



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-III/IV

FOOD PRODUCTION & PATISSERIE III
USHO 301
THEORY

COURSE OBJECTIVES

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

- Explain Menu planning and its application to bulk cooking in sectors of hotel and various catering business
- Distinguish regional Indian culinary preparation, cooking techniques and spices as per their state of origin.
- Explain the types, method of cake and pastry making; and summarise each ingredient used.
- Explain the uses & maintenance of heavy-duty equipment's used in bulk cooking. And illustrate the processes of requisition & procuring ingredients for Quantity production
- Classify regional Indian cuisine as per their geographical location, heritage, eating habits, seasonal availability of ingredients, traditional equipment's, staple diet and festive cooking.

COURSE OUTCOMES

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

CO1- Explain Menu planning and its application to bulk cooking in sectors of hotel and various catering business

CO2- Distinguish regional Indian culinary preparation, cooking techniques and spices as per their state of origin.

CO3- Explain the types, method of cake and pastry making; and summaries each ingredient used.

CO4- Explain the uses & maintenance of heavy-duty equipment's used in bulk cooking. And illustrate the processes of requisition & procuring ingredients for Quantity production

CO5- Classify regional Indian cuisine as per their geographical location, heritage, eating habits, seasonal availability of ingredients, traditional equipment's, staple diet and festive cooking.



Principal
Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
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FOOD PRODUCTION AND PATISSERIE III
USHO 301
PRACTICAL

COURSE OBJECTIVES

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

- Cakes and pastries as per their standard recipes.
- Indian, regional cuisine as per their standard recipes.
- Plan of work indent, costing sheet and calorie calculation for bulk cooking.

COURSE OUTCOMES

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

CO1- Demonstrate cakes and pastries as per their standard recipes.

CO2- Demonstrate the preparation of Indian, regional cuisine as per their standard recipes.

CO3- Prepare the plan of work indent, costing sheet and calorie calculation for bulk cooking.



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FOOD & BEVERAGE SERVICE III
USHO 302
THEORY

COURSE OBJECTIVES

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

- Describe the duties and responsibilities of beverage service staff members.
- Demonstrate techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Describe the production process of Beer, Wine and Spirits.
- Describe the wine producing countries of the world and explain the difference between old world and new world styles of wine production.

COURSE OUTCOMES

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

CO1- Classify the various types of Alcoholic Beverages and differentiate between Still, Sparkling, Fortified and Aromatized Wines


CO2- Explain the production for Still, Sparkling, Fortified and Aromatized Wines, show how Viticulture and Vinification affects its overall quality.

CO3- Distinguish between old World and new World Wines producing Countries, Principle region and Wine laws

CO4- Prepare various menus with appropriate wine selections based on organoleptic considerations.

CO5- Illustrate the production process for brewed, fermentation and distilled beverages and classify their popular brands as per their country of origins and flavor's.




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FOOD AND BEVERAGE SERVICE III
USHO 302
PRACTICAL

COURSE OBJECTIVES

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

- Describe the attributes of the Bar Staff.
- Demonstrate techniques and procedures for serving cocktails, beer, and wine.
- Demonstrate the service Spirits – Whisky, rum, Vodka, brandy, Gin and tequila.

COURSE OUTCOMES

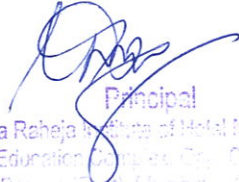
After successful completion of this course, the learners will be able to:

CO1- Demonstrate procedure of service of white, red, rose wines & champagnes and explain the steps in wine tasting.

CO2- Prepare a five, six, seven course French / English / Indian menu with appropriate wines and illustrate their service.

CO3- Explain the service procedure for bottled, canned and draught beer and show the service of Aperitifs, whisky, brandy, rum, gin, vodka, tequila and other spirits and liqueurs.




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FRONT OFFICE III
USHO 303
THEOR

COURSE OBJECTIVES

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

The student is expected to possess knowledge and skills with respect to handling Group Reservations, Assigning Rooms, Check-in, Cashiering and Security Systems.

COURSE OUTCOMES

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

- CO1-** Illustrate the process of room reservations, assigning of rooms prior to check-in based on market segmentation.
- CO2-** Classify guests based on their special needs & demonstrate the procedures for room change.
- CO3-** Resolve guest complaints using service recovery techniques.
- CO4-** Analyze the front office accounting system & various modes of settlement.
- CO5-** Compare the security systems across various hotel categories.




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HOUSEKEEPING III
USHO 304
THEORY

COURSE OBJECTIVES

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

- The student will be able to explain various operational procedures and formats pertaining to linen, uniforms, and laundry.
- The student will be able to create formats and design layouts of linen room, uniform room and laundry.
- The student will be able to create Flower Arrangements for various occasions and locations.
- The student will be able to plan and implement décor for special occasions

COURSE OUTCOMES

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

CO1- Illustrate role and importance of linen rooms in maintaining cleanliness and hygiene in the hospitality industry.

CO2- Use standardizes formats to encourage effective communication and coordination among housekeeping to promoting seamless teamwork and improved efficiency.

CO3- Classify the types of laundries, plan the layout of an OPL, and analyze laundry operations and procedures and choose the type of laundry most appropriate for the hotel operations.

CO4- Demonstrate aesthetic floral arrangement with different styles, selection, conditioning and care of cut flowers and foliage species used for flower arrangement.

CO5- Relate the risk factor analysis and work simplification and the application of ergonomics in housekeeping operations.



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ROOM DIVISION MANAGEMENT
USHO 305
PRACTICAL

COURSE OBJECTIVES

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

- The course objective you've provided encompasses two distinct topics: identifying and treating different types of stains, and creating flower arrangements for various occasions.
- The course objective you've provided focuses on teaching participants skills related to garment care, sewing techniques, and uniform design.
- The course objective you've provided focuses on equipping participants with the skills needed to use a front office management system effectively.
- The objective includes specific tasks such as registration, call accounting, and check-out through the management system.

COURSE OUTCOMES

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

CO1- Learn to identify different types of stains, such as food, beverage, ink, oil, and biological stains, and understand the appropriate treatment methods for each and to create beautiful and well-balanced flower arrangements for different occasions and settings.

CO2- Learn to proficiently iron garments, sew various stitches, and design uniforms that meet both aesthetic and functional needs, catering to different industries and settings.

CO3- Use the front office management system and demonstrate registration, call accounting and check out through the management system




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HOTEL ACCOUNTANCY AND COST CONTROL
USHO 306
THEORY

COURSE OBJECTIVES

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

- Introduce the company's final accounts.
- Understand allowances and discounts and it's applicable to visitors paid out.
- Able to use a uniform accounting system for the lodging Industry.
- Students are able to control food and beverage costs and differentiate between Internal audit, External audit, and Night audit
- Students are able to calculate material and labour variances.

COURSE OUTCOMES

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

CO1- Able to prepare company's final account.

CO2- Differentiate between allowances and discounts and it's applicable to visitors paid out.

CO3- Use a uniform system of accounting for the lodging Industry.

CO4- Apply control food and beverage costs and differentiate between Internal audit, External audit, and Night audit

CO5- Calculate the material variance and labour variance.



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HOSPITALITY LAW AND HUMAN RESOURCE MANAGEMENT
USHO 307
THEORY

COURSE OBJECTIVES

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


- This Course provides an introduction to operations of the legal system and the practical application of law to the hospitality industry. Includes a case study approach to understanding restaurant, hotel, and travel laws and regulations that influence business and management decisions in the hospitality industry also helps in examine the personnel issues in hospitality management which includes recruitment, selection, orientation, training, wages and benefits, legal issues, and employee evaluation and importance of Human resource management and its functions.

COURSE OUTCOMES

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

- CO1-** Distinguish between Law of Contract, Law of Agency, Law of Bailment, Consumer Protection Act, Presentation of Food adulteration Act, Industrial dispute act, Industrial Employment standing order act, Factories Act, Bombay shop and establishment act as per constitution of India.
- CO2-** Demonstrate the importance of Employee health, Safety & Welfare as per factory act and describe the steps employers can take to ensure a safe workplace.
- CO3-** Explain the importance of HR planning / Development and distinguish between Job Design, Job Description and Job Specification in demonstrating proficiency in conducting Job analysis.
- CO4-** Analyze the role of Human Resources Planning and development in achieving the organization goals and objectives.
- CO5-** Analyze the strategies adopted for effective recruitment, selection, training & development and performance appraisal.




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MANAGEMENT INFORMATION SYSTEM IN HOSPITALITY INDUSTRY
USHO 308
THEORY

COURSE OBJECTIVES

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

- Understanding of MIS Concepts: Students will gain a comprehensive understanding of the fundamental concepts and principles of Management Information Systems, including data collection, processing, storage, and information retrieval.
- Ability to Analyze Organizational Information Needs: Students will develop the skills to assess and analyze the information needs of an organization, identify areas for improvement, and recommend appropriate MIS solutions to support decision-making and enhance operational efficiency.
- Proficiency in Database Design and Management: Students will acquire the knowledge and skills required to design and manage databases effectively, including data modeling, normalization, querying, and database administration.
- Data Analysis and Reporting: Students will learn how to extract, analyze, and interpret data from databases and other sources, and present meaningful insights through reports, dashboards, and data visualizations to support managerial decision-making.

COURSE OUTCOMES

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

CO1- Classify the basic principles of management information system and Explain multiprocessors environment and MIS security issues.

CO2- Analyze current information needs and illustrate process of selecting and implementing computer systems.

CO3- Contrast and Compare different reservation system, Analyze Room Management Module, Guest Accounting Module, Point of Sale technology.

CO4- Apply the functionalities of Recipe Management, Menu management and prepare beverage system Reports

CO5- Demonstrate the use of Sales and catering Software




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