



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-II

FOOD PRODUCTION & PATISSERIE II
USHO 201
THEORY

COURSE OBJECTIVE

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

- To develop a keen interest in food production and to enable students to experiment, innovate and progressively produce a variety of preparation /dishes.
- To gain confidence to adopt to the technical skills and art of preparation different menus, Indian as well as Continental.
- To be confident enough in their skills which would boost their morale to take up
- the challenge of bulk cooking in the third and fourth semester.

COURSE OUTCOMES

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

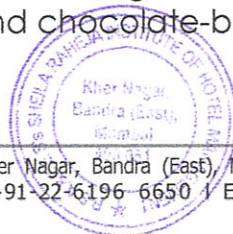
CO1- Understand the fundamental principles of kitchen layout and design, recall the essential equipment and tools required for efficient kitchen operation and memorize the basic ingredients and techniques used in soup preparations.

CO2- Recall the basic principles of fish handling, storage, and preparation in a food service setting, list common poultry varieties, their characteristics and identify different types of rice, cereals, and pulses used in culinary applications.

CO3- Recognize the different types of meat, identify various cuts of meat, their characteristics and list common milk and milk product categories with its processing

CO4- Identify different fats and oils used in bakery and pastry, their properties and uses, list the key varieties of tea and coffee, their origins and brewing methods and explain how various thickening agents contribute to the consistency and texture of Indian gravies.

CO5- Identify the historical development of Indian cookery and its evolution over, name the key basic spices commonly used in Indian cuisine, recall the historical origins and influences that have shaped menu planning in the food service industry, understand various types of menus and list basic ingredients and techniques required for making pastries, pastry cream, cocoa and chocolate-based desserts.



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FOOD PRODUCTION AND PATISSERIE
USHO 201
PRACTICAL

COURSE OBJECTIVES

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

- Prepare 4 course dishes such as Salad, Soup, Fish or Chicken and Potato or Rice preparation
- Apply the basics of food production in their daily practical classes and develop their kitchen skills such as filleting the fish, jointing of chicken and using mothers' sauces etc.
- Reproduce basic Indian and continental menus, Breads, pastries, cakes, cookies and doughnuts as per their standard recipes also prepare plan of work and indent for the given menu

COURSE OUTCOMES


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

CO1- Prepare 4 course dishes such as Salad, Soup, Fish or Chicken and Potato or rice preparation.

CO2- Apply the basics of food production in their daily practical classes and develop their kitchen skills such as filleting the fish, jointing of chicken and using mothers' sauces etc.

CO3- Reproduce basic Indian and continental menus, Breads, pastries, cakes, cookies and doughnuts as per their standard recipes also prepare plan of work and indent for the given menu.




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FOOD & BEVERAGE SERVICE II
USHO 202
THEORY

COURSE OBJECTIVES

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

- Define menu, identify the various types of Menus, types of meals and principles of menu planning.
- List and elaborate the sequence and course in the French Classical Menu. Also Identify general accompaniments.
- Explain the processing of Tobacco, making of cigars, its types, service and storage.
- Define and classify Beverages. Explain the types and service of Non-alcoholic Beverages.
- Describe the simple control system followed in a restaurant.

COURSE OUTCOMES

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

CO1- State the principles of menu planning, types of menu and meals.

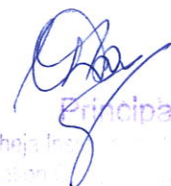
CO2- Explain various types of breakfast and tea service.

CO3- Identify the sequence & course of French Classical Menu, Explain Cigars and Cigarette with respect to types of tobacco, their shape. Size, color and brand names with Country of Origin.

CO4- Explain types of categories of Ice cream and Classify Non-alcoholic Beverages.

CO5- Explain simple control systems used in Food & Beverage outlets. List the terminology used in




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FOOD AND BEVERAGE SERVICE II
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PRACTICAL

COURSE OBJECTIVES

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

- Plan and compile (4, 5, 6 courses menu, lunch and Dinner, English and French). Demonstrate different types of table service.
- Set-up the cover, demonstrate the Order taking and the service procedure of various types of Breakfast. Demonstrate service of High tea and Afternoon tea.
- Show the service procedure for Non- Alcoholic Beverages and Tobacco, Practice the writing of manual food checks (KOT & BOT).

COURSE OUTCOMES

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

CO1- Demonstrate planning of Table D'hote menu for different meal periods with their cover set-ups, Styles of Table service and step by step detailed service sequence.

CO2- Demonstrate service of Cigar, Cigarettes and Non-Alcoholic Beverages

CO3- Demonstrate order taking, techniques of suggestive selling and upselling. Tabulate kitchen order ticket.




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FRONT OFFICE II
USHO 203
THEORY

COURSE OBJECTIVES

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

- Understand the concept and functioning of room reservations, reception and guest services.

COURSE OUTCOMES

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

- CO1-** Understand the concept of Room reservation and its process
CO2- Identify the various sources, types and systems of reservation and understand the importance of Overbooking
CO3- Explain the process of guest registration in a hotel.
CO4- List down steps involved in check in process of a guest and identify the various documents required for the same.
CO5- Distinguish the various guest services provided by the Front Office Department.




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HOUSEKEEPING II
USHO 204
THEORY

COURSE OBJECTIVES

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

- The student will be able to list and explain the various operational areas, procedures and formats of the housekeeping department.
- The student will be able to enlist and implement Standard Operating Procedures (SOP's) for routine cleaning procedures of various guest areas.

COURSE OUTCOMES

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

CO1- Understand standard of cleaning protocols and procedures for different areas, emphasizing efficiency and thoroughness in the cleaning process.

CO2- List and understand the various operational areas, procedures and formats of the housekeeping department.

CO3- Understand how to accommodate guest preferences and special requests related to room supplies and amenities and set up of maid's trolley.

CO4- Gain an understanding of the importance of proper key management and its role, in maintaining security and controlling access to various areas of the hotel and dealing with emergency situations.

CO5- Understanding the different types of pests, including insects, rodents, birds, and other nuisance animals their eradication process, commonly encountered in various settings in hotel industry.




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ROOM DIVISION MANAGEMENT
USHO 205
PRACTICAL

COURSE OBJECTIVES

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

- The course objective you've provided focuses on teaching participants different bed-making styles, catering to various preferences and hospitality standards.
- The course objective you've provided focuses on preparing participants to perform guestroom cleaning in a professional and effective manner. This objective involves two key components: preparing for guestroom cleaning and acquiring specialized cleaning techniques for bathroom surfaces
- The course objective you've provided focuses on teaching participants the processes related to guest reservations, check-in, check-out, and rooming.

COURSE OUTCOMES

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

CO1- Demonstrate various bed-making styles, including traditional, duvet, and turn down style, catering to different preferences and hospitality standards.

CO2- Learn to prepare for guestroom cleaning by organizing supplies, assessing room conditions, and ensuring safety and acquire specialized cleaning techniques for bathroom surfaces such as sinks, toilets, showers, bathtubs, mirrors, and fixtures.

CO3- Summarize the process of taking down a reservation, check in, check out and rooming of a guest



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COMMUNICATION SKILL II (ENGLISH & FRENCH)
USHO 206
THEORY

COURSE OBJECTIVES

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

- Improve the communication skills of the student in English and state basic restaurant & office French terms, as required by a Hospitality Professional
- List various channels and barriers of Communication
- Compile reports and write formal letters
- State various types of meetings
- Improve presentation skills

COURSE OUTCOMES

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

CO1- Define and understand the Process of Communication, Feedback, Verbal Communication, Non-verbal Communication, Channels & Barriers of Communication and state basic restaurant & office French terms, state the correct way to say time and ask for directions in French.

CO2- Distinguish between Upward, Downward, Lateral, Grapevine Communication and explain their purpose & functions.

CO3- Recognize and describe Memos, Circulars and Notices.

CO4- Write and enumerate different types & parts of Letters & Reports respectively & list recipes in correct order in French and translate culinary terms from French to English.

CO5- Differentiate between types of Meetings, describe participant's responsibilities and documentation, memorize and deliver effective presentations, participate in Group Discussions and interviews confidently and have basic conversation in French.




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PRINCIPLES OF HOTEL ACCOUNTANCY
USHO 207
THEORY

COURSE OBJECTIVES

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

- Understand the rules of accounts. Can pass journal entry. Can prepare the ledger. Can prepare subsidiary books. Can prepare triple-column cash books. Can calculate break-even points. Can prepare sole trader final account.

COURSE OUTCOMES

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

- CO1-** Identify the personal, real, and nominal accounts.
CO2- Prepare Journal and ledger
CO3- Explain subsidiary books and triple-column cash books.
CO4- Define capital and revenue expenditure and compute the break-even point.
CO5- Prepare the final accounts of the sole trader.



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PRINCIPLES OF MANAGEMENT
USHO 208
THEORY

COURSE OBJECTIVES

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

- Program activities and lecture to learn about emerging Indian Corporate World and
- Global Phenomenon with stress upon hospitality industry.
- To train the student as future managers and make them understand the working of an organization.
- Teaching through PowerPoint presentations, case studies, activities, brain storming sessions, SWOT/PEST analysis etc.
- Trying to bridge the gap between management studies and real corporate world through real time stories from newspapers, journals and business magazines, books.
- Encouraging students to read more so as to refine their analytical power and sharpen business sense and become more aware of the business environment.

COURSE OUTCOMES

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

CO1- Define and explain the Management Functions, Principles, Levels, Skills and Corporate Communication for managing business.


CO2- Describe and explain Planning process, MBO, Decision Making, Mission & Vision in relation to Hospitality Industry.

CO3- Differentiate between Formal & Informal, Tall & Flat, Centralization, decentralization, Line & Staff Organization in relation to organizing business enterprise.

CO4- Explain the concept and importance of Staffing and Coordination in any business organization.

CO5- Explain the importance in directing, leading, controlling and effective time management for business enterprise.




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