

**Sai Shiva Education trust's,  
ARUN MUCHHALA INTERNATIONAL COLLEGE OF HOTEL  
MANAGEMENT**

**PROGRAM OUTCOME, SPECIFIC PROGRAM OUTCOME & COURSE OUTCOME**

PROGRAM OUTCOME	To interpret the fundamental principles of essential hospitality & hotel management functions. Recognize the importance & scope of skilled. Friendly guest service both internal & external stakeholders.
PROGRAM SPECIFIC OUTCOME	Students are employed in hospitality sectors in various managerial & operational positions like hotels, restaurants, cruise ships, airlines, industrial & institutional catering etc
<b>COURSE</b>	<b>OUTCOME</b>
FOOD PRODUCTION & PÂTISSERIE-I	To inculcate a right attitude and the required basic knowledge and technical skills in the art of culinary and the food production department. To introduce the various equipments and utensils used in the kitchen
FOOD AND BEVERAGE SERVICE - I	<ul style="list-style-type: none"> <li>• Identify the role of the Food and Beverage Service department and explain its organization structure and importance.</li> <li>• Explain how "moments of truth" affect guests, staff members, and managers, and describe the value of guests and staff members to a food service operation.</li> <li>• Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.</li> <li>• Identify the operational and Auxiliary areas as well as equipments used in the Food and Beverage department.</li> <li>• Understand the various service methods and procedures followed in the department.</li> </ul>
FRONT OFFICE SEMESTER – I	<ul style="list-style-type: none"> <li>• Introduce the students to the Hotel &amp; Tourism Industry</li> <li>• Understand the appropriate organization structures and duties in the Front Office and related departments.</li> <li>• Develop, prepare guest relations and evaluate practical aspect with guests.</li> <li>• Understand the role of public relations with hotel industry.</li> <li>• Develop skills required as an efficient and effective receptionist in any hotel (large or Small) and to handle situations and types of guest in the job.</li> <li>• Understanding the functioning of the Telecommunication department</li> </ul>
HOUSEKEEPING SEMESTER- 1	<ul style="list-style-type: none"> <li>• The student will be able to identify the role of the housekeeping department and explain its organization structure</li> </ul>

	<p>and importance.</p> <ul style="list-style-type: none"> <li>• The student will be able to list the basic cleaning equipments, cleaning agents and explain their use.</li> <li>• Will be able to perform basic cleaning procedures of various surfaces</li> </ul>
COMMUNICATION SKILLS ( ENGLISH & FRENCH)	<ul style="list-style-type: none"> <li>• Developing and adapting speaking and achieve listening skills and strategies.</li> <li>• Generating, planning and drafting ideas</li> <li>• Improving vocabulary for precision and impact</li> <li>• Using grammar (French &amp; English) accurately and appropriately.</li> <li>• Structuring, organising and presenting texts in variety of formats.</li> <li>• To be able to understand and speak basic French</li> </ul>
INFORMATION TECHNOLOGY	To equip the student with the theory inputs with respect to understanding the fundamentals of computers and necessary skills to operate the generic applications and standard operating system
FOOD SAFETY AND NUTRITIO	<ul style="list-style-type: none"> <li>• To learn about the importance of hygiene &amp; sanitation in the catering industry</li> <li>To get acquainted with the food standards.</li> <li>• To learn about ways to minimize food poisoning and infections.</li> <li>• To understand function, sources &amp; deficiency of nutrients.</li> <li>• To gain basic knowledge of nutrition</li> <li>• To gain knowledge about maintenance of good health.</li> <li>• To understand the changes brought about in food nutrients during processing</li> </ul>
ORGANIZATIONAL BEHAVIOUR	<ul style="list-style-type: none"> <li>• The objective of Organizational Behaviour is to provide students with the opportunity to diagnose Individual and Group Behaviour.</li> <li>• The study of Structure, Motivation &amp; Change helps to develop skills in improving individual and group performance in entrepreneurial and established ventures.</li> <li>• To develop the overall personality and sustain in the dynamic environmen</li> </ul>
STRATEGIC MANAGEMENT	<ul style="list-style-type: none"> <li>• The students will identify the operating strategy of the organization.</li> <li>• Develop skills in decision making</li> <li>• Students will be able to strategize and participate in policy making</li> </ul>
EVENT PLANNING, MARKETING & MANAGEMENT	<ul style="list-style-type: none"> <li>• Apply Management Theories &amp; Principles for Event management.</li> <li>• Develop an ability to plan for conventions, seminars &amp; events.</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare financial reports and establish source of funding for a new operation.</li> <li>• Plan events creatively and think strategically.</li> <li>• Understand the financial, marketing, operational and strategic issues in setting up an event.</li> <li>• Integrate approaches of time, money (capital), people and other resources.</li> <li>• Understand the concept of Event Management</li> </ul>
ADVANCED FOOD PRODUCTION	<ul style="list-style-type: none"> <li>• The objective is to get students to attain expertise in their culinary skills.</li> <li>• To familiarize students on various aspects of kitchen management.</li> <li>• To encourage and develop students to become independent entrepreneurs</li> </ul>
ADVANCED FOOD & BEVERAGE OPERATIONS MANAGEMENT	<ul style="list-style-type: none"> <li>• Identify factors to create impulse buying; prepare, fillet, carve, flambé &amp; finish food items from a Gueridon trolley.</li> <li>• Plan &amp; operate a Bar operation, Manage inventory and maintain records pertaining to beverage control.</li> <li>• Understand and apply cost dynamics as related to the Food &amp; Beverage industry.</li> <li>• Demonstrate a detailed understanding of the various facets of the Food &amp; Beverage cycle of control in the operational &amp; post operational phase.</li> </ul>
ADVANCED HOUSEKEEPING	<ul style="list-style-type: none"> <li>• To plan and evaluate budgets.</li> <li>• Create and evaluate the aspects of Interior Design in a Guest Room Layout.</li> <li>• Plan and draw the layout of Guest Rooms to scale. <ul style="list-style-type: none"> <li>• Set up the housekeeping department of a new property and create a timeline for the countdown to the opening.</li> </ul> </li> <li>• Identify safety hazards and implement preventive and remedial measures</li> </ul>
ADVANCED FRONT OFFICE	<ul style="list-style-type: none"> <li>• Yield management and its application in the Hotel Industry.</li> <li>• Measurement of Yield for Management Decision Making.</li> <li>• Passport &amp; Visa regulation</li> </ul>
ADVANCED BAKERY & CONFECTIONERY	<ul style="list-style-type: none"> <li>• To familiarize students on various aspects of bakery and confectionery management.</li> <li>• To develop skilled professionals in bakery and confectionery for the hospitality industry.</li> <li>• To develop students to become independent entrepreneurs.</li> </ul>
SERVICES MARKETING	<ul style="list-style-type: none"> <li>• To familiarize students with marketing fundamentals</li> <li>• To explain the importance of services marketing to a Hospitality Management student &amp; to fit the subject into his or her understanding of Hospitality.</li> </ul>
STRATEGIC HUMAN	<ul style="list-style-type: none"> <li>• To make the students aware of human resource functions in</li> </ul>

RESOURCE MANAGEMENT	coordination with the strategic objectives of the organizations so as to enhance performance & service quality
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