

Criteria – 2.6.1

2.6.1 Program Outcome & Course Outcome

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Program Outcome
Course Outcome

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1. Apply the concepts and skills necessary to achieve guest satisfaction in hospitality industry
2. Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and hospitality industry.
3. Demonstrate leadership and teamwork to achieve common goals in hospitality
4. Conduct him/ herself in a professional and ethical manner, and practice industry-defined work ethics.
5. Communicate effectively and confidently in the classroom, community and hospitality industry.
6. Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees in hospitality industry.
7. Lead with the knowledge that the foundation of hospitality is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the hospitality industry.
9. Demonstrate ability to perform basic and supervisory level job functions in career in hotel, restaurant and other hospitality sectors like Airline, Cruises, Travel Agencies etc.

Course Outcome

SEMESTER I

COURSE CODE :USHO 101

COURSE NAME: Food Production & Patisserie- I

To inculcate a right attitude and the required basic knowledge and technical skills in the art of culinary and the food production department.

- To introduce the various equipment's and utensils used in the kitchen.

COURSE CODE :USHO 102

COURSE NAME Food & Beverage Service – I

Identify the role of the Food and Beverage Service department and explain its organization structure and importance.

- Explain how "moments of truth" affect guests, staff members, and managers, and describe the value of guests and staff members to a food service operation.
- Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
 - Identify the operational and Auxiliary areas as well as equipments used in the Food and Beverage department.
- Understand the various service methods and procedures followed in the department.

COURSE CODE :USHO 103

COURSE NAME Front Office- I

Introduce the students to the Hotel & Tourism Industry

- Understand the appropriate organization structures and duties in the Front Office and related departments. • Develop, prepare guest relations and evaluate practical aspect with guests.
- Understand the role of public relations with hotel industry.
- Develop skills required as an efficient and effective receptionist in any hotel (large or Small) and to handle situations and types of guest in the job.
- Understanding the functioning of the Telecommunication department.

COURSE CODE :USHO 104

COURSE NAME House Keeping-I

The student will be able to identify the role of the housekeeping department and explain its organization structure and importance.

- The student will be able to list the basic cleaning equipments, cleaning agents and explain their use.
 - Will be able to perform basic cleaning procedures of various surfaces.



COURSE CODE :USHO 105

COURSE NAME Rooms Division Management (Practical's) -I

Grooming Standards- For Boys and Girls

- Social Etiquettes- Soft Skills

Transferring calls

- Call on hold Procedure

- Voice modulation

- introduction to all cleaning equipments, agents and surfaces & Orientation of the different areas
- Dusting (high & low)
- Floor cleaning- Sweeping & mopping – Dry and Wet Mopping
- Floor cleaning – Scrubbing – Manual and with Machines
- Cleaning and Polishing of Brass (Functional & Decorative)
- Cleaning and polishing of Silver (Functional & Decorative)
- Cleaning and polishing of steel/chrome
- Cleaning of Glass
- Cleaning of Tiles – Demo & Practical
- Cleaning and polishing of Wood Surfaces
- Cleaning and polishing of Laminated Wood
- Cleaning and polishing of Marble/ Granite

COURSE CODE :USHO 106

COURSE NAME Communication Skill- I

COURSE CODE :USHO 107

COURSE NAME Information Technology

COURSE CODE :USHO 108

COURSE NAME Food Safety & Nutrition

SEMESTER II

COURSE CODE :USHO 201

COURSE NAME Food Production & Patisserie II

To develop a keen interest in food production and to enable students to experiment, innovate and progressively produce a variety of preparation / dishes.

- To gain confidence to adapt to the technical skills and the art of preparing different menus, Indian as well as Continental.
- By the end of the second semester students should be confident enough in their skills which would boost their morale to take up the challenge of bulk cookery in the third and fourth semester.

COURSE CODE :USHO 202

COURSE NAME Food & Beverage Service II

The different types of Menus and principles of menu planning.

- Sequence and course in the French classical menu also identify general accompaniments.
- Types, storage and service of Tobacco and Non alcoholic beverages.
- Simple control system followed in a restaurant.

COURSE CODE :USHO 203

COURSE NAME Front Office II

The student should be able to understand the concept and functioning of room reservations, Reception and Guest services.

COURSE CODE :USHO 204

COURSE NAME: COURSE Housekeeping II

The student will be able to list and explain the various operational areas, procedures and formats of the housekeeping department.

- The student will be able to enlist and implement Standard Operating Procedures (SOP's) for routine cleaning procedures of various guest areas.

CODE :USHO 205

COURSE NAME COURSE Rooms Division Management (Practical's) -II

- Bed making by the Traditional method, making bed with a duvet, summer bed, turn down service, foot fold etc
- Guest room Cleaning
- Bath Room Cleaning
- .Carpet Cleaning – Spot cleaning and Vacuuming
- Telephone Cleaning



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- Leather and Rexene cleaning
- Painted surface cleaning – spot cleaning
- Taking down a room reservation
- Check in procedure
- Check out procedure
- Escorting a guest

CODE :USHO 206

COURSE NAME Communication Skill II (English & French)

CONCEPT OF COMMUNICATION

ORGANIZATIONAL COMMUNICATION

ORGANIZATIONAL COMMUNICATION

REPORT WRITING

PRESENTATION Making effective presentation /Speaker's appearance and personality

INTERVIEWS Purpose / Types

French Basic Conversation and Translation of Passages from French to English

COURSE CODE :USHO 207

COURSE NAME Principles of Hotel

Introduction to Accounting & Double Entry Book-Keeping

Write Journal

Maintain Ledger

Prepare CASH BOOK

Prepare Subsidiary Books

Elements of cost & concept of Profit

Bank Reconciliation Statement

Trial Balance

Capital & Revenue Expenditure & Deferred Revenue Expenditure

Final Accounts of sole – Trader (with Adjustments)

Break Even Analysis

COURSE CODE :USHO 208

COURSE NAME Accountancy Principles of Management

Programme activities and lecture to learn about emerging Indian Corporate World and Global Phenomenon with stress upon hospitality industry.

- To train the student as future managers and make them understand the working of an organisation.
- Teaching through PowerPoint presentations, case studies, activities, brain storming sessions, SWOT/PEST analysis etc.



- Trying to bridge the gap between management studies and real corporate world through real time stories from newspapers, journals and business magazines, books.
- Encouraging students to read more so as to refine their analytical power and sharpen business sense and become more aware of the business environment.
- Opportunity to participate in business discussions, article/book reviews and presentations

SEMESTER III

COURSE CODE :USHO 301

COURSE NAME Food Production & Patisserie III

To get trained on various aspects of regional Indian cuisine – Quantity Food Production

COURSE CODE :USHO 302

COURSE NAME Food & Beverage Service III

Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.

- Understanding the production process of Beer, Wine and Spirits.
- Making of cocktails with use of ingredients such as liqueurs and bitters.

COURSE CODE :USHO 303

COURSE NAME Front Office III

The student is expected to possess knowledge and skills with respect to handling Group Reservations, Assigning Rooms, Check-in, Cashiering and Security Systems.

COURSE CODE :USHO 304

COURSE NAME Housekeeping III

The student will be able to explain various operational procedures and formats pertaining to linen, uniforms, and laundry.

- The student will be able to create formats and design layouts of linen room, uniform room and laundry.
- The student will be able to create Flower Arrangements for various occasions and locations.
- The student will be able to plan and implement décor for special occasions.

COURSE CODE :USHO 305

COURSE NAME Rooms Division Management (Practical's) -III

Work on software

Able to remove stain from fabric

Do basic flower arrangement

Able to do Basic stitching

Able to design uniform

COURSE CODE :USHO 306

COURSE NAME Hotel Accountancy Control & Cost

COURSE CODE :USHO 307



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COURSE NAME: COURSE Hospitality Law & Human Resource Management

Know SOURCES OF LAW

Know LAW OF CONTRACT

Know LAW OF AGENCY

Know LAW OF BAILMENT

Know CONSUMER PROTECTION ACT

Know PREVENTION OF FOOD ADULTERATION ACT

Know INDUSTRIAL EMPLOYMENT (STANDING ORDERS) ACT

Know FACTORIES ACT

Know BOMBAY SHOPS AND ESTABLISHMENTS ACT

Know Job Analysis and Job Design

Know Challenges of Human Resource Management

CODE :USHO 308

COURSE NAME COURSE Management Information System in Hospitality Industry

To equip the student with the required knowledge to understand the theory and practical aspects of the functioning of the systems department of a hotel with focus on skills development in handling Property Management Systems software.

SEMESTER IV

CODE :USHO 401

COURSE NAME Industrial training

The Industrial training semester will be a minimum of 20 weeks. This is required as students need minimum 4 weeks exposure to each of the core departments.(Kitchen, Food & Beverage Service, Front Office & Housekeeping.

SEMESTER V

COURSE CODE :USHO 501

COURSE NAME Food Production & Patisserie

To educate students on basic to advance culinary skills.

- To give an overview of culinary specialties across the globe.
- To educate students on latest food trends.
- To highlight the importance of food safety.
- To train students for better employment prospects.

COURSE CODE :USHO 502

COURSE NAME Food & Beverage Service

Identify Food & Beverage setup and planning of various outlets in the department.

- Describe casual, theme restaurants etc. and how they are operated.
- How food service managers develop and manage labor & revenue control system.
- Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events.
- Explain the operations of various catering establishments such as Railway, Airline & Marine caterings.

COURSE CODE :USHO 503

COURSE NAME Front Office

To understand the formulas that are applied in the front office for forecasting and evaluating

- Decision making through statistical data in Front office operations
- Understand the rules & acceptance of foreign exchange.

COURSE CODE :USHO 504

COURSE NAME Housekeeping

Explain and apply the guidelines for hiring various housekeeping contract services.

- Manage the man power planning in the housekeeping department in different category of hotels.
- Apply the elements and concept of interior decorations & elevations.

COURSE CODE :USHO 505

COURSE NAME Rooms Division Management (Practical's)

To enhance the capabilities of student in understanding the contemporary hospitality and general issues through discussion and managing situations.

- To understand the importance of manpower planning in accommodation operation.
- To practically learn and demonstrate housekeeping operation and get an insight into the concept of colour wheel and elements & principles of design.

COURSE CODE :USHO 506

COURSE NAME Corporate English

To enable the student to enhance their communication skills (verbal & written)

- To adapt to the challenges in the global scenario.
- To practice the dynamics of business etiquettes.

COURSE CODE :USHO 507

COURSE NAME Environmental & Sustainable Tourism

The student will be able to understand and explain the importance of Environmental and Sustainable Tourism.

- The student will be able to identify and explain Environmental changes due to Tourism.
- The student will comprehend Sustainability of Tourism for future generations.
- The student will be able to understand about the World's fastest growing Travel & Tourism industry.

SEMESTER VI

COURSE CODE :USHO 601

COURSE NAME Organizational Behavior

- The objective of Organizational Behaviour is to provide students with the opportunity to diagnose Individual and Group Behaviour
- The study of Structure, Motivation & Change helps to develop skills in improving individual and group performance in entrepreneurial and established ventures
- To develop the overall personality and sustain in the dynamic environment.

COURSE CODE :USHO 602

COURSE NAME: Strategic Management

The students will identify the operating strategy of the organization

- Develop skills in decision making
- Students will be able to strategize and participate in policy making

COURSE CODE :USHO 603

COURSE NAME Event Planning, Marketing & Management

Apply Management Theories & Principles for Event management.

- Develop an ability to plan for conventions, seminars & events.
- Prepare financial reports and establish source of funding for a new operation.
- Plan events creatively and think strategically.
- Understand the financial, marketing, operational and strategic issues in setting up an event.
- Integrate approaches of time, money (capital), people and other resources.
- Understand the concept of Event Management.

COURSE CODE :USHO 604 A

COURSE NAME Advanced Food Production

- The objective is to get students to attain expertise in their culinary skills.
- To familiarize students on various aspects of kitchen management.
- To encourage and develop students to become independent entrepreneurs.

COURSE CODE :USHO 604 B

COURSE NAME Advanced Food & Beverage Operations Management

Identify factors to create impulse buying; prepare, fillet, carve, flambé & finish food items from a Gueridon trolley.

- Plan & operate a Bar operation, Manage inventory and maintain records pertaining to beverage control.
- Understand and apply cost dynamics as related to the Food & Beverage industry.
- Demonstrate a detailed understanding of the various facets of the Food & Beverage cycle of control in the operational & post operational phase.

COURSE CODE :USHO 604 C

COURSE NAME Advanced Housekeeping

To plan and evaluate budgets.

- Create and evaluate the aspects of Interior Design in a Guest Room Layout.
- Plan and draw the layout of Guest Rooms to scale.
- Set up the housekeeping department of a new property and create a timeline for the countdown to the opening.
- Identify safety hazards and implement preventive and remedial measures.

COURSE CODE :USHO 604 D

COURSE NAME Advanced Front Office

Yield management and its application in the Hotel Industry.

- Measurement of Yield for Management Decision Making.
- Passport & Visa regulations.

COURSE CODE :USHO 604 E

COURSE NAME Advanced Bakery & Confectionery

To familiarize students on various aspects of bakery and confectionery management.

- To develop skilled professionals in bakery and confectionery for the hospitality industry.
- To develop students to become independent entrepreneurs.

COURSE CODE :USHO 605 A

COURSE NAME Revenue Management

To sensitize hospitality students on the concept of Hospitality Revenue Management.

- Strategically think to increase occupancy levels, maximize yield and revenues in the Service Industry.

COURSE CODE :USHO 605 B

COURSE NAME Foreign Language (French)

The objective of this course is to enable the students to read, write, comprehend and converse in basic French.

- To develop communication skills in various departments of Hospitality Industry.
- To enhance the French Vocabulary of the students in various domains such as culinary, front office, accommodations as well as food and beverage service.
- To increase the knowledge of the culinary terms and recipes in French

COURSE CODE :USHO 605 C

COURSE NAME Services Marketing

To familiarize students with marketing fundamentals

- To explain the importance of services marketing to a Hospitality Management student & to fit the subject into his or her understanding of Hospitality.

COURSE CODE :USHO 605 D

COURSE NAME Financial Management

This subject will enhance the knowledge of financial management of the hospitality students.

- It will emphasize on the students to enhance the uses of finance in various segments in hospitality industry.
- This subject will help the students in establishing their own business and also will help them in their further studies

COURSE CODE :USHO 605 E

COURSE NAME: COURSE Strategic Human Resource

To make the students aware of human resource functions in coordination with the strategic objectives of the organizations so as to enhance performance & service quality.