



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved)

Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

Faculty of Hotel and Tourism Management

Program Outcomes (POs)



Program: B.H.M.

P.O (Program Outcome)

P.O (1) Students in the Hospitality and Business sector will be able to gain knowledge, skills and experience which make them extremely employable in the hospitality industry and are able to apply their skills to careers in events, the airline industry, hotel and conference management, as well as in sales, marketing and business development.

P.O (2) The Program prepares students to enter the world of hospitality as leaders and managers with a strategic approach to business. Further, education and professional training gained in the field of Hospitality services enable the students to become entrepreneurs in the hospitality service as well.

Program: B.Sc. (H.A)

P.O (Program Outcomes)

P.O (1) Students in the Hospitality and Business sector will be able to gain knowledge, skills and experience which make them extremely employable in the hospitality industry and are able to apply their skills to careers in events, the airline industry, hotel and conference management, as well as in sales, marketing and business development.

P.O (2) The Program prepares students to enter the world of hospitality as leaders and managers with a strategic approach to business. Further, education and professional training gained in the field of Hospitality services enable the students to become entrepreneurs in the hospitality service as well.



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved)

Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

Program Specific Outcomes (PSOs)



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved) Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

Bachelors in Hotel Management

P.S.O(Program Specific Outcomes):The range of learning outcomes achieved by students in the program will vary according to their Award. As students 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 -

P.S.O. (1) Demonstrate an understanding of the functional areas of the Hotel and hospitality industry.

P.S.O. (2) Use the practical vocabularies of a variety of business disciplines in an appropriate manner.

P.S.O. (3) Hands on training in production and service developing basic skill sets for the industry.

P.S.O. (4) Handle issues from a variety of viewpoints

P.S.O. (5) Understand and evaluate theoretical frameworks

P.S.O. (6) Undertake a piece of appropriate independent research

P.S.O. (7) Identify appropriate practical strategies

P.S.O. (8) Develop capabilities in working with and managing others

P.S.O. (9) Construct, analyze and evaluate different forms of argument and present them in a logical and coherent manner.

B.Sc. in Hospitality Administration

P.S.O (Program Specific Objective):The range of learning outcomes achieved by students in the program will vary according to their Award. As students 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 -

P.S.O. (1) Demonstrate an understanding of the functional areas of the Hotel and hospitality industry.

P.S.O. (2) Use the practical vocabularies of a variety of business disciplines in an appropriate manner.

P.S.O. (3) Hands on training in production and service developing basic skill sets for the industry.

P.S.O. (4) Handle issues from a variety of viewpoints

P.S.O. (5) Understand and evaluate theoretical frameworks

P.S.O. (6) Undertake a piece of appropriate independent research

P.S.O. (7) Identify appropriate practical strategies

P.S.O. (8) Develop capabilities in working with and managing others

P.S.O. (9) Construct, analyze and evaluate different forms of argument and present them in a logical and coherent manner.



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved)

Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

Course Outcomes (COs)



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved) Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

Bachelors in Hotel Management

Front Office Services

- C.O. (1) Equip learners with knowledge and skills required to work as part of a Hotel Front Office team.
- C.O. (2) Evaluate functional systems i.e., accounting, finance, marketing and management in the lodging and travel industry
- C.O. (3) Apply human, financial, technical and facilities resource management into food service/lodging and travel operations
- C.O. (4) Demonstrate problem solving and critical thinking by applying skills and knowledge to different contexts in the hospitality and travel industry
- C.O. (5) Apply communication skills effectively involving diverse individuals in the hospitality and travel industry
- C.O. (6) Developing knowledge and skills required for handling guest arrivals and departure
- C.O. (7) Understanding the importance of using correct communication when interacting with guests.
- C.O. (8) Understanding of the role played by demographics, culture and nationality and how this can assist in interacting with guests and providing a more personalized service.
- C.O. (9) Develop confidence in handling guests requests and dealing with challenges that typically arise during a guests stay or during check out.
- C.O. (10) Being aware of various service levels and market segments in the lodging industry as they pertain to the front office area of the hotel
- C.O. (11) Developing an appreciation and understanding of Property Management Systems (PMS) and the purpose they serve within the hotel industry
- C.O. (12) Identify front office responsibilities, accounting procedures, revenue management, checkout and settlement procedures, and night audit functions and verification
- C.O. (13) Develop an understanding on the night audit process.
- C.O. (14) Perform hotel accounting procedures ranging from posting accounts to conducting cash and credit transactions at the desk



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved) Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

C.O. (15) Develop an understanding of the importance of forecasting, revenue management and reservation technologies and the impact it has on a hotel

Food Production

C.O. (1) Establish and maintain high standards of sanitation and food safety as established by the program.

C.O. (2) Demonstrate proficiency in basic terminology and techniques for culinary arts, baking and pastry arts to include food preparation, presentation, and service.

C.O. (3) Identify and demonstrate the concepts of recipe costing, purchasing, receiving, and issuing practices in food service operations.

C.O. (4) Explain the characteristics, functions, and food sources of the major nutrients and understand and demonstrate nutritional cooking methods including how to maximize nutrient retention.

C.O. (5) Communicate clearly and professionally, both verbally and in writing.

C.O. (6) Develop strategies to improve business performance using creativity and problem solving skills, based on operational theory and procedures.

C.O. (7) Develop skills integral to success in the industry including guest service, supervisory management, the ability to work with others, and handling multiple tasks simultaneously.

C.O. (8) Develop and apply ethical and sustainable hospitality industry policies.

C.O. (9) Identify principles of menu and food service facility layout and design.

C.O. (10) Understand where food comes from, differences in growing practices and how to prepare a seasonal menu.

C.O. (11) Demonstrate and discuss the differences in cuisines and ingredients used around the world.

C.O. (12) Prepare regional, international, and classical cuisine dishes and demonstrate an understanding of how they are utilized in the contemporary food service industry.

C.O. (13) Develop skills integral to success in the food industry including speed, stamina, dexterity, and timing.



Housekeeping

- C.O. (1) Describe the role of the housekeeping department in hotel operations, and explain the importance of effective communication between housekeeping and other department.**
- C.O. (2) Identify typical cleaning responsibilities of the housekeeping department, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department.**
- C.O. (3) Apply techniques to develop and improve human resource skills in recruiting, selecting, hiring and orienting.**
- C.O. (4) Apply techniques to develop and improve human resource skills in areas of training, scheduling, motivating, and disciplining.**
- C.O. (5) Manage inventories of recycled and non-recycled items.** Techniques addressed include establishing par levels for different types of inventories, taking physical inventory, and implementing effective inventory control procedures.
- C.O. (6) Control expenses in the housekeeping department** by using the operating budget as a control tool, tracking expenses on the basis of a budget cost-peroccupied-room, and implementing efficient purchasing practices.
- C.O. (7) Understand the safety and security needs of hospitality operations** and how safety and security issues affect H/K personnel.
- C.O. (8) Understand the managerial skills necessary to efficiently operate an onpremises laundry operation (OPL).** Skills addressed included planning the physical layout of an on-premises laundry operation, developing procedures for laundering different fabrics, organizing the flow of linens through the laundering process, operating typical machines and equipment used in laundry operations, and staffing the OPL.



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved) Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

Food and Beverage Service

C.O. (1) Illustrate the different types of Food & Beverage organizational charts and discuss the role of the various Food & Beverage positions.

C.O. (2) Explain and demonstrate positive personal and professional attributes in relation F&B Service.

C.O. (3) Identify the various F&B Service equipment and tools and demonstrate the proper handling of each.

C.O. (4) Recall and correctly employ commonly used F&B terminologies and how to use in the industry.

C.O. (5) Analyze menus and consider their impact on food and beverage provided to customers;

C.O. (6) The students acquire and develop knowledge of the Hotel and Catering Industry and its relation to their own particular jobs within the industry;

C.O. (7) Knowledge of different types of service;

C.O. (8) Knowledge of menu items including ingredients and method of preparation, accompaniments and

garnishes, mis-en-place for service.

C.O. (9) Knowledge of Alcoholic or nonalcoholic beverages & their service styles.

C.O. (10) Student learn different types of meeting setups.

C.O. (11) Presentation & preparation of cocktails & mocktails.

B.Sc. in Hospitality Administration

Front Office Services

C.O. (1) Equip learners with knowledge and skills required to work as part of a Hotel Front Office team.

C.O. (2) Evaluate functional systems i.e., accounting, finance, marketing and management in the lodging and travel industry



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved) Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

- C.O. (3) Apply human, financial, technical and facilities resource management into food service/lodging and travel operations
- C.O. (4) Demonstrate problem solving and critical thinking by applying skills and knowledge to different contexts in the hospitality and travel industry
- C.O. (5) Apply communication skills effectively involving diverse individuals in the hospitality and travel industry
- C.O. (6) Developing knowledge and skills required for handling guest arrivals and departure.
- C.O. (7) Understanding the importance of using correct communication when interacting with guests
- C.O. (8) Understanding of the role played by demographics, culture and nationality and how this can assist in interacting with guests and providing a more personalized service.
- C.O. (9) Develop confidence in handling guests requests and dealing with challenges that typically arise during a guests stay or during check out.
- C.O. (10) Being aware of various service levels and market segments in the lodging industry as they pertain to the front office area of the hotel
- C.O. (11) Developing an appreciation and understanding of Property Management Systems (PMS) and the purpose they serve within the hotel industry
- C.O. (12) Identify front office responsibilities, accounting procedures, revenue management, checkout and settlement procedures, and night audit functions and verification
- C.O. (13) Develop an understanding on the night audit process.
- C.O. (14) Perform hotel accounting procedures ranging from posting accounts to conducting cash and credit transactions at the desk
- C.O. (15) Develop an understanding of the importance of forecasting, revenue management and reservation technologies and the impact it has on a hotel



Food Production

C.O. (1) Establish and maintain high standards of sanitation and food safety as established by the program.

C.O. (2) Demonstrate proficiency in basic terminology and techniques for culinary arts, baking and pastry arts to include food preparation, presentation, and service.

C.O. (3) Identify and demonstrate the concepts of recipe costing, purchasing, receiving, and issuing practices in food service operations.

C.O. (4) Explain the characteristics, functions, and food sources of the major nutrients and understand and demonstrate nutritional cooking methods including how to maximize nutrient retention.

C.O. (5) Communicate clearly and professionally, both verbally and in writing.

C.O. (6) Develop strategies to improve business performance using creativity and problem solving skills, based on operational theory and procedures.

C.O. (7) Develop skills integral to success in the industry including guest service, supervisory management, the ability to work with others, and handling multiple tasks simultaneously.

C.O. (8) Develop and apply ethical and sustainable hospitality industry policies.

C.O. (9) Identify principles of menu and food service facility layout and design.

C.O. (10) Understand where food comes from, differences in growing practices and how to prepare a seasonal menu.

C.O. (11) Demonstrate and discuss the differences in cuisines and ingredients used around the world.

C.O. (12) Prepare regional, international, and classical cuisine dishes and demonstrate an understanding of how they are utilized in the contemporary food service industry.



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved) Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

C.O. (13) Develop skills integral to success in the food industry including speed, stamina, dexterity, and timing.

Housekeeping

C.O. (1) Describe the role of the housekeeping department in hotel operations, and explain the importance of effective communication between housekeeping and other department.

C.O. (2) Identify typical cleaning responsibilities of the housekeeping department, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department.

C.O. (3) Apply techniques to develop and improve human resource skills in recruiting, selecting, hiring and orienting.

C.O. (4) Apply techniques to develop and improve human resource skills in areas of training, scheduling, motivating, and disciplining.

C.O. (5) Manage inventories of recycled and non-recycled items. Techniques addressed include establishing par levels for different types of inventories, taking physical inventory, and implementing effective inventory control procedures.

C.O. (6) Control expenses in the housekeeping department by using the operating budget as a control tool, tracking expenses on the basis of a budget cost-peroccupied-room, and implementing efficient purchasing practices.

C.O. (7) Understand the safety and security needs of hospitality operations and how safety and security issues affect H/K personnel.

C.O. (8) Understand the managerial skills necessary to efficiently operate an on-premises laundry operation (OPL). Skills addressed included planning the physical layout of an on-premises laundry operation, developing procedures for laundering different fabrics, organizing the flow of linens through the laundering process, operating typical machines and equipment used in laundry operations, and staffing the OPL.



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC Approved) Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

Food and Beverage Service

C.O. (1) Illustrate the different types of Food & Beverage organizational charts and discuss the role of the various Food & Beverage positions.

C.O. (2) Explain and demonstrate positive personal and professional attributes in relation F&B Service.

C.O. (3) Identify the various F&B Service equipment and tools and demonstrate the proper handling of each.

C.O. (4) Recall and correctly employ commonly used F&B terminologies and how to use in the industry.

C.O. (5) Analyze menus and consider their impact on food and beverage provided to customers;

C.O. (6) The students acquire and develop knowledge of the Hotel and Catering Industry and its relation to their own particular jobs within the industry;

C.O. (7) Knowledge of different types of service;

C.O. (8) Knowledge of menu items including ingredients and method of preparation, accompaniments and garnishes, mis-en-place for service.

C.O. (9) Knowledge of Alcoholic or nonalcoholic beverages & their service styles.

C.O. (10) Student learn different types of meeting setups.

C.O. (11) Presentation & preparation of cocktails & mocktails.