



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)



Bachelor of Hotel Management and Catering Technology (BHMCT)

Programme Outcome and Course Outcome

Name of Programme	Programme Outcome	Course Outcome
Bachelor of Hotel Management and Catering Technology	<ul style="list-style-type: none"> • PO1. Apply in depth knowledge of the operational aspects and knowledge of the underlying principles of the Hospitality Industry. • PO2 Demonstrate the practical skills of the hospitality industry and the strategic management. • PO3 Demonstrate and execute employability skills. • PO4 Employ human resource management techniques. • PO5 Perform cost calculations and apply them to decision-making situations. • PO6. Maintain security, hygiene and safety procedures. • PO7. To demonstrate professional behavior and competencies in customer service. • PO8. Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting. • PO9. Demonstrate guest service skills. • PO10. Implement effective sales techniques and procedures 	BHM 101 <ul style="list-style-type: none"> • CO 1. Describe aims and objectives of cooking, duties and responsibilities of kitchen personnel. • CO 2. Classify different kitchen equipment and fuel with their usage. • CO 3. Differentiate various methods of cooking. • CO 4. Categorize different types of ingredients while preparing menu. • CO 5. Organize themselves as per kitchen standards and practice safety measures
		BHM 101P <ul style="list-style-type: none"> • CO1. Demonstrate food pre- preparation and cooking methods. • CO2. Illustrate different methods of mixing • CO3. Develop basic Indian menu. • CO4. Prepare continental dishes
		BHM 102 <ul style="list-style-type: none"> • CO1. Summarize various catering establishments • CO2. Identify various equipment and linen used in F&B Service and their uses • CO3. Design organizational structure and relate F&B Service department with other department of hotel

	<p>including marketing, public relations, and entrepreneurship within the hospitality industry.</p> <ul style="list-style-type: none"> • PO11. To analyze and solve problems, using appropriate tools and technology. • PO12. Evaluate the organization and function of the hospitality industry. 	<ul style="list-style-type: none"> • CO4. Distinguish different types of service. • CO5. Apply billing methods and its measures.
		<p>BHM 102P</p> <ul style="list-style-type: none"> • CO1. Recognize different napkins folds. • CO2. Demonstrate different table layouts. • CO3. Perform restaurant service etiquettes and rules to be observed while waiting at the table. • CO4. Handle service gear and other equipments. • CO5. Demonstrate various types of service.
		<p>BHM 103</p> <ul style="list-style-type: none"> • CO1. Discuss tourism and hospitality • CO2 Classify different types of hotels • CO3. Describe duties and responsibilities of Front office personnel • CO4. Compare different sections of Front office, meal plans, room rates and different types of key and its control. • CO5. Design layout of guest room and recognize various amenities and supplies
		<p>BHM 103P</p> <ul style="list-style-type: none"> • CO1. Perform bell desk activities • CO2.

		<p>Develop telephone etiquettes</p> <ul style="list-style-type: none"> • CO3. Organize key handling procedures • CO4. Memorize countries, their capital and currencies. • CO5. Practice bell desk activities and solve common guest queries.
		<p>BHM 104</p> <ul style="list-style-type: none"> • CO1. Describe importance and responsibility of housekeeping department and design layout of housekeeping department • CO2. Discuss duties and responsibilities of housekeeping staff • CO3. Apply principles of cleaning and classify equipment • CO4. Identify different cleaning agents • CO5. Classify different types of guest rooms, supplies and amenities. <hr/> <p>BHM 104P</p> <ul style="list-style-type: none"> • CO1. Familiarize with equipment and cleaning agents • CO2. Demonstrate bed making • CO3. Practice use of mechanical equipment • CO4. Prepare different towel fold • CO5. Illustrate public area cleaning procedure. <hr/> <p>BHM 105</p> <ul style="list-style-type: none"> • CO1. Discuss features and process of

		<p>communication</p> <ul style="list-style-type: none"> • CO2. Classify various types of communication • CO3. Solve barriers to effective communication • CO4. Assess their written communication skills • CO5. Evaluate their oral communication. <hr/> <p>BHM 201</p> <ul style="list-style-type: none"> • CO1. Differentiate between stock and soup • CO2. Classify mother sauces and its derivatives and discuss role of egg in cooking • CO3. Describe different types of vegetable cuts • CO4. Explain salads and sandwiches. • CO5. Discuss the role of kitchen stewarding and select control measures for food contamination
		<p>BHM 201P</p> <ul style="list-style-type: none"> • CO1. Demonstrate different sandwich preparation • CO2. Illustrate basic continental preparations • CO3. Design continental breakfast menu • CO4. Practice egg preparation. • CO5. Demonstrate stocks, soups and sauces <hr/> <p>BHM 202</p> <ul style="list-style-type: none"> • CO1. Discuss different types of meals

		<ul style="list-style-type: none"> • CO2. Explain various menu • CO3. Memorize different tobacco products and classify non- alcoholic beverages • CO4. Describe special foods • CO5. Design layout of in room dining and practice in room dining procedure. <hr/> <p>BHM 202P</p> <ul style="list-style-type: none"> • CO1. Design French classical menu • CO2. Demonstrate service procedure for lunch/ dinner and breakfast • CO3 Design breakfast, lunch and dinner menu • CO4. Demonstrate trolley/ trolley set up • CO5. List non alcoholic beverages <hr/> <p>BHM 203</p> <ul style="list-style-type: none"> • CO1. Explain Guest cycle • CO2. Discuss reservation procedure • CO3. Plan pre- arrival procedure • CO4. Describe guest arrival procedure • CO5. Identify various services provided to the guest during the stay <hr/> <p>BHM 203P</p> <ul style="list-style-type: none"> • CO1. Prepare various forms and formats
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		<ul style="list-style-type: none"> • CO2. Demonstrate telephone handling skills and reservation procedure • CO3. Perform the task of different front office staff • CO4. Handle guest complaints • CO5. Illustrate use of PMS
		<p>BHM 204</p> <ul style="list-style-type: none"> • CO1. Co- relate housekeeping department with other departments of the hotel • CO2. Describe daily routine of the housekeeping • CO3. Discuss guest room cleaning procedure • CO4. Memorize routine cleaning of public areas • CO5. Summarize the role of control desk
		<p>BHM 204P</p> <ul style="list-style-type: none"> • CO1. Demonstrate turn down service • CO2. Illustrate mini bar management • CO3. Identify various records maintain in housekeeping department • CO4. Demonstrate spring cleaning of public areas • CO5. Practice stock taking
		<p>AEC 01</p> <ul style="list-style-type: none"> • CO1. Projecting the first impression • CO2

Use simple forms of polite expressions to establish basic social contact and to perform everyday functions including making requests and offers, conducting simple phone conversations, asking and telling time, giving simple directions, asking about price, ordering a meal, etc.

- **CO3.**
Students learn to use general, social and professional language.
- **CO4.**
Polishing manners to behave appropriately in social and professional circles.
- **CO5.**
Handling difficulty situations with grace style and professionalism.

AEC 01P

- **CO1.**
Projecting the first impression
- **CO2.**
Use simple forms of polite expressions to establish basic social contact and to perform everyday functions including making requests and offers, conducting simple phone conversations, asking and telling time, giving simple directions, asking about price, ordering a meal, etc.
- **CO3.**
Students learn to use general, social and professional language.
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Polishing manners to behave appropriately in social and professional circles.
- **CO5**
Handling difficulty situations with grace style and professionalism.

AEC 02

- **CO1.**
Recall environmental practices and policies in the hospitality industry
- **CO2.**
Create a process for water management

		<ul style="list-style-type: none"> • CO3. Propose measures to control air and noise pollution • CO4. Discuss the need of materials and waste management • CO5. Plan guidelines and eco- practices to be implemented in all the departments of the hotel.
		<p>BHM 301</p> <ul style="list-style-type: none"> • CO1. Describe principles of baking and identify different bakery equipment • CO2. Discuss characteristics and functions of ingredients used in making of bakery product • CO3. Distinguish methods of bread making • CO4. Identify different methods of cake making and classify icings • CO5. Classify different types of pastries and cookies <hr/> <p>BHM 301P</p> <ul style="list-style-type: none"> • CO1 Demonstrate cake making • CO2. Illustrate different icings and decoration technique • CO3. Prepare various types of pastries • CO4. Describe bread making methods <hr/> <p>BHM 302</p> <ul style="list-style-type: none"> • CO1. Classify different types of alcoholic beverage and identify bar equipment • CO2. Discuss manufacturing of beer and brand

name

- **CO3.**
Describe wine manufacturing process and classify wines
- **CO4.**
Differentiate various wine producing countries
- **CO5.**
Recognize different aperitifs used in bar

BHM 302P

- **CO1.**
Compile wine list and beer list
- **CO2.**
Demonstrate alcoholic beverage service
- **CO3.**
Identify glassware used for serving different fermented beverage
- **CO4.**
Illustrate service of aperitifs
- **CO5.**
Design menu with combination of wine.

BHM 303

- **CO1.**
Explain check out procedure
- **CO2.**
Differentiate all methods of payment practiced in the hotel
- **CO3.**
Describe front office accounting
- **CO4.**
Practice various statistical data
- **CO5.**
Relate need of computer in front office department

BHM 303P

- **CO1.**
Demonstrate check out procedure
- **CO2.**
Compile departure register, departure intimation

	<ul style="list-style-type: none"> • CO3. Handle various methods of payment • CO4. Prepare various vouchers
	<p>BHM 304</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>BHM 304P</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>BHM 305</p> <ul style="list-style-type: none"> • CO1. Identify allowance, discount and paid out vouchers • CO2. Recognize visitors tabular register and its use • CO3. Generate guest weekly bill

- **CO4.**
Practice uniform system of accounting
- **CO5.**
Plan budget and its measures to control

BHM 306

- **CO1.**
Memorize different nutrients component of food
- **CO2.**
Choose right control measures for food adulteration
- **CO3.**
Classify food additives and follow guidelines and rules for storage of food
- **CO4.**
Apply sanitary practices while preparing food and maintain personal hygiene
- **CO5.**
Discuss importance of HACCP

BHM 307

- **CO1.**
Recognize different components of computer and their uses
- **CO2.**
Identify different operating system
- **CO3.**
Recall importance of MS Office
- **CO4.**
Describe the role of internet and social media in hospitality industry.

BHM 401

- **CO1.**
Explain different regional cuisine of India
- **CO2.**
Recall key ingredients of different regions of India
- **CO3.**
Memorize popular dishes of the region
- **CO4.**
Discuss Indian sweets and desserts

	<ul style="list-style-type: none"> • CO5. Describe other foods such as jain food, parsi food, etc
	<p>BHM 401P</p> <ul style="list-style-type: none"> • CO1. Demonstrate various dishes preparation of different regional cuisine • CO2. Illustrate preparation of Indian desserts • CO3. Recall the key ingredients of the regional cuisine • CO4. Memorize the recipe of popular dishes
	<p>BHM 402</p> <ul style="list-style-type: none"> • CO1. Explain spirits and different types of distillation • CO2. Classify spirits and their manufacturing process • CO3. Describe liqueurs • CO4. Name classic cocktails with their recipe • CO5. Classify types of banquet and buffet
	<p>BHM 402P</p> <ul style="list-style-type: none"> • CO1. Demonstrate service of various spirits • CO2. Illustrate mix-ology skills for making cocktails • CO3. Relate different types of banquet and buffet set up as per functions • CO4. Compile beverage list
	<p>BHM 403</p> <ul style="list-style-type: none"> • CO1. Explain night auditing procedure • CO2. Develop sales techniques

	<ul style="list-style-type: none"> • CO3. Discuss various methods of sales promotion • CO4. Identify different factors affecting room tariff and differentiate room tariffs • CO5. Apply inter- personal skills for handling different guests <p>BHM 403P</p> <ul style="list-style-type: none"> • CO1. Prepare various reports required in night auditing • CO2. Demonstrate suggestive selling techniques • CO3. Compare various room tariff • CO4. Illustrate situation handling skills
	<p>BHM 404</p> <ul style="list-style-type: none"> • CO1. Create safety awareness among the team • CO2. Identify common pest and their control measures • CO3. Solve guest complaints • CO4. Explain the importance of interior designing • CO5. Discuss steps in refurbishing, prior and post redecoration procedures <p>BHM 404P</p> <ul style="list-style-type: none"> • CO1. Relate skills with handling accidents • CO2. Prepare first aid box • CO3.

Compile snag list of any area

- **CO4.**
Demonstrate skills to decorate the guest room

BHM 405

- **CO1.**
Classify events and identify steps involved in planning an event
- **CO2.**
Organize events
- **CO3.**
Recall legal compliance
- **CO4.**
Plan venue for the event
- **CO5.**
Choose and deal with the vendors

BHM 406

- **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

BHM 407

- **CO1.**
Define research and its purpose
- **CO2.**
Explain research process
- **CO3.**
Summarize collected data
- **CO4.**
Choose research instruments
- **CO5.**
Analyze the data and present the report

BHM 408

	<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. Discuss service quality • CO5. Manage demand and supply. <p>BHM 501</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.
	<p>BHM 502</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.

	<ul style="list-style-type: none"> • CO5. Work upon industrial project in a team.
	<p>BHM 503</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.
	<p>BHM 504</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.
	<p>BHM 505</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
	<p>BHM 601</p> <ul style="list-style-type: none"> • CO1. Identify different continental cuisine • CO2. Describe appetizers and convenience food • CO3. Discuss different types of meat • CO4. Classify fish and its cuts • CO5. Calculate nutritional values and calorific values
	<p>BHM 601P</p> <ul style="list-style-type: none"> • CO1. Demonstrate variety of appetizers • CO2. Illustrate balanced diet • CO3. Recognize different meat cuts • CO4. Design European menu
	<p>BHM 602</p> <ul style="list-style-type: none"> • CO1. Illustrate social skills required for front office • CO2. Explain role of concierge • CO3. Plan a layout of lobby and front desk • CO4. Identify reports, module and records required in front office • CO5. Relate legal concerns
	<p>BHM 602P</p> <ul style="list-style-type: none"> • CO1. Assess various reports • CO2. Design brochures for hotel

	<ul style="list-style-type: none"> • CO3. Select appropriate measures to handle different situations • CO4. Plan orientation training program for new joinees.
	<p>BHM 603</p> <ul style="list-style-type: none"> • CO1. Explain different types of trolley and its layout • CO2. Organize catering functions • CO3. Measure the performance of the staff • CO4. Control food and beverage cost • CO5. Take measures to control budget
	<p>BHM 603P</p> <ul style="list-style-type: none"> • CO1. Plan menu for different banquet functions • CO2. Prepare banquet function prospectus • CO3. Differentiate various banquet functions • CO4. Plan theme based events <hr/> <p>BHM 604</p> <ul style="list-style-type: none"> • CO1. Relate purchase with store • CO2. Classify textiles and select uniforms for the staff • CO3. Design bed and select mattress • CO4. Apply principles of flower arrangements • CO5. Assess reports and records to control budget

BHM 604P

- **CO1.**
Demonstrate various flower arrangements
- **CO2.**
Illustrate towel art
- **CO3.**
Plan budget for the department
- **CO4.**
Analyze textiles sample
- **CO5.**
Design purchase formats

BHM 605

- **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

BHM 606

- **CO1.**
Recall all the business acts applicable to hotel industry
- **CO2.**
Memorize all the industrial acts
- **CO3.**
Describe all safety and protection acts
- **CO4.**
Discuss the measures taken to prevent sexual harassment of women at work place
- **CO5.**
Identify various licenses and permits required for the hotel

BHM 607

- **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

BHM 608

- **CO1.**
Explain importance of tourism and function of travel agent, tour operator, etc
- **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

BHM 701

- **CO1.**
Recognize different international cuisine
- **CO2.**
Distinguish between larder and charcutiere
- **CO3.**
Describe cold preparations
- **CO4.**
Classify desserts and chocolate
- **CO5.**
Identify food additives and its use

BHM 701P

- **CO1.**

	<p>Design international A la carte and TDH menu</p> <ul style="list-style-type: none"> • CO2. Demonstrate various international dishes • CO3. Recall various recipe of international desserts • CO4. Illustrate chocolate making procedure • CO5. Plan cold meat platter
	<p>BHM 702</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>BHM 702P</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>BHM 703</p> <ul style="list-style-type: none"> • CO1. Design layout for restaurant and choose furniture, fixture and decorative items • CO2. Apply principles of bar planning with its operation • CO3. Develop suggestive and up- selling skills

- **CO4.**
Calculate food cost
- **CO5.**
Measure beverage cost and select methods to control it

BHM 703P

- **CO1.**
Design different types of menu
- **CO2.**
Recall opening and closing procedures of a F&B outlet
- **CO3.**
Conduct feasibility study
- **CO4.**
Plan a layout of F&B outlet

BHM 704

- **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

BHM 704P

- **CO1.**
Analyze guest feedback form
- **CO2.**
Recognize different types of wall coverings
- **CO3.**
Calculate budget for decoration of a room
- **CO4.**
Practice ergonomics principles
- **CO5.**
Identify colour schemes

BHM 705

- **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 factors (such as structure, culture, and change) on organizational behavior
- **CO3.**
Critically evaluate the potential effects of important developments in the external environment (such as globalization and advances in technology) on organizational behavior
- **CO4.**
Analyze organizational behavioral issues in the context of organizational behavior theories, models and concepts

BHM 706

- **CO1.**
Classify different types of disaster and their impact (such as economic, political, social, etc.)
- **CO2.**
Analyze disaster cycle and its phases
- **CO3.**
Relate disaster with development
- **CO4.**
Apply disaster risk management
- **CO5.**
Identify areas to reduce disaster

BHM 708

- **CO1.**
Differentiate entrepreneur, entrepreneurship
- **CO2.**
Generate and evaluate ideas
- **CO3.**
Identify entrepreneurial process
- **CO4.**
Use source of finance to start entrepreneurship

	<ul style="list-style-type: none"> • CO5. Explain the importance and responsibilities of entrepreneur and entrepreneurship
	<p>BHM 801</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.
	<p>BHM 802</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