

DEPARTMENT OF HOTEL MANAGEMENT

Name of the Programme: B.Sc Hotel Management and Catering Science

Programme Outcome:

Upon completion of the degree requirements, students will be able

1. To interpret the fundamental principles of essential hospitality business functions
2. To demonstrate professional behavior and competencies in customer service
3. To develop a range of leadership skills and abilities such as motivating others, leading changes, and resolving conflict
4. To communicate effectively in oral and written communication
5. To analyze and solve problems, using appropriate tools and technology,
6. To recognize the challenges and opportunities of working effectively with people in a diverse environment.

Course Outcome

Sem	Course	Title of the Course	Course Outcome
I	Core - I	Basic Culinary Arts	<ul style="list-style-type: none">• Ability to use ingredients appropriately in cooking• Ability to carry out preparation of food and handle kitchen equipment• Ability to use appropriate fuel and cook food through various methods• Knowledge to perform duties in well planned kitchen layout• Ability to adopt hygienic practices and safety measures in the kitchen
	Core – II	Indian Cuisine Practical	<ul style="list-style-type: none">• Ability to handle kitchen equipments and use ingredients appropriately• Ability to identify and select the kitchen equipment• Ability to prepare and present 5 course Indian menus• Ability to prepare basic masalas and gravies
	Allied –I	Basic Food & Beverage Service	<ul style="list-style-type: none">• Ability to recognize various types of restaurant and their features• Ability to handle food service equipment professionally• Ability to work in various ancillary sections of food service areas

			<ul style="list-style-type: none"> • Ability to carry out various styles of service in a professional manner • Ability to prepare and serve various non-alcoholic beverages
	Allied –II	Basic Food & Beverage Service Practical	<ul style="list-style-type: none"> • Ability to handle various cutlery, crockery and glassware • Ability to set the cover and carry out service procedure for various courses • Ability to prepare KOT and Bill according to order • Ability to handle various situations in the restaurant
II	Core – III	Basic Front office & Accommodation Operations	<ul style="list-style-type: none"> • Ability to identify types of hotels, rooms, room rates and guests • Ability to perform duties and handle equipment effectively in front office • Ability to handle reservations • Ability to check-in guests and handle overbooking • Ability to check-out guests and be updated in emerging trends
	Core – IV	Basic Front office & Accommodation Operations Practical	<ul style="list-style-type: none"> • Ability to handle cleaning equipment, use cleaning agents and polishes • Ability to clean surfaces and guest rooms • Ability to do bed making and flower arrangement • Ability to provide first aid and handle situations
	Allied – III	Nutrition and Food Science	<ul style="list-style-type: none"> • Ability to identify nutrients and their functions • Ability to select the right kinds and amounts of carbohydrates and proteins for human health • Ability to select the right kinds and amounts of lipids and vitamins • Ability to select the right kinds and amounts of minerals and water intake for good health • Ability to determine individual energy needs and plan balanced meals
	Allied –IV	Hotel Law	<ul style="list-style-type: none"> • Understanding the need, importance and applications of laws in hotel industry • Ability to understand and procure the licenses and permits required for operating a Hotel/Restaurant • Understanding the important provisions

			<p>applicable to hotel business</p> <ul style="list-style-type: none"> Identifying and acquiring knowledge in safety provisions to be implemented in food outlets
III	Core– V	Advanced Culinary Arts	<ul style="list-style-type: none"> To prepare basic stocks and sauces for continental dishes To prepare various types of soup, basic egg recipes and identify types of pasta To identify types, cuts and cooking methods of fish, poultry and game To recognize types, quality points, cuts and cooking methods of various meats To adopt food hygiene practices and follow HACCP principles and food safety regulations
	Core– VI	Continental Cuisine Practical	<ul style="list-style-type: none"> Ability to identify the ingredients used in continental cuisine Ability to understand the techniques applied in continental cuisine Ability to prepare and present 5 course continental menus Ability to prepare basic stocks and sauces
	Allied– V	Advanced Food & Beverage Service	<ul style="list-style-type: none"> Ability to define the food preparation techniques of Gueridon Apply the service methods of Gueridon preparations Execute the service procedures of function catering Ability to plan and design a restaurant Handling sales forecasting and preparing budget Ability to handle different situations arise at F&B service outlets
	Allied–VI	Advanced Food & Beverage Service Practical	<ul style="list-style-type: none"> To perform the advanced techniques applied in Restaurant Operations. Ability to handle guest complaints Develop the telephone manners Handling guests with basic dining and service etiquettes
IV	Core– VII	Advanced Front Office & Accommodation operation	<ul style="list-style-type: none"> Ability to perform duties effectively at bell desk Ability to provide guest services and handle emergency situations Ability to sell hotel facilities Ability to adopt credit control measures

			<ul style="list-style-type: none"> • Ability to communicate effectively with guests
	Core - VIII	Advanced Front office & Accommodation Operations Practical	<ul style="list-style-type: none"> • Ability to undertake tasks in linen/uniform room and laundry • Ability to recognize principles of interior designing and pest control • Ability to handle emergency situations
	Allied– VII	Bakery and Confectionery	<ul style="list-style-type: none"> • Ability to apply basic principles in baking process. • Ability to use raw material appropriately in baking process. • Ability to prepare basic yeast dough. • Ability to prepare yeast products and desserts. • Ability to prepare basic pastes and its products.
	Allied–VIII	Computer Application Practical	<ul style="list-style-type: none"> • Identifying the basic principles and operations of computer • Create, format, save and retrieve the MS-Word documents • Ability to handle and prepare excel spreadsheets • Acquiring practical knowledge in creating slideshows • Familiarizing in usage of internet in hospitality industry
V	Core – X	Hospitality Marketing	<ul style="list-style-type: none"> • Acquiring knowledge on the trends in marketing and its applications in the hotel industry • Define of marketing and Marketing concepts • Identify the trends in hotel marketing • Understand the marketing opportunities and threats of Hospitality industry • Ability to developing new products and services
	Core – XI	Event Management	<ul style="list-style-type: none"> • Understanding the role of event management activities in successful business of hotel • Ability to classify the range of events and their particular characteristics • Acquire knowledge in significance and principles of event planning • Ability to organize different events
	Core - XII	Bakery & Confectionery Practical	<ul style="list-style-type: none"> • Ability to apply basic principles in baking process. • Ability to use raw material appropriately in baking process.

			<ul style="list-style-type: none"> • Ability to prepare basic yeast dough. • Ability to prepare yeast products and desserts. • Ability to prepare basic pastes and its products.
	MBE – I	Travel and Tourism	<ul style="list-style-type: none"> • Comprehend the nature and existence of tourism in India and functions of government and tourism organizations • Ability to analyze the contributions of tourism • Determine the role and functions of tourism agencies • Acquire knowledge in development of air transport • Becoming aware of tourism resources of India
	SBE II	India Tourism Facts for Competitive Examinations	<ul style="list-style-type: none"> • Understanding the important tourism facts of India • Becoming aware of existence and contributions of tourism resources • Acquiring knowledge on various types of tourism activities • Defining tourism and conservation related issues • Identify the present status of cultural resources
	SBE III	Food Preservation	<ul style="list-style-type: none"> • Identifying the impacts of micro organisms on food • Knowledge on preservation of food contamination, intoxication and spoilage • Analyzing the principles of food preservation • Demonstrate the methods of fermentation and pickling • Ability to handle the process of packaging and labeling
VI	Core– XIII	Room Division Management	<ul style="list-style-type: none"> • Acquire knowledge in financial operations of room sales • Ability to establish room rates • Handling Room Revenue analysis • Identifying the elements of yield management • Able to analyse the usage of PMS applications • Expertise in Planning and Budgeting
	Core– XIV	Food and Beverage Control	<ul style="list-style-type: none"> • Understanding the food and beverage cost controls and management • Applying the concepts of inventory control • Ability to prepare sales report and cash handling system • Identifying the components of standard of food

			<p>and food cost</p> <ul style="list-style-type: none"> • Ability to compute daily and monthly food cost
	Core - XV	International Culinary Arts	<ul style="list-style-type: none"> • Ability to identify ingredients, equipment and dishes of Oriental cuisine • Ability to identify ingredients, equipment and dishes of Western cuisine • Ability to identify ingredients, equipment and dishes of European cuisine • Ability to work efficiently in well planned layout and environment • Ability to develop new recipes and identify supervisory functions.
	Core XVI	International Cuisine Practical	<ul style="list-style-type: none"> • Ability to prepare the dishes of Oriental cuisine • Acquiring the knowledge in preparations of Western cuisine dishes • Ability to identify ingredients, equipment and dishes of European cuisine • Ability to work efficiently in well planned layout and environment
	MBE II	Human Resource Management	<ul style="list-style-type: none"> • Familiarizing with management of Human Resource in hotel Industry • Acquiring knowledge in the process of recruitment, training, selection and performance appraisal in an organization • Understanding the various incentive plans to the employees