

**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 S.P. Pune University**

**Course Outcomes (COs)**

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

**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>

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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**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>