



BHIKAJI CAMA SUBHARTI COLLEGE OF HOTEL MANAGEMENT
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A constituent college of
SWAMI VIVEKANAND SUBHARTI UNIVERSITY
(Established under U.P. Govt. Act no. 29 of 2008 and approved under section 2(f) of UGC Act 1956)



Programme Outcome and Course Outcome

Master of Hotel Management and Catering Technology (MHMCT)

उत्तिष्ठत जाग्रत प्राप्य वरान्निबोधत

Subhartipuram, Delhi-Haridwar Meerut Bypass Road, NH-58, Meerut - 250 005

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Name of Programme	Programme Outcome	Course Outcome
Master of Hotel Management and Catering Technology	<ul style="list-style-type: none"> • PO1. Interpret practical, theoretical and personal skills required for senior management roles within a variety of hospitality organizations. • PO2. Appraise food safety and sanitation to maintain a safe and sanitary work environment. • PO3. Develop long term business goals and strategies that map the actions needed to each year to meet the objectives. • PO4. Anticipate and manage labor and food costs in order to operate an economically stable environment. • PO5. Utilize interpersonal skills to manage employees in a hospitality industry. • PO6. Cultivate a professional management attitude by nurturing the creative development of innovative ideas and solutions. • PO7. Develop organizational and marketing processes of a commercial hospitality enterprise. • PO8. Forecast sales and expenses in a variety of hospitality businesses. • PO9. Schedule employees with consideration given to budgets, sales forecasts, and customary 	MHM 101 <ul style="list-style-type: none"> • CO1. Describe duties and responsibilities of kitchen personnel • CO2. Classify different equipments, fuels and methods of cooking • CO3. Recognize different ingredients used in kitchen • CO4. Explain various types of stock, sauces, soup and salads preparations • CO5. Identify all vegetables cut and discuss use of different cuts
		MHM 101P <ul style="list-style-type: none"> • CO1. Draw a kitchen layout • CO2. Prepare egg dishes and explain role of egg • CO3. Demonstrate vegetable cuts • CO4. Illustrate stock, soups, sauces and bread preparation.
		MHM 102 <ul style="list-style-type: none"> • CO1. Classify various catering establishment. • CO2. Identify Food & Beverage equipments and explain its use • CO4. Design a menu • CO5. Describe buffet and banquet. • CO6. Distinguish different types of service.

labor practices.

MHM 102P

- **C01.**
Demonstrate different types of service
- **C02.**
Illustrate table and trolley set up
- **C03.**
Perform opening, operating and closing duties
- **C04.**
Recall napkin folds
- **C05.**
Apply service standard.

MHM 103

- **C01.**
Explain organizational structure and identify various sections of front office
- **C02.**
Classify different types of room and meal plans
- **C03.**
Discuss types and system of reservations
- **C04.**
Handle registration process
- **C05.**
Apply guest safety and security systems.

MHM 103P

- **C01.**
Demonstrate different roles of front office personnel
- **C02.**
Illustrate telephone etiquettes
- **C03.**
Handle guest common queries
- **C04.**
Identify different countries' capital and their currencies

		<ul style="list-style-type: none"> • CO5. Practice grooming standards and body language to be used at front office <hr/> <p>MHM 104</p> <ul style="list-style-type: none"> • CO1. Describe attributes and qualities of housekeeping staff • CO2. Classify various cleaning agents • CO3. Explain different cleaning equipment and their use • CO4. Discuss public area cleaning procedure and practice pest control process • CO5. Distinguish different types of cleaning. <hr/> <p>MHM 104P</p> <ul style="list-style-type: none"> • CO1. Draw layout of a room • CO2. Demonstrate bed making • CO3. Illustrate cleaning process of guest rooms and public areas • CO4. Calculate stock required for maids trolley • CO5. Apply various use of cleaning equipment. <hr/> <p>MHM 105</p> <ul style="list-style-type: none"> • CO1. Discuss features and process of communication • CO2. Classify various types of communication • CO3. Solve barriers to effective communication
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- **C04.**
Assess their written communication skills
- **C05.**
Evaluate their oral communication.

AECC3

- **C01.**
The students start exploring themselves.
- **C02.**
The students are able to see that they can enlist their desires and the desires are not vague.
- **C03.**
The students are able to see that the first four questions are related to our Natural Acceptance.
- **C04.**
The students are able to differentiate between the characteristics
- **C05.**
The students are able to present sustainable solutions to the problems in society and nature

MHM 106

- **C01.**
Memorize different nutrients component of food
- **C02.**
Explain importance of personal hygiene and sanitation
- **C03.**
Classify food additives and follow guidelines and rules for storage of food
- **C04.**
Follow various methods of food preservations
- **C05.**
Discuss importance of HACCP.

MHM 107

- **C01.**
Identify allowance, discount and paid out vouchers
- **C02.**

		<p>Recognize visitors tabular register and its use</p> <ul style="list-style-type: none"> • C03. Generate guest weekly bill • C04. Practice uniform system of accounting • C05. Plan budget and its measures to control. <hr/> <p>MHM 201</p> <ul style="list-style-type: none"> • C01. Design menu for quantity kitchen • C02. Calculate stock required for volume feeding • C03. Discuss various Indian cuisine • C04. Classify different types of flour, pastry and breads • C05. Recall different types of egg, meat and poultry preparation. <hr/> <p>MHM 201P</p> <ul style="list-style-type: none"> • C01. Demonstrate various regional cuisine preparation of India • C02. Illustrate various bakery preparations • C03. Identify different types of pastry • C04. Discuss the recipe of Indian and continental desserts <hr/> <p>MHM 202</p> <ul style="list-style-type: none"> • C01. Classify different types of bar and beverages
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		<ul style="list-style-type: none"> • C02. Explain various fermented beverages • C03. Describe all spirits used in bar • C04. Discuss the service of tobacco and preparations of cocktails and mocktails • C05. Use suggestive selling skills in room service. <p>MHM 202P</p> <ul style="list-style-type: none"> • C01. Compile beverage menu • C02. Demonstrate alcoholic beverage service • C03. Illustrate mixology skills for making cocktails • C04. Conduct briefing and de-briefing • C05. Demonstrate service of tobacco. <p>MHM 203</p> <ul style="list-style-type: none"> • C01. Follow guest check out procedure and recognize various guest accounts • C02. Discuss night auditing procedure • C03. Explain Guest cycle • C04. Identify various services provided to the guest during the stay • C05. Relate need of computer in front office department <p>MHM 203P</p> <ul style="list-style-type: none"> • C01.
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		<p>Prepare various records and formats used in front office</p> <ul style="list-style-type: none"> • CO2. Discuss role of various staff of front office • CO3. Handle guest complaints • CO4. Create guest profile and update guest history card.
		<p>MHM 204</p> <ul style="list-style-type: none"> • CO1. Explain the role of housekeeping supervisor • CO2. Identify different laundry equipments and select appropriate method for stain removal • CO3. Classify different types of linen used in hotels • CO4. Discuss advantages and disadvantages of contract cleaning • CO5. Describe importance of horticulture
		<p>MHM 204P</p> <ul style="list-style-type: none"> • CO1. Demonstrate supervision skills • CO2. Select latest technique for stain removal • CO3. Relate linen with appropriate cleaning process • CO4. Practice inventory management • CO5. Calculate linen required for a hotel
		<p>MHM 205</p> <ul style="list-style-type: none"> • CO1. Explain importance of tourism and function of

		<p>travel agent, tour operator, etc</p> <ul style="list-style-type: none"> • CO2. Discuss impact and infrastructure of tourism • CO3. Describe the role of different organization for promoting tourism • CO4. Recall various travel documents required while planning for a tour • CO5. Classify different types of tourism. <hr/> <p>MHM 206</p> <ul style="list-style-type: none"> • CO1. Train employees in environment-friendly practices • CO2. Describe various ways to minimize waste • CO3. Apply energy and water conservation • CO4. Practice green housekeeping • CO5. Explain green banqueting. <hr/> <p>MHM 207</p> <ul style="list-style-type: none"> • CO1. Categorize different types of hotels • CO2. Design layout of restaurant and bar • CO3. Plan a kitchen layout and design • CO4. Discuss factors affecting front office design • CO5. Explain space management in housekeeping. <hr/> <p>MHM 208</p>
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		<ul style="list-style-type: none"> • CO1. Recognize different MIS used in hotels • CO2. Generate various reports through MIS • CO3. Analyze various reports generated • CO4. Describe POS and table management system • CO5. Explain Personnel Management Systems
		<p>MHM 301</p> <ul style="list-style-type: none"> • CO1. Describe attributes for staff at entry level, Middle Management, Top Management • CO2. Maintain records and communicate with other departments • CO3. Apply buying knowledge • CO4. Control budget of the kitchen • CO5. Analyze the dishes of the menu.
		<p>MHM 301P</p> <ul style="list-style-type: none"> • CO1. Demonstrate food styling and plate presentation • CO2. Illustrate recipe of various international dishes • CO3. Design 3course menu of international cuisine • CO4. Calculate food cost.
		<p>MHM 302</p> <ul style="list-style-type: none"> • CO1. Classify various equipment and lights used

		<p>while opening a restaurant</p> <ul style="list-style-type: none"> • CO2. Apply principles of menu merchandising • CO3. Practice methods of food and beverage control • CO4. Analyze various strategies in menu merchandising.
		<p>MHM 302P</p> <ul style="list-style-type: none"> • CO1. Plan to open a F&B outlet • CO2. Compare feasibility study for F&B service outlet at different locations.
		<p>MHM 303</p> <ul style="list-style-type: none"> • CO1. Design standard operating procedures and assess man power required for front office • CO2. Plan budget for front office • CO3. Identify various control system in front office • CO4. Explain benefits of revenue management • CO5. Measure yield for front office.
		<p>MHM 303P</p> <ul style="list-style-type: none"> • CO1. Compare hotels on the basis of yield management • CO2. Design a process for stock taking • CO3. Plan duty roster • CO4. Design SOPs.
		<p>MHM 304</p>

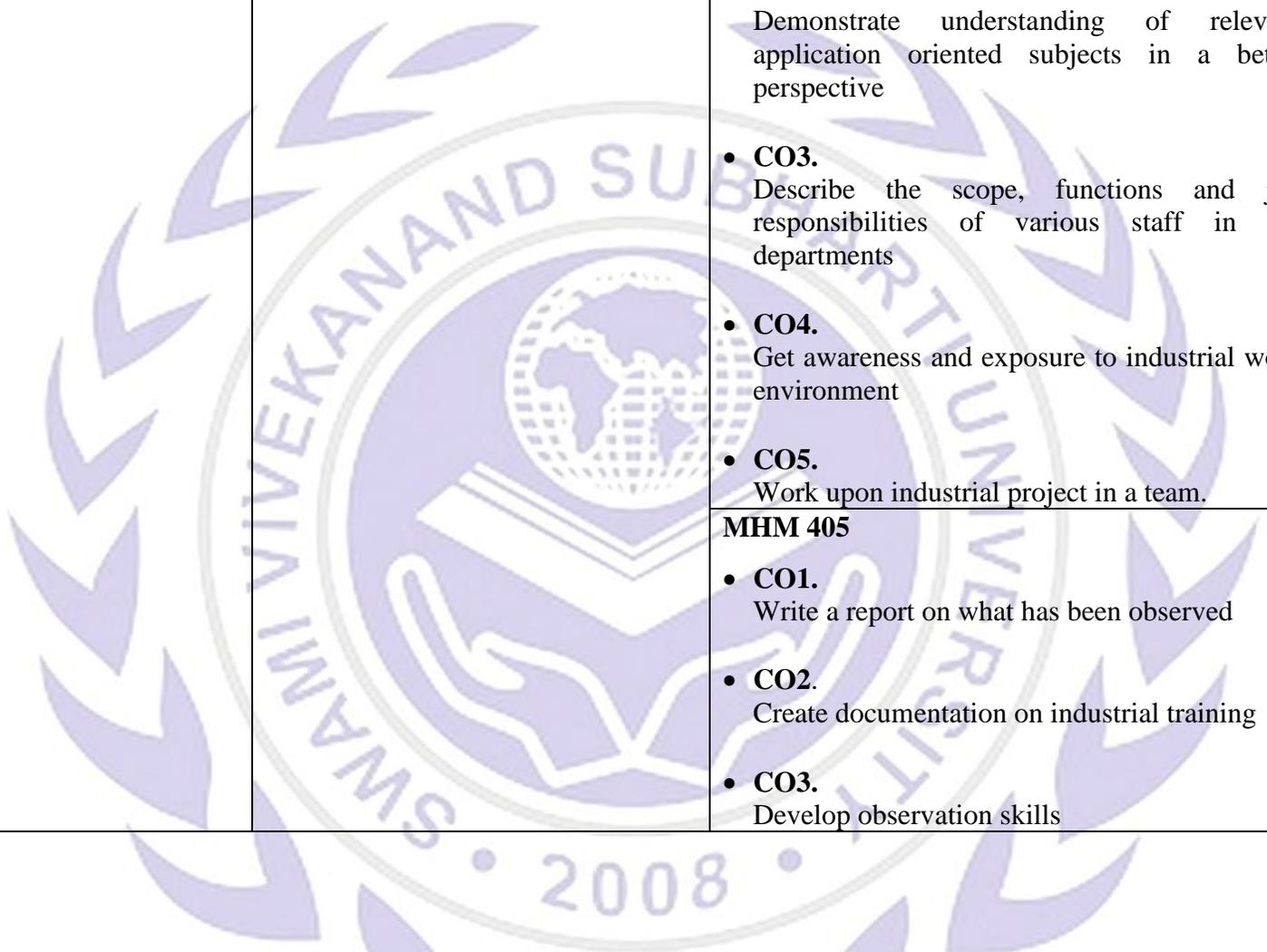
		<ul style="list-style-type: none"> • CO1. Explain the importance of lighting for various areas of the hotel • CO2. Classify different types of floor and its cleaning procedure • CO3. Select soft furnishing and accessories for guest room • CO4. Choose wall covering for the guest room. • CO5. Apply principles of ergonomics.
		<p>MHM 304P</p> <ul style="list-style-type: none"> • CO1. Compare methods of work with time calculation • CO2. Prepare duty roster • CO3. Practice SOPs • CO4. Plan and design aspects of interior decoration.
		<p>MHM 305</p> <ul style="list-style-type: none"> • CO1. Explain scientific management and concept of management • CO2. Apply process of management in daily operations • CO3. Recognize human behavior • CO4. Choose different motivation theories to improve performance • CO5. Develop leadership qualities.
		<p>MHM 306</p>

		<ul style="list-style-type: none"> • CO1. Explain the role and importance of Human Resource Management • CO2. Appraise performance of the team and plan training program • CO3. Evaluate performance of the staff • CO4. Support the manpower with incentive and benefits. • CO5. Solve grievances of the staff.
		<p>MHM 307</p> <ul style="list-style-type: none"> • CO1. Analyze the behavior of individuals and groups in hotels in terms of the key factors that influence organizational behavior. • CO2. Assess the potential effects of organizational-level on organizational behavior. • CO3. Critically evaluate the potential effects of important developments in the external environment on organizational behavior. • CO4. Analyze organizational behavioral issues in the context of organizational behavior theories, models and concepts.
		<p>MHM 308</p> <ul style="list-style-type: none"> • CO1. Differentiate between goods and services • CO2. Explain 7 Ps of marketing • CO3. Measure customer satisfaction and take necessary actions • CO4.

		<p>Discuss service quality</p> <ul style="list-style-type: none"> • CO5. Manage demand and supply <p>MHM 309</p> <ul style="list-style-type: none"> • CO1. Describe and apply theories of entrepreneurial activities and processes • CO2. Discuss personal, sociological and environmental antecedents to the entrepreneurial process • CO3. Analyze the role of opportunity recognition, innovation and creativity in the entrepreneurial process • CO4. Critically analyze a business start-up in the light of entrepreneurial theory • CO5. Identify contemporary entrepreneurship issues including pertinent financial and legal issues in the pre start-up phase of venture creation. <p>MHM 310</p> <ul style="list-style-type: none"> • CO1. Explain components of MICE • CO2. Select the right convention center • CO3. Plan different types of meetings • CO5. Calculate budget for MICE • CO6. Discuss incentive travel. <p>MHM 311</p> <ul style="list-style-type: none"> • CO1. Define research and its purpose • CO2.
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		<p>Explain research process</p> <ul style="list-style-type: none"> • CO3. Summarize collected data • CO4. Choose research instruments • CO5. Analyze the data and present the report. <hr/> <p>MHM 312</p> <ul style="list-style-type: none"> • CO1. Understand the roles of managers in firms • CO2. Understand the internal and external decisions to be made by managers • CO3. Analyze the demand and supply conditions and assess the position of a company • CO4. Design competition strategies, including costing, pricing, product differentiation, and market environment according to the natures of products and the structures of the markets. • CO5. Analyze real-world business problems with a systematic theoretical framework. <hr/> <p>MHM 401</p> <ul style="list-style-type: none"> • CO1. Get familiarized with various technological trends, approaches and applications. • CO2. Demonstrate understanding of relevant application oriented subjects in a better perspective • CO3. Describe the scope, functions and job responsibilities of various staff in the departments • CO4. Get awareness and exposure to industrial
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		<p>work environment</p> <ul style="list-style-type: none"> • CO5. Work upon industrial project in a team. <hr/> <p>MHM 402</p> <ul style="list-style-type: none"> • CO1. Get familiarized with various technological trends, approaches and applications. • CO2. Demonstrate understanding of relevant application oriented subjects in a better perspective • CO3. Describe the scope, functions and job responsibilities of various staff in the departments • CO4. Get awareness and exposure to industrial work environment • CO5. Work upon industrial project in a team. <hr/> <p>MHM 403</p> <ul style="list-style-type: none"> • CO1. Get familiarized with various technological trends, approaches and applications. • CO2. Demonstrate understanding of relevant application oriented subjects in a better perspective • CO3. Describe the scope, functions and job responsibilities of various staff in the departments • CO4. Get awareness and exposure to industrial work environment • CO5. Work upon industrial project in a team. <hr/> <p>MHM 404</p>
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		<ul style="list-style-type: none"> • CO1. Get familiarized with various technological trends, approaches and applications. • CO2. Demonstrate understanding of relevant application oriented subjects in a better perspective • CO3. Describe the scope, functions and job responsibilities of various staff in the departments • CO4. Get awareness and exposure to industrial work environment • CO5. Work upon industrial project in a team.
		<p>MHM 405</p> <ul style="list-style-type: none"> • CO1. Write a report on what has been observed • CO2. Create documentation on industrial training • CO3. Develop observation skills

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