

Program Outcomes

- ✦ **PO1:** Develop students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
- ✦ **PO2:** Making students familiar with the practical aspects of the hospitality industry.
- ✦ **PO3:** Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
- ✦ **PO4:** Enhance the techniques of advanced technological uses in hotel industry.
- ✦ **PO5: *Business Knowledge*** - Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major, and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.
- ✦ **PO6: *Communication Skills***- Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.
- ✦ **PO7: *Quantitative Skills***- Students will be able to Understand, analyse and use quantitative data to make business decisions and report to stakeholders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.
- ✦ **PO8: *Critical Thinking Skills*** - Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.
- ✦ **PO9: *Technology***- Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.
- ✦ **PO10: *Ethics***- Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.
- ✦ **PO11: *Multicultural and Diversity***- Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.
- ✦ **PO12: *Demonstrate learning***- Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

Course Outcomes:

SEMESTER – I

Subject: Food Production – I

Subject Code: HS 101

Subject Credits: 04

Course outcomes:

CO101.1- Introduction to the art of cookery and the basic cooking techniques.

CO101.2- Knowledge of food & kitchen safety practices.

CO101.3- Identify and apply various cooking methods and technique.

CO101.4- Classify kitchen brigade and equipment used.

Subject: Food and Beverage Service – I

Subject Code: HS 102

Subject Credits: 04

Course outcomes:

CO102.1- The course would explore the scope and nature of F & B service operations.

CO102.2- It would develop the essential attributes and elementary skills of students in the service procedures.

CO102.3 Basics of Food and Beverage Service Department will be covered in the semester.

Subject: Housekeeping Operations I

Subject Code: HS 103

Subject Credits: 04

Course outcomes:

CO103.1- Introduction to basic Housekeeping.

CO103.2- Understand role of Housekeeping in Hotel Industry.

CO103.3- Knowledge of different departments in House Keeping.

CO103.4- Introduction to Basic operational aspects of accommodation operations.

CO103.5- Introduction to Hospitality Industry.

Subject: Front Office Operations I

Subject Code: HS 104

Subject Credits: 04

Course outcomes:

CO104.1- Introduction to basic Front office.

CO104.2- Understand role of front office in Hotel Industry.

CO104.3- Knowledge of different departments in Front Office.

CO104.4- Introduction to Basic operational aspects of accommodation operations.

CO104.5- Introduction to Hospitality Industry.

Subject: Development of Generic Skills

Subject Code: HS 109

Subject Credits: 02

Course outcomes:

CO109.1- Introduction to Generic Skills.

CO109.2- Development of self-management skills.

CO109.3- Development of team management skills.

CO109.4- Development of task management skills.

CO109.5- Knowledge of effective problem solving techniques.

Semester II**Subject : Food Production - II**

Subject Code: HS 201

Subject Credits: 04

Course outcomes:

CO201.1- Identify and prepare basic stocks, soups and sauces.

CO201.2- List & Prepare various types of salads, sandwiches and appetizers.

CO201.3- Recognize different types of fruits, vegetables & eggs with its uses.

CO201.4- Understand characteristics & functions of various bakery ingredients.

Subject : Food and Beverage Service - II

Subject Code: HS 202

Subject Credits: 04

Course outcome:

CO202.1- The course would explore the scope and nature of f & b service operations. It would develop the essential attributes and elementary skills of students in the service procedures.

CO202.2- Basics of Food and Beverage Service Department (Food and Beverage) will be covered in the semester.

Subject : Housekeeping Operations II

Subject Code: HS 203

Subject Credits: 04

Course outcomes:

CO203.1- Understand role of Housekeeping in the Hospitality Industry.

CO203.2- Study basic Skills for different tasks and aspects in Housekeeping.

CO203.3- Learn Operational aspects like Cleaning Routine of House Keeping Department.

CO203.4- Understand Various Procedural aspects of cleaning public areas.

Subject : Front Office Operations II

Subject Code: HS 204

Subject Credits: 04

Course outcomes:

CO204.1- Understand role of Front Office in Hospitality Industry.

CO204.2- Study basic Skills for different tasks and aspects in Front Office.

CO204.3- Understand Various Front Office Operational Procedures.

CO204.4- Learn about Guest cycle in Front Office.

Subject : French

Subject Code: HS 209

Subject Credits: 02

Course Outcome:

- 1 To understand the importance of French in Hotel Operations.
- 2 Help to acquire the correct pronunciation of French terminology.
- 3 Basic introduction to spoken French.

Program Specific Outcome:

PSO1: Pursue Career In Food Production, Food & Beverage service, Accommodation Services and allied hospitality Sectors.

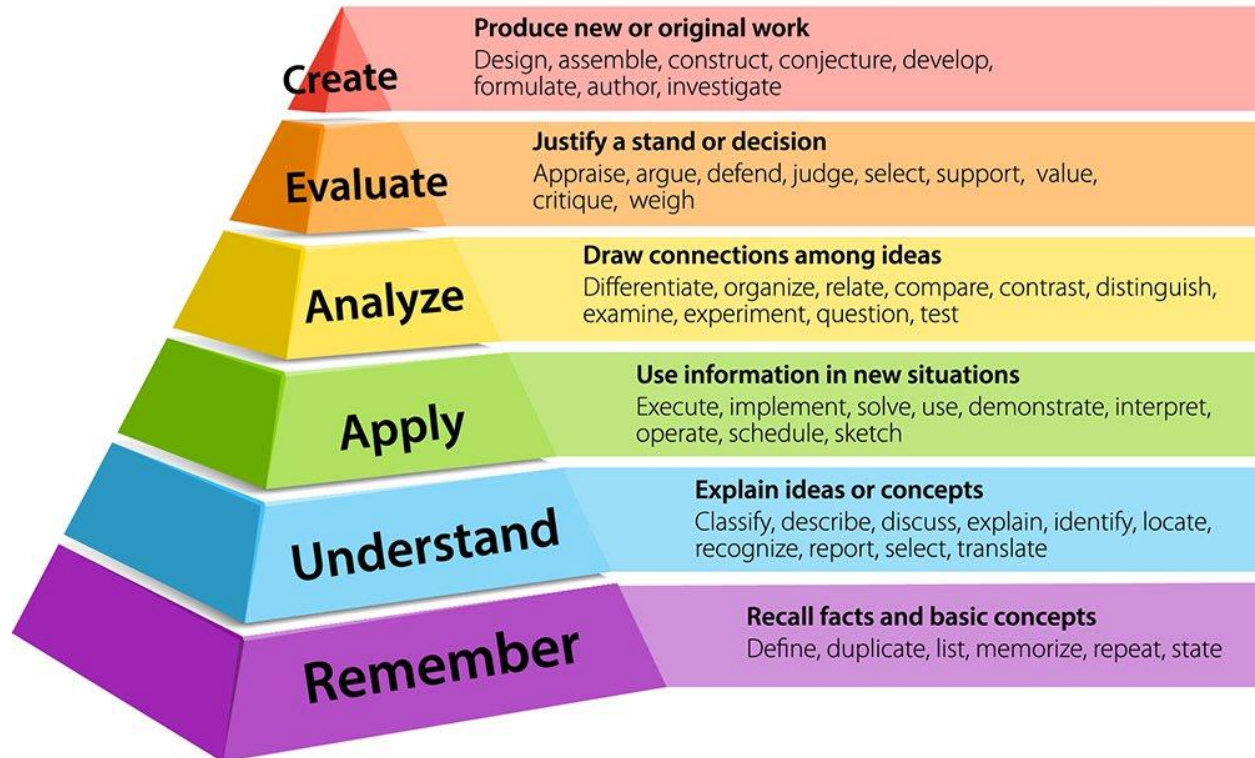
PSO2: Acquire various managerial positions in their respective field of expertise.

PSO3: Establish their own entrepreneurial hospitality venture and able to invent products & services.

PSO4: Excellent adaptability to function in multi-disciplinary work environment, good interpersonal skills as a leader in a team in appreciation of professional ethics and societal responsibilities.

Blooms taxonomy levels of learning**LIST OF VERBS**

Bloom's Taxonomy



CO – PO AND CO – PSO MAPPING OF COURSES

All the courses together must cover all the POs (and PSOs). For a course we map the COs to POs through the CO-PO matrix and to PSOs through the CO-PSO matrix as shown below. The various correlation levels are:

- ✚ “1” – Slight (Low) Correlation
- ✚ “2” – Moderate (Medium) Correlation
- ✚ “3” – Substantial (High) Correlation
- ✚ “-” indicates there is no correlation.

II. Correlation of Course to POs & PSOs

Course outcomes are stated for every course using the action verbs of learning levels of Blooms Taxonomy . A course addresses a set of POs/ PSOs. To establish the correlation between CO - POs&PSOs, number of sessions devoted for POs &PSOs through each course outcome in the class room instruction is identified. The correlation level of 1, 2 or 3 defined as 1: slight (low) 2: Moderate (medium)3: substantial (high) -: no correlation is decided based on %ge of class room sessions.

- If >40% of classroom sessions addressing a particular PO, it is considered that PO is addressed at Level 3
- If 25 to 40% of classroom sessions addressing a particular PO, it is considered that PO is addressed at Level 2
- If 5 to 25% of classroom sessions addressing a particular PO, it is considered that PO is addressed at Level 1
- If < 5% of classroom sessions addressing a particular PO, it is considered that PO is considered not-addressed

Course outcome to POs & PSOs correlation level is obtained using the equation

1. CO – POs &PSOs level:

Total number of sessions devoted to a particular PO for a given CO/

Total number of periods devoted for a given CO % -----1