



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-I

FOOD PRODUCTION & PATISSERIE I
USHO 101
THEORY

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- To inculcate a right and required basic knowledge in the art of culinary and food production department.
- To inculcate a right and required basic skills in the art of culinary and food production department.
- To describe the organization structure and key function of food production department
- To identify and distinguish different types of fruits and vegetable, structure of egg and their cooking methods.
- To list the various ingredients used in Bakery and state the role of each ingredient in the preparation of bread and cooking.

COURSE OUTCOMES

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

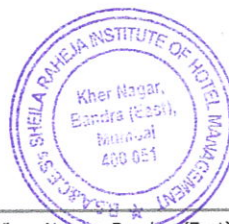
CO 1- State the origin of modern cookery, its equipment's, hand tools, types of fuels used in kitchen and discuss the personality traits, skills and experience required for personnel of the food production department.


CO 2- Describe the method, techniques and objective of cooking, classify raw material according to the function and stocks and sauces according to their usage.

CO 3- Describe the organization structure and key function of food production department.

CO 4- identify and distinguish different types of fruits and vegetable, structure of egg and their cooking methods.

CO 5- List the various ingredients used in Bakery and state the role of each ingredient in the preparation of bread and cooking.




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FOOD PRODUCTION AND PATISSERIE
USHO 101
PRACTICAL

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- Identification of Tools & Equipment's (Familiarization of Kitchens BTK, QTK, ATK, Bakery, Pot Wash & Utility Area)
- Introduction to Basic Commodities used in the Kitchen 2 Methods of Cooking Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave.
- Principles of each method of cooking & precautions to be taken.
- Cuts of Vegetables and Egg Preparation 3 Suggested Menu Patterns Indian Menus Continental Menus

COURSE OUTCOMES

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

CO1- Identify tools, Equipment's and basic commodities used in kitchen and familiarized with different kitchen such as BTK, QTK, Bakery, Pot wash and Utility Area.

CO2- Discover and duplicate the methods of cooking with their precautions, demonstrate and reproduce cuts of vegetables and egg preparations.

CO3- Associate the learning of methods of cooking and demonstrate them in Indian and continental menus.




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FOOD & BEVERAGE SERVICE I
USHO 102
THEORY

COURSE OBJECTIVES

On successful completion of this course, the learners 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 equipment used in the Food and Beverage department.
- Understand the various service methods and procedures followed in the department.

COURSE OUTCOMES

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

CO1- Describe the various sectors of Food & Beverage Industry and define the role & Organization of Food & Beverage Service Industry.

CO2- State the attributes of Food & Beverage personnel and identify their duties and responsibilities.

CO3- Enumerate the operational, auxiliary and Equipment used in the Food & Beverage Service Department.

CO4- Discuss various service methods & procedures followed in the Food & Beverage Service Department and explain the basis of selection of Service styles for service outlets.

CO5- List the techniques in organizing the dining room operations and specialized services.




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FOOD AND BEVERAGE SERVICE I
USHO 102
PRACTICAL

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- Lay and relay tablecloths and set a cover including serviette folds.
- Serve all types of food items as per courses.
- Demonstrate the complete meal sequence from Greeting and Seating a guest to Billing and Guest departure.
- Effectively communicate with guests during service.
- Display technical skills of F&B service.

COURSE OUTCOMES

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

CO1- Identify the various category outlets to know the emerging trends in Hospitality Industry by visiting outlets such as coffee shop, Banquets & Kiosks etc.

CO2- State the attributes, Etiquettes, Attitudes of F & B personnel. Reproduce the F & B service operations by demonstrating them via role play.

CO3- Identify different operational, auxiliary areas and equipment of Food & Beverage Department, Demonstrate various dining service methods, procedures & napkin folds.



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FRONT OFFICE I
USHO 103
THEORY

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- 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 guests in the job.
- Understanding the functioning of the Telecommunication department.

COURSE OUTCOMES

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

CO1- State the development and growth of Hospitality & Tourism Industry in India & in the world.

CO2- Discuss the basis for classification of hotels.

CO3- Describe the organization structure, departmental co-ordination and duties & responsibilities of the front office personnel.

CO4- List the various types of hotel rooms, their tariff & tax structure.

CO5- Explain the functioning of the Telecommunication Department.




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HOUSEKEEPING I
USHO 104
THEORY

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- 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 equipment's, cleaning agents and explain their use.
- The student will be able to perform basic cleaning procedures of various surfaces.

COURSE OUTCOMES

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

CO1- Define the role of the housekeeping department and classify hotels based on different criteria.

CO2- Recognize the importance of Housekeeping in hotels, list personality traits of a good housekeeping personnel and the daily routine of housekeeping department.

CO3- Compare the organizational structure of housekeeping department in star category hotels, and state interdependent co-ordination ensure smooth functioning of the department.

CO4- Summarize the duties and responsibilities of housekeeping personnel, classify cleaning equipment, their usage and care.

CO5- Classify cleaning agents depending on their use for maintaining different surfaces.



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ROOM DIVISION MANAGEMENT
USHO 105
PRACTICAL

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- The goal of this course could be to ensure that participants are well-versed in the selection, operation, and maintenance of cleaning tools for different environments, surfaces, and situations.
- This objective involves understanding the characteristics of different cleaning agents, their specific applications, and how to use them effectively and safely on different surfaces.
- The course objective you've provided is a combination of three distinct topics: handling calls in a hotel, illustrating grooming standards and social etiquettes, and identifying Mumbai's important tourist attractions.

COURSE OUTCOMES

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

CO1- Understand wide range of manual and mechanical cleaning equipment, their features, functions, and proper usage.

CO2- Identify various cleaning agents' detergents, disinfectants, and solvents, including their properties, applications, and appropriate uses on different surfaces.

CO3- List the procedures for handling calls in a hotel, illustrate grooming standards and social etiquettes and identify Mumbai's important tourist attractions.




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COMMUNICATION SKILL I (ENGLISH & FRENCH)
USHO 106
THEORY

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- Developing and adapting speaking and achieving listening skills and strategies.
- Generating, planning and drafting ideas
- Improving vocabulary for precision and impact
- Using grammar (English & French) accurately and appropriately.
- Structuring, organizing and presenting texts in a variety of formats.
- To be able to understand and speak English & French.

COURSE OUTCOMES

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

CO1- Understand Sentences & differentiate between Subject and Predicate, Phrase and Clause, Nouns and Adjectives, Definite and Indefinite Articles and classify the Pronouns.

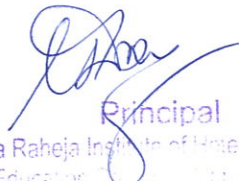
CO2- Convert dialogues and culinary terms from French to English.

CO3- Identify Verbs, Tenses, Adverbs and its correct usage.

CO4- Identify Prepositions, Conjunctions and Interjections and use the same in Sentences with correct punctuation and state antonyms and synonyms.

CO5- Express and communicate effectively orally & in writing in English & French.




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Semester-I

INFORMATION TECHNOLOGY
USHO 107
THEORY

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- Understanding of IT Concepts and Principles: Students will gain a solid understanding of the fundamental concepts and principles of information technology, including hardware, software, networks, and the internet.
- Effective Communication and Collaboration: Students will enhance their communication and collaboration skills, including the ability to effectively communicate technical concepts, work collaboratively in teams, and present technical information to both technical and non-technical audiences.

COURSE OUTCOMES

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

CO1- Define the various computer fundamentals and explain application software, system software, devices, and utility software.

CO2- Describe the central processing unit, processors, storage devices, RAM, ROM, and hard disk.

CO3- Summarize the functionality of input and output devices.

CO4- Classify types of networks, topology network hardware and securities.

CO5- Enumerate the functionalities of Internet, Intranet, Extranet, VPN, VOIP, Search Engine, ISP and Bandwidth.




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COURSE OUTCOMES

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

CO1- Understand the computer architecture & configuration of operating system command & Networking Component.

CO2- Understand the logical concept Microsoft word and PowerPoint. Understand the techniques to design word and PowerPoint logic.

CO3- Identify knowledge of principles of data handling, techniques of design and performance, evaluation of error correction, solution for technical issues.

CO4- State the configuration and various functionality of outlook.




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FOOD SAFETY & NUTRITION
USHO 108
THEORY

COURSE OBJECTIVES

On successful completion of this course, the learners will be able to:-

- 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.

COURSE OUTCOMES

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

CO1- Summarize importance of Hygiene and explain the importance of effective waste disposal.

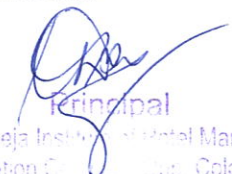
CO2- Recognize critical points to maintain highest standards in food safety and identifying microbes and its impact on food and its impact on nutrients

CO3- Recognize the importance to store food appropriately and identify the problems that evolve with food toxins and microbial contamination and differentiate food adulterants used in the food.

CO4- State the relation between food and various factors influencing Malnutrition, under nutrition and over nutrition and summarize the basic need of vitamins, minerals, water colloids and their functions. Sources, deficiency, excess balance, importance and sources in food.

CO5- Identify the various factors influencing eating habits and state the breakup of proteins, carbohydrates and fats components and discuss the balance diet, food groups, food pyramids, and explain the special nutritional diet requirements.




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