

BHMCT (AICTE) Scheme 2003

Program Outcome (PO's)

Graduate of BHMCT Program will demonstrate:

PO1:

Basic knowledge : Graduate will have knowledge of Operations in Hospitality Services Industry

PO2:

Practice : Graduate will be able to perform various tasks, duties and other activities in the operation of the hotels, restaurants, in accordance with the Standard Operating Procedures.

PO3:

Experiments : Graduate will have the ability to analyse the situation or identifies problems, and be able to formulate a suitable solution & implement the same in Food & Beverage Service and accommodation operations.

PO4:

Team work: Graduate will be able to demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

PO5:

Communication: Graduate will be able to use professional written and oral communication skills to communicate effectively.

PO6:

Skills enrichment : Graduate will be able to pursue entrepreneurial endeavours.

First Semester:**Course Code: BH-101****Course Name: Food Science & Nutrition****Course Outcomes:****After the course completion, students will be able to :**

CO 1	To learn & understand the importance of nutrients.
CO 2	To understand the relation between food chemistry, microbiology & food processing
CO 3	To learn the concept of balanced diet
CO 4	To learn the concept of Macronutrients & Micronutrients
CO 5	To understand the role of water in maintaining health

Course Code: BH-103**Course Name: Communication****Course Outcomes:****After the course completion, students will be able to :**

CO 1	To understand the theory of communication in business context.
CO 2	To develop effective interpersonal communication skills
CO 3	To adapt different delivery techniques during public speech
CO 4	Understand & effectively handle the queries raised by the guests.
CO 5	To develop strong listening skills in order to critically evaluate business aspects.

Course Code: BH-105**Course Name: Accounts-I****Course Outcomes:****After the course completion, students will be able to :**

CO 1	To understand the basics of financial accounting.
CO 2	To have the basic understanding of the process accounting .
CO 3	To make them aware about the ledger .
CO 4	To familiar students with the principles & tools of accounting.
CO 5	To have the basic understanding of financial statements.

Course Code: BH-107

Course Name: Computer I

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the concept of input & output devices of computer
CO 2	To learn the elements of computer system
CO 3	To understand generations & components of a computer
CO 4	To learn language classification, compilers & interpreters
CO 5	To study the basics of MS-DOS

Course Code: BH-109

Course Name: Food Production I

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the introduction of cookery
CO 2	To learn hierarchy area of department & kitchen.
CO 3	To learn the aims & objectives of cooking food.
CO 4	To learn the concept of basic menu planning.
CO 5	To learn the aims & objectives of cooking food.

Course Code: BH-111

Course Name: Food & Beverage Service-I

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand about Hotel and Catering Industry.
CO 2	To know and understand the departmental organization & staffing.
CO 3	To learn and understand about Food Service Areas.
CO 4	To learn and understand about Ancillary areas.
CO 5	To learn and understand about responsibilities of various staff of f and b.

Course Code: BH-113

Course Name: Housekeeping I

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the role of Housekeeping in Guest Satisfaction
CO 2	To develop the handling of various cleaning equipment's and cleaning agents in a scientific and efficient manner.
CO 3	To learn about housekeeping inventory
CO 4	To learn about the hierarchy of the housekeeping department
CO 5	To learn about pest control and measures

Course Code: BH-115

Course Name: Front Office I

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand about Introduction and Classification of hotels.
CO 2	To learn and understand about Different types of rooms.
CO 3	To learn and understand about Hubbart Formula.
CO 4	To learn about Guest handling ,Guest Cycle.
CO 5	To learn and understand about basis of charging room rent.

Course Code: BH-117

Course Name: Hotel Engineering I

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the role of maintenance department in hotels
CO 2	Learn various fuels used in catering industry
CO 3	To learn safely handling of electric equipment's
CO 4	To understand water distribution system in hotels
CO 5	To learn the properties of LPG& principles of Bunsen burner.

Second Semester

Course Code: BH-102

Course Name: Food Science & Nutrition II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn & understand the objective of food processing
CO 2	To learn the concept of balanced diet
CO 3	To learn the concept of Emulsions, Colloids, Flavor & Browning
CO 4	To understand the principle of MENU PLANNING.
CO 5	To understand the critical evaluation of FOAST FOODS.

Course Code: BH-104

Course Name: Communication II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the importance of non-verbal communication.
CO 2	To learn the kinesics of body movements, facial expressions, posture & eye contact.
CO 3	To understand the stress accent, pronunciation, introduction to frequently used foreign sounds.
CO 4	To develop the telephone skills & nature of telephone activity in hotel industry
CO 5	To understand the communicative use of Furniture, plants, colors, architects.

Course Code: BH-106

Course Name: Accounts-II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the basics of financial accounting.
CO 2	To have the basic understanding of the process accounting & book keeping.
CO 3	To make them aware about the ledger & trial balance.
CO 4	To familiar students with the principles & tools of accounting.
CO 5	To have the basic understanding of financial statements.

Course Code: BH-108

Course Name: Computer II

Course Outcomes:

After the course completion, students will be able to :

CO 1	Familiarizing with MS-EXCEL
CO 2	To acquire knowledge on editor, spread sheet & presentation
CO 3	The students will be able to perform documentation & accounting operations.
CO 4	Students can learn how to perform printing operations in EXCEL
CO 5	To understand the concept of editing & formatting.

Course Code: BH-110

Course Name: Food Production II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn the basics principles of food production
CO 2	To learn the classification of soups, sauces & stocks.
CO 3	To learn about Egg cookery, Meat cookery, & Fish cookery.
CO 4	To understand the classification of rice, cereals & pulses
CO 5	To learn the blending of spices & concept of masala.

Course Code: BH-112

Course Name: Food & Beverage Service-II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand about Menu Planning.
CO 2	To learn and understand about French Classical Menu.
CO 3	To learn and understand about Methods of Service, Billing Methods.
CO 4	To learn and understand about Non –alcoholic beverages.
CO 5	To learn and understand about History of Tobacco , processing for cigarettes, pipe tobacco & cigars

Course Code: BH-114

Course Name: Housekeeping II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the Concept of Cleaning Agents, there Use, care and Storage.
CO 2	To familiarize and understand Keys, types of keys and Key control measurers followed in the hotel.
CO 3	To know and learn about the Guest room layout, type of bed & mattresses gets utilized in the hotels.
CO 4	To understand Procedure for Guest handling, Guest request and Guest complaints.
CO 5	To understand Guest Room Inspection importance, procedure and formats followed.

Course Code: BH-116

Course Name: Front Office II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand about functions and importance of reservation.
------	--

CO 2	To learn and understand about Room Selling Techniques, Arrivals, Bell desk and its functions.
CO 3	To learn and understand about during the guest stay activities to be performed.
CO 4	To learn and understand about Front office coordination with other departments.
CO 5	To learn and understand about Visitors Tabular Ledger.

Course Code: BH-118

Course Name: Hotel Engineering II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn the concept of refrigeration & air conditioning.
CO 2	To learn the classes of fire methods of extinguishing fires.
CO 3	To learn water disposal & pollution control.
CO 4	To learn handling of audio- visual equipment's.
CO 5	To learn the basic concept of maintenance of computers& other instruments.

Third Semester:**Course Code: BH-201****Course Name: Applications of Computers****Course Outcomes:****After the course completion, students will be able to :**

CO 1	To learn how to make PowerPoint presentation
CO 2	To learn and understand Network topology
CO 3	To learn and understand types of network
CO 4	To learn and understand the windows NT
CO 5	To learn different network configuration hardware

Course Code: BH-203**Course Name: Food Production Theory –III****Course Outcomes:****After the course completion, students will be able to :**

CO 1	To learn and understand Quantity Food Production
CO 2	To learn and understand Menu Planning
CO 3	To learn and understand Indenting
CO 4	To learn and understand Volume Feeding
CO 5	To learn and understand Off Premises catering, Mobile catering
CO6	To learn and understand Modern development in equipment manufacture

Course Code: BH-205**Course Name: Food & Beverage Service – III****Course Outcomes:****After the course completion, students will be able to :**

CO 1	To learn about Alcoholic beverages.
CO 2	To learn about Wine regions and rules.
CO 3	To learn the brand names of wines.
CO 4	To learn and understand about storage of wines.
CO 5	To learn and understand about food and wine harmony.

Course Code: BH-207

Course Name: Front Office Operation – III

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand about Folios, Ledgers, Vouchers.
CO 2	To learn and understand about Front Office Accounting system.
CO 3	To learn and understand about guest accounts settlement.
CO 4	To learn and understand about check out procedures.
CO 5	To learn and understand about Various departure activities performed in Front Office.

Course Code: BH-209

Course Name: Accommodation Operation – I

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand the operations of linen room
CO 2	To learn and understand the types & importance of uniforms
CO 3	To learn and understand the activities of sewing room
CO 4	To learn and understand the layout of linen room
CO 5	To learn and understand the stocktaking procedure

Course Code: BH-211

Course Name: Food & Beverage Control

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand the concept of food cost
CO 2	To learn and understand the production control procedure
CO 3	To learn and understand the food control cycle
CO 4	To learn and understand the concept of receiving controls
CO 5	To learn and understand the operations of storing and issuing controls

Course Code: BH-213

Course Name: Hotel Accountancy

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand the uniform system of accounts in hotels
CO 2	To learn and understand the internal control
CO 3	To learn and understand the statutory audit
CO 4	To learn and understand the operations of departmental accounting
CO 5	To learn and understand the concept of internal audit

Course Code: BH-215

Course Name: Food Safety and Control

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand the food hazards
CO 2	To learn and recognize the food spoilage
CO 3	To learn and understand the food preservation methods
CO 4	To learn and understand the food borne diseases
CO 5	To learn and understand the beneficial role of micro-organisms

FOURTH Semester

Course Code: BH-202

Course Name: Food & Beverage Production-IV

Course Outcomes:

After the course completion, students will be able to :

CO1	To learn and understand Basic Indian cookery
CO 2	To learn and understand Different of regional cuisine
CO 3	To learn and understand Historical back ground
CO 4	To learn and understand Food Communities
CO 5	To learn and understand Réchauffé
CO 6	To learn and understand Accompaniments & Garnishes

Course Code: BH-204

Course Name: Food & Beverage Service – IV

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand about different Distillation methods.
CO 2	To learn and understand about production process of Whiskey, Rum.
CO 3	To learn and understand about aperitifs.
CO 4	To learn and understand about Liqueurs , production.
CO 5	To learn and understand about Preparation & service of cocktails / mock tails.

Course Code: BH-206

Course Name: Accommodation Operation – II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the key handling procedure
CO 2	To understand the types of floor , care and maintenance

CO 3	To understand the types of carpets, care and maintenance
CO 4	To learn about kinds and maintenance of furnishings
CO 5	To understand the laundry units in hotels

Course Code: BH-208

Course Name: Front Office – IV

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn about the Night audit procedure
CO 2	To learn the concept of Security systems
CO 3	To learn and understand the situation handling steps
CO 4	To learn the Procedure for handling & accepting the foreign exchange
CO 5	To understand various Audit procedures

Course Code: BH-210

Course Name: Principles of Management

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn about tasks and functions of Management
CO 2	To learn and execute the concept of Planning
CO 3	To learn & understand concept of Directing
CO 4	To learn the concept of Controlling
CO 5	To learn the concept of Decision making

Course Code: BH-212

Course Name: Foreign Language (French)–I

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand French conjunctions
------	---

CO 2	To learn and understand French verb
CO 3	To learn and understand French adjectives
CO 4	To learn and understand French to English and vice versa
CO 5	To understand the language for easy communication with guest globally.

Course Code: BH-214

Course Name: Tourism Management

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand the role & implication of Leisure
CO 2	To learn the concept of growth in tourism
CO 3	To learn and understand the historical indication of tourism
CO 4	To learn and understand the International & Domestic tourism
CO 5	To learn and understand the various Tourism organizations

Course Code: BH-216

Course Name: Hygiene & Sanitation

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand the food sanitation
CO 2	To learn and recognize the food hygiene regulation
CO 3	To learn and understand the cleaning methods
CO 4	To learn and understand the food borne diseases
CO 5	To learn and understand the concept of Pest control

Fifth Semester : Semester Five devoted to 24 weeks Industrial Training

Course Code: BH-309

Course Name: Log Book and Training report

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand operations of Food Production Department
CO 2	To learn and understand operations of Food & Beverage Service Department
CO 3	To learn and understand operations of Front Office Department
CO 4	To learn and understand operations of Housekeeping Department

Sixth Semester:

Course Code: BH-403

Course Name: Food & Beverage Production-VI

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand Food costing and formulas
CO 2	To learn and know the food production cost control
CO 3	To learn and understand sandwiches ,kinds of breads
CO 4	To learn and understand accompaniments
CO 5	To learn and understand cheese and type of cheese

Course Code: BH-407

Course Name: Food & Beverage service-VI

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn and understand about Managing F & B Outlets.
CO 2	To learn and understand about Gueridon Service and Billing Methods in Food

	and Beverage Outlets.
CO 3	To understand the billing methods in Hotel.
CO 4	To learn and understand the Function catering and its aspects.
CO 5	To learn and understand the types of function, booking procedure , sequence of events and toasting.

Course Code: BH-409

Course Name: Human Resource Management

Course Outcomes:

After the course completion, students will be able to :

CO 1	Understand the Concept of Human Resource Planning and Administration
CO 2	Demonstrate a basic understanding Training and Development concepts.Learning and Principles of Learning
CO 3	Analyze the key methods of Hiring the employees.
CO 4	Understanding how Appraisals are done and the challenges in appraisals.
CO 5	Understanding the Management concepts.

Course Code: BH-411

Course Name: Facility Planning

Course Outcomes:

After the course completion, students will be able to :

CO 1	To know about the work flow process
CO 2	To learn about various department layouts
CO 3	To understand the background work in planning of hotels
CO 4	To learn about approvals and license requirements for operations of hotels
CO 5	To understand the development process

Course Code: BH-413

Course Name: Foreign Language (French)-II

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the language for easy communication with guest globally.
CO 2	To learn the vocabulary , adjectives
CO 3	To understand the general terms of communication

Course Code: BH-415

Course Name: Security, Safety & First aid

Course Outcomes:

After the course completion, students will be able to :

CO 1	To understand the importance of security personnel .
CO 2	To learn types of fire
CO 3	To understand types of injuries and remedies
CO 4	To learn about importance of First Aid
CO 5	To understand the safe working conditions

Course Code: BH-417

Course Name: Resort Management

Course Outcomes:

After the course completion, students will be able to :

CO 1	To learn the Resort Concept- historical perspective, Indian scenario.
CO 2	To understand the Special Consideration in Planning and Development
CO 3	To learn and understand Basic elements of a Resort complex.- Loading facilities, Landscaping, Dinning and drinking facilities.
CO 4	To learn and understand the Future of Resort Business.
CO 5	To learn and understand Timesharing and concept of Mega Resorts.

Course Code: BH-419

Course Name: Organization & Consumer Behaviour

Course Outcomes:

After the course completion, students will be able to :

CO1.	To understand the key dimensions, process and influences upon human behaviour at the level of individual and going in context of work organization.
-------------	---

C02.	To understand the concept, types, significance of an organization & role of managers in an organization.
C03.	To explain the caused nature and process of human behaviour & concepts of Perception, Personality and Motivation.
C04.	To explain the theories of leadership, understand the process, functions and barriers in communication.
C05.	To understand the concept of organizational effectiveness & organization climate.