



B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ORGANIZATIONAL BEHAVIOR
USHO 601
THEORY

COURSE OBJECTIVES

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

- The Objective of the course is to provide students with the opportunity to diagnose Individual and Group Behaviour.
- The study of Structure, Motivation & Change helps to develop skills in improving individual and group performance in entrepreneurial and established ventures.
- To develop the overall personality and sustain in the dynamic environment.

COURSE OUTCOMES

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

CO1- Evaluate and summarize the concept of organizational behavior which includes Individual & Group Behaviour and state the roles, skills and functions of a manager working in an organization and discriminate between Effective & Successful Managerial activities.

CO2- Assess and evaluate the factors, elements and designs - both old and new of an organizational Structure.

CO3- Evaluate the role of Early and Contemporary theories of Motivation & compare different leadership styles and analyze the concept of Stress, sources and consequences of Stress, Management of stress and the remedies to overcome them with proper work life balance in the organization.

CO4- Summarize and evaluate the concept of Change, factors of change both external & internal, approaches to Organizational Change, types of change and strategies to overcome resistance to change

CO5- Assess the sources & types of Conflict, compare conflict management styles and understand politics experienced in the organization and the concepts and basis of Power.




Principal

Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

STRATEGIC MANAGEMENT
USHO 602
THEORY

COURSE OBJECTIVES

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

- To understand the concept of strategy formulation and implementation by identifying the functions and nature of general management, to develop skills for strategic thinking and analysis, leadership, communication skills, teamwork, and cross-functional integration.

COURSE OUTCOMES

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

- CO1-** Evaluate and compare the strategic management process, Levels of Strategy and 7 S frame work that influences a business organization.
- CO2-** Assess Mission & Vision statement, Business definition, Goals & Objectives and Corporate Social Responsibility in relation to a Strategic business organization.
- CO3-** Analyze the organizational environment and assess the organizational performance of Various Metrics.
- CO4-** Assess the challenges faced by organizations in implementing and evaluating various types of strategies.
- CO5-** Summaries and Evaluate the factors to be followed in Strategic Evaluation and its Control Process.



Principal
Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

EVENT PLANNING, MARKETING AND MANAGEMENT
USHO 603
THEORY

COURSE OBJECTIVES

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

- Apply Management Theories & Principles for Event management.
- Develop an ability to plan for conventions, seminars & events.
- Prepare financial reports and establish source of funding for a new operation.
- Plan events creatively and think strategically.
- Understand the financial, marketing, operational and strategic issues in setting up an event.
- Integrate approaches of time, money (capital), people and other resources.
- Understand the concept of Event Management.

COURSE OUTCOMES

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

CO1- Apply Management Theories & Principles in Planning, Conceptualizing, Budgeting Event management for executing and planning any Event.

CO2- Prepare an effective marketing strategies / plan to fund, to generate revenue and market the event.

CO3- Organize the event based on concepts developed effectively managing resources and compile a Final Management report.



Principal

Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED FOOD PRODUCTION
USHO 604A
THEORY

COURSE OBJECTIVES

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

- 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- Describe the aspects of kitchen management and kitchen stewarding.

CO2- Summarize the features of international cuisine and elaborate the history of sandwiches and Hors d'oeuvres.

CO3- Illustrate modern development in world cuisine and highlighting the uses of herbs and wine in cooking.

CO4- Assess the preparation methods, meal structures and variations of international cuisines.

CO5- Prepare, develop non edible displays of buffet and understand the contemporary cooking trends




Principal

Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED FOOD PRODUCTION
USHO 604A
PRACTICAL

COURSE OBJECTIVES

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

- Prepare Indian and International dishes based on Breakfast, brunch and High tea menus.
- Prepare the course wise meal through Mystery basket
- Elaborate the history of different cuisines around the world.

COURSE OUTCOMES

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

CO1- Prepare Indian and International dishes based on Breakfast, brunch and High tea menus.

CO2- Prepare the course wise meal through Mystery basket

CO3- Elaborate the history of different cuisines around the world.



Principal
Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED FOOD AND BEVERAGE OPERATIONS MANAGEMENT
USHO 604B
THEORY

COURSE OBJECTIVES

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

- Identify factors to create impulse buying; prepare, fillet, carve, flambé & finish food items from a Gueridon trolley.
- Plan & operate a Bar operation, manage inventory and maintain records pertaining to
- beverage control.
- Understand and apply cost dynamics as related to the Food & Beverage industry.
- Familiarize the new trends in the Wine Industry.

COURSE OUTCOMES

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

CO1- Evaluate the importance of Gueridon Service as factor to create impulse buying in the Restaurant and its relevance to personalization and customization of service.

CO2- Assess the objectives of Food & Beverage Management Function, Cost & Market orientation, Appraise the Objectives and Obstacles to Food & Beverage Control in the Food & Beverage Operations.

CO3- Classify and plan a Bar layout for front of the house and heart of the house bar Operations, summarize bar thefts, Frauds and their preventions and write the record and licenses maintained in a bar.

CO4- Summarize cocktails and mixed drinks according to the method of mixing, Styles, rules to be observed and Classify Mocktails and Cocktails based on their main ingredients.

CO5- Evaluate the cycle of control to be applied to the operational and post operational Food & Beverage Cycle.




Principal

Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED FOOD AND BEVERAGE OPERATIONS MANAGEMENT
USHO 604B
PRACTICAL

COURSE OBJECTIVES

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

- Perform a skilled demonstration of preparing a flambe dish in front of the guest
- Expertise the skill in Organizing a bar and innovate new Mocktail and cocktails
- Perform duties of managing the inventory of Food & Beverage operations
- Familiarize with Sommelier skills and duties

COURSE OUTCOMES

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

CO1- Plan and demonstrate five different Gueridon preparations based on principles of personalization and customization of service.

CO2- Plan the layout of the dispense bar, Compile a bar menu and a Wine list and formulate the procedure for service at the Bar.

CO3- Develop advanced techniques and skills of sommelier ship by measures of introduction, attributes, and jobs of sommeliers, a systematic approach to wine tasting, wine menu planning, and alcoholic beverages overview.




Principal

Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED FRONT OFFICE
USHO 604C
THEORY

COURSE OBJECTIVES

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

- Yield management and its application in the Hotel Industry
- Measurement of Yield for Management Decision Making
- Passport & Visa Regulations.

COURSE OUTCOMES

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

- CO1-** Summarize the concept of Yield Management and its application to the Hospitality industry.
- CO2-** Explain how room occupancy and revenue ratios are utilized to measure and maximize yield.
- CO3-** Assess the various elements of yield management and recommend appropriate strategies and tactics to maximize yield in periods of high and low demand.
- CO4-** Appraise Passport and Visa regulations.
- CO5-** Understand and explain Revenue management terms.




Principal

Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED FRONT OFFICE
USHO 604C
PRACTICAL

COURSE OBJECTIVES

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

- The course aims to equip participants with practical skills and experiences through role-playing scenarios to excel in the diverse and dynamic hospitality environment, ensuring exceptional service for different guest segments throughout their entire journey with the establishment.
- This course aims to empower hospitality professionals to handle a wide range of guest complaints and challenging situations with confidence, professionalism, and a focus on guest safety and satisfaction.
- The course aims to equip participants with practical problem-solving skills, a deeper understanding of business dynamics, and the ability to make informed decisions in various professional scenarios. The case study approach serves as a bridge between theoretical knowledge and real-world application, preparing participants for the complexities they may encounter in their future endeavors.

COURSE OUTCOMES

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

CO1- Summarize the guest cycle for various market segments and distinguish the activities as per pre-arrival stage, arrival stage, occupancy and departure stage.

CO2- Summarize the various situations and complaints Front office personnel are likely to encounter and develop an appropriate operating procedure to resolve them.

CO3- Analyze various case studies and recommend solutions




Principal
Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED HOUSEKEEPING
USHO 604D
THEORY

COURSE OBJECTIVES

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

- To plan and evaluate budgets
- Create and evaluate the aspects of Interior Design in a Guest Room Layout.
- Plan and draw the layout of Guest Rooms to scale.
- Set up the housekeeping department of a new property and create a timeline for countdown to the opening.
- Identify safety hazards and implement preventive and remedial measures.

COURSE OUTCOMES

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

CO1- Plan and evaluate budgets, prepare budgets planning process, importance and procedures of inventory control, stock-taking and controlling expenses. -

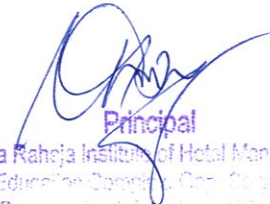
CO2- Construct the housekeeping department of a new property and create a timeline for the countdown to the opening.

CO3- Create, evaluate, plan the aspects of Interior Design in a Guest Room Layout.

CO4- Compare the Guestroom Furniture and accessories with regard to their classification, types, selection, and material used.

CO5- Differentiating between the terms 'Safety' and 'Security', assess the importance of work environment safety, list the possible hazards for housekeeping employees and plan to prevent guest and employees from emergency situations.




Principal
Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED HOUSEKEEPING
USHO 604D
PRACTICAL

COURSE OBJECTIVES

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

- Plan and draw the layout of Guest Rooms to scale.
- Set up the housekeeping department of a new property and create a timeline for the countdown to the opening.
- Identify safety hazards and implement preventive and remedial measures.

COURSE OUTCOMES

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

CO1- Identify, create layouts of guest room, double room, housekeeping department, floor pantry and demonstrate housekeeping operation and get an insight into the concept elements and principles of design.

CO2- Gauge the importance of work environment safety and list the possible hazards for housekeeping employees and prioritization of safety awareness and accident prevention in first aid and firefighting training.

CO3- Demonstrate flower arrangements and towel origami.




Principal
Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED BAKERY AND CONFECTIONERY
USHO 604E
PRACTICAL

COURSE OBJECTIVES

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

- Familiarize themselves with various aspects of bakery and confectionery management and develop skilled professionals in bakery and confectionery for the hospitality industry and also to become independent entrepreneurs.
- Develop their hands on skills in bread making, pastries, cookies, plated desserts with various components such as compotes and sauces, sugar crafts, frozen desserts etc.
- Design the menu according to the theme of the event and compute the food cost of the product.

COURSE OUTCOMES

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

CO1- Appraise the knowledge of flour, sugar, leavening agents, fats and oils bread making techniques and terminologies used for breads.

CO2- Modify the cake making and frozen desserts techniques by understanding the history, the process, recipe balancing formulas, the ingredients and the precautionary measures.

CO3- Integrate the knowledge of meringue and sugar craft in making of several confectionery products.

CO4- Assess the chocolate making process to understand different types of chocolates, its tempering and the methods for chocolate its usages and storage.

CO5- Combine the learnings of icings, toppings with colors and flavorings for the cake making and develop the understanding of international desserts with the country of origins.




Principal

Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

ADVANCED BAKERY AND CONFECTIONERY
USHO 604E
PRACTICAL

COURSE OBJECTIVES

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

- Compose International Artisanal Breads and cakes using different making techniques.
- Appraise the learnings of cookie making and pastries for creating various products such as quiches, pies, strudels, ginger bread cookies, biscotti, etc.
- Integrate the knowledge of dessert in making plated desserts and with garnishes. Correlate the learnings of sugar craft in creating 2D and 3D cake decor with fondant.

COURSE OUTCOMES


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

CO1- Compose International Artisanal Breads and cakes using different making techniques.

CO2- Appraise the learnings of cookie making and pastries for creating various products such as quiches, pies, strudels, ginger bread cookies, biscotti, etc.

CO3- Integrate the knowledge of dessert in making plated desserts and with garnishes. Correlate the learnings of sugar craft in creating 2D and 3D cake decor with fondant.




Principal
Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.



Sheila Raheja
Institute of
Hotel Management

Affiliated to the University of Mumbai

B.Sc. Hospitality Studies
Course Outcomes
Semester-VI

SERVICES MARKETING
USHO 605C
THEORY

COURSE OBJECTIVES

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

- To familiarize the students with the fundamentals of Marketing and emphasize the importance of Service Marketing and in relation to Consumer behavior in the hospitality Industry.

COURSE OUTCOMES

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

- CO1-** Compare between, Sales & Marketing, Goods & services, service encounter, service chain and analyze Service Encounter in relation to service Marketing.
- CO2-** Evaluate and prepare a comprehensive hospitality service marketing plan based on market Segment that incorporates various marketing concept.
- CO3-** Explain the 7 Ps of Marketing and access their applications to service Marketing in the hospitality Industry.
- CO4-** Critically evaluate the various Distribution channels and their strategies that are employed by successful enterprises.
- CO5-** Summarize the factors influencing Consumer behavior, stages on purchase behavior, future guest and new trends in Marketing their benefits and impact of Guest satisfaction in Hospitality Industry.




Principal
Sheila Raheja Institute of Hotel Management
Raheja Education Complex, Opp. Colgate Ground,
Bandra (East), Mumbai - 400 051.