



Department of Tourism and Hotel Administration

B.Sc. Tourism and Hotel Administration

S.No	Course Code	Course Name	Course Outcomes
SEMESTER - I			
1.	18UHML11	Part - II: Hospitality English	<ol style="list-style-type: none">1. Understand the fundamentals, definition of communication.2. Develop the basic knowledge in listening skills.3. Improve the knowledge in non-verbal communication.4. Develop the basic knowledge in effective reading.5. Develop the basic knowledge on report writing.
2.	18UHMC11	Core Course- I: Basic Food and Beverage Service	<ol style="list-style-type: none">1. Understand the foundations and objectives of Food and Beverage Service.2. Describe the structure of food service industry.3. Understand basic knowledge about menu and the French classical menu.4. Demonstrated the basic table laying points followed in restaurant5. Gain Knowledge in Non-Alcoholic Beverage types of Tea and Coffee
3.	18UHMC12	Core Course – II: Basic Culinary Arts and Patisserie	<ol style="list-style-type: none">1. Demonstrate the origin of culinary industry.2. Demonstrate the various methods of cooking techniques.3. Illustrate the organizational structure of the culinary department in the hotel industry.



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			<ol style="list-style-type: none">4. Enumerate the kitchen equipment's also care and maintenance of the equipment.5. Demonstrate the classification of ingredients, vegetables etc.6. Develop the knowledge in the culinary terms used in the hotel industry.
4.	18UHMA11	Allied Course – I: Introduction to Tourism Industry	<ol style="list-style-type: none">1. Understand the meaning of tourist, tour and differences.2. Outline and communicate the history of tourism.3. Identify and reflect on the factors that motivate tourist travel.4. Illustrate the types of tourism.5. Outline the basic components of tourism.6. Explain the evolution of tourism industry.
5.	18UHMN11	Non-Major Elective Course –I: Fundamentals of Tourism Administration	<ol style="list-style-type: none">1. Basic knowledge about tour, tourism and tourist.2. Describe the various types of tourism.3. Inculcate the basic knowledge in setting up a travel agency and the duties of a travel agent.
6.	18UHME11	Enrichment Course – I: Fundamentals in Bakery	<ol style="list-style-type: none">1. Demonstrate the basic working knowledge of Bakery.2. Gained the basic knowledge about ingredients used in Bakery.3. Understand about bread making techniques, basic faults and rectification.
SEMESTER – II			
7.	18UHMC21	Core Course – III: Basic Front	<ol style="list-style-type: none">1. Describe the reporting hierarchy and flow of information in



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		Office and Accommodation Operation	<ol style="list-style-type: none">front office department.List out the factors for job description and job specification.Understand the role of front office in hotel operation.Understand the different types of guest rooms and facilities offered.Describe the importance of reservation and various stages in reservation.Understand the importance of housekeeping department in hotel industry.Describe the Duties and Responsibilities followed by the housekeeping personnel's.
8.	18UHMC2P	Core Course – IV: Basic Front office and Accommodation Operation Practical	<ol style="list-style-type: none">Illustrate the rules and regulations followed in the front office department.Understand the requirements of different types of guests.List the elements of good personal presentation.Identify the personal traits and social skills of staff required for staff handling guests.Identify various forms and formats used in front office department.Learn the basic cleaning procedures followed in the hotel industry.Understand the various linens used in the housekeeping department.



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9.	18UHMC2Q	Core Course –V: Basic Culinary Arts and Patisserie Practical	<ol style="list-style-type: none">1. Understand the basic practical knowledge of culinary.2. Explain the classification of raw materials based on their characters.3. Illustrate the basic cuts of vegetables.4. Demonstrate the basic mother sauce preparation, basic stock preparation etc.5. Understand the parts of chicken, pork and their cutting techniques.6. Explain the basic egg cookery procedures.
10.	18UHMC22	Core Course – VI: Tourism and Travel Agency Management	<ol style="list-style-type: none">1. Describe the types and functions of Travel Agency.2. Understand the basic components in setting up a Travel Agency.3. Explain the various sources of income for a Travel Agency.4. Explain the basic information about Tour Operator.5. Communicate the basic knowledge of travel Documents.6. Explain about itinerary planning and documents needed for planning.7. To Learn How to for Applying a Passport And Visa.
11.	18UHMA21	Allied Course – II: Tourism Organizations	<ol style="list-style-type: none">1. Developed knowledge and understanding of the Tourism Organizations.2. Understand the classification and levels of Tourism Organizations.



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			3. Illustrated the aims and activities of various organizations. 4. Understand about the Tourism ministry and its functions 5. Understand the functions of Tourism organizations of India.
12.	18UHMN21	Non-Major Elective Course – II: Fundamentals of Hotel Administration	1. Understand the basic knowledge about the hotel industry. 2. Describe the various major departments in the hotel industry and their main duties. 3. Illustrate the staff hierarchy of various departments and their duties and responsibilities.
13.	18UHME2P	Enrichment Course – II: Basic Food and Beverage Service Practical	1. Familiarize and handle various service equipment used in service. 2. Understand the personal attributes of F&B service personnel. 3. Understand the do's and don'ts in the restaurant. 4. Adopt different skills and techniques required for food service operation. 5. Gained Knowledge in basic Napkin folding techniques 6. Demonstrated the basic menu compiling techniques.
SEMESTER – III			
14.	18UHMJ31	Core Course – VII: Industrial Exposure Training Project Report and Viva voce	1. During training students gets exposed to the nuances of professionalism and understands its importance. 2. Hotels taught them to play myriad roles at a time – trouble shooting, problem solving and multitasking skills to the students. 3. The real update on the latest trends, technical advances takes



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			place. 4. Interact with guests become responsible and brings confidence with them during their entire professional life. 5. Network which may help us during the final placement.
15.	18UHME1	Extra Credit Course: Bakery Arts	1. Demonstrate the basic working knowledge of Bakery. 2. Understand the basic knowledge on bakery Ingredients. 3. Develop basic ideas about bread varieties, Pastries and cookies.
SEMESTER – IV			
16.	18UHMC41	Core Course – VIII: Quantity Food Production	1. Understand and prepare Indian regional menus in large quantities to suit the occasion. 2. Described the students to the concepts of Specialty Cuisines. 3. Establish the importance of bulk cooking within the Hospitality Industry. 4. It also prepares the student to acquire basic skills and knowledge. Necessary to successfully identify the required standards in this area. 5. Understand the difficulties in the bulk cooking process. 6. It also prepares the student to acquire basic skills and knowledge. Necessary to successfully identify the required standards in this area.
17.	18UHMC4P	Core Course – IX: Quantity Food Production Practical	1. Understand and prepare Indian regional menus in large quantities to suit the occasion.



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			<ol style="list-style-type: none">2. Described the students to the concepts of Specialty Cuisines.3. Establish the importance of bulk cooking within the Hospitality Industry.4. Gained knowledge in various special ingredients used in various cuisine.5. It also prepares the student to acquire basic skills and knowledge. Necessary to successfully identify the required standards in this area.6. Understand the difficulties in the bulk cooking process.7. Demonstrate use of appropriate safety and sanitation principles during food production
18.	18UHMC42	Core Course – X: Food and Beverage Service	<ol style="list-style-type: none">1. Introduced the basic classification of alcoholic beverages.2. Demonstrated the wine making procedures and its classification.3. Understand the basic knowledge of beer, wine and sprits.4. Explained the manufacturing process of various spirits.5. Described the legal responsibilities followed in serving alcohol.
19.	18UHMC4Q	Core Course – XI: Food and Beverage Service Practical	<ol style="list-style-type: none">1. Advice customers on their choice of beverages including explaining the content and methods of production.2. Demonstrate practical ability in the service of range of beverages.3. Observe the establishment conventions in service of



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			beverages. 4. Use appropriate skills and hygienic and safe working practices at all times. 5. Adopt appropriate liaison with other staff working with in food and beverage areas .
20.	18UHMA41	Allied Course – III: Front office and Accommodation Operation	1. Explained the organization structure of uniformed staff. 2. Have an understanding of the importance of reservation and its procedure. 3. Understanding the concept of over booking and forecasting room reservation. 4. Explained the terminologies used in the front office department. 5. Define the tariff procedures followed in the hotel industry.
21.	18UHMS4P	Skill Based Course – I: Front office and Accommodation Operation Practical	1. Gained the basic knowledge of various equipment handled in the front office department in hotel industry. 2. Basic communication skill used in the front office department. 3. Impart the knowledge of current affairs and currency rates. 4. Demonstrated the various surface cleaning methods followed in the hotel industry
22.	18UHMV41	Value Based Course – I: Impacts of Tourism	1. Understands the concept impacts of tourism, merits and demerits of impacts. 2. Described the impacts of tourism on physical, cultural,



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			economic etc. 3. Understand the concept medical tourism and its growth.
23.	18UHME2	Extra Credit Course: Hospitality Industrial Studies	1. Demonstrate the basic working knowledge of all areas of hospitality. 2. Demonstrate knowledge of basic concepts of hotel industry. 3. Develop basic skills in culinary operations.
SEMESTER - V			
24.	18UHMC51	Core Course - XII: Advanced Food Production and Patisserie	1. Demonstrated the skills, knowledge and attitudes required to International Cuisine. 2. Illustrated the history of various cuisines 3. Developed professional cooking skills towards the hospitality industry. 4. Understand the Functions of Gardemanger. 5. Ability to use terminology, appropriate to the field of food processing, correctly and contextually. 6. Adequate knowledge of Yield and Kitchen Management. 7. Described the importance of Dairy products in culinary usage.
25.	18UHMC5P	Core Course - XIII: Advanced Food Production and Patisserie Practical	1. Demonstrated the important recipes followed in French, Italian and Mexican cuisines. 2. Understand the cooking techniques in Chinese cookery.



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			<ol style="list-style-type: none">3. Making the dough for various breads and sponges.4. Apply knowledge of nutrition to food preparation.5. Learn proper use of equipment for baking and cooking.6. Understand the concept flambé used in the cooking skills.7. Ability to create their own menu according their specialization.
26.	18UHMC52	Core Course – XIV: Advanced Food and Beverage Service Management	<ol style="list-style-type: none">1. Understand the knowledge on liqueurs, aperitif and digestive.2. Understand the concept of function catering, procedure to book a function catering and types of function catering.3. Apply basic beverage and bar operations knowledge.4. Apply the principles of menu planning and layout to the development of menus.5. Execute professional practices based on the occupational standards step of service.
27.	18UHMC5Q	Core Course – XV: Advanced Food and Beverage Service Management Practical	<ol style="list-style-type: none">1. Understand the knowledge on mocktail making methods.2. Developed the innovative ideas on garnishing the mocktails.3. Execute professional practices on function catering and staff allocation.4. Understand to create function prospectus5. Understand the procedure followed in the billing process.6. Developed knowledge on various function setups.7. Gained knowledge on various theme based setup and its



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			requirements.
28.	18UHMO51	Major Elective Course I: 1 Entrepreneurship Management	<ol style="list-style-type: none">1. Understand the basic concept of Entrepreneurship.2. Knowledge about relation between Entrepreneurship and Hotel Industry.3. Understand the support institutions for Entrepreneurship training Programme.4. Understand ideas about to setup plant and its designing.5. Concept of project report, components of project and the essential steps in developing a project.
29.	18UHMO52	Major Elective Course I – Event Management	<ol style="list-style-type: none">1. Develop and implement financial initiatives based on event objectives through methods such as sponsorship Programmes, grant applications and fund raising initiatives.2. Plan design and coordinate effective site and facility operations.3. Apply the principles of marketing to events.4. Create, plan, and implement effective Programming for events.5. Apply the principles of professionalism and ethics to event management.
30.	18UHMO53	Major Elective Course I: Consumer Affairs	<ol style="list-style-type: none">1. The learners know about the need for consumer protection and the areas covered by consumer protection law2. Learners will have a clear idea on legislative controls on unconscionable conduct, misleading or deceptive conduct, false or misleading representations and other unfair practices



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			<ul style="list-style-type: none"> 3. The learners know the legal obligations of a supplier of goods or services 4. The learners know the obligations of manufacturers and the rights of consumers to compensation 5. The learners know the bodies available to protect the rights of the consumer and discuss their operations.
31.	18UHMS51	Skill Based Course II: Advanced Front Office and Accommodation Management	<ul style="list-style-type: none"> 1. Explained the role of Front office in marketing and promotion 2. Demonstrated the classes of fire and various fire extinguishers used in fire-fighting. 3. Understand about linen and its classification. 4. Basic concepts about flower arrangement and its types.
32.	18UHMS5P	Skill Based Course III: Advanced Front Office and Accommodation Management Practical	<ul style="list-style-type: none"> 1. Understanding the importance of forecasting, revenue management and reservation technologies and the impact it has on a hotel. 2. Demonstrated about the PMS system used in the hotel industry. 3. Get knowledge on up selling techniques for front office personnel.
SEMESTER – VI			
33.	18UHMC61	Core Course- XVI: Professional Food Production and Patisserie Management	<ul style="list-style-type: none"> 1. Demonstrated ability to identify solutions to problems related to the processing of food. and to apply and expand upon the theoretical concepts presented in lectures. 2. Demonstrated familiarity and competence with the practical skills and techniques used to process food.



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			<ol style="list-style-type: none">3. Ability to use terminology, appropriate to the field of food processing, correctly and contextually.4. Ability to understand the uses of various cooking wines and herbs.5. Ability to explain the benefits and limitations (scientific and ethical) of producing processed foods and be able to recommend, justify and critique commonly used methods of food processing.6. Capacity to formulate foods that meet specified requirements and which are intended to contribute to reducing community health concerns.
34.	18UHMC62	Core Course–XVII: Professional Food and Beverage Management	<ol style="list-style-type: none">1. Demonstrate to guests, in a professional manner, the interpersonal and selling skills required in a food and beverage service operation.2. Demonstrate the product knowledge required for a food and beverage operation.3. Demonstrated the legal requirement needed for beverages in hotel industry.4. Understand about the concept cellar and cellar management.5. Knowledge about cost control, budget and forecasting.
35.	18UHMC6P	Core Course- XVIII: Professional Food Production and Patisserie Management Practical	<ol style="list-style-type: none">1. Understand and explain the kitchen supervisory functions.2. Understand and explain the menu developing and engineering.3. Understand and explain the recipe costing and pricing.



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			4. Understand the planning of functions. 5. Understand and explain kitchen communication with stakeholder.
36.	18UHMC6Q	Core Course-XIX: Professional Food and Beverage Management Practical	1. Understand about the various cocktail making methods. 2. Demonstrated the setup for various occasions like Christmas, valentines etc. 3. Demonstrated the set for various themes. 4. Ensure that development needs are related to the Course Objectives of the establishment. 5. Make contributions to the planning and implementation of development activities which are relevant to the individuals, the team and the organization.
37.	18UHMJ61	Core Course-XX: Project Report and Project Viva Voce	1. To enable the students apply the knowledge and skills acquired in many facets of Hotel operation, tourism, learn to analyze data situations at logical decision. 2. Got an in-depth knowledge in the particular topic selected. 3. Interact with each other brings confidence with them during their entire professional life.
38.	18UHMA61	Allied Course-IV: Professional Room Division Management	1. Demonstrated the various records maintaining in the housekeeping department. 2. Understand the procedures have to be followed in the record keeping. 3. Understand about night auditing process, creation and



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			maintenance of accounts. 4. Described the concept interior design, various kind of lights used in hotel industry. 5. Understand the role of colors in interior designing.
39.	18UHMO61	Major Elective Course -II: Human Resource Management	1. Contribute to the development, implementation, and evaluation of employee recruitment, selection, and retention plans and processes. 2. Administer and contribute to the design and evaluation of the performance management program. 3. Develop, implement, and evaluate employee orientation, training, and development programs. 4. Facilitate and support effective employee and labor relations in both non-union and union environments.
40.	18UHMO62	Major Elective Course- II: Organizational Behavior (1. Understand the concepts of organizational behavior and its application in managing people. 2. Apply the different approaches to organizational behavior and enhance the human relationships within the organization. 3. Explore the relationships among the various components of organizational behavior and their effectiveness. 4. Explained organizational culture and describe its dimensions and to examine various organizational designs.
41.	18UHMO63	Major Elective Course- II: Soft Skill Development	1. Understand the importance of positive Attitude. 2. Identify and improve their soft skills.



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			<p>3. Understand the differences between bio data, CV, Resume.</p> <p>4. Learned about to types of interview and questions asked in interview.</p>
42.	18UHMS61	Skill Based Course - IV: Tourism Marketing	<p>1. Understand the importance of tourism marketing for the economic growth of country.</p> <p>2. Understand the basic knowledge about the types of tourism market and Tourist behavior.</p> <p>3. Described about the product lifecycle, branding and its importance</p> <p>4. Described about the tourism pricing strategies.</p>
43.	18UHMV61	Value Based Course - II: Tourism Planning	<p>1. Appreciate the need for planned tourism development.</p> <p>2. Understand key terms, concepts and approaches related to tourism planning and development.</p> <p>3. Describe the tourism planning process as well as the components of a typical tourism plan.</p>