



# Mugberia Gangadhar Mahavidyalaya

ESTD.-1964

(UGC Approved & NACC "B" Level Govt. aided College)

## Department of Tourism & Hotel Management

(Under the NSQF schemes of UGC)

### ACADEMIC YEAR: 2019- 2020. MUGBERIA GANGADHAR MAHAVIDYALAYA

#### Dept. of Tourism & Hotel Management

##### Programme Outcomes:

The basic objective of B.VOC in Tourism and hotel management programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.

Programme specific objectives:

PO1	Interpret and apply basic principles and concept of hospitality and tourism management functions.
PO2	Equip students with range of technical, social/human, conceptual and leadership skills required for the hospitality industry.
PO3	Develop Attitude, Skills & knowledge of students required for employability in hospitality and allied sectors.
PO4	Demonstrate professional etiquettes and competencies towards customer service.
PO5	Develop the analytical skills required to understand research problems related to the hospitality Industry and offer suggestions solutions for the same.
PO6	Develop ability to communicate effectively in oral and written communication.
PO7	Develop analytical and problem solving skills using appropriate management tools and techniques.
PO8	Equip students with entrepreneurial initiative in the field of hospitality and its allied sectors.
PO9	Industrial exposure enables students to identify the challenges and opportunities in the hospitality industry.
PO10	Learning and adapting to newer trends and technologies for better productivity.

The students are offered specialization in the core operational area in the programme and the outcome is:

PSO1 Food and Beverage Production	Develop culinary skills, technical and theoretical knowledge of culinary field for employability in the hospitality and its allied sectors.
PSO2 Food and Beverage Service	Develop hands-on skills in serving and handling guests needs, knowledge of national and international food and beverage trends and menu engineering.
PSO3 Accommodation management	Develop skills and attitude for effective Guest services management.

# Course Outcome (CO)

## UNDERGRADUATE PROGRAMMES

### B. Voc. (Tourism & Hotel Management)



MUGBERIA GANGADHAR MAHAVIDYALAYA

**COURSE OUTCOMES OF B.VOC in TOURISM & HOTEL MANAGEMENT: 2020-2021**

After the completion of the course, student will be able to:

SEM	COURSE CODE	COURSE NAME	COURSE OUTCOMES:
I CO1	TH/121	Basic Indian food Production( TH)	<ul style="list-style-type: none"> <li>Understand origin of culinary and its history.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand duties, responsibilities and professional standards of kitchen brigade.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand various ingredients, its local equivalence, pre preparation, mixing methods, various cooking methods and its effects on food.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the importance of sanitation &amp; safety in hospitality industry, types of tools and equipments and its handling, types of storage and hygiene and safe practices in food handling and its preparation.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the concept of standard recipe and various Indian culinary terms.</li> </ul>
CO2	TH/122	Basic Indian food Production ( PR)	<ul style="list-style-type: none"> <li>Familiarise and identify various types and cuts of vegetables, and their culinary uses, tools &amp; equipments used in cooking.</li> <li>Learn basic pre-preparation, mixing and various methods of cooking.</li> <li>Learn basic hygiene and safety practices while handling kitchen tools and equipments.</li> </ul>
CO3	TH/123	Basic Food & Beverage Service – I (TH)	<ul style="list-style-type: none"> <li>Familiarise with Food and Beverage service areas in the Hotel</li> </ul>
			<ul style="list-style-type: none"> <li>Differentiate between various catering establishments</li> </ul>
			<ul style="list-style-type: none"> <li>Understand different styles of service</li> </ul>
			<ul style="list-style-type: none"> <li>Understand Food and Beverage personnel</li> </ul>
			<ul style="list-style-type: none"> <li>Understand Operations of IRD</li> </ul>
CO4	TH/124	Basic Food & Beverage Service I – (PR)	<ul style="list-style-type: none"> <li>Learn basic restaurant etiquettes and equipments</li> </ul>
			<ul style="list-style-type: none"> <li>Understand Mise –en- scene, Mise –en- Place and order of service</li> </ul>

			<ul style="list-style-type: none"> <li>• Learn and Practice Napkin Folds, Table setups and Handling service gear</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand and learn continental and Indian menu cover set up with service</li> </ul>
<b>CO5</b>	<b>TH/125</b>	<b>Basic Housekeeping operations (TH)</b>	<ul style="list-style-type: none"> <li>• Learn the Duties and responsibilities of Housekeeping department.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the various categories of rooms in the hotel.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the Functions of housekeeping department.</li> </ul>
			<ul style="list-style-type: none"> <li>• Classify the cleaning equipments and cleaning agents used in housekeeping.</li> </ul>
			<ul style="list-style-type: none"> <li>• Describe the cleaning Routine of housekeeping department.</li> </ul>
<b>CO6</b>	<b>TH/126</b>	<b>Basic Housekeeping operations (PR)</b>	<ul style="list-style-type: none"> <li>• Know various sections of Housekeeping department.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the use of various cleaning equipment and agents.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the standard procedure of cleaning and polishing various surfaces.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the procedure of cleaning the guest room and making the bed</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the contents of chamber maid's trolley.</li> </ul>
			<ul style="list-style-type: none"> <li>• Gain knowledge about cleaning routine of various areas in hotel.</li> </ul>
<b>CO7</b>	<b>TH/127</b>	<b>Basic Front Office Operations (TH)</b>	<ul style="list-style-type: none"> <li>• Understand the classification of hotels based on various categories like size, location, clientele, length of stay, facilities and ownership.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn the Standard Operating Procedures for handling Check-in and Check out.</li> </ul>
			<ul style="list-style-type: none"> <li>• Identify types of guests, types of guestroom, meal plans and room tariff.</li> </ul>
<b>CO8</b>	<b>TH/128</b>	<b>Basic Front Office Operations (PR)</b>	<ul style="list-style-type: none"> <li>• Learn the Telephone Etiquettes and mannerisms</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the procedure of handling guest mail and messages.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand various systems of charging room tariff.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the standard procedures carried out at Bell Desk during arrival and departure.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the procedure of handling scanty baggage and left luggage at Bell Desk.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn to handle reservation enquiry and process the same.</li> </ul>
<b>CO9</b>	<b>TH/129</b>	<b>Food Commodities</b>	<ul style="list-style-type: none"> <li>• Identify the main food commodities like vegetables and fruits, cereal and pulses, Fats and oils , sugar, Raising agents, herbs spices and condiments, Colour, flavours, Gels and Gelling Agents, Preserves, Milk and milk products like cheese, cream, Butter, yoghurt various types of vegetables fruits, cereals</li> </ul>

			and pulses, fats, oils, sugar, herbs, spices and condiments.
			<ul style="list-style-type: none"> <li>Learn their Classification, composition and structure, Types, Sources and properties, manufacturing processes, forms available, instructions of use .</li> </ul>
			<ul style="list-style-type: none"> <li>Will be able to describe what to look for when buying, and storing commodities like dairy products including their use in food preparation, learn about the various types of cheeses and their uses in culinary.</li> </ul>
			<ul style="list-style-type: none"> <li>Will be able to list a variety of products made from different commodities</li> </ul>
<b>CO10</b>	<b>TH/130</b>	<b>Business Communication (TH)</b>	<ul style="list-style-type: none"> <li>Learn the importance of communication.</li> </ul>
			<ul style="list-style-type: none"> <li>Identify types of communication and its Barriers.</li> </ul>
			<ul style="list-style-type: none"> <li>Know the importance of Body language while communicating.</li> </ul>
			<ul style="list-style-type: none"> <li>Demonstrate proficiency in reading skills.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the importance of formal Communication.</li> </ul>
<b>CO11</b>	<b>TH/131</b>	<b>Business Communication (PR)</b>	<ul style="list-style-type: none"> <li>Discuss different types of reports and their purposes.</li> </ul>
			<ul style="list-style-type: none"> <li>Identify key principles of effective speaking.</li> </ul>
			<ul style="list-style-type: none"> <li>Discuss the usefulness of visual aids and identify useful presentation tools.</li> </ul>
			<ul style="list-style-type: none"> <li>Create a presentation using power point.</li> </ul>
			<ul style="list-style-type: none"> <li>Discuss the key elements of successful interview.</li> </ul>
<b>CO12</b>	<b>TH/132</b>	<b>Basic French( TH)</b>	<ul style="list-style-type: none"> <li>Understand the basic knowledge of French language like Alphabet, conjugations of verb, Grammar and basic conversation skills in personal as well as professional life.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn translations from French to English and English to French.</li> </ul>
<b>CO13</b>	<b>TH/133</b>	<b>Vocational Training</b>	<ul style="list-style-type: none"> <li>One month vocational Training is conducted in star hotels to explore the knowledge of the students..</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire correct pronunciation of French terminology.</li> </ul>
<b>SEM II CO14</b>	<b>TH/134</b>	<b>Basic Continental Food Production( TH)</b>	<ul style="list-style-type: none"> <li>Gain Knowledge in Classifying &amp; preparations of Stocks, Sauces and soups.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand various aspects of Egg and Fish Cookery.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn about different types of Salads &amp; Potato dishes served in Continental Cuisine</li> </ul>
			<ul style="list-style-type: none"> <li>Learn culinary terminology.</li> </ul>

<b>CO15</b>	<b>TH/135</b>	<b>Basic Continental Food Production( PR)</b>	<ul style="list-style-type: none"> <li>Learn basic preparation of Stocks, Soups &amp; Sauces.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn preparation of various potato dishes and vegetable side dishes served in continental cuisine.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn preparation of different types of salads served in hotels.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn preparation of egg variations.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn preparation of basic continental desserts.</li> </ul>
<b>CO16</b>	<b>TH/ 136</b>	<b>Basic Food &amp; Beverage Service - II (TH)</b>	<ul style="list-style-type: none"> <li>Gain understanding of types of KOT's , BOT's , Billing methods and feedback mechanism</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire knowledge about Menu , accompaniments , cover &amp; service of classical dishes</li> </ul>
			<ul style="list-style-type: none"> <li>Enhance the understanding of Control System , its objectives &amp; purpose of Revenue Control System</li> </ul>
<b>CO17</b>	<b>TH/ 137</b>	<b>Basic Food &amp; Beverage Service - II (PR)</b>	<ul style="list-style-type: none"> <li>Learn mise-en place &amp; mise-en scene procedure in restaurant</li> </ul>
			<ul style="list-style-type: none"> <li>Learn to take orders , write KOT &amp; sequence of service</li> </ul>
			<ul style="list-style-type: none"> <li>Learn various types of breakfast &amp; their service</li> </ul>
			<ul style="list-style-type: none"> <li>Learn French Classical menu and its service procedure</li> </ul>
<b>CO18</b>	<b>TH/138</b>	<b>Managing Housekeeping Operations (TH)</b>	<ul style="list-style-type: none"> <li>Understand the importance of supervision and know the Dirty Dozens in Housekeeping.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the importance and functions of control desk.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand various types of lost and found articles and procedures.</li> </ul>
			<ul style="list-style-type: none"> <li>Identify various functions of linen room and Laundry.</li> </ul>
			<ul style="list-style-type: none"> <li>Identify fabrics used in hotel Industry &amp; learn stain removal procedures.</li> </ul>
<b>CO19</b>	<b>TH/ 139</b>	<b>Managing Housekeeping Operations (PR)</b>	<ul style="list-style-type: none"> <li>Understand the use of Inspection checklist.</li> </ul>
			<ul style="list-style-type: none"> <li>Know the use of various registers and formats at control desk.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the procedure of linen inventory.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn various techniques of mending and monogramming.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand and construct different weaves used in making the fabric.</li> </ul>
			<ul style="list-style-type: none"> <li>Know various laundry and stain removal procedures</li> </ul>

<b>CO20</b>	<b>TH/ 140</b>	<b>Managing Front Office Operations (TH)</b>	<ul style="list-style-type: none"> <li>Understand various procedures carried out at front desk like room change procedure.</li> </ul>
			<ul style="list-style-type: none"> <li>Analyse the various forms and formats used at the time of Departure&amp; methods of payment.</li> </ul>
			<ul style="list-style-type: none"> <li>Handle Guest Complaints.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand various procedures carried out at the Hospitality Desk.</li> </ul>
<b>CO21</b>	<b>TH/ 141</b>	<b>Managing Front Office Operations (PR)</b>	<ul style="list-style-type: none"> <li>Know the check-in procedures for different types of guests.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the check-out procedures for different types of guests.</li> </ul>
			<ul style="list-style-type: none"> <li>Gain knowledge about handling foreign currency.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand other procedures like room change carried out at front desk.</li> </ul>
			<ul style="list-style-type: none"> <li>Know the SOP's to follow at front desk.</li> </ul>
<b>CO22</b>	<b>TH/142</b>	<b>Personality Skills for Hospitality Industry (TH)</b>	<ul style="list-style-type: none"> <li>Understand the components of personality and importance of verbal communication , non-verbal communication, body language and SWOT analysis.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn how to deal with stress and frustration.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the importance of Technical skills, Organisational skills and Human skills for a successful career.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the concept of time management and its techniques.</li> </ul>
			<ul style="list-style-type: none"> <li>Enhance the presentation skills and listening skills.</li> </ul>
<b>CO23</b>	<b>TH/143</b>	<b>Vocational Training</b>	<ul style="list-style-type: none"> <li>Students do the one month vocational training in star hotels.</li> </ul>
			<ul style="list-style-type: none"> <li>Gain more knowledge through field visits and guest lectures.</li> </ul>
<b>SEM III CO24</b>	<b>TH/ 144</b>	<b>Quantity Food Production &amp; Basic Baking (TH)</b>	<ul style="list-style-type: none"> <li>Understand selection criteria, care, and maintenance of quantity kitchen equipments.</li> </ul>

			<ul style="list-style-type: none"> <li>Gain knowledge of layout, menu planning and operations of various catering establishments.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the importance of balance diet and healthful meals.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn and understand the applications of elements of costing.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the role of ingredients used in bakery, basic principles of baking and make-up methods of breads, cakes and cookies.</li> </ul>
<b>CO25</b>	<b>TH/ 145</b>	<b>Quantity Food Production &amp; Basic Baking (PR)</b>	<ul style="list-style-type: none"> <li>Improve speed of work, time management and gain experience with handling quantity cooking.</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire the technical skills required for preparing breads, cakes and cookies.</li> </ul>
			<ul style="list-style-type: none"> <li>Identify and correct the faults in breads, cakes and cookies.</li> </ul>
<b>CO26</b>	<b>TH/ 146</b>	<b>Introduction to Beverage Service (TH)</b>	<ul style="list-style-type: none"> <li>Understand classification of Alcoholic beverages</li> </ul>
			<ul style="list-style-type: none"> <li>Differentiate between non-alcoholic beverages.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand manufacturing process of liqueurs and bitters</li> </ul>
<b>CO27</b>	<b>TH/ 147</b>	<b>Introduction to Beverage Service(PR)</b>	<ul style="list-style-type: none"> <li>Identify types of glassware</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire skills for service of Beer, Wine, Spirits, Liqueurs, Bitters, Cocktails and Cigars</li> </ul>
			<ul style="list-style-type: none"> <li>Implement the knowledge in wine and food pairing</li> </ul>
<b>CO28</b>	<b>TH/148</b>	<b>Allied Housekeeping Functions (TH)</b>	<ul style="list-style-type: none"> <li>Understand the concepts &amp; principles of making different types of flower arrangements used in hotels.</li> </ul>
			<ul style="list-style-type: none"> <li>Determine various pests and understand the eradication and prevention techniques.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the concept, advantages and disadvantages of contract services in housekeeping department.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn various types of safety and security measures used in hotel industry.</li> </ul>
			<ul style="list-style-type: none"> <li>Analyse purchase, storage and issue of housekeeping supplies, linen, cleaning agents and cleaning equipment.</li> </ul>
<b>CO29</b>	<b>TH/ 149</b>	<b>Allied Housekeeping Functions (PR)</b>	<ul style="list-style-type: none"> <li>Know the use and importance of inspection checklist.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the importance of pest control and horticulture in the hotels.</li> </ul>
			<ul style="list-style-type: none"> <li>Know the technique of making different types of flower arrangements used in</li> </ul>



			hotels.
			<ul style="list-style-type: none"> <li>Understand the standard procedure of taking inventories of stock.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the use of Material Management System with the help of software.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the importance and use of Store requisition and other records used in housekeeping store.</li> </ul>
			<ul style="list-style-type: none"> <li>Know the importance of Key Control and safety procedures.</li> </ul>
<b>CO30</b>	<b>TH/ 150</b>	<b>Front Office Accounting (TH)</b>	<ul style="list-style-type: none"> <li>Learn Importance of the front office accounting system, Types of accounts, Vouchers, Folios &amp; Ledger.</li> </ul>
			<ul style="list-style-type: none"> <li>Enhance the knowledge of cash and credit handling through front office cashiering.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the process of a Night Audit.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn various types of room rates and methods used to establish room rate.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the importance of forecasting and various types of forecasting used in front office department.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the Calculations of various statistical data using Formulae in front office.</li> </ul>
<b>CO31</b>	<b>TH/ 151</b>	<b>Front Office Accounting (PR)</b>	<ul style="list-style-type: none"> <li>Know how to use software for accounting and preparing MIS at front desk.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the importance and use of various vouchers at front desk.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn various techniques used for credit control at various stages of guest stay.</li> </ul>
			<ul style="list-style-type: none"> <li>Gain knowledge about calculation of statistics of hotel performance and understand the procedure of Night Auditing.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn to prepare forecast of occupancy.</li> </ul>
			<ul style="list-style-type: none"> <li>Know how to calculate room rate with the help of Hubbart's formula.</li> </ul>
<b>CO32</b>	<b>TH/152</b>	<b>Hotel French (TH)</b>	<ul style="list-style-type: none"> <li>Understand the basic knowledge of French language like Alphabets, conjugation, Grammar</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire correct pronunciation of French terminology.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn conjugations of verbs- present tense, past tense and future tense.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn how to Translate the recipe from French to English.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn Vocabulary related to Food and Beverage Service, Kitchen, House Keeping and Front Office.</li> </ul>

CO33	TH/153	Hotel French ( PR)	<ul style="list-style-type: none"> <li>Develop basic speaking skills-</li> </ul>
			<ul style="list-style-type: none"> <li>Learn standard phrases used in the hotel.</li> </ul>
			<ul style="list-style-type: none"> <li>Read menu in French, wine label, translate recipes from French to English .</li> </ul>
			<ul style="list-style-type: none"> <li>Develop basic conversation related to Food &amp; beverage service, House Keeping and Front office</li> </ul>
SEM IV CO34	TH/ 154	Industry Exposure & Industrial Training	<ul style="list-style-type: none"> <li>gain practical understanding of the daily operations of the host organization ( hospitality)</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the inter departmental functions of the organization.</li> </ul>
			<ul style="list-style-type: none"> <li>acquire knowledge, hands on experience and improve skills for effective performance.</li> </ul>
			<ul style="list-style-type: none"> <li>Students do the industrial training of four months to gain the basic function of all core departments of a hotel.</li> </ul>
SEM V CO35	TH/155	Larder [TH]	<ul style="list-style-type: none"> <li>Gain understanding of the functions, layout, equipments and measures of larder control.</li> </ul>
			<ul style="list-style-type: none"> <li>Enhance understanding of Hors d'oeuvres &amp; sandwiches.</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire knowledge of Charcutière and the process of curing and smoking.</li> </ul>
			<ul style="list-style-type: none"> <li>Visualize and understand the cuts of meats and appropriate cooking methods of the same.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn about Custards, Puddings and frozen desserts.</li> </ul>
CO36	TH/ 156	Larder [PR]	<ul style="list-style-type: none"> <li>Learn preparation of Hors d'oeuvres.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn preparation of Sandwiches.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn to prepare different puddings and custards.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn to set up a Cold buffet.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn to cook various meats along with appropriate methods.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn through demos of various cold cut preparations.</li> </ul>
CO37	TH/ 157	Alcoholic Beverages I (TH)	<ul style="list-style-type: none"> <li>The classification of alcoholic beverages</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire knowledge of manufacturing process of wine &amp; beer</li> </ul>
			<ul style="list-style-type: none"> <li>Learn about the production process of Cigar &amp; Cigarettes</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the classification of Bitter and its service.</li> </ul>
CO38	TH/ 158	Alcoholic Beverages I	<ul style="list-style-type: none"> <li>Identify glassware , &amp; equipments required for beverage service</li> </ul>

		(PR)	
			<ul style="list-style-type: none"> <li>• Serve wines, liqueurs, Aperitifs, bitters &amp; Beers</li> </ul>
			<ul style="list-style-type: none"> <li>• Enhance knowledge on Menu planning with Food &amp; Beverage Harmony</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn the role of Sommelier &amp; taking wine orders.</li> </ul>
CO39	TH/ 159	Accommodation Operations (TH)	<ul style="list-style-type: none"> <li>• Understand the elements of Interior designing, Refurbishing and Restoration.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn calculation of Par stock &amp; Inventory.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the standard contents of a guest room in a hotel.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn Sales techniques and role of Sales in Marketing Departments.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the importance of Hospitality and maintaining quality in delivery of services.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the use of latest technology in hotels.</li> </ul>
CO40	TH/ 160	Accommodation Operations (PR)	<ul style="list-style-type: none"> <li>• Know the different colour schemes used in interior decoration of guest rooms and public areas in hotel.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the use of snag list.</li> </ul>
			<ul style="list-style-type: none"> <li>• Gain knowledge about various aspects of Interior Decoration.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the selling techniques like USP, up-selling and suggestive selling used at front desk.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the importance of advertisement and repeat business.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the facilities offered to MICE clients.</li> </ul>
CO41	TH/ 161	Accounting Skills for Hospitality	<ul style="list-style-type: none"> <li>• Acquire basic knowledge of Accounting-Double entry system.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn the preparation of Trial Balance &amp; Final Accounts of Small Hotels &amp; Restaurants.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn Visitor Tabular Ledger &amp; Guest weekly bill.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn Uniform System of Accounting.</li> </ul>
CO42	TH/ 162	Researching for Hospitality & Tourism Management	<ul style="list-style-type: none"> <li>• Understand the importance and significance of Research</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn to identify research problem and design the title of Research.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn Data Collection Methods, various approaches of research.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn various Sampling types.</li> </ul>

			<ul style="list-style-type: none"> <li>Understand the process of analysing data &amp; steps in Report writing.</li> </ul>
<b>CO43</b>	<b>TH/163</b>	<b>Hospitality Law</b>	<ul style="list-style-type: none"> <li>Understand the various laws and legislations pertaining to Hotel &amp; Food Service.</li> </ul>
			<ul style="list-style-type: none"> <li>Enable the students to understand the various Food Legislations under the FSSAI Act</li> </ul>
			<ul style="list-style-type: none"> <li>Give an understanding to the students on the various licenses and permits required for Hotel and Catering establishment.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the various legislation in regards to the Health, Safety and welfare of the employees.</li> </ul>
<b>CO44</b>	<b>TH/164</b>	<b>Catering Science</b>	<ul style="list-style-type: none"> <li>Learn the importance of Hygiene and Sanitation.</li> </ul>
			<ul style="list-style-type: none"> <li>Gain Knowledge about Food handling.</li> </ul>
			<ul style="list-style-type: none"> <li>Know about Environmental sanitation.</li> </ul>
			<ul style="list-style-type: none"> <li>To understand the concept of food contamination and food borne illness.</li> </ul>
			<ul style="list-style-type: none"> <li>To know the beneficial effects of microorganisms.</li> </ul>
<b>CO45</b>	<b>TH/165</b>	<b>Dietetics &amp; Nutrition</b>	<ul style="list-style-type: none"> <li>Understand the importance of nutrition in our diet for good health.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the composition, functions and sources of nutrients.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the effects and deficiency of nutrients.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the concept of balance diet and various food groups.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the principles of diet therapy, modification of normal diet for therapeutic purposes.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the various types of food additives, its functions and uses in food industry.</li> </ul>
<b>CO46</b>	<b>TH/166</b>	<b>Food &amp; Beverage Controls</b>	<ul style="list-style-type: none"> <li>Learn various cost and inventory concepts in food and beverage operation.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the various techniques through which revenue can be increased and pilferage can be reduced.</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire knowledge on Management Information System</li> </ul>
			<ul style="list-style-type: none"> <li>Understand Cost, Profit and sales concept of Food and beverage.</li> </ul>
<b>CO47</b>	<b>TH/167</b>	<b>Principles Of Management</b>	<ul style="list-style-type: none"> <li>Learn about managers, nature of their work, leadership, entrepreneurship, and strategy, meaning and characteristics and scope of management, External and Internal factors affecting management.</li> </ul>
			<ul style="list-style-type: none"> <li>Evolution of management theory- Scientific management and classical</li> </ul>

			organization theory
			<ul style="list-style-type: none"> <li>Determine concepts and principles of organizational structure, dimensions of planning-organizing-leading-controlling, rational model of decision making</li> </ul>
			<ul style="list-style-type: none"> <li>Describe the importance of organizational structure, understand meaning and features of organizational charts and manuals, various types of organization, importance of organizational culture</li> </ul>
			<ul style="list-style-type: none"> <li>Understand importance of leadership, its styles and patterns, skills of leadership, decision making, role of direction, nature, principles and elements of direction, tools and techniques of directing the staff</li> </ul>
			<ul style="list-style-type: none"> <li>Describe meaning, nature and types of motivation and coordination- need-problems associated and approaches, motivation theories, its pre-requisites, methods, meaning and characteristics of management control, the steps and requirements of control</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the concept of Human skills.</li> </ul>
<b>CO48</b>	<b>TH/168</b>	<b>Organizational Behaviour</b>	<ul style="list-style-type: none"> <li>Understand the various dynamics of organizational behaviour.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the various elements of Organizational Behaviour.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the development of the field of organizational behaviour</li> </ul>
			<ul style="list-style-type: none"> <li>analyze and compare different models used to explain individual behaviour related to motivation and rewards</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the importance of effective communication in an organization.</li> </ul>
			<ul style="list-style-type: none"> <li>explain group dynamics and demonstrate skills required for working in groups</li> </ul>
			<ul style="list-style-type: none"> <li>identify the various leadership styles and the role of leaders in a decision-making process</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the organizational culture and describe its dimensions and to examine various organizational designs</li> </ul>
<b>CO49</b>	<b>TH/169</b>	<b>Hotel Economics</b>	<ul style="list-style-type: none"> <li>Understand the nature and significance of Managerial Economics</li> </ul>
			<ul style="list-style-type: none"> <li>Understand basic terms in Economics.</li> </ul>
			<ul style="list-style-type: none"> <li>Develop understanding of concept of demand analysis, consumer demand, elasticity of demand</li> </ul>
			<ul style="list-style-type: none"> <li>Develop understanding of concept of Production analysis, Supply analysis and types of market.</li> </ul>

<b>CO50</b>	<b>TH/170</b>	<b>Financial Management</b>	<ul style="list-style-type: none"> <li>Learn and understand the definition, scope and objectives of Financial Management.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand different types of ratio analysis, Funds flow and Cash flow statements,</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the concept of Working capital management and capital budgeting.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn various types of budgets, budgetary controls, pricing and Value added Tax.</li> </ul>
<b>SEM VI C051</b>	<b>TH/ 171</b>	<b>Regional Cuisines of India (TH)</b>	<ul style="list-style-type: none"> <li>Understand the religious food ethos followed in India.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the principles of ayurveda in food.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the role of spices &amp; masalas used in Indian cooking.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn the various regional cooking styles of India with reference to geographical locations, historical influence, availability of ingredients and staple diet.</li> </ul>
<b>CO52</b>	<b>TH/ 172</b>	<b>Regional Cuisines of India (PR)</b>	<ul style="list-style-type: none"> <li>Acquire specialised skills and techniques required for preparations of various regional Indian cuisines.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn to prepare popular regional Indian dishes.</li> </ul>
<b>CO53</b>	<b>TH/ 173</b>	<b>Alcoholic Beverages II (TH)</b>	<ul style="list-style-type: none"> <li>Classify types and brands of spirits</li> </ul>
			<ul style="list-style-type: none"> <li>Learn production methods of liqueurs and bitters</li> </ul>
			<ul style="list-style-type: none"> <li>Understand methods of making cocktails</li> </ul>
<b>CO54</b>	<b>TH/ 174</b>	<b>Alcoholic Beverages II (PR)</b>	<ul style="list-style-type: none"> <li>Identify types of glassware used in a bar</li> </ul>
			<ul style="list-style-type: none"> <li>Acquire the skills for service of spirits and cocktails</li> </ul>
			<ul style="list-style-type: none"> <li>Develop the ability to compile a beverage list</li> </ul>
<b>CO55</b>	<b>TH/ 175</b>	<b>Trends in Housekeeping (TH)</b>	<ul style="list-style-type: none"> <li>Know various Trends in housekeeping.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the concept of ergonomics and Green Housekeeping.</li> </ul>
			<ul style="list-style-type: none"> <li>Understand the scope of facility management.</li> </ul>
			<ul style="list-style-type: none"> <li>Gain knowledge about Green practices like conservation of energy, water etc.</li> </ul>
			<ul style="list-style-type: none"> <li>Learn about the recent trends in Material Management in housekeeping.</li> </ul>
<b>CO56</b>	<b>TH/ 176</b>	<b>Trends in Housekeeping</b>	<ul style="list-style-type: none"> <li>Know the techniques of energy conservation in hotels.</li> </ul>

		(PR)	
			<ul style="list-style-type: none"> <li>• Calculate the energy consumption in various areas of hotel.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the systems used for safety and security in hotel.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the calculation of staff requirement, scheduling and maintaining performance records of the employees in the housekeeping department.</li> </ul>
			<ul style="list-style-type: none"> <li>• Be able to check the feasibility of outsourcing in housekeeping department.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know the latest trends in uniforms.</li> </ul>
			<ul style="list-style-type: none"> <li>• Gain knowledge about reports generated in MIS in housekeeping department.</li> </ul>
<b>CO57</b>	<b>TH/177</b>	<b>Tourism Operations</b>	<ul style="list-style-type: none"> <li>• Gain knowledge of the constituents and infrastructure of tourism.</li> </ul>
			<ul style="list-style-type: none"> <li>• Gain knowledge on the operations and management of tour and travel segments of tourism industry including types and impacts of tourism.</li> </ul>
			<ul style="list-style-type: none"> <li>• Gain knowledge about the various active organisations involved in the active development of the travel and tour operations across the globe.</li> </ul>
			<ul style="list-style-type: none"> <li>• Gain knowledge and skills of tour operator's products which includes travel, transfer and accommodation planning.</li> </ul>
			<ul style="list-style-type: none"> <li>• Equip them with the skills of how to manage tour and travel related procedures and activities enabling them to become effective managers</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn Itinerary planning.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn the use of ICT in the travel industry.</li> </ul>
<b>CO58</b>	<b>TH/178</b>	<b>Project Work</b>	<ul style="list-style-type: none"> <li>• Learn Compilation of Data &amp; Interpretation of Data</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn the format of Project Report- Cover page, Title page, Introduction, Aims &amp; Objectives, Recommendations, Conclusion, Bibliography &amp; Appendix.</li> </ul>
			<ul style="list-style-type: none"> <li>• Presentation of Research.</li> </ul>
<b>CO59</b>	<b>TH/179</b>	<b>Hospitality Marketing</b>	<ul style="list-style-type: none"> <li>• gain awareness of the core concepts , orientations toward marketing and the current marketing environment.</li> </ul>
			<ul style="list-style-type: none"> <li>• understand the scope, differentiating characteristics of services and the challenges in marketing of services.</li> </ul>
			<ul style="list-style-type: none"> <li>• comprehend the concept of market segmentation - bases of segmentation and consumer behavior - factors influencing consumer behavior.</li> </ul>
			<ul style="list-style-type: none"> <li>• learn about the 4 Ps of marketing mix and their strategies.</li> </ul>
<b>CO60</b>	<b>TH/180</b>	<b>First Aid</b>	<ul style="list-style-type: none"> <li>• Understand the role and responsibility of a first aider.</li> </ul>

			<ul style="list-style-type: none"> <li>• Access and manage an emergency incident.</li> </ul>
			<ul style="list-style-type: none"> <li>• Manage and assist casualties'- choking, bleeding, resuscitation, shock, strangulation, asthma, and drowning, poisoning and minor injury.</li> </ul>
<b>CO61</b>	<b>TH/181</b>	<b>Hotel Maintenance</b>	<ul style="list-style-type: none"> <li>• Know the basic services of engineering in hotel industry.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand basic working of Refrigeration system and Air conditioning.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn basic fuels, electricity types, working of water systems and Fire and its prevention.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand energy conservation systems in the hotels, safety and security procedures in hotels and Pollution and its control systems.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the functions of various machines.</li> </ul>
			<ul style="list-style-type: none"> <li>• Know about the safety &amp; security in the hotel.</li> </ul>
<b>CO62</b>	<b>TH/182</b>	<b>Retail Management</b>	<ul style="list-style-type: none"> <li>• Learn about the concepts of Retail management and its types.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn about the Indian and Global scenario in Retail and the consumer behavior.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the Retail strategies,, its locations and basics of Retail merchandising.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn about the Retail Pricing, Retail Merchandising, and Retail store operations.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the legal and ethical aspects of Retail business.</li> </ul>
<b>CO63</b>	<b>TH/183</b>	<b>Event Management</b>	<ul style="list-style-type: none"> <li>• Understand the concept of event management..</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn the principles and steps in an event.</li> </ul>
			<ul style="list-style-type: none"> <li>• Understand the marketing tools like advertising, publicity and media, legal compliances, in managing events.</li> </ul>
			<ul style="list-style-type: none"> <li>• Plan venues, deal with vendors and understand pre and post event activities</li> </ul>
<b>CO64</b>	<b>TH/184</b>	<b>Entrepreneurship Development</b>	<ul style="list-style-type: none"> <li>• To develop the spirit of Entrepreneurship</li> </ul>
			<ul style="list-style-type: none"> <li>• To understand the attributes required to become a successful entrepreneur</li> </ul>
			<ul style="list-style-type: none"> <li>• To understand the techniques of ideation.</li> </ul>
			<ul style="list-style-type: none"> <li>• Learn about Modern trends in Entrepreneurship.</li> </ul>
			<ul style="list-style-type: none"> <li>• To enable the students to prepare a project report</li> </ul>
			<ul style="list-style-type: none"> <li>• To understand Market Feasibility studies</li> </ul>



<b>CO65</b>	<b>TH/185</b>	<b>Job Training</b>	Students go to the hotel industry for job training five months to secure their specific job in the particular department.
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Tourism & Hotel management

## PO AND CO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	Average
CO1	2	1	3	2	2	1	3	2	2	2	2.00
CO2	1	3	1	3	2	3	1	2	2	2	2.00
CO3	2	2	3	2	1	2	2	3	1	1	1.90
CO4	3	1	2	1	2	1	3	2	2	3	2.00
CO5	2	2	1	2	2	2	2	1	1	2	1.70
CO6	1	1	2	3	3	3	3	2	2	3	2.30
CO7	2	2	3	2	3	2	2	3	2	1	2.20
CO8	3	1	2	1	2	1	2	2	1	2	1.70
CO9	2	2	1	2	3	2	2	1	2	3	2.00
CO10	2	1	2	3	2	3	1	2	3	2	2.10
CO11	3	3	3	2	1	2	2	1	2	1	2.00
CO12	2	2	2	1	2	1	2	2	1	2	1.70
CO13	1	3	3	2	3	2	3	3	1	3	2.40
CO14	2	3	2	3	2	3	2	2	2	2	2.30
CO15	3	2	3	2	1	2	1	3	3	1	2.10
CO16	2	3	2	2	2	1	2	2	2	2	2.00
CO17	1	1	1	3	3	2	3	1	3	3	2.10
CO18	2	2	2	2	2	3	2	2	2	2	2.10
CO19	3	3	3	1	1	2	1	2	3	1	2.00
CO20	2	2	2	1	2	1	2	2	2	2	1.80
CO21	2	1	1	2	3	2	1	1	1	3	1.70
CO22	3	2	2	3	2	3	2	2	2	2	2.30
CO23	2	3	1	2	1	2	3	3	1	1	1.90
CO24	2	2	1	1	2	1	2	2	2	2	1.70
CO25	1	1	2	2	3	2	1	3	3	3	2.10
CO26	3	2	3	2	2	3	2	2	1	2	2.20
CO27	2	3	2	3	1	2	3	1	3	1	2.10
CO28	1	2	2	2	2	3	2	2	1	2	1.90
CO29	2	1	3	1	3	2	1	3	2	3	2.10
CO30	2	2	2	2	2	3	2	2	3	2	2.20
CO31	1	2	1	3	1	2	3	1	2	1	1.70
CO32	3	2	2	2	2	1	2	2	1	2	1.90
CO33	2	1	3	3	3	2	3	3	2	3	2.50
CO34	1	3	2	3	2	3	2	2	3	2	2.30
CO35	2	3	1	2	1	2	1	1	3	3	1.90
CO36	3	2	2	1	2	1	2	3	1	2	1.90
CO37	2	2	3	1	3	2	3	3	2	1	2.20

CO38	3	3	2	2	2	3	2	2	3	2	2.40
CO39	2	2	1	3	1	2	1	1	2	3	1.80
CO40	1	2	2	2	2	1	2	3	2	1	1.80
CO41	2	3	3	3	3	2	3	2	1	2	2.40
CO42	3	2	2	2	3	3	2	1	2	3	2.30
CO43	2	2	1	3	2	2	1	3	3	2	2.10
CO44	3	2	2	2	1	1	2	2	2	1	1.80
CO45	2	2	3	1	2	2	3	3	1	2	2.10
CO46	1	3	2	1	3	3	2	2	2	3	2.20
CO47	2	2	1	2	2	2	1	3	3	2	2.00
CO48	3	3	2	1	1	3	2	2	2	1	2.00
CO49	2	3	2	2	2	2	3	3	2	2	2.30
CO50	3	1	3	3	3	2	2	3	1	3	2.40
CO51	1	3	2	3	2	3	1	2	2	2	2.10
CO52	2	1	3	2	2	2	1	2	2	1	1.80
CO53	3	1	2	3	3	1	2	2	2	2	2.10
CO54	2	3	1	1	2	2	2	3	1	3	2.00
CO55	1	2	2	2	1	3	2	2	3	3	2.10
CO56	2	3	3	3	2	2	3	1	1	2	2.20
CO57	3	2	2	3	2	2	2	2	2	2	2.20
CO58	2	2	2	2	1	1	1	2	3	2	1.80
CO59	2	1	2	1	1	2	2	2	3	3	1.90
CO60	3	2	3	3	2	1	3	2	2	3	2.40
CO61	2	3	3	2	3	2	2	3	2	2	2.40
CO62	1	2	2	3	2	3	1	2	2	1	1.90
CO63	2	1	2	3	1	2	2	2	3	1	1.90
CO64	3	2	2	2	3	3	2	2	2	2	2.30
CO65	2	1	3	3	1	2	1	2	1	3	1.90

### Mapping correlation

3	2	1
High	Medium	Low



*[Signature]*  
Principal  
Mugbera Gangadhar Mahavidyalaya