

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">• 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• Preparation of basic Indian cuisine. |
| 2 | HS102 | 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• Impart the basic menu knowledge |
| 3 | HS 103 | Housekeeping Operations - I | <ul style="list-style-type: none">• Explain role & importance of housekeeping in the hospitality Industry• Gain knowledge of housekeeping department in a hotel• Educate the students about different types of hotels and types of rooms• Prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping |
| 4 | HS 104 | Front Office Operations – I | <ul style="list-style-type: none">• Explain role & importance of front office department in the hospitality Industry• Understand the role and functions of Front Office• Impart the basic knowledge of reservation activities at front office department• Learn the activities performed by front office for |

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

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Semester: II

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

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| 5 | HS 205 | Food Production – II (Practical) | <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 Continental preparations of cooking.• Identify the kitchen equipments and learn their uses• Preparation and introduction to basic continental menu• To inculcate sound knowledge of bakery |
| 6 | HS 206 | Food & Beverage Service – II (Practical) | <ul style="list-style-type: none">• Learn service of liqueurs, cigars and wines• Demonstrate and learn food and wine pairing• Enable students to read wine label |
| 7 | HS 207 | Housekeeping Operations – II (Practical) | <ul style="list-style-type: none">• Understand the Bed making day/evening procedure• Learn about the Daily Cleaning of Guest rooms and Daily cleaning of Public Areas (Corridors)• Understand Inspection records in the housekeeping department |
| 8 | HS208 | Front Office Operations – II (Practical) | <ul style="list-style-type: none">• Demonstrate Procedures for dealing with Walk-ins, Scanty Baggage while taking advance• Understand the Handling guest departures / check outs.• Demonstrate Role Plays of - Taking a wakeup call Handling a reservation of a guest who is a black listed• Handling a check in procedure of a foreigner |
| 9 | HS 209 | French | <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

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|---------|-------------|-----------------------------------|---|
| 1 | HS 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• Study various aspects of meat, poultry and fish cookery• Provide advance knowledge of bakery & confectionery• Prepare students to develop practical skills required in bakery & confectionery. |
| 2 | HS 302 | Food and 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 | HS 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 | HS 304 | Food Production – III (Practical) | <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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| 5 | HS 305 | Food and Beverage Service – III (Practical) | <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. |
| 6 | HS 306 | Accommodation Operations I (practical) | <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 equipments used in hotel such as refrigeration, air-conditioning, etc.• Understand the role of engineering department in implementing environmental friendly practices and safety in hotel industry |
| 7 | HS 308 | Communication Skills - I | <ul style="list-style-type: none">• Provide theoretical input backed with practice session in order to communicate effectively• Enhance listening, speaking, reading and writing skills• Impart telephone etiquettes |

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Semester: IV

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|---------|-------------|----------------|---|
| 1 | HS401 | Internship | <ul style="list-style-type: none">• The Industrial 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• Understand the hierarchy in each department.• Understand the insight and the new trends followed in Hospitality Industry. |
| 2 | HS402 | 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.• 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. |

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Semester: V

| Sl. No. | Course Code | Course Name | Course Outcomes |
|---------|-------------|--|--|
| 1 | HS 301 | Advanced food production systems (HS) | <ul style="list-style-type: none">• Study various aspects of meat, poultry and fish cookery• Provide advance knowledge of bakery & confectionery• Prepare students to develop practical skills required in bakery & confectionery |
| 2 | HS302 | Food & Beverage Service Techniques & Management (HS) | <ul style="list-style-type: none">• Gain broad knowledge and develop technical skills in aspect of Specialized Food and Beverage services• Demonstrates an insight into history, preparation, types and service of cocktails & other mixed drinks• Understand the role of various costs and its impact on profitability in the food and Beverage business• Understand the importance of Food & Beverage Control and inventory control in the business |
| 3 | HS 303 | Accommodation Operations Techniques (HS) | <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 | HS304 | Hotel Accounting Procedures | <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. |
| 5 | HS305 | Hospitality Marketing Management | <ul style="list-style-type: none">• Enable the students to understand the intricacies of managing service business• Understand approaches relating to augmented P's of services (People, physical evidence, process) |

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| | | | <ul style="list-style-type: none">• 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. |
| 6 | HS 306 | Hotel Law Practices | <ul style="list-style-type: none">• Provides 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 |
| 7 | HS 307 | Advanced Food Production Systems (HS) | <ul style="list-style-type: none">• Prepare Chocolate work, International A la carte, Classical Appetizers, Sandwiches, Cake Decorations• Make students more proficient in kitchen |
| 8 | HS 308 | Food & Beverage Service Techniques & Management (HS) | <ul style="list-style-type: none">• Learn Setting up of bar, planning & operations• Have an exposure with respect to the technological enhancement in this field• Gain knowledge about taking bookings for banquet events and filling of banquet function prospectus, banquet reservation diary and post event briefing sheet |
| 9 | HS 309 | Accommodation Operations Techniques (HS) | <ul style="list-style-type: none">• Learn format of snag list, preparing operational budget, towel Art etc.• Have an exposure with respect to the technological enhancement in this field• Gain knowledge about guest handling and problem solving |

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Semester: VI

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|---------|-------------|---|---|
| 1 | HS 401 | Principal Of International Cuisine | <ul style="list-style-type: none">• Develop specialized culinary skills amongst the students to prepare them for the industry• Develop managerial and conceptual skill sets required in the professional culinary industry• Expose students to various regions of international cuisines• Familiarize students with equipment, types of caterings, methods of budgeting, purchasing and indenting, storing, portioning and planning in quantity food production. |
| 2 | HS 402 | Advance Food & Beverage Service Techniques & Management | <ul style="list-style-type: none">• Enables the students to gain a better understanding of the role of food & beverage management in the context of overall catering operations.• Demonstrates an insight into the history, manufacture, classification & service of Alcoholic beverages and liqueurs• Demonstrates and familiarize the students with the current trends in hospitality operations like standard operating procedures and software applications.• Develop technical skills required for the service of alcoholic beverages• Understand the basic of the buffet and banquet setups and develop skills in various arrangements and service procedures |
| 3 | HS 403 | Specialized Accommodation Management | <ul style="list-style-type: none">• Help students to acquire knowledge & skills with respect to planning & designing aspects of a Guest room• Understand the importance Yield management, ARR and Rev PAR• Learn about windows & window treatment, Soft furnishing & Accessories, Floor, Floor finishes & Wall Coverings, Environmental Practices in Housekeeping etc. |

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

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