NAAC Accredited with 'A" Grade
Recognised by UGC under sections 2(f) and 12(b) & Affiliated to Bangalore University

T.JOHN COLLEGE

DEPARTMENT OF HOTEL MANAGEMENT

PROGRAM OUTCOMES

The expected outcome of the BHM program is in keeping in view the basic objective stated above. The outcome of this model program structure is foreseen that on completion of this program the students will be able to :-

[PO1] Hotel and Hospitality Knowledge : Apply the knowledge of hotel, hospitality and tourism, and an core area specialisation to the solution of complex hotel management problems.

[PO2] Problem analysis: Identify, formulate, research literature, and analyse complex hospitality problems reaching substantiated conclusions using principles of management

[PO3] Conduct investigations of complex problems: Use research-based knowledge and research methods including design of experiments, analysis and interpretation of data, and synthesis of the information to provide valid conclusions.

[PO4] Modern Tool Usage : Create, select, and apply appropriate techniques, resources, and modern management and IT tools with an understanding of the limitations.

[PO5] Design/development of solutions: Design solutions for complex hospitality related problems and design system components or processes that meet the specified needs with appropriate consideration for the public health and safety, and the cultural, societal, and environmental considerations

[PO6] Hospitality and Society : Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional engineering practice.

[PO7] Environment and Sustainability: Understand the impact of the hotel, hospitality and tourism in societal and environmental contexts, and demonstrate the knowledge of need for sustainable development.

[PO8] Ethics : Apply ethical principles and commit to professional ethics and responsibilities and norms of the engineering practice. [PO9] Individual and Team Work : Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.

[PO10] Communication: Communicate effectively on hospitality activities with the professional community and with society at large. Some of them are, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.

[PO11] Project Management and Finance: Demonstrate knowledge and understanding of the hospitality and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.
[PO12] Lifelong learning: Recognise the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.

PROGRAM SPECIFIC OUTCOMES

The expected outcome of the BHM program is in keeping in view the basic objective stated above.

The outcome of this model program structure is foreseen that on completion of this program the students will be able to

[PSO1] Understand and demonstrate the core technical, analytical, and conceptual skills appropriate for hospitality.
[PSO2] Comprehend and articulate written and oral communication as appropriate for hospitality environments.
[PSO3] Understand the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry.
[PSO4] Demonstrate ability to apply strategies for managing diverse, multicultural hospitality.
[PSO5] Demonstrate clear understanding and necessity of professional and ethical responsibility in all aspects of conduct
[PSO6] Prepare hospitality undergraduate candidates for entry level management positions with a specific focus on individual, social and environmental perspectives.
[PSO7] Demonstrate an ability to manage the professional preparation, presentation, and service of quality food.
[PSO8] Apply the knowledge gained to manage and evaluate functional systems in hospitality and lodging operations

COURSE OUTCOMES

Food Production	C1. Introduction to the art of cookery and basic cooking techniques C2. Knowledge of food and kitchen safety practices. C3. Identify and apply various cooking methods and technique C4. Classify kitchen brigade and equipment used
Food and Beverage Service-1	C1. The Course would explore the scope and nature of F&B Service operations C2. It would develop the essential attributes and elementary skills of students in the service procedures. C3. Basics of Food and Beverage Service Department will be covered in the semester.

Housekeeping Operations	C1. Introduction to Basic Housekeeping C2. Understand role of Housekeeping in Hotel Industry C3. Knowledge of different departments in Housekeeping C4. Introduction to Basic Operational aspects of accomodation Operations C5. Introduction to Hospitality Industry
Front Office Operations- 1	C1. Introduction to basic Front Office C2. Understand role of Front Office in Hotel Industry C3. Knowledge of different Departments in Front Office



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DEPARTMENT OF HOTEL MANAGEMENT

Programme Outcome (PO):

This Three-year Undergraduate programme is divided into VI semesters with theory, practical components and Internship. Students undergoing this programme would be equipped with sufficient knowledge in the field of hospitality science. This programmes envisages the students to be well prepared for the job market with sufficient knowledge in the core areas.

This Three-year Undergraduate programme is been divided into VI semesters with theory, practical components and Internship. Students undergoing this programme would be equipped with sufficient knowledge in the following areas.

PO1. Food Production of different cuisines of the world.
PO2. Food & Beverage Service techniques.
PO3. Front Office Management in the hospitality industry.
PO4. Accommodation Operation of the hotel.
PO5. Hygiene and Sanitation in and around the hotel.
PO6. Nutrition and food standards of the food prepared in the hotel.
PO7. Accounting of the hotel and of the different outlets of the hotel
PO8. Human Resource Management
PO9. Facilities Management
PO10. Law pertaining to the hotel and industries relating to hospitality industry
PO11. Tourism Management
PO12. Marketing of the products and services of the hospitality sector

PO13. Hospitality Information System of the hotel with the basic use of computers
PO14. Internship in the Hotel Industry

PROGRAMME SPECIFIC OUTCOME (PSO)

PSO1. Gain Knowledge of the different cuisines of the world.
PSO2. Learn to be professional in their outlook appearance.
PSO3. Learn time management and stress management.
PSO4. Learn to communicate with the people.
PSO5. Learn how to manage the hotels in times of crisis and disaster.
PSO6. Provides Employability skills in the hospitality industry and various related sectors.
PSO7. Understand detail about all the department of the hotel.
PSO8. Understanding the functions of non-core departments like accounts, human resource, marketing, etc.

I SEMESTER

Course Name: HOSPITALITY COMMUNICATION

Pedagogy: Lectures, assignments, discussions, case studies.

Course Outcome:

CO1. Fluent in English oral communication
CO2. Perfect written communication
CO3. Creative skills in presenting stories

Course Name: INDIAN CONSTITUTION AND HUMAN RIGHTS

Pedagogy: Lectures, assignments, discussions, case studies.

Course Outcome:

CO1. Understand the emergence and evolution of Indian Constitution.
CO2. Understand the structure and composition of Indian Constitution

Course Name: FOOD &BEVERAGE PRODUCTION-I (T)

Objective: To provide an overview of the culinary history and emphasize on the aim's objectives of cooking, commodities used in food and an in-depth study of kitchen organization and equipment's.

Pedagogy: Lectures, assignments, discussions, case studies.

Course Outcome:

CO1. Learn about the history of different cuisines.
CO2. Learn about the Aesthetics and use of different equipment's.
CO3. Know who is who in the kitchen and their duties and responsibilities.
CO4. Learn in detail about different ingredients used in the kitchen.
CO5. Familiarise about the spices, herbs and all different tastes.

Course Name: FOOD &BEVERAGE SERVICE-I

Objectives: To Provide the students basic knowledge about the F&B Service department in operations, menu planning, and different types of services.

Pedagogy: Lectures, Assignments, discussions, case studies.

Course Outcome:

CO1. They will come to know what it means by food and beverage department

CO2. They will able to plan themselves by knowing the hierarchy

CO3. Able to know the different departments to coordinate

CO4. Able to set menu

CO5. Know about different types of service

CO6. Know more about Coffee and tea production, types, difference

Course Name: FRONT OFFICE-I

Objectives: To make the students understand, organize and perform front office functions that are critical to the success of the hotel. Build and develop a strong front office team, through ongoing training and performance and to communicate to people in a professional manner.

Pedagogy: Discussions, Assignments, Lectures And case studies,it includes teaching the students with hands on experience through practical sessions.

Course Outcomes:

CO1. This Course or course enables the students to execute service-marketing principles during customer interactions, then lead to satisfied guests

CO2. The purpose of this Course is to develop a customer focused training guidelines concepts and best training practices that can be applied to the hotel workplace.

CO3. The Course focuses on topics like type of hotels, types of meal plans, duties and responsibilities, reservations and Pre registration processes.

CO4. It allows the individual to take a step professionally and be ready at all times even when it comes to in times of emergencies at workplace.

CO5. Eventually this Course gives an overall idea as to how the front office works and functions in the hospitality industry

CO6. To impart to the students latest and relevant knowledge from the field of management

Course Name: HOUSE KEEPING-I

Course Learning Objectives:

a. To understand the basic housekeeping operations in Hotels and identify the challenges associated with its operations.

b. To acquire theoretical knowledge of the key sub sections of housekeeping and the role of each sub section in maintenance of assets.

c. To illustrate the complexities and demands of working in the industry through the scope of housekeeping

Pedagogy: Lectures, Assignments, discussions, case studies.

Course Outcomes: On successful completion of the course, the Students will be able to

CO1.Explain the basic concepts of Housekeeping

CO2.Explain the significance of housekeeping in Hotel and allied Industry

CO3.Analyze the roles and responsibilities of housekeeping Personnel

CO4. Illustrate various types of guest rooms and its amenities

Course Name: FOOD & BEVERAGE PRODUCTION-I(PRACTICAL)

Objective: To make students learn the following:

• Preparation of basic Indian spice mixture - dry and paste.

• Pre-preparation vegetable, fish and meat.

• Different methods of cooking – rice, vegetables, meat and fish,

• Basic Indian bread preparation and variations.

• Basic Indian snacks.

Pedagogy: Demonstration, Presentation, Briefing, Menu Preparation.

Course Outcome:

CO1. Learn about the different cuisines in India.

CO2. Prepare dishes of different cuisines in different states of India.

CO3. Learn different cooking techniques and methods in Indian cuisines.

Course Name: FOOD & BEVERGAE SERVICE-I(P)

Objectives: To give Students practical exposure to basic service skills in a model restaurant

Pedagogy: By Practical Training

Course Outcome:

CO1. They will be able to identify the different types of glassware, crockery, cutlery, trolley, tables etc..

CO2. Able to lay and relay the table

CO3. Know the standard water service

Course Name: FRONT OFFICE –I(P)

Objectives: Build and develop a strong front office team, through ongoing training and performance and to communicate to people in a professional manner. Expose to the elements of operations through

practical training in the labs. Telephone manners and telephone handling are taught to students andetiquettes required for hospitality.

Pedagogy: Practical's, real time scenarios, pictorial presentation, hands on training case studies and discussions.

Course Outcomes:

CO1. The purpose of this Course is to develop a customer focused training guidelines concepts and best training practices that can be applied to the hotel workplace.
CO2. Learn how to be well groomed while giving professional services to the guests
CO3. To handle situations of various types and different guests and calm the situation and make the best of it
CO4. Gives a clear view of the front office operations and the interests of the person to cling onto it
CO5. It builds up confidence among the individuals through practical training

Course Name: HOUSE KEEEPING-I (P)
Course Learning Objectives:
To acquire basic practical knowledge necessary for efficiently working in Hotel Housekeeping department and Allied sectors.
Pedagogy: lectures, assignments, discussions, case studies
Course Outcomes: On successful completion of the course, the Students will be able to
CO1.Develop a smart personality in tune with the hospitality industry standards
CO2.Efficiently handle guest requirements and complaints
CO3.Perform various housekeeping operational tasks and deliver superior quality services

II SEMESTER
Course Name: HOSPIALITY COMMUNICATION
Pedagogy: Lectures, assignments, discussions, case studies.
Course outcome:
CO1. Effective reading, writing, speaking and listening skills.
CO2. Better conversation skills to communicate in real life situations.
CO3. Improved skills in role play and enactment of a situation.

Course Name: ENVIRONMENT AND PUBLIC HEALTH
Pedagogy: Lectures, assignments, discussions, case studies.
Course outcome:
CO1: Apply the basic concepts and fundamentals of environmental health sciences and key environmental health issues.
CO2: Develop the risk assessment concepts and make decisions about the environmental health issues.
CO3: Develop skills in analyzing, sensitizing and managing the community about environmental health issues.
CO4: Interpret in appropriate biological, chemical and physical terms the potential consequences of exposure to hazardous environmental/occupational agents

Course Name: FOOD AND BEVERAGE SERVICE-II

Objective: To provide an in-depth knowledge about cereals, fish, eggs, soups, sauces and various methods of cooking

Pedagogy: Lectures, assignments, discussions, case studies.

Course Outcome:

CO1. Learn about the use of cereals in the catering industry.

CO2. Learn about the different methods of preparation of food in both small and large quantity by using different techniques.

CO3. Learn how to clean and cut a fish.

CO4. Learn the preparation of eggs, fish, seafood, different stocks, soups and sauces.

Course Name: FOOD &BEVERAGE SERVICE-II

Objectives: To give Students proper knowledge in depth on Wine

Pedagogy:: Lectures, Assignments, discussions, case studies.

Course outcome

CO1. They will be able to define what does wine mean and types of grapes and production.

CO2. New and Old world wine

CO3. It helps them to know about wine law and label reading

CO4. It makes them to be knowable abut wine regions

CO5. They Can define what is sparkling wine and its method

Course Name: HYGIENE &FOOD SAFTEY

Objectives: Basic sanitation principles, ways to apply the principles in practical situations, and methods for training and motivating food service personnel to follow good sanitation practices

Pedagogy: Lectures, Assignments, discussions, case studies

Course outcome

CO1.Explain various types of food contamination and factors that contribute to food borne illness

CO2. Identify the characteristics of potentially hazardous foods

CO3. Describe the dangers of foodborne illness

CO4. Identify the high risk population

Course Name: TRAVEL &TOURSIM MANAGEMENT

Objectives: An ability to become accredited & licensed tour guides. An ability to think creatively in problem-solving activities that may arise in the workplace. An ability to communicate effectively and provide a high degree of service orientation.

Pedagogy: Lectures, Assignments, discussions, case studies

Course outcome

CO1: Familiarizing student with the fundamental concept, growth and development of tourism.

CO2: To understand the various elements of Tourism.

CO3: To familiarize with travel formalities and documents required for international travel.

CO4: To familiarize with the role and functions of important organizations of tourism
CO5: Understand the importance of tourism legislation and its usage in the current scenario

Course Name: FOOD &BEVERAGE PRODUCTION-II(P)
Objective: To expose students to the practical aspects of the following:
• Asian cookery – Preparation.
• Cuts of Vegetable, fish and meat,
• Use of sauces, condiments and marinades.
• Preparation of Asian style stocks and sauces.
• Preparation of Asian garnishes and presentation.
• Preparation of Asian breads, rice, noodles, soups and snacks.
Pedagogy: Demonstration, Presentation, Briefing, Menu Preparation.
Course Outcome:
CO1. Learn about the different cuisines in Asia.
CO2. Prepare dishes of different cuisines in different Countries of Asia.
CO3. Learn different cooking techniques and methods in cuisines of different countries of Asia.

Course Name: FOOD &BEVERAGE SERVICE-II(P)
Objectives: To give Students practical exposure to basic service skills in a model restaurant
Pedagogy: By Practical Training
C**ourse Outcome:**
CO1. Able to prepare wine and beverage list
CO2. Know the slandered way of juice and soft drink service
CO3. They will prepare still and fortified wine
CO4. It makes them to do a 5 course TDH English and French menu with appropriate wine

III SEMESTER

Course Name: FOOD &BEVERAGE PRODUCTION-III
Objective: To provide an insight into milk and milk products, vegetables and fruits, sugars, Indian sweets, fats and oils and cooking fuels. Special methods of cooking.
Pedagogy: Lectures, assignments, discussions, case studies.
Course Outcome:
CO1. Learn about the use of Milk and milk products.
CO2. Preparation of ice-cream and cheese.
CO3. Different ways and styles to prepare Indian sweets.
CO4. Learn about the manufacturing process of sugar and its uses in the catering industry.
CO5. Learn about use of different cooking fuels.
CO6. Learn use and implementation of special methods of cooking.

Course Name: FOOD &BEVERAGE SERVICE-III(T)

Objectives: To give Students proper knowledge in depth on beer, spirits, liqueurs, cocktails, and bar operation

Pedagogy: Lectures, Assignments, discussions, case studies.

Course Outcome:

CO1. It makes them to define the basic 6 spirits and its manufacturing process with international brands

CO2. It helps to know how beer is produced and its types and brands

CO3. It makes them to understand the liqueur and its production and uses with service standards

CO4. They can understand the history, types mixing methods classic styles of cocktail

CO5. They study more about bar duties, equipment, parts and staff in bar

Course Name: FRONT OFFICE-II(T)

Objectives: To make the students understand, organize and perform front office functions that are critical to the success of the hotel. Build and develop a strong front office team, through ongoing training and performance. To communicate to people in a professional manner.

Pedagogy: Discussions, Assignments, Lectures and case studies, it includes teaching the students with hands on experience through practical sessions.

Course Outcomes:

CO1. The purpose of this Course is to develop a customer focused training guidelines concepts and best training practices that can be applied to the hotel workplace.

CO2. This Course or course enables the students to execute service-marketing principles during customer interactions, then lead to satisfied guests

CO3. Eventually this Course gives an overall idea as to how the front office works and functions in the hospitality industry

CO4. The Course focuses on topics like check –in, front office accounting, rooming procedure, check- out and settlement process

CO5. To impart to the students latest and relevant knowledge from the field of management theory and practice.

Course Name: HOUSE KEEPING II(T)

Objectives: To make the students understand, organize and perform the duties that are critical to the success of the hotel. Build and develop a strong Housekeeping team, through ongoing training and performance.

To communicate to people in a professional manner. It gives an understanding of the various cleaning procedures for each task in the hotel housekeeping as well as the practical aspects of the Course.

Pedagogy: Discussions, Assignments, Lectures And case studies,it includes teaching the students with hands on experience through practical sessions

Course Outcomes:

CO1. Describes how an executive housekeeper budgets, controls inventories and expenses.

CO2. Use scheduling skills to manage tasks, resources and contingencies effectively and efficiently.
CO3. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
CO4. It gives a sense of responsibility towards the individual on how to manage time and finish work effectively and skilfully.
CO5. Makes the individual stable at every step of the programs to achieve a better
CO6. Identify the role of housekeeping in a hospitality operation.

Course Name: FOOD &BEVERAGE PRODUCTION PRACTICAL
Objective: To expose students to the practical aspects of the following:
• Preparation of stocks and its clarification, glazes, reduction, sauces (hot and cold).
• Classical cuts of vegetables and potatoes – 10 potato and 5 vegetable preparation.
• Basic baking – short crust pastry (sweet and savory), continental rolls and breads, sponge cake.
Pedagogy: Demonstration, Presentation, Briefing, Menu Preparation.
Course Outcome:
CO1. Learn about the continental cuisine.
CO2. Prepare dishes of different regions involved in continental cuisine.
CO3. Learn different cooking techniques and methods in continental cuisine.

Course Name: FOOD &BEVERAGE SERVICE-III(P)
Objectives: To give Students practical exposure to service skills in a model restaurant.
Pedagogy: By Practical Training
Course Outcome:
CO1. Able to serve different liquors.
CO2. Able to prepare different Mocktails and cocktails.
CO3. Can identify the different equipment used bar.
CO4. Able to serve spirits in slandered way.

Course Name: FRONT OFFICE-II(P)
Objectives: Build and develop a strong front office team, through ongoing training and performance.
To communicate to people in a professional manner. Expose to the elements of operations through practical training in the labs. Handling of mails and messages arrival drills for fits, how to manage bookings for large number of groups and individual travellers and their requests
Pedagogy: Practical's, real time scenarios, pictorial presentation, hands on training case studies and discussions
Course Outcomes:
CO1. The purpose of this Course is to develop a customer focused training guidelines concepts and best training practices that can be applied to the hotel workplace.

CO2. Learn how to be well groomed while giving professional services to the guests.
CO3. To handle situations of various types and different guests and calm the situation and make the best of it.
CO4. Handling guest requests, messages and mails and case studies depending on the situation.

Course Name: HOUSE KEEPING-III(P)

Objectives:

• To make the students understand, organize and perform the duties that are critical to the success of the hotel. Build and develop a strong Housekeeping team, through ongoing training and performance.

To communicate to people in a professional manner.

• It gives an understanding of the various cleaning procedures for each task in the hotel housekeeping as well as the practical aspects of the Course.

• It mainly stresses on aspects like cleaning of public areas, fibres and fabrics,uniforms and linen and their use and maintenance

Pedagogy: Discussions, Assignments, Lectures and case studies, it includes teaching the students with hands on experience through practical sessions

Course Outcomes:

CO1. Identify the role of housekeeping in a hospitality operation. Describe the typical cleaning responsibilities of the department and the tasks associated with them.
CO2. Explain how to follow environmentally sound procedures for sustainable housekeeping and best practices.
CO3. Describes how an executive housekeeper budgets, controls inventories and expenses.
CO4. Use scheduling skills to manage tasks, resources and contingencies effectively and efficiently.

Course Name: FUNDAMENTALS OF COMPUTERS

Pedagogy: Demonstration, Presentation, Briefing, Menu Preparation.

Course Objective:

The objectives

1. This course introduces the concepts of computer basics & programming with particular attention to Engineering examples.
2. The C programming language is used but the course will stress on fundamental parts of programming language, so that the students will have a basic concept for understanding and using other programming language.

Course Outcome:

On completion of the course students will be able to

CO1.Understanding the concept of input and output devices of Computers and how it works and recognize the basic terminology used in computer programming

C02.Write, compile and debug programs in C language and use different data types for writing the programs.
CO3.Design programs connecting decision structures, loops and functions.
CO4. Explain the difference between call by value and call by address.
CO5. Understand the dynamic behaviour of memory by the use of pointers.
CO6.Use different data structures and create / manipulate basic data files and developing applications for real world problems.

IV SEMESTER

Course Name: FOOD AND BEVERAGE PRODUCTION-IV(T)

Course Objective- The objective of this course is to improve knowledge of students in garnishes, accompaniments, International cuisines, uses of wine in cookery.
Pedagogy: lectures, assignments, discussions, case studies

Course Outcome

CO1. Get an insight of quite a vast description on the culture, eating habits, preparation of popular dishes from the cuisines around the world
CO2 Understand the meaning of appetizers and garnishes
CO3 Able to use wine in cookery.

Course Name: FOOD AND BEVERAGE SERVICE-IV(T)

Course Objectives/Course Description

- To Educate students about the exciting world of wines
- To recognize various new and old world wines
- Food and wine pairing technique

Pedagogy: lectures, assignments, discussions, case studies

Course Outcome-

CO1.Know old world wines and important countries
CO2 Types of Wines and service
CO3 Professional Wine Service, preparation of wine list and proper handling of wine
CO4 Suggestive selling of wine and Food and wine harmony.

Course Name: FOOD AND PRODUCTION PRACTICAL-IV(P)

Course Objective---The objective of this course to teach students how to prepare three course menu, misc-en-place and garnishing of dishes. Also the students learn about making of appetizers.
Pedagogy: Practical's, real time scenarios, pictorial presentation, hands on `training case studies and discussions.

Course Outcome

CO1. Get an insight of quite a vast preparation of popular dishes from the cuisines around the world

CO2 Able to make appetizers and garnishes

CO3 Able to make international Breads

Course Name: FOOD &BEVERAGE SERVICE –III (P)

Course Objective

- This course provides students with practical skills and knowledge for effective management of beverage service operations.
- The sessions are designed to provide hands on experience on the various aspects of bar operations and management.
- The core objective of the course is to instill a culture of responsible attitude towards alcoholic beverages and the practice of responsible service.

Pedagogy: By Practical Training

At the end of the sessions the participants will be able to:-

CO1. Display responsible service and legal responsibilities of an F&B Service professional.

CO2. Identify the various licenses and approvals required to run a beverage establishment.

CO3. Create a bar operations plan and bar check list.

CO4. Demonstrate skills to handle various issues and situations associated with running an establish BHM serving alcoholic beverages.

CO5. Apply the skills and knowledge of mixology.

Course Name: FRONT OFFICE-III (T)

Objectives:

- Build and develop a strong Housekeeping team, through ongoing training and performance and to communicate to people in a professional manner.
- Expose to the elements of operations through practical training in the labs.
- To identify and usage of cleaning equipment's, cleaning various surfaces and the chemicals to use with accordance to the safety measures.
- To have a practical knowledge of the equipment's and various cleaning agents used in the housekeeping operations

Pedagogy: Practical's, real time scenarios, pictorial presentation, hands on `training case studies and discussions.

Course Outcomes:

CO1. The sequence of cleaning, cleaning the bedrooms, inspection, deep cleaning, turndown service and special requests.

CO2. Looks at types of hotels and the relationship between hotel divisions and departments, the relationship between housekeeping and the front office as well the importance of housekeeping and maintenance.

CO3. Students will know different types of equipment's and how to use them

CO4. They will learn how to clean various surfaces and safety concerned while using them

Course Name: FRONT OFFICE-III (T)

Course Objective

•To enable the students to learn the front office cashiering function.

•To demonstrate the importance of effective managements of hotel assets

•To explain the Check-out Procedures and guest handling operations

pedagogy: By Practical Training

Course Outcome--

After successfully completing this course, students will be able to:

CO1.Enhance managerial decision making skills

CO2.To learn to handle conflicting situations that may arise during guest Interactions

CO3. Impart the knowledge of revenue calculations and other techniques to improve the overall profitability of the hotel.

CO4.Evaluate hotel performance and analyse strategies for revenue generations

Course Name: HOUSE KEEPING –III (T)

Objectives:

1. To understand the planning of facilities and space management.
2. To Practice listening to comments and complaints using positive and negative language and responding appropriately.
3. To detail out the procedures for different departmental processes

Pedagogy: Lectures, Assignments, discussions, case studies.

Course Outcome- The student will able to

CO1. Understand laundry operations

CO2. Know about sewing and linen room operations.

CO3. Explain procedure followed in Housekeeping Department

Course Name: HOUSE KEEPING –III (P)

Course Objective-

- This course aims to establish the importance of Accommodation operations withinthe hospitality Industry.
- It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

Pedagogy: By Practical Training

Course Name: LIFE SKILL AND PERSONALITY DEVELOPMENT

The objectives of the course are:

- To enhance one's ability to be fully self-aware by helping oneself to overcome all fears and insecurities and to grow fully from inside out and outside in.
- To increase one's knowledge and awareness of emotional competency and emotional intelligence at place of study/work.
- To provide opportunity for realising one's potential through practical experience.
- To develop interpersonal skills and adopt good leadership behaviour for empowerment of self and others.
- To set appropriate goals, manage stress and time effectively.
- To manage competency- mix at all levels for achieving excellence with ethics.

Pedagogy: lectures, assignments, discussions, case studies

Learning Outcomes

At the end of the programme learners will be able to:
CO1.Gain Self Competency and Confidence
CO2.Practice Emotional Competency
CO3.Gain Intellectual Competency
CO4.Gain an edge through Professional Competency
C05. Aim for high sense of Social Competency

V SEMESTER

Course Name: INDUSTRIAL EXSPOURE TRAINING

120 days of Industrial Training is imparted with the following objective in mind-
Course Name: Project Work (Industrial Training)
Objective: To train the students in the workings of the hotel industry
Pedagogy: On the Job Training
Course outcomes:
CO1. Trained with the workings of the departments of the hotel.
CO2. Understand responsibilities and work ethics.
CO3. Time management.

VI SEMESTER

FOOD AND BEVERAGE SERVICE MANAGEMENT (T)

Course Objectives/Course Description

- This chapter deals with food and beverage management within a hotel, pricing, inventory management, service for hotel and private clubs.
- Marketing in terms of providing guest pleasing service and the elements and importance of feasibility studies, a marketing research, and the marketing plan.

- Standard food and beverage costs and the main subjective and objective pricing methods. Finally to summarize the benefits of standard recipes, and explain the procedures involved in using standard recipes

Pedagogy: lectures, assignments, discussions, case studies

Learning Outcome

C01.To learn the roles purchasing, receiving, storing, and issuing play in food and beverage service and describe the role of technology in these processes.

C02.To learn the types of financial management software that is available to food service managers.

C03.To gain an insight into service quality and quality management issues.

C04.To identify the legal frame work in which the foodservice industry operates.

Course Name: FOOD &BEVERAGE SERVICE MANAGEMENT(P)

Objectives: To give Students practical exposure to service skills in a model restaurant.

Pedagogy: By Practical Training

Course Outcome:

CO1. Able to serve different liquors.

CO2. Able to prepare different Mocktails and cocktails.

CO3. Can identify the different equipment used bar.

CO4. Able to serve spirits in slandered way.

Course Name: HOTEL FINACIAL ACCOUNTING

Objective: To explore the students to understand the basic concept of accounting and to apply the principles of accounting in hotels

Pedagogy: lectures, assignments, discussions, case studies

Course Outcome:

CO1. It will help the students to know what accountancy in hospitality sector

CO2. Students will understand how to keep in track of various transactions of the business pertaining to finance

CO3. It has helped the students to understand the various books maintained by the accounts section.

CO4. Hospitality accounting will give the knowledge to students, how advanced it is from other aspects and departments of the hotel

CO5. It will provide clear picture to students regarding the annual financial statement.

COMPUTER IN SYSTEM IN HOSPITALITY SERVICES-I(T)

Course Objectives

- Provides an overview of fundamentals MIS concepts using an integrated framework for describing and analyzing information systems.

- Shows information systems composed of management, organization and technology elements and is reinforced in student projects and case studies. Also apply to understand the various computer applications used in Hotels.
- It helps them with hands on knowledge to operate various Property Management System Units.

Pedagogy: lectures, assignments, discussions, case studies

Learning Outcome

C01.To Characterize the impact of information systems on internal and external communication.
C02.To understands hospitality Point of Sale Systems.
C03.To understands the various reports and formats used.

Course Name: COMPUTER IN HOSPITALITY SERVICES (P)

Objective: To educate students on with the bases of computer application and its use in hotel industry

Course outcomes:

CO1. It will give knowledge regarding evolution of computers
CO2. It will educate on essentials of computer system
CO3. Accurate information is given regarding the hardware and software
CO4. The importance of computers in hospitals is being taught

MANAGEMENT PRINCIPLES & PRACTICES

Course Objectives

- Examination of management theory and provide opportunities for application of these ideas in real world situations.
- This examination focuses on the managerial functions of Assessing, Planning, Organizing, and Controlling.
- Both traditional and cutting-edge approaches are introduced and applied.
- Specific attention is paid throughout the course to the ethical implications of managerial action and inaction.

Learning Outcomes

C01.Evaluate the global context for taking managerial actions of planning, organizing and controlling.
C02.Assess global situation, including opportunities and threats that will impact management of an organization.
C03. Integrate management principles into management practices.
C04.Assess managerial practices and choices relative to ethical principles and standards.
C05.Specify how the managerial tasks of planning, organizing, and controlling can be executed in a variety of circumstances.
C06. Determine the most effective action to take in specific situations.
C07. Evaluate approaches to addressing issues of diversity.

MARKETING OF HOSPITALITY SERVICES

Objectives

- The core emphasis of this course is to develop strategic thinking to solve complex Hospitality Marketing problems and exploit opportunities.
- Forecast and evaluate the effects of Hospitality Marketing on business decisions, assess the benefits and problems of integrating corporate and functional Marketing strategies, and to formulate approaches for managing Hospitality Marketing.

Pedagogy: lectures, assignments, discussions, case studies

Course Outcomes: On completion of the course the participants shall be able to:

CO1: Develop an understanding of the Hospitality Marketing process.

CO2: Prepare Hospitality Marketing strategy for an organization.

CO3: Evaluate various strategic Hospitality Marketing options & Design a strategy and plan for an organization.

CO4: Execute the Hospitality Marketing strategies.

CO 5: Apply Hospitality Market evaluation & control process.

CO 6: Analyse trends in Hospitality Marketing and formulate suitable strategies

Course Name: HUMAN RESOURCE DEVELOPMENT

Objective: To provide the students with a comprehensive overview and the functions of human resource department

Pedagogy: lectures, assignments, discussions, case studies

Course Outcome:

CO1. It will help the students to know what personal management is

CO2. Students have understood what record's are been maintained by the personal department

CO3. It has helped the students to understand the various activities of human resource department

CO4. HRM will provide the knowledge to students regarding the process of selection, recruitment,fringe benefits, employee safety

CO5. It gives clear picture to students regarding performance appraisal and problems in industry which are arising due the attrition

VII TH SEMESTER

Course Name: FOOD & BEVERAGE PRODUCTION MANAGEMENT(T)

Objectives:

- This course offers extensive knowledge and understanding of global cuisine and its component cooking techniques, readily identifiable products as well as an understanding of influences shaping the various cuisines.
- Students are expected to have background knowledge as gleaned from previous semesters for better understanding of the content.

Pedagogy: lectures, assignments, discussions, case studies

Course Objectives: At the end of the course, students will be able to

CO1.Recognize different international styles of cuisine and identify influences of cultures on regions Special features with respect to ingredients, methods, presentation styles in the following countries, Asian, European (continental), North & South American & Mexican.

CO2.Understand the process and work flow of the Garde Manger and Larder and demonstrate the products of Cold Kitchen.

CO3.Understand the various products of bakery and confectionery as an integral part of Global cuisine.

CO4.Demonstrate a working knowledge of patisserie products and illustrate the knowledge through facile production of patisserie items.

Course Name: FOOD &BEVERAGE PRODUCTION MANAGEMENT(P)

Objective:

To expose students to the practical aspects of the following:

• Preparation of the Gard manger department.

• Preparation of stuffed breads.

• Preparation of deserts and pastries.

• Preparation of cakes and specialty cakes.

Pedagogy: Demonstration, Presentation, Briefing, Menu Preparation.

Course Outcome:

CO1. Plan and prepare full menu by themselves.

CO2. Prepare dishes by managing time and ingredients tactfully.

CO3. Present prepared food in innovative way sand styles.

CO4. Prepare dishes from the Gard manger department

Course Name: ACCOMODATION MANAGEMENT

Objectives

This curriculum is based on to familiarize the students with the essential concepts of housekeeping like First aid, safety and security along with allied department functions.

- Pedagogy: lectures, assignments, discussions, case studies

Course Outcomes: At the end of the course, students will be able to

CO1.Identify various emergency situations and ways to face and tackle them.

CO2.Identify various safety and security practices followed in hotel.

CO3.Know various functions of Horticulture department.

CO4. Recognize various types of fabrics and fibres used in hotel.

Course Name: COMPUTER IN HOSPITALITY SERVICES (T)

Objective: To educate students on with the bases of computer application and its use in hotel industry

Pedagogy: lectures, assignments, discussions, case studies.

Course outcomes:

CO1. It will give knowledge regarding evolution of computers
CO2. It will educate on essentials of computer system
CO3. Accurate information is given regarding the hardware and software
CO4. Programming language has been taught
CO5. The importance of computers in hospitals is being taugh

Course Name: COMPUTER IN HOSPITALITY SERVICES(P)

Objective: To educate students on the bases of computer application and its uses practically

Pedagogy: lectures, assignments, discussions, case studies

Course outcomes:

CO1. Describe the basic functions common to property management systems
CO2. Identify, describe and differentiate between both front house and backhouse property
CO3. Management system modules.
CO4. Identify standalone technology systems that may interface with RMS.

HOSPITALITY LAW

Objectives

- A study of the legal principles governing hospitality operations including common law; contracts; laws of tort and negligence;hotel-guest relationship; laws regarding food, food service, and alcoholic beverages; and employment laws.
- This course also covers legal issues in travel and tourism, including those associated with transportation, travel agents, tour operators, and gaming

Pedagogy: lectures, assignments, discussions, case studies

Course outcomes

C01.Introduce students to the study of hospitality law and its impact on the hospitality industry
C02.Understand how Federal, State, and Local government agencies impact the hospitality industry
C03.Understand the general requirements related to business contracts and explore contracts specifically related to the hospitality industry.
C04.Understand the duties and responsibilities as a Hospitality operator
Understand the legal aspects of selecting and managing employees.

ENTREPRENURSHIP DEVELOPMENT

Objective

1. The purpose of the course is that the students acquire necessary knowledge and skills

2. Required for organizing and carrying out entrepreneurial activities, to develop the ability of analysing and understanding business situations in which entrepreneurs act and tomaster the knowledge necessary to plan entrepreneurial activities.

3. The objective of the course is, further on, that the students develop the ability of analysing various aspects of entrepreneurship – especially of taking over the risk, and the specificities as well as the pattern of entrepreneurship development and, finally, to contribute to their entrepreneurial and managerial potentials

Pedagogy: lectures, assignments, discussions, case studies

Learning outcomes,After studying this course, you should be able to:

C01.Understand the nature of entrepreneurship

C02.Understand the function of the entrepreneur in the successful, commercial application of innovations

C03.Confirm an entrepreneurial business idea identify personal attributes that enable best use of entrepreneurial opportunities explore entrepreneurial leadership and management style.

VIII TH SEMESTER

Course Name: ALLIED HOSPITALITY MANAGEMENT

Course Objectives/Course Description

- To enable the students to have an in-depth understanding on event management in hotel industry
- To enable the students to plan for any event according to the requirement

Pedagogy: lectures, assignments, discussions, case studies

Learning Outcome

C01.Students will be able to have an in-depth understanding on event management in hotel industry

C02.Students will be able to plan for any event according to the requirements

Course Name: FINANCIAL MANAGEMENT IN HOTELS

Objectives:

To understand theories of value, risk and return, capital investment decisions, financing decisions, dividend policy, capital structure, and options. Also, to study leasing, corporate takeovers, and managerial compensation.

Student Learning Outcomes

At the end of this course students should be able to:

C01.Create and interpret financial statements.

C02.Create and interpret cash flow statements.

C03.Determine discount/hurdle rates.

C04. Evaluate investments in working capital and long-term assets.

C04Demonstrate proficiency in valuation techniques, both DCF (discounted cash flow) and non-DCF.

C05. Apply the contingent claims approach

MFFV PROJECT

Course Objectives:

The basic objectives of this course are to provide you with a broad introduction to marketing concepts, help you understand the factors that influence marketing decisions, and focus attention on the vital role of marketing in today's global economy.

Pedagogy: lectures, assignments, discussions, case studies

The specific objectives for student learning under this broad goal are:

C01.To understand how organizations identify customers and their wants/needs.

C02. To comprehend marketing decisions, based upon the combination of product, price, promotion, and distribution elements. In this course, you will study consumer and industrial markets and understand the value of the marketing mix in the marketing planning process.

C03. To understand marketing is carried out by an organization to meet the requirements of domestic and international buyers, both households and businesses, within the bounds of ethics and the legal environment.

CO4. To apply key frameworks and methods, and develop analytical skills to solve marketing problems.

C05.To provide you with a firm foundation in marketing theory and marketing lexicon.

C06. Another course objective is to relate the impact of marketing and its integration with your own major or field of interest.

Course Name: PROFESSIONAL ELECTIVE-I

Objective: To expose students to the practical aspects of the following:

• Preparation of the Garde manger department.
• Preparation of stuffed breads.
• Preparation of deserts and pastries.
• Preparation of cakes and specialty cakes.

Pedagogy: Demonstration, Presentation, Briefing, Menu Preparation.

Course Outcome:

CO1. Plan and prepare full menu by themselves.
CO2. Prepare dishes by managing time and ingredients tactfully.
CO3. Present prepared food in innovative way sand styles.
CO4. Prepare dishes from the Gard manger department

Course Name: PROFESSIONAL ELECTIVE-II

Course Objective.

This course covers various information on different management system in the hotel front office; examines inter departmental communication, computer applications, managerial reports, a review of future trends and decision making skills using front office information SYSTEM

Pedagogy: By practical training

Learning Outcome

C01. To enhance managerial decision making skills of a student

C02.To constructs an efficient reservation system that records crucial information which avoids problems in processing various types of reservations?

C03.To construct a registration system that helps ensure a hotel's profitability while meeting the needs of guests by using effective guestroom sales techniques and efficient credit establishment.

C04.To develop an efficient communication system to operate within the front office and between the front office and departments such as housekeeping and maintenance.

C05. To develop procedures regarding hotel safety and security, with particular emphasis on key control and emergencies.

C06.To evaluates hotel performance and analyze strategies for revenue generations.