



**Anjuman-I-Islam's
Institute of Hospitality Management**
(Affiliated to the University of Mumbai)

92, Dr. Dadabhai Naoroji Road, Opp CSMT, Mumbai - 400 001.
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Criteria 2.6.1

**2.6.1 Program Outcomes &
Course Outcomes**



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2.6.1 Program Outcomes & Course Outcomes

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**2.6.1 Program Outcomes &
Course Outcomes
Of BSc (HS)**



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2.6.1 (A) Description

2.6.1 Anjuman-I-Islam's Institute of hospitality Management is keen on teaching learning and evaluation process. The HEI follows the Curriculum of University of Mumbai being an affiliated college. HEI self-neither construct programme and courses, University of Mumbai develop curriculum for BSc(HS) & MSc (HS) with specific programme outcomes and course outcomes. HEI has to execute the quality education process with POs and Cos. HEI uploaded the POs and Cos on the college website for reference to every stakeholder including students, parents, alumni and employers.

1. Evaluation Process: The programme outcomes and Programme Specific outcomes are assessed with the help of course outcomes of the relevant programme through direct evaluation process. It is provided through University Examinations, Internal exams, Internal and Home assignments. Students under university examination are evaluated for 75% of total marks and institution for 25% marks as internal assessment. Evaluation outcome is about 75-80% of all course.

2. Industrial Outcome: The Institution has carried Industrial Visit Programme, Training Programme for BSc (HS). Institution organized Education Trip to increase the industrial and practical knowledge of students.

3. Placements: One of the most important Programme Outcome of Undergraduate Degree is the employability of students upon successful completion of their degree programme. The college has a vibrant Placement Cell, which caters to the demands of companies from different sectors.

4. Higher Studies: another parameter to measure attainment of POS and Cos is through progression of students towards higher studies in educational institutions in India and for post-graduation in Indian and Foreign Universities.

The HEI is very keen on Quality and Quantity education in programmes and courses.

The POs and COs to treat as guidelines and pathways for teaching learning and evaluation process.

The Cos and POs are considered as directions to get better education.



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2.6.1 (B) Program Outcomes of BSc (HS)

Program Outcomes

1. Apply the concepts and skills necessary to achieve guest satisfaction in hospitality industry
2. Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and hospitality industry.
3. Demonstrate leadership and teamwork to achieve common goals in hospitality
4. Conduct him/ herself in a professional and ethical manner, and practice industry defined work ethics.
5. Communicate effectively and confidently in the classroom, community and hospitality industry.
6. Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees in hospitality industry.
7. Lead with the knowledge that the foundation of hospitality is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the hospitality industry.
9. Demonstrate ability to perform basic and supervisory level job functions in career in hotel, restaurant and other hospitality sectors like Airline, Cruises and Travel Agencies etc.



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2.6.1 (C) Course Outcomes of BSc (HS)

Course Outcomes

SEMESTER I

COURSE CODE: USHO 101

COURSE NAME: Food Production & Patisserie I

- To inculcate a right attitude and the required basic knowledge and technical skills in the art of culinary and the food production department.
- To introduce the various equipment's and utensils used in the kitchen.

COURSE CODE: USHO 102

COURSE NAME Food & Beverage Service - I

Identify the role of the Food and Beverage Service department and explain its organization structure and importance.

- Explain how "moments of truth" affect guests, staff members, and managers, and describe the value of guests and staff members to a food service operation.
- Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Identify the operational and auxiliary areas as well as equipment's used in the Food and Beverage department.
- Understand the various service methods and procedures followed in the department.

COURSE CODE: USHO 103

COURSE NAME Front Office- I

Introduce the students to the Hotel & Tourism Industry

- Understand the appropriate organization structures and duties in the Front Office and related departments.
- Develop, prepare guest relations and evaluate practical aspect with guests.
- Understand the role of public relations with hotel industry.
- Develop skills required as an efficient and effective receptionist in any hotel (large or Small) and to handle situations and types of guest in the job.
- Understanding the functioning of the Telecommunication department.



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COURSE CODE: USHO 104

COURSE NAME House Keeping-I

The student will be able to identify the role of the housekeeping department and explain its organization structure and importance.

- The student will be able to list the basic cleaning equipment's, cleaning agents and explain their use.
- Will be able to perform basic cleaning procedures of various surfaces.

COURSE CODE: USHO 105

COURSE NAME Rooms Division Management (Practical's) -I

Grooming Standards- For Boys and Girls

- Social Etiquettes- Soft Skills Transferring calls
- Call on hold Procedure
- Voice modulation
- introduction to all cleaning equipment's, agents and surfaces & Orientation of the different areas
- Dusting (high & low)
- Floor cleaning- Sweeping & mopping – Dry and Wet Mopping
- Floor cleaning – Scrubbing – Manual and with Machines
- Cleaning and Polishing of Brass (Functional & Decorative) • Cleaning and polishing of Silver (Functional & Decorative)
- Cleaning and polishing of steel/chrome
- Cleaning of Glass
- Cleaning of Tiles – Demo & Practical
- Cleaning and polishing of Wood Surfaces
- Cleaning and polishing of Laminated Wood
- Cleaning and polishing of Marble/ Granite

COURSE CODE: USHO 106

COURSE NAME Communication Skill- I

COURSE CODE: USHO 107

COURSE NAME Information Technology

COURSE CODE: USHO 108

COURSE NAME Food Safety & Nutrition



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SEMESTER II

COURSE CODE: USHO 201

COURSE NAME Food Production & Patisserie II

To develop a keen interest in food production and to enable students to experiment, innovate and progressively produce a variety of preparation / dishes.

- To gain confidence to adapt to the technical skills and the art of preparing different menus, Indian as well as Continental.
- By the end of the second semester students should be confident enough in their skills which would boost their morale to take up the challenge of bulk cookery in the third and fourth semester.

COURSE CODE: USHO 202

COURSE NAME Food & Beverage Service II

The different types of Menus and principles of menu planning.

- Sequence and course in the French classical menu also identify general accompaniments. • Types, storage and service of Tobacco and Non-alcoholic beverages.
- Simple control system followed in a restaurant.

COURSE CODE: USHO 203

COURSE NAME Front Office II

The student should be able to understand the concept and functioning of room reservations, Reception and Guest services.

COURSE CODE: USHO 204

COURSE NAME: Housekeeping II

The student will be able to list and explain the various operational areas, procedures and formats of the housekeeping department.

- The student will be able to enlist and implement Standard Operating Procedures (SOP's) for routine cleaning procedures of various guest areas. CODE :USHO 205
- COURSE NAME COURSE Rooms Division Management (Practical's) -II**
- Bed making by the Traditional method, making bed with a duvet, summer bed, turn down service, foot fold etc
 - Guest room Cleaning
 - Bath Room Cleaning
 - .Carpet Cleaning – Spot cleaning and Vacuuming
 - Telephone Cleaning



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- Leather and Rexene cleaning
- Painted surface cleaning – spot cleaning
- Taking down a room reservation
- Check in procedure
- Check out procedure
- Escorting a guest

CODE: USHO 206

COURSE NAME Communication Skill II (English & French)

- Concept Of Communication
- Organizational Communication
- Organizational Communication
- Report Writing
- Presentation Making effective presentation /Speaker's appearance and personality interviews Purpose / Types
- French Basic Conversation and Translation of Passages from French to English

COURSE CODE: USHO 207

COURSE NAME Principles of Hotel Accountancy

- Introduction to Accounting & Double Entry Book-Keeping
- Write Journal Maintain Ledger
- Prepare CASH BOOK Prepare Subsidiary Books
- Elements of cost & concept of Profit
- Bank Reconciliation Statement
- Trial Balance Capital & Revenue Expenditure & Deferred Revenue Expenditure
- Final Accounts of sole – Trader (with Adjustments)
- Break Even Analysis

COURSE CODE: USHO 208

COURSE NAME Accountancy Principles of Management

Programme activities and lecture to learn about emerging Indian Corporate World and Global Phenomenon with stress upon hospitality industry.

- To train the student as future managers and make them understand the working of an organisation.
- Teaching through PowerPoint presentations, case studies, activities, brain storming sessions, SWOT/PEST analysis etc.
- Trying to bridge the gap between management studies and real corporate world through real time stories from newspapers, journals and business magazines, books.
- Encouraging students to read more so as to refine their analytical power and sharpen



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business sense and become more aware of the business environment.

- Opportunity to participate in business discussions, article/book reviews and presentations

SEMESTER III

COURSE CODE: USHO 301

COURSE NAME Food Production & Patisserie III

To get trained on various aspects of regional Indian cuisine – Quantity Food Production

COURSE CODE: USHO 302

COURSE NAME Food & Beverage Service III

Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.

- Understanding the production process of Beer, Wine and Spirits.
- Making of cocktails with use of ingredients such as liqueurs and bitters.

COURSE CODE: USHO 303

COURSE NAME Front Office III

The student is expected to possess knowledge and skills with respect to handling Group Reservations, Assigning Rooms, Check-in, Cashiering and Security Systems.

COURSE CODE: USHO 304

COURSE NAME Housekeeping III

The student will be able to explain various operational procedures and formats pertaining to linen, uniforms, and laundry.

- The student will be able to create formats and design layouts of linen room, uniform room and laundry.
- The student will be able to create Flower Arrangements for various occasions and locations.
- The student will be able to plan and implement décor for special occasions.

COURSE CODE: USHO 305

COURSE NAME Rooms Division Management (Practical's) -III

- Work on software Able to remove stain from fabric
- Do basic flower arrangement Able to do Basic stitching Able to design uniform



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COURSE CODE: USHO 306

COURSE NAME Hotel Accountancy Control & Cost

COURSE CODE: USHO 307

COURSE NAME: COURSE Hospitality Law & Human Resource Management

Know SOURCES OF LAW Know LAW OF CONTRACT

Know LAW OF AGENCY

Know LAW OF BAILMENT

Know CONSUMER PROTECTION ACT

Know PREVENTION OF FOOD ADULTERATION ACT

Know INDUSTRIAL EMPLOYMENT (STANDING ORDERS) ACT

Know FACTORIES ACT

Know BOMBAY SHOPS AND ESTABLISHMENTS ACT

Know Job Analysis and Job Design

Know Challenges of Human Resource Management

CODE: USHO 308

COURSE NAME COURSE Management Information System in Hospitality Industry

To equip the student with the required knowledge to understand the theory and practical aspects of the functioning of the systems department of a hotel with focus on skills development in handling Property Management Systems software.

SEMESTER IV

CODE: USHO 401

COURSE NAME Industrial training

The Industrial training semester will be a minimum of 20 weeks.

This is required as students need minimum 4 weeks exposure to each of the core departments. (Kitchen, Food & Beverage Service, Front Office & Housekeeping)



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SEMESTER V

COURSE CODE: USHO 501

COURSE NAME Food Production & Patisserie

To educate students on basic to advance culinary skills.

- To give an overview of culinary specialties across the globe.
- To educate students on latest food trends.
- To highlight the importance of food safety.
- To train students for better employment prospects.

COURSE CODE: USHO 502

COURSE NAME Food & Beverage Service

Identify Food & Beverage setup and planning of various outlets in the department.

- Describe casual, theme restaurants etc. and how they are operated.
- How food service managers develop and manage labor & revenue control system.
- Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events.
- Explain the operations of various catering establishments such as Railway, Airline & Marine caterings.

COURSE CODE: USHO 503

COURSE NAME Front Office

To understand the formulas that are applied in the front office for forecasting and evaluating

- Decision making through statistical data in Front office operations
- Understand the rules & acceptance of foreign exchange.

COURSE CODE: USHO 504

COURSE NAME Housekeeping

Explain and apply the guidelines for hiring various housekeeping contract services.

- Manage the man power planning in the housekeeping department in different category of hotels.
- Apply the elements and concept of interior decorations & elevations.

COURSE CODE: USHO 505

COURSE NAME Rooms Division Management (Practical's)



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To enhance the capabilities of student in understanding the contemporary hospitality and general issues through discussion and managing situations.

- To understand the importance of manpower planning in accommodation operation.
- To practically learn and demonstrate housekeeping operation and get an insight into the concept of colour wheel and elements & principles of design.

COURSE CODE: USHO 506

COURSE NAME Corporate English

- To enable the student to enhance their communication skills (verbal & written)
- To adapt to the challenges in the global scenario.
- To practice the dynamics of business etiquettes.

COURSE CODE: USHO 507

COURSE NAME Environmental & Sustainable Tourism

The student will be able to understand and explain the importance of Environmental and Sustainable Tourism.

- The student will be able to identify and explain Environmental changes due to Tourism.
- The student will comprehend Sustainability of Tourism for future generations.
- The student will be able to understand about the World's fastest growing Travel & Tourism industry



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SEMESTER VI

COURSE CODE: USHO 601

COURSE NAME Organizational Behaviour

- The objective of Organizational Behaviour is to provide students with the opportunity to diagnose Individual and Group Behaviour
- The study of Structure, Motivation & Change helps to develop skills in improving individual and group performance in entrepreneurial and established ventures
- To develop the overall personality and sustain in the dynamic environment.

COURSE CODE: USHO 602

COURSE NAME: Strategic Management

The students will identify the operating strategy of the organization.

- Develop skills in decision making
- Students will be able to strategize and participate in policy making

COURSE CODE: USHO 603

COURSE NAME Event Planning, Marketing & Management

Apply Management Theories & Principles for Event management.

- Develop an ability to plan for conventions, seminars & events.
- Prepare financial reports and establish source of funding for a new operation.
- Plan events creatively and think strategically.
- Understand the financial, marketing, operational and strategic issues in setting up an event.
- Integrate approaches of time, money (capital), people and other resources.
- Understand the concept of Event Management.

COURSE CODE: USHO 604 A

COURSE NAME Advanced Food Production

- The objective is to get students to attain expertise in their culinary skills.
- To familiarize students on various aspects of kitchen management.
- To encourage and develop students to become independent entrepreneurs.

COURSE CODE: USHO 604 B

COURSE NAME Advanced Food & Beverage Operations Management

Identify factors to create impulse buying; prepare, fillet, carve, flambé & finish food items from a Gueridon trolley.



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- Plan & operate a Bar operation, Manage inventory and maintain records pertaining to beverage control.
- Understand and apply cost dynamics as related to the Food & Beverage industry.
- Demonstrate a detailed understanding of the various facets of the Food & Beverage cycle of control in the operational & post operational phase.

COURSE CODE: USHO 604 C

COURSE NAME Advanced Housekeeping

- To plan and evaluate budgets.
- Create and evaluate the aspects of Interior Design in a Guest Room Layout.
- Plan and draw the layout of Guest Rooms to scale.
- Set up the housekeeping department of a new property and create a timeline for the countdown to the opening.
- Identify safety hazards and implement preventive and remedial measures.

COURSE CODE: USHO 604 D

COURSE NAME Advanced Front Office

Yield management and its application in the Hotel Industry.

- Measurement of Yield for Management Decision Making.
- Passport & Visa regulations.

COURSE CODE: USHO 604 E

COURSE NAME Advanced Bakery & Confectionery

To familiarize students on various aspects of bakery and confectionery management.

- To develop skilled professionals in bakery and confectionery for the hospitality industry.
- To develop students to become independent entrepreneurs.

COURSE CODE: USHO 605 A

COURSE NAME Revenue Management

To sensitize hospitality students on the concept of Hospitality Revenue Management.

- Strategically think to increase occupancy levels, maximize yield and revenues in the Service Industry.

COURSE CODE: USHO 605 B

COURSE NAME Foreign Language (French)



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The objective of this course is to enable the students to read, write, comprehend and converse in basic French.

- To develop communication skills in various departments of Hospitality Industry.
- To enhance the French Vocabulary of the students in various domains such as culinary, front office, accommodations as well as food and beverage service.
- To increase the knowledge of the culinary terms and recipes in French

COURSE CODE: USHO 605 C

COURSE NAME Services Marketing

To familiarize students with marketing fundamentals

- To explain the importance of services marketing to a Hospitality Management student & to fit the subject into his or her understanding of Hospitality.

COURSE CODE: USHO 605 D

COURSE NAME Financial Management

This subject will enhance the knowledge of financial management of the hospitality students.

- It will emphasize on the students to enhance the uses of finance in various segments in hospitality industry.
- This subject will help the students in establishing their own business and also will help them in their further studies

COURSE CODE: USHO 605 E

COURSE NAME: COURSE Strategic Human Resource

- To make the students aware of human resource functions in coordination with the strategic objectives of the organizations so as to enhance performance & service quality.



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2.6.1 (D) Program Outcome of MSc (H&HA)

Programme Outcome

M.Sc. in Hotel & Hospitality Administration has been designed with an aim of providing OBE (Outcome Based Education). This course is offered in affiliation with University of Mumbai has been launched with an aim of up skilling existing workforce in Hospitality sector thus empowering them to elevate their career profiles. Course also acts as an active bridging platform for Graduates from other disciplines to step into Hospitality sector.

Master's Degree with a unique edge aims at accomplishing following outcomes.

1. Bolster the managerial mind set by briefly familiarising the learner with the core management concepts.
2. Inculcate the zeal towards research and development.
3. Develop tools and methods for improvising applied business communication skills both verbal and non-verbal.
4. Develop skills so that learners can strategize and produce exceptional customer experiences and customer care mechanism.
5. Familiarise learners about interface of Hospitality with allied sectors like Tourism, Cruise, facility management, resorts and more.
6. Nurture practical entrepreneurial spirit.
7. Familiarise learners with legal aspects that govern businesses.
8. Enable the learner to glean key managerial skills in all the core business areas like Finance, Human Resources, Marketing & Sales, supply chain, administration, IT alongside core domain knowledge.
9. Instil in learner's the profit centric aptitude all while upholding ethics and ESG mechanisms.
10. Sensitize learners towards teething global issues and equip them with knowledge for building sustainable businesses and solutions.
11. Providing learners with the tools that enable them to keep themselves abreast with prevalent and upcoming trends in the sector and then capitalise upon it.



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2.6.1 (E) Course Outcome of MSc (H&HA)

SEMESTER I

COURSE CODE: PSHA 101

COURSE NAME: Perspective Management

- To Identify and utilize diverse management theories and viewpoints in the context of the hospitality sector.
- To learn managerial vantage points when analysing and evaluating issues in real-world hospitality management.
- For the purpose of managing hospitality businesses successfully, develop strategic thinking and decision-making abilities.

COURSE CODE: PSHA 102

COURSE NAME: Service Marketing

- Show that you have a thorough understanding of the marketing concepts and tactics that are unique to the service sector.
- Create marketing strategies that are specific to the requirements of the lodging and hospitality industries.
- Use marketing strategies to increase client loyalty and happiness in the hospitality industry.

COURSE CODE: PSHA 103

COURSE NAME: Advanced Business Communication

- Enhance written and spoken communication abilities for productive corporate communication.
- Learn effective report writing and presentation skills for the hospitality sector.
- Utilize communication techniques to navigate tricky business situations and discussions.

COURSE CODE: PSHA 104

COURSE NAME: Customer Care Management

- Identify the significance of client loyalty and satisfaction in the hospitality business.
- Develop the abilities to handle visitor complaints and deliver first-class customer service.
- Create unique guest encounters by putting customer service concepts into practice.

COURSE CODE: PSHA 105

COURSE NAME: Principles Policies & Practices of Tourism



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Institute of Hospitality Management**
(Affiliated to the University of Mumbai)

92, Dr. Dadabhai Naoroji Road, Opp CSMT, Mumbai - 400 001.
Tel.: +91 22 2265 2272 / 2270 2997 • Website : www.anjumanihm.com
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- Learn everything there is to know about the theories and guiding principles of the tourist sector.
- Examine and interpret international tourist laws and regulations that govern tourism destinations and sector.
- Create plans for destination marketing and sustainable tourism management.

COURSE CODE: PSHA 106

COURSE NAME: Economics for the Hotel Industry

- Analyze the financial aspects of the hotel and hospitality industries using economic concepts.
- Recognize the economic aspects that affect the industry's price, demand, and revenue management.
- Create financial ways to boost profits in a cutthroat industry.

SEMESTER II

COURSE CODE: PSHA 201

COURSE NAME: Human Resource Development & Audit

- Identify the function that human resource management plays in the hospitality sector.
- Learn strategies for attracting, developing, and retaining people in the hospitality industry.
- Evaluate the efficacy of HR policies and practices, learn how to perform HR audits.

COURSE CODE: PSHA 202

COURSE NAME: Cruise Line Hospitality Operations and Management

- Gain in-depth knowledge of cruise line operations and the unique challenges of the cruise industry.
- Develop know how to handle a cruise ship safely and provide guest services.
- Analyze market trends for cruises and create strategies for effective cruise line management.

COURSE CODE: PSHA 203

COURSE NAME: Business Ethics & Corporate Governance

- Establish a solid ethical foundation before making decisions in the hospitality industry.
- Recognize how corporate governance principles are used in the sector.
- To make moral business decisions, examine case studies and real-world situations.

COURSE CODE: PSHA 204

COURSE NAME: Hotel Facilities Planning



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- To understand various Engineering disciplines and their associated facilities.
- To learn about the specific needs and requirements for physically challenged guests in a Hotel.
- To understand vital safety, security measures and basic maintenance procedures.

COURSE CODE: PSHA 205

COURSE NAME: Legal Aspects of Hospitality Business

- To gain insights into the essential licenses and Legal obligations necessary for establishing and operating a restaurant or a hotel.
- To understand the intricacies of Life and General insurance policies specific to the hotel industry.
- To understand labor Laws pertaining to Hotel Industry.

COURSE CODE: PSHA 206

COURSE NAME: Resort Management

- Understand the distinctive facets of resort management, such as leisure, spa services, and outdoor activities.
- Recognize the best ways to produce and promote resort experiences for various target markets.
- Create successful maintenance & management plans for resorts in varied geographic and cultural settings.

SEMESTER III

COURSE CODE: PSHA 301

COURSE NAME: Financial Management in Hospitality Industry

- Recognize the financial ideas and principles unique to the hotel sector.
- Examine the financial records and key performance metrics for the hospitality and hotel industries.
- Create financial strategies to boost industry profitability, cost control, and revenue optimization.

COURSE CODE: PSHA 302

COURSE NAME: Training and Development for Hospitality

- Learn how to create and carry out efficient training programs for employees in the hospitality industry.
- Recognize the significance of employee development and how it affects customer satisfaction.
- Learn how to assess training needs and gauge the success of training programs.




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COURSE CODE: PSHA 303

COURSE NAME: Entrepreneurship in the Hospitality Industry

- Examine the foundations of innovation and entrepreneurship in the hotel industry.
- Create a business plan for a project involving the hotel industry.
- Recognize chances for entrepreneurship to succeed in the expanding hotel sector.

COURSE CODE: PSHA 304

COURSE NAME: Environment Management in the Hospitality Industry

- Learn about environmental management and sustainability in the hotel industry.
- Learn how to put eco-friendly procedures in place and lessen the impact of hospitality operations on the environment.
- Investigate industry sustainability reporting and green certifications.

COURSE CODE: PSHA 305

COURSE NAME: Spa Operations & Management

- Recognize the fundamentals and effective plans of spa administration, such as services, wellness initiatives, and client retention.
- Discover how to create, manage, and promote spa facilities and spa employment.
- Learn different therapies and technology introduced in spa management.

COURSE CODE: PSHA 306

COURSE NAME: Convention and Conference Management

- Discover how conventions, conferences, and special events are planned for and carried out in the hospitality sector.
- Learn how to conduct event marketing, and organize logistics.
- Develop the abilities to organize successful and memorable conferences and conventions.

SEMESTER IV

COURSE CODE: PSHA 401

COURSE NAME: Information Technology in Hospitality Industry

- Recognize how information technology is used in contemporary hotel operations.
- Learn to manage software and systems that are specific to the hotel industry.
- Make data-driven decisions in areas like revenue management, guest services, and reservations.



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COURSE CODE: PSHA 402

COURSE NAME: Security Systems in the Hospitality Industry

- Learn about the hazards and security issues that are unique to the hospitality sector.
- Develop your abilities in the planning and execution of security measures to safeguard visitors and property.
- Study disaster preparedness and crisis management techniques for the hospitality industry.

COURSE CODE: PSHA 403

COURSE NAME: Tourism Operations and Management

- Learn everything there is to know about varied operations in tourism sector, including its elements and trends.
- Learn how to organize and manage tourism operations, including destination management, ground services and tour packages.
- Investigate methods for promoting responsible and sustainable tourism development.

COURSE CODE: PSHA 404

COURSE NAME: Airline Catering Management

- Understand the intricacies of airline catering and in-flight dining services.
- Learn about menu preparation, food safety, and quality control for the catering on airplanes.
- Examine the operational and logistical facets of managing airline catering.

COURSE CODE: PSHA 405

COURSE NAME: Training and Development for Hospitality

- Develop the abilities to create and conduct efficient training courses for personnel in the hospitality industry.
- Recognize the significance of employee development and how it affects customer satisfaction.
- Learn how to evaluate the success of training efforts and determine the need for additional training.

COURSE CODE: PSHA 406

COURSE NAME: Advanced Accommodation Studies

- Learn more about complex issues in hotel and lodging management.
- Study areas such as luxury hospitality, boutique hotels, and alternative accommodations.
- Create management plans for various types of lodging in various marketplaces.



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SEMESTER V

COURSE CODE: PSHA 501

COURSE NAME: Hospitality Quality Management

- Learn about quality standards and the role they play in the hospitality sector.
- Implementation of quality management systems and continuous improvement procedures should be learned.
- Utilize consumer feedback analysis to raise the caliber of your services.

COURSE CODE: PSHA 502

COURSE NAME: Advanced Food Production Studies

- Develop your culinary abilities and knowledge of cutting-edge cooking methods.
- Investigate different food cultures and current trends in food production.
- Develop your presenting and meal planning skills.

COURSE CODE: PSHA 503

COURSE NAME: Club Management

- To learn about the history, evolution and daily operations of Clubs
- To understand fundamental legal aspects relevant to Clubs and private establishments.
- To develop proficiency in students regarding marketing and promotional strategies for Club industry.

COURSE CODE: PSHA 504

COURSE NAME: Research Methodology

- Learn research methods and skills that are applicable to the hospitality sector.
- Gain knowledge of the planning, execution, and analysis of research studies.
- Develop your ability to think critically and solve problems.

COURSE CODE: PSHA 505

COURSE NAME: Event Management

- Gain expertise in planning, organizing, and executing events in the hospitality sector.
- Recognize event marketing, financial planning, and risk management.
- Learn how to manage and coordinate all facets of events, from guest services to logistics.

COURSE CODE: PSHA 506

COURSE NAME: Project Management in Hospitality Industry




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- Study the project management guidelines and methods that apply to hospitality projects.
- Develop your project planning and management abilities, including resource allocation and budgeting.
- Effectively manage hospitality projects to ensure that they are finished on schedule and within budget.

SEMESTER VI

COURSE CODE: PSHA 601

COURSE NAME: Food Logistics and Supply Chain Management

- Know how the food and beverage industry's supply chain and logistics work.
- Discover more about inventory management, distribution, and procurement in the hotel food industry.
- Create plans for enhancing the food supply system.

COURSE CODE: PSHA 602

COURSE NAME: International Marketing Management

- Investigate strategies for worldwide marketing in the hospitality industry.
- Recognize the opportunities and challenges of marketing in various international markets.
- Develop cross cultural marketing and market entrance strategies.

COURSE CODE: PSHA 603

COURSE NAME: Research Project Report

- Conduct independent research on a subject pertaining to hospitality.
- Create a report for your research project that summarizes your data analysis, conclusions, and findings.
- Write a sample of your research and writing.

COURSE CODE: PSHA 604

COURSE NAME: Leadership and Innovation Management

- Develop leadership abilities that are appropriate for the hospitality sector.
- Investigate cutting-edge methods and tactics for the hospitality industry.
- Develop your team-leading skills and encourage innovation at work.



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COURSE CODE: PSHA 605

COURSE NAME: Corporate Strategy

- Recognize how business strategies are developed and implemented in the hospitality industry.
- In order to make strategic judgments, examine case studies and market trends.
- Enhance your strategic planning and execution abilities.

COURSE CODE: PSHA 606

COURSE NAME: Casino Management

- Know about the origin and history of Gaming establishments and various Games played in Casino.
- To analyse the various operational aspects of Casino that includes organizational structure and marketing.
- Understand the gaming & casino related general Laws



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