



Program outcomes and course outcomes for specific programmes

Department of Hotel Management

Programme: BBA in Hospitality and Tourism (124)

PO No.	Programme Outcomes
PO1	The graduate will be able to lead the team
PO2	The graduate will have a deep knowledge of Hotel management
PO3	The graduate will have lifelong learning goals.
PO4	The graduate will have logical and analytical abilities
PO5	The graduate will follow ethical practices in the industry
PO6	The graduate will have international exposure
PO7	The graduate will be equipped to face global challenges

Signature





TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



PSO No.	Programme Specific Outcomes
PSO1	Apply the knowledge gained to manage and evaluate functional systems in hospitality, tourism, and lodging operations
PSO2	Exhibit the ability to apply strategies for managing multicultural and diversity in the hotel industry

Zanfar





TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



Programme: BBA in Hospitality and Tourism (HT18- 124)

Semester	Subject name	Course code	CO No.	Course Outcomes
SEM I	Food Production – I	HT 18 – 124111	CO 1	Develop knowledge & interest in basic Indian food production.
			CO 2	Know different equipment used in cooking.
			CO 3	Understand basic skills required in the food production department.
SEM I	Food & Beverage Service I	HT-18-124112	CO 1	To get the basic knowledge of Food and beverage service.
			CO 2	To know the various Food and beverage outlets.
			CO 3	To know the various equipments used in the Food and beverage outlets.
			CO 4	To identify different types of services used in Food and beverage outlets.
			CO 5	To develop a Professional Service Personnel.
SEM I	Housekeeping – I	HT-18-124113	CO 1	Develop knowledge & interest in House Keeping's basic practices.
			CO 2	Know different equipment used in House Keeping
			CO 3	Understand basic skills required in the House Keeping department
SEM I	Front Office - I	HT-18-124114	CO 1	The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.



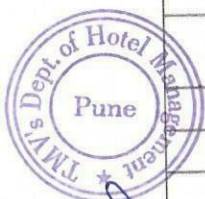


TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956
Reaccredited by NAAC with 'B++' Grade
ISO 21001 : 2018 Certified



			CO 2	Classification of hotels. (Based on various categories like size, location, clientele, length of stay, facilities, ownership)
			CO 3	Organizational chart of hotels (Large, Medium, Small)
SEM I	Travel and Tourism - I	HT 18-124115	CO 1	Understand Tourism Concept
			CO 2	Develop knowledge and interest in Tourism sector
			CO 3	Understand types of Tourisms
SEM I	Food Commodities	HT 18-124116	CO 1	Understand importance of commodities in cooking.
			CO 2	Develop knowledge of manufacturing of different food products.
			CO 3	Have basic knowledge about varieties of product in same category.
SEM I	Communication Skills	HT 18-124117	CO 1	Understand effective listening strategies.
			CO 2	Communication effectiveness.
			CO 3	Issue in structure during briefing and business ethics in communication
SEM II	Food Production - II	HT 18-124211	CO 1	To prepare the students for basic continental cooking concepts.
			CO 2	To inculcate in students, sound knowledge of the principles of Food Production.
			CO 3	To use the basic techniques of European cooking effectively and efficiently.
SEM II	Food & Beverage Service II	HT-18-124212	CO 1	To understand the types of meals served in a day.





TILAK MAHARASHTRA VIDYAPEETH

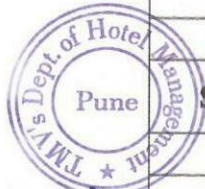
Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



			CO 2	To know the French Classical menu
			CO 3	To understand the non alcoholic beverages.
			CO 4	To understand the service and menus offered at QSR.
			CO 5	To know the different billing methods used at hotels
SEM II	Housekeeping – II	HT-18-124213	CO 1	The subject aims to establish the importance of House Keeping and its role in the hospitality Industry.
			CO 2	To prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.
	Front Office – II	HT-18-124214	CO 1	Pre arrival activities (Preparing an arrival list, notification etc)
			CO 2	Procedure for VIP arrival.
			CO 3	Procedure for group arrival (special arrangements, meal coupons, etc)
SEM II	Travel and Tourism - II	HT-18-124215	CO 1	To understand important International Tourist zones.
			CO 2	To understand the geography and Travel Planning.
			CO 3	To evaluate impact of tourism.
SEM II	Development of Generic Skills	HT18-124216	CO 1	Will be able to have critical approach towards various situations
			CO 2	Will be more confident and thus able to set personal goals
			CO 3	Will have better decision making ability





TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



SEM II	French	HT 18-124217	CO 1	To create awareness about the importance of French in the hotel operations.
			CO 2	To acquire the correct pronunciation of French terminology.
			CO 3	To use standard phrases in French in hotel operations.
SEM III	Food Production III	HT 18-124311	CO 1	Develop knowledge about Quantity food cooking.
			CO 2	Know different types of institutional catering operations in detail.
			CO 3	Understand basic necessities required in the planning a kitchen facility.
SEM III	Food & Beverage Service III	HT-18-124312	CO 1	To understand the classification of Alcoholic beverages.
			CO 2	To know about the service and production of wine.
			CO 3	To know about the service and production of Aperitif.
			CO 4	To know about the service and production of beer.
			CO 5	To know about the service and production of Cigar and Cigarettes.
SEM III	Housekeeping - III	HT-18-124313	CO 1	To understand the concept of Contract cleaning.
			CO 2	To learn the safety and security process for related to Housekeeping routine work.
			CO 3	To know the characteristics and uses of fabrics used in Hotel Industry.
			CO 4	To understand the work process for in-house Laundry at hotel.





TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



SEM III	Front Office – III	HT-18-124314	CO 1	This course will help students to remember various terms related to front office in hotel industry.
			CO 2	Students will be able to understand auditing procedures followed at front office
			CO 3	They will be able to learn basics of front office accounting including maintaining guest folios and calculating statistical data which will help them in forecasting.
SEM III	Travel & Tourism – III	HT 18-124315	CO 1	Student will be able to understand how tourism organization works in India
			CO 2	Student will be able to understand what are the visa regulation to travel for Indian citizen & foreign national
			CO 3	Student will be able to understand various components of tour operator
			CO 4	Student will be able to understand Determinants of tourism & Guest–Host relationship in Tourism
SEM III	Environmental Studies I	HT18 – 124316	CO 1	Understand environmental concepts
			CO 2	Learn different types of environmental problems and solutions for the same.
			CO 3	Know the responsibility towards maintaining sustainable environment.
SEM III	Computer Application	HT18 – 124317	CO 1	Able to operate the computer.
			CO 2	Able to use Microsoft office.



Sanford



TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



SEM III	English	HT18 - 124107	CO 1	Formulate grammatically correct sentences
			CO 2	Comprehend the concept of phonetics.
			CO 3	Summarize the Comprehension Passages
			CO 4	Compose dialogue and paragraphs for different situations
SEM IV	Food Production IV	HT - 18 - 124411	CO 1	Student will be able to understand basic principles of baking
			CO 2	Student will be able to understand characteristics and major bakery ingredients
			CO 3	Student will be able to understand Bakery equipments and tools
SEM IV	Food and Beverage Service - IV	HT18 - 124412	CO 1	To gain comprehensive knowledge of Distilled Alcoholic Beverages.
			CO 2	To understand the difference between Liquors and liqueurs
			CO 3	To understand bar operations
			CO 4	To understand different styles of Cocktail making.
SEM IV	Housekeeping - IV	HT-18- 124413	CO 1	This course aims to establish the importance of pest control within the hotel premises.
			CO 2	It also prepares the student to understand the Concept, Importance & Principles of flower arrangement.
			CO 3	To consider all aspects related to Budget & Budgetary Control at Housekeeping department.





TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



			CO 4	To understand the tactics of Handling Guest Complaints at Housekeeping department.
SEM IV	Front Office – IV	HT18-124414	CO 1	students will be able to apply knowledge of Yield Management at front office department
			CO 2	Students understand the sales and marketing techniques for better revenue generation.
			CO 3	The assignment will help the students understand effective communication and coordination between the departments.
SEM IV	Travel & Tourism – IV	HT18-124415	CO 1	Students will have a clear idea about tourism marketing
			CO 2	Students will be able to plan and cost for a tour
			CO 3	Students will have a thorough knowledge about current trends
SEM IV	Food and Beverage Control	HT18 – 124416	CO 1	To gain the comprehensive knowledge of control procedures in food and beverage department.
			CO 2	To understand the basic concepts of purchasing, receiving, storing and issuing.
			CO 3	To know about various control techniques in preparation of food and beverage.
SEM IV	Field Work Orientation	HT18 – 124417	CO 1	Practical Knowledge of Tourism and Hospitality Industry
			CO 2	Understanding Industry Standards and Practices





TILAK MAHARASHTRA VIDYAPEETH

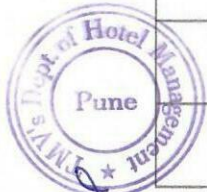
Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



			CO 3	Skill Development in Customer Interaction and Services
			CO 4	Teamwork and Collaborative Learning
SEM V	Food Production – V	HT - 18-124511	CO 1	Develop interest in advance International food production.
			CO 2	Know different cuisines around the world.
			CO 3	Understand co-relation of Cold kitchen with rest of the kitchen sub-departments and the working of it in detail.
SEM V	Food & Beverage Service V	HT-18 124512	CO 1	To understand the various operations handled in – “In Room Dining” department
			CO 2	To understand the various operations taken care in Banquets.
			CO 3	To know about the buffet service and equipments.
			CO 4	To know about Gueridon Trolley Service
			CO 5	To understand Menu Engineering Concept
SEM-V	Housekeeping – V	HT-18-124513	CO 1	This course aims to establish the importance of Interior decoration of hotel premises.
			CO 2	It also prepares the student to understand the Colour Schemes, Colour Wheel and Psychological effects of colour
			CO 3	To consider all aspects related to Lighting for the guest rooms & public areas at Housekeeping department.
			CO 4	To understand the concept of Different types of windows and Curtains & draperies, valances, swag





TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956

Reaccredited by NAAC with 'B++' Grade

ISO 21001 : 2018 Certified



SEM-V	Front Office – V	HT-18-124514	CO 1	The assignment will help the students understand effective communication and coordination between the departments.
			CO 2	It will help them analyse HR practices in the hospitality industry.
			CO 3	To evaluate the use of computer technology used in Rooms Division
SEM-V	Project Report	HT-18-124515	CO 1	Develops ability to do individual thinking and undertake research independently
			CO 2	Research orientation to carry out a substantial research-based project.
			CO 3	Report research findings in written and verbal forms
			CO 4	Use research findings to advance education theory and practice
SEM-V	Marketing Management	HT18 – 124516	CO 1	Understand the marketing concept and its application to Hospitality industry.
			CO 2	Able to understand how to segment, target and position a hospitality product
			CO 3	Understand the buyer behaviour and be able to positively respond to customer needs.
			CO 4	Organise different channels of distribution for hospitality Marketing.
SEM-V	Hospitality Law	HT18 – 124517	CO 1	Understand difference between an employee agreement and an employee manual. To respond appropriately to unemployment.
			CO 2	To know legal duties of hospitality operator and consequences of the failure to exercise these duties.





TILAK MAHARASHTRA VIDYAPEETH

Declared as Deemed to be University Under Section 3 of UGC Act 1956
Reaccredited by NAAC with 'B++' Grade
ISO 21001 : 2018 Certified



			CO 3	To understand the legal responsibilities of hospitality operator towards guest, nonguest and understand obligations toward them.
			CO 4	To understand the legal responsibilities of hospitality operator towards guest personal property and other laws to serve wholesome food and beverages.
SEM-V	English	HT18 – 124518	CO 1	Formulate grammatically correct sentences
			CO 2	Comprehend the concept of phonetics.
			CO 3	Summarize the Comprehension Passages
			CO 4	Compose dialogue and paragraphs for different situations
SEM-V	Yoga	HT18 – 124519	CO 1	CO 1 To understand aim of Aayush for introducing yoga in curriculum.
			CO 2	CO 2 To understand usefulness of yoga in daily life.
			CO 3	CO 3 To learn different asanas from a) Supine position b) Prone position c) Sitting position d) Standing position.
			CO 4	CO 4 To learn Pranayam. Different types of pranayam.
SEM-V	Industrial Training	HT18 – 124611	CO 1	Get employment immediately

