



Aldel Education Trust's
St. John College of Humanities and Sciences
(A Christian Religious Minority Institution)
Affiliated to University of Mumbai

St. John Technical Campus, Vevoor, Manor Road, Palghar (East), District - Palghar, Maharashtra - 401404.
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BACHELOR OF SCIENCE- HOSPITALITY STUDIES

PROGRAMME OUTCOME:

PO1:	Knowledge and Communication: Students in the Hospitality and Business sector will be able to gain knowledge, skills and experience which make them extremely employable in the hospitality industry and are able to apply their skills to careers in events, the airline industry, hotel and conference management, as well as in sales, marketing and business development.
PO2:	Problem analysis and development of solutions: The Program prepares students to enter the world of hospitality as leaders and managers with a strategic approach to business. Further, education and professional training gained in the field of Hospitality services enable the students to become entrepreneurs in the hospitality service as well.
PO3:	Ethically and Socially Responsible: Identify and apply concepts and skills relevant to the operational areas of hospitality management.
PO4:	Life Long Learner and Researcher: Learning and adapting to newer trends and technologies for better productivity.
PO5:	Teamwork/ Collaborators: Identify appropriate practical strategies to make team work effective and efficient.
PO6:	Sensitive to Environment: Understand the issues of environmental context and sustainable development and implement best practices in hospitality sector through action and Develop capabilities in working with and managing others.
PO7:	Competencies for employment: Prepare students for employment in various fields of hospitality industry.

PROGRAMME SPECIFIC OUTCOME:

The range of learning outcomes achieved by students in the programme will vary according to their Award. As students' progress towards their final levels of study, they will be expected to demonstrate an increasingly sophisticated level of understanding, analysis and evidence of the synthesis of theory and practice and are expected to be able to -

PSO1:	Demonstrate an understanding of the functional areas of the Hotel and hospitality industry.
PSO2:	Use the practical vocabularies of a variety of business disciplines in an appropriate manner.
PSO3:	Hands on training in production and service developing basic skill sets for the industry.
PSO4:	Handle issues from a variety of viewpoints and evaluate theoretical frameworks.



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Bachelor of Science- Hospitality Studies

Semester	Subject		Course Outcome
FYBSc-HS SEM-I	Food Production & Patisserie - I (Theory)	CO1	Understand the basic operations of a professional kitchen with regard to safety Procedures and hygiene.
		CO2	Appreciate the usage of knives and learn and understand how to care for them.
		CO3	Claim an insight into the basic hierarchy in the kitchen and their placement in the brigade with regard to their skills and experience.
	Food Production & Patisserie - I (Practical)	CO1	Gain basic knowledge about varieties of products in same category
		CO2	Prepare the students for basic continental cooking concepts.
		CO3	Classification of Vegetables, Classification of Fruits Cuts of Vegetables and Fruits Effects of heat on vegetables Tips for preservation of nutrients while processing
	Food & Beverage Service - I (Theory)	CO1	Identify the role of the Food and Beverage Service department and explain its organisation structure and importance.
		CO2	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.
		CO3	Describe the duties and responsibilities of beverage service staff members.
		CO4	Summarise techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
	Food & Beverage Service - I (Practical)	CO1	Identify the operational and Auxiliary areas as well as equipment used in the Food and Beverage department.
		CO2	Understand the various service methods and procedures followed in the department.
		CO3	Understand the design and the layout of the operational areas of Food and Beverage department.
		CO4	Determine and understand Organizational chart of a small, medium and large hotel
	Front Office - I	CO1	Students learn to know more about the Hotel & Tourism Industry and Understand the appropriate organization structures and duties in the Front Office and related departments.
		CO2	Students learn to Develop, prepare guest relations and evaluate practical aspects with guests.
CO3		Students Understood the role of public relations with the hotel industry.	
CO4		Student Understanding the functioning of the	



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			Telecommunication department.
	Housekeeping - I	CO1	Students learn to identify the role of the housekeeping department and explain its organization structure and importance.
		CO2	Student learn to list the basic cleaning equipment's, cleaning agents and explain their use.
		CO3	Students learn performing basic cleaning procedures of various surfaces.
		CO4	Students learn departmental coordination and about the department movements.
	Business Communication (French/English) - I	CO1	Students learn to develop and adapt speaking and achieve listening skills and strategies
		CO2	Students learn to generate, plan and draft ideas by way of improving vocabulary for precision and impact
		CO3	Students learn to use grammar(French & English) accurately and appropriately while writing and speaking French and English
		CO4	Students learn to structure, present and organise texts in a variety of formats.
	Information Technology - I	CO1	Equip the student with the theory inputs with respect to understanding the fundamentals of computers
		CO2	Equip the student with necessary skills to operate the generic applications and standard operating systems
		CO3	Students learn to use basic computer skills.
		CO4	Students learn Networking terms.
	Food Safety and Nutrition - I	CO1	Students learn about the importance of hygiene & sanitation in the catering industry
		CO2	Students get acquainted with the food standards and To learn about ways to minimize food poisoning and infections.
		CO3	Students understand and to gain basic knowledge, function, sources & deficiency of nutrients.
		CO4	Students understand the changes brought about in food nutrients during processing
	Room Division Management Practical (Front Office/ Housekeeping) - I	CO1	Students learn the grooming standards and etiquette.
		CO2	Students learn how to handle calls and transfers.
		CO3	Students learn the cleaning standard of the hospitality sector.
		CO4	Students learn the concept of cleaning and chemicals used in the premises.
FYBSc-HS SEM-II	Food Production & Patisserie - II (Theory)	CO1	Identify various types of vegetables, fruits and their uses in the kitchen and know the way of vegetable selection, storage, and the effects of heat on them.
		CO2	Understand the preparation of various stock, sauces, storage criteria of stock and sauces.
		CO3	Understand various types of meat and classify them various cuts of beef, veal, lamb, pork, chicken and game also the imp of selection and storage of each meat.
		CO4	Understand the importance of cooking with various methods with regard to test and textures know the utensils and equipment used in various cooking methods.



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Food Production & Patisserie - II (Practical)	CO1	Identification of basic stock making method Classification fish with examples and pictures in each type
	CO2	Making of chart for mother sauces and their derivatives, Classification of different types of salad dressing
	CO3	Develop skills of entrepreneurship in the Industry.
Food & Beverage Service II (Theory)	CO1	Identify the different types of Menus and principles of menu planning.
	CO2	Understand the sequence and course in the French classical menu
	CO3	Identify general accompaniments served with various courses.
	CO4	Types and storage of Tobacco
Food & Beverage Service II (Practical)	CO1	Learn the service of Tobacco and Non alcoholic beverages
	CO2	Planning various course French classical menu with general accompaniments
	CO3	Taking order & service of pot tea & coffee
	CO4	Understanding various points to be considered while waiting at the table
Front Office II	CO1	Students learn and understood the concept and functioning of room reservations.
	CO2	Students learn about reservation and check-in/checkout, guest services.
	CO3	Students learn and understand the concept and functioning of room Guest Service.
	CO4	Students learn and understand the concept and functioning of reception and their daily work.
Housekeeping II	CO1	Student learns to list and explain the various operational areas, Procedures and formats of the housekeeping department.
	CO2	Students enlist and implement Standard Operating Procedures (SOP's) for routine cleaning procedures of various guest areas.
	CO3	Students get the knowledge about the cleaning machines used in Public Area Cleaning.
	CO4	Students learn and understand the concept and functioning of the schedule cleaning procedure of the industry.
Rooms Division Management (Practicals)-II	CO1	Students performed the role play of taking the room registration at the reception.
	CO2	Escorting guests to the guest room was cleared to the students, they did learn about handling the situation.
	CO3	Students learn bed making procedures as per five star standards.
	CO4	Students learn the procedure of Guest room cleaning, bathroom cleaning, cleaning carpet, telephone cleaning and painted surface cleaning.
Communication Skill (English & French) II	CO1	The students learn and understand the nature and process of Communication
	CO2	They study different channels of communication at the organisational level
	CO3	They develop Report Writing skills
	CO4	They develop oral communication skills in terms of Group discussion, Interviews and group presentations




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	Principles of Hotel Accountancy	CO1	Students will be acquainted with basic concepts of accounting.
		CO2	Acquire basic knowledge of Accounting-Journal, and special function books and Double entry system.
		CO3	Learn the preparation of Trial Balance & Final Accounts of Small Hotels & Restaurants.
		CO4	Students will be able to learn and evaluate the concept of Break-Even Analysis.
	Principles of Management - II	CO1	Students understand the concept of Managerial skills, ethics and organisational culture.
		CO2	Understand the basic concept of organising and organisation structure and principles of organisation which involves- scalar principle, departmentation, unity, span of control, delegation and centralization and decentralisation.
		CO3	Understand the concept of leading and motivation, commitment workforce, hierarchy of need and Hygiene theory.
		CO4	Understand the concept of controlling, communications and Management by objectives- Planning HRD and HRM process, customer satisfaction and focus.
SYBSc-HS SEM-III /IV	Food Production & Patisserie III/IV (Theory)	CO1	Understand the basic concept of volume of cooking operations, usage of the equipment care and used for bulk cooking, comprehend and used the different techniques for cooking like concept of slow cooking and organic food.
		CO2	Understand the impact of historical background and geography on regional cuisines and also the staple diet of various regions of India with different regions and festivals.
		CO3	Understand the various condiments and spices used in Indian cuisine ,appreciate the medical value of spices ,classification of spices ,uses of spices and how to take care of storage of spices and their shelf life
		CO4	Understand the various basic gravies in Indian cooking, difference between curry and gravy, regional gravy and their usage and storage.
	Food Production & Patisserie - III/IV (Practical)	CO1	Understand basic necessities required in the planning of a kitchen facility.
		CO2	Develop knowledge about Quantity food cooking.
		CO3	The course enables the students to establish and manage a small scale food service unit. It provides them with the necessary knowledge and skill to run and control all operations in the unit.
	Food & Beverage Service III/IV (Theory)	CO1	Summaries techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
		CO2	Understanding the production process of Beer, Wine and Spirits.
		CO3	Understand and learn classification & production of liqueurs
		CO4	Understand the food and wine harmony
		CO1	Describe the duties and responsibilities of beverage service staff members,
		CO2	Understand and learn the procedure of service of fermented beverages like wines and beer.



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Food & Beverage Service III/IV (Practical)	CO3	Understand and learn the procedure of service of distilled beverages like whisky, vodka, rum, gin, brandy and tequila.
	CO4	Menu compilation (5, 6, 7 courses - Indian, French and English) with appropriate wine and their services
Front Office III	12 CO1	The student learns to knowledge and skills with respect to handling Group Reservations, Assigning Rooms, Check-in, Cashiering and Security Systems.
	CO2	Students understood the Advanced Guest Cycle (Reservation, Assigning Rooms, Check-in) along with the room change procedure.
	CO3	The student learn to knowledge and skills with respect to handling special attention guest like handle with care guest, single lady, disabled guest etc.
	CO4	The student learn to handle guest complaints
Housekeeping III/IV	CO1	Student learns various operational procedures and formats pertaining to linen, uniforms, and laundry.
	CO2	Students learn to create formats and design layouts of linen room, uniform room and laundry.
	CO3	Students learn create Flower Arrangements for various occasions and locations.
	CO4	Students learn to plan and implement décor for special occasions.
Rooms Division Management (Practicals)- III/IV	CO1	Students understood the concept of property management system.
	CO2	Students understood the concept of bill generating and printing the same.
	CO3	Students learn the procedure of stain removal.
	CO4	Students learn the principles of flower arrangement, ironing process, various stitches and designing the uniform for staff.
Hotel Accountancy & Cost Control	CO1	Students learn about preparation of company accounts from a business point of view. They get to know about different Allowances and visitors pay outs.
	CO2	Students get knowledge about preparation of guests' weekly bills. Also they learn to prepare visitors tabular ledger.
	CO3	Students learn about the uniform system of accounting for Lodging industry.
	CO4	Students learn about different cost and cost control techniques for maximisation of profit.
Hospitality Law & Human Resource Management	CO1	Students learn about the Indian Contract Act and its uses.
	CO2	Students learn about the factories act, Food adulteration Act etc.
	CO3	Students learn about HRM
	CO4	Students learn about orientation, Recruitment, selection process.
Management Information System in Hospitality Industry	CO1	Equip the student with the required knowledge to understand the theory and practical aspects of the functioning of the systems department of a hotel
	CO2	Students focus on skills development in handling Property Management Systems software.
	CO3	Students learn about MIS and its need.
	CO4	Students learn step by step how to build MIS and various Hospitality related MIS Examples for further understanding.



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TYBSc-HS SEM-V	Food Production & Patisserie - V (Theory)	CO112	Understand the background of a larder kitchen, sections, layout of kitchen, tools and equipment used in kitchen; understand the basic concept of appetisers, charcuterie, and sandwiches.
		CO2	Understand the use of herbs and wine in international cuisines
		CO3	Claim and insight into basic nutrients ,and their sources in food,appreciate the use of preparing nutritional analysis of menu.and menu planning
		CO4	Understand the basic concept of European and western cuisine.comprehend he used common ingredients in cooking.
	Food Production & Patisserie - V (Practical)	CO1	Equipment and supplies should be provided to enhance hands-on learning experience of students.
		CO2	Parts of sandwich Bread, Spread, Filling Types of Sandwich Canapes
		CO3	Classification, Types of Salad, Parts of a salad: Base Body, Dressing, Garnish, Popular examples
	Food & Beverage Operations Management - V (Theory)	CO1	Describe casual, theme restaurants etc. and how they are operated.
		CO2	How food service managers develop and manage labour & revenue control systems.
		CO3	Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events.
		CO4	Explain the operations of various catering establishments such as Railway, Airline & Marine catering.
	Food & Beverage Operations Management - V (Practical)	CO1	Identify Food & Beverage setup and planning of various outlets in the department.
		CO2	Table setups and arrangements for banqueting and buffet including menu designing with styles of service & Calculation of space requirement.
		CO3	Drafting Function Prospectus
	Front Office - V	CO1	Students learn the formulas that are applied in the front office for forecasting
		CO2	Students learn to decision making through statistical data in Front office operations
		CO3	Students learn the formulas that are applied in the front office for evaluating
		CO4	Students Understood the rules & acceptance of foreign exchange.
	Housekeeping - V	CO1	Students learn to apply the guidelines for hiring various housekeeping contract services.
		CO2	Students learn to manage the manpower planning in the housekeeping department in different categories of hotels.
		CO3	Students learn to apply the elements and concept of interior decorations & elevations.
	Rooms Division Management (Practical) - V	CO1	Students learn Calculating Staffing levels / Manpower Planning (Small to medium hotel)
		CO2	Students learn creating SOP's of housekeeping department, creating area checklist, and colour wheel.
		CO3	Students learn Handling Foreign Currency, Procedures to be followed while exchanging Foreign Currency
		CO4	Student learn the concept of Foreign Exchange Settlements using Credit Cards.Export Promotion



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			Capital Goods Scheme (EPCG)
	Corporate English - V (Theory/ Practical)	12CO1	Students develop oral communication in terms of group discussion, interviews and presentations
		CO2	Understand written communication skills and able to draft emails, letters and reports
		CO3	Develop interpersonal skills and adapt to the challenges in the global scenario
		CO4	Learn and practise the dynamics of business etiquettes
	Environmental & Sustainable Tourism - V	CO1	Students understand and explain the importance of Environmental and Sustainable Tourism.
		CO2	Students identify and explain Environmental changes due to Tourism.
		CO3	Students comprehend Sustainability of Tourism for future generations.
		CO4	Students understand about the World's fastest growing Travel & Tourism industry.
TYBSc-HS SEM-VI	Advanced Food Production VI (Theory)	CO1	Identify the ingredients of various countries and what makes them unique.
		CO2	Examine the effects of demography on the cuisines of various country in the west.
		CO3	Recognize the various regions of Italy and intra-regional differences with respect to cuisine.
		CO4	Understand the basic concept of plating food, appreciate the use of the right kind of plates for food presentation and analyses the components of presenting food.
	Advanced Food Production - VI (Practical)	CO1	Portion control: Essential controls in food production. Achievement of uniform serving sizes important for cost control & customer satisfaction.
		CO2	Factors to be kept in mind while preparing the food, Thermostatic control, Carry over cooking, Batch cooking, Product yield
		CO3	Develop creativity and flair that will contribute to the development of new dishes, meal offerings and the total meal experience within the constraints of a business environment.
	Advanced Food & Beverage Operations Management (Theory)	CO1	Identify factors to create impulse buying; prepare, fillet, carve, flambé & finish food items from a Gueridon trolley.
		CO2	Plan & operate a Bar operation, Manage inventory and maintain records pertaining to beverage control.
		CO3	Understand and apply cost dynamics as related to the Food & Beverage industry.
		CO412	Demonstrate a detailed understanding of the various facets of the Food & Beverage cycle of control in the operational & post operational phase.
	Advanced Food & Beverage Operations Management (Practical)	CO1	Demonstration & Preparation of Gueridon or flambé dishes
		CO2	Understand and learn order taking Procedure and service in the Bar.
		CO3	Familiarise advanced sommeliership techniques and skills.
	Advanced Front Office (Theory)	CO1	Students understand: Yield management and its application in the Hotel Industry.
		CO2	Students understand: Measurement of Yield for Management Decision Making.
		CO3	Students understand: Passport & Visa regulations.
		CO4	Students learn various Revenue management terms.



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	Advanced Front Office (Practical)	CO1	Handling Guest Complaints & Situations Theft, Drunken guest & Difficult guest, Bomb Threat, Fire, Death, Guest with Health Problems, Service related complaint, Black Listed Guest, Wake up call, Discrepancy in charges, Pet Policy.
		CO2	Role Play Activities: (Transient FIT's, Groups & Special Category Guest) Pre-arrival stage Arrival Stage Occupancy Departure
		CO3	Case study on the situation happened in the hotel.
	Advanced Housekeeping (Theory)	CO1	Students learn to plan and evaluate budgets.
		CO2	Students learn to create and evaluate the aspects of Interior Design in a Guest Room Layout.
		CO3	Students learn to plan and draw the layout of Guest Rooms to scale.
		CO4	Students learn to set up the housekeeping department of a new property and create a timeline for the countdown to the opening.
		CO5	Students learn to identify safety hazards and implement preventive and remedial measures.
	Advanced Housekeeping (Practical)	CO1	Students learn to make Layout of the guest room.
		CO2	Students learn about the department with the help of role play and case study.
		CO3	Students learn to deal with First Aid and firefighting.
		CO4	Students learn the daily work duty of the department hierarchy and learn to make towel origami.
	Advanced Bakery & Confectionery -VI (Theory)	CO1	Understand different types of flour obtain from wheat and other sources
		CO2	Understand the principles of bread making, cake making, pastry making and also know the international bread ,cake ,pastry and understand the different methods used to prepare bread, cake, and pastry.
		CO3	Understand the different types of pastes, cream and icing that can be used as filling for cake and pastries to create a dessert and understand various types of international dessert.
CO4		Understand about the process of chocolate, garnishes, used of chocolate.	
Advanced Bakery & Confectionery - VI (Practical)	CO1	Student understand basic principles of baking	
	CO2	Student understand characteristics and major bakery ingredients	
	CO3	Student understand Bakery equipments and tools	
Organisational Behaviour	CO1	Students understand the concept of organisational behaviour	
	CO2	Learners are acquainted with the concept of organisational culture, work conflicts in relation to Hotel industry	
	CO3	Students acquire the knowledge of group dynamics, motivation and personality	



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		CO412	Learners are acquainted with various theories of motivation
	Strategic Management	CO1	Explaining the importance of strategy management, process and levels of strategy.
		CO2	Familiarising students with strategic intent through which they will learn to form the vision and mission and the goals of the company.
		CO3	Interpret the importance of environmental analysis and the SWOT process.
		CO4	Creating an ability among students to analyse the industry effectiveness and different types of strategy formulation.
	Services Marketing	CO1	Students learn the basics of Marketing, service marketing, its evolution, basic difference between goods and services and concepts of market segmentation and positioning.
		CO2	Students learn 7 P's of marketing (product, price place, promotion, process, physical evidence and people) and their practical application in the field of hospitality.
		CO3	Learners understand the consumer behaviour, factors affecting consumer, purchasing behaviour and its pattern.
		CO4	Students are familiarised with objectives, methods and benefits of E-MARKETING in services to compete in the domestic and global market.



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