

#### SAI SHIVA EDUCATIONAL TRUST'S

## ARUN MUCHHALA INTERNATIONAL COLLEGE OF HOTEL MANAGMENT

AFFILIATED TO UNIVERSITY OF MUMBAI

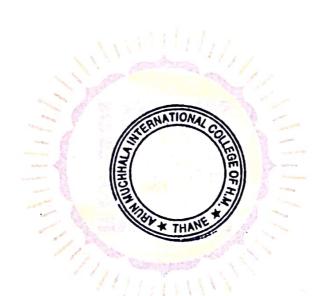
### "VISION"

Our vision is to nurture skilled, socially conscious hoteliers of exceptional caliber, capable of driving national progress.

### "MISSION"

Our mission is to deliver top-tier education and guidance, supported by industry partnerships and cutting-edge infrastructure.

Arun Muchhala International College of H.M.



## 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	Students are employed in hospitality sectors in various
OUTCOME	managerial & operational positions like hotels, restaurants,
COURSE	cruise ships, airlines, industrial & institutional catering etc
FOOD PRODUCTION &	OUTCOME
PATISSERIE-I	To inculcate a right attitude and the required basic knowledge
TATISSERIE-I	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	Identify the role of the Food and Beverage Service
SERVICE - I	department and explain its organization structure and
	importance.
	• 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.
	Describe the duties and responsibilities of beverage service
	staff members, and summarize techniques and procedures for
	responsibly selling and serving cocktails, beer, and wine.
	Identify the operational and Auxiliary areas as well as
	equipments used in the Food and Beverage department.
	Understand the various service methods and procedures
"	followed in the department.
FRONT OFFICE	• Introduce the students to the Hotel & Tourism Industry
SEMESTER – I	• Understand the appropriate organization structures and duties
	in the Front Office and related departments.
	Develop, prepare guest relations and evaluate practical aspect
	with guests.
	• Understand the role of public relations with hotel industry.
	Develop skills required as an efficient and effective      Provided in any hotal (large or Small) and to handle
	receptionist in any hotel (large or Small) and to handle situations and types of guest in the job.
	Understanding the functioning of the Telecommunication
	department
	The student will be able to identify the role of the
HOUSEKEEPING	housekeeping department and explain its organization structure
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	• Prepare financial reports and establish source of funding for a new operation.
1	Plan events creatively and think strategically.
	Understand the financial, marketing, operational and
	strategic issues in setting up an event.
1	• Integrate approaches of time, money (capital), people and
	other resources.
	Understand the concept of Event Management
ADVANCED FOOD	• The objective is to get students to attain expertise in their
PRODUCTION	culinary skills.
	To familiarize students on various aspects of kitchen
	management.
	To encourage and develop students to become independent
	entrepreneurs
ADVANCED FOOD &	• Identify factors to create impulse buying; prepare, fillet,
BEVERAGE OPERATIONS	carve, flambé & finish food items from a Gueridon trolley.
MANAGEMENT	Plan & operate a Bar operation, Manage inventory and
	maintain records pertaining to beverage control.
	• Understand and apply cost dynamics as related to the Food &
	Beverage industry.
	Demonstrate a detailed understanding of the various facets of
	the Food & Beverage cycle of control in the operational & post
ADVANCED	operational phase.
HOUSEKEEPING	• To plan and evaluate budgets.
	• Create and evaluate the aspects of Interior Design in a Guest Room Layout.
	Plan and draw the layout of Guest Rooms to scale.
	Set up the housekeeping department of a new property and
	create a timeline for the countdown to the opening.
	Identify safety hazards and implement preventive and
	remedial measures
ADVANCED FRONT	Yield management and its application in the Hotel Industry.
OFFICE	Measurement of Yield for Management Decision Making.
	Passport & Visa regulation
ADVANCED BAKERY &	To familiarize students on various aspects of bakery and
CONFECTIONERY	confectionery management.
	To develop skilled professionals in bakery and confectionery
	for the hospitality industry.
	• To develop students to become independent entrepreneurs.
SERVICES MARKETING	• 10 familiarize students with marketing fundamentals
	• To explain the importance of services marketing to a
	Hospitality Management student & to fit the subject into his or
	her understanding of Hospitality.
STRATEGIC HUMAN	To make the students aware of human resource functions in
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	and importance
	<ul> <li>The student will be able to list the basic cleaning equipments.</li> </ul>
	cleaning agents and explain their use.
	<ul> <li>Will be able to perform basic cleaning procedures of various</li> </ul>
	gurfaces
COMMUNICATION	Developing and adapting speaking and achieve listening
	skills and strategies
SKILLS (ENGLISH &	Generalise, planning and drafting ideas
FRENCH)	Improving vocabulary for precision and impact
Marit	Using grammar (French & English) accuracily and
village.	appropriately.
	Structuring, organising and presenting texts in variety of
	formula.
	To be able to understand and speak basic French
INFORMATION	To equip the student with the theory inputs with respect to
TECHNOLOGY	understanding the fundamentals of computers and necessary
	skills to operate the generic applications and standard
	operating system
FOOD SAFETY AND	To learn about the importance of hygiene & sanitation in the
NUTRITIO	catering industry
	To get acquainted with the food standards.
	To learn about ways to minimize food poisoning and
	infectious.
8	<ul> <li>To understand function, sources &amp; deficiency of nutrients.</li> </ul>
	To gain basic knowledge of nutrition
	To gain knowledge about maintenance of good health.
	To understand the changes brought about in food nutrients
	during processing
ORGANIZATIONAL	The objective of Organizational Behaviour is to provide
BEHAVIOUR	students with the opportunity to diagnose Individual and
BEHAVIOUR	Group Behaviour.
	The study of Structure, Motivation & Change helps to
1	develop skills in improving individual and group performance
1	in entrepreneurial and established ventures.
	in entrepreneural and established vendes.
	To develop the overall personality and sustain in the
	dynamic environmen
STRATEGIC	The students will identify the operating strategy of the
MANAGEMENT	organization.
1	Develop skills in decision making
1	Students will be able to strategize and participate in policy
	making
EVENT PLANNING,	Apply Management Theories & Principles for Event
MARKETING &	management.
MANAGEMENT	Develop an ability to plan for conventions, seminars &
	events.
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RESOURCE	coordination with the strategic objectives of the organizations
	so as to enhance performance & service quality

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