

**ZSCT's Thakur Shyamnarayan Degree College**

**Learning Outcomes**

**Department of Hospitality Studies**

<b>Sr. No.</b>	<b>Course</b>	<b>Course Outcome</b>
	1. 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
	2. Food & Beverage Service - I	At the end of semester I the student will be able to:- • 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.
	3. Front Office - I	At the end of semester 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.
	4. Housekeeping - I	At the end of semester 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.
	6. Communication Skills - I (English & French)	Developing and adapting speaking and achieve listening skills and strategies. • Generating, planning and drafting ideas • Improving vocabulary for precision and impact • Using grammar (French & English) accurately and appropriately. • Structuring, organising and presenting texts in variety of formats. • To be able to understand and speak basic French.
	7. Information Technology	To equip the student with the theory inputs with respect to understanding the fundamentals of computers and necessary skills to operate the generic applications and standard operating systems
	8. Food Safety & Nutrition	To learn about the importance of hygiene & sanitation in the catering industry • To get acquainted with the food standards. • To learn about ways to minimize food poisoning and infections. • To understand function, sources & deficiency of nutrients. • To gain basic knowledge of nutrition • To gain knowledge about maintenance of good health. • To understand the changes brought about in food nutrients during processing

1. Food Production & Patisserie - III	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
2. Food & Beverage Service - III	At the end of semester II the student will be able to identify: • 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
3. Front Office - III	At the end of semester II:- The student should be able to understand the concept and functioning of room reservations, Reception and Guest services.
4. Housekeeping - III	At the end of semester 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
7. Hospitality Law & Human Resource Management	At the end of semester II:- • 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
Management Information System	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.
1. Food Production & Patisserie	: To get trained on various aspects of regional Indian cuisine – Quantity Food Production (QFP)
2. Food & Beverage Operations Management	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.
3. Front Office	At the end of semester III:- The student is expected to possess knowledge and skills with respect to handling Group Reservations, Assigning Rooms, Check-in, Cashiering and Security Systems.
4. Housekeeping	At the end of semester III / IV:- • 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.
USHO501	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
USHO502	Food & Beverage Operations Management	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 labour & 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
USHO503	Front Office	Students will be able to: • 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
USHO504	Housekeeping	At the end of semester V: • 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
USHO506	Corporate English	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. 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.
USHO507	Environment & Sustainable Tourism	At the end of semester V: • 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.
USHO601	1. Organizational Behaviour	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.
USHO602 S	2. Strategic Management	At the end of semester VI: • 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.

USHO603	3. Event Planning, Marketing & Management	On successful completion of this course students will be able to: <ul style="list-style-type: none"> <li>• Apply Management Theories &amp; Principles for Event management.</li> <li>• Develop an ability to plan for conventions, seminars &amp; events.</li> <li>• Prepare financial reports and establish source of funding for a new operation.</li> <li>• Plan events creatively and think strategically.</li> <li>• Understand the financial, marketing, operational and strategic issues in setting up an event.</li> <li>• Integrate approaches of time, money (capital), people and other resources.</li> <li>• Understand the concept of Event Management.</li> </ul>
USHO604	4. Core Elective ( Any TWO )	
USHO604A	Advanced Food Production	The objective is to get students to attain expertise in their culinary skills. <ul style="list-style-type: none"> <li>• To familiarize students on various aspects of kitchen management.</li> <li>• To encourage and develop students to become independent entrepreneurs.</li> </ul>
USHO604B	Advanced Food & Beverage Operations Management	At the end of semester VI the student will specialize & be able to:- <ul style="list-style-type: none"> <li>• Identify factors to create impulse buying; prepare, fillet, carve, flambé &amp; finish food items from a Gueridon trolley.</li> <li>• Plan &amp; operate a Bar operation, Manage inventory and maintain records pertaining to beverage control.</li> <li>• Understand and apply cost dynamics as related to the Food &amp; Beverage industry.</li> <li>• Demonstrate a detailed understanding of the various facets of the Food &amp; Beverage cycle of control in the operational &amp; post operational phase.</li> </ul>
USHO604C	Advanced Housekeeping	At the end of semester VI: <ul style="list-style-type: none"> <li>• To plan and evaluate budgets.</li> <li>• Create and evaluate the aspects of Interior Design in a Guest Room Layout.</li> <li>• Plan and draw the layout of Guest Rooms to scale.</li> <li>• Set up the housekeeping department of a new property and create a timeline for the countdown to the opening.</li> <li>• Identify safety hazards and implement preventive and remedial measures.</li> </ul>
USHO604D	Advanced Front Office	Students will be able to understand: <ul style="list-style-type: none"> <li>• Yield management and its application in the Hotel Industry.</li> <li>• Measurement of Yield for Management Decision Making.</li> <li>• Passport &amp; Visa regulations.</li> </ul>
USHO604E	Advanced Bakery & Confectionery	To familiarize students on various aspects of bakery and confectionery management. <ul style="list-style-type: none"> <li>• To develop skilled professionals in bakery and confectionery for the hospitality industry.</li> <li>• To develop students to become independent entrepreneurs.</li> </ul>
USHO605	5. Allied Elective (Any ONE)	
USHO605A	Revenue Management	To sensitize hospitality students on the concept of Hospitality Revenue Management. <ul style="list-style-type: none"> <li>• Strategically think to increase occupancy levels, maximize yield and revenues in the Service Industry.</li> </ul>

USHO605 B	Foreign Language (French)	<ul style="list-style-type: none"> <li>• The objective of this course is to enable the students to read, write, comprehend and converse in basic French.</li> <li>• To develop communication skills in various departments of Hospitality Industry.</li> <li>• To enhance the French Vocabulary of the students in various domains such as culinary, front office, accommodations as well as food and beverage service.</li> <li>• To increase the knowledge of the culinary terms and recipes in French.</li> </ul>
USHO605C	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
USHO605 D	Financial Management Strategic	<ul style="list-style-type: none"> <li>• This subject will enhance the knowledge of financial management of the hospitality students.</li> <li>• It will emphasize on the students to enhance the uses of finance in various segments in hospitality industry.</li> <li>• This subject will help the students in establishing their own business and also will help them in their further studies.</li> </ul>
USHO605E	Human Resource Management	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