

BSc HS – HOSPITALITY STUDIES
PROGRAM OUTCOMES, PROGRAM SPECIFIC OUTCOMES AND COURSE OUTCOMES

FIRST YEAR		
Subject	Rationale	Course Outcome
FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES	Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.	After this course the student has basic knowledge of food production unit Knowledge about kitchen layout Knowledge about various ingredients used in kitchen Knowledge and skills about different methods of food preparation & methods of mixing. Use of kitchen various equipments used for different methods of cooking
FUNDAMENTALS OF FOOD&BEVERAGESERVICE METHODOLOGY	the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.	After this course the student has basic knowledge of food Service area Knowledge about Restaurant layout Knowledge about various equipments , (crockery & cutlery)used in restaurant Knowledge and basic skills about different methods of food service
ROOMSDIVISION TECHNIQUES	The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.	After this course the student has basic knowledge of Front Office area and House-Keeping area Knowledge about Front Office and House-keeping set-up Knowledge about various equipments , used at Front Office and House-keeping Knowledge and basic skills rooms reservation, check-in, handling of guests Knowledge and basic skills in cleaning and maintaining of Guest Room.
TOURISM OPERATIONS	This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the	After this course the student has basic knowledge of importance of Tourism Knowledge about

	<p>student to acquire basic skills and knowledge necessary to identify the required standards.</p>	<p>Needs of tourist Knowledge about various means of Transport and places of interest, Travel Agents and Tour Operators Knowledge and basic skills about different visas and passports Impact of Tourism on cultural, environmental, Social, political. Knowledge about itinerary planning.</p>
FOODSCIENCE	<p>This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.</p>	<p>After this course the student has basic knowledge of importance of Food safety, hygiene and sanitation. Knowledge about Food contamination Food and Water borne illnesses Importance of Personal hygiene Knowledge about HACCP</p>
PRINCIPLES OF NUTRITION	<p>The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.</p>	<p>After this course the student has basic knowledge of importance of Nutrition in our daily food intake. Knowledge about the importance of nutrients to human beings. Knowledge of the importance of Protein, Fats, Carbohydrates, Minerals and vitamins. Knowledge of Balance diet while planning the Menu.</p>
COMMUNICATIONSKILLS (English/ French)	<p>To develop the communication skills of the student, so as to prepare him for campus interviews and challenges in personal and professional life.</p> <p>To create awareness about the importance of French in the hotel operations and to acquire the correct pronunciation of French terminology. To use standard phrases in French in hotel operations. To integrate the French curriculum with the core syllabus of the course.</p>	<p>After this course the student has basic knowledge of importance of Communication Skills in Service Industry How to Communicate verbally and written with establishment and guests. Knowledge about French terms used in cookery, catering.</p>

INFORMATION SYSTEMS	The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence	After this course the student has basic knowledge of importance of Computer Skills in Knowledge about computers being used at Front Office, Restaurant Knowledge to access internet and e-mail Computer skills in use of PMS
SECOND YEAR		
Subject	Rationale	Course Outcome
PRINCIPLES OF QUANTITY FOOD PRODUCTION	This subject aims at imparting the knowledge and skill sets required in bulk catering in welfare & commercial sectors. In addition to this, the students are exposed to the theory and operations of Bakery & Confectionery.	After completion of the course the student has knowledge and skills To prepare meals in quantity for industrial canteens, schools, and commercial establishments to prepare Bakery items like breads, cookies and cakes with icings.
BEVERAGE SERVICE METHODOLOGY	The courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality industry. It will give an insight into their history, manufacture, classification and also to develop technical and specialized skills in the service of the same.	After completion of the course the student has a knowledge of various alcoholic beverages such as Spirits, liqueurs, aperitifs, wines , etc. in term of manufacture, classification skills in the service of alcoholic beverage to the guests in luxury Hotels and Fine dining restaurants and Bars.
ACCOMMODATION TECHNIQUES	This course aims to establish the importance of Accommodation techniques within the 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.	After completion of the course the student has knowledge and skills House-keeping operations like Stain removals, Laundry, flower arrangement Front-Office operations- Like check-in, check-out, Preparation of Guest Bills, VPO, allowances etc. Skills to handle guest complaints.
PRINCIPLES OF MANAGEMENT	To make the students understand the concepts of Management and their	After completion of the course the student has knowledge about the basic principles and functions of

	practical application in the Hospitality Industry	management and their application for their success.
BASIC PRINCIPLES OF ACCOUNTING	The course aims to help students to acquire the basic knowledge of Accounting required for Hospitality Management. It would also prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.	After completion of the course the student is able to acquire basic knowledge of Accounting and record keeping. The student is able to understand Profit and Loss Statement, and Balance sheet of the organization and their importance
THE SCIENCE OF HOTEL ENGINEERING	The subject will provide information regarding the basic services and different types of systems in hotel industry. This will help the students to understand plan, co-ordinate and integrate the functions of engineering departments for overall operations and assist in the management of hotel.	After completion of the course the student has knowledge about the importance of maintenance & safety, fuel used in Hotels, Knowledge about heating, ventilation, air conditioning and fire fighting systems, Knowledge about refrigeration, lighting, etc. in the Hotel
PROJECT REPORT	This course aims at applying the knowledge and skills acquired in the many facets of Hotel Operations by the students & learn to analyze data situations at logical decisions.	After completion of the course the student has knowledge about Primary and secondary collection of data. Analysis of data, Conclusion
INDUSTRIAL TRAINING	The industrial training enables students to relate the knowledge and skills required in the classroom with systems, standards and practices prevalent in the industry. It provides an opportunity to the students to acquire real-time, hands on experience and observe the trends in the industry.	After completion of four months of internship the student has knowledge and skills acquired in the classroom match with those practices at place of work with systems, standards and practices prevalent in the hotel Industry.
THIRD YEAR		
SPECIALISED FOOD PRODUCTION	The course develops the knowledge and	After completion of the course the student has knowledge and skills

	understanding of the international cuisine amongst students.	about preparation of International cuisine, preparation of sandwiches, salads and pastries, cookies, icing and frosting on cakes.
FOOD & BEVERAGE SERVICE & MANAGEMENT	The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.	After completion of the course the student has knowledge and skills In preparing and serving cocktails, Gueridon service, knowledge and skills In preparing and arrangement for function catering, knowledge about inventory control and break-even analysis
ACCOMMODATION OPERATIONS	This course aims to establish the importance of Rooms Division within the Hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department.	After completion of the course the student has knowledge about interior decoration, refurbishing & redecoration of rooms knowledge about Gardening and Horticulture aspects knowledge about House-keeping purchasing and inventory control knowledge about Night audit, sales techniques, Hubbart's formula and Forecasting for rooms availability
HOTEL ACCOUNTING	This subject gives an in-depth knowledge about the books maintained in the Hotel Industry. The students may be able to understand the day-to-day final transactions and its record keeping in hotels.	After completion of the course the student has knowledge about Hotel and Guest Accounting, knowledge about Joint stock company and accounting methods knowledge about working capital, budgets and taxes
MARKETING MANAGEMENT	The subject aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.	After completion of the course the student has knowledge about concepts of the marketing, buying behaviors, market segmentation and marketing mix knowledge about strategies for effective marketing of the hotels
HOTEL RELATED LAWS	Knowledge of hotel related laws is necessary for all students since they have to	After completion of the course the student has knowledge about the importance of

	<p>work in a an environment which deals with many legal aspects. Life in general and business in particular could not continue without law to regulate the conduct of people and to protect their property and rights.</p>	<p>law, knowledge about various rules and regulations governing the hotels in regard to contracts, consumers, sales, Environment, and industrial legislation. Knowledge about various licenses and permits required to start a business in hotel or catering</p>
<p>ADVANCED FOOD PRODUCTION</p>	<p>Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student are professionally developed.</p>	<p>After completion of the course the student has knowledge and skills in preparation of International cuisine knowledge and skills in preparation of pates, galantines, chocolate Knowledge about kitchen lay-out and kitchen design Knowledge about kitchen stewarding</p>
<p>ADVANCED FOOD SERVICES & MANAGEMENT</p>	<p>This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications</p>	<p>After completion of the course the student has knowledge and skills about planning & designing Restaurant and Bar knowledge about managing personnel in the department knowledge about budgeting knowledge about operations of various Food and Beverage outlets.</p>
<p>SPL. ACCOMMODATION MANAGEMENT</p>	<p>The subject ends to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.</p>	<p>After completion of the course the student has knowledge about colour wheel, Lighting, windows and window treatments, soft furnishings and accessories, Floor , floor finishes and wall coverings. Knowledge about planning a guest room Knowledge about use of computers in House Keeping, Sales and Marketing and Yield Management</p>
<p>TOTAL QUALITY MANAGEMENT</p>	<p>To understand meaning of Quality management in Hospitality Industry and learn methods of solving problems</p>	<p>After completion of the course the student has knowledge about the importance of Quality in Hotels</p>

	and under taking improvement projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.	knowledge about various international quality standards knowledge about how quality helps in overall guest satisfaction
HUMAN RESOURCE MANAGEMENT	The understanding of Human Resources Management will help the students in identifying the significance and its role in the Hotel & Catering Industry. It will also help them to develop an attitude for positive Human Behaviour at work	After completion of the course the student has knowledge about the importance of Human Resource management in Hotels knowledge about the importance of handling labour grievances, discipline and good labour relations
ENTREPRENEURSHIP DEVELOPMENT	To understand the technical, operational and financial feasibility required for setting up an entrepreneurial project. This will develop an attitude to be competitively ahead in the dynamic market situation.	After completion of the course the student has knowledge about the technical, operational and financial requirement for setting up an entrepreneurial project.

OVERALL BSc(HS) PROGRAMME OUTCOME

A) PERSONAL EFFECTIVENESS COMPETENCIES

- ▣ **Inter-personal skills:** the students display skills to work with people
- ▣ **Integrity:** the students display accepted social and work behaviour
- ▣ **Professionalism:** the students maintain a good opinion, and courteous behavior that is expected from a person who are trained to perform a profession well and appear trained and to uphold ethical standards as required by good human beings.
- ▣ **Initiative:** The students are eager to learn and willing to work hard and take on new responsibility.
- ▣ **Willingness to Learn:** The students will go all the way to learn new information for all problems- current and future.

☒ **Dependability & Reliability:** The students are displaying responsible behaviour at work

B) ACADEMIC COMPETENCIES

☒ **Reading Comprehension:** The students are able to read and comprehend instructions, directives, policies & procedures, training material, newsletters, sales promotions and business letters

☒ **Business Writing:** The students are able to use common English to reply to customers, write messages for guests, entries in the log-book, write reports and letters.

Arithmetic: The students are able to use and calculate on a Electronic calculator about percentages, averages, addition and subtractions, divisions and multiplications so as to add, subtract, divide and multiply, calculate rates, taxes and other charges and able to convert foreign currency into Indian currency.

☒ **Basic Computer Skills:** The students have knowledge of Use of Computer and related application for reservation, check in/check-out process, or to convey and retrieve information, or able to send e-mail or browse for information on the internet.

☒ **Communication Skills:** The students are listening and speaking in the correct manner so others person understands what you are trying to convey. English is the language of communication used in luxury hotels with Supervisors, Co-workers and Guests.

☒ **Locating & Using Information:** The students have meaningful way to find the necessary information and recognize crucial information required for the profession.

C) WORKPLACE COMPETENCIES

☒ **Business Fundamentals:** The students have a general knowledge of business process of inputs, process and outputs and the importance of study of management.

☒ **Team Work:** The students understand the importance of Team work at work place. (Work done by several members with each member responsible for their part but all subordinating individual eminence to the efficiency of the team, in order to deliver goods and service to the expectation of customer, and complete assigned task.)

☒ **Adaptableness and Flexibility:** The students have learnt to adapt and to consider multiplicity in the work place

☒ **Customer Oriented:** The students are involved with the surroundings to look for ways to find out information on what the Customer needs.

☒ **Problem Solving & Decision Making:** The students apply decision making techniques to unravel problems & critical opinion skills to help grow the dealing and/or to resolve inconsistency among the team members.

☒ **Planning & Organizing:** Time being precious, the students have learned to work to manage time effectively and efficiently, to plan and prioritize task and accomplish assigned tasks in time.

☒ **Applied Technology:** the students will develop capabilities to understand, operate and maintain electrical, electronic and mechanical equipments are in working condition.

D) PROFESSIONAL COMPETENCIES

☒ **Hospitality Principles and Concepts:** The students have knowledge of the principles & concepts of hospitality.

☒ **Hospitality Operations and Procedures:** The students perform all activities associated with front office, restaurant, housekeeping and setting up of kitchen, supervising, guiding and providing services to meet the standards of guest requirements; display performance of the operations as required in the hotel industry

☒ **Customer Service & Cultural Sensitivity:** The students pay attention to customer needs & go all the way to provide modified assistance to meet those needs of the customer. They understand the workings of cultural mixture and understand their impact on the different areas of the hospitality industry

☒ **Quality Assurance & Quality Control:** The students have knowledge of material, methods, products and services to meet the standards of guest requirements at all times (before, during and after guests visit)

☒ **Sales & Marketing:** The students know to promote and sell hotel services and able to generate and convince customers.

☒ **Guest Services:** The students understand standard operating procedures related to details of the guests upon check-in and check-out and express tourist information of the city and surroundings and also important tourist attraction in the region.

☒ **General Hotel Operations:** The student has comprehended the important operational areas of Hotel functions(Front Office, House-keeping, Kitchen and Restaurant, Human-Resource, Marketing, Maintenance and Security) and the organizational structure, the different types of hotel services being offered and role each department plays in the hotel to be efficient.

☒ **Health & Safety:** The student has Knowledge of state regulations governing safety and security of guests and employees, importance of hygiene, sanitation, care taken that no food poisoning or food adulteration affects the guests or employees.

▣ **Law & Regulations:** The student has the Understanding of relevant laws and state policy that relate to the provision of accommodation, boarding, contracts, employment, welfare, etc