

**DEEN DAYAL UPADHYAY KAUSHAL KENDRA**

**MAHISHADAL RAJ COLLEGE**

**B.Voc in Hospitality Management**

<b>PO</b>	<b>Summary</b>	<b>Description</b>
<b>P01</b>	<b>Specialized Knowledge of the Discipline</b>	B.Voc in Hospitality Management To provide students with a comprehensive understanding of the theoretical and applied aspects of Hospitality Industry. To inculcate all the desired skills of standard operating procedures & service provisions to meet the needs of today's customer by providing desired services required in Hospitality Industry .To equip students with hospitality skills required to provide customer satisfaction into the hotel & tourism sector and fulfill guest requirements for food & beverage service, meetings, conferences, events, travel moments & caterings.
<b>P02</b>	<b>Food &amp; Beverage Production</b>	Some objectives of food and beverage production can help students develop skills and knowledge in a variety of areas, including Food production management. Students learn how to manage the kitchen, plan menus, and develop their skills in food production.
<b>P03</b>	<b>Food &amp; Beverage Service</b>	The objectives of food and beverage service include Service skills: Students learn how to serve food and beverages to guests, and how to take orders while upselling And Service operations. Students learn about the sequence of service operations and the equipment needed.
<b>P04</b>	<b>Front Office Operations</b>	Some objectives of front office operations may cover a range of topics, including Revenue management: This involves optimizing revenue generation and financial performance. Handling guest accounts: This includes handling guest data quickly, accurately, and precisely. Guest relations: This includes handling check-ins and check-outs, and assigning guest rooms.
<b>P05</b>	<b>Housekeeping Operations</b>	Some objectives of housekeeping operations include Cleaning organization: A well-structured checklist can improve the quality of cleaning and streamline training for new staff. Maximize time efficiency: Managers can compare the actual performance of housekeeping staff against established Standard Operating Procedures (SOPs) to identify areas for improvement.

P06	<b>Travel &amp; Tourism Management</b>	<p>The objectives of travel and tourism management include:</p> <p>Customer service: Providing excellent customer service to ensure tourists have a positive experience. This includes making informed recommendations based on knowledge of the area.</p> <p>Marketing: Developing and executing marketing plans and programs to attract customers. This includes developing and maintaining customer relations through social media.</p> <p>Destination management: Promoting a destination to tourists by understanding its strengths and weaknesses.</p> <p>Event management: Planning and preparing for events, from small meetings to large festivals.</p> <p>Tour operator: Designing and executing tour programs and activities, including research, marketing strategies, and innovative travel services.</p> <p>Cultural advancement: Cultural heritage tourism is a growing segment of the tourism industry.</p> <p>Awareness: Raising awareness about careers in the tourism industry and helping students place themselves in the corporate world.</p>
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<b>Program Specific Outcomes Nos</b>	<b>Program Specific Outcomes (PSO)</b>
<b>PSO1</b>	Develop students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
<b>PSO2</b>	Making students familiar with the practical aspects of the hospitality industry.
<b>PSO3</b>	Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
<b>PSO4</b>	Enhance the techniques of advanced technological uses in hotel industry.
<b>PSO5</b>	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.

<b>PS06</b>	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.
<b>PS07</b>	Quantitative Skills- Students will be able to Understand, analyze 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 analyze numerical data to derive conclusions.
<b>PS08</b>	Critical Thinking Skills - Evaluate, analyze 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.
<b>PS09</b>	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.
<b>PS010</b>	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.
<b>PS011</b>	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.
<b>PS012</b>	Demonstrate learning- Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

PAPER NAME	COURSE	COURSE OUTCOME
<p align="center"><b>Part 1</b></p> <p><b>Foundation Course in Food &amp; Beverage Production</b></p>	<p align="center"><b>C01</b></p>	<ul style="list-style-type: none"> <li>❖ Develop the art of cookery.</li> <li>❖ Explain food safety management.</li> <li>❖ Describe kitchen equipment and fuels and methods of cooking.</li> <li>❖ Tell methods of cooking.</li> <li>❖ Recite principles of food preparation- meat, fish monger and egg cookery.</li>   <li>❖ Illustrate principles of food preparation- vegetables and fruits, stocks and sauce.</li> </ul>
<p><b>CT2: Foundation Course in Food &amp; Beverage Service</b></p>	<p align="center"><b>C02</b></p>	<ul style="list-style-type: none"> <li>❖ Summarize hotel and catering industry.</li> <li>❖ Design departmental organisation and staffing.</li> <li>❖ Develop food service areas F&amp;B outlets.</li> <li>❖ Modify ancillary departments.</li> <li>❖ Recognize F&amp;B Service equipment.</li> <li>❖ Interpret Non-alcoholic beverages.</li> </ul>
<p><b>CT3; Foundation Course in Front Office Operations</b></p>	<p align="center"><b>C03</b></p>	<ul style="list-style-type: none"> <li>❖ Infer Tourism, hospitality and hotel industry.</li> <li>❖ Appraise Front office organisation.</li> <li>❖ Categories the hotels.</li> <li>❖ Summaries types of rooms.</li> <li>❖ Classify rates and plan.</li> <li>❖ Explain reservation, registration, bell desk and guest handling.</li> </ul>

<p align="center"><b>CT4- Foundation Course in Housekeepin g Operations</b></p>	<p align="center"><b>C04</b></p>	<ul style="list-style-type: none"> <li>❖ Infer role of housekeeping in hospitality operation.</li> <li>❖ Describe organisation chart of the housekeeping department.</li> <li>❖ Develop cleaning organisation.</li> <li>❖ Tell cleaning agents and equipment.</li> <li>❖ Teach composition, care, and cleaning of different surfaces.</li> <li>❖ Recite hotel management and operations.</li> </ul>
<p><b>CT5: Food &amp; Beverage Production - II</b></p>	<p align="center"><b>C05</b></p>	<ul style="list-style-type: none"> <li>❖ Modify Kitchen organisation.</li> <li>❖ Describe basic rice, cereals, wheat, nuts, and pasta.</li> <li>❖ Explain about shortenings, raising agents, sugar.</li> <li>❖ Identify culinary terms.</li> <li>❖ Explain Principles of HACCP.</li> <li>❖ Explain Indenting, purchasing, storing &amp; portioning</li> </ul>
<p><b>C6T:  Food &amp; Beverage Service – II</b></p>	<p align="center"><b>C06</b></p>	<ul style="list-style-type: none"> <li>❖ Develop Menu and meal.</li> <li>❖ Explain preparation for service.</li> <li>❖ Develop styles of food service</li> <li>❖ Use sale control system. Rewrite courses of French classical menu.</li> <li>❖ Develop special food service</li> </ul>

<p><b>C7T: Front Office Operations- II</b></p>	<p><b>C07</b></p>	<ul style="list-style-type: none"> <li>❖ Various Departments of Front Office and there works</li> <li>❖ Job Specification and Qualification of Bell Boys, Bell Captain, Doormen, Valet Parking, Concierge Service</li> <li>❖ To Learn about Lobby</li> <li>❖ The concept of Room Reservation</li> <li>❖ The records and forms used in front office</li> </ul>
<p><b>C8T: Housekeeping Operations - II</b></p>	<p><b>C08</b></p>	<ul style="list-style-type: none"> <li>❖ Modify room layout and guest supplies.</li> <li>❖ Tell area cleaning procedure.</li> <li>❖ Develop routine system and records for the housekeeping department.</li> <li>❖ Explain key control.</li> <li>❖ Describe pest control.</li> <li>❖ Summarize types of beds and mattresses, safety and first aid.</li> </ul>
<p><b>Part 2</b></p> <p><b>C9T: Food &amp; Beverage Production III &amp;IV</b></p>	<p><b>C09</b></p>	<ul style="list-style-type: none"> <li>❖ Define fundamentals of Indian cookery.</li> <li>❖ Describe Ayurveda and regional cuisines of Indian.</li> <li>❖ Tell communal cuisines, tandoor.</li> <li>❖ Develop menu planning.</li> <li>❖ Interpret quality food production.</li> <li>❖ Develop food safety management.</li> </ul>

<b>C10T: Food &amp; Beverage Service III &amp;IV</b>	<b>C010</b>	<ul style="list-style-type: none"> <li>❖ Describe alcoholic beverages.</li> <li>❖ Teach history of wine.</li> <li>❖ Explain beer types and production.</li> <li>❖ Describe production of spirit.</li> <li>❖ Value history of aperitifs.</li> <li>❖ Develop Modern restaurant..</li> </ul>
<b>C11T: Front Office Operations III &amp;IV</b>	<b>C011</b>	<ul style="list-style-type: none"> <li>❖ Evaluate front office operations.</li> <li>❖ Plan front office salesmanship.</li> <li>❖ Develop dealing guest.</li> <li>❖ Compare front office accounting.</li> <li>❖ Analyse budgeting.</li> <li>❖ Apply property management system.</li> </ul>
<b>C12T: Housekeeping Operations III &amp;IV</b>	<b>C012</b>	<ul style="list-style-type: none"> <li>❖ The interior decoration , Elements and Principles</li> <li>❖ Classification characteristics Color Schemes</li> <li>❖ Layout of room lighting plan</li> <li>❖ Furniture and furnishings Styles of furniture – Chippendale, Victorian, French, Royal, Contemporary, Oriental,</li> <li>❖ Wall coverings and floor finishes</li> </ul>
<b>C13T: Travel and Tourism Management and Hotel Engineering and Maintenance</b>	<b>C013</b>	<ul style="list-style-type: none"> <li>❖ Define Principles of tourism.</li> <li>❖ Explain the growth of tourism.</li> <li>❖ Modify operations of tourism.</li> <li>❖ Develop planning in tourism.</li> <li>❖ Judge impact and organisations of tourism.</li> <li>❖ Value international tourism.</li>   <li>❖ Rewrite the role and importance of the maintenance Department.</li> <li>❖ Use LPG and its properties.</li> <li>❖ Tell fundamentals of electricity.</li> <li>❖ Interpret fire prevention and firefighting system.</li> <li>❖ Illustrate fuels used in the catering industry.</li> <li>❖ Use types of maintenance.</li> </ul>
<b>C14T: Business Communication and Hotel Accounting and Costing</b>	<b>C014</b>	<ul style="list-style-type: none"> <li>❖ Teach commercial communication.</li> <li>❖ Design application for job.</li> <li>❖ Develop telephone etiquette.</li> <li>❖ Plan for interview.</li> <li>❖ Develop public relation communication.</li> <li>❖ Relate essential of business communication.</li>   <li>❖ Identify components of income statement.</li> <li>❖ Prepare of income statement.</li> <li>❖ Analyse balance sheet.</li> <li>❖ Value internal control.</li> <li>❖ Create audit.</li> <li>❖ Interpret departmental accounting</li> </ul>

<p><b>Part 3</b></p> <p><b>C15T: Food &amp; Beverage Production V &amp; VI</b></p>	<p><b>C015</b></p>	<ul style="list-style-type: none"> <li>❖ Explain larder work and organisation of larder section.</li> <li>❖ Tell charcuterie types, preparation and uses.</li> <li>❖ Describe cold buffet and cold cuts.</li> <li>❖ Tell appetizers classifications, preparation and types.</li> <li>❖ Summarize historical importance of culinary garnishes.</li> <li>❖ Develop food decoration and presentation</li> </ul>
<p><b>C16T: Food &amp; Beverage Service V &amp; VI</b></p>	<p><b>C016</b></p>	<ul style="list-style-type: none"> <li>❖ Design planning &amp; operating various F&amp;B outlet.</li> <li>❖ Develop function catering banquets.</li> <li>❖ Understand banquet protocol.</li> <li>❖ Apply informal banquet.</li> <li>❖ Use gueridon service.</li> <li>❖ Explain kitchen stewarding</li> </ul>
<p><b>C17T: Principles of Management and Hotel Law</b></p>	<p><b>C017</b></p>	<ul style="list-style-type: none"> <li>❖ Develop of management thought.</li> <li>❖ Modify planning.</li> <li>❖ Design organising.</li> <li>❖ Relate centralisation and decentralisation.</li> <li>❖ Value coordination.</li> <li>❖ Develop Management skills.</li>   <li>❖ Value of hotel law.</li> <li>❖ Explain license and permits.</li> <li>❖ Apply Industrial laws.</li> <li>❖ Use consumer laws.</li> <li>❖ Explain customer relationship.</li> <li>❖ Understand operational law.</li> </ul>
<p><b>C18T: Front Office Operations V &amp; VI</b></p>	<p><b>C018</b></p>	<ul style="list-style-type: none"> <li>❖ Design Hotel layout.</li> <li>❖ Complain Handling</li> <li>❖ Auditing, Night Auditing</li> <li>❖ Yield Management, Elements of Yield Management</li> <li>❖ Develop facilities planning.</li> <li>❖ Tell star classification of hotel.</li> <li>❖ Explain equipment, layout and design.</li> <li>❖ Modify Project management.</li> <li>❖ Develop front office planning</li> </ul>



<b>C19 T: Housekeeping Operations V &amp; VI</b>	<b>C019</b>	<ul style="list-style-type: none"> <li>❖ Use safety and security.</li> <li>❖ Develop interior decoration.</li> <li>❖ Modify planning layout of guest rooms.</li> <li>❖ Tell new property countdown.</li> <li>❖ Illustrate special decoration.</li> <li>❖ Articulate carpet and marble polishing</li> </ul>
<b>C20: Food Science and Nutrition and Food Safety and Hygiene</b>	<b>C020</b>	<ul style="list-style-type: none"> <li>❖ Explain food science.</li> <li>❖ Use energy and vitamins.</li> <li>❖ Articulate on cooking carbohydrates.</li> <li>❖ Describe 'food emulsion.</li> <li>❖ Develop preservation of food.</li> <li>❖ Describe food facts and principles.</li> </ul>

