

K L E F
Department of Hotel Management
COURSE OUT COMES for Y19 Batch

Course Code	Course Name	Co	Description of the Course Outcome
19UC1101	Integrated Professional English	CO 1	Basic Grammar - Countable and uncountable nouns, present simple and continuous, past simple and continuous – classroom practice – Understand and interpret Texts and work place situations B)Structural Pattern - Present continuous for future arrangements State verbs, Regular and irregular verbs, Voice, Modal verbs – Reporting on going tasks in the corporate world. Descriptive and Qualitative Patterns: Adjectives and Adverbs classroom practice) Time Expressions, Comparatives and super lattices, Pronouns, Conditionals, Phrases and clauses (Including Relative)
		CO 2	Formal contexts: a)Being a PA, describing changes in a company Taking orders over the phone. b) Listening & Speaking: Participate in conversation with proper contextual language markers, turn taking. Classroom practice- Presenting context, reason, problem – Case analysis (short). c) Body Language: Dos and Don'ts of one to one interaction, Telephone interaction Video/ web conferencing. Culture specific practices. d)Work Etiquette- situation, ambience, team skills, time management and leadership ability.
		CO 3	a) Understand and assimilate main ideas and specific details. (250-300 words text of moderate difficulty). b) Read for general understanding, interpreting, factual or specific information, for grammatical accuracy and information transfer. c) Understand the general meaning of corporate context and office correspondence. d) Understand short reports of predictable nature.
		CO 4	a)Internal Correspondence. Making notes on routine matters, such as, taking/ placing orders. b)Emails: Types of emails, salutations, vocabulary used in formal and informal (Including beginnings and endings) c)Writing straight-forward, routine letters of factual nature.

19HM11C 7	Introduction to Food and Beverage Service	CO 1	<ul style="list-style-type: none"> 1. Restaurant Etiquettes 2. Restaurant Hygiene practices 3. Identification of F&B Service Equipment's 4. Mis-En-Palce&Mis-En-Scene
		CO 2	<ul style="list-style-type: none"> 5. whipping cutlery and crockery 6. Rules for laying a table, Laying & Relaying of Table cloth 7. Napkin Folds 8. Carrying a Salver / Tray 9. Water Service
		CO 3	<ul style="list-style-type: none"> 10. Handling the Service Gear 11. Carrying Plates, Glasses & other Equipment's 12. Familiarization of Restaurant Equipment 13. Methods of cleaning and upkeep of silver
		CO 4	<ul style="list-style-type: none"> 14. Arrangement of sideboards 15. Laying of table Linen 16. Layout of various meals 17. Folding serviettes in various designs 18. Setting of Table d'hote& A La Carte covers. 19. Non-alcoholic Beverages
19HM11C 9	Introduction to Front Office	CO 1	Introduction to the Hospitality Industry - Origins and growth of Hospitality industry, Evolution of hotel in world , Evolution and growth of hotel Industry groups in India, Definition of hotel and other accommodation units, Introduction about the core areas of a 5 star hotels , Importance of tourism, Industries related to tourism
		CO 2	Classification of Hotel: Classification of hotels on the basis of their size, location, clientele, duration of guest stay, level of services and on the basis of ownership , Hotel tariff plans, Types of guest rooms, Heritage hotels, supplementary accommodations and Alternative accommodations.

		CO 3	Hotel Organization: Organizational chart of a very big hotel, Role of various departments of Hotel - Front Office, Housekeeping, Food & Beverage Services, Kitchen, Accounts, HR, Security, Engineering & Maintenance, Duties and responsibilities of various staff in Front office, Attributes of front office personnel, Co-ordination of front office with other departments of the hotel.
		CO 4	Front Office Communication: Layout of - Front Office reservation, Reception, Information desk, Cash and Bills, Organizational chart of - front office department of small, medium and large hotels, Front Office Communication System, Communication Process, Seven C's of Communication, Importance of communication, Types of Communication, Interdepartmental Communication.
19HM12C 9	Principles of Front Office	CO 1	Room Tariff: Room tariff , Food/Meal Plan, Room tariff card sample, room tariff taxation, Cost based pricing, Market based pricing, Types of room rates (Rack, Crew, FIT, and Group, Corporate etc.), Introduction of Guest Cycle , Importance of guest cycle - Pre arrival, Arrival, Occupancy , departure & post Departure.
		CO 2	Reservation Types & procedures: Reservation, Sample of reservation form, Reservation charts, Types of reservation (Tentative, Waitlisted, Confirmed) , Modes of reservation , Sources of reservation , Systems of reservation - Manual and Automatic (CRS & IRS) , Procedure for amendments, cancellation and overbooking, Importance of reservation,
		CO 3	Registration Procedures: Pre-registration activity for groups , GRC, FIT's and VIPs, Check-in Procedures for Walk-ins, groups and VIPs , Check-in Procedures in Manual , Semi-automated and fully Automated hotels, Arrival procedure for Foreigners , C-Form , Role of FRRO, Occupancy chart.
		CO 4	Information and Cash handling: Handling guest mail, Message Handling, Control of keys, Guest paging, Safe deposit locker, Guest room Change , left luggage handling, wake-up call handling , Guest Complaints - Types and handling of Guest Complaints), Check out and Settlement (Departure procedure) , Mode of Settlement of bills, Potential Checkout Problems, Late check outs, Improper posting of Charges , Express checkouts. Role of night auditor.

19HM12K 1	Principles Food Science & Nutrition	CO 1	Introduction to Nutrition – Definition of nutrition, Nutrients, Health, Malnutrition, Food Science, Dietetics, Nutritional Status etc. Definition of nutrition, Nutrients, Health, Malnutrition, Food Science, Dietetics, Nutritional Status etc. Functions of Food, determining food acceptance-Physical, socio-cultural and social factors, in maintaining good health. (3 hr) Nutrients – Carbohydrates- Definition, Classification, dietary Sources, Functions, Significance of dietary fiber, Effect of deficiency & excess intake, Effect of heat.(5hr) Proteins- Definition, Classification based upon amino acid composition, Dietary sources, Functions, Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)(5hrs)
		CO 2	Fats - Definition, Classification, dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol.(5hrs) Vitamins - Definition and Classification (water and fats soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid. (5hrs) Minerals- Definition and Classification (major and minor), Food Sources, functions and significance of: Calcium, Iron, Sodium, Iodine & Fluorine.(3 Hrs) Water – Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance).(2 hrs)
		CO 3	Balanced Diet – Definition, Importance of balanced diet, RDA for various nutrients – age, gender, physiological state.(1 hr) Menu Planning - Planning of nutritionally balanced meals based upon the three food group system, Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals.(3 Hrs)

		CO 4	Food Processing – Definition, Objectives, Types of treatment, Effect of factors like heat, acid, alkali on food constituents.(3 Hrs) Evaluation of Food - Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological aspects of food.(3 Hrs) Emulsions - Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying agents in food emulsions.(3 Hrs)
19UC1202	English Proficiency	CO 1	Job description- Advice on job applications – getting the right job- importance of doing a job interview -Launching and promoting a new product-Persuasive and negotiation skills -Types of emails: giving information, making an enquiry, answering enquiries -Marketing Report.
		CO 2	CO 2 - Becoming an entrepreneur- buying a franchise- franchising start -up - presenting business idea- signalling parts of presentation - arranging business travel- business conferences and meetings- spending sales budget.
		CO 3	CO 3 - Social media and business- introducing company using social media- staff survey- survey report- offshoring and outsourcing- customer satisfaction and loyalty- communication with customers- corresponding with customers- business across cultures.
		CO 4	CO 4 - Underlying assumptions, finding the conclusions, Argument strengthening, Argument weakening, finding the fallacies.
19HM21K 2	Facility Planning	CO 1	Hotel Design - Design Consideration, Attractive Appearance, Efficient Plan, Good location, Suitable material, Good workmanship, Sound financing, Competent Management. Star Classification of Hotel- Criteria for star classification of hotel (Five, four, three, two, one & heritage)
		CO 2	Kitchen Layout & Design - Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, Factors that affect kitchen design, Placement of equipment, Flow of work, Space allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen), Budgeting for kitchen equipment, Kitchen stewarding department-importance, layout, design and equipment.

		<p>CO 3 Stores – Layout and Design - Stores layout and planning (dry, cold and bar), various equipment of the stores, Work flow in stores. Fire Safety - Classification of fire, symbols- Methods and types of fire extinguishers-Fire detectors, alarm-Variou security system for hotel (Key control, Door, valuable guest).</p>
		<p>CO 4 Energy Conservation - Necessity for energy conservation, Methods of conserving energy in different area of operation of a hotel, developing and implementing energy conservation program for a hotel. Project Management - Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M. and PERT, Comparison of CPM and PERT, Classroom exercises, Network crashing determining crash cost, normal cost.</p>
19HM22C 7	Food & Beverage Service Management	<p>CO 1 Tobacco - History - Processing of cigarettes, Types – Cigars & Cigarettes - Cigar strengths and sizes-Brands – Storage and service. Cellar - Cellar maintenance, equipment’s, control procedure.</p>
		<p>CO 2 Aperitifs – Definition- Types- Wine based & spirit based. Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados& other fruit brandies.</p>
		<p>CO 3 Liqueurs - Types-Production-Brands 50 varieties. Brandy , History, Cognac - Manufacturing, region, types, brands , Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge - Rum , History, Manufacture, Styles, Brand names with countries, Gin ,History, Manufacture, Types, Brand names with countries, Vodka, History, Manufacture, Brand names with countries, flavoured vodkas, Tequila , History, Manufacture, Styles, Brand names with countries.</p>
		<p>CO 4 Cocktails -Introduction, History, Methods of Mixing cocktails - Rules of mixing cocktails-Classic Mock tails -Introduction, History, Methods of Mixing Mock tails - Rules of mixing Mock tails-Classic mock tails- Recipes, innovative mock tails Cocktails- Recipes, innovative cocktails - Cocktail Bar Equipment, garnishes, decorative. Bar design, bar operations procedures and control methods.</p>

19HM22K3	Human Resource Management	CO 1	Introduction to Human Resource Management: Definition and Concept, Features, Objectives, Functions, Scope and Development of Human Resource Management, Importance of Human Resource Management, Human Resource Practices. HRM and Personnel Management: Introduction, Concept of Personnel Management, Personnel Management in India, Functions of the Labor Welfare Officer, Difference between Personnel Management and HRM.
		CO 2	Human Resource Planning: Concept of Human Resource Planning (HRP), Factors in HRP, Process of HRP. Job Analysis and Design: Job Analysis, Job Description, Writing a Job Description, Job Specification, Job Design. Recruitment: Introduction, Concept of Recruitment, Factors Affecting Recruitment, Types of Recruitment.
		CO 3	Selection: Introduction, Concept of Selection, Process of Selection, Selection Tests, Barriers in Selection. Induction: Introduction, Meaning and Definition of Induction, Need for Induction, Problems Faced during Induction, Induction Programme Planning. Training: Concept and Significance of Training, Training Needs, Training Methods, Types of Training. Performance Appraisal: Introduction, Concept of Performance Appraisal, Purpose of performance appraisal, Process, Methods of Performance Appraisal, Major Issues in Performance Appraisal.
		CO 4	Wages and Salary: Introduction, Nature and Significance of Wage and Salary Administration, Theories of Wages, Methods of Wage Fixation. Incentives: Introduction, Concept of Incentives, Effective Incentive System, Types of Incentive Scheme. Employee Relations: Introduction, Concept of Employee Relations, Managing Discipline, Managing Grievance, Employee Counseling. International HRM: Introduction, Comparison of Domestic and International HRM, Challenges in International HRM.
19HM31C 7	Advance Food & Beverage Service (PRACTICAL)	CO 1	1. Beverage List: Student should compile a beverage list comprising of aperitifs (3 brands), wines and beer (3 brands each), spirits (2 brands each of 5 popular spirits), cocktail (any 3 cocktails) and liqueurs (3 brands), with appropriate pricing 2. Cocktails and Mock tails: Students should prepare one cocktail / mock tail. Black velvet, Sangria, Bucks Fizz, Bellini, Red Eye, Hawaiian Iced Tea, Captain's Blood, Fourth of July, Between the sheets, Cinderella, Shirley Temple and Roy Rogers. Mini bar- format and operational procedures.

		<p>CO 2 3. Setting up of bar with glasses & equipment 4. Compiling Beverage lists</p>
		<p>CO 3 5. Mise-en-place for serving a dish from Gueridon Trolley 6. Gueridon Trolley flambé Service of dishes salads</p>
		<p>CO 4 7. Gueridon Trolley flambé Service of dishes 8. Setting up of buffets and service procedures. 9. Guest Situation Handling</p>
19HM31K 6	Entrepreneurship Management	<p>CO 1 Introduction to Entrepreneurship: Meaning and concept of entrepreneurship, the history of entrepreneurship development, role of entrepreneurship in economic development, agencies in entrepreneurship management and future of entrepreneurship. The Entrepreneur: Meaning of entrepreneur, the skills required to be an entrepreneur, the entrepreneurial decision process, and role models, mentors and support system. Business Opportunity Identification: Business ideas, methods of generating ideas, and opportunity recognition in India and abroad.</p>
		<p>CO 2 The Entrepreneurial decision process: Role of Entrepreneurship in Economic Development; Ethics and Social Responsibility of Entrepreneurs, Woman as Entrepreneur. Creating and Starting the venture: Assessment of Opportunities: Sources of new Ideas, Methods of generating ideas, creative problem solving and product planning and development process.</p>
		<p>CO 3 Preparing a Business Plan: Meaning and significance of a business plan, components of a business plan, and feasibility study. Financing the New Venture: Importance of new venture financing, types of ownership securities, venture capital, types of debt securities, determining ideal debt-equity mix, and financial institutions and banks.</p>
		<p>CO 4 Launching the New Venture: Choosing the legal form of new venture, protection of intellectual property, and marketing the new venture. Managing Growth in New Venture: Characteristics of high growth new ventures, strategies for growth, and building the new venture capital. Harvesting Rewards: Exit strategies for entrepreneurs, bankruptcy, and succession and harvesting strategy.</p>

19HM31K7	Travel & Tourism Management	CO 1	Basics of Tourism -Definitions of Tourist, tourism, Excursionist, traveller, Types of Accommodation – Main &Supplementary, tourism products, Components of tourism , types of Motivators - Holiday, Social &Cultural, forms of Tourism – MICE, Religious, VFR (Visiting Friends and Relatives), Sports, Health, Sustainable Tourism, Alternative Tourism, Eco Tourism, Agro Rural Tourism, Role of NGO in making responsible tourists.
		CO 2	Transportation and Impacts of tourism Role of Transport in Tourism, Modes of Transport - Road, Rail, Air, Sea. Impact of Tourism - Economic Impact (Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development), Environmental Impact (Tourism pollution & control, Wild life & bird sanctuaries & their protection for tourist industry, Social, Cultural & Political Impact (Standard of living, International understanding, Social Integration, Regional Growth, National Integration).
		CO 3	Tourism Organizations - Objectives, Role & function of National organizations - DOT, ITDC, STDC, ASI, TFCI, TAAI, FHRAI, STDC, IATO . Objectives, Role & function of International Organizations - WTO, IATA, PATA, UNESCO. UNESCO certified heritage sites in India, Travel Formalities & Regulations: Passport and it's type, Visa and it's types, Health Regulation, Health / travel insurance, Economic Regulation (FOREX), custom and taxes.
		CO 4	Travel Agency & Tour Operators - An introduction, Types of Travel Agent: Retail &Wholesale. Functions of Travel Agent. Provisions of Travel Information-Ticketing Itinerary Preparation-Planning & Costing-Settling of Accounts, Liaisons with service providers, Role of Travel Agent in promotion of Tourism. The Tour Operator - Meaning & Definition-Types of Tour operator: Inbound, Outbound & Domestic. Tour Packaging – definition, components of a tour package - Types of Package Tour - Independent Tour, Inclusive Tour, Escorted Tour, Business Tour, Guides & escorts – Their role and function, Qualities required to be a guide or escort.