

## DEPARTMENT OF HOTEL MANAGEMENT

### BACHELOR OF CATERING SCIENCE (B.SC. HMCS)

#### Program Outcomes

**PO1.Critical Thinking:** Take informed actions after identifying the assumptions that frame our thinking and actions, checking out the degree to which these assumptions are accurate and valid, and looking at our ideas and decisions (intellectual, organizational, and personal) from different perspectives.

**PO2.Effective Communication:** Speak, read, write and listen clearly in person and through electronic media in English and in one Indian language, and make meaning of the world by connecting people, ideas, books, media and technology.

**PO3. Citizenship ethics, and sustainability:** Demonstrate empathetic social concern and equity centered national development. Guided by ethics. Promoting social, economic and environment sustainability.

**PO4: Use of computer skills:** Use the knowledge of computers and information technology for data acquisition and data analysis in experimental investigations and in communication.

**PO5. Self-directed and Life-long Learning:** Acquire the ability to engage in independent and life-long learning in the broadest context socio-technological changes

#### Program Specific Outcomes

**PSO1:** Performs work activities effectively and efficiently to the standards expected in the operation required in the hospitality sectors.

**PSO2:** Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

**PSO3:** Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

**PSO4:** Interpret practical, theoretical and personal skills required for a catering manager role within a variety of hospitality organizations.

## Semester 1

### **BSH/C1B01 Introduction to Hospitality Industry.**

#### Course outcomes

CO1: Demonstrate knowledge of the history of the lodging and food service industry.

CO2: To find the relation of lodging and food service to operations to the travel and tourism industry.

CO3: To know the knowledge of the history of the lodging and the food service industry.

CO4: To Endorse the general classifications of hotels and describe the most distinctive features of each.

## Complimentary

### **BSH/C 1CO1 Sales and Marketing**

#### Course outcomes

CO1: To get the knowledge of marketing the services of the hospitality industry

CO2: To understand the scope with the ever changing aspects of Hospitality industry

CO3: To understand the market, buyer behavior.

CO4: To promote the services accordingly this suits the customer

## Complimentary

### **BSH/C 1C02 Travel and Tourism**

#### Course outcomes

CO1: Get the basic idea on the tourism Industry.

CO2: Understand the concepts of travel and tourism, the framework of the system, types and form of tourism as well as the impacts of tourism.

CO3: Understand the people's behavior on travel and travel motivations.

CO4: To help you to develop strong business management and communication skills,

## Common

### **ENG1A01: Litmosphere: The World of Literature**

#### Course Outcome

CO1: Develop the qualities necessary to become good, kind and responsible human being

CO2: Attain confidence to ask questions

CO3: Apply logical and analytical skills in various situations

CO4: Understand and apply problem solving skills

CO5: Assimilate new perspectives on life

CO6: Enhance the ability to express themselves through writing

### **ENG1A02: Functional Grammar And Communication In English**

#### **Course Outcome**

CO1: Demonstrate the ability to use the syntactic structures within English texts.

CO2: Distinguish logical and analytical skills in the use of language for communication.

CO3: Develop writing skills in various professional and career related situations

CO4: Formulate the basic skills in spoken communication in formal contexts

### **FRE 1A 07 (3) Second Language (Communicative Skills in French)**

#### **Course outcomes**

CO1: Builds the students' French vocabulary in Hotel Management.

CO2: Enables comprehension of the language of the native speakers.

CO3: Promotes basic interaction in French in different contexts of the hotel industry with simple words and phrases.

CO4: Enriches the learners' knowledge of French culture and civilization.

### **Semester II**

#### **Common**

### **ENG2A03: Readings From The Fringes**

#### **Course outcomes :**

CO1: ameliorates the level of language proficiency

CO2: inculcates the cultural aspect of the region.

CO3: analyzes & evaluates other translated texts.

CO4: Learns how to Translate the recipe from French to English.

### **ENG2A04: Readings On Kerala**

#### **Course outcomes :**

CO1: Develop critical understanding of literature of Kerala

CO2: Interrelate the cultural and historical tradition of the society and the development of literary

sensibility

CO3: Identity the diversity of literary endeavours and the cultural representations

CO4: Identify and apply the insights and values in everyday life as a Keralite

CO5: Critically analyse and interpret the present cultural production

### **FRE 2A 08 (3) Translation and communication in French**

Course outcomes :

CO1. Translation as Communication, translation as transmission, social and cultural factors.

CO2. Literary translation, commercial translation from source language to target language and vice-versa.

CO3. Analysis of translated texts, treatment of technical terminology in the translated texts. General principles for the translation of key words and culture specific terms.

CO4. Business translation, translation of advertisements.

### **BSH 2B02 Accommodation Operation**

Course outcomes

CO1: Realize the role of the housekeeping department in hotels and its responsibilities.

CO2: Develop personal skills and in accommodation operation and services

CO3: To Coordinate with other departments in the hotel.

CO4: Develop cleaning skill at special areas.

**Core**

### **BSH 2B02 (P) Accommodation Operation- (Practical)**

Course outcomes

CO1: Understand the cleaning Agents, Standard Supplies and Practice the cleaning at various levels.

CO2: Develop cleaning skills in special areas.

CO3: Develop a skill of Stain Removal and Flower Arrangement.

CO4: Practice cleaning of Ceramic, Brass and Plastic Understand the Guest Room inspection and Linen Folding..

**Complimentary**  
**BSH/C 2CO3 Event Management**

Course outcomes

CO1: Learn the basics of event management.
CO2: Understand the fairs, conventions and exhibitions in and around the world.
CO3: Understanding the Travel Industry Fares.
CO4: To Develop and organize an event.

**Complimentary**

**BSH/C 2C04 Management Principles and Practices**

Course outcomes

CO1: Demonstrate effective management principles as outlined in selected text learning objectives.
CO2: Apply effective management strategies,
CO3: Identify some of the key skills required for the training of staff.
CO4: Demonstrate the ability to communicate effectively.

**Semester III**

**Common Course**

**A11 - Basic Numerical Methods**

CO1: Students acquire knowledge of mathematics and statistics.
CO2: Students develop skills like logical thinking, reasoning and problem solving skills as powerful tools in computing.
CO3: Students gain knowledge on applying interpolation, statistical tools, and their application.
CO4: Students will be able to effectively utilize the numeracy skills and statistical tools of analysis to make inferences in their life situations.

**A12 - Professional Business Skills**

Course outcomes

CO1: Facilitates easy business communication.
CO2: Improved knowledge of E-learning resources and its delivery broadens vision and insight of management.
CO3: Knowledge of artificial intelligence and data analysis helps to diversify and grow

business cutting across obstacles

CO4: Knowledge of existing national and international cyber laws makes communication and business easier.

**Core**

**BSH3B02 Food and Beverage Production –I**

Course outcomes

CO1: The subject will develop basic awareness of the technical skills required in food production.

CO2: It also gives a comprehensive insight into the commodities required.

CO3: This shall help students to produce the varieties of dishes especially related to meat, rice.

CO4: To give a comprehensive insight into the commodities required, their characteristics uses,

**Core**

**BSH3B03 (P) Food and Beverage Production –I (Practical)**

Course outcomes

CO1: The subject will develop basic awareness of technical skills.

CO2: Practical knowledge on cuts of vegetables, preparation of stock, soups, Egg,

CO3: Practical knowledge on preparation of Indian Dishes.

CO4: subject will develop basic awareness of the technical skills required in the food production

department.

**Core**

**BSH3B04 (P) Food and Beverage Service-I (Practical)**

Course outcomes

CO1: To develop a comprehensive knowledge

CO2: To understand Food & Beverage Service in the Hotel & Catering industry.

CO3: It also aims to enable the students to acquire professional competence for Food & Beverage Service.

CO4: To develop a menu knowledge and menu planning skills.

**BSH3B04 (P) Food and Beverage Service-I (Theory)**

Course outcomes

CO1: To understand the Catering establishments.

CO2: To learn about the principal staff of various types of F&B operations, duties and responsibilities

CO3: To Understand about the operation equipment%u2019s.

CO4: To understand the menu & menu planning.

Complimentary

**BSH/C 3CO5 Nutrition Hygiene and Sanitation**

Course outcomes

CO1: To describe the characteristics, functions and food sources of major nutrients

CO2: Develop practical skills in implementing sanitation and safety protocol.

CO3 : Implement effective food handling practices.

CO4: Develop critical thinking skills to accesses and address challenges related to nutrition retention.

Complimentary

**BSH/C 3CO6 Facility Planning**

Course outcomes

CO1: To acquire knowledge of the nature of hospitality facilities.

CO2: To maintenance needs, the primary facility systems, Kitchen and Restaurant Design.

CO3: To become successful managers in the field of hospitality.

CO4: To understand the energy conservation of Hotels.

**Semester IV**

**Core**

**BSH4B05 Food and Beverage Service-II**

Course outcomes

CO1: To Understand the various types beverages

CO2: To Identify the alcoholic beverages and its service methods

CO3: To Acquire the skills the producing and servicing of liqueurs, wines and spirits

CO4: To Understand the various types of mocktail & Cocktail preparations.

**Core**

**BSH4B05 (P) Food and Beverage Service-II (Practical)**

Course outcomes

CO1: Familiarising bar equipment and planning and operating beverage outlets.

CO2: Practice and learn the service of Cocktails and Mixed drinks.

CO3: Learn the method of service of non alcoholic beverages

CO4: T learn the restaurant set up.

**Core**

**BSH4B06 Food and Beverage Production–II**

Course outcomes

CO1: The subject will develop additional basic awareness of the technical skills

CO2: To understand the insight into Indian Cookery, Quantity Food Production.

CO3: Help students to produce the varieties of dishes suitable for the various establishments.

CO4: Understand develop the right attitude, good work habits, right cooking

**Core**

**BSH4B06 (P) Food and beverage Production–II (Practical)**

Course outcomes

CO1: Practical Knowledge on French Classical Menu.

CO2: Practical Knowledge on French Classical Menu preparation.

CO3: Practical Knowledge on French Classical Menu setting.

CO4: Practical Knowledge on French Classical Menu presentation.

**Complimentary**

**BSH/C 4CO7 Hotel Laws**

Course outcomes

CO1: Define contracts and identify the legislation that affects the hospitality facilities.

CO2: Describe the key areas of hotel legislation.

CO3: List the licenses required for operating catering establishments

CO4: To understand the appropriate courses of action when faced with legal problems.

**Complimentary**

**BSH/C 4CO8 Human Resource Management**

Course outcomes

CO1: To understand the major areas of Human Resource Management.

CO2: To understand the importance and role of the human resource department.

CO3: To focus on the development of the human resource.

CO4: To understand the trend of HRM



**Entrepreneurship Development**

Course outcomes

CO1: Understand the basic concepts of entrepreneurship.

CO2: Evaluate institutional support and incentives provided to entrepreneurs across different avenues.

CO3: Classify and differentiate Micro, Small, and Medium Enterprises based on their characteristics.

CO4: Apply the procedural steps involved in setting up an industrial unit.

CO5: Generate project reports by integrating relevant knowledge and concepts.

**Banking and Insurance**

Course outcomes

CO1: Recognize the basic concepts of banking.

CO2: Compare and contrast various banking instruments.

CO3: Analyze electronic banking systems and their functions.

CO4: Describe the fundamentals of insurance.

**Semester V**

**Core**

**BSH5B07 Front Office Operation**

Course outcomes

CO1: To establish the importance of front office department

CO2: To understand the role in the hospitality industry.

CO3: To acquire basic knowledge.

CO4: To acquire basic Skills.

**Core**

**BSH5B07 (P) Front Office Operation- Practical**

Course outcomes

CO1: Familiarize students with the reservation.

CO2: Familiarize students with the registration.

CO3: Familiarize students with the telephone handling

CO4: Familiarize students with Daily Transaction, and Accounting Procedures

**Core BSH5B08 Accommodation Management**

Course outcomes

CO1: To elaborate the knowledge and importance

CO2: To understand the housekeeping department & its role in the hospitality industry.

CO3: To acquire basic knowledge & skills on Linen.

CO4: To enhance knowledge on Housekeeping Supervision

**Core : BSH5B09 Rooms Division Management**

Course outcomes

CO1: To acquire knowledge and skill on use of technology.

CO2: To understand the soft skills required in the front office.

CO3: To evaluate the Yield Management

CO4: To evaluate the Performance of Hotels.

**Core : BSH/C 5B10 Food and Beverage Management**

Course outcomes

CO1: To develop a management skills in the area of Food & Beverage

CO2: To develop management skills in the area of Beverage Service in the Hotel & Catering industry.

CO3: To aims to enable the students to acquire professional

CO4: To understand the competence for Food & Beverage Management.

**Open Course**

Course outcomes

CO1: To Understand List standards of fruit/vegetables selection.

CO2: To define carbohydrates, lipids, objective food analysis.

CO3: To explain acid/base characteristics, the use of heat in cookery, and protein properties.

CO4: To understand the composition of milk, egg, cheese, and properties of starch foods.

**Semester VI**

**Core: BSH6B11 Industrial Training And Report**

Course outcome:

CO1: To improve the Students' employability skills and ensure smooth on boarding to their careers.

CO2: It helps them to translate the knowledge gained from the institute to be put to practice

CO3: Helps them gain work related skills and expertise related to their future careers

CO4: Real work situations enable them to establish their career goals.

**Core**

**BSH6B12 Comprehensive self-Study**

Course outcomes

CO1: Check the student's capacity of theoretical knowledge in which they studied in all the previous semesters.

CO2: Analyze the student capacity to solve the questions within the stipulated time.

CO3: Improve the observing and listening capacity of students in the classrooms and the other learning areas, including training.



## **BACHELOR OF CULINARY ARTS (B.SC. HMCA)**

### **Program Outcomes**

**PO1.Critical Thinking:** Take informed actions after identifying the assumptions that frame our thinking and actions, checking out the degree to which these assumptions are accurate and valid, and looking at our ideas and decisions (intellectual, organizational, and personal) from different perspectives.

**PO2.Effective Communication:** Speak, read, write and listen clearly in person and through electronic media in English and in one Indian language, and make meaning of the world by connecting people, ideas, books, media and technology.

**PO3. Citizenship ethics, and sustainability:** Demonstrate empathetic social concern and equity centered national development. Guided by ethics. Promoting social, economic and environment sustainability.

**PO4: Use of computer skills:** Use the knowledge of computers and information technology for data acquisition and data analysis in experimental investigations and in communication.

**PO5. Self-directed and Life-long Learning:** Acquire the ability to engage in independent and life-long learning in the broadest context socio-technological changes

### **Program Specific Outcomes**

By the end of BSc HMCA program, a student will:

**PSO 1:** Gain expertise in culinary techniques, food preparation, and presentation.

**PSO 2:** Develop a professional understanding of the hospitality industry. Acquire skills necessary for immediate career opportunities in the culinary field.

**PSO 3: Understand** food safety and hygiene standards. Learn about menu planning, nutrition, and flavor profiles.

**PSO 4: Learn** about guest services, event management, and revenue optimization.

**Semester 1**

**BSH/C1B01 Introduction to Hospitality Industry.**

Course outcomes

CO1: Demonstrate knowledge of the history of the lodging and food service industry.
CO2: To find the relation of lodging and food service to operations to the travel and tourism industry.
CO3: To know the knowledge of the history of the lodging and the food service industry.
CO4: To Endorse the general classifications of hotels and describe the most distinctive features of each.

**Complimentary**

**BSH/C 1CO1 Sales and Marketing**

Course outcomes

CO1: To get the knowledge of marketing the services of the hospitality industry
CO2: To understand the scope with the ever changing aspects of Hospitality industry
CO3: To understand the market, buyer behavior.
CO4: To promote the services accordingly this suits the customer

**Complimentary**

**BSH/C 1C02 Travel and Tourism**

Course outcomes

CO1: Get the basic idea on the tourism Industry.
CO2: Understand the concepts of travel and tourism, the framework of the system, types and form of tourism as well as the impacts of tourism.
CO3: Understand the people's behavior on travel and travel motivations.
CO4: To help you to develop strong business management and communication skills,

**Common**

**ENG1A01: Litmosphere: The World of Literature**

**Course Outcome**

CO1: Develop the qualities necessary to become good, kind and responsible human being

CO2: Attain confidence to ask questions

CO3: Apply logical and analytical skills in various situations

CO4: Understand and apply problem solving skills

CO5: Assimilate new perspectives on life

CO6: Enhance the ability to express themselves through writing

**ENG1A02: Functional Grammar And Communication In English**

**Course Outcome**

CO1: Demonstrate the ability to use the syntactic structures within English texts.

CO2: Distinguish logical and analytical skills in the use of language for communication.

CO3: Develop writing skills in various professional and career related situations

CO4: Formulate the basic skills in spoken communication in formal contexts

**FRE 1A 07 (3)Second Language(Communicative Skills in French)**

Course outcomes :

CO1:Builds the students' French vocabulary in Hotel Management.

CO2:Enables comprehension of the language of the native speakers.

CO3: Promotes basic interaction in French in different contexts of the hotel industry with simple words and phrases.

CO4: Enriches the learners' knowledge of French culture and civilization

**Semester 2**

**ENG2A03: Readings From The Fringes**

Course outcomes :

CO1: ameliorates the level of language proficiency

CO2: inculcates the cultural aspect of the region.

CO3: analyzes & evaluates other translated texts.

CO4: Learns how to Translate the recipe from French to English.

### **ENG2AO4: Readings On Kerala**

Course outcomes :

CO1: Develop critical understanding of literature of Kerala

CO2: Interrelate the cultural and historical tradition of the society and the development of literary sensibility

CO3: Identity the diversity of literary endeavours and the cultural representations

CO4: Identify and apply the insights and values in everyday life as a Keralite

CO5: Critically analyse and interpret the present cultural production

### **FRE 2A 08 (3) Translation and communication in French**

Course outcomes :

CO1. Translation as Communication, translation as transmission, social and cultural factors.

CO2. Literary translation, commercial translation from source language to target language and vice-versa.

CO3. Analysis of translated texts, treatment of technical terminology in the translated texts. General principles for the translation of key words and culture specific terms.

CO4. Business translation, translation of advertisements.

### **Complimentary**

### **BSH/C 2CO3 Event Management**

Course outcomes

CO1: Learn the basics of event management.

CO2: Understand the fairs, conventions and exhibitions in and around the world.

CO3: Understanding the Travel Industry Fares.

CO4: To Develop and organize an event.

**Complimentary**

**BSH/C 2C04 Management Principles and Practices**

Course outcomes

CO1: Demonstrate effective management principles as outlined in selected text learning objectives.

CO2: Apply effective management strategies,

CO3: Identify some of the key skills required for the training of staff.

CO4: Demonstrate the ability to communicate effectively.

**Core**

**BHC 2B02 :Food and Beverage Production -I ( Theory)**

Course outcomes

CO1: The subject will develop basic awareness of the technical skills required in food production.

CO2: It also gives a comprehensive insight into the commodities required.

CO3: This shall help students to produce the varieties of dishes especially related to meat, rice.

CO4: To give a comprehensive insight into the commodities required, their characteristics uses,

**Core**

**BHC 2B02 (P) :Food and Beverage Production –I (Practical)**

Course outcomes

CO1: The subject will develop basic awareness of technical skills.

CO2: Practical knowledge on cuts of vegetables, preparation of stock, soups, Egg,

CO3: Practical knowledge on preparation of Indian Dishes.

CO4: subject will develop basic awareness of the technical skills required in the food production



### Semester III

#### Common Course

#### A11 - Basic Numerical Methods

CO1: Students acquire knowledge of mathematics and statistics.

CO2: Students develop skills like logical thinking, reasoning and problem solving skills as powerful tools in computing.

CO3: Students gain knowledge on applying interpolation, statistical tools, and their application.

CO4: Students will be able to effectively utilize the numeracy skills and statistical tools of analysis to make inferences in their life situations.

#### A12 - Professional Business Skills

CO1: Demonstrate the characteristics and qualities of excellent professionals and develop the necessary professional skills.

CO2: Enhance the quality of learning and teaching by adapting to various learning styles and needs, improving efficiency and effectiveness, and enhancing user-accessibility and time flexibility to engage learners effectively.

CO3: Analyze data to uncover meaning, allowing for informed decision-making based on generated knowledge.

CO4: Implement strategies to protect information and information infrastructure in cyberspace, including preventing and responding to cyber threats, reducing vulnerabilities, and minimizing damage from cyber incidents through institutional structures, people, processes, technology, and collaboration.

CO5: Understand and apply digital marketing strategies, including web analytics, social media tools, search engine marketing, search engine optimization, mobile marketing, email marketing, Pay per click, digital display marketing, and content marketing.

#### Core

#### **BSH3B04 (P) Food and Beverage Service-I (Practical)**

Pongam, Koratty East, Thrissur District, Kerala State, India. Pin-680308.

Phone +91 9605001987, 04802730340, 2730341, 2733573

[www.naipunnya.ac.in](http://www.naipunnya.ac.in), [mail@naipunnya.ac.in](mailto:mail@naipunnya.ac.in)

Course outcomes

CO1: To develop a comprehensive knowledge

CO2: To understand Food & Beverage Service in the Hotel & Catering industry.

CO3: It also aims to enable the students to acquire professional competence for Food & Beverage Service.

CO4: To develop a menu knowledge and menu planning skills.

**Complimentary**

**BSH/C 3CO6 Facility Planning**

Course outcomes

CO1: To acquire knowledge of the nature of hospitality facilities.

CO2: To maintenance needs, the primary facility systems, Kitchen and Restaurant Design.

CO3: To become successful managers in the field of hospitality.

CO4: To understand the energy conservation of Hotels.

**BSH3B04 (P) Food and Beverage Service-I (Theory)**

Course outcomes

CO1: To understand the Catering establishments.

CO2: To learn about the principal staff of various types of F&B operations, duties and responsibilities

CO3: To Understand about the operation equipment's.

CO4: To understand the menu & menu planning

**Complimentary**

**BSH/C 3CO5 Nutrition Hygiene and Sanitation**

Course outcomes

CO1: To describe the characteristics, functions and food sources of major nutrients

CO2: Develop practical skills in implementing sanitation and safety protocol.

CO3 : Implement effective food handling practices.

CO4: Develop critical thinking skills to access and address challenges related to nutrition retention.

**Core**

**BHC 3B04 Advanced food and beverage production (Theory)**

Course outcomes

CO1: To acquire a foundational understanding of the technical skills essential for the food and beverage department.

CO2: Comprehensive insight into various aspects of the culinary field.

CO3: To adapt their culinary skills.

CO4: To develop the ability to calculate and plan ingredient quantities

**Core**

**BHC3BO4 ( P) Advanced food and beverage production- ( practical)**

Course outcomes

CO1: To master French classical menu preparation.

CO2: Expertise in Chinese menu planning and execution.

CO3 : Understand international menu diversity and adaptation.

CO4: Learn the art of setting and presenting dishes.

**Semester IV**

**Complimentary**

**BSH/C 4CO7 Hotel Laws**

Course outcomes

CO1: Define contracts and identify the legislation that affects the hospitality facilities.

CO2: Describe the key areas of hotel legislation.

CO3: List the licenses required for operating catering establishments

CO4: To understand the appropriate courses of action when faced with legal problems.

**Complimentary**

**BSH/C 4CO8 Human Resource Management**

Course outcomes

CO1: To understand the major areas of Human Resource Management.

CO2: To understand the importance and role of the human resource department.

CO3: To focus on the development of the human resource.

CO4: To understand the trend of HRM

**Core: BHC4BO5 Quantity cooking ( theory)**

Course outcomes

CO1 : Technical Proficiency in Quantity Cooking

CO2: Comprehensive Knowledge of Quantity Food Production

CO3: Effective Quantity Food Transportation Techniques

CO4: Diverse Dish Production for Various Establishments

**Core**

**BHC4BO5 (P) Quantity cooking ( practical)**

Course outcomes

CO1:Proficiency in Bulk Preparation Techniques

CO2:Diverse Culinary Repertoire

CO3:Efficient Production Planning

CO4:Quality Assurance in Mass Cooking

**Core**

**BHC4BO6 Bakery and confectionary ( theory)**

Course outcomes

CO1:Gain comprehensive knowledge and practical skills in preparing a variety of bakery items

CO2:Equipment Utilization Skills

CO3:Recipe Adaptation and Innovation

CO4:Quality Control in Bakery Production

**Core**

**BHC4BO6(P) Bakery and confectionary (Practical)**

Course outcomes

CO1:Participants will develop practical skills in maintaining a clean and hygienic work environment

CO2:Bread Making Proficiency

CO3:Hotel-Ready Bakery Product Preparation

CO4:Quality Assessment and Spoilage Identification

**Entrepreneurship Development**

CO1: Understand the basic concepts of entrepreneurship.

CO2: Evaluate institutional support and incentives provided to entrepreneurs across different avenues.

CO3: Classify and differentiate Micro, Small, and Medium Enterprises based on their characteristics.

CO4: Apply the procedural steps involved in setting up an industrial unit.

CO5: Generate project reports by integrating relevant knowledge and concepts.

### **Banking and Insurance**

CO1: Recognize the basic concepts of banking.

CO2: Compare and contrast various banking instruments.

CO3: Analyze electronic banking systems and their functions.

CO4: Describe the fundamentals of insurance.

CO5: Evaluate major insurance policies and their significance.

### **Semester V**

#### **Core**

#### **BSH/C 5B10 Food and Beverage Management**

##### Course outcomes

CO1: To develop a management skills in the area of Food & Beverage

CO2: To develop management skills in the area of Beverage Service in the Hotel & Catering industry.

CO3: To aims to enable the students to acquire professional

CO4: To understand the competence for Food & Beverage Management.

#### **Core**

#### **BHC5BO7 Advanced gard manger ( Theory)**

Course outcomes

CO1:develop advanced skills in the art of carving, including techniques for carving various food items such as fruits, vegetables, and meats.

CO2:able to produce a diverse range of decorative pieces suitable for buffet presentations

CO3:Buffet Presentation Expertise

CO4:Professional Buffet Item Preparation

**Core**

**BHC5BO7 (P) Advanced garde manger ( practical)**

Course outcomes

CO1:Carving and Decorative Skills Mastery

CO2:Expertise in Non-edible Displays

CO3:Charcuterie and Sausage Preparation

CO4:Canapés and Sandwich Artistry

**Core**

**BHC5BO8 Kitchen management**

Course outcomes

CO1:Sanitation, Hygiene, and Safety Proficiency

CO2:Kitchen Management Expertise

CO3:Comprehensive Knowledge of Culinary Operations

CO4:Financial and Operational Acumen

**Core**

**BHC5BO9 Banquets and buffets**

Course outcomes

CO1:Banquet Meal Preparation and Presentation

CO2:Catering Operations Management

CO3:Buffet Operations Execution

CO4:Client Relationship and Communication Skill





## **BACHELOR IN HOTEL ADMINISTRATION.**

### **Program Outcomes**

**PO1.Critical Thinking:** Take informed actions after identifying the assumptions that frame our thinking and actions, checking out the degree to which these assumptions are accurate and valid, and looking at our ideas and decisions (intellectual, organizational, and personal) from different perspectives.

**PO2.Effective Communication:** Speak, read, write and listen clearly in person and through electronic media in English and in one Indian language, and make meaning of the world by connecting people, ideas, books, media and technology.

**PO3. Citizenship ethics, and sustainability:** Demonstrate empathetic social concern and equity centered national development. Guided by ethics. Promoting social, economic and environment sustainability.

**PO4: Use of computer skills:** Use the knowledge of computers and information technology for data acquisition and data analysis in experimental investigations and in communication.

**PO5. Self-directed and Life-long Learning:** Acquire the ability to engage in independent and life-long learning in the broadest context socio-technological changes

### **Program Specific Outcomes**

By the end of Bachelor in Hotel Administration Programme, a student will:

**PSO1:** Get familiar with the potentially rich and employable field of hospitality industry.

**PSO2:** Be eligible for higher studies in the area of hospitality industry.

**PSO3:** Develop hospitality skills to take up self-employment in global market.

**PSO4:** Get skill-trained and equipped in core areas of hospitality sector with meeting the requirements in hotels of global repute.

**Semester 1**

**ENG1A01: Litmosphere: The World of Literature**

**Course Outcome**

CO1: Develop the qualities necessary to become good, kind and responsible human being
CO2: Attain confidence to ask questions
CO3: Apply logical and analytical skills in various situations
CO4: Understand and apply problem solving skills
CO5: Assimilate new perspectives on life
CO6: Enhance the ability to express themselves through writing

**ENG1A02: Functional Grammar And Communication In English**

**Course Outcome**

CO1: Demonstrate the ability to use the syntactic structures within English texts.
CO2: Distinguish logical and analytical skills in the use of language for communication.
CO3: Develop writing skills in various professional and career related situations
CO4: Formulate the basic skills in spoken communication in formal contexts

**FRE 1A 07 (3)Second Language(Communicative Skills in French)**

**Course outcomes**

CO1: Builds the students' French vocabulary in Hotel Management.
CO2: Enables comprehension of the language of the native speakers.
CO3: Promotes basic interaction in French in different contexts of the hotel industry with simple words and phrases.
CO4: Enriches the learners' knowledge of French culture and civilization.

**BHA1BO1 Introduction to Hospitality Industry**

**Course outcomes**

CO1: Demonstrate knowledge of the history of the lodging and food service industry.
CO2: To find the relation of lodging and food service to operations to the travel and tourism industry.

CO3: To know the knowledge of the history of the lodging and the food service industry.

CO4: To Endorse the general classifications of hotels and describe the most distinctive features of each.

### **BHA1C01 Event Management**

Course outcomes

CO1: Learn the basics of event management.

CO2: Understand the fairs, conventions and exhibitions in and around the world.

CO3: Understanding the Travel Industry Fares.

CO4: To Develop and organize an event.

### **Semester II**

**Common**

### **ENG2A03: Readings From The Fringes**

Course outcomes :

CO1: ameliorates the level of language proficiency

CO2: inculcates the cultural aspect of the region.

CO3: analyzes & evaluates other translated texts.

CO4: Learns how to Translate the recipe from French to English.

### **ENG2A04: Readings On Kerala**

Course outcomes :

CO1: Develop critical understanding of literature of Kerala

CO2: Interrelate the cultural and historical tradition of the society and the development of literary sensibility

CO3: Identity the diversity of literary endeavours and the cultural representations

CO4: Identify and apply the insights and values in everyday life as a Keralite

CO5: Critically analyse and interpret the present cultural production

### **FRE 2A 08 (3) Translation and communication in French**

Course outcomes :

CO1. Translation as Communication, translation as transmission, social and cultural factors.

CO2. Literary translation, commercial translation from source language to target language and vice-versa.

CO3. Analysis of translated texts, treatment of technical terminology in the translated texts. General principles for the translation of key words and culture specific terms.

CO4. Business translation, translation of advertisements.

### **BHA2BO2 :FRONT OFFICE OPERATIONS -(THEORY)**

Course outcome;

CO1: Learn the importance and functions of front office department in the hotel and its various sections.

CO2: Understand the organization of staff in the front office department

CO3: Describe the procedures of front office department while handling a guest, like reservation, registration, during the stay and leaving the hotel.

CO4: Demonstrate professional lodging specific technical skills, supervisory techniques And management skills.

### **BHA2BO3(P):FRONT OFFICE OPERATIONS-(PRACTICAL)**

Course outcomes:

CO1 : Describe the various steps involved in the hotel guest registration.

CO2: Explain the correct procedure of handling guest complaints

CO3: Evaluate and can compare the performance and operations of various front office department.

CO4: Analyses the operations of front office department and tourist centers

### **BHA2C02: Hospitality Law**

Course outcome;

CO1: Define contracts and identify the legislation that affects the hospitality facilities.

CO2: Describe the key areas of hotel legislation.

CO3: List the licenses required for operating catering establishments and its procedure of procurement and renewal.

CO4: Discuss and select appropriate courses of action when faced with legal problems

### **Semester III**

#### **A11 - Basic Numerical Methods**

CO1: Students acquire knowledge of mathematics and statistics.

CO2: Students develop skills like logical thinking, reasoning and problem solving skills as powerful tools in computing.

CO3: Students gain knowledge on applying interpolation, statistical tools, and their application.

CO4: Students will be able to effectively utilize the numeracy skills and statistical tools of analysis to make inferences in their life situations.

#### **BHA3B03 Food and Beverage Production –I**

Course outcomes

CO1: The subject will develop basic awareness of the technical skills required in food production.

CO2: It also gives a comprehensive insight into the commodities required.

CO3: This shall help students to produce the varieties of dishes especially related to meat, rice.

CO4: To give a comprehensive insight into the commodities required, their characteristics uses,

#### **Core**

#### **BHA3B03 (P) Food and Beverage Production –I (Practical)**

Course outcomes

CO1: The subject will develop basic awareness of technical skills.

CO2: Practical knowledge on cuts of vegetables, preparation of stock, soups, Egg,

CO3: Practical knowledge on preparation of Indian Dishes.

CO4:subject will develop basic awareness of the technical skills required in the food production department

**Core**

**BHA3B04 (P) Food and Beverage Service-I (Practical)**

Course outcomes

CO1: To develop a comprehensive knowledge

CO2: To understand Food & Beverage Service in the Hotel & Catering industry.

CO3: It also aims to enable the students to acquire professional competence for Food & Beverage Service.

CO4: To develop a menu knowledge and menu planning skills.

**BHA3B04 (P) Food and Beverage Service-I (Theory)**

Course outcomes

CO1: To understand the Catering establishments.

CO2: To learn about the principal staff of various types of F&B operations, duties and responsibilities

CO3: To Understand about the operation equipment's.

CO4: To understand the menu & menu planning.

**Complimentary**

**BSH3CO5 Nutrition Hygiene and Sanitation**

Course outcomes

CO1: To describe the characteristics, functions and food sources of major nutrients

CO2: Develop practical skills in implementing sanitation and safety protocol.

CO3 : Implement effective food handling practices.

CO4: Develop critical thinking skills to accesses and address challenges related to nutrition retention.

## **Semester IV**

### **A13 Entrepreneurship Development**

#### **Course Outcomes**

CO1: Understand the basic concepts of entrepreneurship.
CO2: Evaluate institutional support and incentives provided to entrepreneurs across different avenues.
CO3: Classify and differentiate Micro, Small, and Medium Enterprises based on their characteristics.
CO4: Apply the procedural steps involved in setting up an industrial unit

### **A14- Banking and Insurance**

#### **Course Outcomes**

CO1: Recognize the basic concepts of banking.
CO2: Compare and contrast various banking instruments.
CO3: Analyze electronic banking systems and their functions.
CO4: Describe the fundamentals of insurance.

#### **Core**

### **BSH4B05 Food and Beverage Service-II**

#### **Course outcomes**

CO1: To Understand the various types beverages
CO2: To Identify the alcoholic beverages and its service methods
CO3: To Acquire the skills the producing and servicing of liqueurs, wines and spirits
CO4: To Understand the various types of mocktail & Cocktail preparations.

**Core**

**BSH4B05 (P) Food and Beverage Service-II (Practical)**

Course outcomes

CO1: Familiarising bar equipment and planning and operating beverage outlets.

CO2: Practice and learn the service of Cocktails and Mixed drinks.

CO3: Learn the method of service of non alcoholic beverages

CO4: T learn the restaurant set up.

**Core**

**BSH4B06 Food and Beverage Production–II**

Course outcomes

CO1: The subject will develop additional basic awareness of the technical skills

CO2:To understand the insight into Indian Cookery, Quantity Food Production.

CO3: Help students to produce the varieties of dishes suitable for the various establishments.

CO4:Understand develop the right attitude, good work habits, right cooking

**Core**

**BSH4B06 (P) Food and beverage Production–II (Practical)**

Course outcomes

CO1: Practical Knowledge on French Classical Menu.

CO2:Practical Knowledge on French Classical Menu preparation.

CO3: Practical Knowledge on French Classical Menu setting.

CO4: Practical Knowledge on French Classical Menu presentation.



### **BHA4C04: Hotel Accountancy**

Course outcome:

CO1: Understanding of the principles and concepts of financial accounting and hotel Accounts
--

CO2: Familiarize the students with Accounting Concepts related to Hotel industry
--

CO3: Equip the students to prepare the accounts of the Hotel Industry.
--

### **Semester V**

**Core**

#### **BHA5B11 Industrial Exposure Training And Report**

Course outcomes

CO1: To improve the Students' employability skills and ensure smooth on boarding to their careers
---

CO2: It helps them to translate the knowledge gained from the institute to be put to practice
---

CO3: Helps them gain work related skills and expertise related to their future career
---

CO4: Real work situations enable them to establish their career goals.
--

**Core**

#### **BHA6B12 Comprehensive self-Study**

Course outcomes

CO1: Check the student's capacity of theoretical knowledge in which they studied in all the previous semesters.
---

CO2: Analyze the student capacity to solve the questions within the stipulated time.
--

CO3: Improve the observing and listening capacity of students in the classrooms and the other learning areas, including training.
---

**BHA5B14:Human Resources Management**

Course outcome;

CO1: Familiarize the students with the different aspects of managing human resources in an organization.

CO2: Acquire basic knowledge about job analysis and Human resource planning in an organization.

CO3: Equip the students with basic knowledge and skills required for the recruitment, selection and retention of human resources.

**OPEN COURSE**

**BHA5D01:INTRODUCTION TO HOSPITALITY**

Course outcome;

CO1: Understand the evolution of hospitality industry.

CO2: Understand the hospitality industry structure.

CO3: Acquire the concept and history of tourism development.

CO4: Acquire the information about national and international tourism organizations.

**Semester VI**

**Core**

**BHA6B15 Accommodation Operation**

Course outcomes

CO1: Realize the role of the housekeeping department in hotels and its responsibilities.

CO2: Develop personal skills and in accommodation operation and services

CO3: To Coordinate with other departments in the hotel.

CO4: Develop cleaning skill at special areas.

**Core**

**BHA6B16 (P) Accommodation Operation- (Practical)**

Course outcomes

CO1: Understand the cleaning Agents, Standard Supplies and Practice the cleaning at various levels.

CO2: Develop cleaning skills in special areas.

CO3: Develop a skill of Stain Removal and Flower Arrangement.

CO4: Practice cleaning of Ceramic, Brass and Plastic Understand the Guest Room inspection and Linen Folding..

**BHA6B17: FOOD AND BEVERAGE MANAGEMENT**

Course outcome:

CO1: Control the Food and Beverage cost in the industry.

CO2: Price the Food and Beverages, controlling costs, budgetary control, and variance analysis.

CO3: Understand the functions of the Food and Beverage department for controlling food production.

**BHA6B18 Management Principles and Practices**

Course outcomes

CO1: Demonstrate effective management principles as outlined in selected text learning objectives.

CO2: Apply effective management strategies,

CO3: Identify some of the key skills required for the training of staff.

CO4: Demonstrate the ability to communicate effectively.

**BSH/C 1CO1 Sales and Marketing**

Course outcomes

CO1: To get the knowledge of marketing the services of the hospitality industry

CO2: To understand the scope with the ever changing aspects of Hospitality industry

CO3: To understand the market, buyer behavior.

CO4: To promote the services accordingly this suits the customer

**BHA6B20: ROOM DIVISION MANAGEMENT**

Course outcome:

CO1: Acquire basic knowledge about the application of computers in property management.

CO2: Understand the importance of Yield Management in hospitality organizations.

CO3: Evaluate the performance of hotel properties.

CO4: Acquire the soft skills needed for revenue management

**AUDIT COURSES  
SEMESTER 1**

**AUD1E01 ENVIRONMENTAL STUDIES**

**Course Outcomes:**

CO1. Comprehend the importance of ecosystem and biodiversity

CO2. To correlate the human population growth and its trend to the environmental degradation and develop the awareness about his/her role towards environmental protection and prevention  
Identify different types of environmental pollution and control measures

CO3. To correlate the exploitation and utilization of conventional and non-conventional resources

## SEMESTER II

### AUD2E02 DISASTER MANAGEMENT

#### Course Outcomes:

CO1. Understand the need and significance of studying disaster management
CO2. Understand the different types of disasters and causes for disasters.
CO3. Gain knowledge on the impacts Disasters on environment and society
CO4. Study and assess vulnerability of a geographical area.
CO5. Students will be equipped with various methods of risk reduction measures and risk mitigation.

## SEMESTER III

### AUD3E03- HUMAN RIGHTS

#### Course outcomes

CO1. Understand the importance and different approaches to Human rights
CO2. Understand the different mechanisms of United Nations to ensure and protect the Human Rights
CO3. Understand the different Constitutional provisions and legislations to protect Human Rights in India
CO4. Analyse the functions of NHRC, Judiciary and PIL for protecting Human Rights in India
CO5. Examine the challenges to Human Rights of different vulnerable sections

## SEMESTER IV

### AUD4E06-GENDER STUDIES

#### Course Outcomes

CO1. It helps the student to acquire knowledge about the importance of gender equality and women's rights
CO2. It helps the student to develop gender sensitivity through an analysis of contemporary social issues at the global, national and local levels
CO3. It helps the student to familiarize with analyzing the popular culture and media with a gender

perspective

CO4. It equips the student to acquire knowledge about the various organs, conventions, constitutional provisions and redressal systems to combat gender discrimination

## **ADD ON COURSES**

### **SEMESTER I**

#### **NLA 1AOP04- EFFECTIVE COMMUNICATION FOR HOSPITALITY PROFESSIONALS**

##### **Course Outcomes**

CO1: Students of the course will consistently provide guests with exceptional experiences by communicating effectively.

CO2: Students will demonstrate improved interdepartmental communication and collaboration, leading to streamlined operations, reduced errors, and enhanced guest services.

CO3: Students will exhibit the ability to handle crises, conflicts, and challenging situations with confidence and professionalism, resulting in guest safety, satisfaction and reputation protection.

CO4: Students will possess cultural competency, including the ability to communicate with diverse international guests and create an inclusive environment

### **SEMESTER II**

#### **NHM2AOP-01 DINING ETIQUETTES**

##### **Course Outcomes**

CO1- Understanding Formal and Informal Dining Settings- Identify and differentiate between formal and informal dining setups. Demonstrate knowledge of appropriate table settings for various occasions.

CO2- Appropriate Seating and Posture- Display proper seating etiquette, including entering and exiting the dining area. Maintain correct posture and body language while dining.

CO3- Navigating Multiple-Course Meals- Understand the sequence of a multi-course meal and demonstrate the ability to navigate through each course seamlessly.

CO4- Napkin Etiquette- Demonstrate proper use of napkins, including placement, unfolding, and usage during the meal.

CO5- Understanding Table Manners- Exhibit good table manners, such as not speaking with a full mouth, using appropriate language, and engaging in polite conversation.

### **SEMESTER III**

#### **NHM3AOP-01 BASICS IN COMPUTER APPLICATION**

##### **Course Outcomes**

CO1- Basic Computer Skills-Navigate the operating system (e.g., Windows, mac OS, Linux).Understanding file management and organization. Performing basic computer operations (copy, paste, delete, etc.)

CO2- Word Processing- Create, edit, and format documents using word processing software (e.g., Microsoft Word, Google Docs).Understand and use basic text formatting options. Spreadsheets- Create, edit, and format spreadsheets using spreadsheet software (e.g., Microsoft Excel, Google Sheets).Use basic formulas and functions. Presentations- Develop and deliver basic presentations using presentation software (e.g., Microsoft PowerPoint, Google Slides).

CO3- Internet and Email- Navigate the internet effectively. Use search engines to find information. Understand email etiquette and use email services for communication.

CO4- Internet and Email-Navigate the internet effectively. Use search engines to find information. Understand email etiquette and use email services for communication.

CO5- Internet and Email-Navigate the internet effectively. Use search engines to find information. Understand email etiquette and use email services for communication.

## SEMESTER IV

### NHM4AOP-01 ADVANCED CATERING AND COVID- FOOD SAFETY SUPERVISOR

#### Course Outcomes

CO1 Refrigerator Thawing- Description: Thawing in the refrigerator is a slow and controlled method. Outcome: Participants should understand the importance of planning ahead, as this method requires sufficient time for the food to thaw safely.

Best Practices: Store the food on a plate or in a container to catch any liquid as it thaws. Follow recommended thawing times for different types and sizes of food items.

CO2- Harvest fruits and vegetables at the right stage of ripeness to ensure optimal flavour, texture, and nutritional content.

CO3- Cooking and Reheating Procedures- Adhere to specific cooking and reheating procedures to ensure that high-risk foods reach and maintain safe internal temperatures, killing harmful bacteria.

CO4- Personal Hygiene Practices- Emphasize stringent personal hygiene practices among food handlers, including handwashing, the use of gloves, and proper sanitation. This is crucial to prevent the transfer of harmful microorganisms to high-risk foods.

CO5- Temperature Control- High-risk foods are often perishable and require specific temperature control. Ensure that these foods are stored, transported, and prepared within safe temperature ranges to prevent bacterial growth. Refrigeration and proper hot holding temperatures are crucial.

## SEMESTER V

### NHM5AOP-01– BAKERY LEVEL 2

#### Course outcomes

CO1- Gluten-Free and Allergen-Free Baking- Understand and apply techniques for baking gluten-free and allergen-free products, considering the unique challenges and requirements of these specialty items.

CO2- Quality Control in Raw Materials- Implement advanced quality control measures to ensure the consistency and quality of raw materials, including sensory evaluation, testing methods, and compliance with industry standards.



CO3- Equipment Familiarization- Understand the various types of bakery equipment, including mixers, ovens, proofers, and dough sheeters. Gain hands-on experience in operating and maintaining these machines.

CO4- Segregation Practices- Instruct on proper waste segregation techniques to ensure that different types of waste, such as organic, recyclable, and non-recyclable, are separated at the source.

CO5- Product-Specific Packaging- Learn how to design packaging that suits specific bakery products, considering factors such as size, shape, and delicacy of the items.



**ACTIVITY OUTCOMES  
(For All Departments)**

**Skill Enrichment Programme**

**Outcomes**

**AO1: Demonstrating and Applying Professional Etiquette and Self-Management Skills:** Students will understand and apply the principles of professional grooming, etiquette, and goal setting in both academic and career contexts.

**AO2: Demonstrating Self-Awareness and Emotional Intelligence:** Students will conduct self-assessments using tools such as SWOT analysis and emotional intelligence exercises, leading to enhanced self-awareness and personal development strategies.

**AO3: Applying Basic and Intermediate MS Office Skills:** Students will proficiently use MS Word, Excel, and PowerPoint for creating, formatting, and managing documents, spreadsheets, and presentations, including advanced features and functions.

**AO4: Demonstrating Effective Communication Skills:** Students will demonstrate effective verbal and non-verbal communication skills, including listening, observation, and social etiquettes, through various exercises and role-plays.

**AO5: Applying Presentation and Leadership Skills:** Students will develop and deliver professional presentations, engage in group discussions, and build leadership and problem-solving skills through practice sessions, role-plays, and evaluations.

**Outreach Programme**

**Outcomes**

**AO1: Recognizing Community Dynamics:** Students will be able to identify and describe the demographic, economic, and social characteristics of the community they are serving.

**AO2: Understanding the Role of Outreach:** Students will be able to explain the role and significance of outreach activities in fostering community development and support.

**AO3: Applying Outreach Techniques:** Students will be able to apply various outreach techniques to engage community members effectively and address their needs.

**AO4: Assessing Outreach Effectiveness:** Students will be able to analyze the outcomes of their outreach activities and assess their effectiveness in meeting community needs.

**AO5: Developing Outreach Initiatives:** Students will be able to develop and implement a comprehensive outreach initiative, incorporating strategic planning, execution, and evaluation.

## Campus Engagement

### Outcomes

**AO1: Leadership and Team Management:** Students will demonstrate effective leadership and team management skills by planning, organizing, and executing large-scale events, fostering collaboration and achieving common goals under tight deadlines.

**AO2: Strategic Planning and Problem-Solving:** Students will apply strategic planning and advanced problem-solving skills to address the complexities of event management, including budgeting, marketing, logistics, and stakeholder engagement.

**AO3: Enhanced Cultural Awareness and Sensitivity:** Students will be able to evaluate and appreciate diverse cultural traditions and practices, leading to increased cultural sensitivity and inclusiveness in personal and professional interactions.

**AO4: Improved Communication and Interpersonal Skills:** Students will demonstrate effective communication skills across cultural boundaries, fostering stronger interpersonal relationships and teamwork through participation in and organization of cultural activities.

**AO5: Creative Expression and Critical Thinking:** Students will exhibit improved creative expression and critical thinking skills by engaging in various cultural activities that challenge their perspectives and encourage innovative problem-solving approaches.