Department of Hotel Management

PROGRAMME LEARINING OUTCOMES (PLOs)

The range of learning outcomes achieved by students in the program will vary according to their Award. As student 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 –

PLO 1: Competent to apply in-depth knowledge and skills of the operational aspects consideringthe underlying principles of the Hospitality operations.

PLO 2: Able to demonstrate the lab skills of the hospitality industry and the strategic management During industrial/academic career.

PLO 3: Competent to execute employability skills, communicating with the staff and sorting their grievances, planning staff welfare incentives, i.e., tour and trips, awards etc., suggestive selling techniques and Cost Management etc.

PLO 4: Capable to deliver the best services in common with the other teammates reflecting the good team work to the customer(s). Also, discussing the issues, appraisals and the new trends in the staff meeting in order to improve the quality of services and upgrade knowledge.

PLO 5: Capable to perform employability skills like cost management and apply them to decision-making situations. Awareness of the Value-added programs that will help in higher education or making them a competent professional/ entrepreneur.

PLO 6: Ability to demonstrate professional behavior, techniques and experience of industrial exposure in customer service / guest service management.

PLO 7: Able to demonstrate effective sales techniques and procedures including marketing, public relations, and entrepreneurship within the hospitality industry.

PLO 8: Able to analyze and solve problems, using appropriate tools & technology e.g., smartly creating a customized and / multi-purpose equipment in a limited space kitchen. Also, keeping oneself up with the current hospitality trends (event manager, catering manager, public relation officer and Admin officer in the MNC companies etc.) considering the social picture of the organization.

PROGRAM EDUCATIONAL OBJECTIVES (PSOs):

Upon successful completion of Hotel Management & Catering Technology Course, a studentshould be able to:

PSO 1: To provide the hospitality industry the steady stream of competent young men and women with necessary knowledge, technical as well as soft skills, values and attitudes to occupy leading positions in the operations.

PSO 2: Create a blue print of one's hospitality career & expose them to crucial hospitality management concepts.

PSO 3: Introduction of key principles of Human Resources, Customer Cantered Marketing and specific Finance & Accounting for Hotel industry.

PSO 4: Focus on delivering the best performance and value to the customer to provide a common body of knowledge in hospitality management coupled with a broad education and awareness of leading skills which will prepare students for responsible and competent leadership roles in the hospitality industry.

PSO5: Develop employability skills required for hotel / restaurant management and culinary

professionals through the use of a competency-based program / Value-added program.

PSO 6: Provide students with relevant hands-on operational experience in some facet of the hospitality industry.

PSO 7: To impart latest and relevant knowledge to the students from different fields of hotel management like sales and marketing, guest management etc.

PEO 8: Enable students to acquire skills for future management roles in various types of hospitality units while being aware & conscious of social responsibilities that an organization owes to its employees & clients.

Semester-I

Foundation Course in Food Production –I	
Course Code: 24SBHM101	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2, 0, 0	**Course Type: Major Course**
Prerequisite: NIL	

CLO 1: Competent in functions of the kitchen and its modern developments, cooking as anart, job specification & description on different positions, grooming, and coordinated workflow with other departments while maintaining the hierarchy.

CLO2: Able to demonstrate various kitchen equipment/ tools use with safety, maintenanceof the entire kitchen and equipment/ tools various kitchen fuels and basics of First Aid & firefighting technique.

CLO 3: Capable about technical use of basic (fruits & vegetables, Cereals & Pulses) andimportant (Salt& sweeteners, milk & milk products) food ingredients and the control cycle (purchasing, storing, etc.).

CLO4: Develop the ability about of technical methods of preparation of the bases of international cuisines, knowledge of use of raw materials, ways of salad carving,dressing and serving the current/rising trends at the national and the internationallevel.

CLO 5: Competent with the knowledge of various bakery equipment, bread making,cookie and dessert making.

Foundation Course in Food Production - I Practical	
Course Code: 24SBHM101P	**Continuous Evaluation: 60 Marks**
Credits: 4	**End Semester Examination: 40 Marks**
L T P: 0, 0, 8	**Course Type: Major Course Lab**
Prerequisite: NIL	

LLO 1: Able to develop competency about Equipment Identification, Vegetableclassification, Basic Cooking methods.
LLO2: Competent to know and prepare mother sauces.
LLO 3: Entitled with the ability to prepare different egg dishes.
LLO4: Capable to know about continental menus.
LLO 5: Able to demonstrate different breads and desserts

Foundation Course in Food & Beverage Service –I	
Course Code: 24SBHM102	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2, 0, 0	**Course Type: Major Course**
Prerequisite: NIL	

CLO 1: able to demonstrate the fundamental knowledge about food service industry /catering industry. It will enhance their in-depth knowledge about food service operations.
CLO 2: capable enough to explain about the staffing and duties and responsibilities of various position of F&B Service Department. It would help them to gain the basics of food service operations.
CLO 3: competent enough to explain about the various F& B outlets and learn about the role and importance of various ancillary sections of F & B service department. It will enhance their in-depth knowledge about food service outlets.

CLO 4: able to classify and identify F & B Service equipment's along with their uses. Acquired knowledge would be applied by the students while getting the hands on experience. It would help them to gain the basics of food service operations.
CLO 5: able to explain the concept and details of non-alcoholic beverages with their classification.

Foundation Course in Food & Beverage Service–I Practical	
Course Code: 24SBHM102P	**Continuous Evaluation: 60 Marks**
Credits: 1	**End Semester Examination:40 Marks**
L T P: 0, 0, 2	**Course Type: Major Course Lab**
Prerequisite: NIL	

LLO1: able to apply the concept in their professional career by understanding the need and importance of good hygiene and maintaining good grooming standard in a hotel.

LLO2: competent enough to explain about the various F & B outlets and their working procedure along with role of their ancillary sections. It will enhance their deep knowledge about food service outlet.
LLO3: capable enough to demonstrate about the various category of equipment used in food and beverage service operations along with their examples and uses. It will enhance their deep knowledge about food service outlet.
LLO4: well versed and apply the acquired knowledge to perform the various activities which are required before, during and after operation hour of a restaurant.
LLO5: competent enough to serve water and other non-alcoholic beverages.

Foundation Course in Rooms Division-I	
Course Code: 24SBHM103	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 0 0	**Course Type: Major Course**
Prerequisite: NIL	

CLO 1: Able to know about the evolution and growth of hotels, origin and importance of tourism and hospitality industry with respect to the core areas of the hotel.
CLO 2: Able to explain the criteria for star classification of hotel on the basis of their facilitiesand services in aspect of accommodation, various categories of room with meal plans.
CLO 3: Able to explain the concept of guest cycle and reservation.
CLO 4: Capable to demonstrate the registration process and techniques of room selling.
CLO 5: Able to know about during the stay activities and service recovery process.

GROUP B – ACCOMMODATION OPERATIONS

CLO1: At the end of the first unit students would be able to understand the role and organizational chart of housekeeping department.
CLO2: At the end of the Second unit students would be able to utilize principles and methods of organizing cleaning.
CLO3: At the end of the third unit students would be able to use proper cleaning agents for better Upkeep of any surface.
CLO4: At the end of the fourth unit students would be able to explain the use of different agents and equipment's on different surfaces.
CLO5: At the end of the fifth unit students would be able to understand the Coordination of housekeeping departments with other departments of the hotel.

Foundation Course in Rooms Division –I Practical	
Course Code: 24SBHM103P	**Continuous Evaluation: 60 Marks**
Credits: 2	**End Semester Examination: 40 Marks**
L T P: 0, 0, 4	**Course Type: Major Course Lab**
Prerequisite: NIL	

LLO1: Able to explain about service culture & guest satisfaction.
LLO2: Able to demonstrate the skill set of front office staff.
LLO 3: Able to learn about the handling of different types of calls-Internal as well as external. Competent enough to deal with the guest calls.
LLO 4: Able to learn about escorting of guest, amendment and other concept of reservation procedure.
LLO 5: Able to perform the activities preformed during the stay procedure.

GROUP B – ACCOMMODATION OPERATIONS - PRACTICAL

LLO 1: At the end of the first unit students would be able to demonstrate Standard operating procedure for Room and bathroom cleaning.
LLO 2: At the end of the Second unit students would be able to handle minibar of the guest room.
LLO 3: At the end of the third unit students would be able to utilize the routine system and record keeping in Cleaning operations.
LLO 4: At the end of the fourth unit students would be able to explain the inspection of guest rooms for defect free rooms.
LLO 5: At the end of the fifth unit students would be able to utilize sense of sense of guest request and complaint handling.

MDC: PSYCHOLOGY AND EMOTIONAL INTELLIGENCE

Year/Semester	**I Year /Semester**	**Course Category**	**MDC-**
Course Code	**23MDC303**	**Course Title**	**Psychology and Emotional Intelligence**
Continuous Evaluation: 40		**End Semester Examination: 60**	
Prerequisite:		**L T P : 3 0 0**	**Credits:3**

CLO 1: Classify the concepts of emotional intelligence and learn ways of developing it.
CLO 2: Demonstrate different models of Emotional Intelligence
CLO 3: Recognize the expressions of perceiving emotions.
CLO 4: Apply different techniques of emotional intelligence in different domains of life.

FUNCTIONAL ENGLISH-I	
Course Code: 23AEC101	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 0 0	**Course Type: AEC**
Prerequisite: NIL	

CLO 1: Identify the main ideas and key details in spoken and written texts for practical comprehension.

CLO 2: Apply spoken language in various contexts, such as giving directions, making requests, orparticipating in discussions.

CLO 3: Evaluate the effectiveness of communication strategies in different scenarios, considering culturaland situational factors**.**

CLO 4: Develop well-structured written documents (e.g., proposals, project reports) that effectivelyconvey information and ideas to a target audience.

FRENCH-I (Language)	
Course Code:24FLFR201 I	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 0 0	**Ability Enhancement Course**
Prerequisite: Basics of English Language	

CLO1 Communicate and exchange information in basic French as well as write short paragraph/essay.
CLO2 Make use of French language skills in job opportunities.
CLO3 Understand and respond effectively to the cultural elements of the French and Francophone culture.

Year / Semester	**1 / 1**	**Course Category**	**SEC**
Course Code	**23SS151**	**Course Title**	**Effective Communication Skills**
Continuous Evaluation: 70		**End Term Examination: 30**	
Prerequisite: Nil		**L T P: 0 0 2**	**Credits: 1**

TLO1: To communicate effectively and interact with people with confidence.
TLO2: To demonstrate and differentiate between various forms of communication.
TLO3: To apply effective communication skills confidently which a student needto get ahead in job and life.

SPORTS, YOGA & FITNESS	
Course Code: 24VAC103	**Continuous Evaluation: 70 Marks**
Credits: 1	**End Semester Examination: 30 Marks**
L T P: 0 0 2	
Prerequisite: NIL	

CLO 1: Explain the meaning, history and development of Yoga.
CLO 2: List the fundamentals of Yoga.

CLO 3: Practice general guidelines for Yogic Practice.
CLO 4: Yogic Practices for Health and Wellness

Semester-II

Foundation Course in Food Production–II	
Course Code: 24SBHM151	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2, 0, 0	**Course Type: Major Course**
Prerequisite: NIL	

CLO1: Able to demonstrate the Methods of Cooking (Baking, Broiling, Grilling, Frying, Steaming,Stewing, Poaching, Roasting, Frying, Sautéing, and Braising).
CLO2: Skilled to explain and competent about the use of Eggs, Poultry and Meat.
CLO3: Able to competent with the use of Fish in cookery (Classification Cuts of Fish, PopularSpecies of Fish, and Classical Preparations of Fish).
CLO4: Competent enough about the Vegetables Cuts & Cookery (Vegetables, Pigment andColour Changes, Effect of Heat on vegetables, Cuts of Vegetables).
CLO5: Able to demonstrate about different types of bakery products.

Foundation Course in Food Production –II Practical	
Course Code: 24SBHM151P	**Continuous Evaluation: 60 Marks**
Credits: 4	**End Semester Examination: 40 Marks**
L T P: 0, 0, 8	**Course Type: Major Course Lab**
Prerequisite: NIL	

LLO 1: Capable enough to explain about the meat cookery and meat preparations.
LLO 2: Able to Enhance the capability to make the fish preparations.
LLO 3: Able to demonstrate and explain the Salads dressings, parts & Soups.
LLO 4: Competent to make the Vegetable preparations.
LLO 5: Capable enough with the ability to make Bakery dishes.

Foundation Course in Food & Beverage Service-II	
Course Code: 24SBHM152	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination:60 Marks**
L T P: 2, 0, 0	**Course Type: Major Course**
Prerequisite: NIL	

CLO 1: capable enough to describe about the concept and types of menus, about the sequence in which food items to be served as per French classical menu and various meals which are served in a hotel at different period of time in a day.
CLO 2: competent enough to explain about the different styles of service followed in food service operations. Service style depends on the types of food mentioned in the menu.
CLO 3: able to demonstrate the knowledge about different types of Breakfast and Room Service. Student would able to apply the services style explained to them in the previous unit.
CLO 4: well versed to understand about importance of using the various sales control tools- KOT, BOT, Bills, etc. in the restaurant operation.
CLO 5: seasoned about various form of tobacco which are served to a guest in hotel industry,

Foundation Course in Food & Beverage Service-II Practical	
Course Code: 24SBHM152P	**Continuous Evaluation: 60 Marks**
Credits: 1	**End Semester Examination:40 Marks**
L T P: 0 0 2	**Course Type: Major Course Lab**
Prerequisite: NIL	

LLO 1: able to **r**ecall the topic which was covered in previous semester.
LLO 2: competent enough to act professionally while performing the food service in a professionalenvironment of a restaurant. It will help to enhance the ability of a waiter.

LLO 3: capable of laying out different types of cover on the table according to the meal to be served. It will help to enhance the ability of a waiter.
LLO 4: able to apply it in order to **c**arry out the various activities on their own as per the need andtiming of the restaurant. It will help to enhance the ability of a waiter.
LLO 5: capable enough to perform the food service in a proper sequence as and when required. Itwill help to enhance the ability of a waiter.
LLO 6: able to demonstrate about some very essential social skills which will be required by themonce they will come in contact with the guest.
LLO 7: able to apply the knowledge in doing the service of various form tobacco-Cigar, Cigarettes,pipe tobacco, etc.

Foundation Course in Rooms Division-II	
Course Code: 24SBHM153	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 0 0	**Course Type: Major Course**
Prerequisite: NIL	

CLO1: Able to know about the monetary procedures performed by front office departmentin hotel.
CLO2: Capable to explain about the bell desk section.
CLO 3: Competent to know about the timeshare business & its types.
CLO4: Able to demonstrate about the function areas, & personality traits of front office staff.
CLO5: Able to understand the coordination of front office with other department in hotel.

Foundation Course in Rooms Division-II Practical	
Course Code:24SBHM153P	**Continuous Evaluation: 60 Marks**
Credits: 2	**End Semester Examination: 40 Marks**
L T P: 0, 0, 4	**Course Type: Major Course Lab**
Prerequisite: NIL	

LLO 1: Capable to work on PMS Software
LLO2: Capable to fill the Performa, able to attend guests and handle their queries.
LLO3: Competent to use their skills in taking reservation of the guest, and able to perform theroles of front desk personnel.
LLO4: Able to perform the basic front desk operations on PMS.
LLO5: Aware about the basic things like hotel terms, currency, country, capitals, Airlines etc.

GROUP B - ACCOMMODATION OPERATIONS PRACTICAL

LLO 1: At the end of the first unit students would be able to demonstrate Standard operatingprocedure for Room and bathroom cleaning.
LLO 2: At the end of the Second unit students would be able to handle minibar of the guest room.
LLO 3: At the end of the third unit students would be able to utilize the routine system and recordkeeping in cleaning operations.
LLO 4: At the end of the fourth unit students would be able to explain the inspection of guest roomsfor defect free rooms.
LLO 5: At the end of the fifth unit students would be able to utilize sense of sense of guest requestand complaint handling.

Management Process & Organizational Behavior	
Course Code:23MDC401	**Continuous Evaluation: 40 Marks**
Credits: 3	**End Semester Examination: 60 Marks**
Prerequisite: NIL	**Course Category: MDC**

CLO 1: Demonstrate the roles, skills and functions of management.
CLO 2: Analyse the causes and consequences of applying different business strategies.
CLO 3: Analyse and compare individual behaviour related to motivation and rewards.
CLO 4: Identify group behaviour, leadership styles and the role of leaders in a decision making process.

Functional English-II	
Course Code: UAEC201	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 0 0	**Course Category: Ability Enhancement Course**
Prerequisite: NIL	

CLO 1: Examine the text critically by evaluating the various contexts (social, historical, or personal) surrounding and underpinning each text
CLO 2: Evaluate the stylistic conventions of academic writing
CLO 3: Analyse various texts while identifying and highlighting their main ideas and messages
CLO 4: Develop independent perspectives and arguments via persuasive support and successful incorporation of research thus developing their own voice and creating a balance betweentheir own voice and source summaries
CLO 5: Construct counter arguments in order to present a more compelling arguments

FRENCH-II (Language)	
Course Code:24FLFR201 II	Continuous Evaluation: 40 Marks
Credits: 2	End Semester Examination: 60 Marks
L T P: 2 0 0	AEC
Prerequisite: Basics of English Language	

CLO1 Communicate and exchange information in basic French as well as write shortparagraph/essay.
CLO2 Make use of French language skills in job opportunities.
CLO3 Understand and respond effectively to the cultural elements of the French andFrancophone culture.

Department Of Training & Placement			
Training Cell			
Programme	Faculty of Hotel Management		
Year / Semester	1 / 2	Course Category	SEC
Course Code	23SS252	Course Title	Teamwork & Interpersonal Skills
Continuous Evaluation: 70		End Term Examination: 30	

TLO 1: To be confident working in a team and leading it as well.
TLO 2: To categorize the work and achieve expected performance within the time frame & will be able to adapt himself to work under various kinds of stress and re-energies himself to bounce back from such situations.
TLO 3: To get benefitted from Emotional Quotient in building stronger professional relationships and achieving career and personal goals.
TLO 4: To face complex problems and effectively deal with it in the job due to Critical Thinking& Problem Solving Skills.

Year/Semester		Course Category	Value Added Course (VAC)
Course Code	23ESUG201	Course Title	Environmental Protection, Sustainable development & living
Continuous Evaluation: 70		End Semester Examination: 30	
Prerequisite: Nil		L T P : 2 0 0	Credits: 2

CLO 1: Gain insights to safeguard the Earth's environment and its resources.
CLO 2: Explain sustainable development, its goals, challenges, and global strategies.
CLO 3: Analyse the environmental pollution and sensitize themselves to adverse health impacts ofpollution.
CLO 4: Gain a comprehensive knowledge of climate change, its science and response measures.

Semester-III

17 Weeks Industrial Exposure Training								
S. No.	**Course Code**	**Course Title**	**L**	**T**	**P**	**Credits**	**Course Category**	**Remarks**
1	**24SBHM 251**	**Industrial Exposure Training (IET)**				**20**	**Major Course**	
					TOTAL	**20**		

CLO 1: Capable to understand different equipment, new techniques, and layout planningof hospitality industries.
CLO 2: Enhance the ability to get a real experience of hospitality world also helps tounderstand basic operation style in the industry.
CLO 3: Able to demonstrate and explain the different sectors of hospitality like travel,tourism, lodging food service.
CLO 4: Capable to understand and have ability to identify the different position in thearticular department and their responsibility.
CLO 5: Able to competent with basic industry standard requirement and needs to be a successful hotelier

Semester-IV

Food & Beverage Control	
Course Code: 24SBHM208	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2, 0, 0	**Course Type: Minor Stream Course**
Prerequisite: All Basics & Advance of Previous Semesters	

CLO 1: Competent to perform basic costing and food costing procedures

CLO 2: Able to demonstrate about all steps and technical aspects involved in performing thePurchasing Activity for a Hotel & F & B Outlets.

CLO 3: Ability to demonstrate about all steps and technical aspects involved in ReceivingControl Process.

CLO 4: Competent to formulate a storing and issuing procedure for Hotels & F & B Outlets.

CLO 5: Ability to formulate and Implement the Food Production and Food ServiceProcedures required for Hotels & F & B Outlets.

Hotel Accounting Skills	
Course Code: 24SBHM209	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 0 0	**Course Type: Minor Stream Course**
Prerequisite: NIL	

CLO 1: Understand Accounting and its importance in today‘s business world.
Understand the main concepts, principles, Indian & International standards ofAccounting.

CLO 2: Understand a theoretical basis upon which they will develop their knowledge in other areas of accounting. Prepare such documents as ledger and final accounts.

CLO 3: To understand the preparation of Final accounts and the concept and application ofDepreciation.

CLO 4: Gain insight into the Income and expenditure Statements and Balance Sheet, demonstrate allocation and apportionment of expenses

CLO 5: Learn the Principles of Internal Control in Accounting System, implementation andreview the Internal & Statutory Audit.

Human Resource Management	
Course Code: 24SBHM211	**Continuous Evaluation: 40 Marks**
Credits: 3	**End Semester Examination: 60 Marks**
L T P: 3 0 0	**Course Type: Minor Stream Course**
Prerequisite: NIL	

CLO 1: The students can able to impart the HRM functions in hotel industry

CLO 2: To gain knowledge about how to Recruit and select the right candidates for theright job and train the employees

CLO 3: To Gain knowledge about wage administration and motivate the employeesthrough bonus and incentives

CLO 4: To understand the employee’s problems and resolve the employee’sgrievances and complaints

CLO 5: To gain knowledge about global HRM practicing into the hotel industry.

STRATEGIC PLANNING AND MANAGEMENT	
Course Code: 24SBHM212	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 0 0	**Course Type: Minor Stream Course**
Prerequisite: NIL	

CLO 1: Understand the important of strategy to attain organization mission and objectives
CLO 2: Protect from various environmental factors affecting the organization
CLO 3: Understand the different alternative strategies can be used in practices
CLO 4: Selecting the best and suitable strategy through strategy analysis
CLO 5: Effectively monitor the performance of different strategy into the business

LEADERSHIP AND MANAGEMENT SKILLS	
Course Code: 24SBHM213	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 0 0	**Course Type: Skill Enhancement Course (Domain Specific)**
Prerequisite: NIL	

CLO 1: Learners will be able to understand and aware the Leadership practices in variousdepartment in hotel industries.
CLO 2: Learners will able to planning and scheduling the work accordingly byleadership skills and styles.
CLO 3: Students can able to acquire the skill on decision making, team building, risktaking etc. in hotel industries.
CLO 4: Students can able to understand the success and challenges of womenentrepreneur, and how to protect from labour force, sexual harassment etc.
CLO 5: Students can understand the entrepreneurial concepts and how a successfulentrepreneur for start-up become a hotel venture

Hospitality Marketing	
Course Code: 24SBHM214	**Continuous Evaluation: 40 Marks**
Credits: 3	**End Semester Examination: 60 Marks**
L T P: 3 0 0	**Course Type: Minor Stream Course**
Prerequisite: NIL	

CLO 1: Able to explain the process of marketing with its relatedconcepts.
CLO 2: Competent enough to make decisions.
CLO 3: Able to prepare Hospitality Marketing strategy for an organization.
CLO 4: Capable to Analyze trends in Hospitality Marketing and formulate suitable strategies.
CLO 5: Capable to explain the concepts of public relations, sales, promotions, advertising, and other marketing communications.

MANAGING TOURISM OPERATIONS	
Course Code: 24SBHM215	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2 **0 0**	**Course Type:** Skill Enhancement Course (Domain Specific)
Prerequisite: NIL	

CLO1: Define the concept Tourism
CLO2: State Characteristics of Tourists

CLO3: Identify TourismDestinations
CLO4: Manage Destinationoperations
CLO5: Develop a Tourism Product

Creating Entrepreneurial Mind Set	
Course Code: 23MDC402	**Continuous Evaluation:** 40 Marks
Credits: 3	**End Semester Examination:** 60 Marks
L T P : 3-0-0	**Course Type:** MDC

CLO 1: Understand basics of entrepreneurship and different types of ownerships.
CLO 2: Grasp relevance of creativity and innovation and its application in a business.
CLO 3: Acknowledge components of a business plan and ways to launch it.
CLO 4: Utilize conceptual building skills in interpreting trends for the entrepreneurs.

Department Of Training & Placement			
Training Cell			
Programme	**Faculty of Hotel Management**		
Year / Semester	**2 / 3**	**Course Category**	**SEC**
Course Code	**23SS353**	**Course Title**	**Presentation Skills**
Continuous Evaluation: 70		**End Term Examination: 30**	
Prerequisite: Nil		**L T P: 0 0 2**	**Credits: 1**

TLO 1: To be confident in presenting himself in front of audience.
TLO 2: To become professional in hisapproach towards work culture.

ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING	
Course Code: 21CS0202	Continuous Evaluation: 70 Marks
Pre-Requisite : NIL	End Semester Examination:30 Marks
L T P : 1 0 2	Course Category: Value Added Course
Credits: 2	Level-II

TRAINING LEARNING OUTCOMES (TLOS): -
The syllabus has been prepared in accordance with National Education Policy (NEP). After the completion of training the students will be able to:

1. Identify problems that are amenable to solution by AI methods, and which AI methods may be suited to solving a given problem
2. Understands the basics and need of AI and Machine learning in global view.
3. Understands, apply and evaluate the supervised learning techniques.
4. Design and implement the different applications using the concepts of AI and ML

Semester-V

Food Production Operations	
Course Code: 24SBHM301	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2, 0, 0	**Course Type: Major Course**
Prerequisite: All basics and advance of previous semesters.	

CLO 1: Able to Demonstrate the basic Condiments in Indian cookery for flavoring differentregional cuisines.
CLO 2: Capable to explain different methods of cooking, spices use in regional cuisine.
CLO 3: Showcase the ability to explain different food habits in different regions of India.
CLO4: Able to introduce Geographical Perspectives, Brief Historical Background,Characteristics & Salient Features of Cuisines of Tamil Nadu, Awadh & Goa with hiscapability.
CLO5: Competency to introduce Geographical Perspectives, Brief Historical Background,Characteristics & Salient Features of Cuisines of Kashmir, Maharashtrian & Uttarakhand.

Food Production Operations Practical	
Course Code: 24SBHM301P	**Continuous Evaluation: 60 Marks**
Credits: 4	**End Semester Examination: 40 Marks**
L T P: 0, 0, 8	**Course Type: Major Course Lab**
Prerequisite: All basics and advance of previous semesters.	

LLO 1: Able to demonstrate different food styles and habits of Indian people of different culture.
LLO 2: Able to competent enough in preparation of different regional food.
LLO 3: Filled with the ability to prepare Indian menus.
LLO 4: Enhance capability to preparation of different Indian bread and Dessert.
LLO 5: Enhance capability to preparation of different Indian Dessert.

Food & Beverage Service Operations	
Course Code: 24SBHM302	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination:60 Marks**
L T P: 2 0 0	**Course Type: Major Course**
Prerequisite: All basics and advance of previous semesters.	

CLO 1: proficient enough to recognize alcoholic beverages and can classify them as per their manufacturing process.
CLO 2: competent enough to describe about Beer in full detail.
CLO 3: able to demonstrate their in-depth knowledge about Wine and can also describe about the special features of wine that are being manufactured in various parts of the world.
CLO 4: able to learn and describe about all the details related to distilled alcoholic beverage-**SPIRITS.**
CLO 5: capable enough to acquire the good knowledge about Liqueur/Aperitif along with their production process, uses, service.

Food & Beverage Service Operations Practical	
Course Code: 24SBHM302P	Continuous Evaluation: 60 Marks
Credits: 1	End Semester Examination:40 Marks
L T P:0 0 2	Course Type: Major Course Lab
Prerequisite: All basics and advance of previous semesters.	

LLO 1: skilled enough to handle the equipment used in a bar/ alcoholic beverage service.
LLO 2: proficient enough to serve the different types of wines.

LLO 3: capable of Serving different style of Beer.

LLO 4: competent enough to service different types of Spirits and Liqueur.
LLO 5: trained enough to Plan a menu of their own with the accompanying wine; and would be able to do the table setup for a menu with wine.

Rooms Division Operations	
Course Code: 24SBHM303	**Continuous Evaluation: 40 Marks**
Credits: 3	**End Semester Examination: 60 Marks**
L T P: 3 0 0	**Course Type: Major Course**
Prerequisite: All Basics and Advance of Previous Semesters	

GROUP A – FRONT OFFICE

CLO 1: Competent to know about the basic functioning, installation & use of computers andDifferent software's in hotels.
CLO 2: Able to know about the accounting fundamentals and system to records all Monetary transaction.
CLO3: Demonstrate the Check-out procedure with different ways for settling their bills.
CLO4: Demonstrate the Check-out procedure, Night auditing procedure performed by the staff.
CLO5: To understand the importance of handling of security system, safe deposits, key Control, and emergency situation in the hotel.

GROUP B – ACCOMMODATION OPERATIONS

CLO 1: At the end of the first unit students would be able to understand the importance, layout andoperations of a linen room.
CLO 2: At the end of the Second unit students would be able to design and handle uniforms for different designations of the hotel.
CLO 3: At the end of the third unit students would be able to understand the importance of sewing room in a hotel.
CLO 4: At the end of the fourth unit students would be able to manage operations of a laundry.
CLO 5: At the end of the fifth unit students would be able to demonstrate different flowerArrangements and indoor planting techniques.

Rooms Division Operations Practical	
Course Code: 24SBHM303P	**Continuous Evaluation: 60 Marks**
Credits: 2	**End Semester Examination: 40 Marks**
L T P: 0, 0, 4	**Course Type: Major Course Lab**
Prerequisite: All Basics & Advance of Previous Semesters	

GROUP A – FRONT OFFICE PRACTICAL

LLO1: Able to work at front office with its different sections like bell desk, reception etc.

LLO2: Able to work on hotel's software easily and get ready for the industry working environment performing front desk task.

LLO3: Able to builds up confidence through practical training and role plays.

LLO4: Able to resolve guest queries and complaints.

LLO5: Capable to inculcate the skills required for hospitality professional.

GROUP B – ACCOMMODATION OPERATIONS PRACTICAL

LLO 1: At the end of the first unit students would be able to understand the importance,layout and operations of a linen room.

LLO 2: At the end of the Second unit students would be able to design and handle uniformsfor different designation in a hotel.

LLO 3: At the end of the third unit students would be able to understand the importance ofsewing room in a hotel.

LLO 4: At the end of the fourth unit students would be able to manage operations of alaundry.

LLO 5: At the end of the fifth unit students would be able to demonstrate different flowerarrangements and indoor planting techniques.

Nutrition & Food Science	
Course Code: 24SBHM305	**Continuous Evaluation: 40 Marks**
Credits: 4	**End Semester Examination: 60 Marks**
L T P: 4, 0, 0	**Course Type: Minor Stream Course**
Prerequisite: NIL	

CLO 1: Gain insight into the structure, composition, nutritional quality and post-harvest changes invarious plant foods

CLO 2: Learn the structure and composition of various foods.

CLO 3: Know the history and evolution of food processing.

CLO 4: Get a summary of some of the methods of processing plant and animal foods.

CLO 5: Able to explain the theory of emulsification, Colloidal dispersion and Role of Browning infood preparation.

Financial Management	
Course Code: 24SBHM306	**Continuous Evaluation: 40 Marks**
Credits: 4	**End Semester Examination: 60 Marks**
L T P: 4 0 0	**Course Type: Minor Stream Course**
Prerequisite: NIL	

CLO 1: Able to explain the concept of Financial Management with its meaning, types andrelated Practical Problems associated with it.

CLO 2: Competent to analyze the Funds and Cash Allocated for the resources in anorganization.

CLO 3: Competent to do the Financial Planning & Budgeting.

CLO 4: Able to determine the factors of Capital Structure and solve the numericalrelated to Financial Management.

CLO 5: Able to understand the Concept of Capital Budgeting.

Department Of Training & Placement			
Training Cell			
Programme	**Faculty of Hotel Management**		
Year / Semester	**3 / 5**	**Course Category**	**SEC**
Course Code	**23SS554**	**Course Title**	**Professional Skills**
Continuous Evaluation: 70		**End Term Examination: 30**	
Prerequisite: Nil		**L T P: 0 0 2**	**Credits: 1**

TLO1: To understand the importance of professional writing required ince.

TLO2: To explore different formats in resume, cover letters & other business related letters.

TLO3: To develop knowledge, skills and understanding people in-group andindividually.
TLO4: To apply communication strategies either in-group or one on onebasis and will be confident to lead the discussion among them.

Department Of Training & Placement			
Training Cell			
Programme	**Faculty of Science & Humanities**		
Year / Semester	**3 / 5**	**Course Category**	**SEC**
Course Code	**23AR555**	**Course Title**	**Aptitude & Reasoning**
Continuous Evaluation: 70		**End Term Examination: 30**	
Prerequisite: Nil		**L T P: 0 0 2**	**Credits: 1**

TLO1: To understand the basic concepts of quantitative ability.
TLO2: To solve campus placements aptitude papers covering Quantitative Ability.
TLO3: To compete in various competitive exams like CAT, CMAT, GATE, GRE, GATE, UPSC, GPSC etc.

Semester-VI

Advance Food & Beverage Service Operations –I Practical	
Course Code: 24SBHM352P	**Continuous Evaluation: 60 Marks**
Credits: 1	**End Semester Examination:40 Marks**
L T P: 0 0 2	**Course Type: Major Course Lab**
Prerequisite: All basics and advance of previous semesters.	

Advance Food Production Operations-I	
Course Code:24SBHM351	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2, 0, 0	**Course Type: Major Course**
Prerequisite: All basics and advance of previous semesters.	

CLO 1: Competent to understand Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Britain, and France& Italy Cuisines.
CLO 2: Able to demonstrate about Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Germany, and Middle East & Oriental Cuisines.
CLO 3: Capable to Introduction, Geographical Perspectives, Brief Historical Background Characteristics & Salient Features of Mexican, Arabic & Chinese Cuisines
CLO 4: Entitle with the ability to understand Introduction, Geographical Perspectives, and Brief Historical Background Characteristics & Salient Features of Spain & Portugal Cuisines
CLO 5: Demonstrate and explain about Frozen Desserts, Meringues, Bread Making, Chocolate, icings& Toppings.

Advance Food Production Operations-I Practical	
Course Code: 24SBHM351P	**Continuous Evaluation: 60 Marks**
Credits: 4	**End Semester Examination: 40 Marks**
L T P: 0, 0, 8	**Course Type: Major Course Lab**
Prerequisite: All basics and advance of previous semesters.	

LLO 1: Able to demonstrate know about the Spanish, Italian, and Greece menus.
LLO 2: Able to explain about international cookery with his competency.
LLO 3: Capable to know about different Bread.
LLO 4: Showcase the ability to know about the cooking style of international cuisine.
LLO 5: Capable to know about different Dessert.

Advance Food & Beverage Service Operations –I	
Course Code: 24SBHM352	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination:60 Marks**
L T P: 2 0 0	**Course Type: Major Course**
Prerequisite: All basics and advance of previous semesters.	

CLO 1: able to perform supervisory skill and understand making of Job description, Job specification and Dutyroaster of their department.
CLO 2: understand the function performed by the supervisor of a restaurant. Supervisory Skill of F&BService Department of a Hotel that will be required by them once they join the hospitality industry.
CLO3: able to act proficiently to plan for a bar operation professionally.
CLO 4: seasoned with all the basic knowledge required to make cocktail and mixed drinks.
CLO 5: seasoned with all the basic knowledge required to make cocktail and mixed drinks.

LLO 1: skilled enough in the managerial tasks assigned to them.

Rooms Division Management –I Practical	
Course Code: 24SBHM353P	**Continuous Evaluation: 60 Marks**
Credits: 2	**End Semester Examination: 40 Marks**
L T P: 0, 0, 4	**Course Type: Major Course Lab**
Prerequisite: All Basics & Advance of Previous Semesters	

LLO 2: competent enough to frame job specification and job Description for various position of theirdepartment.

LLO 3: capable of demonstrating the importance of framing SOPs for an outlet.

LLO 4: seasoned for performing some supervisory tasks.

LLO 5: well versed in making some traditional and innovative cocktails.

Rooms Division Management-I	
Course Code: 24SBHM353	**Continuous Evaluation: 40 Marks**
Credits: 3	**End Semester Examination: 60 Marks**
L T P: 3 0 0	**Course Type: Major Course**
Prerequisite: All Basics & Advance of Previous Semesters	

GROUP-A-FRONT OFFICE

CLO1: Competent to explain the Pricing strategy and its applicability to rooms in hotels byensuring customer satisfaction.

CLO2: Ability to remember and explain the various demand tactics and solve the numericalproblems related to demand tactics.

CLO3: Ability to reproduce about the concepts of Timeshare properties and its existence andimportance in India.

CLO 4: Competent to explain the concepts of Condominium properties, its existence andimportance in India.

CLO 5: Ability to differentiate about Indian & Foreign Hotel Chains and their Organization Structure

GROUP B – ACCOMMODATIONS OPERATIONS

CLO 1: At the end of the first unit students would be able to Plan and organize different safety andsecurity measures to be taken to undergo different housekeeping operations.

CLO 2: At the end of the Second unit students would be able to use basics of interior decoration formaintain better upkeep of guest rooms and other public areas.

CLO 3: At the end of the third unit students would be able to understand the selection of different furniture's and fittings according to the layout of the guest rooms.

CLO 4: At the end of the fourth unit students would be able to conduct tasks of a housekeeperbefore starting operations in any hotel.

CLO 5: At the end of the fifth unit students would be able to plan and execute special decorationsfor guest as well as the hotel on special days.

GROUP-A -FRONT OFFICE PRACTICALS

LLO1: Capable to perform reservation, night auditing and related procedures to be done on thePMS System

LLO 2: Ability to perform Night auditing & Income Auditing.

LLO3: Competent to explain about yield management procedure on PMS.LLO4: Ability to perform Check-in and Check-out procedure on PMS. LLO5: Competent enough to solve various situations related to guest.

GROUP B – ACCOMMODATION OPERATIONS PRACTICAL

LLO 1: At the end of the first unit students would be able to develop Standard operatingprocedure organize different housekeeping Tasks.

LLO 2: At the end of the Second unit students would be able to use basics of First-Aid.

LLO 3: At the end of the third unit students would be able to utilize measures for firesafety and firefighting.

LLO 4: At the end of the fourth unit students would be able to use styles of Layout ofguest room.

LLO 5: At the end of the fifth unit students would be able to plan and execute specialdecorations for guest as well as the hotel on special days.

Facility Planning	
Course Code: 24SBHM356	**Continuous Evaluation: 40 Marks**
Credits: 3	**End Semester Examination: 60 Marks**
L T P: 3 0 0	**Course Type: Minor Stream Course**
Prerequisite: NIL	

CLO 1: Ability to remember and reproduce the knowledge gained regarding the designConsiderations for hotels

CLO 2: Ability to explain the criteria and guidelines for Star Classification of Hotels.

CLO 3: Competent to draw the Kitchen layout as per the considerations and guidelines.

CLO 4: Competent to explain the different engineering services, contract services, types ofFuel used in Hotels and catering operations

CLO 5: Able to explain the Fundamentals, Principles &Types of electricity.

Food & Beverage Management	
Course Code: 24SBHM357	**Continuous Evaluation: 40 Marks**
Credits: 4	**End Semester Examination: 60 Marks**
L T P: 4 0 0	**Course Type: Minor Stream Course**
Prerequisite: NIL	

CLO 1: Able to Reproduce the concepts and Terms underlying in Cost and Sales.

CLO 2: Competent to exercise the Control procedures in Inventory Control – Methods,Techniques,

CLO 3: Able to demonstrate their knowledge on Beverage Control procedures andBudgetary Control.

CLO 4: Able to solve the problems of Variance Analysis and Breakeven analysis andanalyse them.

CLO 5: Capable to reproduce the concepts, pricing techniques in Menu Merchandising;Concepts in Menu Engineering, Preparing the Menu Engineering Worksheet, Classification of MenuItems and how to promote them. Able to prepare the various formats of Food Costing report, Food& Beverage Sales Reports and other reports.

Semester-VII

Advance Food Production Operations-II	
Course Code:24SBHM401	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination: 60 Marks**
L T P: 2, 0, 0	**Course Type: Major Course**
Prerequisite: All basics and advance of previous semesters.	

CLO 1: Able to demonstrate and understand the Introduction about advance Food Production Operations & Introduction to International Cuisine.
CLO 2: Competent to explain about Larders department.
CLO 3: Entitled with Capability to explain and understand Plating Art.
CLO 4: Entitled with Capability to explain and understand Sandwiches.
CLO 5: Able to understand the use of wine in cooking

Advance Food Production Operations-II Practical	
Course Code: 24SBHM401P	**Continuous Evaluation: 60 Marks**
Credits: 4	**End Semester Examination: 40 Marks**
L T P: 0, 0, 8	**Course Type: Major Course Lab**
Prerequisite: All basics and advance of previous semesters.	

LLO 1: Able to demonstrate about the Advance food production menu.
LLO 2: Able to know about how to prepare continental menus with his capability.
LLO 3: Competent about preparation of different Bread and Dessert.

Advance Food & Beverage Service Operations –II	
Course Code: 24SBHM402	**Continuous Evaluation: 40 Marks**
Credits: 2	**End Semester Examination:60 Marks**
L T P: 2 0 0	**Course Type: Major Course**
Prerequisite: All basics and advance of previous semesters.	

CLO 1: capable to plan for a restaurant with all basic knowledge required for it.
CLO 2: competent enough to demonstrate about function catering of hospitality industry in fulldetail.
CO 3: trained to apply their knowledge while doing setup for Buffet Service.
CLO 4: capable of describing the importance of Gueridon service and would able to elaborate thefunctioning of Gueridon trolley.
CLO 5: seasoned enough with the knowledge about Kitchen Stewarding and its importance in hotelindustry.

Advance Food & Beverage Service Operations –II Practical	
Course Code: 24SBHM402P	**Continuous Evaluation: 60 Marks**
Credits: 1	**End Semester Examination:40 Marks**
L T P: 0 0 2	**Course Type: Major Course Lab**
Prerequisite: All basics and advance of previous semesters.	

LLO 1: Capable of planning a function as per the requirement.
LLO 2: Skilled enough to do set up for buffet service as per the menu planned.
LLO 3: Able to apply gained knowledge in their professional career in term of handling varioussituations that arises in the working environment.
LLO 4: Competent enough to **s**et up a bar counter for a banquet party with all the essentials.
LLO 5: Trained enough to perform various task in a bar efficiently.

Rooms Division Management-II	
Course Code: 24SBHM403	**Continuous Evaluation: 40 Marks**
Credits: 3	**End Semester Examination: 60 Marks**

L T P: 3 0 0	**Course Type: Major Course**
Prerequisite: All Basics & Advance of Previous Semesters	

GROUP A-FRONT OFFICE

CLO1: Capable to plan the operations.
CLO2: Capable to solve numerical problems related to room rates.
CLO3: Capable to explain the concept of budget and its applicability in front officedepartment.
CLO4: Able to demonstrate to operate hotel software.
CLO5: Capable to explain different categories of rooms.

GROUP B-ACCOMMODATION OPERATIONS

CLO1: Capable to prepare Check-list, and get to know about the importance ofEye for detail in housekeeping department.
CLO2: Able to demonstrate and plan the layout of guest rooms, lounges,making SOPs for certain procedures for smooth operations.
CLO3: Capable to understand Budget and its Planning and controlling.
CLO4: Able to understand them about contract services and its advantagesand disadvantages.
CLO5: Capable to understand the importance of energy andwater conversation.

Rooms Division Management-II Practical	
Course Code: 24SBHM403P	**Continuous Evaluation: 60 Marks**
Credits: 2	**End Semester Examination: 40 Marks**
L T P: 0 0 4	**Course Type: Minor Course Lab**
Prerequisite: All Basics & Advance of Previous Semesters	

GROUP A-FRONT OFFICE PRACTICAL

LLO1: Able to perform night auditing procedure.
LLO 2: Able to do Income audit on PMS.
LLO 3: Capable and competent enough to perform certain tasks on PMS.
LLO4: Capable to do tasks related to message handling, issuance of key and updating folioon PMS.
LLO5: Competent to use their skills in handling guest queries and complaints providethem the best solution for it.

GROUP B-ACCOMMODATION OPERATIONS PRACTICAL

LLO1: Able to make duty roasters for staff, check list of equipment's and staff matrix.
LLO 2: Able to describe how housekeeping department make budgets, control inventories and expenses.
LLO 3: Capable and competent enough to attend Job and Training interviewsand capable to identify room layouts.
LLO4: Competent to use their skills in handling guest queries and complaintsprovide them the best solution for it.
LLO5: Capable to do tasks related to message handling, issuance of key and updatingfolio on PMS.

Research Methodology

Year/Semester	**4th Year/7th Semester**	**Course Category**	**Minor Stream Course**
Course Code	**23RMBS710**	**Course Title**	**Research Methodology**
Continuous Evaluation: 40		**End Semester Examination: 60**	
Prerequisite:		**L T P: 2 0 0**	**Credits: 2**

CLO 1: Describe an idea about research methodology.

CLO 2: Understand the applications of sampling schemes and data types and data analysis.

CLO 3: Demonstrate and write a report for a particular type of research work.

CLO 4: Formulate the presentations method.

Semester-VIII

Culinary & Cruise Management	
COURSE CODE:24SBHM451	**Continuous evaluation: 40 Marks**
CREDITS: 3	**End semester Examination : 60 Marks**
LTP: 3 0 0	**Course Type : Major course**
Prerequisite:	**All basic and advance of previous semester**

CLO 1: Able to understand on cruise liners industries across the globe
CLO 2: Capable to describe on blue tourism and kitchen operations in cruise
CLO 3: Trained on different plating techniques, quantity cooking and various storingmethods of food
CLO 4: Able to explain on roasting temperature of meats on boardgarbage disposable, and personal safety
CLO 5: Trained on fire safety procedure and cruise alarms and codes

TRAVEL AND TOURISM GEOGRAPHY	
COURSE CODE:24SBHM452	**Continuous Evaluation: 40 Marks**
CREDITS: 3	**End Semester Examination: 60 Marks**
L T P: 3 0 0	**Course Type: Minor Stream Course**
Prerequisite : NIL	

CLO1: Assess the importance of various Transport System globally
CLO2: Recommend various Transport systems
CLO3: Design itinerary for International Tourists.
.**CLO4:** Demonstrate the knowledge of IATA Traffic conference areas

EVENT MANAGEMENT	
Course Code: 24SBHM453	**Continuous Evaluation: 40 Marks**
Credits: 3	**End Semester Examination: 60 Marks**
L T P: 3 0 0	**Minor Stream Course**
Prerequisite: NIL	

CLO 1: To acquire an understanding of the role and purpose(s) of special events in the organizations.
CLO 2: To acquire an understanding of the techniques and strategies required to plan successful special events.
CLO 3: To acquire the knowledge and competencies required to promote, implement and conduct Special events.

CLO 4: To acquire the knowledge and competencies required to assess the quality and success of events.

CLO 5: Able to make a Crisis Management plan.

REVENUE MANAGEMENT	
Course Code:24SBHM454	**Continuous Evaluation :40**
Credits:3	**End Semester Examination:60**
LTP:3 0 0	**Course Type: Discipline Specific Elective**
Prerequisite: NIL	

CLO 1: Demonstrate an understanding of the meaning, definition, objectives, and goals of revenue management in the hospitality industry.

CLO 2: Analyse the importance and benefits of revenue management, using case studies to illustrate its significance in maximizing revenue andprofitability for hotels.

CLO 3: Gain insight into the evolution of revenue management, identifying key historical developments and technological advancements that have shaped its practice in the hospitality sector.

CLO 4: Develop proficiency in revenue management strategies, includingthe ability to identify core strategies, set objectives, and utilize key performance indicators (KPIs) to measure success.

CLO 5: Acquire practical skills in market analysis, demand forecasting, pricing strategies, distribution management, and performance measurement, enabling them to effectively apply revenue management principles in real- world hotel settings.

RETAIL MANAGEMENT	
Course Code:24SBHM455	**Continuous Evaluation :**
Credits:3	**End Semester Examination:**
LTP:3 0 0	**Course Type: Discipline Specific Elective**
Prerequisite: NIL	

CLO 1: understand the fundamental principles and concepts of retail management and apply them within the hospitality industry.

CLO 2: develop effective retail strategies specifically tailored to theunique needs and objectives of hotel retail outlets.

CLO 3: inventory, optimize supply chains, and ensure seamless operationsin hotel retail settings.

CLO 4: analyse guest behaviour and implement customer relationship management strategies to enhance guest satisfaction and loyalty in hotel retail environments.

CLO 5: evaluate the role of technology and innovation in enhancing hotel retail operations and apply relevant tools and techniques to improve efficiency and guest experiences.

LIVE PROJECTS/Vocational Course/SIP	
Course Code: **SBHM/LP-254-Semester-II** **SBHM/LP-354-Semester-VI**	**Continuous Evaluation:** 60 Marks
Credits: 2 Credit for each semester	**End Semester Examination:** 40 Marks
Duration : 15 days	**Course Type:** Live Project
Prerequisite: Industrial Visit	

CLO 1: Competent to exhibit strong foundation knowledge of domain area.

CLO 2: Proficient to take a challenge and place better career development scenario in their professionallife.

CLO 3: Skilled enough to learn the way to do thorough study on any particular topic. It will enhancethe self-ability of the students.

CLO 4: Able to demonstrate a better stand and technical expertise in domain area.

CLO 5: Able to develop hi-level thinking, and it will make them self-capable to accomplish the giventask of their own.