



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-V

FOOD PRODUCTION & PATISSERIE
USHO501
THEORY

COURSE OBJECTIVE

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

- To educate students on the basics to advance culinary skills.
- To give an overview of culinary specialties across the globe.
- The objective is to get students to attain expertise in their culinary skills.
- To familiarize students on various aspects of kitchen management.
- To encourage and develop students to become independent entrepreneurs.

COURSE OUTCOMES

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

CO1- Classify the kitchen brigade, larder and understand the modern cooking techniques and their processes.

CO2- Summarize the basic knowledge of processing vegetable, meats, poultry and fish into various preparations.

CO3- Summarize and understand the processing, cooking and presentation of charcuterie products.

CO4- Write the history, manufacturing of cheese and identifying different types of cheese.

CO5- Summarize the international cuisine and understand the processing of chocolate and icings




Principal

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FOOD PRODUCTION AND PATISSERIE
USHO501
PRACTICAL

COURSE OBJECTIVES

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

- The understand professional kitchens operations
- The exploration of ingredients and their functions.
- To explore the international cuisines and the specialities word wide
- To understand cold kitchen and charcutier

COURSE OUTCOMES

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

CO1- Design international menus comprising of starters, soup, salads, main course with two accompaniments and dessert.

CO2- Explore the exotic and internationally used ingredients, their functions and evaluate the products as per the Standard Recipes.

CO3- Prepare the plan of work, indent/cost sheet and calorie calculation for international cooking.



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FOOD & BEVERAGE OPERATIONS MANAGEMENT
USHO 502
THEORY

COURSE OBJECTIVES

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

- Identify Food & Beverage setup and planning of various outlets in the department.
- Describe casual, theme restaurants etc. and how they are operated.
- How food service managers develop and manage labour & revenue control system.
- Explain how banquets and catering events are booked and planned, and describe how managers
- and staff members provide service for these events.
- Explain the operations of various catering establishments such as Railway, Airline & Marine
- caterings

COURSE OUTCOMES

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

CO1- Evaluate the objectives, operational aspects and factors to be considered while planning Food & Beverage outlets.


CO2- Appraise the different types of Cost, Cost groups, Breakeven/Cost Volume Profit analysis.

CO3- Assess different types of Function Catering/Banquets and summarize the entire operation cycle from booking to event completion.

CO4- Write and explain the function catering terminologies.

CO5- Compare the various types of buffets, assess how banquet layout and space area calculation affects the meeting room set-ups and evaluate facts of Transport and Industrial Catering.




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FOOD & BEVERAGE OPERATIONS MANAGEMENT.
USHO 502
PRACTICAL

COURSE OBJECTIVES

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

- Identify Food & Beverage setup and planning of various outlets in the department
- Design sample layout plan, Compile A la carte menus, also plan duty Rota for specialty restaurants, coffee shops, and room service. Demonstrate Role play of order-taking in room service. Identify various strategies for making duty rotas.
- Learn Room Service Order taking System
- Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events, Gain knowledge to plan innovative menus for elaborate events and services
- Summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.

COURSE OUTCOMES


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

CO1- Design sample layout plan, Compile A la carte menus, also plan duty Rota for specialty restaurants, coffee shops, and room service. Demonstrate Role play of order-taking in room service.

CO2- Construct table setups and arrangements for banqueting and buffet including menu designing with service styles using styles of frilling and predict the calculation of space for formal banquets, cocktail parties, conventions, exhibitions, fashion shows, and wedding receptions.

CO 3- Organize cocktail parties, conventions, exhibitions, fashion shows, and wedding receptions




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FRONT OFFICE
USHO 503
THEORY

COURSE OBJECTIVES

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

- Understand the formulas that are applied in the front office for forecasting and evaluating.
- Decision making through statistical data in front office operations
- Understand the rules & acceptance of foreign exchange.

COURSE OUTCOMES

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

CO1- Assess the various management functions & the process followed for forecasting of room availability.

CO2- Appraise the various approaches followed to establish room rates, special rates offered to various market segments & the process & budgeting for operations.

CO3- Evaluate front office operations & occupancy ratios.

CO4- Assess evaluation of hotels by guests & its impact on fair market share, market share index & yield statistics.

CO5- Summarize procedures to be followed while handling foreign currency in hotel operations & its benefits to the EPCG scheme.



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HOUSEKEEPING
USHO 504
THEORY

COURSE OBJECTIVES

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

- Explain and apply the guidelines for hiring various housekeeping contract services.
- Manage the man power planning in the housekeeping department in different category of hotels.
- Apply the elements and concept of interior decorations and elevations.

COURSE OUTCOMES

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

CO1- Summarize the significance of contracts and outsourcing, types and services offered, advantages and disadvantages and guidelines to be followed.

CO2- Assess the emerging trends in housekeeping at hospitality properties and manage the manpower planning in the housekeeping department in different category of hotels.

CO3- Evaluate the importance of lighting, its classification and various fixtures and justify the planning of window treatments for various kinds of windows in hotels.

CO4- Compare the various types of floor finishes and understand the selection, maintenance of floor surface in the hotels.

CO5- Summarize the significant role played by color in interior decoration and plan and implement sample color scheme for room and choose the various types of carpets, construction, design and pattern as well as their maintenance procedure.




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ROOM DIVISION MANAGEMENT
USHO 505
PRACTICAL

COURSE OBJECTIVES

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

- To enhance the capabilities of student in understanding the contemporary hospitality and general issues through discussion and managing situations.
- To understand the importance of manpower planning in accommodation operation.
- To practically learn and demonstrate housekeeping operation and get an insight into the concept of color wheel and elements and principles of design.

COURSE OUTCOMES

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

CO1- Create SOP'S & Area Check list for Rooms and Public Area

CO2- Identify, create color schemes and demonstrate housekeeping operation and get an insight into the concept of color wheel, elements and principles of design.

CO3- Handling various situations and case studies and perform group discussions.




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CORPORATE ENGLISH
USHO506
THEORY

COURSE OBJECTIVES

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

- To enable the student to enhance their oral communication skills.
- To enable the student to enhance their written communication skills.
- To adapt to the challenges in their careers in the global scenario.
- To practice the dynamics of business etiquettes.
- To help interact with each other in the corporate environment.

COURSE OUTCOMES

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

CO1- Communicate and summarize fluently in General Business English with correct usage of Grammar, construct sentences and overcome difficulties faced as Indian speakers of the English language.

CO2- Integrate Active Listening, Functional Language, Expansion of Arguments, Hook the audience and deal with Questions in Group Discussions and Presentations respectively.

CO3- Develop their Vocabulary, use Power Writing and Interpersonal Skills to interact with each other in a corporate environment.

CO4- Cultivate Critical Thinking Skills, understand Plagiarism, Referencing, usage of Topic sentences, supporting sentences, Transition words and Paraphrase to write effectively.

CO5- Develop good Corporate Communication Skills and frame effective business letters, emails, memos and reports and distinguish between Meetings, Incentives, Conventions, Conferences, Events & Exhibitions and understand Cross Cultural Communication.




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CORPORATE ENGLISH
USHO506
PRACTICAL

COURSE OBJECTIVES

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

- To enable the student to enhance their communication skills (verbal & written)
- To adapt to the challenges in the global scenario.
- To practice the dynamics of business etiquettes.

COURSE OUTCOMES

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

CO1- Communicate and summarize fluently in English with correct usage of Grammar and prepare for Group Discussions and Presentations on Current Affairs.

CO2- Create and prepare structured presentations with usage of visual aids in groups & individually and face Interviews confidently.

CO3- Demonstrate the basic formal etiquette in email and telephone usage and learn how to conduct a meeting/ conference through role-play, integrate Active Listening, body language, posture and eye contact in public speaking activities and to interact with each other in a corporate environment & compile and write academic reports, essays and assignments.




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ENVIRONMENTAL AND SUSTAINABLE TOURISM
USHO 507
THEORY

COURSE OBJECTIVES

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

- Understand and explain the importance of Environment and Sustainable Tourism.
- Identify and explain Environment changes due to Tourism.
- Comprehend Sustainability of Tourism for future generation.
- Understand about the World's fastest growing Travel & Tourism Industry.

COURSE OUTCOMES

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

CO1- Evaluate the role and importance of environmental and sustainable tourism, with respect of public awareness, renewable and non-renewable resources, consumers and waste products. -

CO2- Compare various types of tourism, modes of transport and summaries evaluation of travel and tourism through the ages.

CO3- Compare national and international tourism organizations with respect to their policies objective and their roles in encouraging tourism worldwide.

CO4- Write the importance of Rio summit and its impact of sustainable development on the world.

Major the impact of sustainable tourism in developed and developing countries.

CO5- Evaluate the role of UNEP as policy maker for responsible tourism and compile the facilitating and limiting factors of sustainable tourism.




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