

Program Outcomes (POs) for B.Sc. (Hospitality Studies)

The National Board of Accreditation (NBA) defines Program Outcomes (POs) as the skills and knowledge students are expected to have upon completing a program. For the B.Sc. (Hospitality Studies) program at NIBR College of Hotel Management and Catering Technology, the following POs are prescribed:

PO1: Hospitality Knowledge

Apply fundamental principles and concepts of hospitality management, including operations, administration, and finance, to effectively manage various aspects of the hospitality industry.

PO2: Problem Analysis

Identify, formulate, and solve complex problems related to hospitality operations, ensuring the application of appropriate methodologies and tools.

PO3: Design and Development of Solutions

Design, develop, and implement innovative solutions for hospitality operations, emphasizing efficiency, customer satisfaction, and sustainability.

PO4: Conduct Investigations of Complex Problems

Use research-based knowledge and research methods, including data analysis and interpretation, to investigate complex issues in hospitality management and develop evidence-based solutions.

PO5: Modern Tool Usage

Apply modern management and IT tools and techniques to analyze and improve hospitality operations and services.

PO6: The Hospitality Professional and Society

Understand the impact of hospitality solutions in societal contexts, ensuring professional, ethical, and responsible behavior towards guests, colleagues, and the community.

PO7: Environment and Sustainability

Demonstrate an understanding of the principles of environmental sustainability and implement sustainable practices in hospitality operations.

PO8: Ethics

Adhere to ethical principles and commit to professional ethics, responsibilities, and norms in the hospitality industry.

PO9: Individual and Team Work

Function effectively as an individual, member, or leader in diverse teams and multidisciplinary settings.

PO10: Communication

Communicate effectively with peers, professionals, and the public, including writing reports, making presentations, and giving and receiving clear instructions.

PO11: Project Management and Finance

Demonstrate knowledge and understanding of project management principles and apply them to one's work as a team member and leader and manage projects in the hospitality context.

PO12: Lifelong Learning

Recognize the need for and have the ability to engage in independent and lifelong learning in the broadest context of technological and social change.

Detailed Mapping of Course Outcomes to Program Outcomes

Each course within the B.Sc. (Hospitality Studies) program contributes to achieving these Program Outcomes.

Specific courses map to the POs:

Example Mapping for Selected Courses

Food Production – I (HS101)

PO1: Applies hospitality knowledge to basic cooking techniques.

PO2: Solves problems related to food safety and cooking methods.

PO5: Uses modern kitchen equipment and tools.

Food and Beverage Service – I (HS102)

PO1: Understands F&B service operations.

PO3: Designs service procedures to enhance customer satisfaction.

PO10: Communicates effectively with guests and staff.

Housekeeping Operations I (HS103)

PO1: Applies knowledge of housekeeping management.

PO6: Considers societal impacts in housekeeping practices.

PO9: Works effectively in housekeeping teams.

Front Office Operations I (HS104)

PO1: Understand front office management.

PO2: Analyzes guest service issues.

PO10: Communicates with guests and staff.

Development of Generic Skills (HS109)

PO8: Develops professional ethics and self-management skills.

PO9: Enhances teamwork abilities.

PO12: Prepares for lifelong learning and self-improvement.


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Report on Course Outcomes Subject-wise:

NIBR College of Hotel Management and Catering Technology offers the students a three-year B. Sc. (Hospitality Studies) program. The curricula of all the classes prescribed by SPPU and its board of studies have determined course outcomes, which are mentioned at the beginning of the course curriculum for the benefit of the students and teachers. The teachers explain these course outcomes to the students, and they map them while periodically preparing the students' performance in the internal examination. From the following data, prepare courses-wise outcomes.

Subject: Food Production – I

Subject Code: HS101

Course outcomes:

- 1. Introduction to the art of cookery and the basic cooking techniques.*
- 2. Knowledge of food & kitchen safety practices.*
- 3. Identify and apply various cooking methods and technique.*
- 4. Classify kitchen brigade and equipment used.*

Subject: Food and Beverage Service – I

Subject Code: HS 102

Course outcome-:

- 1. The course would explore the scope and nature of F & B service operations.*
- 2. It would develop students' essential attributes and elementary skills in the service procedures.*
- 3. The Food and Beverage Service Department basics will be covered in the semester.*

Subject: Housekeeping Operations I

Subject Code: HS 103

Course outcomes:

- 1. Introduction to basic Housekeeping.*
- 2. Understand the role of Housekeeping in the Hotel Industry.*
- 3. Knowledge of different departments in House Keeping.*
- 4. Introduction to Basic operational aspects of accommodation operations.*
- 5. Introduction to Hospitality Industry.*

Subject: Front Office Operations I

Subject Code: HS 104

Course outcomes:

- 1. Introduction to essential Front office.*
- 2. Understand the role of the front office in the Hotel Industry.*
- 3. Knowledge of different departments in the Front Office.*

4. *Introduction to Basic operational aspects of accommodation operations.*
5. *Introduction to Hospitality Industry.*

Subject: Development of Generic Skills

Subject Cod: HS 109

Course outcomes:

1. *Introduction to Generic Skills.*
2. *Development of self-management skills.*
3. *Development of team management skills.*
4. *Development of task management skills.*
5. *Knowledge of practical problem-solving techniques.*

Subject: Food Production – II

Subject Code: HS 201

Course outcomes:

1. *Identify and prepare basic stocks, soups and sauces.*
2. *List & Prepare various types of salads, sandwiches and appetisers.*
3. *Recognize different types of fruits, vegetables & eggs and their uses.*
4. *Understand the characteristics & functions of various bakery ingredients.*

Subject: Food and Beverage Service – II

Subject Code: HS 202

Course outcome-:

1. *The course would explore the scope and nature of F&B service operations and develop students' essential attributes and elementary skills in service procedures.*
2. *The semester will cover the basics of the Food and Beverage Service Department (Food and Beverage).*

Subject: Housekeeping Operations II

Subject Code: HS 203

Course outcomes:

1. *Understand the role of Housekeeping in the Hospitality Industry.*
2. *Study basic Skills for different tasks and aspects of Housekeeping.*
3. *Learn Operational aspects like the Cleaning Routine of the housekeeping department.*
4. *Understand Various Procedural aspects of cleaning public areas.*

Subject: Front Office Operations II

Subject Code: HS 204

Course outcomes:

1. *Understand the role of the Front Office in the Hospitality Industry.*
2. *Study basic Skills for different tasks and aspects in the Front Office.*
3. *Understand Various Front Office Operational Procedures.*
4. *Learn about the Guest cycle in Front Office.*

Subject: French

Subject Code: HS 209

Course Outcome:

1. *To understand the importance of French in Hotel Operations.*
2. *Help to acquire the correct pronunciation of French terminology.*

3. *Basic introduction to spoken French.*

Subject: Food Production – III

Subject Code: HS 301

Course outcomes:

1. *To know various sectors of the catering industry, Bulk cooking & quantity of equipment used.*
2. *To understand the importance of Menu planning, Volume forecasting, and Yield management.*
3. *To know Fish Cookery, write about types of Fish, cuts of fish & cooking methods.*
4. *To understand Indian regional cooking styles in detail.*
5. *To know the preparation methods of Bread, Cake & cookie making.*

Subject: Food and Beverage Service – III

Subject Code: HS 302

Course Outcome:

1. *The courses will provide comprehensive knowledge of the various alcoholic beverages used in the hospitality industry.*
2. *It will give an insight into their history, manufacture, and classification and develop technical and specialized skills in the service.*

Subject: Accommodation Operations – I

Subject Code: HS 303

Course Outcomes:

1. *Establish the importance of Rooms Division Principles within the hospitality Industry.*
2. *Learn basic skills and knowledge necessary to identify the required standards in this area successfully*
3. *Understand all aspects of cost control and establishing profitability.*

Subject: Communication Skills I

Subject Code: HS 308

Course Outcome:

1. *Introduction to an important skill – Communication.*
2. *Understand the importance and application of communication skills in daily life.*
3. *Background and practice of listening, speaking, reading, and writing skills.*
4. *Be well-versed in Group Discussions and Personal Interviews.*
5. *Understand the concept of Body Language and its importance and application in the hotel industry.*

Subject: Internship

Subject Code: HS 401

Industrial Training Outcome:

1. *It allows the students to explore various departments of the hotel.*
2. *It allows students to get familiar with the equipment used in the operational areas.*
3. *Students would be able to understand the hierarchy in each department.*
4. *Students would be aware of the hotel operations at the macro level.*

5. *Students would get an insight into the new trends followed in the Hospitality Industry.*

Subject: Advanced Food Production – I

Subject Code: HS 501

Course outcomes:

1. *To Understand European, North & South American cuisine food.*
2. *Identify cuts of meat, poultry and game with its appropriate uses.*
3. *Sketch & illustrate the kitchen layout of various areas.*
4. *To know various Flour Pastries, Icings, Chocolates & food additives.*
5. *To learn modern plating styles for food presentation*

Subject: Advanced Food & Beverage Service – I

Subject Code: HS 502

Course outcomes:

1. *Demonstrate various gueridon services and execute function catering operations.*
2. *Illustrate the management aspects of F & B operations of transport catering & facility management.*
3. *Prepare the operation budget, analyse the challenges faced in F&B control, and apply menu engineering, concept, and price considerations.*
4. *Develop managerial and supervisory skills related to F & B operations.*

Subject: Advanced Accommodation Operations – I

Subject Code: HS 503

Course Outcome:

1. *To establish the importance of the Rooms Division within the hospitality Industry.*
2. *To prepare the students to acquire the skills and knowledge necessary to successfully identify the required standards and Control Systems in the accommodation area*
3. *To teach students the managerial decision-making aspects of this department.*

Subject: Communication Skills - II

Subject Code: HS 508

Course Outcome:

1. *Introduction to the concept of personality and develop personality*
2. *Understand the nuances of PowerPoint presentation*
3. *Managing self and optimizing potential*
4. *Understand recruiters' expectations and prepare to meet the standards*
5. *Understand the concept of teamwork and its importance and application in the hotel industry*

Subject: Basic Accountancy Skills

Subject Code: HS 509

Course outcomes:

1. *Introduction to basic concepts of Accounting.*
2. *Utilization of accounting principles in Hotel Accounting.*
3. *Introduction to Accounting Books used for recording business transactions.*
4. *Ascertain Financial Results and Financial Position of the Business.*

Subject: Research Project

Subject Code: HS 601

Course Outcome:

1. *Introduction to research methodology.*

2. *Acquiring knowledge about data collection and data analysis techniques.*
3. *Preparing a research project report on the chosen topic.*
4. *Defending the research project during viva voce.*

Subject: Advanced Food Production – II

Subject Code: HS 602

Course outcomes:

1. *To learn & prepare international food – Oriental, Middle Eastern.*
2. *To understand the production & processing of various Charcutier products.*
3. *To know various records maintained by the kitchen department.*
4. *To understand concepts of Production management & budgetary controls.*
5. *To understand the importance of product research & development.*

Subject: Advanced Food& Beverage Service – II

Subject Code: HS 603

Course Outcome:

1. *This course enables the student to understand better the role of food and beverage management in overall catering operations.*
2. *To familiarize the student with the current trends in hospitality operations, such as Standard Operating Procedures and Software Applications.*

Subject: Advanced Accommodation Operations II

Subject Code: HS 604

Course Outcome:

1. *Develop professional specialized skills in the field of accommodation.*
2. *Understand the principles of Interior design concerning Color, Lighting, Etc.*
3. *Demonstrate knowledge of the design and layout of accommodation facilities*

Subject: Entrepreneurship Development

Subject Code: HS 608

Course outcomes:

1. *Introduction to the concept of Entrepreneurship.*
2. *Knowledge of the functional plans*
3. *Understanding the process of preparing a business plan*
4. *Preparing a business plan as per the guideline*
5. *Understand the legal compliances and challenges for a business in India*

Subject: Principles of Management

Subject Code: HS 609

Course Outcomes:

1. *Understand the Principles of Management & thoughts*
2. *Use the principles of planning & organizing*
3. *Know leadership and motivation theories*
4. *Make effective communication and improve coordination.*
5. *Use the principles of control efficiently.*

Subject: Tourism Operations

Subject Code: HS 610

Course Outcomes:

1. *To inculcate a sense of importance, establish a link between the tourism industry and the hotel industry, and highlight the tourism industry as an alternative career path.*

2. *Plan, lead, organize and control resources for effective and efficient tourism operations.*
3. *Contextualize tourism within broader cultural, environmental, and economic dimensions of society.*

Subject: Hotel Related Law

Subject Code: HS 611

Course outcomes:

1. *Business Law.*
2. *Industrial Law.*
3. *Food Legislation*
4. *The Sexual Harassment of Women in the Workplace*
5. *Licenses and Permits*
6. *GST Rules and Regulations*

Subject: Food Science

Subject Code: HS 612

Course Outcomes:

1. *Introduction to Hygiene & Sanitation in catering establishments.*
 2. *Study of microbes to prevent food-borne diseases.*
 3. *Introduction to Nutritional aspects.*
 4. *Importance of a Balanced diet and planning Modified diets.*
- New trends in Nutrition concerning the catering industry*


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