permits and acts related to industrial legislation</li></ul>



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**Course Outcomes (COs)**

**Program:** Bachelor of Science in Hospitality Studies (B.Sc.HS)

**Syllabus:** 2008 – 09 Pattern

**Semester: VI**

Sl. No.	Course Code	Course Name	Course Outcomes
1	601	Advanced Food Production	<ul style="list-style-type: none"> <li>Develop the knowledge and understanding of the international cuisine amongst students</li> <li>Understand and practice basic preparations in the international cuisine and bakery products</li> <li>Understand and to create dishes of cold section</li> <li>Learn innovative techniques of food plating and presentations</li> </ul>
2	602	Advanced Food Services & Management	<ul style="list-style-type: none"> <li>Learn the planning and operations of restaurants and bars</li> <li>Understand of the role and functions of Food and Beverage Management in the context of overall catering operations</li> <li>Familiarize with the current trends in hospitality operations, standard operating procedures and use of software applications</li> <li>Learn the personal management and team building in the food service organizations</li> </ul>
3	603	Spl. Accommodation Management	<ul style="list-style-type: none"> <li>Establish the importance of accommodation management with in the hospitality industry</li> <li>Acquire knowledge &amp; skills with respect to planning &amp; designing aspects of guest rooms, lobby, and front desk</li> <li>Get the basic understanding functioning of Sales and Marketing department of the hotels</li> <li>Create awareness about the concept, importance and planning of MICE</li> </ul>
4	604	Total Quality Management	<ul style="list-style-type: none"> <li>Understand meaning of Quality Management in Hospitality Industry</li> <li>Learn methods of solving problems and under taking improvements projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.</li> <li>Focus on continue improvement, team building, methods of solving quality problems and importance of team work</li> </ul>



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			<ul style="list-style-type: none"> <li>Understand importance of customer satisfaction</li> </ul>
5	605	Human Resource Management	<ul style="list-style-type: none"> <li>Identify the significance and role of Human Resource Management in the Hotel &amp; Catering Industry.</li> <li>In-depth knowledge of human resource practices related to employee in an organization such as recruitment, selection, training, performance appraisals, salary and wages, promotions and transfers, grievances and discipline.</li> </ul>
6	606	Entrepreneurship Development	<ul style="list-style-type: none"> <li>Develop entrepreneurship abilities and understand the culture of entrepreneurship development.</li> <li>The subject help students to learn the qualities and attributes required for entrepreneurship and the entrepreneurial process</li> <li>Identify the opportunities, organization of resources, budgeting, accounting, control and preparation of project report for a new venture</li> </ul>



  
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