

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">• 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	<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 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	Basic Rooms Division – 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• 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

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			knowledge necessary to identify the required standards <ul style="list-style-type: none">• Impart the knowledge of basic guest related activities at front office department
4	C104	Principles of Management	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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)	<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

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Semester: II

Sl. No.	Course Code	Course Name	Course Outcomes
1	C201	Food Production – II	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Provide intrinsic knowledge of food and beverage menus with purpose and necessity in various types of meals.• Impart knowledge about 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	<ul style="list-style-type: none">• 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	C204	French-II	<ul style="list-style-type: none">• 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

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5	C205	Communication Skills (English-II)	<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
6	GE206A	Basic Accounting	<ul style="list-style-type: none">• 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
7	GE206B	Logistics & Supply Chain Management	<ul style="list-style-type: none">• Understand the importance of supply chain Management• Know the various aspect of supply chain• Understand the current trends in SCM• Learn the Distribution Management and recent issues in SCM

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Semester: III

Sl. No.	Course Code	Course Name	Course Outcomes
1	C301	Bakery and Confectionary	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	C304	Hotel Laws	<ul style="list-style-type: none">• Impart basic knowledge of Hotel laws• Understand intricacies of business law
5	C305	Soft Skills Management	<ul style="list-style-type: none">• 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
6	DSE306A	Hospitality Sales	<ul style="list-style-type: none">• Enhance the ability of students in hospitality service

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

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Semester: IV

Sl. No.	Course Code	Course Name	Course Outcomes
1	C401	Quantity Food Production	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	C404	Event Management	<ul style="list-style-type: none">• 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.

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5	C405	Food safety Management systems.	<ul style="list-style-type: none">• Enable students to work towards a systematic approach• Learn the need and importance of developing, planning, monitoring, verifying, implementing and improving the food safety management system
6	GE406A	Customer Relationship Management	<ul style="list-style-type: none">• 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
7	GE406B	Facility Planning	<ul style="list-style-type: none">• Impart to the students the basic knowledge and practices of facility planning• Understand the design of facility planning of ancillary area

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Semester: V

Sl. No.	Course Code	Course Name	Course Outcomes
1	C501	Industrial Training	<ul style="list-style-type: none">• Get 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	CS601A	Specialization in Food Production Management - I	<ul style="list-style-type: none">• 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	CE601B	Specialization Food and Beverage Service Management - I	<ul style="list-style-type: none">• 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	CE601C	Specialization in Accommodation Management - I	<ul style="list-style-type: none">• Establish the importance of Accommodation management within hospitality industry• Equip students to acquire knowledge and skills with respect to various aspects of Accommodation operations• Understand the Planning of lobby & Front desk concept• Understand budgetary control in housekeeping• Understand various aspects of horticulture in hotels
4	C602	Food and Beverage Control	<ul style="list-style-type: none">• Provide comprehensive knowledge on various aspects of control procedures• Understand the cost dynamics and break even analysis• Understand control cycle
5	C603	Human Resource Management	<ul style="list-style-type: none">• Help the students to identify the significance and role of Human Resource Management in the Hotel

			<p>& Catering Industry.</p> <ul style="list-style-type: none">• 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.
6	C604	Services Marketing	<ul style="list-style-type: none">• 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
7	C605	Hotel Maintenance	<ul style="list-style-type: none">• 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 hotel• Understand various maintenance of refrigeration and air-conditioning,• Learn about fuels, electricity, safety and security, water distribution system and energy conservation in hotels
8	GE606A	Food Science	<ul style="list-style-type: none">• Develop basic awareness about hygiene, nutrition and balanced diet in hotel industry• Introduce students with the terminologies related to food and nutrition• Make them understand the relationship between food and human health• Introduce the impact of microbiology on food
9	GE606B	Nutrition	<ul style="list-style-type: none">• Develop basic awareness of important nutrients• Acquire knowledge of nutritional requirements for human beings• Understand plan a diet for human beings

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Semester: VII

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

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6	C704	Environment Science	<ul style="list-style-type: none">• 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.
7	C705	Research Methodology	<ul style="list-style-type: none">• Gain honing the research skills• Understand the research environments and research process• Understand the concepts of data, sampling Techniques and Research design
8	GE706A	Managerial Economics	<ul style="list-style-type: none">• Have 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
9	GE706B	Tourism Operations	<ul style="list-style-type: none">• Acquaint the students to all aspects of tourism industry• Understand the role of travel agent in tourism industry• Educate students about different career opportunities available in this field

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Semester: VIII

Sl. No.	Course Code	Course Name	Course Outcomes
1	CS801A	Specialization in Food Production Management - III	<ul style="list-style-type: none">• 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	CS801B	Specialization Food and Beverage Service Management - III	<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.• Familiarizes the student 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.• Gain 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	CS801C	Specialization in Accommodation Management - II	<ul style="list-style-type: none">• Establish the importance of accommodation management within the hospitality industry• Equip the students to acquire knowledge & skills with respect to various management aspects of Housekeeping Division• Learn to prepare the budget and use of computer technology in housekeeping• Understand the property operation

			<ul style="list-style-type: none">• Learn about internal environment with respect to air quality
4	C802	Research 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	C803	Organization Behavior	<ul style="list-style-type: none">• 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
6	C804	Entrepreneurship Development	<ul style="list-style-type: none">• 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
7	C805	Introduction to Cyber Security	<ul style="list-style-type: none">• Create awareness amongst students about cybercrime 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 cyber crimes