



Program outcomes and course outcomes for specific programmes

Department of Hotel Management

Programme: BBA in Hotel & Tourism Operations (514)

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

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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

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Programme: BBA in Hotel & Tourism Operations (514)

Semester	Course Code	Course	CO No.	Course Outcomes
SEM I	514111	Introduction to Food & Beverage	CO 1	Understanding the basic concepts in food & beverage department
			CO 2	Know different methods of cooking and preparation.
			CO 3	To get the basic knowledge of Food and beverage service.
			CO 4	To know the various equipments used in the Food and beverage outlets.
			CO 5	To identify different types of services used in Food and beverage outlets.
SEM I	514112	Introduction to Rooms Division	CO 1	Understand concept of Hospitality
			CO 2	Learn the evolution of Hospitality
			CO 3	Understand the development and present trends of Hospitality Industry
			CO 4	To introduce Front Office concepts.
			CO 5	Develop knowledge & interest in House Keeping's basic practices
			CO 6	Know different equipment used in House Keeping
			CO 7	Understand basic skills required in the House Keeping department

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SEM I	514113	Introduction to Tourism	CO 1	To introduce the tourism industry to students through small projects.
			CO 2	Assessment of task given to individual student or a group of students on a topic related to tourism subject.
SEM I	514114	Development of Generic Skills	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
SEM I	514115	French	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 II	514211	Fundamentals of Food Production	CO 1	Develop knowledge & interest in basic continental food production.
			CO 2	Know different equipment and tools used in cooking
			CO 3	Understand the importance of kitchen hygiene
			CO 4	To understand the basics of quantity kitchen
SEM II	514212	Fundamentals of Food & Beverage Service	CO 1	To understand the types of meals served in a day.
			CO 2	To know the French Classical menu



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			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	514213	Fundamentals of Front Office	CO 1	Students understand how data such hotel occupancy, Room count, House count is calculate after solving more than 3 problems
			CO 2	Students will understand how the FOA prepares herself / himself after checking the reports
			CO 3	The assignment will help the students in handling situations such as guest complaints and they will act according to the guidelines
			CO 4	Students will learn maintaining of guest accounts and billing procedures and methods of payment
SEM II	514214	Fundamentals of House Keeping	CO 1	Understand various cleaning agents and equipments used in hotels.
			CO 2	To know the procedure of lost and found and key control in hotels.
			CO 3	Understand the supervision in housekeeping.
			CO 4	The subject aims to establish the importance of House Keeping and its role in the hospitality Industry.
			CO 5	To prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.
			CO 6	To inculcate in students, sound knowledge of the General principles of cleaning.





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SEM II	514215	Essentials of Tourism	CO 1	Understand essentials – services and infrastructure of tourism industry.
			CO 2	To know about various tourism organizations and their roles.
SEM II	514216	Hospitality Communication	CO 1	Understand effective listening strategies.
			CO 2	Communication effectiveness.
			CO 3	Issue in structure during briefing and business ethics in communication
SEM III	514311	Training	CO 1	Student will get hands on experience of working in the hotel organizations
SEM III	514312	Environmental Studies	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	514313	Research Methodology	CO 1	Understand meaning of research and its requirements to carry out the same.
			CO 2	Learn research process and its components
SEM III	514314	Marketing	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

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			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 IV (Tourism Studies)	TS-514411	Tourism Studies I	CO 1	Develop knowledge & interest in travel & tourism business
			CO 2	Know the travel formalities & regulation
			CO 3	Understand the types of employments in travel & tourism industry
SEM IV	TS-514412	Tourism Studies II	CO 1	A student should understand the in-house managerial roles and functions of a tour operator.
			CO 2	A student will be able to learn about business standards in tour operations.
SEM IV	TS-514413	Tourism Studies III		A student should understand the factors considered while planning an itinerary.
			CO 2	A student will be able to plan an itinerary for tourists.
SEM IV	TS-514414	Tourism Studies IV	CO 1	A student should understand the concepts in customer service and required skills.
			CO 2	A student will be able handle complaints efficiently and know the importance of service recovery.
SEM IV	TS-514415	Research Methodology II	CO 1	Understand to write objectives and hypothesis of research

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			CO 2	Learn how to do data collection for research and referencing for the same
SEM IV				
(Hotel Operations)	HO-514411	Food Production I	CO 1	Develop knowledge & interest in bakery & confectionary.
			CO 2	Know different products in bakery operations.
			CO 3	Understand meats and meat based products used and served.
SEM IV	HO-514412	Food & Beverage Service I	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.
			CO 6	To understand bar operations
SEM IV	HO-514413	Housekeeping I	CO 1	To understand the concept of contract cleaning
			CO 2	To know the characteristics and uses of fabrics used in hotel industry
			CO 3	To understand the work process for in-house laundry at hotel
			CO 4	To learn flow of work in linen room and tailor room
			CO 5	To consider all aspects related to Budget & Budgetary Control at Housekeeping department.
SEM IV	HO-514414	Front Office I	CO 1	Students will get accustomed to writing emails to guest without much of help



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			CO 2	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.
			CO 3	Students understand the sales and marketing techniques for better revenue generation.
			CO 4	The assignment will help the students understand effective communication and coordination between the departments.
SEM IV	HO-514415	Research Methodology II	CO 1	Understand to write objectives and hypothesis of research
			CO 2	Learn how to do data collection for research and referencing for the same
SEM V				
(Tourism Studies)	TS-514511	Tourism Studies V	CO 1	A student should understand the factors contributing to destination development.
			CO 2	A student will be able to interpret the right meaning of destination development.
SEM V	TS-514512	Tourism Studies VI	CO 1	A student should understand the concept and impact of tourism.
			CO 2	A student will be able to understand various impacts of tourism.
SEM V	TS-514513	Tourism Studies VII	CO 1	Develop knowledge & interest in travel & tourism business
			CO 2	Know the travel formalities & regulation
			CO 3	Understand the types of employments in travel & tourism industry

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SEM V	TS-514514	Tourism Studies VIII	CO 1	A student should understand emerging trends in tourism.
			CO 2	A student will be able to understand current tourism scenario
SEM V	TS-514515	Case Studies in Tourism	CO 1	Identify and analyze problem areas in the case
			CO 2	Create alternative solutions to the problems in the case
			CO 3	Recommend a course of action with the accompanying logic
SEM V	TS-514516	Yoga	CO 1	To understand aim of Aayush for introducing yoga in curriculum.
			CO 2	To understand usefulness of yoga in daily life.
			CO 3	To learn different asanas from a) Supine position b) Prone position c) Sitting position d) Standing position.
			CO 4	To learn Pranayam. Different types of pranayam.
SEM V	TS-514517	Research Project	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 (Hotel Operations)	HO-514512	Food production II	CO 1	Develop knowledge & interest in basic Indian food production.
			CO 2	Know different equipment used in specialized Indian cooking.





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			CO 3	Understand the concept of management in kitchen.
SEM V	HO-514513	Food & Beverage II	CO 1	To gain comprehensive knowledge of Distilled and other Alcoholic Beverages.
			CO 2	To understand different styles of Cocktail making.
			CO 3	To understand the various operations handled in – “In Room Dining” department
			CO 4	To understand the various operations taken care in Banquets. To know about the buffet service and equipments.
			CO 5	To understand Menu Engineering Concept
SEM V	HO-514513	Housekeeping II	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
			CO 5	To learn different pile cuts in carpets and their use in hotels.
			CO 6	To learn layout of different guest rooms and their contents
SEM V	HO-514514	Front Office II	CO 1	This course will help students to remember various terms related to front office in hotel industry.



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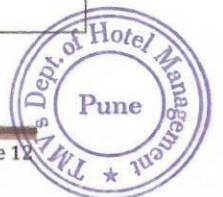


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			CO 2	Students will be able to understand auditing procedures followed at front office
			CO 3	students will be able to apply knowledge of Yield Management at front office department
			CO 4	It will help them analyse HR practices in the hospitality industry.
			CO 5	To evaluate the use of computer technology used in Rooms Division
SEM V	HO-514515	Yoga	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	HO-514516	Research Project	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				
(Tourism Studies)	TS-514611	Industrial Training	CO 1	Get employment immediately
(Hotel Operations)	HO-514611	Industrial Training	CO 1	Get employment immediately



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