

HOLY CROSS INSTITUTE OF MANAGEMENT & TECHNOLOGY

BSC HOTEL MANAGEMENT AND CATERING SCIENCE

PROGRAMME OUTCOMES

PO CODE	PO
PO1	Students in the Hospitality sector will be able to gain knowledge, skills and experience which make them extremely employable in the hospitality industry and are able to apply their skills to careers in events, the airline industry, hotel and conference management, as well as in sales, marketing and business development.
PO2	Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.
PO3	Undertakes tasks, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.
PO4	Analyses situations, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations and demonstrates the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.
PO5	Develops to work as a team with empathy and sensitivity towards others, the ability to act with an informed awareness of issues and participate in civic life through volunteering contexts.
PO6	Acquire the ability to engage in independent and life-long learning in the broadest context of socio-cultural changes of Hospitality Industry

PROGRAMME SPECIFIC OUTCOMES

PSO CODE	PSO
PSO1	Understand the functional areas of the hotel industry.
PSO2	Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate
PSO3	Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations
PSO4	Develops student's knowledge and skills with instruction based on international standards
PSO5	Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.
PSO6	Develop critical thinking skills and apply them to complex problems
PSO7	Develop management skills and learn culinary skills for a successful career as a Hospitality Management Professional.
PSO8	Creation and Application of Hospitality Knowledge to serve the society
PSO9	Function effectively as an individual, and as a member or leader in diverse teams, and in Multidisciplinary Hospitality Settings
PSO10	Apply the ethical principles and commit to professional ethics and responsibilities and norms of the Hospitality Management Practices

COURSE OUTCOMES

Course	Outcome
A01	
Transactions:Essential English Language Skills	It imparted language skills to learners and enabled them to express their thoughts fluently and currently
	It inculcated in the learners a taste for deeper pursuit and acquisition of advanced level of skill in English.
	It helped them to have a special focus on specific vocabularies and styles of usage while presenting seminars
A02	
Ways With Words	It helped the students to develop the acumen to read, appreciate and discuss literature.
	It helped them to understand the linguistic qualities of a literary text and to unravel the many meaning of the text
	Acquainted the students with various genres of literature
FRE 1A 07 (3)	
Communicative Skills in French	Familiarize the students with a modern foreign language.
	Familiarize the students with the sounds of French and their symbols.
	Familiarize students with French for basic communication and functions in everyday situations.
	Familiarize students with the basics of writing simple, direct sentences and short compositions.
BSH/C 1B01	
Introduction to Hospitality Industry	To Provide the student with an introduction to the world of business and particularly to business as it applies to the hospitality industry
	Understand the structure, nature and operating characteristics of the different sectors of the hospitality industry
	Be able to identify the role of managers in the hospitality industry and to highlight their principal responsibilities
BSH/C 1C01	
Sales and Marketing	Students will demonstrate strong conceptual knowledge in the functional area of Sales & marketing management.
	Students will demonstrate effective understanding of relevant functional areas of Sales & Marketing management and its application.
	Students will demonstrate analytical skills in identification and resolution of problems pertaining to marketing management.

BSH/C 1C02	
Travel and Tourism	Learns to analyze the impact of travel industry on Tourism Industry
	Adapt and upgrade continuously to trends in Travel Industry
	Learners will have awareness about the functional aspects of the tourism sector and Travel industry.
A03	
Writing for Academic and Professional Success	It helped them to develop their writing skill, to integrate writing and thought and to apply conventions of academic writing properly.
	They acquired a correct sense of format , syntax, grammar, punctuation and spelling
	They gained an understanding of discourse conventions ranging from structure and paragraphing to tone and mechanics
A04	
Zeitgeist:Readings on Contemporary Culture	Inculcated the values enshrined in the constitution of India and it provided an insight on the secular framework of the country.
	Familiarized the learners with the concepts such as conservation, sustainability and the life of the marginalized and their interconnectedness.
	It fostered among the learners an awareness of the diverse problems faced by women and the sexual minorities and promoted a culture of inclusion and mutual respect
FRE 2A 08 (3)	
Translation and Communication in French	Ameliorate the level of language proficiency
	Inculcate the cultural aspect of the region.
	Helps in analyzing & evaluating other translated texts
BSH2 B02	
Accommodation Operation	Understand the structure function, Importance and different sections of the housekeeping department.
	Coordination with other departments of the hotel.
	Perform different types of cleaning.
	Handling of cleaning equipment & cleaning agents
BSH 2B02 (P)	
Accommodation Operation- (Practical)	Apply techniques of how to use housekeeping equipment and machines used in different areas of a hotel.
	Do various cleaning activities.
	Track the flow and use of cleaning agents on different surfaces like metal, glass, floor and wood
BSH/C 2CO3	
Event Management	Students acquire the skills necessary for interacting with the various players involved in the Management of Events.
	Learners introduced to the basic framework for planning a meeting, convention, exhibition or expositions
	provide an in-depth review of the elements associated with being an effective

	Event Manager.
BSH/C 2C04	
Management Principles and Practices	Research and explore the various principles, concepts and systems utilized in the marketing and sales within the hospitality industry.
	Identify the elements of brand management and how these impact customer service and guest expectations.
	Define marketing mix theory and strategies and how these relate to marketing and sales objectives
A11	
Basic Numerical Methods	Acquire knowledge of numerical equations, matrices progressions, financial mathematics and descriptive statistics
	The students understand numerical equations, matrix, progression, financial mathematics, descriptive statistics and their applications.
	Acquire knowledge to attend Aptitude and Numerical questions in PSC and other state exams.
A12	
Professional Business Skills	Understand and acquire basic informatic skills.
	Equipped the student to effectively utilize the digital knowledge resources
	Implement the knowledge in day today life
BSH3B03	
Food and Beverage Production –I	Know the history of cooking, its modern developments and develop brief idea of various cuisines
	Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene
	Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
BSH3B03 (P)	
Food and Beverage Production –I (Practical)	Understand the basic operations of a professional kitchen with regard to safety procedures and hygiene and claim an insight into the basic hierarchy in the kitchen and their placement in the brigade with regard to their skills and experiences.
	Identify different types of equipment and their safety operating procedures and also to know the various kinds of modern cooking equipment and their uses in the kitchen.
	Familiarize with various cooking methods with regard to taste and texture and to know the utensils and equipment used in various cooking methods.
	Identify types of vegetables, their selection, storage criteria, pigments and their effects on heat and also to list the cuts of vegetables and their uses in cooking.
	Comprehend various types of stocks, and sauces; to know their preparation, storage criteria and their uses in the kitchen

BSH3B04	
Food and Beverage Service-I	Understand the role of F & B department its functions and staffing
	Identify and use the different types of restaurant equipment.
	Understand the Professional attributes of F&B staff.
	Understand the role of the Ancillary department in F&B.
BSH3B04 (P)	
Food and Beverage Service-I (Practical)	Identify the different equipment used in food and beverage service
	Create napkin folds
	Set a table cover for a la carte and table d’hote
	Identify the various room service management techniques that can be adapted in a hotel
	Take food and beverage orders
BSH/C 3CO5	
Nutrition Hygiene and Sanitation	Identify the risks and hazards in food preparation
	Define food poisoning; understand how it occurs and the main causes of food contamination
	Explain the importance of correct storage, preparation, handling and cooking of food
	Explain the purpose of HACCP
BSH/C 3CO6	
Facility Planning	Understand the role of the facility manager in working with the organization
	Understand the uses of space to identify facility related needs and present them to design professionals
	Acquire the requisite skills for effective facilities management
A13	
Entrepreneurship Development	The subject focuses on creating an in depth understanding of the Entrepreneurship
	Promote new budding entrepreneurs in the hospitality Industry
	Provides students with a practical view of how enterprises are managed with reference to is resource utilization
A14	
Banking and Insurance	Enable the students to acquire knowledge about the basics of Banking and Insurance.
	Familiarize the students with the modern trends in banking.
	Acquire knowledge on Various insurance company and their insurance policy and law
BSH4B05	
Food and Beverage Service-II	Understand the difference among various services eg. American Service, Russian
	Service, English Service, French Service.

	Understand the various types of standard Menus used in star hotels
	Understand the Food & Beverages Outlets Operation Control System.
	Understand about the non- Alcoholic beverage.
BSH4B05 (P)	
Food and Beverage Service-II (Practical)	Identify the different equipment used in food and beverage service
	Set a table cover for a la carte and table d’hote
	Identify the various room service management techniques that can be adapted in a hotel
	Take beverage orders
BSH4B06	
Food and beverage Production–II	Understand the various commodities required for food production, their market forms, selection, storage and use.
	Will be able to understand the fundamentals of menu planning & standard recipes
	Familiarize with the basic culinary skills
	Will be able to understand the bread & cake making process
	Will Know the basic preparation of soup and Sauce
BSH4B06 (P)	
Food and beverage Production–II (Practical)	To make simple Indian and European dishes
	Acquire knowledge in various European and Indian dishes
	Equipped in their basic presentation skills
BSH/C 4CO7	
Hotel Laws	Introduce students to the study of hospitality law and its impact on the hospitality industry
	Understand the general requirements related to business contracts and explore contract
	Understand the legal aspects of selecting and managing employees
BSH/C 4CO8	
Human Resource Management	Familiarize the students with concepts and processes of managing of Human Resource in Organization
	Enable the students to apply the concepts and Principles of Human Resource Management in activities relating to the Tourism Industry.
	Familiarize the students with concepts and provisions of Labor Laws in India.
BSH5B07	
Industrial Exposure Training And Report	This course is a requirement for graduation and is designed to provide students with an opportunity to apply concepts and theories from their coursework to practical work experiences in the hospitality industry under the direction of industry professionals. It is the student’s responsibility to secure an internship position, and all internship experience must have prior approval from his or her adviser. In addition to the field experience, students

	are also required to complete written assignments.
BSH5B08	
Comprehensive self-Study	The course is intended to serve the student's ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to the hospitality industry.
	Emphasis is placed on hotel industry major four departments
Open Course	
Basics in Culinary	Understand the basic operations of a professional kitchen with regard to safety procedures and hygiene.
	Comprehend various types of stocks, soups and sauces; to know their preparation, storage criteria and their uses in the kitchen
	Familiarize yourself with various cooking methods with regard to taste and texture and to know the utensils and equipment used in various cooking methods.
BSH6B09	
Front Office Operation	Understand the evolution, meaning and classifications of hotels.
	Understand the various layouts of the Front office in the Hotel.
	He would become aware of attributes and hierarchy of front office staff.
	Understand and able to classify Hotels
BSH6B09(P)	
Front Office Operation (Practical)	Explain the function and operation of the various systems, forms, equipment, and computer applications found in the front office.
	Construct an efficient reservation system that records crucial information while avoiding problems in processing various types of reservations.
	Construct a registration system that helps ensure a hotel's profitability while meeting the needs of guests by using effective guest room sales techniques and efficient credit establishment procedures.
	Develop an efficient communication system to operate within the front office and between the front office and departments such as housekeeping and maintenance
BSH6B10	
Accommodation Management	Plan their work schedule and staff job allocation.
	Forecast and prepare departmental budget.
	Track the purchasing and buying methods used in hotels.
	Analyse the different types of contract services.
	Implement the energy and water conservation procedures.
BSH6B11	
Rooms Division Management	To explore the tools and technique of management accounting for analysis to understand different business strategies.
	To be able to analyse the affairs of the business through ratios.
	To prepare cash flow statements

	To make budgets both fixed and flexible
BSH/C 6B12	
Food and Beverage Management	Learn the roles purchasing, receiving, storing, and issuing play in food and beverage service and describe the role of technology in these processes.
	Learn the types of financial management software that is available to food service managers.
	Gain an insight into service quality and quality management issues.
BSH6B13	
Project Report and Viva	To develop the students with professional and academic inputs to adapt to the requirements of the changing travel, tourism and hospitality industry
	Facilitate a meaningful transition for an aspiring scholar from acquiring knowledge towards a higher stage of its creation and application.

