

## **Course Outcomes (COs)**

### **Course Title & Code: Food and Beverage Production-I (BHC105A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain and apply suitable techniques of processing food ingredients efficiently and safely
- CO-2.** Demonstrate professional communication skills, practice teamwork, professional ethics and uphold values
- CO-3.** Classify and use masalas and gravies in the preparation and presentation of Indian dishes
- CO-4.** Explain and use stocks and sauces in the preparation and presentation of Continental dishes
- CO-5.** Discuss purchase, receiving and storage procedures for product quality management
- CO-6.** Plan, prepare and present three course Indian and Continental menus

## **Course Outcomes (COs)**

### **Course Title & Code: Food and Beverage Service-I (BHC106A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain food and beverage outlet operations, menus, alcoholic beverages and tobacco
- CO-2.** Classify and serve breakfast and tea menus, cigars and brewed & distilled beverages
- CO-3.** Demonstrate professional communication skills, practice teamwork, professional ethics uphold values and use relevant technological applications
- CO-4.** Examine trends in food and beverage outlet operations, menus, varieties of cigars and styles of brewed & distilled beverages
- CO-5.** Compare food and beverage outlet operations, menus, varieties of cigars and styles of brewed & distilled beverages
- CO-6.** Discuss the products and operational procedures in food and beverage outlets

## **Course Outcomes (COs)**

### **Course Title & Code: Front Office- I (BHC107A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the various types of Front Office products and packages offered to guests
- CO-2.** Summarize the role, functions, and co-ordination of Telephones, Uniformed Services and Reservations
- CO-3.** Demonstrate the role of Front Office at various stages of guest cycle
- CO-4.** Practice telephone handling skills and etiquette displaying professional communication skills and ethics
- CO-5.** Demonstrate the activities of uniformed staff and Reservations in a hotel
- CO-6.** Interpret Reservations activities in PMS software

## **Course Outcomes (COs)**

**Course Title & Code: Housekeeping-I (BHC108A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the Housekeeping organisation and Operations
- CO-2.** Summarize and demonstrate the daily routine activities and operational procedures of various shifts of the housekeeping department
- CO-3.** Demonstrate professional communication skills, practice teamwork, professional ethics, uphold values and use relevant technological applications
- CO-4.** Classify and use commercial cleaning equipment and agents as per the latest trend
- CO-5.** Examine trends in the procedures of Hotel Housekeeping
- CO-6.** Discuss the products and procedures followed in the Housekeeping Department emphasising on eco-friendly practices

**Course Outcomes (COs)****Course Title & Code: Basic Communication Skills – II (BHM103A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Describe and exhibit the effective skills of formal introductions, welcoming, thank you addresses and professional conversation
- CO-2.** Practice verbal presentation skills with appropriate grammar and pronunciation
- CO-3.** Explain and demonstrate language building skills through reading and listening
- CO-4.** Display professional written communication skills incorporating ethical guidelines
- CO-5.** Explain and exhibit the process of creating resumes and appearing for interviews
- CO-6.** Discuss and demonstrate the essence of ethics in interview preparation

## Course Outcomes (COs)

**Course Title & Code: Industrial Exposure Training (BHI201A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Summarize the features and operational units of the hotel
- CO-2.** Illustrate and explain organizational structure of the hotel, job specification and job description of the staff
- CO-3.** Examine the operational procedures of the department/section
- CO-4.** Summarize observations and activities performed during the internship in the logbook
- CO-5.** Explain the SOPs followed in each department/section of the hotel
- CO-6.** Compile and present the internship report based on the information collected

## Course Outcomes (COs)

**Course Title & Code: Food & Beverage Production - II (BHC201A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain and apply functional properties of bakery and Oriental ingredients
- CO-2.** Classify, prepare and present various types of baked products and desserts
- CO-3.** Demonstrate the skill of processing ingredients for bakery and Oriental cuisine
- CO-4.** Analyze regulatory requirements of food safety, professional ethics and food costing in catering operations
- CO-5.** Discuss the importance of nutrition in food production
- CO-6.** Plan, prepare and present Oriental menu

## Course Outcomes (COs)

**Course Title & Code: Food & Beverage Service - II (BHC202A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Classify menus, bars, wines and mixed drinks
- CO-2.** Explain and apply principles of menu planning, food and wine harmony and mixology
- CO-3.** Summarise old and new world wines and practice service of wine
- CO-4.** Demonstrate professional communication skills, practice teamwork and professional ethics, uphold human values and use relevant technological applications
- CO-5.** Examine bartending and food and wine trends
- CO-6.** Discuss the products and operational procedures in food and beverage service outlets

## Course Outcomes (COs)

**Course Title & Code: Front Office - II (BHC203A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the various procedures followed in Front Office operations

- CO-2.** Demonstrate the role of the Front Office at the arrival stage of guest cycle
- CO-3.** Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
- CO-4.** Examine and demonstrate the latest hotel check-in procedures
- CO-5.** Interpret and practice Front Office activities in PMS software
- CO-6.** Discuss the different guest service procedures followed in hotel Front Office

## **Course Outcomes (COs)**

### **Course Title & Code: Housekeeping - II (BHC204A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain and practice standard operating procedures followed in housekeeping supervision
- CO-2.** Identify and discuss fabrics used in hotels
- CO-3.** Demonstrate the operations of the linen room, uniform room and laundry using latest technology
- CO-4.** Explain the operations of laundry, uniform room and linen room
- CO-5.** Analyze and design hotel uniform patterns
- CO-6.** Discuss and practice green housekeeping in hotels

## **Course Outcomes (COs)**

### **Course Title & Code: Food & Beverage Production - III (BHC301A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain and apply professional techniques of processing food ingredients of regional Indian and international cuisines
- CO-2.** Demonstrate proficiency in planning, costing and pricing of menus for outlets serving Indian and international cuisines
- CO-3.** Apply techniques of food styling and plating of dishes as per industry standards
- CO-4.** Demonstrate professional communication skills, practice teamwork, professional ethics and uphold human values
- CO-5.** Classify and demonstrate the principles, ingredients, methods and trends in garde manger
- CO-6.** Discuss and plan Indian and international menus for different scenarios

## **Course Outcomes (COs)**

### **Course Title & Code: Food & Beverage Service - III (BHC302A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain and practice administrative and operations management of food and beverage outlets

- CO-2.** Classify and plan menus for food service outlets
- CO-3.** Demonstrate professional communication skills, practice teamwork and professional ethics, uphold human values and use relevant technological applications
- CO-4.** Categorise old and new world wines, practice suggestive selling and service of wines
- CO-5.** Recommend and apply special service techniques to enhance restaurant business
- CO-6.** Discuss the products and operational procedures in food and beverage service outlets

## **Course Outcomes (COs)**

**Course Title & Code: Front Office- III (BHC303A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain and exhibit the responsibilities and ethical practices followed in the hotel front office cash section
- CO-2.** Demonstrate the role of cash section at various stages of guest cycle
- CO-3.** Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
- CO-4.** Examine various departure procedures followed in hotels and illustrate documents generated
- CO-5.** Analyze different safety and security measures followed by hotels for their external and internal customers
- CO-6.** Discuss the role of revenue management in hotel operations

## **Course Outcomes (COs)**

**Course Title & Code: Housekeeping - III (BHC304A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain and apply principles of colour, lighting and flower arrangement in hotel areas
- CO-2.** Demonstrate latest housekeeping technology
- CO-3.** Analyse and illustrate types, selection and care of furniture and fixtures
- CO-4.** Analyse and illustrate latest window treatments, wall coverings, floor finishes and their care and maintenance for guest rooms and public areas
- CO-5.** Appraise sustainable and contemporary housekeeping
- CO-6.** Discuss and demonstrate the safety, security and emergency situation handling

## **Course Outcomes (COs)**

**Course Title & Code: Principles of Management (BHN301A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the role and concepts of management in the hospitality sector
- CO-2.** Identify the 'Basis of Departmentalization' in a hotel organization
- CO-3.** Discuss the dimensions of the P-O-L-C (Planning-Organizing-Leading-Controlling) framework

- CO-4.** Analyse the dynamics of effective leadership, motivation, communication and coordination
- CO-5.** Appraise the importance of communication, communication barriers and techniques of control in hotel operations
- CO-6.** Display professional skills and ethics, practice teamwork and use relevant technological applications

## **Course Outcomes (COs)**

**Course Title & Code: Specialization Training (BHI301A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Summarize the features of the organisation
- CO-2.** Examine the operational, financial, administrative and managerial procedures
- CO-3.** Summarize observations and activities performed during the internship in the logbook
- CO-4.** Recommend possible solutions for operational and managerial issues
- CO-5.** Compile and present the internship report based on the information collected
- CO-6.** Create an e-portfolio to showcase personal and professional learning and achievements

## **Course Outcomes (COs)**

**Course Title & Code: Professional Core Elective - I - World Cuisine Management (BHE411A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Demonstrate knowledge and understanding of fundamentals of culinary concepts
- CO-2.** Apply preparation and presentation techniques of contemporary and advanced menus
- CO-3.** Demonstrate professional communication skills, practice teamwork, professional ethics and uphold human values
- CO-4.** Analyse and develop standard recipes for contemporary menus of industry standard
- CO-5.** Discuss materials management for efficient organization and control of culinary activities
- CO-6.** Create and present a culinary portfolio

## **Course Outcomes (COs)**

**Course Title & Code: Professional Core Elective – I – Bar and Beverage Management (BHE412A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Demonstrate knowledge and understanding of fundamentals of food and beverage service
- CO-2.** Explain and practice beverage control and service procedures followed in compliance with local laws
- CO-3.** Apply techniques in planning and supervising bar operations
- CO-4.** Demonstrate professional communication skills, practice teamwork, and professional ethics uphold human values and use relevant technological applications
- CO-5.** Recommend and practice bar operations in outlets to maximize quality, efficiency and

profitability

**CO-6.** Discuss and plan the operational and managerial aspects of the bar

## Course Outcomes (COs)

**Course Title & Code: Professional Core Elective – I – Guest Relationship Management (BHE413A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Demonstrate skills of applying professional functions of Front Office operations
- CO-2.** Develop skills of enhancing guest experience in different scenarios
- CO-3.** Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
- CO-4.** Explain the impact of hospitality and guest service on improving profitability
- CO-5.** Discuss popular strategies employed by hotels to ensure guest satisfaction
- CO-6.** Discuss and exhibit skills of dealing with demands, solving problems and handling complaints

## Course Outcomes (COs)

**Course Title & Code: Professional Core Elective – I – Hospitality Facility Management (BHE414A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain concepts and demonstrate skills in fundamentals of housekeeping operations
- CO-2.** Explain the role, importance and concepts of facility management
- CO-3.** Identify the components of facility management and plan facilities for a given scenario
- CO-4.** Appraise and practice the latest technological trends in context to soft services
- CO-5.** Evaluate a facility and develop a report for different scenarios
- CO-6.** Discuss vendor and risk management in facility management

## Course Outcomes (COs)

**Course Title & Code: Hospitality Research and Project - I (BHP401A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Identify quality journal papers, articles and conduct a systematic review of literature
- CO-2.** Analyse the research gaps in hospitality market with the relevance to innovation, product development, entrepreneurship, operations, management and ethics
- CO-3.** Formulate structured research topic to address the identified gaps
- CO-4.** Formulate achievable objectives for an organised research
- CO-5.** Develop appropriate research design and data collection tools
- CO-6.** Exhibit research aptitude, ethics, professional skills, project management skills, practice teamwork and use relevant technological applications



## Course Outcomes (COs)

### Course Title & Code: Research Methodology (BHC401A)

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the significance of research and essentials of a good research
- CO-2.** Describe the various types of research and research process
- CO-3.** Discuss the various sources of information for literature review
- CO-4.** Discuss 'Research Design' and 'Sampling', the various statistical tools for data analysis
- CO-5.** Design a sample report based on data collected, analysed and interpreted
- CO-6.** Display professional communication skills and research ethics, practice teamwork and use relevant technological applications

## Course Outcomes (COs)

### Course Title & Code: Hospitality Human Resource Management (BHC402A)

**After the successful completion of this course, the student will be able to:**

- CO-1.** Describe the role of the human resource department and its significance in hospitality operations
- CO-2.** Discuss human resource planning techniques
- CO-3.** Explain the relevance of job analysis, job description and job specification in staffing
- CO-4.** Identify suitable human resource management software to manage human resource functions, employee training, and career development for a given hotel business scenario
- CO-5.** Suggest a framework for employee monitoring, performance appraisal of staff, employee benefits and employee grievance redressal practices
- CO-6.** Demonstrate teamwork, professional communication skills, ethics, and use of relevant technological applications

## Course Outcomes (COs)

### Course Title & Code: Hospitality Financial Accounting (BHC403A)

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the concepts and elements of cost and financial accounting in hospitality
- CO-2.** Describe financial accounting principles and framework
- CO-3.** Record transactions and prepare balance sheet
- CO-4.** Examine journal entries in Tally and other accounting software
- CO-5.** Discuss the concept of internal control and cost management, capital budgeting, ratio analysis for long term planning in hotel industry
- CO-6.** Display professional skills and ethics, practice teamwork and use relevant technological applications

## Course Outcomes (COs)

**Course Title & Code: Professional Core Elective – II – Culinary Entrepreneurship (BHE421A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain and apply culinary business concepts and current trends
- CO-2.** Demonstrate trends in planning and presenting menus
- CO-3.** Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
- CO-4.** Analyse and develop material management procedures for efficient organization and control of culinary activities
- CO-5.** Evaluate and use standard recipes with a focus on quality, nutrition and profitability
- CO-6.** Develop a business plan and marketing strategies for a new venture

## Course Outcomes (COs)

**Course Title & Code: Professional Core Elective – II – Food Service Entrepreneurship (BHE422A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the concepts of restaurant entrepreneurship and steps in establishing food service establishments
- CO-2.** Demonstrate skills in planning and launching a new food and beverage outlet
- CO-3.** Plan menus and marketing activities to successfully launch a food and beverage establishment
- CO-4.** Display professional communication skills, practice teamwork and professional ethics uphold human values and use relevant technological applications
- CO-5.** Appraise food and beverage business opportunities and plan a food and beverage establishment
- CO-6.** Discuss facilities and menu planning, workforce development and marketing strategies for a new food and beverage outlet

## Course Outcomes (COs)

**Course Title & Code: Professional Core Elective – II – Hotel Entrepreneurship (BHE423A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the concepts of entrepreneurship in the hospitality industry
- CO-2.** Outline the stages of starting different types of hotel ventures
- CO-3.** Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
- CO-4.** Analyse and recommend measures for effective resource management
- CO-5.** Plan facilities for a new hotel
- CO-6.** Develop a business plan for a new venture

## Course Outcomes (COs)

**Course Title & Code: Professional Core Elective – II – Housekeeping Entrepreneurship (BHE424A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the key elements of housekeeping entrepreneurship
- CO-2.** Identify and analyse processes for a preopening hotel project
- CO-3.** Classify and plan budgets for housekeeping operations
- CO-4.** Analyse and recommend measures for effective resource management
- CO-5.** Examine latest technology to manage housekeeping ventures
- CO-6.** Discuss and develop a business plan for a housekeeping start-up

## Course Outcomes (COs)

**Course Title & Code: Hospitality Research and Project - II (BHP402A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Design research/ product model, solve, analyse the product/system to meet the design specifications
- CO-2.** Develop a working model (preferably a physical model)/Process and evaluate its performance
- CO-3.** Demonstrate the working of the system/process and make a project presentation
- CO-4.** Exhibit quantitative, critical thinking and entrepreneurial skills
- CO-5.** Develop and present a quality project report
- CO-6.** Demonstrate research ethics and aptitude, professional communication, team management, project management and problem-solving skills.

## Course Outcomes (COs)

**Course Title & Code: Hospitality French (BHN401A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain French alphabets, numbers and grammar concepts
- CO-2.** Describe French culinary, hospitality terms and concepts
- CO-3.** Demonstrate communication skills in French
- CO-4.** Identify and present French culinary regions, indigenous dishes
- CO-5.** Classify types of tourism and tourist regions in France
- CO-6.** Demonstrate teamwork, professional ethics and use relevant technological applications for presentations

## Course Outcomes (COs)

**Course Title & Code: Hospitality Marketing (BHC404A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the nature and role of services marketing in hospitality industry
- CO-2.** Discuss the marketing segmentation strategies, STP model in hospitality industry
- CO-3.** Illustrate the significance of people, process and physical evidence in hospitality marketing
- CO-4.** Examine guest feedback and recommend appropriate marketing mix strategies in hospitality industry
- CO-5.** Analyze the implications of changing consumer needs, behaviour, marketing trends and advanced promotional technological tools
- CO-6.** Demonstrate teamwork, practice professional communication skills, ethics and use relevant technological applications

## Course Outcomes (COs)

**Course Title & Code: Organisational Behaviour (BHN402A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the key terms and concepts of organisational behaviour
- CO-2.** Describe the factors affecting individual behaviour at work place
- CO-3.** Discuss the importance of group dynamics in organisations
- CO-4.** Analyse the impact of perception and motivation on Organisational Behaviour
- CO-5.** Assess the impact of organisational change on the structure, design and culture of an organisation
- CO-6.** Demonstrate teamwork, professional communication skills, ethics and use relevant technological applications

## Course Outcomes (COs)

**Course Title & Code: Artificial Intelligence in Hospitality (BHM401A)**

**After the successful completion of this course, the student will be able to:**

- CO-1.** Explain the components and concepts of AI
- CO-2.** Identify types and uses of AI
- CO-3.** Demonstrate professional communication skills, uphold human values and use relevant technological applications
- CO-4.** Examine the role and impact of AI in hospitality industry
- CO-5.** Determine and explain AI ethics and characteristics
- CO-6.** Discuss and identify AI trends in hospitality