



छत्रपति शाहू जी महाराज विश्वविद्यालय, कानपुर

CHHATRAPATI SHAHUJI MAHARAJ UNIVERSITY, KANPUR

(पूर्ववर्ती कानपुर विश्वविद्यालय कानपुर)

Formerly Kanpur University, Kanpur – 208024

A Documentary Support

For

Matric No. – 1.1.1

Programme Outcomes & Course Outcomes

Under the

Criteria - I


(Curriculum Design and Development)

Key Indicator - 1.1

In

Matric No. – 1.1.1

Hospitality and Hotel Administration


Co-ordinator
Internal Quality Assurance Cell
CSJM University, Kanpur


(Registrar)
(C.S.J.M.University
Kanpur
REGISTRAR
C.S.J.M. UNIVERSITY
KANPUR

School of Hotel Management

C.S.J.M.University

Kanpur

Program: B.Sc. in Hospitality and Hotel Administration

P.O (Program Outcomes)

P.O (1): Students in the Hospitality and Business 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.

P.O (2): The Program prepares students to enter the world of hospitality as leaders and managers with a strategic approach to business. Further, education and professional training gained in the field of Hospitality services enable the students to become entrepreneurs in the hospitality service as well

B.Sc. in Hospitality and Hotel Administration (H&HA)

P.S.O (Program Specific Objective): The range of learning outcomes achieved by students in the program will vary according to their Award. As students progress towards their final levels of study, they will be expected to demonstrate an increasingly sophisticated level of understanding, analysis and evidence of the synthesis of theory and practice and are expected to be able to -

P.S.O. (1) Demonstrate an understanding of the functional areas of the Hotel and hospitality industry.

P.S.O. (2) Use the practical vocabularies of a variety of business disciplines in an appropriate manner.

P.S.O. (3) Hands on training in production and service developing basic skill sets for the industry.

P.S.O. (4) Handle issues from a variety of viewpoints

P.S.O. (5) Understand and evaluate theoretical frameworks

P.S.O. (6) Undertake a piece of appropriate independent research

P.S.O. (7) Identify appropriate practical strategies

P.S.O. (8) Develop capabilities in working with and managing others

P.S.O. (9) Construct, analyze and evaluate different forms of argument and present them in a logical and coherent manner.

B.Sc in Hospitality and Hotel Administration (B.Sc in H&HA)

SEMESTER 1st

Course Code	Course Name	Course Outcomes (CO)
BHM-101	Foundation Course in Food Production-I	Establish and maintain high standards of sanitation and food safety as established by the program.
		Demonstrate proficiency in basic terminology and techniques for culinary arts, baking and pastry arts to include food preparation, presentation, and service.
		Identify and demonstrate the concepts of recipe costing, purchasing, receiving, and issuing practices in food service operations.
		Explain the characteristics, functions, and food sources of the major nutrients and understand and demonstrate nutritional cooking methods including how to maximize nutrient retention.
BHM-102	Foundation Course in Food & Beverage Service-I	Illustrate the different types of Food & Beverage organizational charts and discuss the role of the various Food& Beverage positions
		Explain and demonstrate positive personal and professional attributes in relation F&B Service.
		Identify the various F&B Service equipment and tools and demonstrate the proper handling of each.
BHM-103	Foundation Course in Front Office-I	Equip learners with knowledge and skills required to work as part of a Hotel Front Office team.
		Evaluate functional systems i.e., accounting, finance, marketing and management in the lodging and travel industry
		Apply human, financial, technical and facilities resource management into food service/lodging and travel operations
BHM-104	Foundation Course in Accommodation Operations-I	Describe the role of the housekeeping department in hotel operations, and explain the importance of effective communication between housekeeping and other department.
		Identify typical cleaning responsibilities of the housekeeping department, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department.
		Apply techniques to develop and improve human resource skills in recruiting, selecting, hiring and orienting
BHM-105	Application of Computer	Define computers.
		Describe converting functions.
		Use MS Word.
BHM-106	Hotel Engineering	Rewrite the role and importance of the maintenance department.
		Use LPG and its properties.
		Tell fundamentals of electricity.
		Interpret fire prevention and fire fighting system.
BHM-107	Principles of Food Science	Develop preservation of food.
		Describe food facts and principles.

B.Sc in Hospitality and Hotel Administration (B.Sc in H&HA)

SEMESTER 2nd

Course Code	Course Name	Course Outcomes (CO)
BHM-201	Foundation Course in Food Production-II	Communicate clearly and professionally, both verbally and in writing.
		Develop strategies to improve business performance using creativity and problem solving skills, based on operational theory and procedures.
		Develop skills integral to success in the industry including guest service, supervisory management, the ability to work with others, and handling multiple tasks simultaneously.
BHM-202	Foundation Course in Food & Beverage Service-II	Recall and correctly employ commonly used F&B terminologies and how to use in the industry.
		Analyze menus and consider their impact on food and beverage provided to customers.
		The students acquire and develop knowledge of the Hotel and Catering Industry and its relation to their own particular jobs within the industry.
BHM-203	Foundation Course in Front Office-II	Demonstrate problem solving and critical thinking by applying skills and knowledge to different contexts in the hospitality and travel industry.
		Apply communication skills effectively involving diverse individuals in the hospitality and travel industry
		Developing knowledge and skills required for handling guest arrivals and departure.
		Understanding the importance of using correct communication when interacting with guests.
BHM-204	Foundation Course in Accommodation Operations-II	Apply techniques to develop and improve human resource skills in areas of training, scheduling, motivating, and disciplining.
		Manage inventories of recycled and non-recycled items. Techniques addressed include establishing par levels for different types of inventories, taking physical inventory, and implementing effective inventory control procedures.
		Control expenses in the housekeeping department by using the operating budget as a control tool, tracking expenses on the basis of a budget cost-per occupied-room, and implementing efficient purchasing practices.
BHM-205	Nutrition	Explain food science.
		Use energy and vitamins.
		Articulate on cooking carbohydrates.
		Describe 'food emulsion.
BHM-206	Accountancy	Identify components of income statement.
		Prepare of income statement.
		Analyse balance sheet.
		Value internal control.
BHM-207	Communication	Teach commercial communication.
		Design application for job.
		Develop telephone etiquette.
BHM-208	Foundation Course in Tourism	At the end of the course the student will be able to Modify operations of tourism & Develop planning in tourism.

B.Sc in Hospitality and Hotel Administration (B.Sc in H&HA)

SEMESTER 3rd

Course Code	Course Name	Course Outcomes (CO)
BHM-301	Food Production Operations	Develop the art of cookery.
		Explain food safety management.
		Describe kitchen equipment and fuels and methods of cooking.
BHM-302	Food & Beverage Operations	Summarize hotel and catering industry.
		Design departmental organisation and staffing.
		Develop food service areas F&B outlets.
		Modify ancillary departments.
BHM-303	Front Office Operations	Infer Tourism, hospitality and hotel industry
		Appraise Front office organisation.
		Categorise the hotels.
		Summarise types of rooms.
BHM-304	Accommodation Operations	Infer role of housekeeping in hospitality operation.
		Describe organisation chart of the housekeeping department.
		Develop cleaning organisation.
		Tell cleaning agents and equipment.
BHM-305	Food & Beverage Controls	Interpret cost dynamics, sales concept and sales control.
		Infer inventory control.
		Understand beverage control and budgetary control.
		Explain variance analysis.
BHM-306	Hotel Accountancy	At the end of the course the student will be able to Value internal control, Create audit & Interpret departmental accounting.
BHM-307	Food & Safety & Quality	At the end of the course the student will be able to Use energy and vitamins & Develop preservation of food.
BHM-308	Management in Tourism	At the end of the course the student will be able to Modify operations of tourism & Develop planning in tourism.
BHM-309	Communication Skills in English	At the end of the course the student will be able to Teach commercial communication, Develop public relation communication & Relate essential of business communication.
BHM-310	Human Resource Management	At the end of the course the student will be able to give students the knowledge, understanding and key skills that are required by today's HR professionals and to enable students to effectively contribute to dynamic organisations