MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
AND RESEARCH SOCIETY, PUNE

MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (UG & PG – Degree Programme)
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PROGRAM OUTCOMES FOR BHMCT PROGRAMME

1. Develop students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
2. Making students familiar with the practical aspects of the hospitality industry.
3. Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
4. Enhance the techniques of advanced technological uses in hotel industry.
5. *Business Knowledge* **-** Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major, and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.
6. *Communication Skills*- Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.
7. *Quantitative Skills- S*tudents will be able to Understand, analyse and use quantitative data to make business decisions and report to stakeholders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.
8. *Critical Thinking Skills* - Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.
9. *Technology*- Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.
10. *Ethics*- Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.
11. *Multicultural and Diversity*- Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.
12. *Demonstrate Learning*- Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

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Course Name: Food Production – I	**Semester**: First
Course Code: C 101	**Course Credits**: Six

CO No.	Course Outcomes	Programme Outcomes	Level
C101.1	To recognize with the basic concepts of culinary arts.		High
		1, 3	Medium
		5	Low
C101.2	To instil knowledge related to principles, aims and objectives of various classes of cookery.	5	High
		1	Medium
			Low
C101.3	To make students aware about the importance of professional attributes in culinary arts and Kitchen organization structures.	3, 6, 10	High
		11	Medium
		12	Low
C101.4	To introduce students to various cooking skills, and methods.	2, 1	High
		5	Medium
		7	Low
C101.5	To impart the knowledge and about variety of basic commodities used in cookery.		High
		1, 3	Medium
		5	Low

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Course Name: Food & Beverage Service – I	Semester: First
Course Code: C 102	Course Credits: Four

CO No.	Course Outcomes	Programme Outcomes	Level
C102. 1	To Create awareness about FNB sector in the hospitality industry	1	High
		2	Medium
			Low
C102. 2	To Build ability to perform basic FNB tasks in accordance with restaurant etiquettes and hygiene standards	2, 3	High
		10	Medium
		12	Low
C102. 3	To Identify and recall types, capacities/dimensions, uses and care and maintenance of various	5	High
			Medium
			Low
C102. 4	To Introduce the various menus for different meal types, applicable cover set ups and perform various service styles prevalent in the restaurants	3, 5	High
		8	Medium
		12	Low
C102. 5	To demonstrate the process of restaurant reservation systems – manual and online, order taking system and relevant soft-wares used for the same.	4, 9	High
		5, 6	Medium
		11	Low
C102. 6	To apply equipment usage guide and set appropriate covers for basic menus	2, 3	High
		12	Medium
			Low

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Course Name: Basic Rooms Division – I	Semester: First
Course Code: C 103	Course Credits: Four

CO No.	Course Outcomes	Programme Outcomes	Level
C103. 1	Obtain basic skills related to front office and housekeeping	3	High
		1	Medium
			Low
C103.2	Exhibit hotel and its departments. Analyse job profiles of personnel at various level	3, 6	High
			Medium
			Low
C103.3	Identifies cleaning agents and equipment used.	1, 2	High
			Medium
			Low
C103.4	Identifies types of guestrooms, supplies, amenities, and facilities provided for the same	2	High
			Medium
			Low
C103.5	Observes Key front office operations, follows rules of the house applies key control & analyses room rates.		High
		12	Medium
			Low

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Course Name: Principles of Management	Semester: First
Course Code: C 104	Course Credits: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C104.1	To define Management, its levels, and managerial skills and management theory.	3, 8	High
		5	Medium
			Low
C104.2	To note the definition, importance and steps in planning and categorize types of plans, and leadership styles.	3, 8	High
		5, 10	Medium
			Low
C104.3	To comprehend the process of organizing, its importance, principles, describe theory of motivation & trace the benefits of motivated staff.	3, 8	High
		5	Medium
			Low
C104.4	To analyse the process of communication and controlling and to note the importance of communication, coordination and controlling.	3, 8	High
		12, 5, 10	Medium
		4	Low

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Course Name: French – I	**Semester**: First
Course Code: C 105	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C105.1	To recognise the various alphabets and numbers of French. To memorize grammatical formations of the same.	6	High
			Medium
			Low
C105.2	To recall and label the various activities in French.	6	High
		7, 12	Medium
			Low
C105.3	To identify and label food & beverage related terms	10, 11	High
			Medium
			Low

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Course Name: Communication Skills (English) – I	Semester: First
Course Code: C 106	Course Credits: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C106.1	Introduction to communication- meaning, nature, process, objectives & principles, features of communication and to differentiate between categories of communication and forms.	5	High
		3	Medium
			Low
C106.2	Define the barriers to effective communication and the various types of barriers and understanding the importance of reading and use and apply the reading strategies through the different sources.		High
		3, 4	Medium
		2	Low
C106.3	Understanding the meaning, importance, advantages & disadvantages of written communication skills and application of email and to draft various types of business letters.	5	High
		3, 4	Medium
			Low
C106.4	Oral communication-Meaning, Importance, advantages & disadvantages, to analyse essential qualities of a good speaker, and to understand and application of nonverbal communication.	5	High
			Medium
		2, 1	Low

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Course Name: Food Production – II	**Semester**: Second
Course Code: C 201	**Course Credits**: Six

CO No.	Course Outcomes	Programme Outcomes	Level
C201.1	Impart knowledge of various types of stocks, Soups, and sauces	1, 2	High
		7, 5	Medium
			Low
C201.2	To introduce Fresh commodities (Egg, organic foods Vegetables and fruits) and various salad preparations.		High
		1,3	Medium
		5	Low
C201.3	To understand the structure, principles, types and guidelines of salads and sandwiches and synthesizing them.	1	High
		5	Medium
			Low
C201.4	To introduce kitchen stewarding department moreover comprehend and practice the principles of HACCP and food safety	1	High
		2	Medium
		5	Low

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Course Name: Food & Beverage Service – II	**Semester**: Second
Course Code: C 202	**Course Credits**: Four

CO No.	Course Outcomes	Programme Outcomes	Level
C202.1	Identify various meals and the dishes that are appropriate for the various courses	2	High
		12	Medium
		1, 5	Low
C202.2	Develop ability to plan menus and execute service for the various dishes planned therein	2	High
		8, 5	Medium
		3	Low
C202.3	Familiarisation of Tobacco and its products with their manufacturing process		High
		2	Medium
		1	Low
C202.4	To acquaint the student with the concept of room service and its processes and maintain relevant records		High
		2, 5, 6	Medium
		1, 8, 9	Low

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Course Name: Basic Rooms Division – II		**Semester**: Second	
Course Code: C 203		**Course Credits**: Four	

CO No.	Course Outcomes	Programme Outcomes	Level
C203.1	To describe co- ordination of Housekeeping with other departments	3	High
		1	Medium
			Low
C203.2	To list daily routine of housekeeping department while cleaning guest rooms & public areas and to teach daily, weekly & spring-cleaning procedures	3, 6	High
			Medium
			Low
C203.3	To note the functions of control desk and records maintained.	1, 2	High
			Medium
			Low
C203.4	To trace the stages of the guest cycle and practices reservation procedure	2	High
			Medium
			Low
C203.5	To describe the pre- arrival, arrival stage of the guest cycle & enumerate the procedure followed.		High
		12	Medium
			Low

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Course Name: French – II	Semester: Second
Course Code: C 204	Course Credits: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C204.1	To review French grammar and discuss French menu.	6	High
		10, 11	Medium
			Low
C204.2	To classify and recognise the French culinary terms	6, 10, 11	High
			Medium
			Low

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Course Name: Communication Skills (English) – II	**Semester**: Second
Course Code: C 205	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C205.1	Meaning of listening & hearing, Traits of good listening and Tips of an effective listener. Reading books and discussions, exploring journals and literature in digital and electronic media.	5	High
		3,2	Medium
		1	Low
C205.2	Meaning and differentiate between Kinesics, Chronemics, Proxemics and Paralanguage, Participation in group discussions, speeches, presentations, mock interviews.	5,4	High
		3	Medium
			Low
C205.3	Drafting of resume, using written communication for interviews, case studies, memo, notices, circulars, minutes of meeting, agenda, note making and logbooks	5,4	High
			Medium
			Low
C205.4	To take effective notes, travelogues, restaurant reviews, articles, print advertisements, to make posters, pamphlets, tent cards, to practice Formal conversation, telephone etiquette, Hotel phraseology and using charts and diagrams.	5,4	High
			Medium
		2,1	Low

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Course Name: Basic Accounting	**Semester**: Second
Course Code: GE 206 A	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
GE206A.1	To identify hotel accounting terms & terminologies and describe double entry systems of bookkeeping.	7,	High
		5, 3	Medium
		8, 1	Low
GE206A.2	To recognise the types and use of journal, ledgers, and cash books.	7	High
		5, 3	Medium
		8, 1	Low
GE206A.3	To distinguish trial balance and final accounts of small hotels and restaurants	7, 8	High
		5, 3	Medium
		1	Low

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Course Name: Logistics & Supply Chain Management	**Semester**: Second
Course Code: GE 206 B	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
GE206B.1	To understand evolution, characteristics, recent issues and process of supply chain management.	8	High
		7, 5	Medium
		9	Low
GE206B.2	To understand functions of logistic and various processes involved.	8	High
		7, 5	Medium
		9	Low
GE206B.3	To be aware about various distribution channel and its components.	8	High
		7, 5	Medium
		9	Low

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Course Name: Bakery & Confectionery	**Semester**: Third
Course Code: C 301	**Course Credits**: Six

CO No.	Course Outcomes	Programme Outcomes	Level
C301. 1	To introduce students to the basic principles of Bakery and confectionary, ingredients and tools and equipment used.	1,	High
		4	Medium
		12	Low
C301. 2	To students will be able to cognize the key framework and skills that reflect the body of knowledge related to various leavened products (Yeast Dough, Cake making).	1,2	High
		7	Medium
		4, 5, 12	Low
C301.3	To develop in depth understanding of flour pastries and their applications.	1, 2	High
		7	Medium
		4, 5, 12	Low
C301.4	To recognize the characteristics in different types of cookies and preparing them to use various mixing methods.	1, 2	High
		7	Medium
		4, 5, 12	Low
C301.5	To assemble and present diverse bakery and confectionery products.	1, 2	High
		4, 5, 12	Medium
		8	Low

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Course Name: Food & Beverage Service – III	Semester: Third
Course Code: C 302	Course Credits: Four

CO No.	Course Outcomes	Programme Outcomes	Level
C302.1	Classify Alcoholic beverages		High
		1, 2	Medium
		7	Low
C302.2	To acquaint students with the manufacturing of Brewed Beverages and their service procedure		High
		3	Medium
		5	Low
C302.3	To familiarise the students with viticulture, vinification, and identify the wines from various regions		High
		1, 2, 3	Medium
		12	Low
C302.4	Classify aperitifs and list their brands		High
		3	Medium
		5	Low
C302.5	Acquaint the students with the basic structure of a Bar its equipment		High
		3, 5	Medium
		8	Low

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Course Name: Accommodation Operations – I	Semester: Third
Course Code: C 303	Course Credits: Four

CO No.	Course Outcomes	Programme Outcomes	Level
C303.1	To identify the Housekeeping Supervisory Skill and to categorize the various linen Room and Laundry operations.	3	High
		4	Medium
			low
C303.2	To categorize the types of laundry equipment and linen used in hotel.	3	High
			Medium
			low
C303.3	To devise the contract cleaning services and contract jobs given for Contract cleaning and formula for pricing	8	High
		7	Medium
			low
C303.4	To analyse the front office Accounting System and understand the modes of payment.	2, 7	High
			Medium
			low
C303.5	To relate the various statistical data used for calculation of Revenue	2, 7, 5	High
		12	Medium
			low

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Course Name: Hotel Law	Semester: Third
Course Code: C 304	Course Credits: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C304.1	To discuss and classify business and industrial law	2, 10	High
		3	Medium
		8	low
C304.2	To identify the role of food legislations and indicate various acts.	2, 10	High
		3	Medium
		8	low
C304.3	To recognise duties of employer at workplace and identify various licenses and permits required for hotels.	2, 10	High
		3	Medium
		8	low

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Course Name: Soft Skills Management	**Semester**: Third
Course Code: C 305	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C305.1	Meaning of Social image and to understand the importance of grooming and appearance, poise & posture, Importance of Personality, different elements and determinants of personality, Why is SWOT analysis important, How to apply Johari Window, How to set goals and to design action plans.	10, 9	High
		7, 6	Medium
		3	Low
C305.2	To Understand what is self-esteem, attitudes, distinguish between inspiration and motivation, To interpret body language and projecting it and to know how to enrich ones personality by applying the above.	10, 9	High
		7, 6, 5	Medium
			Low
C305.3	To Identify recruiter expectations and to create a career path following the success stories. To Apply audio-visual aids to make presentations, and how to impress the audience while making presentations, Advantages of case studies and presenting an argument.	8, 7	High
		6	Medium
			Low
C305.4	Application of Stress and Time management techniques, causes of stress, Dealing with stress and management techniques, Managing time, Identify time robbers and how to optimize time.	8	High
		4, 3	Medium
		2, 1	Low
C305.5	Introduction to Transactional Analysis, The Ego State Model (PAC). How to work effectively in a Team, Do's, and Don'ts of Teamwork		High
		5	Medium
			Low

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Course Name: Hospitality Sales	**Semester**: Third
Course Code: DSE 306 A	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
DSE306A.1	To recognise the importance of Sales Department in Hotels and distinguish it from Marketing	1,2	High
		3	Medium
		5	Low
DSE306A.2	To identify various levels of hierarchy in sales departments & define the recruitment criteria, training requirements & their duties and responsibilities thereof	5, 8	High
			Medium
			Low
DSE306A.3	To outline the sales techniques adopted by hospitality industry for various services and products on offer	3, 6,9	High
		12	Medium
			Low
DSE306A.4	To determine the various market segments and their corresponding selling techniques	8, 10, 11	High
		12	Medium
			Low
DSE306A.5	To recognise the importance of software used in the sales department		High
			Medium
			Low

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Course Name: Computer Fundamental	Semester: Third
Course Code: DSE 306 B	Course Credits: Three

CO No.	Course Outcomes	Programme Outcomes	Level
DSE306B.1	To describe the features of computer system and identify input & output devices, software, network, & computer memory.	1, 2, 4, 9	High
		3	Medium
			Low
DSE306B.2	To define and operate Windows and DOS in Computer system.	4, 9	High
		3	Medium
			Low
DSE306B.3	To classify the various application MS Word, MS Excel, and MS Power point commands.	4, 9	High
		3	Medium
			Low
DSE306B.4	To state the history, prerequisites, and various internet concepts.	4, 9	High
		3	Medium
			Low
DSE306B.5	To categorize E-commerce, ERP, Cloud computing & social media & its advantages and disadvantages in today's world.	4, 9	High
		3, 5	Medium
			Low

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Course Name: Quantity Food Production	**Semester**: Four
Course Code: C 401	**Course Credits**: Six

CO No.	Course Outcomes	Programme Outcomes	Level
C401.1	Impart the knowledge & skill sets required in bulk catering in welfare & commercial sector such as Volume forecasting & Yield Management	1, 2	High
		7	Medium
		8	Low
C401.2	To develop an awareness & understanding of Indian regional cuisine in relation to its culture, eating habits, religion, history, & other factors of culinary arts.	1, 2	High
		7, 11	Medium
		4, 5, 12	Low
C401.3	To comprehend the methods of Menu planning, purchasing, indenting, storing portioning for quantity food production.	1, 5, 7	High
		8	Medium
		2, 10	Low
C401.4	To impart skill in planning and implementing Indian regional cuisine and for various catering outlets.	1, 2	High
		7	Medium
		4, 5, 12	Low

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Course Name: Food & Beverage Service – IV		**Semester**: Four	
Course Code: C 402		**Course Credits**: Four	

CO No.	Course Outcomes	Programme Outcomes	Level
C402.1	To classify alcoholic beverages and identify each one's methods of manufacturing.		High
		3, 5	Medium
		12	Low
C402.2	To familiarise students with mixed drinks and traditional beverages with their consumption styles		High
		1, 2	Medium
		12	Low
C402.3	Classify liqueurs and list their types with examples		High
		12, 10, 11	Medium
			Low
C402.4	To correlate Events and F&B service procedure	5, 6, 7	High
		8, 9	Medium
		12	Low

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Course Name: Accommodation Operations – II	Semester: Four
Course Code: C 403	Course Credits: Four

CO No.	Course Outcomes	Programme Outcomes	Level
C403.1	To create safety awareness, give first aid and handle various types of complaints.	8	High
		1	Medium
			low
C403.2	To distinguish between various pests & note their control measures.	3	High
		1	Medium
			low
C403.3	To illustrate concept & principles of interior designing & process of refurbishing & redecoration.	3	High
		10	Medium
			low
C403.4	To list the steps in the night audit procedure and identify the different types of room tariffs & tariff fixation.	8, 7, 4	High
		9	Medium
			low
C403.5	To identify hotel products & apply sales techniques for sales promotion	6	High
		9	Medium
			low

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Course Name: Event Management	**Semester**: Four
Course Code: C 404	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C404.1	To achieve a sense of responsibility for the multi-disciplinary nature of event management and its planning principles	1, 2	High
		10	Medium
		3, 11	Low
C404.2	To understand and implicate the processes (pre-event, during the event, post event) involved in organizing.	1, 3	High
		5, 7	Medium
		11, 10	Low
C404.3	To understand & involve in a planning process that incorporates venue planning, budgeting, marketing management and event laws.	1, 3	High
		5	Medium
		10	Low
C404.4	To able to synthesize, summarize and analyse information about vendor planning	6, 7	High
		10	Medium
		11	Low

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Course Name: Food Safety Management Systems	Semester: Four
Course Code: C 405	Course Credits: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C405.1	Introduce students to ISO, ISO 22000 and Food Safety Management, its scope, functioning and related standards.	1	High
		5, 3	Medium
			Low
C405.2	Evaluate management's role in implementation of FSMS & to understand related prerequisites for implementing food safety team & its functioning.	2	High
		5	Medium
		10, 8	Low
C405.3	To determine various hazards and develop HACCP plan which can be implemented.	2, 8	High
		1	Medium
		5	Low
C405.4	To determine validation, verification, and improvement in the Food safety management system	10	High
		5, 8, 3	Medium
		7	Low

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Course Name: Customer Relationship Management	**Semester**: Four
Course Code: GE 406 A	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
GE406A.1	Recognizes the importance of CRM identifying the levels, types, stages, and attributes of relationship management.	3, 6, 12	High
		5	Medium
		10	Low
GE406A.2	Determines the value of service quality for sales process and customer satisfaction.	1, 6, 11	High
		2	Medium
		3	Low
GE406A.3	Evaluates the Customer retention and feedback policy by understanding customer loyalty and satisfaction.	5, 12	High
		2	Medium
		10	Low
GE406A.4	Assesses the CRM system and its implementation by using various software's.	4, 9	High
		5, 8	Medium
		7	Low

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Course Name: Facility Planning	**Semester**: Four
Course Code: GE 406 B	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
GE406B.1	Students will be able to understand various classes of hotels & the design considerations that are essential for facility planning along with the basic principles with regards to space allocation & structural regulations laid down.	1	High
		2	Medium
		3, 5	Low
GE406B.2	To identify the principles of planning & designing restaurant & bar facilities with regards to space allocation, equipment, ambience & décor & actual layout in the restaurant dining, kitchen, & allied areas	1	High
		2	Medium
		3, 5	Low
GE406B.3	To identify the basic principles in designing in front office & housekeeping department with regards to layout space management, equipment ambience & décor	1	High
		2	Medium
		3, 5	Low
GE406B.4	To identify the basic principles in planning ancillary areas with regards to location, equipment, & functioning of • Shopping Arcade • Business Centre • Gym and Spa • Swimming Pool • Landscaping	1	High
		2	Medium
		3, 5	Low

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Course Name: Industrial Training	Semester: Five
Course Code: C 501	Course Credits: Fifteen

CO No.	Course Outcomes	Programme Outcomes	Level
CIT501.1	Students should be enabled to co-relate the theoretical knowledge with practical implications.	2	High
		6, 5	Medium
			Low
CIT501.2	To enhance the skills acquired in the laboratory & classrooms are tested against standards & practices prevalent in the industry.	2, 5	High
		8, 12	Medium
			Low
CIT501.3	Students are exposed to real-time hands-on experience and observe the trends in the industry.	2, 5	High
		12	Medium
			Low

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Course Name: Specialisation in Food Production Management – I	Semester: Six
Course Code: CS 601 A	Course Credits: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS601A.1	To develop an awareness & understanding of Nouvelle Cuisine & European cuisine in relation to its culture, eating habits, religion, history, & other factors of culinary arts	1, 2	High
		7, 11	Medium
		4, 5, 12	Low
CS601A.2	To make students familiar with the practical & theoretical accepts of selection and fabrication of meat, fish, & poultry	1, 2	High
		5	Medium
		4, 7, 12	Low
CS601A.3	Enhancing skills related to international classical hot and cold appetizers.	1, 2	High
		7, 11	Medium
		4, 5	Low
CS601A.4	Evaluate, analyse, and interpret Nutritional Values in food to implement for balanced diet of various nutritional requirement.	7	High
		1, 2	Medium
		8, 12	Low
CS601A.5	To familiarize students towards increasing usage of convenience food in recent years.	1,	High
		2, 4	Medium
		7, 12	Low
CS601A.6	Comprehend the range of considerations concerned with planning and designing of kitchen areas, and putting these into practice, also examine planning issues, the latest style trends and new technology.	5, 8, 12	High
		1, 4, 7, 9	Medium
		2	Low

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Course Name: Specialisation in Food & Beverage Service Management – I	**Semester**: Six
Course Code: CS 601 B	**Course Credits**: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS601B.1	To recognise the importance of Gueridon Service and perform the service of various food items	5, 12	High
		2, 9	Medium
			Low
CS601B.2	Differentiate between various types of functions, plan and execute events with relevant documentation	2, 5, 12	High
		6	Medium
			Low
CS601B.3	To compare the management practices followed in Facility management, airline, and sea catering.	2, 3, 5	High
			Medium
		12	Low
CS601B.4	To explain core management concepts with regards to personnel management, budgetary control and food and beverage control	2, 3, 5	High
			Medium
		12	Low

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Course Name: Specialisation in Accommodation Management – I	Semester: Six
Course Code: CS 601 C	Course Credits: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS601C.1	Determines the various types of budgets and identifies the purchasing system for various items.	1, 3	High
		5, 8	Medium
		10	Low
CS601C.2	Classifies textiles with respect to its fibre characteristics.	1, 2, 5	High
		8	Medium
		12	Low
CS601C.3	Identifies various types of lobbies and front desk and designs brochures and tariff cards.	1, 5, 12, 8	High
		2, 3	Medium
		10	Low
CS601C.4	Describes the role of concierge in hotels and relates the legal concerns to be followed in hotels.	1, 6	High
		10	Medium
		6	Low
CS601C.5	Recognizes the importance of PMS in front office and relates its use in various areas.	1, 9, 12	High
		8, 2	Medium
		4	Low

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Course Name: Food & Beverage Control	Semester: Six
Course Code: C 602	Course Credits: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C602.1	Identifies importance of Food & Beverage Control	1, 5	High
		12	Medium
			Low
C602.2	Develops the ability to analyse various operational costs and optimum sale levels to reach Breakeven point & generate profits	1, 3, 5, 6, 7	High
		8, 12	Medium
			Low
C602.3	Applies the process of developing various types of Budgets & is able to determine the process of comparing & calculating variances between Budgeted & actual figures	5, 6, 7	High
		8	Medium
		12	Low
C602.4	Develops & implements various standards for different phases of a control cycle along with the documentation involved	1, 2, 3, 5	High
		6, 7, 8, 12	Medium
		9, 10	Low
C602.5	Is able to distinguish between various MIS reports generated during the catering cycle & can identify variances in MIS REPORTS which in turn assists in the making of the Decision-making process in the Food & Beverage production department.	3, 6, 7, 8, 9	High

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Course Name: Human Resource Management	**Semester**: Six
Course Code: C 603	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C603.1	To define HRM, identify its role, understand its need in the service industry and to explain need & importance of manpower planning and sources & modes of recruitment.	7, 8	High
		3	Medium
			Low
C603.2	To define Human resource development, illustrate training process, methods, types, & evaluation & understand the need for & importance of performance management, performance appraisal, career management & counselling.	5, 7, 8	High
			Medium
			Low
C603.3	To list objectives of performance evaluation, identify concepts, objectives, limitations, methods of job evaluation and interpret competency matrix.	5, 7, 8	High
			Medium
			Low
C603.4	To note objectives, types & trends of compensation management, describe the process of formulating a compensation structure & wage incentive planning.	5, 7, 8	High
			Medium
			Low
C603.5	To outline the grievance handling system & concept of discipline and to discuss the concept of labour turnover and trade unions.	10	High
			Medium
		8	Low

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Course Name: Services Marketing	**Semester**: Six
Course Code: C 604	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C604.1	To distinguish between goods and services on the basis of characteristics and business strategies	1, 3, 5	High
		2, 12	Medium
			Low
C604.2	To recognise the 7 marketing mixes for services and translate them into marketing strategies	5, 8	High
		3, 12	Medium
			Low
C604.3	To associate service quality with customer satisfaction and loyalty	1, 2, 3, 5	High
		6, 10, 11, 12	Medium
			Low
C604.4	To show the correlation between demand and capacity in service marketing	5, 7, 8	High
		3, 12	Medium
			Low

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Course Name: Hotel Maintenance	**Semester**: Six
Course Code: C 605	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C605.1	To identify the role of the Maintenance in the upkeep of hotels in various areas	1, 3, 4	High
		5, 12	Medium
			Low
C605.2	To define the concept of heat, temperature, ventilation & air conditioning & to identify the basic principles of Heating, Ventilation, Air Conditioning in order to apply the principles to maintain the Facility	1, 3, 4	High
		5, 6, 7, 8	Medium
		9, 12	Low
C605.3	To identify the sources of energy electricity & water in hotels & apply the principles of energy usage & water conservation in order to minimise usage & maintain the facility	1, 3, 4	High
		5, 6, 7, 8	Medium
		9, 12	Low
C605.4	To identify the safety and security needs of the various stake holders in the hotel & to prepare a strategy to meet the safety & security needs by implementing various processes.	1, 3, 4	High
		5, 6, 7, 8	Medium
		9, 12	Low

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Course Name: Food Science	**Semester**: Six
Course Code: GE 606 A	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
GE606A.1	To define and identify food groups and describe a balanced diet by classifying trends in nutrition.	1	High
		8	Medium
		2, 7	Low
GE606A.2	To classify major and minor nutrients and indicate role of water.	1	High
		8	Medium
		2	Low
GE606A.3	To distinguish the concepts of food science and recognise the food adulterants and additives.	1,	High
		8, 4	Medium
		2, 3, 7, 5, 10	Low
GE606A.4	To explain the importance of hygiene and sanitation in food production and service area.	1, 2	High
		8	Medium
		4	Low
GE606A.5	To describe the role of food preservations and classify storage of food and recognise the role of microbiology in food science.	1, 2	High
		8, 9	Medium
		4, 7	Low

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Course Name: Nutrition	**Semester**: Six
Course Code: GE 606 B	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
GE606A.1	To relate to the nutrition terminologies and recognise the role of carbohydrates, proteins, fats, and oils in nutrition	1	High
		2, 5	Medium
		7	Low
GE606B.2	To describe the role of vitamins, minerals and plan a balanced diet by using basic five food groups	1	High
		8, 2, 5	Medium
		7	Low

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Course Name: Specialisation in Food Production Management – II	Semester: Seven
Course Code: CS 701 A	Course Credits: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS701A.1	To develop an awareness & understanding of international cuisine in relation to its culture, eating habits, religion, history, and other factors of culinary arts	1, 2	High
		7, 11	Medium
		4, 5	Low
CS701A.2	To impart the knowledge about Larder department and cold preparations enhancing skills related to charcutier i.e., Pork Cookery and cold preparations.	1, 2	High
		7, 11	Medium
		4, 5	Low
CS701A.3	To introduce students to the Charcutier and its importance and presence in international cuisines.	1, 2	High
		7, 11	Medium
		4, 5	Low
CS701A.4	To enhancing skills related verity of desserts and comprehend students with varieties of chocolate. cultivation, manufacturing, tempering and its uses	5, 8, 12	High
		1, 4, 7, 9	Medium
		2	Low
CS701A.5	To familiarize students towards types and usage of food additives	1, 2	High
		7, 11	Medium
		4, 5	Low

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Course Name: Specialisation in Food & Beverage Service Management – II	**Semester**: Seven
Course Code: CS 701 B	**Course Credits**: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS701B.1	Relates to the principles of Food and beverage outlet planning and operating procedures	3, 4, 5	High
		6, 7, 8	Medium
		12	Low
CS701B.2	builds ability to analyse and sell Menus efficiently	5, 6	High
			Medium
		12	Low
CS701B.3	Acquaint students with the principles of food and beverage control system and processes involved with the documentation involved.	3, 5	High
			Medium
		12	Low
CS701B.4	Student should be aware of revenue management concepts and apply the technology in food and beverage service	3, 4, 5	High
		6, 7, 8, 9	Medium
		12	Low
CS701B.5	Demonstrates the ability to identify wines and pair them appropriately with food in a contemporary environment	2, 5, 8	High
		12	Medium
			Low

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Course Name: Specialisation in Accommodation Management – II	**Semester**: Seven
Course Code: CS 701 C	**Course Credits**: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS701C.1	Interprets the aspects of Interior decoration, with respect to colour schemes, lighting plans, floor, and wall Coverings.	1, 2	High
		5	Medium
		3	Low
CS701C.2	Determines the various front office operations to be carried out in a hotel as per the SOPs & calculates staffing for the same.	1, 2, 7, 8	High
		6	Medium
			Low
CS701C.3	Estimates the budgets for the front office department applying the process and control measures.	5, 7, 8	High
		12	Medium
		2	Low
CS701C.4	Justifies the importance, application, and benefits of Revenue management for effective sales.	7, 8, 9	High
		4	Medium
		10	Low

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Course Name: Disaster Management	Semester: Seven
Course Code: C 702	Course Credits: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C702.1	To create awareness about the need for disaster management and the government bodies responsible for dealing with it.		High
		1	Medium
			low
C702.2	To acquaint students with the pre, during and post disaster activities.	2	High
		8	Medium
			Low
C702.3	To apply the process of Disaster management in hotels.	2	High
		1	Medium
		10	Low
C702.4	To enlist the details of the of National disaster management Act.	1	High
			Medium
			Low

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Course Name: Total Quality Management	**Semester**: Seven
Course Code: C 703	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C703.1	Defines the importance of Quality in hotel Operations	3	High
		5	Medium
			Low
C703.2	Identifies the core concepts of Quality & the role of pioneering quality gurus & the Japanese in developing the Quality Function.	3	High
		5	Medium
			Low
C703.3	Applies Quality Certifications in developing and maintaining quality processes in organizations	3	High
		5, 7, 8	Medium
			Low
C703.4	Applies the basic concept of kaizen & other quality tools in solving problems & building quality products & services in order to maintain customer satisfaction	3, 5	High
		6, 7, 8	Medium
		12	Low
C703.5	Relates the economics involved in developing & maintaining quality & variables such as Employee, work culture & communication which affect the quality in an organization	3, 5	High
		6, 7, 8	Medium
			Low

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Course Name: Environment Science	Semester: Seven
Course Code: C 704	Course Credits: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C704.1	To create awareness about green certification and 5 globes	8	High
		1	Medium
			Low
C704.2	To impart knowledge of cause and effect of water pollution and to converse water.	3	High
		1	Medium
			Low
C704.3	To illustrate concept and measures for energy management.	3	High
		10	Medium
			Low
C704.4	To practise solid waste management and air purification measures at workplace	8, 7, 4	High
		9	Medium
			Low
C704.5	To acquaint the students to practice eco-friendly practise at the workplace	6	High
		9	Medium
			Low

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Course Name: Research Methodology	Semester: Seven
Course Code: C 705	Course Credits: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C705.1	Recognizes the fundamentals of research designs a title by identifying the research problem	1, 2	High
		3	Medium
		8, 6	Low
C705.2	Formulates a research design and describes the types of data and collection methods.	1, 2, 7,	High
		12	Medium
		8	Low
C705.3	Analyses the sampling techniques and processing the data.	7, 8	High
		4	Medium
		3	Low
C705.4	Designs a report by applying the principles and layout standards.	7, 8	High
		2	Medium
		4	Low

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Course Name: Managerial Economics	**Semester**: Seven
Course Code: GE 706 A	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
GE706A.1	Relates to importance of different branches of economics & their role in the hospitality industry	1	High
		5	Medium
			low
GE706A.2	Identifies & applies various costs associated with business	5, 2	High
		1	Medium
			Low
GE706A.3	Co-relates to the function of demand dynamics & supply function in hospitality industry	5, 8	High
		1	Medium
		2	Low
GE706A.4	Identifies various market structures and their economic characteristics & business applies them in daily business activities	1	High
		5	Medium
		11	Low

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Course Name: Tourism Operations	**Semester**: Seven
Course Code: GE 706 B	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
GE706B.1	Recognizes types of tourism and travel trends and relates the infrastructure required for the same.	1, 2, 5	High
		10	Medium
		8	Low
GE706B.2	Distinguishes the role and functions of tourism personnel's and Tourism organization.	1, 2, 7	High
			Medium
		8	Low
GE706B.3	Identifies the various travel documents and process of itinerary planning.	5	High
		8	Medium
		2	Low
GE706B.4	Assesses the impact of tourism and identifies the role of technology.	4, 9	High
		2, 5	Medium
		10	Low

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Course Name: Specialisation in Food Production Management – III	Semester: Eight
Course Code: CS 801 A	Course Credits: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS801A.1	To familiarize students towards Personnel Management in the Kitchen	1, 5, 7	High
		8	Medium
		2, 10	Low
CS801A.2	To evaluate, analyse and interpret various aspects of Production Management and budgetary control in kitchen department	1, 3, 5	High
		6,8,10,11,12	Medium
		2, 9	Low
CS801A.3	To make students aware about the importance of Kitchen Administration and personal management in kitchen	1, 5, 7	High
		8	Medium
		2, 10	Low
CS801A.4	To master the key frameworks of menu engineering and its use in menu planning.	1, 5, 8, 12	High
		2, 3	Medium
		7	Low
CS801A.5	To demonstrate learning in product research and developing new recipes, conducting trials, testing and evaluation of food.	1, 2, 8, 12	High
		5, 7	Medium
		3, 4, 10	Low

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Course Name: Specialisation in Food & Beverage Service Management – III	Semester: Eight
Course Code: CS 801 B	Course Credits: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS801B.1	Identifies new trends that are emerging in food and beverage consumption in various markets and their effect on the service providers & aggregators	3, 4	High
		8	Medium
			Low
CS801B.2	Is able to classify hotels and food and beverage outlets based on domestic and global criteria	5	High
		12	Medium
			Low
CS801B.3	Develops awareness of the legal requirements of the food and beverage industry	5	High
		12	Medium
			Low
CS801B.4	Develops abstract thinking patterns by designing models of food and beverage outlets by applying the principles of planning and operations.	5, 6, 8, 10	High
		12	Medium
			Low
CS801B.5	Develops the ability to appreciate the management of food and beverage operations including menu merchandising.	3, 5, 6	High
		8	Medium
		12	Low
CS801B.6	Develops the ability to relate, analyse and infer various MIS reports and find variances in the same.		High
			Medium
			Low

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Course Name: Specialisation in Accommodation Management – III	Semester: Eight
Course Code: CS 801 C	Course Credits: Eight

CO No.	Course Outcomes	Programme Outcomes	Level
CS801C.1	Describes and relates the changing trends in the Accommodation department	1, 5	High
		3	Medium
		12	Low
CS801C.2	Determines and analyses various aspects of facility planning pertaining to the operations, effectiveness, and convenience.	1, 6, 8	High
		3, 12	Medium
		5	Low
CS801C.3	Compares the Housekeeping operations in other sectors, determines the role of audits for establishing standards.	12, 7, 8	High
		2	Medium
		3	Low
CS801C.4	Applies the various tools for effective guest management system and retention by designing loyalty programmes.	7, 8, 12	High
		2	Medium
		1	Low
CS801C.5	Evaluates the importance of Safety and security systems in the hotel and assesses the various measures.	6, 3, 10	High
		5	Medium
		1	Low

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Course Name: Research Project	Semester: Eight
Course Code: C 802	Course Credits: Five

CO No.	Course Outcomes	Programme Outcomes	Level
C802.1	Identifying a research problem and designing of a project	1, 2, 6	High
		8, 5	Medium
		9	Low
C802.2	Describes the process of data collection.	5, 7	High
		12	Medium
		2	Low
C802.3	Analyses the sampling techniques and processing the data.	5, 8, 7	High
		9	Medium
		1	Low
C802.4	Designs a report by applying the principles and layout standards.	6	High
		4	Medium
		1	Low

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Course Name: Organisation Behaviour	**Semester**: Eight
Course Code: C 803	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C803.1	To make students familiar with concept of organizational behaviour and its applications	1, 5	High
		8	Medium
		6	Low
C803.2	Impart the knowledge related to human behaviour like Perception, Personality, Learning, Values, Attitude, and emotions and understanding its impact on organization	1	High
		5	Medium
		6, 8	Low
C803.3	Evaluating problems in organization related to human behaviour like Group dynamics, team building, Stress, Conflict, Power, and Politics and designing strategies to overcome them	1	High
		5, 10	Medium
		6, 8	Low
C803.4	To develop a consciousness and understanding of the cultural issues that affect business process in a universal society.	10, 11	High
		5	Medium
		6, 8	Low

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Course Name: Entrepreneurship Development	**Semester**: Eight
Course Code: C 804	**Course Credits**: Three

CO No.	Course Outcomes	Programme Outcomes	Level
C804.1	To distinguish between entrepreneur, entrepreneurship & intrapreneur and explain the types	10, 12	High
		1, 5, 8	Medium
			Low
C804.2	To describe the Functional plan for business and starting a venture	3, 5, 8	High
		11	Medium
			Low
C804.3	To assess emergence of women entrepreneurs and classify financial assistance available for new ventures.	10, 11	High
		6, 8	Medium
			Low
C804.4	To discuss the growth and social responsibility of an entrepreneur.	8, 10, 11	High
		6	Medium
			Low
C804.5	To relate doing business in India as an entrepreneur	5, 8, 11	High
		3, 7	Medium
			Low

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Course Name: Introduction to Cyber Security & Information Security	**Semester**: Eight
Course Code: C 805	**Course Credits**: Two

CO No.	Course Outcomes	Programme Outcomes	Level
C805.1	Identifies the importance of security in Cyberspace by describing key concepts of the virtual world & develops the ability to identify various cybercrimes and frauds and the various modus operandi of cyber criminals in order to reduce cyber crimes	3, 4, 8, 9	High
			Medium
			Low
C805.2	Relates to the various standards of security systems & contemporary Information security models built in computers & servers which reduce access to information by unethical hackers.	3, 4, 8, 9	High
			Medium
			Low
C805.3	Identifies various security threats & vulnerabilities & methods used in counteracting these threats & thus encourage Good Security management practices	3, 4, 8, 9	High
			Medium
			Low
C805.4	Develops awareness about Cyber Security laws & standards & the penalties in case of contravention of cyber laws.	3, 4, 8, 9	High
			Medium
			Low
C805.5	Develops the protocol used in wireless networks, addresses the issue of safety in wireless networks & addresses security issues in VPN & next generation networks	3, 4, 8, 9	High
			Medium
			Low

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PROGRAM OBJECTIVES FOR MHMCT

1. Develop employability skills required for hospitality industry enhancing skills in core areas at various positions of specialization.
2. Understand, analyze and evaluate quantitative data to make business decisions.
3. Develop students with an in depth understanding of management aspects and an awareness of the issues that impact hospitality business operations globally.
4. Ability to identify entrepreneurial opportunities and leverage managerial and leadership skills in leading and managing hospitality business and startups.
5. Ability to resolve strategic management issues of Hospitality and allied areas and able to collaborate across organizational boundaries in achievement of organizational goals.
6. Ability to apply Technological advancements and process data in a meaningful way to make business decisions.
7. Acknowledge ethical boundaries in business to implement strategies and resolve ethical issues to simplify situations.
8. Develop tolerance and acceptance of diverse cultural orientations while respecting international business norms.

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Course Name: Tourism A Global Perspective	**Semester**: First
Course Code: MH 101	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 101.1	To discuss the tourism A's, identify tourism system and relate significance of tourism to nation	2, 5	High
		3	Medium
			Low
MH 101.2	To reviewing the policy and execute planning of tourism and identify the seven pillars and code of conduct of tourism and memorizing pledge of commitment	5, 2	High
		3	Medium
		1	Low
MH 101.3	To the executing the attraction planning and development and to identify tourism legislation	2, 3	High
		1, 5	Medium
			Low
MH 101.4	To recognize trends in tourism, aviation accommodation industry and understand the role of SMERF and WTCC	1, 2	High
		5	Medium
		6, 4	Low

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Course Name: Marketing for Hospitality & Tourism	**Semester**: First
Course Code: MH 102	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 102.1	To identify the evolution of Marketing and interpret the customer buying behaviour.	3, 5	High
		2	Medium
			Low
MH 102.2	To define the Product Life Cycle of services and correlate the various strategies to be implemented at each stage	5, 3, 2	High
		4	Medium
			Low
MH 102.3	To define the pricing methodologies applicable for various hospitality products	2, 3	High
		6, 5, 4	Medium
			Low
MH 102.4	To appraise the promotional strategies to be adopted by correlating them with the customer preferences	5, 3, 2	High
		4,	Medium
		6	Low

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Course Name: Customer Relationship Management	Semester: First
Course Code: MH 103	Course Credits: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 103.1	Determine the **i**mportance of CRM and categorize the enterprise-wide activity by analyzing the Gaps.	3,	High
		2, 5	Medium
		1	Low
MH 103.2	Develop a CRM process structure by implementing strategic management tools for effective sales.	5	High
		2, 3	Medium
		6	Low
MH 103.3	Evaluate the customer loyalty for an organization by illustrating Case Studies.	3	High
		5	Medium
		2	Low
MH 103.4	Assesses the CRM system and its implementation by using various software.	6, 2	High
		5,	Medium
		3	Low

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Course Name: Organisation Development & Leadership	**Semester**: First
Course Code: MH 104	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 104.1	Familiarize the concepts and techniques of ODL	1, 3	High
			Medium
		6	Low
MH 104.2	Evaluate the implementation of ODL interventions and judge their usefulness against other change tools and techniques	1, 2, 3	High
		5	Medium
		6	Low
MH 104.3	Identify the key roles and responsibilities of an ODL consultant needed to develop and sustain long term ODL interventions	2, 3	High
		5	Medium
		4	Low
MH 104.4	Interpret a range of organization data to gain insights into organizational effectiveness	6, 2	High
		3, 5	Medium
			Low

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Course Name: Statistics and Quantitative Techniques	**Semester**: First
Course Code: MH 105	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 105.1	To describe the key terms of Statistics and QT in Hospitality industry	2	High
		6, 5	Medium
		3	Low
MH 105.2	To practice of understanding the formats and ratios	2	High
		6, 5	Medium
		3	Low
MH 105.3	To understand the basic concepts of Stat and QT	2	High
		6, 5	Medium
		3	Low
MH 105.4	To design network analysis construction diagram	6, 2	High
		3, 5	Medium
			Low

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Course Name: Operation Electives – Sp. in Food Production Management	**Semester**: First
Course Code: MH 106 A	**Course Credits**: Six

CO No.	Course Outcome	Programme Outcome	Level
MH 106 A .1	To determine and applying the environmental sustainability by following principles of eco-friendly systems, waste management and	1, 3	High
			Medium
		5	Low
MH 106 A .2	To deconstructing and grouping of menu items and matching suitable wines with the novel menu terminology and products	1,	High
		2, 3	Medium
		4, 5, 6	Low
MH 106 A .3	To associate with the concept of being an entrepreneur in the hospitality industry considering various allied concepts such as manpower requirements, and raising capital, elements of costs and an aspect of Human resource planning and management.	4, 5	High
		2, 3	Medium
			Low
MH 106 A .4	To annotate the Nouvel concepts in the field of food production management.	1	High
		6	Medium
		3	Low

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Course Name: Operation Electives – Sp. in Food & Beverage Service Management	Semester: First
Course Code: MH 106 B	Course Credits: Six

CO No.	Course Outcome	Programme Outcome	Level
MH 106 B .1	To identify the basic requirements of operating FNB outlets and apply them in creating an outlet.	1, 3	High
			Medium
		5	Low
MH 106 B .2	To define business strategies required to operate in defined environment	5, 3	High
		1, 2	Medium
			Low
MH 106 B .3	To examine the aspects of large scale operations.	2	High
		3, 6	Medium
		1, 4	Low
MH 106 B .4	To evolve with the changing trends in management of FNB outlets	6	High
		5	Medium
		3	Low

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Course Name: Operation Electives – Sp. in Accommodation Management	Semester: First
Course Code: MH 106 C	Course Credits: Six

CO No.	Course Outcome	Programme Outcome	Level
MH 106 C .1	Ability to identify and manage a facility.	1, 4	High
		2, 3, 5	Medium
		6	Low
MH 106 C .2	Administer the industry trends and plan for the new property operations.	6	High
		4	Medium
		2	Low
MH 106 C .3	Evaluate the revenue management and room reservation systems.	2, 5	High
		3, 6	Medium
			Low
MH 106 C .4	Execute Trainer the trainer concept in the work area.	1	High
		3	Medium
		4, 5, 6	Low

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Course Name: Professional Development (Sec. – I)	**Semester**: First
Course Code: MH 107 (Sec. – I)	**Course Credits**: One

CO No.	Course Outcome	Programme Outcome	Level
MH 107 .1	Create and build self brand and reflect a positive social image	1	High
		3	Medium
		4	Low
MH 107 .2	Analyze the business environment and implement the appropriate communication skills required	1	High
			Medium
		4, 6	Low

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Course Name: Professional Development (Sec. – II)	Semester: First
Course Code: MH 107 (Sec. – II) (A/B/C)	Course Credits: One

CO No.	Course Outcome	Programme Outcome	Level
MH 107 A.1	To gather and implement the principles of food presentation emphasizing the overall service line aesthetics	1, 4	High
			Medium
		6	Low
MH 107 A.2	Students will be able to understand the modern concepts of fusion foods and prerequisites of food photography	1	High
		6, 4	Medium
			Low
MH 107 A.3	To be able to execute menu mix so as to optimize the contribution margin	2	High
		5, 6	Medium
			Low

CO No.	Course Outcome	Programme Outcome	Level
MH 107 B .1	Identify the developments in the F & B sector.	3	High
		6	Medium
		1	Low
MH 107 B.2	Develop conceptual & cognitive skills in food & beverage management.	1, 5	High
		2, 3	Medium
			Low

CO No.	Course Outcome	Programme Outcome	Level
MH 107 C .1	To identify the trends in rooms division pertaining to operations and smart applications	3	High
		6	Medium
		1	Low
MH 107 C.2	Compare Hotel classification norms.	1	High
		3	Medium
		5	Low

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Course Name: Field Work	Semester: First
Course Code: MH 108	Course Credits: Four

CO No.	Course Outcome	Programme Outcome	Level
MH 108.1	Identify the recent trends and ground reality about various aspects of the hospitality industry.	1	High
		6	Medium
			Low
MH 108.2	To design and conduct field work	3	High
			Medium
		5,6	Low
MH 108.3	To develop practical concepts through field work	1	High
		3	Medium
		6	Low

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Course Name: Management Information Systems in Hospitality	**Semester**: Second
Course Code: MH 201	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 201.1	Describe the role of, and describe the function of property management systems, reservation systems, POS, menu management systems, sales and catering systems	2, 3 ,6	High
		5	Medium
		1	Low
MH 201.2	Apply problem-solving and critical-thinking skills to provide customer service, to improve interpersonal skills	5	High
		2,3	Medium
		1,6	Low
MH 201.3	Effectively change plans, goals, actions, or priorities to deal with changing situations.	5	High
		1	Medium
		3	Low
MH 201.4	Develop MIS strategies for various hospitality sectors	5,6	High
			Medium
		3	Low

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Course Name: Facility Planning and Designing	**Semester**: Second
Course Code: MH 202	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 202.1	To explain the concept of facility planning and the basic principles with regards to location, building plans and design	3	High
			Medium
		1,5	Low
MH 202.2	To identify the principles of planning and designing restaurant and bar facilities with regards to space allocation, equipment, ambience and décor and actual layout in the restaurant dining, kitchen and allied areas	5	High
		2	Medium
		4,6	Low
MH 202.3	To identify the basic principles in designing in front office and housekeeping department with regards to layout space management, equipment ambience and décor	5	High
		2	Medium
		4,6	Low
MH 202.4	To identify the basic principles in planning ancillary areas with regards to location, equipment, and functioning of Shopping Arcade • Business Centre • Gym and Spa • Swimming Pool • Landscaping	5	High
		2	Medium
		4,6	Low
MH 202.5	To identify the principles of planning and designing of commercial kitchen with regards physical layout, work and method study, work flow, temperature, humidity and ventilation Lighting and colour scheme, floor finish, wall covering, sound odour, drainage system etc.	5	High
		2	Medium
		4,6	Low

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Course Name: Research Methodology	**Semester**: Second
Course Code: MH 203	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 203.1	Highlight the significance & need for research & develop insights into Research.	2	High
		5	Medium
		3	Low
MH 203.2	Determine various methods & techniques to research work.	2,6	High
		3	Medium
		5	Low
MH 203.3	Illustrate the relevant aspects of the research process.	3	High
		5	Medium
		2	Low
MH 203.4	Experiment various data processing techniques.	2, 3, 6	High
		5	Medium
			Low
MH 203.5	Develop research reports to address real-life business research problems	2, 6	High
		3	Medium
		4, 5	Low

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Course Name: Quality Management & Assurance	**Semester**: Second
Course Code: MH 204	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 204.1	Interpret the evolution of Quality.	3	High
		5	Medium
		1	Low
MH 204.2	Analyze the principles of Total Quality Management	2	High
		3	Medium
		1, 5	Low
MH 204.3	Design Quality into Hospitality Sector.	5, 6	High
		1	Medium
		3	Low
MH 204.4	Develop Quality policies and Objectives for Quality Management.	1, 2	High
		3	Medium
		5	Low

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Course Name: Managerial Communication	**Semester**: Second
Course Code: MH 205	**Course Credits**: Four

CO No.	Course Outcome	Programme Outcome	Level
MH 205.1	Identify the various aspects of communication and implement successful communication techniques	1, 3	High
		4	Medium
			Low
MH 205.2	Develop and execute techniques of Group Communication	1, 3	High
		4	Medium
		5	Low
MH 205.3	Generate formal business correspondence as per requirement	1	High
		3	Medium
		4, 5	Low
MH 205.4	Develop skills to demonstrate and practise speeches and presentations	1, 4	High
		5	Medium
			Low

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Course Name: Retail Management	**Semester**: Second
Course Code: MH 206 A	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 206 A.1	To identify the concept of retail industry as a whole and to interpret the retail industry as a lucrative career option	1, 3	High
		4	Medium
		6	Low
MH 206 A.2	To determine the various retail model and to interpret the various strategy, branding and franchise.	5	High
		1, 3	Medium
			Low
MH 206 A.3	To understand the consumer and their decision making process and map the various strategy in their day to day work	3, 5	High
		1	Medium
			Low
MH 206 A.4	To summarizing and understand store operation, E commerce activity and outline various marketing communication to consumer	3, 6	High
		1, 5	Medium
		2	Low

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Course Name: Event Management	**Semester**: Second
Course Code: MH 206 B	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 206 B.1	To understand the nature of event management and MICE concept.	3	High
		1	Medium
			Low
MH 206 B.2	To illustrate a planning process that incorporates venue planning, budgeting, marketing management and event laws	1, 4	High
		2, 5	Medium
		3	Low
MH 206 B.3	To able to summarize and analyse information about other supportive aspect of event management.	5	High
		3	Medium
		2	Low
MH 206 B.4	To understand/ reviewing the importance of event management committee and its functions.	3	High
		5	Medium
			Low

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Course Name: New Venture Set-up & Management	**Semester**: Second
Course Code: MH 206 C	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 206 C.1	To overview of Business as a whole and to understand Facility management services and contract service in Housekeeping and to know the policy and procedure in contract.	1, 4	High
		3	Medium
		5	Low
MH 206 C.2	To identify the importance of Human resource management in Business	1, 5	High
		3	Medium
			Low
MH 206 C.3	To understand the employee welfare in business and to interpreting various facility for employee.	1, 5	High
		3	Medium
		4	Low
MH 206 C.4	To summarizing and understand Contract management and financial control in business and outline practice for benchmarking	2, 5	High
		3	Medium
		6	Low

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Course Name: Professional Development	**Semester**: Second
Course Code: MH 207	**Course Credits**: Two

CO No.	Course Outcome	Programme Outcome	Level
MH 207.1	Develop and nurture their interpersonal skills for career advancement	1, 4	High
		3	Medium
		5	Low
MH 207.2	Stimulate creativity in themselves and others working around them, as well as apply creativity and innovation in real world business solutions for growth creation.	1, 4	High
		3	Medium
		5	Low
MH 207.3	Sharpen their thinking process whilst also being able to constantly increase their memory capacity.	3	High
		1, 4	Medium
			Low
MH 207.4	Annotate and build on their self-awareness, take ownership of their goals and achieve their personal potential	1, 4	High
		3	Medium
		5	Low

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Course Name: M. I. C. E.	**Semester**: Second
Course Code: MH 208	**Course Credits**: Two

CO No.	Course Outcome	Programme Outcome	Level
MH 208.1	To describe the MICE concepts and identify the component and planning for the MICE	3	High
		5	Medium
		1	Low
MH 208.2	To identifying the types of meeting, meeting planner and various responsibilities carried out for planning of meeting keeping in mind the technological requirement.	1, 5, 6	High
		3	Medium
			Low
MH 208.3	To categorize convention, conferences, trade fairs and exhibition related to their significance, organization purpose and specifications	3	High
		5	Medium
		1	Low
MH 208.4	To recognize concepts of incentive travel and identify the reasons and client profile for incentive travel.	4, 5	High
		1	Medium
		3	Low

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Course Name: Entrepreneurial Development	**Semester**: Third
Course Code: MH 301	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 301.1	Provide theoretical foundations of entrepreneurship development	3,	High
		7,	Medium
		2	Low
MH 301.2	Know competences are needed to become an Entrepreneur	5	High
		1,2	Medium
		8	Low
MH 301.3	Evaluating challenges in starting new ventures and introducing new product and service ideas	8,4	High
		6	Medium
		7	Low
MH 301.4	Executing various projects, starting from project identification till project termination.	8,4	High
		6	Medium
		7	Low

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Course Name: Financial Management	**Semester**: Third
Course Code: MH 302	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 302.1	Conceptualise the various costs in cost accounting & prepare cost sheet.	2	High
		1	Medium
			Low
MH 302.2	Categorize various types of budgets & present various financial statements with the help of accounting ratios.	2	High
			Medium
			Low
MH 302.3	Summarize various sources of funds & computation of cost of capital.	2	High
			Medium
			Low
MH 302.4	Evaluate capital budgeting & determine the working capital requirements.	2	High
		1	Medium
		7	Low
MH 302.5	Review various direct & indirect taxes.	8	High
		5	Medium
		3,4	Low

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Course Name: Inventory Management	**Semester**: Third
Course Code: MH 303	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 303.1	To understand evolution, characteristics, functions of logistic and able to plan logistics operations for optimum utilization of resources in supply chain management.	2,	High
		4,5	Medium
		7,8	Low
MH 303.2	To understand system components of MRP and ERP and able to apply the methods of forecasting as a tool to control inventory management costs.	3,6,	High
		2,4	Medium
		1	Low
MH 303.3	Able to apply knowledge on the basics of purchasing and procuring methods, vendor relations and functioning of stores	6,5	High
		3	Medium
		7	Low
MH 303.4	Analyzing the materials in storage, handling, packaging, shipping distribution within an organization	3,6,	High
		2,4	Medium
		1	Low

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Course Name: Hotel Laws	**Semester**: Third
Course Code: MH 304	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 304.1	To recognise the Business and commercial law along with companies act pertaining to the Hospitality Industry in detail.	1,2,3	High
		5	Medium
		7,8	Low
MH 304.2	To be able to enumerate the Welfare and Safety Statutory Laws related to the Hospitality Industry.	2	High
		1,3	Medium
		4,7,8	Low
MH 304.3	To link the Sale of Goods Act to the hospitality Industry and identify the Licenses and permits required by Hotels for smooth functioning.	1,3,4	High
		6	Medium
		5	Low
MH 304.4	To identify Central, State Taxes and Other Laws relating to Hospitality industry.	2,5	High
		1	Medium
		7	Low

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Course Name: Managerial Economics	**Semester**: Third
Course Code: MH 305	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 305.1	Relate the importance of different branches of economics & their role in the hospitality industry	1	High
		7	Medium
		-	Low
MH 305.2	Apply various costs associated with business	2,5	High
		1	Medium
			Low
MH 305.3	Co-relate the function of demand dynamics & supply function in hospitality industry.	1,2	High
		3	Medium
		5	Low
MH 305.4	Examine various market structures and their economic characteristics & apply them in daily business activities.	8	High
		7	Medium
		1	Low

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Course Name: Tourism – Destination India	**Semester**: Third
Course Code: MH 308	**Course Credits**: Two

CO No.	Course Outcome	Programme Outcome	Level
MH 308.1	Memorizing the History of tourism and study the present status of tourism		High
		3, 2	Medium
			Low
MH 308.2	Identifying the role of Government in promotion of tourism and listing various government promotional activities	1	High
		3, 4	Medium
		8	Low
MH 308.3	Assesses the tourism and tourist product and finding the popular tourist destination in India.	1, 4	High
		3, 5	Medium
		7, 8	Low

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Course Name: Revenue Management	**Semester**: Fourth
Course Code: MH 401	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 401.1	To interpret the concept, importance and strategic approach to yield management and apply the same in the day to day operations.	5	High
		2, 3	Medium
			Low
MH 401.2	Enables the students to compute statistical data, demand forecasting and allocate inventories related with rooms division department	2	High
		3, 5	Medium
			Low
MH 401.3	Able to apply and implement yield management strategies to manage demand and supply in the F& B service department	2, 5, 3	High
		1	Medium
		7	Low
MH 401.4	Able to prepare SPS and standard yield and to price the menu as per the yield.	2	High
		5	Medium
		7	Low

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Course Name: Business Policies & Strategic Management	**Semester**: Fourth
Course Code: MH 402	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 402.1	To identify an appropriate environment conducive for customer acquisition and retention.	5, 3	High
		2	Medium
		7, 8	Low
MH 402.2	To classify the strategies in the planning process and correlate them with the various aspects of planning an organization.	2	High
		3, 5, 1	Medium
			Low
MH 402.3	To implement and appraise the strategies for a sustainable business plan.	3, 5	High
		7	Medium
		6	Low

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Course Name: Disaster Management	**Semester**: Fourth
Course Code: MH 403	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 403.1	To impart knowledge to the students about the concept of disaster management	1,4,8	High
		5	Medium
		6	Low
MH 403.2	To understand the National Disaster Policy 2005	2,5	High
		1	Medium
		7,8	Low
MH 403.3	To apply knowledge in practical situation of Disaster.	1,2	High
		5,7,8	Medium
		3,4,6	Low
MH 403.4	To analysis the risk at your working place - (HVRC) Analysis	1,2,7,8	High
		5,6	Medium
		3,4	Low

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Course Name: Human Resource Management	**Semester**: Fourth
Course Code: MH 404	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 404.1	To recognise the planning and functions of the Human resource department in an organization	1,5,7	High
		2,8	Medium
		6	Low
MH 404.2	To formulate and assess training for development of employees and interpreting Industrial relations in an organization to manage departmental productivity	2,3,5	High
		1,8	Medium
		6,7	Low
MH 404.3	To execute performance management systems with career and succession planning	2,6	High
		3	Medium
		1,8	Low
MH 404.4	To facilitating an accurate recruitment and separation process for the employees	1,2,3	High
		7,8	Medium
		6	Low

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Course Name: Corporate Sustainability	**Semester**: Fourth
Course Code: MH 405	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 405.1	Understand key principles of sustainability of business operations in the corporate world	1,3	High
		2,4	Medium
		6,7	Low
MH 405.2	Analyze the impact of the principles of corporate sustainability in his daily working environment	2,7	High
		1,5	Medium
		8	Low
MH 405.3	Deduce the importance of CSR	1,5,7,8	High
		3	Medium
		6	Low
MH 405.4	Devise a Corporate Governance Structure	2,5,7	High
		3,	Medium
		6,8	Low

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Course Name: Services Marketing	**Semester**: Fourth
Course Code: MH 406	**Course Credits**: Three

CO No.	Course Outcome	Programme Outcome	Level
MH 406.1	To distinguish between goods and services on the basis of their characteristics.	2,3,4	High
		1,5	Medium
		6	Low
MH 406.2	To define the correct service environment for creation of SOPs as per brand standards	2,3,5	High
		1,6	Medium
		8	Low
MH 406.3	To examine the quality gaps and define solutions	1,2,5	High
		3	Medium
		4	Low
MH 406.4	To define the services marketing mix and correlate with the management strategies	5	High
		1,4	Medium
		2,3	Low

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Course Name: Professional Development – Life Skills, Interview Techniques, Work Life Balance	**Semester**: Fourth
Course Code: MH 407 (Sec. – I)	**Course Credits**: One

CO No.	Course Outcome	Programme Outcome	Level
MH 407.1	Construct and Communicate relevant public speaking techniques in an effective manner.	1	High
		3,4	Medium
		8	Low
MH 407.2	Demonstrate and apply appropriate decision making skills and leadership techniques to foster a healthy team in a business environment	2,3,4	High
		1,5	Medium
		8	Low
MH 407.3	Identify the key elements required to succeed at interview and group discussions.	1	High
		3,8	Medium
		7	Low
MH 407.4	Analyse the concept of workplace wellness and execute them in day to day interpersonal decisions.	2	High
		1,3	Medium
		8	Low

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Course Name: Professional Development – Life Skills, Interview Techniques, Work Life Balance	**Semester**: Fourth
Course Code: MH 407 (Sec. – II) (A/B/C)	**Course Credits**: One

CO No.	Course Outcome	Programme Outcome	Level
MH 407 A .1	To correlate design considerations with the available space, optimum use of manpower and style of service of food while designing the commercial kitchen	1,2,4	High
		3,6	Medium
		8	Low
MH 407 A .2	To interpret the concept of cost management and HACCP so as to implement effective processes.	1,3,4	High
		2,6	Medium
		5	Low

CO No.	Course Outcome	Programme Outcome	Level
MH 407 B .1	Enhance the conceptual & cognitive skills in Food & Beverage Management.	1,2,4	High
		5,6	Medium
		8	Low

CO No.	Course Outcome	Programme Outcome	Level
MH 407 C .1	To equip students with skills required at the managerial level while working in the Accommodations Department of hotels	1,2,5	High
		7,8	Medium
		6	Low

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Course Name: Psychology – Hospitality Perspective	**Semester**: Fourth
Course Code: MH 408	**Course Credits**: Two

CO No.	Course Outcome	Programme Outcome	Level
MH 408.1	To identify different types of Hospitality Customer and their needs and motives	1,4	High
		8	Medium
		-	Low
MH 408.2	To know to sell right product to right person at right time	1,2,3	High
		7	Medium
		8	Low
MH 408.3	To understand how does colour, fragrance, light, taste, sound and service plays an important role in influencing customer purchasing decision, experience and satisfaction?	3,4,8	High
		1	Medium
		2,7	Low

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Course Name: Green Practices in Hospitality Industry	**Semester**: Fourth
Course Code: MH 409	**Course Credits**: Two

CO No.	Course Outcome	Programme Outcome	Level
MH 409.1	To be aware of various types of pollution caused by hotel industry	3	High
		1	Medium
		8	Low
MH 409.2	To understand and apply the eco- friendly practices in daily operation	1	High
		8	Medium
		3,4	Low
MH 409.3	To identify the waste generated by the operation and manage it	1	High
		3	Medium
		5	Low

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