

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">• Prepare the students to cater to the need of the industry.• Prepare the students with basic grooming standards to become a part of food production team.• Inculcate sound knowledge of the principles and basic preparations of cooking.• Identify the kitchen equipment's and learn their uses• Prepare basic Indian food dishes preparation
2	102	Food & Beverage Service – I	<ul style="list-style-type: none">• Introduction to Food & Beverage service operations in the Hotel Industry• Learn and demonstrate the basic grooming standards and hygiene practices• Identify and operate basic foodservice equipment's• Learn the various types of services undertaken while serving the guests• Develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry
3	103	Housekeeping Operations – I	<ul style="list-style-type: none">• Explain role & importance of housekeeping in the hospitality Industry• Provide knowledge of housekeeping areas in the hotels• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping• Explain the importance of housekeeping towards achieving guest satisfaction and repeat business
4	104	Front Office Operations - I	<ul style="list-style-type: none">• Highlight the importance of Front Office within the hospitality industry• Educate the students about different types of hotels and their functions• Understand the role and functions of Front Office• Impart the basic knowledge reservation activities at front office department
5	105	Catering Science – I	<ul style="list-style-type: none">• Know about food science concepts

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			<ul style="list-style-type: none">• Develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.• Know the regulatory agencies and food standards in India• Gain knowledge about various food related aspects like food safety, poisoning, infection, contamination, storage, danger zone, etc.
6	106	Communication Fundamentals	<ul style="list-style-type: none">• 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• Learn the telephone etiquettes and aspects of body language

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Semester: II

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

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6	206	Basic French For Hotel Industry	<ul style="list-style-type: none">• Create awareness about the importance of French language in Hotel Operations• Learn French terminology & its pronunciation related to hotel industry• Enable the students to practice standard phrases of French related to Hotel Operations• Introduce basic spoken French
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Semester: III

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

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Semester: IV

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

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6	406	Hotel Accounting	<ul style="list-style-type: none">• Knowledge of books maintained in the Hotel Industry.• Understand various records related to guest billings.• Understand the day-to-day transactions related to guest accounts, income statements, final accounts, etc.
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Semester: V

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

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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">• Develop the knowledge and understanding of the international cuisine amongst students• Understand and practice basic preparation in the international cuisine and bakery products• Understand and to prepare dishes of cold section• Learn innovative techniques of food plating and presentations
2	602	Advanced Food & Beverage Service	<ul style="list-style-type: none">• Gain broad knowledge of Specialized Food and Beverage services such as bar, banquets, room service & gueridon service• Develop technical skills required to perform while dealing with these specialized food & beverage services.
3	603	Personality Development and Business Communications	<ul style="list-style-type: none">• Teach the students various aspects of personality enrichment• Prepare students for campus interviews and challenges in personal and professional life.• Impart knowledge of various methods of business communication and case studies.
4	604	Hospitality Marketing – I	<ul style="list-style-type: none">• Understand importance of marketing in Hospitality Industry.• Analysis of current business environment• Understand various aspects of marketing such as consumer behavior, market segmentation and 7 P's of marketing
5	605	Human Resource Management	<ul style="list-style-type: none">• Identifying the significance and role of Human Resource Management in the Hotel & Catering Industry.• 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.

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6	606	Travel & Tourism	<ul style="list-style-type: none">• Inculcate a sense of importance and establish a link between the tourism & the hotel industry• Learn various components of tourism• Understand the role of tourism in the growth of hotel industry
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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">• Understand kitchen management procedures• Acquire knowledge and practice classical and advance international cuisine• Learn & create innovative presentation techniques and skills like sugar arts, chocolate arts
2	701 B	Specialization In Food Production Management - I	<ul style="list-style-type: none">• Understanding of the role of Food and Beverage Management in the context of overall catering operation.• Gain knowledge of national and international cuisine and classical dishes used for planning menus for different food and beverage outlets and events.• Knowledge of menu merchandizing required to increase the sales of an outlet through various techniques
3	701 C	Specialized Accommodation Management - I	<ul style="list-style-type: none">• Establish the importance of accommodation management with in the hospitality industry• It equips the student to acquire knowledge & skills with respect to planning & designing aspects of guest rooms, lobby, and front desk• Students will get the basic understanding of functioning of Sales and Marketing department of the hotels• The subject creates awareness about the concept, importance and planning of MICE
4	702	Organizational Behaviour	<ul style="list-style-type: none">• Understand the impact that individual, group and structure have on behavior within organizations for the purpose of applying such knowledge towards improving an organizations effectives.• Provide knowledge on diversity and ethics to be followed in an organization.• Understand the processes of learning, theories of motivation and management of conflicts and stress which are necessary within the organization.

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

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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">• Enable the students to acquire administrative and managerial skills in the areas of kitchen administration, production management and budgetary control• Familiarize the students with the current trends in the Food Production Operations, standard operating procedures used in kitchen and use of software applications• Get the insight of product research and development in food production• Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge
2	801 B	Specialization In Food Production Management – II	<ul style="list-style-type: none">• Enable the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operation.• Familiarize the students with the current trends in hospitality operations, standard operating procedures and use of software applications• Help students to learn the planning and operations of restaurants, bars & events.• Give knowledge of international cuisine, classical dishes and menu merchandizing• Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge
3	801 C	Specialized Accommodation Management - II	<ul style="list-style-type: none">• Equip the student to acquire knowledge & skills with respect to various management aspects of housekeeping Division• Familiarize the students with the current trends, standard operating procedures and use of software applications• Learn preparation of budget, concept of yield management and HR practices• Gain knowledge of use of environment friendly practices used in housekeeping department• Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge

4	802	Project Report	<ul style="list-style-type: none">• 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• 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.
5	803	Total Quality Management	<ul style="list-style-type: none">• Understand meaning of Quality Management in Hospitality Industry• Learn methods of solving problems and undertaking improvements projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.• Focus on continue improvement, team building, methods of solving quality problems and importance of team work• Understand importance of customer satisfaction
6	804	Managerial Economics	<ul style="list-style-type: none">• Gain knowledge of application of management techniques in the field of economics.• Understand the manager's role in the decision making process from economic view point.• Learn the theory of customer demand & its elasticity, production & supply analysis.
7	805	Entrepreneurship Development	<ul style="list-style-type: none">• Enable the student to develop entrepreneurship abilities and understand the culture of entrepreneurship development.• Learn the qualities and attributes required for entrepreneurship and the entrepreneurial process• This help students to identify the opportunities, organization of resources, budgeting, accounting, control and preparation of project report for a new venture