



Criteria 2.6. Student Performance and Learning Outcomes

2.6.1 The institution has stated learning outcomes (Program and Course outcomes), graduate attributes, which are integrated into the assessment process and widely published through the website and other documents, and the attainment of the same is evaluated by the institution

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Course Outcomes

Name of the Programme with year BHM 2020-24

S.NO	SUBJECT CODE	SUBJECT NAME	COURSE OUTCOMES
SEMESTER-I			
1	20BHM-0FP11C	Initiation To Cooking & Hygiene Practices	CO1 Demonstrate Safety Procedures in handling Kitchen Equipment. CO2 Apply Food Hygiene and Safety Practices while working in a professional Kitchen. CO3 Carry out Different Cooking Methods and construct menus using the methods of cookery. CO4 Demonstrate the basics of French Cooking techniques and fundamentals. CO5 Outline food safety hazards and carry out Techniques to prevent them.
2	20BHM-0FB11C	Food and Beverage Service Fundamentals & Environment	CO1 Explain the growth and role of hotel industry and catering establishment CO2 Explain the types and organizational structure of F & B Department. CO3 Classify F & B Outlets and Ancillary Departments. CO4 List out different food and beverage equipment's and



			<p>explain their role in food and beverage service.</p> <p>CO5 Understand the difference between Alcoholic and Non-Alcoholic Beverages and state the different types of Non-Alcoholic Beverages.</p>
3	20BHM-0FO11C	Front Office Professional Culture – I	<p>CO1 Understand the concept of hospitality industry and hotels in detail.</p> <p>CO2 Classify hotels based on different classification criteria.</p> <p>CO3 Draw the layout of front office department and list the equipment used in front office.</p> <p>CO4 List the duties and Responsibilities of Front office staff and explain the inter and intra departmental communication.</p> <p>CO5 Explain the stages in the guest cycle and its significance.</p>
4	20BHM-0AO11C	Professional Practices in Accommodation Operations – I	<p>CO1 Value housekeeping as an important support department in the organization of hotel departments.</p> <p>CO2 Outline the importance of a functional layout for a housekeeping department to achieve maximum efficiency in providing guest services and enumerating personnel attributes required in housekeeping</p>



			<p>personnel and their duties and responsibilities.CO 3 Explain the role of the control desk in coordination with front office and maintenance department of the hotel.CO4 Design a guest room with the placement of amenitiesCO5 Classify the principles of cleaning various areas and categorize cleaning tasks with regard to their frequency and how cleaning may be organized in various ways in hotels.</p>
5	20BHM-0FR11L	French - I	<p>CO1 Demonstrate understanding of the Indefinite Articles and the types of sentences. CO2 Discuss Definite Articles and the types of sentences CO3 Elaborate on French prepositions CO4 Formulate sentences on locating people and objects. CO5 Outline the adjectives of colour</p>
6	20BHM-0CS11L	Computer Sciences – I	<p>CO1 Discuss the Elements of a Computer system CO2 Describe the Concept of Primary & secondary Storage CO3. Outline The Importance of software concepts CO4 Carry out different functions of Word & Excel CO5 Prepare</p>



			PowerPoint Presentation
7	20BHM-0BW11T	Business World & Hospitality Industry Environment	<p>CO1 Understand and explain the origin and history of Hospitality Industry.</p> <p>CO2 Draw the organization chart of hotels and list the Job description of the personnel.</p> <p>CO3 Implement the concept, functions and modes of reservations.</p> <p>CO4 List down the responsibilities and importance of housekeeping.</p> <p>CO5 Appraise the importance of effective communication in the organization.</p>
8	20BHM-0SI11L	Self-Image	<p>CO1 Define self-image and explain its effect on overall personality.</p> <p>CO2 Explain the importance of physical presentation in overall self-image building.</p> <p>CO3 List importance and types of non-verbal communications.</p> <p>CO4 Understand the basics of interpersonal Communications and apply the same when required.</p> <p>CO5 Understand and implement oral hygiene.</p>



9	20BHM-01C11L	Industry Connect	CO1 Understand the Organisation structure and duties & Responsibilities of Front office personnel.CO2 Explain the operations and Key considerations while operating a f & B outlet or a bar.CO3 Understand the Key formats prepared by Housekeeping and its role in housekeeping department.CO4 Understand the operations of a front office department.CO5 List out the Responsibilities of Ancillary department in a 5-star hotel.
SEMESTER-II			
1	20BHM-0FP12C	Culinary Arts & Nutrition – I	CO1 Differentiate between Different types of Flours and Explain the Structure of wheat. CO2 Outline layout of a kitchen and Organizational Structure and Summarize the Duties and Responsibilities of Kitchen Personnel. CO3 Categorize and Assess different types of Egg, Dairy Products and Farinaceous Products. CO4 Classify and Categorize different types of Pastry. CO5 Implement good storage and Purchasing Procedures in



			Commercial kitchen operation.
2	20BHM-0FB12C	Food & Beverage Restaurant Practices & Wine Vintage	<p>CO1 List and understand French classical menu, sequence of each course and types of different meals served.</p> <p>CO2 Explain various types of restaurant services and their role in food and beverage sector.</p> <p>CO3 Explain & understand KOT and billing system with its record keeping procedures.</p> <p>CO4 Explain & understand the service of cigar & cigarette.</p> <p>CO5 Understand the classification of wine.</p>
3	20BHM-0FO12C	Front Office Professional Culture – II	<p>CO1 Implement the functions and procedures of reservation section</p> <p>CO2 List the functions and procedure at arrival of the guests</p> <p>CO3 Understand the services provided to guests during their stay at hotel</p> <p>CO4 Execute the functions and procedure to settle the guest account at the time of departure</p>



			CO5 Create Tariff structure for the hotel.
4	20BHM-0AO12C	Professional Practices In Accommodation Operations – II	CO1 List the importance of Housekeeping supervision.CO2 Draw a layout of Uniform, Linen and tailor room.CO3 Demonstrate the cleaning procedures followed in public area and guest roomCO4 Differentiate between routine, spring and Deep Cleaning.CO5 Carry out the different care and cleaning methods of metals and apply the same during the cleaning process of Rooms.
5	20BHM-0FR12L	French – II	CO1 Demonstrate the understanding of qualifying adjectives CO2 Application of adjectives in the context of objects, humans and animals CO3 Differentiate clearly between the single, plural, masculinity and femininity of adjectives. CO4 Understand the plural forms of some special nouns CO5 Enlist the counting from one to 100 in words



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6	20BHM-0CE12T	Company Economics	CO1 Classify or Categorize Hotels based on different classification styles. CO2 Understand different types of hotel ownership and types of lodgings. CO3 Understand market structure and the nuances of managing hotel and its environment. CO4 Describe & explain Characteristics of hotel industry. CO5 Understand & explain the challenges faced by the hotel industry.
7	20BHM-0MK12T	Marketing I	CO1 Understand the basics of marketing and its techniques. CO2 List down various marketing techniques and approaches. CO3 Explain the process of marketing the services. CO4 Understand the market structure and its environment. CO5 List golden P's of marketing and explain the latest trends in marketing.
8	20BHM-0MG12T	Management- I	CO1 Understand basic concepts of hospitality accounting system CO2 Construct primary and subsidiary books and post entries on the same. CO3 Differentiate between a subsidiary books and ledger and



			understand the need of different accounting forms and formats. CO4 List the advantages and disadvantages of trial balance. CO5 Draw and prepare a trial balance report.
9	20BHM-0HS12T	Hospitality Sales	CO1 Understand & implement the basics of the sales. CO2 Differentiate between various selling techniques. CO3 Conclude the Maslow Hierarchy of needs as per the requirements in the hospitality Industry. CO4 Outline the processes in the management of the Sales Force Team. CO5 Appraise planning & control measures in the Sales Organization
SEMESTER-III/IV			
1	20BHM-0IN21L/ 20BHM-0IN22L	*Industrial Training-I	
1	20BHM-0FP21C/ 20BHM-0FP22C	Culinary Arts & Nutrition-II	CO1 Distinguish between Different Regional cuisines of India based on historical background and Culinary Etiquettes. CO2 Demonstrate different Cuts of Meat while preparing menus in the Food production labs. CO3 Plan menus based on the factors affecting menu planning. CO4 Construct recipes for volume



			Catering. CO5 Create an Efficient purchasing system in a hotel through the knowledge gained on purchase specification, techniques and forms& Formats.
2	20BHM-0FB21C/ 20BHM-0FB22C	Beer, Spirits & Liqueurs	CO1 Understand the concept of alcoholic beverages CO2 Develop understanding of different types of beers and their storage. CO3 Classify spirits and describe various methods of preparing and manufacturing different spirits. CO4 Differentiate between aperitifs & Bitters CO5 Define liqueurs with their country of origins.
3	20BHM-0RD21C/ 20BHM-0RD22C/	Room Division Managerial Experience	CO1 Plan tariff for the designated room type. CO2 Outline the objective of guest accounting cycle. CO3 Understand the process and formats used in laundry and its operations CO4 Carry out flower arrangement by applying principles of design. CO5 Design and decorate guest room based on principle and elements of design.



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4	20BHM-0FC21T/ 20BHM-0FC22T	Food & Beverage Control	CO1 Define budget, budgetary control CO2 Explain various sales concepts CO3 Explain inventory control CO4 Describe all the aspects of beverage control CO5 Learn the concept of MIS
5	20BHM-0FR21L/ 20BHM-0FR22L	French - III	CO1 Highlight and identify material of different types CO2 Understand the French Auxiliary Verbs CO3 Elaborate on the French personal pronouns CO4 Define a conjugation CO5 Understand the use of the verb Etre in the affirmative, negative and interrogative forms.
6	20BHM-0CC21T/ 20BHM-0CC22T	Introduction to Cost Control	CO1 Understand the concepts of production and Costs. CO2 Apply internal Control in the field of hospitality using cost standards. CO3 Construct cost efficient models for hotels using techniques like menu engineering and Yield management. CO4 Suggest cost-saving pricing techniques in the field of hospitality. CO5 Carry out cost control and suggest ways to reduce overall operating costs in the field of hospitality.



7	20BHM-0DM21T/ 20BHM-0DM22T	Disaster Management	CO1 Explain the term disaster, its types and factors causing disasters.CO2 Outline principles of Disaster management and phases involved.CO3 Examine the approaches to reduce Disaster risk. CO4 Execute pre disaster and post disaster plans. CO5 Implement best practices in Disaster Risk management.
8	20BHM-0ES21T/ 20BHM-0ES22T	Environmental Studies	CO1 Explain the Importance of environmental studies. CO2 Execute the plan of waste management to save environment from various pollutions. CO3 Design a plan for maintaining water quality standards through different methods CO4 Analyze the potential sources of air pollution and its effects. CO5 Examine the hazardous material and how to deal with it.
9	20BHM-0HR21T/ 20BHM-0HR22T	Human Resource Management -I	CO1 Define the concepts of Human Resource management and understand the theories related to it. CO2 Analyze the need and process involved in manpower planning. CO3 Explain the



			<p>process of recruitment and selection and its pre-requisites.</p> <p>CO4 Implement the importance of Training & development in human Resources and will be able to construct his own training and development plan.</p> <p>CO5 Recognize the process of performance appraisals and Discuss the importance of the same.</p>
SEMESTER-V/VI			
1	20BHM-0ET31T/ 20BHM-0ET32T	Environmental & Tourism Economics	<p>CO1 Define and understand the concept of Liberalism & Interventionism.</p> <p>CO2 Understand the relation between inflation, globalization and fluctuations in Tourist flow.</p> <p>CO3 Implement the understanding of various levels at which tourism related activities are managed in relation to various tourist products.</p> <p>CO4 Appraise different types of lodgings for tourists as per the flow of tourists and their preferences throughout the world.</p> <p>CO5 List and differentiate between various accessibility sources used in tourism industry.</p>



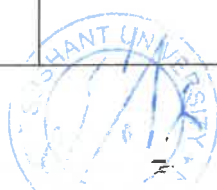
2	20BHM-0FB31C/ 20BHM-0FB32C	Worldwide Wine Fundamentals and Pairings	CO1 Define budget, budgetary control and other related terminologies.CO2 list down techniques and systems used in material management.CO3 Explain the objectives and techniques involved in inventory control.CO4 Explain the process of beverage control.CO5 Draw various MIS reports
3	20BHM-0FS31T/ 20BHM-0FS32T	Food Science & Nutrition	CO1 Explain Different Types Of Ledger and accounting systems.CO2 list down the duties and responsibilities of night auditor.CO3 Understand the safety and security procedures of fire safety.CO4 Differentiate between job description and specification.CO5 Plan & Impart orientation training.
4	20BHM-0MG31T/ 20BHM-0MG32T	Management II	CO1 Understand the concept of cost and variable models.CO2 List and provide solutions to improve profitability.CO3 Analyze the functional balance sheet.CO4 Carryout calculations based on storage rates and rotation rates.CO5 Apply empirical methods such as Pareto and ABC.



5	20BHM-0FR31L/ 20BHM-0FR32L	French – IV	CO1 Describe parts of the human body CO2 Understand the second auxiliary verb – AVOIR CO3 Construct sentences with the help of AVOIR in affirmative, negative and in the interrogative forms CO4 Elaborate Special uses of the verb AVOIR CO5 Avoir in Negative
6	20BHM-0HR31T/20BHM-0HR32T	Human Resource Management II	CO1 Implement the concept of Human Resources functions and its theories in lateral stage of his managerial role.CO2 Construct and explain the objectives and processes involved in man power planning.CO3 Execute the recruitment and selection process of an organization.CO4 Construct and implement a training and development plan for a successful organization.CO5 Design a employee motivation plan by using different motivation theories and strategies which will help to achieve desired results.



7	20BHM-0CS31L/ 20BHM-0CS32L	Computer Science – II	<p>CO1 Understand MS excel and ways to navigate through it.</p> <p>CO2 Operate worksheet and apply formulas to format the data.</p> <p>CO3 Carry out different operations on a worksheet in order to format cells and align text.</p> <p>CO4 Demonstrate main features in workbook.</p> <p>CO5 Create workbook using the orientations of additional features of workbook including charts and auto content wizard.</p>
8	20BHM-0CE31T/ 20BHM-0CE32T	Current Events & Legal Culture in Hotel	<p>CO1 Understand the impact of economic crises on hotel business.</p> <p>CO2 List and describe various licenses required to run hotel & restaurants.</p> <p>CO3 Discuss and explain Consumer & Environment Protection Act</p> <p>CO4 Understand different laws related to food and liquor.</p> <p>CO5 Explain the different types of labour laws.</p>
9	20BHM-0OC31L/ 20BHM-0OC32L	Oral Communication	<p>CO1 Define Communication and list their types, channels and barriers.</p> <p>CO2 Implement problem solving process.</p> <p>CO3 describe and use problem solving techniques to solve communication</p>



			related problems. CO4 Understand the concept of creative thinking and EQ models. CO5 Differentiate between intrinsic and extrinsic motivation.
10	20BHM-0MK31T/ 20BHM-0MK32T	MARKETING II	CO1 Understand the concept of marketing, its types and characteristics.CO2 list down the factors affecting tourist buying and behavior.CO3 Understand and analyze the process concerning to marketing environment.CO4 Name and explain the golden P's of Marketing.CO5 Plan a marketing strategy based on different resources of marketing available.
SEMESTER- V/VI			
1	20BHM-0IN31L/ 20BHM-0IN32L	Industrial Training -II	CO1 Enable a good understanding of the working in the F&B Production department of any five star hotel in India or abroad. CO2 Understand the daily operational functioning of different hotel sections and departments. CO3 Develop skills and technical knowledge concerning hotel operations. CO4 Understand the importance of punctuality,



			discipline and communication in hospitality industry & Ability to effectively communicate solution to problems (oral, visual, written). CO5 Retrieve theoretical & practical knowledge gained in handling real situations in the field of hospitality.
SEMESTER-VII			
1	20BHM-0FP41C	Advanced Culinary Operations	CO1 Determine the working of various International cuisines & practicing the related menus. CO2 Speculate & understand the varieties and processes involved in bakery dessert preparations. CO3 Evaluate the various bread making methods and the faults observed during the bread making process. CO4 Plan and forecast budgets based on budgeting needs and requirement. CO5 Develop new recipes based on research and development of new products



2	20BHM-0FB41C	Advanced food & Beverage Service	CO1 Design Job Description, Specifications & duty roster of a Food & Beverage Service Department. CO2 Demonstrate the different flambé recipes of guerdon service as a specialized service. CO3 Design & supervise a Bar with all basic equipments required for smooth functioning of a Bar. CO4 Evaluate the importance & functions of Kitchen stewarding department in a food & beverage Service department. CO5 Demonstrate supervisory skills to handle any food & beverage outlet a five star hotel or stand-alone.
3	20BHM-0AO41C	Accommodation Management	CO1 Develop the area inventory list of housekeeping and undergo a time and motion study of the department. CO2 Decide capital and operating budget taking into consideration the expenses to run the housekeeping department. CO3 Outline the importance of Purchasing and contracting in housekeeping department. CO4 Develop a security and safety module for housekeeping



			department. CO5 Discuss & explain the changing trends in hotel housekeeping.
4	20BHM-0FO41C	Front Office Management	CO1 Implement the understanding of night auditing process. CO2 Differentiate the different types of budgets. CO3 Analyze the market share index of a hotel. CO4 Outline the objective, advantages of forecasting. CO5 Understand the safety and security procedures of fire safety.
5	20BHM-0FR41L	French – V	CO1 Describe the names of the parts of the face with their matching gender CO2 Elaborating Nouns and adjectives for the description of face CO3 Learn the Adjective Possessive in singular forms CO4 Learn the Adjective Possessive in plural forms CO5 Understand ordinal numbers



7	20BHM-0ED41T	Entrepreneurship Development	CO1 Explain the concept of Entrepreneurship CO2 Compare the functions of entrepreneur and a manager. CO3 Create a business idea for new product to launch in the market. CO4 Analyze the problems of women entrepreneur & development stages of women in a society as an entrepreneur. CO5 Design a road map to succeed as an entrepreneur by making a systematic plan of action for a startup
8	20BHM-0FD41T	Facility Management, Planning & Design	CO1 Classify hotels based on star categorization & list out the pre requisites for designing a good 5-star hotel. CO2 Design a hotel taking into consideration the CAPEX and operating budget. CO3 Develop & Plan specifications for various kitchen equipment. CO4 Design their own kitchen based on ancillary sections of a kitchen department CO5 Compare between CPM & PERT



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9	20BHM-0RE41T	Hospitality Research	CO1 Understand & Explain the scope and purpose of doing research. CO2 State research problem and objectives and identify the theme. CO3 Design research and Collect data using various data collection methods. CO4 Plan sampling and fieldwork. CO5 Undergo Literature Review, data analysis and <u>Report Writing</u>
10	20BHM-0RM41T	Revenue and Yield Management	CO1 Understand key revenue management concepts. CO2 Formulate possible solutions to solve basic problems in revenue management optimization problems. CO3 Apply TQM techniques to forecast the perception of quality. CO4 Apply the Time & Motion Study in the hotels. CO5 Understand the revenue management techniques used by the hotels.
SEMESTER-VIII			



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1	20BHM-0FP42L	Food Presentation And Styling	<p>CO1 Understand the fundamentals of digital photography and apply the same in food presentation.</p> <p>CO2 Describe the role of props & Elevation.</p> <p>CO3 Understand the importance of Complementary sauces and textures in a single plate.</p> <p>CO4 Understand color schemes and will be able to choose plates based on the color of actual food items.</p> <p>CO5 Construct a 3-course menu which appeals to the eye.</p>
2	20BHM-0FB42C	Food & Beverage Management	<p>CO1 Plan and operate an F & B outlet</p> <p>CO2 Understand and apply principles of menu management in F & B operations</p> <p>CO3 Describe the procedure of planning and hosting banquet</p> <p>CO4 Describe the procedure of setting up of buffet.</p> <p>CO5 Understand how to manage F&B outlet</p>
3	20BHM-0MK42T	Marketing – III	<p>CO1 Understand the consumer trends and buyer decision process.</p> <p>CO2 Develop marketing strategies.</p> <p>CO3 Understand the underlying concept of service marketing.</p> <p>CO4 Deliver Marketing programmes.</p>



			CO5 communicate with market effectively through various media and promotional Activities.
4	20BHM-0HR42T	Human Resource Management– III	CO1 Evaluate the basics of compensation and benefit management.CO2 Design the managerial implications of job satisfaction. CO3 Analyze the measures undertaken to minimize organizational conflict.CO4 Classify the disciplinary guidelines and case studies concerning labor laws.CO5 Demonstrate the module of HRIS and E services. .
5	20BHM-0TX42T	Taxation	CO1 Understand the basics of taxation, tax slabs and direct and indirect taxes. CO2 Prepare computation of income under different heads. CO3 Understand the concept of capital gains. CO4 Explain the rules of goods and service tax. CO5 Differentiate between GST & VAT.



6	20BHM-0FR42L	French – VI	CO1 Learn the usage of the III Group of verbs CO2 Learn to conjugate other irregular verbs in past and future tenses CO3 Count in cardinal numbers CO4 Perform Exercises related to Time. CO5 Learn the vocabulary of seasons and weather
7	20BHM-0CS42L	Computer Sciences – III	CO1 Understand and explain the different generations involved in computer. CO2 Differentiate between different input & output devices, CO3 Suggest the importance of Internet & familiarizing with world wide web(WWW). CO4 Operate email account by sending & receiving email messages. CO5 Create Power point presentation & perform slideshow
8	20BHM-0MM42T	Multicultural Management & Geopolitics	CO1 Define Internationalization and understand the global outreach of the hotel functions. CO2 Construct management models for Cultural diversity CO3 Understand the cultures and management throughout the world. CO4 Define and



			explain geopolitics and Current economic and political equilibrium CO5 Analyze the current risk involved in the geopolitics.
9	20BHM-0NE42T	Negotiation	CO1 Explain the needs, motivation, stakes & interest. CO2 Assess his/her situation and define goals. CO3 Execute sales negotiation by making an appointment. CO4 Distinguish between challengeable and unchallengeable objectives. CO5 Develop Commercial Negotiation model.
10	20BHM-0TT42T	Tourism and Travelling	CO1 Categorize the different types of tourism and different types of Tourist. CO2 Outline and develop a relation between different motivation forces in tourism CO3 Describe the various Tourism Organizations at National (Regional) & International levels. CO4 Appraise the different accessibility systems in the tourism industry for a traveler. CO5 Analyze the importance of Travel Agency &



			Tour Operators in Tourism Industry.
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