



**BHIKAJI CAMA SUBHARTI COLLEGE OF HOTEL MANAGEMENT**  
Website: [hotelmagement.subharti.org](http://hotelmagement.subharti.org), e-mail: [hotelmanagement@subharti.org](mailto:hotelmanagement@subharti.org), Ph.: 0121-2439043 / 52 (Extn: 3188), Telefax: 0121-3058030, 24390  
*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)



# **Diploma in Food and Beverage Service (DFBS)**

## **Programme Outcome and Course Outcome**

उत्तिष्ठत जाग्रत प्राप्य वरान्निबोधत

Name of Programme	Programme Outcome	Course Outcome
<b>Diploma in Food and Beverage Service</b>	<ul style="list-style-type: none"> <li>• <b>PO1.</b> Plan, prepare and present quality food and beverage for a variety of hospitality environments.</li> <li>• <b>PO2.</b> Deliver accomplished service of food and beverage for a hospitality enterprise.</li> <li>• <b>PO3.</b> Support an industry and workplace service culture by adopting a positive attitude and professional decorum, accommodating diverse and special needs, and contributing as a team member.</li> <li>• <b>PO4.</b> Deliver customer service and solutions that anticipate, meet and/or exceed individual expectations, as well as organizational expectations, standards and objectives.</li> <li>• <b>PO5.</b> Use marketing concepts, market research, social networks, sales and</li> </ul>	<b>DFBS 101</b> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Summarize various catering establishments</li> <li>• <b>CO2:</b> Identify various equipment and linen used in F&amp;B Service and their uses</li> <li>• <b>CO3:</b> Design organizational structure and relate F&amp;B Service department with other department of hotel</li> <li>• <b>CO4:</b> Distinguish different types of service</li> <li>• <b>CO5:</b> Apply billing methods and its measures</li> </ul>
		<b>DFBS 101P</b> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Recognize different napkins folds</li> <li>• <b>CO2:</b> Demonstrate different table layouts</li> <li>• <b>CO3:</b> Perform restaurant service etiquettes and rules to be observed while waiting at the table</li> <li>• <b>CO4:</b> Handle service gear and other equipments</li> <li>• <b>CO5:</b> Demonstrate various types of service</li> </ul>
		<b>DFBS 102</b> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Classify different types of alcoholic beverage and identify bar equipment</li> <li>• <b>CO2:</b> Discuss manufacturing of beer and brand name</li> <li>• <b>CO3:</b></li> </ul>

	<p>revenue management strategies, relationship management skills and product knowledge to promote and sell hospitality services, products and guest experiences.</p> <ul style="list-style-type: none"> <li>• <b>PO6.</b> Apply business and revenue models as well as basic accounting, budgeting, financial and administration skills to support the effective management and operation of a variety of organizations delivering hospitality services and products.</li> <li>• <b>PO7.</b> Comply with relevant organization and workplace systems, processes, policies, standards, legal obligations and regulations, and apply risk management principles, to support and maintain efficient, safe, secure, accessible and healthy hospitality operations.</li> <li>• <b>PO8.</b></li> </ul>	<p>Describe wine manufacturing process and classify wines</p> <p><b>CO4:</b> Differentiate various wine producing countries</p> <ul style="list-style-type: none"> <li>• <b>CO5:</b> Recognize different aperitifs used in bar</li> </ul> <hr/> <p><b>DFBS 102P</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Compile wine list and beer list</li> <li>• <b>CO2:</b> Demonstrate alcoholic beverage service</li> <li>• <b>CO3:</b> Identify glassware used for serving different fermented beverage</li> <li>• <b>CO4:</b> Illustrate service of aperitifs</li> <li>• <b>CO5:</b> Design menu with combination of wine.</li> </ul> <hr/> <p><b>DCC 104</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Recognize different components of computer and their uses</li> <li>• <b>CO2:</b> Identify different operating system</li> <li>• <b>CO3:</b> Recall importance of MS Office</li> <li>• <b>CO4:</b> Describe the role of internet and social media in hospitality industry</li> </ul>
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	<p>Use appropriate technologies to enhance the quality and delivery of hospitality services, products and guest experiences and to measure the effectiveness of hospitality operations.</p> <ul style="list-style-type: none"> <li>• <b>PO9.</b> Keep current with hospitality trends and issues, and interdependent relationships in the broader tourism industry* sectors to improve work performance and guide career development.</li> <li>• <b>PO10.</b> Use leadership, teamwork, conflict and relationship management skills and tools, as well as knowledge of organizational behaviour, labour relations, employment standards and human rights to contribute to a positive work environment.</li> <li>• <b>PO11.</b> Respond to issues and dilemmas arising in the delivery of hospitality services, products and guest experiences by using and promoting ethical behaviour and best practices of corporate social responsibility and environmental sustainability.</li> </ul>	<p><b>DCC 105</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Discuss features and process of communication</li> <li>• <b>CO2:</b> Classify various types of communication</li> <li>• <b>CO3:</b> Solve barriers to effective communication</li> <li>• <b>CO4:</b> Assess their written communication skills</li> <li>• <b>CO5:</b> Evaluate their oral communication</li> </ul> <p><b>DCC 106</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Explain importance of tourism and function of travel agent, tour operator, etc</li> <li>• <b>CO2:</b> Discuss impact and infrastructure of tourism</li> <li>• <b>CO3:</b> Describe the role of different organization for promoting tourism</li> <li>• <b>CO4:</b> Recall various travel documents required while planning for a tour</li> <li>• <b>CO5:</b> Classify different types of tourism</li> </ul> <p><b>DFBS 201</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Discuss different types of meals</li> <li>• <b>CO2:</b> Explain various menu</li> <li>• <b>CO3:</b> Memorize different tobacco products and classify non- alcoholic beverages</li> <li>• <b>CO4:</b> Describe special foods</li> </ul>
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		<p><b>DFBS 201P</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Design French classical menu</li> <li>• <b>CO2:</b> Demonstrate service procedure for lunch/ dinner and breakfast</li> <li>• <b>CO3:</b> Design breakfast, lunch and dinner menu</li> <li>• <b>CO4:</b> Demonstrate trolley set up</li> <li>• <b>CO5:</b> List non alcoholic beverages</li> </ul>
		<p><b>DFBS 202</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Explain spirits and different types of distillation</li> <li>• <b>CO2:</b> Classify spirits and their manufacturing process</li> <li>• <b>CO3:</b> Describe liqueurs</li> <li>• <b>CO4:</b> Name classic cocktails with their recipe</li> <li>• <b>CO5:</b> Classify types of banquet and buffet</li> </ul>
		<p><b>DFBS 202P</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Demonstrate service of various spirits</li> <li>• <b>CO2:</b> Illustrate mixology skills for making cocktails</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>CO3:</b> Relate different types of banquet and buffet set up as per functions</li> <li>• <b>CO4:</b> Compile beverage list</li> </ul>
		<p><b>DCC 204</b></p> <ul style="list-style-type: none"> <li>• <b>CO1.</b> Differentiate entrepreneur, entrepreneurship</li> <li>• <b>CO2.</b> Generate and evaluate ideas</li> <li>• <b>CO3.</b> Identify entrepreneurial process</li> <li>• <b>CO4.</b> Use source of finance to start entrepreneurship</li> <li>• <b>CO5.</b> Explain the importance and responsibilities of entrepreneur and entrepreneurship</li> </ul>
		<p><b>DCC 205</b></p> <ul style="list-style-type: none"> <li>• <b>CO1.</b> Explain the role and importance of Human Resource Management</li> <li>• <b>CO2.</b> Appraise performance of the team and plan training program</li> <li>• <b>CO3.</b> Evaluate performance of the staff</li> <li>• <b>CO4.</b> Support the manpower with incentive and benefits</li> <li>• <b>CO5.</b> Solve grievances of the staff</li> </ul>
		<p><b>DCC 206</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Understand the complexities of controlling the Cost, Food &amp; Beverage products, Labour and revenue in Food &amp; Beverage operations and</li> </ul>



		<p>maximizing profit without sacrificing the quality or quantity of the food or beverage which goes to the guest.</p>
		<p><b>DFBS 301</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Get familiarized with various technological trends, approaches and applications.</li> <li>• <b>CO2:</b> Demonstrate understanding of relevant application oriented subjects in a better perspective</li> <li>• <b>CO3:</b> Describe the scope, functions and job responsibilities of various staff in the departments</li> <li>• <b>CO4:</b> Get awareness and exposure to industrial work environment</li> <li>• <b>CO5:</b> Work upon industrial project in a team.</li> </ul> <p><b>DFBS 302</b></p> <ul style="list-style-type: none"> <li>• <b>CO1:</b> Get familiarized with various technological trends, approaches and applications.</li> <li>• <b>CO2:</b> Demonstrate understanding of relevant application oriented subjects in a better perspective</li> <li>• <b>CO3:</b> Describe the scope, functions and job responsibilities of various staff in the departments</li> <li>• <b>CO4:</b> Get awareness and exposure to industrial work environment</li> <li>• <b>CO5:</b> Work upon industrial project in a team</li> </ul>

