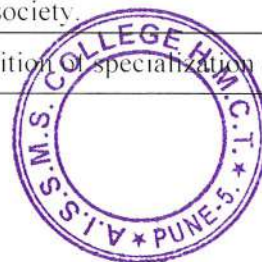


2.6.1 CO, PO ans PSO for all the courses (BHMCT) (2021, 2019, 2016 pattern)

| Program Specific Outcomes (BHMCT) | |
|------------------------------------|--|
| PSO 1 - | To provide students with an in-depth theoretical knowledge and understanding of operations, relevant to international hospitality industry. |
| PSO 2- | To enable students for managerial and administrative jobs, in different organizations, in service and other sectors. |
| PSO 3 – | To focus on holistic development of the graduates making them job ready for management positions in Hotels, Resorts, Cruise liners, Restaurants and Catering Organizations across the globe. |
| PSO 4 - | To provide specialized technical training through experiential learning and imbibe the quality of innovation and creativity, enhancing their entrepreneurial skill |
| PSO 5- | To demonstrate an integrative approach to environmental issues with a focus on sustainability |

| Program Outcomes (BHMCT) | |
|---------------------------|--|
| P1 | Provide knowledge in hospitality management coupled with broad education and awareness of skills and attitudes |
| P2 | Familiarization with the practical aspects of the Hospitality Industry |
| P3 | Synthesize and summarize information and to professionally communicate |
| P4 | Develop employability skills required for hotels and restaurant managements in hospitality and allied sectors |
| P5 | Equip students with the requisite entrepreneurial skills for selfemployment |
| P6 | Develop an ability to interpret, analyze, innovate, communicate and apply technical concepts |
| P7 | Understand and evaluate issues related to environmental sustainability and ethics to make business decisions |
| P8 | Critical Thinking Skills - Evaluate, Analyze and interpret information to solve problems and make business decisions. Intrepret and evaluate unstructured situations, to define the problem, to apply theories to ambiguous situations and to draw conclusions and implement solutions. |
| P9 | Technology - Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems. |
| P10 | Ethics - Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices. |
| P11 | Multicultural and Diversity - Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society. |
| P12 | Demonstrate Learning - Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction. |



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**AISSMS' COLLEGE OF HOTEL MANAGEMENT
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Course Outcomes (2021 Pattern)

| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|-----------------------------|---|
| 1 | CC 101 | Food Production - I | CO 1 Memorize and identify different types of commodities, equipment, and safety operating procedure. |
| | | | CO 2 Implementation of various pre-preparation methods, cuts of vegetables, fuels used in cooking, basic concept of Heat application and texture. |
| | | | CO 3 Identify types of Commodities used in culinary and bakery, their selection, storage criteria, pigments, and to list the cuts of vegetables and their uses in cookery |
| | | | CO 4 Understand the different cooking techniques used, their application, medium of cooking and the difference It gives to the end product. |
| | | | CO 5 Demonstrate Kitchen Etiquette, Attributes and recognize over all functioning of Kitchen department. |
| 2 | CC 102 | Food and Beverage Service I | CO 1 To understand the importance of food and beverage service in the hospitality industry. |
| | | | CO 2 To memorize various types of F & B outlets. |
| | | | CO 3 To demonstrate various cover setups. |
| | | | CO 4 To identify types of equipment used in F & B outlets. |
| | | | CO 5 To discuss types of services offered in a variety of F & B outlets. |
| 3 | CC 103 | Housekeeping | industry. |
| | | | CO 2 Students will be able to explain the coordination of Housekeeping with other departments of the hotel. |
| | | | CO 3 Students will be able to describe the types of rooms, types of keys and a key handling procedure. |
| | | | CO 4 Students will be able to classify various cleaning agents and cleaning equipments and demonstrate their use. |
| | | | CO 5 Students will be able to practice basic cleaning procedures. |
| 4 | CC 104 | Front Office | CO 1 To know and understand various types of hotels. |
| | | | CO 2 To understand the need for organization of Front office operations in Large, Medium and small hotels and personality traits required by Front office staff. |
| | | | CO 3 To identify the types of Room rates and Meal plans |
| | | | CO 4 To understand the guest cycle and the reservation process in detail. |
| | | | CO 5 To familiarize themselves with basic terms and terminology related to the topics |
| 5 | CC 105 | Communication Skills | CO 1 To define communication and state different types of communication. |
| | | | CO 2 Students will be able to discuss the importance of professional reading, writing and listening skills. |
| | | | CO 3 Students will understand the importance of oral communication and its implementation in hospitality industry |
| | | | CO 4 To be able to identify different forms of body language and its use in effective communication |
| | | | CO 5 To recognize various parts of speech and its application in communication. |
| 6 | AECC 106 | Environmental Science- I | CO 1 State the multidisciplinary nature of Environmental studies |
| | | | CO 2 Define the concept of sustainability and sustainable development. |
| | | | CO 3 Discuss the structure and functions of Eco system. |
| | | | CO 4 Identify the renewable and non-renewable resources |
| | | | CO 5 Distinguish Biological Diversity and Interpret the threats to Bio Diversity |




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 AND CATERING TECHNOLOGY, PUNE-5.

Course Outcomes (2021 Pattern)

| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|-------------------------------|--|
| 7 | CC 201 | Food Production - II | CO 1 Identify and Recall the types of commodities, equipment and culinary terms used in culinary and Bakery. |
| | | | CO 2 Familiarize with implementation of various pre- preparation methods, vegetable cuts, cooking fuels and fundamental concept of heat transfer. |
| | | | CO 3 To classify different storage methods used in the industry. |
| | | | CO 4 Understand and relate various cooking techniques used and their application, cooking medium, and the impact on various food components. |
| | | | CO 5 To learn the kitchen etiquettes, attributes and hierarchy, as well as to recognize the overall operation of the kitchen department. |
| 8 | CC 202 | F&B Service II | CO 1 Students will explain different types of menus with cover and accompaniments |
| | | | CO 2 To Learn and understand how to compile French classical menu students should be able to plan different courses. |
| | | | CO 3 Students will be able to classify beverages and demonstrate beverage service operation. |
| | | | CO 4 This subject enables students to apply the knowledge and skills required to advise and serve customers in food service outlets and analyze the food service operations of in room dining. |
| | | | CO 5 Students to list the various types of special food and interpret operate its service procedure. |
| 9 | CC 203 | Accommodations Operations - I | CO 1 Students will be able to get acquainted with control desk and detailed functions performed. |
| | | | CO 2 Students will be able to distinguish different types of beds and bedding and will be able to demonstrate day/night bed |
| | | | CO 3 Students will be able to recognize various areas of hotel and their cleaning routines and implement the same. |
| | | | CO 4 Students will be able to identify different software used by housekeeping in daily operation (POS and PMS) |
| | | | CO 5 Students will be able to interpret stages of guest cycle and will be able to execute basic functions performed at every stage |
| 10 | EC 204 A | Basic French | CO 1 To familiarize the students with the French language related to the hotel Industry. |
| | | | CO 2 To enable students to translate, and read simple French sentences. |
| | | | the student the confidence to communicate better. |
| | | | CO 4 Students will be able to apply the expressions learnt to communicate with clients in day-to-day situations. |
| | | | CO 5 To identify the English equivalent of culinary terms in French. |
| 11 | EC 204 B | Computer Fundamentals | CO 1 Identify the components of a computer system. |
| | | | CO 2 State the difference between hardware and software and identify their tasks. |
| | | | CO 3 Use various features of MS Word, Excel and PowerPoint in assignments. |
| | | | CO 4 Create and upload their own video on social network or website. |
| | | | CO 5 Design Google Form for conducting a survey |
| 12 | SEC 205 | Food Science | CO 1 Describe various Nutrients and nutritional aspects |
| | | | CO 2 To be able to calculate Nutritional value in the food item and plan a Balanced Diet for different age groups by implementing food groups |
| | | | CO 3 State the importance of microorganisms in food industry and use of food preservation techniques |
| | | | CO 4 Understand food contamination and learn techniques to prevent food spoilage. |
| | | | CO 5 Classify various food additives and Identify food adulterants in various commodities |



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Course Outcomes (2021 Pattern)

| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|--------------------------|--|
| 13 | AECC 206 | Environmental Science II | CO 1 List type of Pollution and Identify to control it. |
| | | | CO 2 Identify the importance of Waste management system. |
| | | | CO 3 Discuss the policies, practices and laws pertaining to the environment |
| | | | CO 4 Analyse the Impact of Human communities on Environment and various environmental movements. |
| | | | CO 5 Appraise the environmental ethics for its conversation. |

Course Outcomes (2019 Pattern)

| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|---------------------------------|--|
| 14 | C 301 | Bakery & Confectionary | CO 1 Provides Theoretical and Practical foundation in Baking practices |
| | | | CO 2 Knowledge on Selection of ingredients and proper mixing |
| | | | CO 3 To enhance Baking techniques involved in preparation of Breads |
| | | | CO 4 To Learn Cakes, Flour Pastry, Cookies and Icing |
| | | | CO 5 To learn different types of icing techniques |
| 15 | C 302 | Food and Beverage Service - III | CO 1 Comprehensive knowledge on various fermented Alcoholic Beverages used in the Hospitality Industry |
| | | | CO 2 Understanding the classification, manufacturing process and the various styles of Alcoholic Beverage service |
| | | | CO 3 Provide Technical and specialized skills in the service of Alcoholic Beverages |
| | | | CO 4 Familiarize students to Barprofile and Bar Operations |
| | | | CO 5 Provide Technical and specialized skills in the service of different types of wines. |
| 16 | C 303 | Accommodation Operations I | CO 1 To establish the importance of Rooms Division within the Hospitality Industry |
| | | | CO 2 To understand the functions and operations of Laundry in the hotels. |
| | | | CO 3 To understand the various payment methods used by the guests to settle their bills at the hotel and the required record keeping for the same. |
| | | | CO 4 To implement various statistical formulae to calculate the revenue generated by the front office department |
| | | | CO 5 To understand various accounting posting done by front office for guest and non guest accounts. |
| 17 | C 304 | Hotel Law | CO 1 Define knowledge about legislative provisions pertaining to hospitality industry |
| | | | CO 2 Identify industry laws related to guest and employees and include legislation on employees health and safety. |
| | | | CO 3 Implementation about alcohol licensing and permits regulation. |
| | | | CO 4 Related to different types of contracts and their legality. |
| | | | CO 5 Formulation of safety and security against sexual harassment at work place. |
| 18 | C 305 | Soft Skills Management | CO 1 To develop personality and communication skills of students |
| | | | CO 2 To secure placement in the Hospitality Industry |
| | | | CO 3 Equip the students with convivial skills that enable them to handle their personal and professional lives more effectively |
| | | | CO 4 Learning to connect and work with others to achieve a set task through teamwork |
| | | | CO 5 Apply well-defined techniques to cope with emotions and stress |



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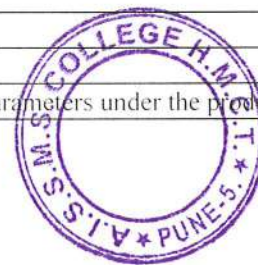
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| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|--|---|
| 19 | DSE306 A | Hospitality Sales | CO 1 This subject will help students to enhance their ability of understanding Hospitality Sales |
| | | | CO 2 Students will be able to plan events |
| | | | CO 3 Students will be able to explain how to get organised for an event |
| | | | CO 4 Students will be able apply and demonstrate revenue and cost control methods in event operations. |
| | | | CO 5 Students will be able to implement f&b control measures or methods for various events |
| 20 | DSE306 B | Computer Fundamentals | CO 1 Identify the components of a computer system. |
| | | | CO 2 State the difference between hardware and software and identify their tasks. |
| | | | CO 3 Use various features of MS Word, Excel and PowerPoint in assignments. |
| | | | CO 4 Create and upload their own video on social network or website. |
| | | | CO 5 Design Google Form for conducting a survey |
| 21 | C 401 | Principles of Quantity Food Production | CO 1 Aims at imparting the knowledge and skill sets required in bulk catering in welfare & commercial sectors |
| | | | CO 2 Exposed to the features of Indian regional cuisines and operations of industrial caterings |
| | | | CO 3 Familiarizes the students with equipment, types of catering, methods of purchasing & indenting, storing, portioning |
| | | | CO 4 Synthesize and summarize information about menu planning in quantity food production |
| | | | CO 5 To make students understand the efficient yield management in quantity food preparations. |
| 22 | C 402 | F&B Service -IV | CO 1 The subject will help students to define alcohol and understand the distillation process. |
| | | | CO 2 Students will be able to define spirits - whisky, brandy, rum, gin and tequila and vodka. Learn and understand manufacturing process of each spirit and national and international brands. |
| | | | CO 3 Students will be able learn and demonstrate beverage order taking skills and service style of each spirit. |
| | | | CO 4 Understand the definition of cocktails and learn about classic and contemporary cocktails and bar equipments. |
| | | | CO 5 Students will learn various types of buffets and banquet set ups and develop skills in the various styles and service procedures of the same. |
| 23 | C 403 | Accommodation Operations - II | CO 1 To understand the importance of Safety and first- aid in the hotel. |
| | | | CO 2 To describe the complaints handlings of the housekeeping department. |
| | | | CO 3 To recognize the interior designing and its principles. |
| | | | CO 4 Students to be able to explain the importance of sales promotion in front office department. |
| | | | CO 5 To discuss the room tariff process in detail. |
| 24 | C 404 | Event Management | CO1 Understand the basics of planning an event |
| | | | CO2 To know the about legal requirements of various legal aspects while organizing and event |
| | | | CO3 Create awareness of operational challenges and importance of planning to make an event successful |
| | | | CO4 Understand the how to arrange smaller functions or parties |
| | | | CO5 Utilise and apply basic costing principles to plan menus and event fundamentals to make profit |




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AND CATERING TECHNOLOGY, PUNE-5.

| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|---|--|
| 25 | C 405 | Food Safety Management Systems | CO 1 To enable students to work towards a systematic approach for Food Safety management. |
| | | | CO 2 To understand and evaluate issues on food safety and ethics to make business decisions |
| | | | CO 3 To describe the hazard analysis and develop a HACCP plan |
| | | | CO 4 To describe planning and developing of safe products |
| | | | CO 5 To relate management's role in implementation of FSMS and continual improvement |
| 26 | GE406A | Customer Relationship Management | CO 1 To define Customer Relationship Management. |
| | | | CO 2 To identify customer loyalty and retention programme of various service brands. |
| | | | CO 3 To Design customer relationship management strategies for the hospitality business. |
| | | | CO 4 To locate and solve customer complaints with the help of the Gap Model. |
| | | | CO 5 To design a service blueprint for hospitality services. |
| 27 | GE406B | Facility Planning | CO 1 Discuss the hotel facility planning guidelines for approval of Hotel projects |
| | | | CO 2 To study interior related aspects such as floors, floor finishes, lighting and colour schemes. |
| | | | CO 3 Describe various equipment & furniture required for planning various hotel areas/departments |
| | | | CO 4 Understand the methods of energy conservation in hotel operation. |
| | | | CO 5 Know the guidelines for planning facilities for specially abled guests |
| 28 | CS 601 A | Sp. in Food Production Mgmt.- I | CO 1 To remember the technical terms related to the European cuisine |
| | | | CO 2 To understand the concept of balanced diet and convenience food |
| | | | CO 3 To apply the technical concepts in planning of kitchen and bakery outlet |
| | | | CO 4 To understand the various cooking techniques applied to meat, poultry and fish cookery |
| | | | CO 5 To analyze the salient features of Nouvelle Cuisine and Haute Cuisine |
| 29 | CS 601 B | Sp. In F & B Service Mgmt. - I | CO 1 Students will be able to demonstrate various gueridon preparations |
| | | | CO 2 Students will be able to implement their knowledge of function catering for planning events |
| | | | CO 3 To understand the different styles transport catering |
| | | | CO 4 To be able to list attributes required for f&b personnel |
| | | | CO 5 To be able to explain cost, profit and sales of F&B departments |
| 30 | CS 601 C | Specialization in Accommodation Management –I | CO 1 To establish the importance of Accommodation Management within the Hospitality Industry |
| | | | CO 2 To acquire knowledge and skills with respect to the various aspects of Accommodation Operations |
| | | | CO 3 Design a lobby incorporating the needs of a physically challenged person |
| | | | CO 4 Understand the concept of Concierge |
| | | | CO 5 Know the salient features of Designing a brochure |
| 31 | C 602 | Beverage Control | CO 1 To understand the objectives of Food and Beverage Controls |
| | | | CO 2 To learn the Basic Concepts of Profits |
| | | | CO 3 To analyse Cost Dynamics and Break Even Point |
| | | | CO 4 To understand the concept of Budgeting |
| | | | CO 5 To define the product cycle and identify the various parameters under the product cycle |

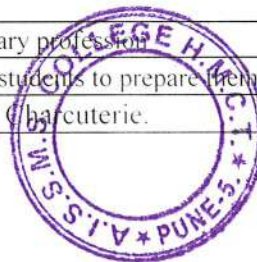


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| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|---------------------------|---|
| 32 | C 603 | Human Resource Management | CO 1 Importance and Knowledge of Human Resource Management in Hospitality Sector |
| | | | CO 2 Creating career path by understanding the aspects of HRM related to Hotel Industry |
| | | | CO 3 To understand the different performance appraisals used by HR for evaluating employees. |
| | | | CO 4 To understand the grievance handling mechanism. |
| | | | CO 5 To study the labour and Management relations. |
| 33 | C 604 | Services Marketing | CO 1 To enable the students to enhance their ability to understand the concepts of Services Marketing with special focus on hospitality marketing |
| | | | CO 2 Deals with the intricacies of services mix and the importance of customer satisfaction through service quality |
| | | | CO 3 To understand 7 ps of marketing mix and its implementation |
| | | | CO 4 To learn the ways to manage demand and supply capacity. |
| | | | CO 5 To study and understand the duties and responsibilities of a marketing manager |
| 34 | C 605 | Hotel Maintenance | CO 1 The subject will provide information regarding role of Engineering department in hotel industry |
| | | | CO 2 Students will be thorough with various maintenance procedures followed by hotels |
| | | | CO 3 To study the various conventional and non conventional sources of energy. |
| | | | CO 4 To study the various plumbing fixtures and its applications |
| | | | CO 5 To understand the various safety and security majors followed by engineering department of the hotel. |
| 35 | GE606A | Food Science | CO 1 Introduction to Hygiene & Sanitation in catering establishments |
| | | | CO 2 Study of microbes to prevent food borne diseases |
| | | | CO 3 Introduction to Nutritional aspects |
| | | | CO 4 Importance of Balanced diet and planning Modified diets |
| | | | CO 5 New trends in Nutrition with respect to catering industry |
| 36 | GE606B | Nutrition | CO 1 Define basic concepts of Nutrition |
| | | | CO 2 Describe various Nutrients on basis of classification, sources, functions and RDA |
| | | | CO 3 To be able to calculate Nutritional value in the food item |
| | | | CO 4 Plan a Balanced Diet for different age groups by implementing five food groups |
| | | | CO 5 Implement food pyramid in menu planning for vegetarian and non vegetarian |

Course Outcomes (2016 Pattern)

| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|---|---|
| 37 | CS701A | Specialization in Food Production Management - II | CO 1 Students would understand different commodities, equipment, cooking methods used in popular International Asian Cuisines such as Thai, Korean, Japanese, Chinese, Vietnamese, Sri Lankan, etc. |
| | | | CO 2 They would distinguish and apply various Meat cuts and processing techniques used in any other branches of Culinary like Charcuterie. |
| | | | CO 3 Developing Management skills needed in the Culinary profession |
| | | | CO 4 To evaluate specialized culinary skills amongst the students to prepare them for the industry. |
| | | | CO 5 Design Menus based on Cold preparations and Charcuterie. |



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**AISSMS' COLLEGE OF HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, PUNE-5.**

| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|---|---|
| 38 | CS701B | Specialization in Food & Beverage Service Management – II | CO 1 This subject will help students to plan and design various food and beverage service outlets. |
| | | | CO 2 Students will be able to plan menu merchandising tools for f&b outlets. |
| | | | CO 3 Students will be able to explain latest trends in beverages. |
| | | | CO 4 Students will be able apply and demonstrate revenue and cost control methods in various food and beverage service operations. |
| | | | CO 5 Students will be able to implement f&b control measures or methods for various outlets. |
| 39 | CS701C | Specialization in Housekeeping Management – II | CO 1 To develop a professional specialized skills in the field of accommodation |
| | | | CO 2 To understand the principles of Interior Designing with respect to Color , Lighting, furnishings, floor finishes etc. |
| | | | CO 3 To demonstrate the knowledge of design and layout of accommodation facilities |
| | | | CO 4 To be able identify significance & need of ergonomics in housekeeping |
| | | | CO 5 To be able to analysis of risk factors in housekeeping: ergonomic perspective |
| 40 | CED 701 | Specialization in Front Office Management – II | CO 1 Describe Front Office Procedures & Design the standard operating procedure required for Front Office operations in hotels |
| | | | CO 2 Plan the staff requirement and duty rota for the hotel front office staff |
| | | | CO 3 Operate and use software in the front office department |
| | | | CO 4 Develop an ability to intrepet and analyze the revenue & expenses of the front office department |
| | | | CO 5 Create a Revenue Management implementation strategy |
| 41 | AE 702 | Food Safety Management Systems | CO 1 To enable students to work towards a systematic approach for Food Safety management. |
| | | | CO 2 To understand and evaluate issues on food safety and ethics to make business decisions |
| | | | CO 3 To describe the hazard analysis and develop a HACCP plan |
| | | | CO 4 To describe planning and developing of safe products |
| | | | CO 5 To relate management's role in implementation of FSMS and continual improvement |
| 42 | AE 703 | Total Quality Management | CO 1 To describe the importance of quality in modern business scenario pertaining to individuals, organizations, customers, suppliers and society |
| | | | CO 2 To discuss the role of leadership and professional ethics in Quality Management |
| | | | CO 3 To describe the concept of quality management tools for enhancing quality |
| | | | CO 4 To differentiate between internal and external customers and discuss role of customer satisfaction in quality management |
| | | | CO 5 Implementation of quality and environmental standards in hotel operations |
| 43 | SE 704 | MICE | CO 1 This subject will help students to plan and organize an event |
| | | | CO 2 Students will be able to define various meetings |
| | | | CO 3 Students will understand the components of MICE |
| | | | CO 4 Students will be able apply and demonstrate the knowledge of budgeting when planning an even on global scale |
| | | | CO5 Students will be able to make report of various international cultural events |
| 44 | SE 705 | Customer Relationship Management | CO 1 To define Customer Relationship Management. |
| | | | CO 2 To identify customer loyalty and retention programme of various service brands. |
| | | | CO 3 To Design customer relationship management strategies for the hospitality business. |
| | | | CO 4 To locate and solve customer complaints with the help of the Gap Model. |
| | | | CO 5 To design a service blueprint for hospitality services |

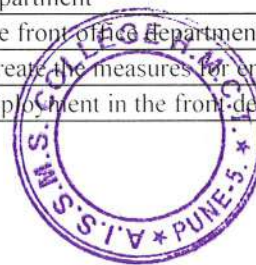


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**AISSMS' COLLEGE OF HOTEL MANAGEMENT
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| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|--|---|
| 45 | SE 706 | Facility Planning | CO 1 Discuss the hotel facility planning guidelines for approval of Hotel projects |
| | | | CO 2 To study interior related aspects such as floors, floor finishes, lighting and colour schemes. |
| | | | CO 3 Describe various equipment & furniture required for planning various hotel areas/departments |
| | | | CO 4 Understand the methods of energy conservation in hotel operation. |
| | | | CO 5 Know the guidelines for planning facilities for specially abled guests |
| 46 | SE 707 | Small Business Management | CO 1 Define small business and Identify opportunities for a small business |
| | | | CO 2 Implementation of ethics and essential management skills required for a small business |
| | | | CO 3 Develop a marketing plan for a business and identify the cultural diversity to segment the market |
| | | | CO 4 Explain Financial Planning and control for a small business |
| | | | CO 5 Design a business plan |
| 47 | SE 708 | Hotel Maintenance | CO 1 The subject will provide information regarding role of Engineering department in hotel industry |
| | | | CO 2 Students will be thorough with various maintenance procedures followed by hotels |
| | | | CO 3 To study the various conventional and non conventional sources of energy. |
| | | | CO 4 To study the various plumbing fixtures and its applications |
| | | | CO 5 To understand the various safety and security majors followed by engineering department of the hotel. |
| 48 | CEA 801 | Specialization in Food Production Management - III | CO 1 To develop managerial, conceptual skills sets and understand documented procedures required for kitchen administration |
| | | | CO 2 To imply production management in context to production quality and quantity control |
| | | | CO 3 To apply the concept of Budget planning and control |
| | | | CO 4 To understand and apply menu matrix |
| | | | CO 5 To develop new recipes and the concept of product research |
| 49 | CEB 801 | Specialization in Food & Beverage Service Management – III | CO 1 Students will be able to understand the concept of molecular gastronomy, GM foods and vegan food in food and beverage service outlets. |
| | | | CO 2 Aims to inculcate a comprehensive understanding of management policies of various food and beverage operations |
| | | | CO 3 This subject will help students to identify different Food and beverage service outlet Food laws and license requirements. |
| | | | CO4 The students will be able to recognize the standard requirement for Michelin star restaurants. |
| | | | CO5 The students will be able to explain and implement various costing reports used in F&B operations. |
| 50 | CEC 801 | Specialization in Housekeeping Management – III | CO 1 Comprehend the Facility planning process |
| | | | CO 2 Examine and evaluate the current issues, trends, practices, and processes in the housekeeping department in the global context |
| | | | CO 3 Identify the characteristics and benefits of great customer service |
| | | | CO 4 Describe the components of revenue management and pricing |
| | | | CO 5 Use the information available discreetly ensuring safety, security and privacy of guest, employees and organization |
| 51 | CED 801 | Specialization in Front Office Management – III | CO 1 To apply terminology and concepts related to front desk operations |
| | | | CO 2 To explain the latest trends in the front office department |
| | | | CO 3 To effectively operate and use the software in the front office department. |
| | | | CO 4 To analyze the guest feedback mechanism and create the measures for enhancing guest satisfaction. |
| | | | CO 5 To explain and apply skills necessary to seek employment in the front desk/ front office supervision and management. |

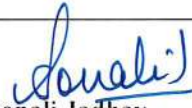


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| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|------------------------|---|
| 52 | AE 803 | Organization Behaviour | CO 1 To understand the different perspectives of Organizational Behavior in a global scenario |
| | | | CO 2 To learn to build better relationships by achieving human objectives, organizational objectives and social objectives. |
| | | | CO 3 To develop awareness and understanding of the diverse and multicultural organizations |
| | | | CO 4 To understand and evaluate ethical issues in the organizations. |
| | | | CO 5 To apply the study to make organizations work effectively. |
| 53 | AE 804 | Managerial Economics | CO 1 To list various points related to the importance of Managerial economics |
| | | | CO 2 To understand the concept of demand and its implications in deciding Price |
| | | | CO 3 To use the concept of determination of supply at various levels of Price |
| | | | CO 4 Students will be able to differentiate between the short run and Long run cost |
| | | | CO 5 To compare the various types of market structure. |




 Dr. Sonali Jadhav
PRINCIPAL
 A.S.S.M.S. COLLEGE OF HOTEL MANAGEMENT
 AND CATERING TECHNOLOGY, PUNE-5.

2.6.1 CO, PO ans PSO for all the courses (B.S.c. H.S.) (2021 and 2019 pattern)

Program Specific Outcomes (B.S.c. H.S.)

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| PSO 1 - To provide students with an in-depth theoretical knowledge and understanding of operations, relevant to international hospitality industry. |
| PSO 2 - To enable students for managerial and administrative jobs, in different organizations, in service and other sectors. |
| PSO 3 – To focus on holistic development of the graduates making them job ready for management positions in Hotels, Resorts, Cruise liners, Restaurants and Catering Organizations across the globe. |
| PSO 4 - To provide specialized technical training through experiential learning and imbibe the quality of innovation and creativity, enhancing their entrepreneurial skills. |
| PSO 5 - To demonstrate an integrative approach to environmental issues with a focus on sustainability |

Program Outcomes (B.S.c. H.S.)

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|------------|--|
| P1 | Provide knowledge in hospitality management coupled with broad education and awareness of skills and attitudes |
| P2 | Familiarization with the practical aspects of the Hospitality Industry |
| P3 | Synthesize and summarize information and to professionally communicate |
| P4 | Develop employability skills required for hotels and restaurant managements in hospitality and allied sectors |
| P5 | Equip students with the requisite entrepreneurial skills for selfemployment |
| P6 | Develop an ability to interpret, analyze, innovate, communicate and apply technical concepts |
| P7 | Understand and evaluate issues related to environmental sustainability and ethics to make business decisions |
| P8 | Critical Thinking Skills - Evaluate, Analyze and interpret information to solve problems and make business decisions. Intrepret and evaluate unstructured situations, to define the problem, to apply theories to ambiguous situations and to draw conclusions and implement solutions. |
| P9 | Technology - Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems. |
| P10 | Ethics - Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices. |
| P11 | Multicultural and Diversity - Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society. |
| P12 | Demonstrate Learning - Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction. |



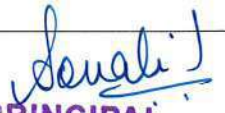
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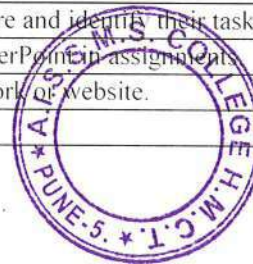
Course Outcomes (2021 Pattern)

| Sr. No | Pattern | Subject Name | Course Outcomes |
|--------|---------|-----------------------------|---|
| 1 | CC 101 | Food Production - I | CO 1 Memorize and identify different types of commodities, equipment, and safety operating procedure. |
| | | | CO 2 Implementation of various pre-preparation methods, cuts of vegetables, fuels used in cooking, basic concept of Heat application and texture. |
| | | | CO 3 Identify types of Commodities used in culinary and bakery. their selection, storage criteria, pigments, and to list the cuts of vegetables and their uses in cookery |
| | | | CO 4 Understand the different cooking techniques used, their application, medium of cooking and the difference It gives to the end product. |
| | | | CO 5 Demonstrate Kitchen Etiquette, Attributes and recognize over all functioning of Kitchen department. |
| 2 | CC 102 | Food and Beverage Service I | CO 1 To understand the importance of food and beverage service in the hospitality industry. |
| | | | CO 2 To memorize various types of F & B outlets. |
| | | | CO 3 To demonstrate various cover setups. |
| | | | CO 4 To identify types of equipment used in F & B outlets. |
| | | | CO 5 To discuss types of services offered in a variety of F & B outlets. |
| 3 | CC 103 | Housekeeping | CO 1 The students will be able to identify the role and competencies of Housekeeping in hotels and allied sectors of Hospitality industry. |
| | | | CO 2 Students will be able to explain the coordination of Housekeeping with other departments of the hotel. |
| | | | CO 3 Students will be able to describe the types of rooms, types of keys and a key handling procedure. |
| | | | CO 4 Students will be able to classify various cleaning agents and cleaning equipments and demonstrate their use. |
| | | | CO 5 Students will be able to practice basic cleaning procedures. |
| 4 | CC 104 | Front Office | CO 1 To know and understand various types of hotels. |
| | | | CO 2 To understand the need for organization of Front office operations in Large, Medium and small hotels and personality traits required by Front office staff. |
| | | | CO 3 To identify the types of Room rates and Meal plans |
| | | | CO 4 To understand the guest cycle and the reservation process in detail. |
| | | | CO 5 To familiarize themselves with basic terms and terminology related to the topics |
| 5 | CC 105 | Communication Skills | CO 1 To define communication and state different types of communication. |
| | | | CO 2 Students will be able to discuss the importance of professional reading, writing and listening skills. |
| | | | CO 3 Students will understand the importance of oral communication and its implementation in hospitality industry |
| | | | CO 4 To be able to identify different forms of body language and its use in effective communication |
| | | | CO 5 To recognize various parts of speech and its application in communication. |




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| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|-------------------------------|--|
| 6 | AECC 106 | Environmental Science- I | CO 1 State the multidisciplinary nature of Environmental studies |
| | | | CO 2 Define the concept of sustainability and sustainable development. |
| | | | CO 3 Discuss the structure and functions of Eco system. |
| | | | CO 4 Identify the renewable and non- renewable resources |
| | | | CO 5 Distinguish Biological Diversity and Interpret the threats to Bio Diversity |
| 7 | CC 201 | Food Production - II | CO 1 Identify and Recall the types of commodities, equipment and culinary terms used in culinary and Bakery. |
| | | | CO 2 Familiarize with implementation of various pre- preparation methods, vegetable cuts, cooking fuels and fundamental concept of heat transfer. |
| | | | CO 3 To classify different storage methods used in the industry. |
| | | | CO 4 Understand and relate various cooking techniques used and their application, cooking medium, and the impact on various food components. |
| | | | CO 5 To learn the kitchen etiquettes, attributes and hierarchy, as well as to recognize the overall operation of the kitchen department. |
| 8 | CC 202 | F&B Service II | CO 1 Students will explain different types of menus with cover and accompaniments |
| | | | CO 2 To Learn and understand how to compile French classical menu students should be able to plan different courses. |
| | | | CO 3 Students will be able to classify beverages and demonstrate beverage service operation. |
| | | | CO 4 This subject enables students to apply the knowledge and skills required to advise and serve customers in food service outlets and analyze the food service operations of in room dining. |
| | | | CO 5 Students to list the various types of special food and interpret operate its service procedure. |
| 9 | CC 203 | Accommodations Operations - I | CO 1 Students will be able to get acquainted with control desk and detailed functions performed. |
| | | | CO 2 Students will be able to distinguish different types of beds and bedding and will be able to demonstrate day/night bed |
| | | | CO 3 Students will be able to recognize various areas of hotel and their cleaning routines and implement the same. |
| | | | CO 4 Students will be able to identify different software used by housekeeping in daily operation (POS and PMS) |
| | | | CO 5 Students will be able to interpret stages of guest cycle and will be able to execute basic functions performed at every stage |
| 10 | EC 204 A | Basic French | CO 1 To familiarize the students with the French language related to the hotel Industry. |
| | | | CO 2 To enable students to translate, and read simple French sentences. |
| | | | CO 3 The students will be able to demonstrate the various aspects of basic French grammar that are introduced gradually which gives the student the confidence to communicate better. |
| | | | CO 4 Students will be able to apply the expressions learnt to communicate with clients in day-to-day situations. |
| | | | CO 5 To identify the English equivalent of culinary terms in French. |
| 11 | EC 204 B | Computer Fundamentals | CO 1 Identify the components of a computer system. |
| | | | CO 2 State the difference between hardware and software and identify their tasks. |
| | | | CO 3 Use various features of MS Word, Excel and PowerPoint in assignments. |
| | | | CO 4 Create and upload their own video on social network or website. |
| | | | CO 5 Design Google Form for conducting a survey |



Shweta

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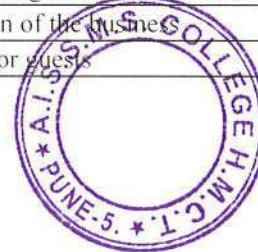
| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--|--------------|-------------------------------|--|
| 12 | SEC 205 | Food Science | CO 1 Describe various Nutrients and nutritional aspects |
| | | | CO 2 To be able to calculate Nutritional value in the food item and plan a Balanced Diet for different age groups by implementing food groups |
| | | | CO 3 State the importance of microorganisms in food industry and use of food preservation techniques |
| | | | CO 4 Understand food contamination and learn techniques to prevent food spoilage. |
| | | | CO 5 Classify various food additives and Identify food adulterants in various commodities |
| 13 | AECC 206 | Environmental Science II | CO 1 List type of Pollution and Identify to control it. |
| | | | CO 2 Identify the importance of Waste management system. |
| | | | CO 3 Discuss the policies, practices and laws pertaining to the environment |
| | | | CO 4 Analyse the Impact of Human communities on Environment and various environmental movements. |
| | | | CO 5 Appraise the environmental ethics for its conversation. |
| Course Outcomes (2019 Pattern) | | | |
| Sr. No | Pattern | Subject Name | Course Outcomes |
| 14 | HS 301 | Food Production - III | CO 1 Aims at imparting the knowledge and skill sets required in bulk catering in welfare & commercial sectors |
| | | | CO 2 Exposed to the features of Indian regional cuisines and operations of industrial caterings |
| | | | CO 3 Familiarizes the students with equipment, types of catering, methods of purchasing & indenting, storing, portioning |
| | | | CO 4 Synthesize and summarize information about menu planning in quantity food production |
| | | | CO 5 To make students understand the efficient yield management in quantity food preparations. |
| 15 | HS 302 | Food & Beverage Service - III | CO 1 Comprehensive knowledge on various fermented Alcoholic Beverages used in the Hospitality Industry |
| | | | CO 2 Understanding the classification, manufacturing process and the various styles of Alcoholic Beverage service |
| | | | CO 3 Provide Technical and specialized skills in the service of Alcoholic Beverages |
| | | | CO 4 Familiarize students to Barprofile and Bar Operations |
| | | | CO 5 Provide Technical and specialized skills in the service of different types of wines. |
| 16 | HS 303 | Accommodation Operations I | CO 1 To establish the importance of Rooms Division within the Hospitality Industry |
| | | | CO 2 To understand the functions and operations of Laundry in the hotels. |
| | | | CO 3 To understand the various payment methods used by the guests to settle their bills at the hotel and the required record keeping for the same. |
| | | | CO 4 To implement various statistical formulae to calculate the revenue generated by the front office department |
| | | | CO 5 To understand various accounting posting done by front office for guest and non guest accounts. |
| 17 | HS 307 | Environment | CO 1 To familiarize with the importance and concept of sustainability and development |
| | | | CO 2 To understand the structure and functions of Eco system. |
| | | | CO 3 To identify of renewable and non- renewable resources |
| | | | CO 4 To update on the policies, practices and laws pertaining to the environment |
| | | | CO 5 To analyze the impact of Human communities on environment, disaster management, environmental ethics and environmental communication |



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| Sr. No | Subject Code | Subject Name | Course Outcomes |
|--------|--------------|-------------------------------------|---|
| 18 | HS 308 | Communication Skills I | CO 1 Introduction to the concept of personality and develop personality |
| | | | CO 2 Understand the nuances of power point presentation |
| | | | CO 3 Managing self and optimizing potential |
| | | | CO 4 Understand recruiters' expectations and prepare to meet the standards |
| | | | CO5 Understand the concept of teamwork and its importance and application in the hotel industry |
| 19 | HS 501 | Advanced Food Production - I | CO 1 To Understand European, North & South American cuisine food |
| | | | CO 2 Identify cuts of meat, poultry and game with its appropriate uses |
| | | | CO 3 Sketch & illustrate kitchen layout of various areas |
| | | | CO 4 To know various types of Flour Pastries, Icings, Chocolates & food additives |
| | | | CO 5 To learn modern plating styles for food presentation |
| 20 | HS 502 | Advanced Food & Beverage Service I | CO 1 To provide in depth and comprehensive knowledge for Food and Beverage service |
| | | | CO 2 To develop technical skills in aspects of Specialized for this department |
| | | | CO 3 To demonstrate and evaluate , analyzed data to become entrepreneur and implement solutions. |
| | | | CO 4 To enhance the innovative skill in students and solve ethical issues in this sector for customer satisfaction level. |
| | | | CO 5 To discuss the cost controlling parameters to manage within the given budget. |
| 21 | HS 503 | Advanced Accommodation Operations I | CO 1 Students will be able to explain the basic objectives and principles of Interior decoration, Refurbishment and Redecoration. |
| | | | CO 2 Students will be able to identify and remember the types of gardens, indoor and outdoor plans along with its care. |
| | | | CO 3 Students will be able to discuss the purchase system and will be able to establish a relation between budgeting and purchasing. |
| | | | CO 4 Students will be able to describe the role, functions and process of Night audit along with revenue calculation using basic formulae |
| | | | CO 5 Students will be able to demonstrate the sales and marketing techniques used to increase the revenue. |
| 22 | HS 507 | Environment Science II | CO 1 List type of Pollution and Identify to control it. |
| | | | CO 2 Identify the importance of Waste management system. |
| | | | CO 3 Discuss the policies, practices and laws pertaining to the environment |
| | | | CO 4 Analyse the Impact of Human communities on Environment and various environmental movements. |
| | | | CO 5 Appraise the environmental ethics for its conversation. |
| 23 | HS 508 | Communication Skills | CO 1 To develop personality and communication skills of students |
| | | | CO 2 To secure placement in the Hospitality Industry |
| | | | CO 3 Equip the students with convivial skills that enable them to handle their personal and professional lives more effectively |
| | | | CO 4 Learning to connect and work with others to achieve a set task through teamwork |
| | | | CO 5 Apply well-defined techniques to cope with emotions and stress. |
| 24 | HS 509 | Basic Accountancy Skills | CO 1 Introduction to basic concepts of Accounting |
| | | | CO 2 Utilization of Accounting principles in Hotel Accounting |
| | | | CO 3 Introduction to Accounting Books used for recording business transaction |
| | | | CO 4 Ascertain Financial Results and Financial Position of the business |
| | | | CO 5 To understand various accounting posting done for guests |




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| Course Outcomes (2019 Pattern) | | | |
|--------------------------------|--------------|--------------|--|
| Sr. No | Subject Code | Subject Name | Course Outcomes |
| 32 | HS 612 | Food Science | CO 1 Introduction to Hygiene & Sanitation in catering establishments |
| | | | CO 2 Study of microbes to prevent food borne diseases |
| | | | CO 3 Introduction to Nutritional aspects |
| | | | CO 4 Importance of Balanced diet and planning Modified diets |
| | | | CO 5 New trends in Nutrition with respect to catering industry |




 Dr. Sonali Jadhav,
PRINCIPAL
 AISSMS' COLLEGE OF HOTEL MANAGEMENT
 AND CATERING TECHNOLOGY, PUNE-5.