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	• 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 methods of cooking of food production. • Identify the kitchen equipment's and learn their uses • Prepare basic Indian food preparations
2	C102	Food & Beverage Service – I	• 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 equipments • 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 and study billing and control methods
3	C103	Rooms Division – I	• 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 • Understand different types of Guest Rooms and Amenities • Highlight the importance of Front Office within the hospitality industry • Educate the students about different types of hotels and its nature of business • Prepare the student to acquire basic skills and

			knowledge necessary to identify the required standards • Impart the knowledge of basic guest related activities at front office department
4	AE104	Commodities	• Prepare students with basic knowledge of commodities used in catering industry. • Impart students with knowledge of use and processing of various commodities • Provide knowledge about by-products, market forms, modes of packaging • Provide knowledge about local market rates, storage principles and nutritive value
5	AE105	Basic Accounting	• Provide students with basic knowledge of accounting required for hospitality management • Learn fundamentals of Accounting • Learn and utilize this knowledge for day to day operations
6	AE106	Tourism Operation	• Acquaint the students to all aspects of tourism industry • Learn the role of travel agent in tourism industry • Educate students about different career opportunities available in the field of tourism
7	SE107	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
8	SE108	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

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	• Give sound knowledge of principles of food production • Impart basic knowledge of Continental food preparation • Impart basic knowledge of Egg cookery, salads, sandwiches and vegetables and fruits cookery • Inculcate knowledge of Food Contamination and control measures and kitchen stewarding
2	C202	Food & Beverage Service – II	• Provide intrinsic knowledge of food and beverage menus with purpose and necessity in various types of meals. • Impart knowledge about the in room dining service. • Impart the basic knowledge & service of non-alcoholic beverages • Get the knowledge of Tobacco manufacturing and its products sold in food and beverage outlets
3	C203	Rooms Division – II	• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping • Deliver detailed information about cleaning routine of housekeeping department • Know the role of Housekeeping control desk • Prepare the student to acquire basic skills for guest arrival • Learn the activities performed by front office during the guest stay
4	AE204	Food Science	• Develop basic awareness about hygiene, nutrition and balanced diet in hotel industry • Introduce students with the terminologies related to food and nutrition • Make students understand the relationship between food and human health • Introduce the impact of microbiology on food

5	AE205	Hospitality Sales	• Enhance the ability of students in hospitality sales • Inculcate attributes required for a hospitality sales personnel • Make students understand selling techniques adopted by the sales department of the hotel
6	SE206	Communication Skills (English-II)	• Provide theoretical input backed with practice session in order to communicate effectively • Enhance listening, speaking, reading and writing skills • Impart telephone etiquettes
7	SE207	French-II	• Help students to acquire basic skills in aural and oral communication in French • Enhance listening, speaking, reading and writing skills • Help students to better adapt intercultural differences
8	SE208	Computer Fundamentals	• Give a basic knowledge about computer and its operations • Enable students to operate computers and its allied hardware and software • Help students to get insight in internet, email, and social media

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	• Provides theoretical and practical foundation in baking practices • Learn basic techniques used in bakery & confectionery • Learn and practice the art of making bakery products
2	C302	Food & Beverage Service – III	• Gives comprehensive knowledge on various fermented alcoholic beverages used in food and beverage industry • Learn the history, making, classification and service of beers, wines and aperitifs • Develop technical skills required for the service of various alcoholic beverages • Familiarize students to bar profile
3	C303	Accommodation Operations – I	• Establish the importance of accommodation operations within the hospitality Industry • Prepare the students to acquire skills and knowledge to identify the required standards and decision-making consideration of this department • Know the basics of textiles and laundry operations • Impart knowledge of front office accounting and statistical data
4	AE304	Hotel Accounting	• Equip students with knowledge of accounting as practiced in hotels • Help them to utilize this knowledge in day to day operations undertaken in various departments in hotel • Understand the budget and budgetary control
5	AE305	Environment Science	• Understand the importance of environmental issues • Provide insight on environment management in hospitality industry • Understand the benefits of Eco friendly practices to have a sustainable environment in daily operations of hotel.
6	AE306	Hotel Laws	• Impart basic knowledge of Hotel laws

			• Understand intricacies of business law
7	SE307	Soft Skills Management	• Prepare students to secure placement in hospitality industry • Develop personality and communication skills of students • Equip the students with convivial skills that enables them to handle their professional and personal lives more effectively
8	SE308	Ticketing	• Develop knowledge and understanding about airline ticketing • Gives exposure with respect to the technological enhancement in this field • Get the knowledge of ground operations of an airport

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	• Introduce the students to quantity food production • Impart the knowledge and skill sets required in bulk catering in welfare and commercial sector • Expose students to Indian regional cuisines and operations of industrial catering • Familiarize students with equipment, types of catering, methods of purchasing and indenting, storing, portioning and planning in quantity food production.
2	C402	Food & Beverage Service – IV	• Give comprehensive knowledge of various distilled alcoholic beverages used in hospitality industry • Learn the history, making, classification & service of spirits, liqueurs and cocktails • Develop technical skills required for the service of various alcoholic beverages • Understand buffet and banquet setups and develop skills in various arrangements and service procedures
3	C403	Accommodation Operations – II	• Establish the importance of Rooms Division within the hospitality Industry • Learn importance of interior decoration and principles of designing • Consider managerial decision-making aspects of this department such as budgetary control and purchasing systems • Learn managerial decision-making aspects such as night auditing, forecasting and establishing room rates • Get the knowledge of various sales techniques used to maximize the room occupancy of the hotel
4	AE404	Food and Beverage Control	• Provide comprehensive knowledge on various aspects of control procedures • Understand the cost dynamics and break even analysis • Understand control cycle

5	AE405	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.
6	AE406	Advance Bakery and Confectionary	• Provide advanced theory and practical knowledge and skills required for bakery and confectionary • Inculcate preparing of quick breads, cake decorating techniques • Learn sugar crafts, fillings and frostings
7	SE407	Bartending	• Provide comprehensive knowledge and skills in the art of bartending • Learn flair presentations of cocktails • Impart specific techniques and skills which will help students in professionally presenting and displaying beverages
8	SE408	Housekeeping in Allied Sectors Bartending	• Acquaint students with the housekeeping operations in allied sectors • Understand the alternate set of skills, knowledge and attributes • Understand various career opportunities in allied sectors
9	SE409	Entrepreneurship Development	• Enable the students to develop entrepreneurship abilities and understand the culture of entrepreneurship development • Help students to learn the qualities and attributes required for entrepreneurship and entrepreneur process • Help students identify opportunities, organizations of resources budgeting, accounting, control and preparation of project report for a new venture

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	• Get the practical exposure in industry through on-job-training • Enables 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

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	• Develop the knowledge and understanding of the international cuisine amongst students • Understand the basic preparations in the international cuisine • Understand fish mongery • Learn more about Nouvelle cuisine • Learn different kitchen layouts and designs • Understand characteristics, processing methods of convenience foods
2	CEB601	Specialization Food and Beverage Service Management - I	• Gain comprehensive knowledge of various Specialized Food and Beverage services used in hotel industry such as bar operations, banquets operations &Gueridon service. • Develop technical skills of the students required to perform while dealing with these specialized food & beverage services. • Understand aspects of budgetary control in food and beverage service.
3	CEC601	Specialization in Housekeeping Management - I	• Establish the importance of housekeeping management within hospitality industry • Equip students to acquire knowledge and skills with respect to various aspects of housekeeping operations • Understand the green housekeeping concept • Understand budgetary control in housekeeping • Understand various aspects of horticulture in hotels
4	CED601	Specialization in Front Office Management - I	• Establish the importance of front office management within the hospitality industries • Equip the student to acquire knowledge and skills with respect to management aspects • Understand the legal concerns in front office • Understand the requirements for designing of brochures and tariff cards
5	AE602	Introduction to	• Create awareness amongst students about

		Cyber Security and Information Security	cybercrimes and prevalent laws and standards framed to conquer the issue • Give an overview of cyber and information security concepts • Give an overview on various security management practices adopted to prevent cybercrimes
6	AE603	Human Resource Management	• Help the students to identify the significance and role of Human Resource Management in the Hotel & Catering Industry. • Help the students to develop an attitude for positive Human Behavior at work. • 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.
7	AE604	Services Marketing	• Enable the students to enhance their ability to understand the concept of services marketing • Learn intricacies of services mix • Understand the importance of customer satisfaction through service quality
8	SE605	Event Management	• Enhance the students ability to plan and organize an event • Learn to manage huge events and functions • Understand legal compliance and other aspects of organizing an event.
9	SE606	Hotel Information System	• Understand the use and advent of new technologies in hotel industries • Understand MIS and its subsidiaries • Learn the concept of HIS, selection and implementation computer systems
10	SE607	National Service Scheme	• Enhance the social skills of students through social activities • Help to build social and leadership qualities and contribute towards the social cause

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	• Understand and explore the various regions of international cuisine • Develop specialized culinary skills amongst students to prepare them for the industry • Learn food additives • Learn about specialized Sections like larder and gardemanger • Learn & create innovative presentation techniques on international cuisine
2	CEB701	Specialization Food and Beverage Service Management - II	• Inculcate a wide spread understanding of management aspects of food and beverage operations • Understand controlling characteristics of service outlets • Introduce students with various software • Inculcate supervisory skills required in the department
3	CEC701	Specialization in Housekeeping Management - II	• Understand various aspects of interior design and decorations and its relevance to housekeeping department. • Learn the layout of hotel guest room and its furniture setup. • Understand principles of Ergonomics and its significance in housekeeping.
4	CED701	Specialization in Front Office Management - II	• Prepare the students with in-depth knowledge of front office • Learn budgeting for front office • Understand yield management • Learn forecasting techniques
5	AE702	Food Safety Management Systems	• Enable students to work towards a systematic approach to food safety management • Learn the need and importance of developing, planning, monitoring, verifying, implementing and improving the food safety management system
6	AE703	Total Quality	• Impart the importance of quality management in

		Management	the hotels
			• Make students understand continuous improvement, team building methods of solving quality problems and importance of team work
			• Understand the importance of customer satisfaction, thoughts of quality gurus on quality management and different systems to manage quality
7	SE704	MICE	• Give students an overview of the MICE sector of tourism industry
			• Enhance students managerial and operational skills for organizing MICE
8	SE705	Customer Relationship Management In Hospitality	• Understand, anticipate, manage and personalize the needs of current and potential customers
			• Enable the student to have a customer sense as in CRM
			• Understand CRM system
9	SE706	Facility Management	• Impart basic knowledge and practices of facility planning to the students
			• Learn aspect of planning and designing of ancillary areas of a facility
10	SE707	Small Business Management	• Impart knowledge and necessary skill sets for budding hospitality entrepreneurs
			• Develop enterprising capabilities and confidence among aspiring entrepreneurs
			• Help students to identify opportunities to develop their own ventures
11	SE708	Hotel Maintenance	• Provide information regarding the basic services and different types of engineering and maintenance system in hotel industry
			• Understand various aspects and importance of engineering department in hotels.
			• Understand various maintenance, refrigeration, air-conditioning, fuels, electricity, safety and security, water distribution system and energy conservation in hotels

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	• Develop managerial and conceptual skill sets required in professional culinary industry • Familiarize the students with the current trends in the Food Production Operations • Learn and understand the use of software applications in daily working of kitchen • Sharpen their culinary skills in terms of menu planning, food costing, staffing, work organization, etc. • Organize a theme dinner / lunch and food festivals using all the managerial skills and their knowledge
2	CEB801	Specialization Food and Beverage Service Management - II	• Enable the students to gain a better understanding of the role of Food and Beverage Manager in the context of overall catering operation. • Familiarize the students with the current trends in hospitality operations like Standard Operating Procedures and Software Applications • Help students to know the planning and operations of restaurants, bars & events. • Give knowledge about international cuisine and their classical dishes which help them while planning menus for different food and beverage outlets and events. • Provide knowledge about menu merchandizing which is required to increase the sales of an outlet through other techniques as suggestive selling and upselling.
3	CEC801	Specialization in Housekeeping Management - II	• Establish the importance of accommodation management within the hospitality industry • Equip the students with knowledge & skills with respect to various management aspects of Housekeeping Division • Learn preparation of budget, use computer technology in housekeeping • Understand the property operation

			• Learn about internal environment with respect to air quality
4	CED801	Specialization in Front Office Management - II	• Acquire and enhance managerial practices and various trends of front office operations • Acquaint students with application, principles and policies towards guest satisfaction • Learn preparation of budget, use computer technology in front office • Learn new concepts in hotel • Understand safety and security systems in hotel
5	CO802	Project Report	• 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 • 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.
6	AE803	Organization Behaviour	• Understand the concept of organizational behavior • Understand the application in managing individuals and group within the organization and to enhance the human relation with organization • Provide knowledge on diversity and ethics to be followed in an organization
7	AE804	Managerial Economics	• Have knowledge of application of management techniques in the field of economics. • Understand the manager's role in the decision making process from economic point of view. • Learn the theory of customer demand & its elasticity, production & supply analysis.