



Maharashtra Cosmopolitan Education Society's

**M. A. Rangoonwala Institute of Hotel Management & Research, Pune.**

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## CRITERION – 2 TEACHING- LEARNING AND EVALUATION

<b>Key Indicator</b>	<b>2.6 Student Performance and Learning Outcome</b>
<b>Metric No.</b>	<b>2.6.1</b>

### Program: Bachelor of Science in Hospitality Studies

- Programme Outcomes (POs) and Course Outcomes (COs) for all Programmes offered by the institution are stated and displayed on website and attainment of POs and COs are evaluated

#### Documents Attached

#### List of Program Outcomes & Course Outcomes

- CBCS Pattern (Choice Based Credit System Syllabus)
- Old Pattern



M.C.E. Society's  
**M. A. RANGOONWALA INSTITUTE OF  
HOTEL MANAGEMENT & RESEARCH, PUNE**

Website : [www.marhotelmanagement.com](http://www.marhotelmanagement.com)

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**PROGRAM OUTCOMES**

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- PO1:** Develop students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the hospitality 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:** Disciplinary 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:** Scientific Reasoning- 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:** Information/Digital Literacy- Demonstrate proficiency in the use of information technology. Students will use information systems to select, and process data in a meaningful way.
- PO10:** Ethics- Understand and evaluate ethical issues and situations as hospitality professionals to make business decisions. Recognize ethical problems in both domestic and international hospitality business context, identify alternatives and make appropriate ethical choices.
- PO11:** Multicultural Competence- Students will create more positive work environment, increase job satisfaction, bring diverse voices into the decision making process, foster creative ideas, and help them to understand their customers.
- PO12:** Lifelong Learning- Enhancing skills in hospitality core areas at various position of specialization to address customer satisfaction. Recognizing the need for engaging in independent and lifelong learning

**Course Outcomes:** Bachelor of Science in Hospitality Studies

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**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:

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**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.

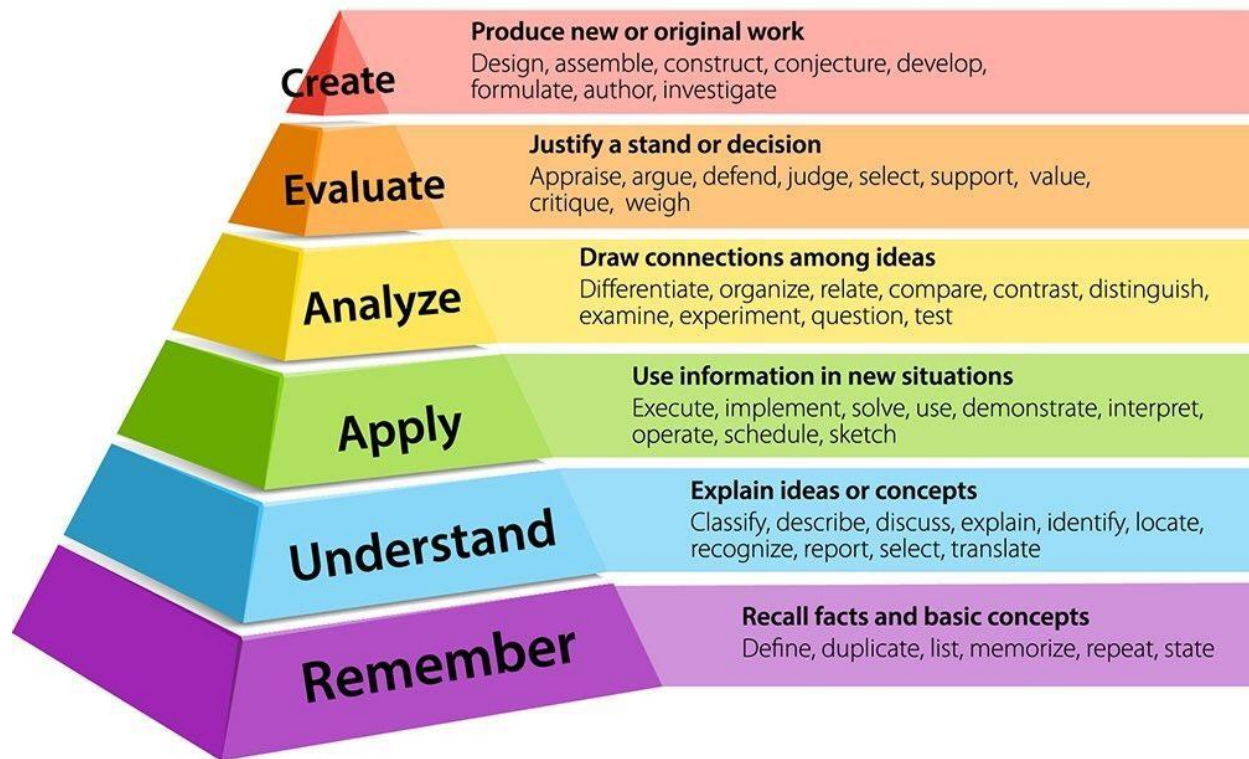
**PSO3:** Establish their own entrepreneurial hospitality venture and able to invent products & services.

**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

**b. Old Pattern - CO's (Science Annual - Old Pattern)**

<b>FIRST YEAR</b>		
<b>Subject</b>	<b>Rationale</b>	<b>Course Outcome</b>
1. FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES (HS101)	Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.	<ol style="list-style-type: none"> <li>1. After this course the student has basic knowledge of food production unit Knowledge about kitchen layout, Knowledge about various ingredients used in kitchen</li> <li>2. Knowledge and skills about different methods of food preparation &amp; methods of mixing.</li> <li>3. Use of kitchen various equipment used for different methods of cooking</li> </ol>
2. FUNDAMENTALS OF FOOD & BEVERAGE SERVICE METHODOLOGY (HS102)	The students a comprehensive knowledge and develop technical skills in the basic aspects of food and non- alcoholic beverage service operations in the Hotel Industry.	<ol style="list-style-type: none"> <li>1. After this course the student has basic knowledge of food Service area Knowledge about</li> <li>2. Understanding the Restaurant layout</li> <li>3. Knowledge about various equipment, (crocery &amp; cutlery)used in restaurant</li> <li>4. Knowledge and basic skills about different methods of food service</li> </ol>
3. ROOMS DIVISION TECHNIQUES (HS 103)	The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.	<ol style="list-style-type: none"> <li>1. After this course the student has basic knowledge of Front Office area and House-Keeping area</li> <li>2. Knowledge about Front Office and House-keeping set- up</li> <li>3. Knowledge about various equipment, used at Front Office and House- keeping</li> <li>4. Knowledge and basic skills rooms reservation, check-in, handling of guests</li> <li>5. Knowledge and basic skills in cleaning and maintaining of Guest Room.</li> </ol>
4. TOURISM OPERATIONS (HS104)	This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills	<ol style="list-style-type: none"> <li>1. After this course the student has basic knowledge of importance of Tourism Knowledge about</li> <li>2. Knowledge about various means of Transport and places of interest,</li> </ol>

	and knowledge necessary to identify the required standards.	Travel Agents and Tour Operators 3. Knowledge and basic skills about different visas and passports Impact of Tourism on cultural, environmental, social, political. 4. Knowledge about itinerary planning.
5. FOOD SCIENCE (HS 105)	This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.	1. After this course the student has basic knowledge of importance of Food safety, hygiene and sanitation. 2. Knowledge about Food contamination 3. Food and Water borne illnesses and Importance of Personal hygiene 4. Knowledge about HACCP
5. PRINCIPLES OF NUTRITION (HS 106)	The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.	1. After this course the student has basic knowledge of importance of Nutrition in our daily food intake. 2. Knowledge about the importance of nutrients to human beings. 3. Knowledge of the importance of Protein, Fats, Carbohydrates, Minerals and vitamins. 4. Knowledge of Balance diet while planning the Menu.
6. COMMUNICATION SKILLS (English/ French) (HS 107)	To develop the communication skills of the student, so as to prepare him for campus interviews and challenges in personal and professional life.  To create awareness about the importance of French in the hotel operations and to acquire the correct pronunciation of French terminology. To use standard phrases in French in hotel operations. To integrate the French curriculum with the core syllabus of the course.	1. After this course the student has basic knowledge of importance of Communication Skills in Service Industry 2. How to Communicate verbally and written with establishment and guests. 3. Knowledge about French terms used in cookery, catering.

7. INFORMATION SYSTEMS (HS 108)	The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence	<ol style="list-style-type: none"><li>1. After this course the student has basic knowledge of importance of Computer Skills in the industry.</li><li>2. Knowledge about computers being used at Front Office, Restaurant Knowledge to access internet and e- mail</li></ol>
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<b>SECOND YEAR</b>		
Subject	Rationale	Course Outcome
1. PRINCIPLES OF QUANTITY FOOD PRODUCTION (HS 201)	This subject aims at imparting the knowledge and skill sets required in bulk catering in welfare & commercial sectors. In addition to this, the students are exposed to the theory and operations of Bakery & Confectionery.	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge and skills to prepare meals in quantity for industrial canteens, schools, and commercial establishments.</li> <li>2. To prepare Bakery items like breads, cookies and cakes with icings.</li> </ol>
2. BEVERAGE SERVICE METHODOLOGY (HS 202)	The courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality industry. It will give an insight into their history, manufacture, classification and also to develop technical and specialized skills in the service of the same.	<ol style="list-style-type: none"> <li>1. After completion of the course the student has a knowledge of various alcoholic beverages such as Spirits, liqueurs, aperitifs, wines , etc. in term of manufacture, classification skills in the service of alcoholic beverage to the guests in luxury Hotels and Fine dining restaurants and Bars.</li> </ol>
3. ACCOMMODATION TECHNIQUES (HS 203)	This course aims to establish the importance of Accommodation techniques within the hospitality Industry. It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge and skills House-keeping operations like Stain removals, Laundry, flower arrangement</li> <li>2. Front-Office operations- Like check- in, check-out, Preparation of Guest Bills, VPO, allowances etc.</li> <li>3. Skills to handle guest complaints.</li> </ol>
4. PRINCIPLES OF MANAGEMENT (HS 204)	To make the students understand the concepts of Management and their practical application in the Hospitality Industry	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge about the basic principles and functions of management and their application for their success.</li> </ol>

5. BASIC PRINCIPLES OF ACCOUNTING (HS 205)	The course aims to help students to acquire the basic knowledge of Accounting required for Hospitality Management. It would also prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.	<ol style="list-style-type: none"> <li>1. After completion of the course the student is able to acquire basic knowledge of</li> <li>2. Accounting and record keeping. The student is able to understand Profit and Loss Statement, and Balance sheet of the organization and their importance.</li> </ol>
6. THE SCIENCE OF HOTEL ENGINEERING (HS 206)	The subject will provide information regarding the basic services and different types of systems in hotel industry. This will help the students to understand plan, co-ordinate and integrate the functions of engineering departments for overall operations and assist in the management of hotel.	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge about the importance of maintenance &amp; safety, fuel used in Hotels.</li> <li>2. Knowledge about heating ventilation, air conditioning and firefighting systems.</li> <li>3. Knowledge about refrigeration, lighting, etc. in the Hotel</li> </ol>
7. PROJECT REPORT (HS 210)	This course aims at applying the knowledge and skills acquired in the many facets of Hotel Operations by the students & learn to analyze data situations at logical decisions.	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge about Primary and secondary collection of data. Analysis and Conclusion</li> </ol>
8. INDUSTRIAL TRAINING (HS 211)	The industrial training enables students to relate the knowledge and skills required in the classroom with systems, standards and practices prevalent in the industry. It provides an opportunity to the students to acquire real-time, hands on experience and observe the trends in the industry.	<ol style="list-style-type: none"> <li>1. After completion of four months of internship the student has knowledge and skills acquired in the classroom match with those practices at place of work with systems, standards and practices prevalent in the hotel Industry.</li> </ol>



THIRD YEAR		
1. SPECIALISED FOOD PRODUCTION (HS 301)	The course develops the knowledge and understanding of the international cuisine amongst students.	1. After completion of the course the student has knowledge and skills about preparation of International cuisine, preparation of sandwiches, salads and pastries, cookies, icing and frosting on cakes.
2. FOOD & BEVERAGE SERVICE & MANAGEMENT (HS 302)	The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.	1. After completion of the course the student has knowledge and skills <ul style="list-style-type: none"> <li>• In preparing and serving cocktails, Gueridon service, knowledge and skills.</li> <li>• In preparing and arrangement for function catering, knowledge about inventory control and break- even analysis</li> </ul>
3. ACCOMMODATION OPERATIONS (HS 303)	This course aims to establish the importance of Rooms Division within the Hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department.	1. After completion of the course the student has knowledge about interior decoration, refurbishing & redecoration of room's knowledge. 2. About Gardening and Horticulture aspects knowledge about House-keeping purchasing and inventory control knowledge 3. About Night audit, sales techniques, Hubbart's formula and Forecasting for rooms availability.
4. HOTEL ACCOUNTING (HS 304)	This subject gives an in-depth knowledge about the books maintained in the Hotel Industry. The students may be able to understand the day-to-day final transactions and its record keeping in hotels.	1. After completion of the course the student has knowledge about Hotel and Guest Accounting, knowledge about Joint stock company and accounting methods knowledge about working capital, budgets and taxes.

5. MARKETING MANAGEMENT (HS 305)	The subject aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.	1. After completion of the course the student has knowledge about concepts of the marketing, buying behaviors, market segmentation and marketing mix knowledge about strategies for effective marketing of the hotels.
6. HOTEL RELATED LAWS (HS 306)	Knowledge of hotel related laws is necessary for all students since they have to work in a an environment which deals with many legal aspects. Life in general and business in particular could not continue without law to regulate the conduct of people and to protect their property and rights.	1. After completion of the course the student has knowledge about the importance of law, knowledge about various rules and regulations governing the hotels in regard to contracts, consumers, sales, Environment, and industrial legislation. 2. Knowledge about various licenses and permits required to start a business in hotel or catering.

1. ADVANCED FOOD PRODUCTION (HS 401)	Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student are professionally developed.	1. After completion of the course the student has knowledge and skills in preparation of International cuisine knowledge and skills in preparation of pates, galantines, chocolate Knowledge about kitchen lay-out and kitchen design 2. Knowledge about kitchen stewarding.
2. ADVANCED FOOD SERVICES & MANAGEMENT (HS 402)	This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications	1. After completion of the course the student has knowledge and skills about planning & designing Restaurant and Bar knowledge about managing personnel in the department. 2. Knowledge about budgeting knowledge about operations of various Food and Beverage outlets.

<p>3. SPL. ACCOMMODATION MANAGEMENT (HS 403)</p>	<p>The subject ends to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge &amp; skills with respect to planning &amp; designing aspects.</p>	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge about colour wheel, Lighting, windows and window treatments, soft furnishings and accessories, Floor , floor finishes and wall coverings.</li> <li>2. Knowledge about planning a guest room</li> <li>4. Knowledge about use of computers in House Keeping, Sales and Marketing and Yield Management</li> </ol>
<p>4.TOTAL QUALITY MANAGEMENT (HS 404)</p>	<p>To understand meaning of Quality management in Hospitality Industry and learn methods of solving problems and under taking improvement projects by developing culture of team working with the ultimate intention of delighting Customer and continually improving the processes in all functions.</p>	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge about the importance of Quality in Hotels</li> <li>2. Knowledge about various international quality standards knowledge about how quality helps in overall guest satisfaction.</li> </ol>
<p>5. HUMAN RESOURCE MANAGEMENT (HS 405)</p>	<p>The understanding of Human Resources Management will help the students in identifying the significance and its role in the Hotel &amp; Catering Industry. It will also help them to develop an attitude for positive Human Behaviour at work</p>	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge about the importance of Human Resource management in Hotels</li> <li>2. Knowledge about the importance of handling labour grievances, discipline and good labour relations.</li> </ol>
<p>6. ENTREPRENEURSHIP DEVELOPMENT (HS 406)</p>	<p>To understand the technical, operational and financial feasibility required for setting up an entrepreneurial project. This will develop an attitude to be competitively ahead in the dynamic market situation.</p>	<ol style="list-style-type: none"> <li>1. After completion of the course the student has knowledge about the technical, operational and financial requirement for setting up an entrepreneurial project.</li> </ol>