

Major Discipline – **BMS HOTEL MANAGEMENT**

PROGRAMME OUTCOMES (POs)

PO1. Critical Thinking

- Analyze information objectively and make a reasoned judgment.
- Draw reasonable conclusions from a set of information and discriminate between useful and less useful details to solve problems or make decisions.
- Identify logical flaws in the arguments of others.
- Evaluate data, facts, observable phenomena, and research findings to draw valid and relevant results that are domain-specific

PO2. Complex Problem-Solving

- Solve different kinds of problems in familiar and no familiar contexts and apply the learning to real-life situations.
- Analyze a problem, generate and implement a solution and to assess the success of the plan.
- Understand how the solution will affect both the people involved and the surrounding environment

PO3. Creativity

- Produce or develop original work, theories and techniques.
- Think in multiple ways for making connections between seemingly unrelated concepts or phenomena.
- Add a unique perspective or improve existing ideas or solutions.
- Generate, develop, and express original ideas that are useful or have values

PO4. Communication Skills

- Convey or share ideas or feelings effectively.
- Use words in delivering the intended message with utmost clarity.
- Engage the audience effectively.
- Be a good listener who are able to understand, respond and empathize with the speaker
- Confidently share views and express himself/herself



PO5. Leadership qualities

- Work effectively and lead respectfully with diverse teams.
- Build a team working towards a common goal.
- Motivate a group of people and make them achieve the best possible solution.
- Help and support others in their difficult times to tide over the adverse situations with courage

PO6. Learning 'how to learn' skills.

- Acquire new knowledge and skills, including 'learning how to learn' skills, that are necessary for pursuing learning activities Throughout life, through self-paced and self-directed learning.
- Work independently, identify appropriate resources required for further learning.
- Acquire organizational skills and time management to set self-defined goals and targets with timelines.
- Inculcate a healthy attitude to be a lifelong learner

PO7. Digital and technological skills

- Use ICT in a variety of learning and work situations, access, evaluate, and use a variety of relevant information sources.
- Use appropriate software for analysis of data.
- Understand the pitfalls in the digital world and keep safe from them

PO8. Value inculcation

- Embrace and practice constitutional, humanistic, ethical, and moral values in life including universal human values of truth, righteous conduct, peace, love, nonviolence, scientific temper, citizenship values.
- Formulate a position/argument about an ethical issue from multiple perspectives.
- Identify ethical issues related to work, and follow ethical practices, including avoiding unethical behaviour such as fabrication, falsification or misrepresentation of data, or committing plagiarism, and adhering to intellectual property rights.
- Adopt an objective, unbiased, and truthful actions in all aspects of work



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PROGRAM SPECIFIC OUTCOMES (PSOs)

- PSO1. Hospitality Industry Insight
- PSO2. Strategic Decision- Making and Problem-Solving Abilities
- PSO3. Advanced Communication and Leadership Competence
- PSO4. Technical and Digital Proficiency in Hospitality
- PSO5. Entrepreneurial Skills for Hospitality Innovation
- PSO6. Ethical, Environmental, and Social Responsibility



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COURSE OUTCOMES (COs)

SEMESTER 1

UK1DSCBHM101-PRINCIPLES OF FOOD PRODUCTION

- CO1. Describe a Professional Kitchen Layout, Key Personnel Roles and Hygiene Practices.
- CO2. Identify Equipment Functions and Discuss Fuel Advantages/Disadvantages.
- CO3. Explain Cooking Aims, Achieving Textures, And Cooking Methods.
- CO4. Apply Vegetable/Fruit Prep Techniques and Salad Dressing Creation.
- CO5. Develop Basic Knowledge of Egg Cookery, Fish Prep, Poultry Handling, And Meat Cuts.

UK1DSCBHM102-INTRODUCTION TO FOOD & BEVERAGE SERVICE

- CO1. Find different types of Catering Establishments and Explain Staff Roles within a Hotel's F&B Department.
- CO2. List Various F&B Service Areas in a Hotel and Identify Related Ancillary Departments.
- CO3. Explain the Purpose of F&B Service Equipment and Proper Care Methods.
- CO4. Distinguish Between Various Menu Types and Describe Elements of a French Classical Menu.
- CO5. Demonstrate Knowledge of Different Service Styles and Explain When to Use Specific Techniques.

UK1DSCBHM103-FOOD SCIENCE AND NUTRITION

- CO1. Define Key Terms Like Nutrition, Nutrients, And Health. R PSO-1
- CO2. Distinguish Between Carbohydrates, Fats, And Proteins Based on Their Composition, Functions, And Food Sources.
- CO3. Explain the Functions of Essential Vitamins and Minerals (Calcium, Iron, Sodium, Iodine, Fluorine, Zinc) and Identify Their Food Sources.
- CO4. Explain Different Types of Food Additives and Distinguish Between Food Additives and Adulteration.
- CO5. Identify the Potential Effects of Microorganisms on Various Food Groups (Cereals, Vegetables, Fruits, Meat, Etc.) and Explain Methods for Controlling Food Contamination

UK1MDCBH101-FOUNDATION IN HOSPITALITY INDUSTRY

- CO1. Define and differentiate various hotel classifications (star ratings, heritage, etc.) based on size, clientele, location, and ownership



- CO2. Analyse the roles and responsibilities of housekeeping and front office staff in guest satisfaction and hotel operations
- CO3. Evaluate the importance of interdepartmental communication and coordination within a hotel for efficient guest service
- CO4. Apply basic flower arranging techniques and towel art skills to enhance hotel room aesthetics
- CO5. Explain the key functions of a Property Management System (PMS) throughout the guest cycle.

SEMESTER 2

UK2DSCBHM101-CULINARY FUNDAMENTALS

- CO1. Identify Rice, Cereals and Pulses.
- CO2. Explain the Effects of Shortenings, Raising Agents, and Sweeteners.
- CO3. Discover how to handle Milk, Butter, Cream and Cheese Safely and Effectively.
- CO4. Define basic Pastries and Breads Using Recipes.
- CO5. Identify Spices and Explain Their Role in Indian Cooking.

UK2DSCBHM102-FOOD & BEVERAGE RESTAURANT OPERATIONS

- CO1. Identify key features of different breakfast styles (English, American, Continental and Indian).
- CO2. Explain in-Room Dining Service procedures.
- CO3. Categorize Non-Alcoholic Beverages by effect (nourishing, stimulating, refreshing).
- CO4. Demonstrate Service of Coffee & Tea varieties using proper methods.
- CO5. List the function of a Restaurant Billing System.

UK2DSCBHM103-FAST FOOD CHAIN MANAGEMENT

- CO1. Demonstrate Knowledge About Fast Food Industry
- CO2. Identify The Different Food Preparations and Cooking Techniques
- CO3. Recall The Advertising Strategies in Fast Food Chain
- CO4. Identify The Business Growth and Opportunities.
- CO5. Analyse The Product and Operating Procedures of Current Fast-Food Chain

UK2MDCBHM101-FUNDAMENTALS OF FOOD & BEVERAGE DEPARTMENT

- CO1. Explain Cooking aims, Achieving Textures and Cooking Methods.
- CO2. Apply Vegetable/Fruit Prep Techniques and Salad Dressing Creation
- CO3. Demonstrate basic knowledge of Egg Cookery, Fish Prep,
- CO4. Poultry Handling and Meat Cuts.
- CO5. Identify Different Types of Catering establishments
- CO6. Identify difference between Various Menu Types and



CO7. Describe Elements of a French Classical Menu.

SEMESTER 3

UK3DSCBHM201-QUANTITY FOOD PRODUCTION

- CO1. Identify The Different Types of Equipment Used in Both Hot and Cold Kitchens for Volume Feeding Operations.
- CO2. Explain The Principles of Indenting for Bulk Food Production, Considering Portion Sizes and Potential Challenges.
- CO3. Classify Different Types of Institutional and Industrial Feeding Operations Based on Their Menu Planning Needs.
- CO4. Analyze The Importance and Relevance of Food Costing for Effective Food Cost Control in Volume Feeding.
- CO5. Define the Salient Features and Important Dishes of Various Regional Indian Cuisines.

UK3DSCBHM202-FUNDAMENTALS OF BEVERAGE OPERATIONS

- CO1. Define Alcoholic Beverages and Classify Them into Different Categories
- CO2. Explain The Production Methods of Spirits, Such as Pot-Still and Patent Still Methods
- CO3. Analyze The Different Types and Styles of Beer and The Brewing Process (Analyzing).
- CO4. Evaluate The Factors Affecting Wine Quality and Price, And Explain the Processes of Still and Sparkling Wine Production
- CO5. Demonstrate Proper Service Techniques for Various Alcoholic Beverages, Including Wines, Beers, And Spirits.

UK3DSCBHM203- ENTREPRENEURIAL SKILL FOR HOSPITALITY AND TOURISM INDUSTRY

- CO1. Explain the meaning and importance of entrepreneurs in driving economic growth
- CO2. Classify enterprises based on their size (micro, small, medium) and analyze their characteristics, advantages, and disadvantages for development
- CO3. Identify entrepreneurial opportunities within the tourism and hospitality industry
- CO4. Evaluate the role of government initiatives and policies, such as those offered by NMCC or NSIC, in supporting entrepreneurial development in India
- CO5. Apply knowledge of various financing options (seed capital, bridge capital) to choose the best financial resources for starting a business



UK3DSEBHM201-FUNDAMENTALS OF ACCOMMODATION OPERATIONS

- CO1. Define and differentiate various hotel classifications based on standards, size, clientele, location, and ownership.
- CO2. Explain the role of housekeeping in hospitality operations and its impact on guest satisfaction and repeat business.
- CO3. Apply principles of effective interdepartmental coordination and communication to enhance overall service delivery in the hotel.
- CO4. Define the guest cycle and reservation in hotels.
- CO5. Evaluate cleaning methods for different hotel areas.

UK3VACBHM201-WELLNESS AND FITNESS FOR HOTELIERS

- CO1. Define The Key Concepts of Health-Related Physical Education and Its Importance for Overall Well-Being.
- CO2. Explain The Positive Effects of Exercise on The Circulatory and Respiratory Systems.
- CO3. Apply The FITT Principles (Frequency, Intensity, Time, Type) To Design a Personalized Exercise Program.
- CO4. Analyze The Causes and Management Strategies for Common Postural Deformities.
- CO5. Evaluate The Benefits of Yoga Practices (Asanas) For Stress Management.

SEMESTER 4

UK4DSCBHM201-ADVANCED FOOD PRODUCTION

- CO1. Describe the layout of a typical larder, including essential equipment and staff hierarchy.
- CO2. Apply the principles of buffet presentation to design and develop a menu for a specific buffet setup.
- CO3. Analyze the differences between brines, cures, and marinades, explaining their functions in charcuterie.
- CO4. Classify various types of sandwiches, appetizers, and garnishes based on their ingredients and applications.
- CO5. Evaluate the factors affecting meringue preparation and choose appropriate techniques for different uses.

UK4DSCBHM202-ADVANCED BEVERAGE OPERATIONS

- CO1. Identify the Main Types of Spirits (Whiskey, Rum, Gin, Brandy, Vodka, Tequila) and their Production Processes.
- CO2. Classify Different Types of Cocktails and Explain the Equipment Needed for their Preparation and Service.



- CO3. Apply the Knowledge of Banquet Organization, Including Sales, Booking Procedures, Menus, Protocol, and Space Layout.
- CO4. Analyze the Factors Influencing Buffet Planning and Choose Appropriate Layouts and Menus for Different Occasions.
- CO5. Evaluate Different Physical Layouts and Equipment Selections for Various F&B Outlet Functionalities.

UK4DSEBHM201-FUNDAMENTALS OF ROOM DIVISION

- CO1. Apply Guest Registration Procedures to Receive and Register Guests, Assign Rooms, and Establish Billing Methods.
- CO2. Analyze daily reports and Guest Logs to accurately maintain Room Occupancy Records.
- CO3. Evaluate Guest Needs and Effectively Manage Services Like Mail Delivery, Wake-Up Calls and Complaint Resolution.
- CO4. Classify a well-organized Housekeeping Cart equipped with the necessary Supplies for efficient Room Cleaning.
- CO5. List different Hotel Room Surfaces (metal, glass, etc.) and select appropriate cleaning methods for each.

UK4SECBHM201-EVENT MANAGEMENT

- CO1. Define different types of events (individual, corporate, conferences, etc.) and identify their unique features and similarities.
- CO2. Analyze the key steps involved in successful event planning and organization, including leadership, participant management, time management, and site/infrastructure management.
- CO3. Classify the components of the MICE (Meetings, Incentives, Conferences and Exhibitions) industry and recognize its role in supporting tourism.
- CO4. Apply marketing strategies like customer care, promotional tools, media relations, and visual communication to effectively promote an event.
- CO5. Evaluate the benefits of sustainable practices in events.

UK4VACBHM201-HOTEL MANAGEMENT SKILLSET

- CO1. Explain the principles of etiquette and their significance in both personal and professional life.
- CO2. Analyze the characteristics of effective group discussions and identify effective participation strategies.
- CO3. Build techniques for crafting effective resumes and prepare for successful job interviews.
- CO4. Create an impactful presentation using essential elements and leveraging tools like PowerPoint.
- CO5. Evaluate personal time management practices and utilize strategies to manage stress effectively.



UK4VACBHM202-HOSPITALITY MARKETING

- CO1. Define the concept of marketing and illustrate the features of hospitality marketing.
- CO2. Explain the market segmentation in the field of hospitality industry
- CO3. Identify the importance of marketing mix with the help of hospitality elements
- CO4. Apply the marketing concept and manage in hotels and other hospitality sectors.
- CO5. Evaluate the impact of technology and social media on consumer purchase decisions.

SEMESTER 5

UK5DSCBHM301-INTERNATIONAL CUISINES

- CO1. List key characteristics of various international cuisines (British, French, etc.)
- CO2. Analyse the influence of history and geography on regional Chinese cooking styles. Demonstrate proper organization and workflow procedures within a kitchen stewarding department.
- CO3. Apply effective purchasing strategies and manage inventory levels in a food service operation.
- CO4. Develop and test new recipes following established procedures for food trial evaluation.
- CO5. Classify the cultural influences and significance of chosen international cuisines.

UK5DSCBHM302-SPECIALISED FOOD & BEVERAGE SERVICES

- CO1. Identify The Proper Use and Maintenance Procedures for Guerdon Service Equipment, Prioritizing Safety.
- CO2. Analyze The Roles and Responsibilities of a Butler, Considering Ethical Considerations and Proper Etiquette for Personalized Service.
- CO3. Apply Supervisory Skills in Food and Beverage Operations, Including Tasks Like Briefing Staff, Handling Complaints, And Analyzing Sales and Costs.
- CO4. Evaluate The Effectiveness of a Beverage Control System, Including Aspects Like Purchasing, Production Control, And Standard Recipes, To Minimize Bar Frauds.
- CO5. Create A Basic Menu Structure That Incorporates Menu Engineering Principles to Consider Factors Like Cost Control.

UK5DSCBHM303-ROOM DIVISION MANAGEMENT

- CO1. Explain The Purpose and Procedures Involved in Conducting a Night Audit for A Hotel.
- CO2. Identify And Implement Safety and Security Protocols Within a Hotel Environment.



- CO3.** Decide The Key Elements and Principles of Effective Interior Design for Hotel Spaces.
- CO4.** Analyse And Implement Sustainable Housekeeping Practices in Hotels to Minimize Environmental Impact.
- CO5.** Create Basic Flower Arrangements Following Established Design Principles for Enhancing Hotel Aesthetics.

UK5DSCBHM304-HOTEL LAW AND ETHICS

- CO1.** Adapt The Concept of Law, Its Evolution, and Its Importance in Society.
- CO2.** Analyze The Process of Obtaining, Renewing, and Potentially Losing Licenses Required for Operating Hotels and Restaurants.
- CO3.** Apply The Principles of The Indian Contract Act 1872 to Identify Essential Elements of A Contract and The Rights & Duties of Parties Involved.
- CO4.** Evaluate The Differences Between A Contract of Sale and an Agreement to Sell Under The Sale of Goods Act 1930 and The Consumer Protection Act 1986
- CO5.** Evaluate The Key Definitions and Provisions of The Factories Act Concerning Worker Safety and Well-Being.

UK5DSCBHM305-RESEARCH METHODOLOGY

- CO1.** Define the Meaning, Characteristics, and Types of Research Relevant to the Tourism and Hospitality Business.
- CO2.** Explain the Need for a Research Design and its Key Features, Including Different Types of Research Designs and Sampling Techniques.
- CO3.** Apply Ethical Principles, Such as Informed Consent and Academic Integrity, While Conducting Research in Hospitality
- CO4.** Analyze The Sources of Error in Measurement and Evaluate the Techniques for Developing Measurement Tools and Scales.
- CO5.** Interpret Data and Create a Well-Structured Research Report Course.

UK5DSCBHM306-HOTEL FACILITY PLANNING

- CO1.** Analyze the Key Design Considerations and Principles Used in Hotel Planning, Including Systematic Layout Planning and Vaastu Shastra
- CO2.** Analyze the Different Types of Restaurants and Their Corresponding Themes, Applying Them to Design and Plan a Restaurant Layout.
- CO3.** Create A Functional and Efficient Commercial Kitchen Layout Considering Equipment Requirements, Specifications, And Environmental Conditions
- CO4.** Evaluate The Different Storage Facilities Used in Hospitality Settings, Including Food Stores, Cellar Facilities, And Kitchen Stewarding Areas.
- CO5.** Apply Project Management Techniques Such as Network Analysis (CPM And PERT) To Plan and Manage Hospitality Design Projects.



- CO2. Analyse Visa Processing Items and Embassy Requirements for Different Countries to Advise Guest on the Optimal Timing and Procedure for Obtaining their Visa
- CO3. Evaluating Ticketing System and Suppliers to Ensure Competitive Pricing Reliabilities and Availability of Tickets for Guest
- CO4. Demonstrate Proficiency in Processing Currency Exchange Transaction for Guest
- CO5. Design Personalized Sightseeing Packages or Themed Tours for Guests Celebrating Special Occasions or Seeking Unique Travel Experiences, Enhancing the Hotel's Offerings and Guest Satisfaction.

UK6DSEBHM302-INDUSTRIAL EXPOSURE TRAINING IN SUPPORTING DEPARTMENT

- CO1. Asses the effectiveness of human resource policies and practices in fostering a positive work environment employee satisfaction and productivity
- CO2. Evaluate the effectiveness of current security measures and protocols through regular inspection.
- CO3. Assess the impact the marketing efforts on guest satisfaction, occupancy rate, and revenue generation.
- CO4. Analyse the impact of purchasing decision on overall operations
- CO5. Demonstrate correct techniques for inspecting inventory to ensure quality and quantity standards

UK6SECBHM301-INDUSTRIAL EXPOSURE TRAINING IN SKILL ENHANCEMENT PRACTICES

- CO1. Explain Accurate Reservation Forms Capturing Guest Details.
- CO2. Apply Industry Standard Cleaning Technique Used for Bed- Making and Clean Guest Rooms
- CO3. Demonstrate Proper Techniques for Various Vegetable Cuts.
- CO4. Demonstrate Proper Cleaning and Maintenance Techniques for F&B Service Equipment, Including Methods for Polishing Silverware
- CO5. Summarise The Standard Operation Procedures Followed in The Various Departments of a Hotel

UK6DSCBHM301-INDUSTRIAL EXPOSURE TRAINING IN FOOD PRODUCTION

- CO1. Demonstrate proficiency in executing basic kitchen operations, including equipment handling, mise en place preparation, and ingredient storage, to maintain an efficient culinary environment.
- CO2. Apply comprehensive food safety and hygiene practices, including hand hygiene, PPE usage, and sanitation protocols, to prevent cross-contamination and foodborne illnesses effectively.
- CO3. Develop a variety of culinary techniques, such as knife skills, cooking methods, and seasoning applications, to prepare and present diverse cuisines and dishes with precision.



- CO4. Evaluate and enhance food quality, presentation, and service strategies, considering customer feedback and dietary needs, to ensure high standards of customer satisfaction.
- CO5. Discuss and manage kitchen operations, including inventory control, menu planning, and team coordination, to optimize productivity and uphold quality and portion standards.

UK6DSCBHM302-INDUSTRIAL EXPOSURE TRAINING IN FOOD AND BEVERAGE SERVICE

- CO1. Design a functional restaurant layout considering traffic flow and guest experience.
- CO2. Distinguish between different food safety and hygiene protocols and explain their importance in preventing foodborne illnesses.
- CO3. Compare and contrast the functions of key areas in a restaurant and assess their impact on overall operations.
- CO4. Develop a script for basic customer service interactions, demonstrating techniques for active listening and exceeding guest expectations.
- CO5. Identify the main components of a menu (appetizers, entrees, desserts) and explain their role in menu planning and execution.

UK6DSCBHM303-INDUSTRIAL EXPOSURE TRAINING IN ACCOMMODATION OPERATIONS

- CO1. Demonstrate Proficiency in Conducting Inventory Counts, Reconciling Discrepancies, And Updating Inventory Records Accurately in The Hotel's Property Management System (PMS) Or Inventory Management Software
- CO2. Demonstrate Proficiency in Conducting Quality Inspections of Guest Rooms, Public Areas, And Facilities According to Established Standards and Protocols
- CO3. Assess Guest Satisfaction Levels Based on Direct Feedback, Online Reviews, And Guest Surveys, Identifying Areas of Strength, and Opportunities for Improvement in Guest Interactions
- CO4. Apply Knowledge of Emergency Response Procedures to Effectively Respond to Incidents Such as Fires, Medical Emergencies, And Natural Disasters
- CO5. Apply Knowledge of Equipment Usage and Maintenance Requirements to Make Informed Decisions on Equipment Selection and Procurement

UK7DSCBHM401-FOOD PRODUCTION MANAGEMENT

- CO1. Define Lifestyle Cooking Trends Such as Gluten-Free, Sugar-Free, and Vegan Diets Through the Creation of Menu.



- CO2. Discuss Proficiency in Identifying and Operating the Equipment Required for Kitchen Operations.
- CO3. Analyse The Advantages and Limitations of Different Preservation Methods and Apply Them to Extend the Shelf Life of Various Food Products.
- CO4. Apply Demonstrate Proficiency in Garnishing Techniques, Enhancing the Visual Appeal of Dishes Through Creative Use of Edible Decorations.
- CO5. Develop Benefits of Spices and Their Potential Applications in Promoting Health and Wellness.

UK7DSCBHM402-FOOD AND BEVERAGE SERVICE MANAGEMENT

- CO1. Explain The Constraints of Food & Beverage Management, Considering Factors Like Cost Structure, Profitability, and Market Demand.
- CO2. Analyze The Purchasing Process, Including the Duties of The Purchase Manager, Standard Purchase Specifications, and Receiving Procedures.
- CO3. Apply Inventory Control Techniques to Manage Food and Beverage Stock Levels Effectively.
- CO4. Evaluate Cost and Sales Concepts, Including Their Definitions and Control Procedures, to Optimize Profitability.
- CO5. Create a Basic Budget Framework for A Food and Beverage Operation.

UK7DSEBHM401-ACCOMMODATION OPERATIONS MANAGEMENT

- CO1. List Key Elements of Planning and Organizing a Housekeeping Department Such as Area Inventory Lists and Standard Operating Procedures.
- CO2. Inspect Hotel Performance Metrics.
- CO3. Analyze and Differentiate Between Budget Types and Evaluate Their Roles in Housekeeping Operations.
- CO4. Choose Common Pest Control Methods and Prevention Strategies.
- CO5. Explain the Concept of Yield Management in the Hotel Industry, its Tools, Benefits, and Potential Strategies.



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