



Dr. Bhimrao Ambedkar University, Agra

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A Documentary Support

for

Matric No. – 1.1.1

Programme Outcomes & Course Outcomes

under the

Criteria – I

(Curriculum Design and Development)

Key Indicator - 1.1

in

Matric No. – 1.1.1

BACHELOR OF BUSINESS ADMINISTRATION

(HM)

2016

Mapping:

 *Local Need*  *Regional*  *National*  *Global Need*


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BBA in Hospitality Management

Programme Outcomes

- Gain a comprehensive understanding of the hotel industry, including its operations, management, and marketing aspects.
- Develop skills in planning, organizing, and controlling various functions in a hotel.
- Understand and apply principles of customer service excellence in the hotel industry.
- Acquire food and beverage management knowledge, housekeeping operations, and front office procedures.
- Develop business acumen and entrepreneurial skills for starting and managing hotel businesses.
- Understand and apply ethical, legal, and sustainable practices in hotel management.

Programme Specific Outcomes

- **PSO1:** Demonstrate a thorough understanding of core hospitality management functions including front office operations, food and beverage management, housekeeping, and event planning.
- **PSO2:** Design and deliver exceptional guest experiences, anticipating needs, resolving issues, and fostering customer loyalty.
- **PSO3:** Apply principles of revenue management and yield optimization to enhance profitability in the hospitality sector.
- **PSO4:** Manage and motivate teams within hospitality settings, promoting a positive work culture and addressing human resource challenges.
- **PSO5:** Analyze hospitality industry data to make informed business decisions and evaluate operational efficiency.

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Basics of Food Production I

Course Code: BBA HM 101

Year of Study: I

Semester: I

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concept of cookery and culinary art	Understand	B.L. 2
II	Understand the concept on preparing and Stocks and Sauces, identify ingredients used in kitchen.	Understand	B.L. 2
III	Apply the concept of preparation of ingredients such as washing peeling scraping paring etc.	Apply	B.L. 3
IV	Understand the equipment's of kitchen	Understand	B.L. 2
V	Understand the Kitchen organisation, duties and responsibilities of each staff and kitchen fuels	Understand	B.L. 2
VI	Understand the methods of cooking food	Understand	B.L. 2
VII	Understand the concepts of stocks, glazes, sauces and soups, create Basic preparations	Understand, create	B.L. 2, B.L. 5, B.L. 6


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BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Basics of Food & Beverage Service I

Course Code: BBA HM 102

Year of Study: 1

Semester: I

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the Food and Beverage Service Industry, the evolution of F&B, relationship and classifications	Understand	B.L. 2
II	Understand the F&B service Areas in a Hotel, Restaurants and their subdivisions.	Understand	B.L. 2
III	Understand the Food and Beverages Equipment, cutlery, glassware, hollowware and maintenance of equipment.	Apply	B.L. 3
IV	Understand the Food and Beverage Service Personnel, Staff organisation, Duties and responsibility, Code of conduct for staff etc.	Understand	B.L. 2
V	Understand the Menus and covers, classifications, Kitchen organisation, duties and responsibilities of each staff and kitchen fuels.	Understand	B.L. 2
VI	Understand the meals and its classifications.	Understand	B.L. 2
VII	Create the food and beverage service methods such as table service Silver/English, self-service, specialised service, and single point service.	Create	B.L. 5, B.L. 6
VIII	Understand the Control Methods, Billing Methods. Create a F&B service sequence, Service gear, American Service, Hostess desk functions	Understand, Create	B.L. 2, B.L. 6

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Basics of Front Office I
 Course Code: BBA HM 103
 Year of Study: I
 Semester: I

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concept of tourism, meaning, classification, socio-economic benefits.	Understand	B.L. 2
II	Understand the Hospitality Industry, History and development	Understand	B.L. 2
III	Understand the classifications of hotels and alternate lodging facilities.	Understand	B.L. 2
IV	Analyse the Organisational structure of Hotels and lobby arrangements.	Analyse	B.L. 4
V	Understand the Front Office Organisation.	Understand	B.L. 2
VI	Understand the Front office personnel.	Understand	B.L. 2
VII	Analyse the Front Office Operations.	Analyse	B.L. 4
VIII	Understand the Front office responsibilities.	Understand	B.L. 2
IX	Analyse the reservation system in a hotel	Analyse	B.L. 4
X	Understand the Telecommunications. Create the Role play for check-in/check-out procedure	Understand, Create	B.L. 2, B.L. 5

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Basics of Housekeeping I
Course Code: BBA HM 104
Year of Study: I
Semester: I

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concept Housekeeping and role of Housekeeping	Understand	B.L. 2
II	Apply the layout & Organisational Structure	Understand	B.L. 2
III	Understand the Staffing in the Housekeeping, Roles and responsibility of housekeeping.	Understand	B.L. 2
IV	Analyse the Planning work of housekeeping briefing control desk.	Analyse	B.L. 4
V	Understand the Hotel Guest Room, classification and layout.	Understand	B.L. 2
VI	Understand the cleaning Science classifications and Implementation of cleaning science.	Understand, Implementation	B.L. 2 B.L. 4

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Communication

Course Code: BBA HM 105

Year of Study: I

Semester: I

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the essential of grammar and vocabulary.	Understand	BL 1
II	Develop employment communication skills, including writing CVs, application letters, and participating in group discussions and interviews. Understand the principles of successful oral communication, effective listening, and non-verbal communication.	Apply	BL 4
III	Demonstrate proficiency in written communication, including clarity in writing and the principles of effective writing. Understand business letters, their types, and layout.	Apply	BL 4
IV	Create presentation skills and design effective presentations.	Create	BL 5
V	Develop the interview skill. Recognize the responsibilities of professional communicators. Understand the role of social media in communication.	Understand, Apply	BL 1 BL 4
VI	Develop the Group Discussion and presentation skill.	Apply	BL 4

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Basics of Computers

Course Code: BBA HM 106

Year of Study: I

Semester: I

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand computer hardware components, including input devices, output devices, and storage devices. Familiarize with different types of software and the basics of languages, compilers, interpreters, and assemblers.	Understand	BL 1
II	Develop proficiency in using MS-Office applications, such as MS-Word, MS-Excel, MS-PowerPoint, and MS-Access.	Implement	BL 5
III	Comprehend the concept of Database Management Systems (DBMS)	Understand	BL 1
IV	Understand the MS Office and Create the MS Office exercise	Understand Create	BL 1 BL 5
V	Understand the Internet and network. Learn about the basics of the internet, its architecture, functioning, and services. Analyse internet protocols, search engines, email, and web browsing.	Understand, Analyse	BL 2 BL 3


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BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Food Science & Nutrition
Course Code: BBA HM 107
Year of Study: I
Semester: I

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concept of microbiology.	Understand	BL 1
II	Understand the concept of food production based microbiology and industrial preparation.	Understand	BL 1
III	Understand the concept of contamination, preservation etc.	Understand	BL 1

BBA HM 108 Basics of Food Production I (Practical)
BBA HM 109 Bakery I (Practical)
BBA-HM111 Basics of Housekeeping- 1(Practical)
BBA-HM112 Fundamentals of computers (Practical)


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BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FOOD PRODUCTION-2

Course Code: BBA HM 201

Year of Study: I

Semester: II

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Classify different food commodities and provide examples. Explain their uses in cookery. Identify and describe different types of nuts, creams, yogurt, cereals, pulses, herbs, spices, condiments, coloring agents, and flavoring agents. Discuss their uses.	Understand	1
II	Understand the basic Indian masalas and gravies such as garam masala, pulao masala, curry powder, Sāmbhar powder, rasam powder, chaat masala, and tandoori marination.	Understand	1
III	Conduct a detailed study on the ingredients, traditional preparation methods, utensils, and accompaniments of North and South Indian regional cuisines, including Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan, etc.	Analyze	3
IV	Explore meat cookery, including the classification, selection, cuts, and cooking methods of fish, poultry, lamb, mutton, beef, veal, pork, bacon, ham, gammon, and steaks.	Apply, Understand	2, 1
V	Understand the classification of vegetables, their importance in the diet, cooking methods, and techniques for retaining color, flavor, and nutrients. Describe the styles of presenting potatoes and the principles of vegetable storage.	Understand	1
VI	Introduce the concept of large-scale commercial cooking, including the layout of a large kitchen, staff hierarchy, and production workflows.	Understand	1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FOOD & BEVERAGE SERVICE-2

Course Code: BBA HM 202

Year of Study: I

Semester: II

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the introduction, general principles, loopholes, and pitfalls to be avoided in room service. Understand the cycle of service, scheduling, and staffing in room service. Plan room service menus and use forms and formats. Understand order taking, telephone etiquettes, noting orders, suggestive selling, and breakfast cards. Understand the layout and setup of common meals and the use of technology for better room service. Manage time effectively in room service operations.	Understand	1
II	Understand the introduction, definition, and classification of wines. Classify wines based on various criteria. Explain viticulture and viticulture methods. Describe the processes of vinification for still, sparkling, aromatized, and fortified wines. <u>Identify common vine diseases. Explore wines from different regions such as France, Italy, Spain, Portugal, South Africa, Australia, India, and California.</u> Understand the concept of food and wine harmony. Familiarize with wine glasses and equipment. Learn about the storage and service of wine.	Understand, Analyze	1, 3
III	<u>Understand the introduction, ingredients used, and production process of beers. Identify different types and brands of beers, both Indian and international.</u> Learn the techniques for serving bottled, canned, and draught beers.	Understand	1
IV	Explore other fermented and brewed beverages such as sake, cider, perry, and alcohol-free wines. Understand their production methods and characteristics.	Understand	1
V	Gain knowledge about table cheeses. Understand the different types of table cheeses. Learn about their production process, brands, and proper service techniques.	Understand	1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FRONT OFFICE-2

Course Code: BBA HM 203

Year of Study: I

Semester: II

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Classify and explain the basis of charging in the tariff structure of a hotel.	Understand	1
II	Differentiate between various types of tariffs, including rack rate and discounted rates for corporates, airlines, groups, and travel agents.	Understand	1
III	Apply knowledge of the guest cycle and effectively handle pre-arrival, arrival, during guest stay, departure, and post-departure activities.	Apply	2
IV	Utilize room selling techniques such as up-selling and offering discounts to enhance revenue.	Apply	2
V	Coordinate front office operations with other departments of the hotel.	Apply	2

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: House Keeping-2

Course Code: BBA HM 204

Year of Study: I

Semester: II

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Identify the importance of inspection in housekeeping supervision and apply self-supervision techniques for cleaning staff.	Apply	2
II	Demonstrate knowledge of linen/uniform/tailor room operations, including storage, par stock management, discard management, and inventory control.	Understand	1
III	Apply cleaning procedures and frequency schedules for guest rooms and public areas, including inspection, deep cleaning, and specialized services.	Apply	2
IV	Implement special cleaning programs and routines for different areas, including routine cleaning, spring cleaning, and deep cleaning.	Apply	2
V	Apply floor operations procedures, including key handling, cleaning different floor surfaces, and providing special services.	Apply	2
VI	Demonstrate knowledge of care and cleaning methods for different types of metals and fabrics. Apply practical schedules and identify cleaning equipment.	Apply	2

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: HOTEL ENGINEERING

Course Code: BBA HM 205

Year of Study: I

Semester: II

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the scope and types of hotel maintenance management.	Understand	1
II	Develop maintenance programs and understand the organization and setup of the engineering department in a hotel.	Apply	2
III	Identify different types of fuels, their precautions, and calculate heat requirements and fuel consumption. Understand the construction and functions of an industrial gas range.	Apply	2
IV	Understand the principles of electricity, including conductors, voltages, currents, and circuits. Calculate power requirements and read meters.	Understand	1
V	Manage water systems, including sources, quality, removal of hardness, water supply calculations, and storage capacity.	Apply	2
VI	Understand sanitary systems, including sinks, basins, water closets, bidets, traps, pipes, and inspection chambers. Identify and address blockages and leakages.	Understand	1
VII	Gain knowledge of refrigeration principles, systems, refrigerants, and maintenance of walk-in coolers and freezers.	Understand	1
VIII	Understand air-conditioning systems, their classification, layout, and conditions for comfort. Select suitable air-conditioning systems.	Understand	1
IX	Learn about different transport systems in hotels, including elevators, dumbwaiters, escalators, and sidewalks. Understand their operation and maintenance.	Understand	1
X	Demonstrate knowledge of fire prevention and protection, including types of fires, fire alarms, extinguishers, and fire hazards.	Apply	2

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: COMMUNICATION-2
 Course Code: BBA HM 206
 Year of Study: I
 Semester: II

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concept and importance of non-verbal communication, including body movements, facial expressions, posture, and eye contact.	Understand	1
II	Identify and explain the elements of non-verbal communication, such as kinesics, proxemics, and paralanguage.	Understand	1
III	Develop effective speech skills, including pronunciation, stress, accent, and articulation. Understand the importance of speech in the hotel industry.	Apply	2

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: HUMAN VALUES AND PROFESSIONAL ETHICS
 Course Code: BBA HM 207
 Year of Study: I
 Semester: II

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concept of value education, including its importance in personal and professional development.	Understand	1
II	Explore and reflect upon one's own values, aspirations, and the harmony within oneself, the body, and the family environment.	Analyze	3

BBA-HM208 Food Production- 2(Practical)
BBA-HM209BAKERY-2 (Practical)
BBA-HM210 food&beverage service-2 (practical)
BBA-HM211 FRONT OFFICE-2 (PRACTICAL)


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BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FOOD PRODUCTION-3

Course Code: BBA HM 301

Year of Study: II

Semester: III

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the equipment required for mass/volume feeding, including heat and cold generating equipment, and how to care for and maintain it. Explain the modern developments in equipment manufacture for quantity food production. Demonstrate comprehension of the basic principles of menu planning and the factors to consider for different feeding outlets.	Understanding	1
II	Apply the principles of indenting for volume feeding and determine the portion sizes of various items. Modify recipes for large-scale catering and identify practical difficulties in indenting for volume feeding.	Apply	2
III	Analyze the principles of planning for quality food production, including space allocation, equipment selection, and staffing. Analyze the challenges and types of institutional and industrial catering, and identify opportunities for development and growth. Evaluate the highlights and nutritional requirements of hospital catering and develop diet menus for specific groups. Analyze the concept of off-premises catering, including reasons for growth, menu planning for theme parties, and central production units.	Analysis	3
IV	Evaluate the purchasing system, including purchasing specifications and techniques, and understand storage requirements.	Evaluation	4

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)

Subject: Hospitality Management

Course Outcomes (COs)

Name of the Course: Food & Beverage Service-3

Course Code: BBA HM 302

Year of Study: II

Semester: III

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the introduction and definition of alcoholic beverage and its classification.	Understanding	1
II	Define wines and classify them with examples. Identify different types of wines such as table/still/natural, sparkling, fortified, and aromatized. Explain the production processes of each wine classification.	Apply	2
III	Analyze the principles and characteristics of wine regions in France, Italy, Spain, Portugal, USA, and Australia. Explore new world wines and their brand names in countries like India, Chile, South Africa, and Algeria.	Analyse	3
IV	Discuss the harmony between food and wine. Understand the storage requirements and wine terminology in English and French.	Evaluating	4

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)

Subject: Hospitality Management

Course Outcomes (COs)

Name of the Course: FRONT OFFICE-3

Course Code: BBA HM 303

Year of Study: II

Semester: III

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Explore the computer applications used in front office operations, specifically Fidelio and Amadeus.	Understanding	1
II	Understand front office accounting fundamentals. Differentiate between guest and non-guest accounts. Describe the accounting systems used in front office operations, including non-automated, semi-automated, and fully automated systems.	Apply	2
III	Explain the check-out procedures, including guest account settlement in cash and credit. Understand the handling of Indian currency and foreign currency. Learn about the transfer of guest accounts and the concept of express check-out.	Analysis	3

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: ACCOMMODATION OPERATION-I

Course Code: BBA HM 304

Year of Study: II

Semester: III

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Discuss the activities and operations of the linen room. Describe the layout and equipment used in the linen room. Explain the selection criteria for various linen items and fabrics suitable for different purposes.	Evaluating (Evaluation)	Level 4
II	Explore the concept of linen hire. Discuss the advantages of providing uniforms to staff. Describe the process of issuing and exchanging uniforms, including the different types of uniforms. Explain the selection and designing of uniforms.	Creating (Synthesis)	Level 5
III	Discuss the activities and areas to be provided in the sewing room. Describe the equipment provided in the sewing room.	Understanding (Comprehension)	Level 1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FOOD & BEVERAGE CONTROLS

Course Code: BBA HM 305

Year of Study: II

Semester: III

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Introduce the concept of food cost control. Define cost control and explain its objectives and advantages. Discuss basic costing principles and focus specifically on food costing.	Applying (Application)	Level 2
II	Explain the food control cycle, including purchasing control. Discuss the aims of purchasing policy and the job description of a purchase manager. Explore different types of food purchase and the factors to consider for quality purchasing.	Analyzing (Analysis)	Level 3
III	Describe the receiving controls, including the aims and job description of a receiving clerk. Discuss the equipment required for receiving and the documents used in the receiving department. Analyze the performance and efficiency of the receiving department.	Evaluating (Evaluation)	Level 4
IV	Discuss the storing and issuing control in food and beverage operations. Describe the aims and job description of a food store room clerk. Explore stock control procedures and inventory methods. Analyze the pricing of commodities and stock levels.	Creating (Synthesis)	Level 5

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: COMMUNICATION
 Course Code: BBA HM 306
 Year of Study: II
 Semester: III

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the constituents of technical written communication, including word formation, synonyms and antonyms, homophones, and vocabulary expansion. Demonstrate knowledge of sentence construction, paragraph development, and the art of condensation.	Understanding (Comprehension)	Level 1
II	Apply formal written communication skills, including writing official letters, report writing, memos and circulars, agenda and minutes, resume writing, and drafting advertisements.	Applying (Application)	Level 2
III	Analyze formal verbal communication techniques, such as group discussions, interviews, extempore speaking, business negotiation, public speaking, meetings, toasting, counseling, and business presentations.	Analyzing (Analysis)	Level 3
IV	Evaluate social skills for managers, including etiquette in formal and informal situations and the knowledge of body language.	Evaluating (Evaluation)	Level 4

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: French-1
 Course Code: BBA HM 307
 Year of Study: II
 Semester: III

The Student will able to:


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CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Intro. To French Language, The basic elements of grammar covered in the prescribed textbook, Auxiliary Verbs and conjugation.	Understanding	Level 1
II	Apply written comprehension skills in French, including the Self Introduction, express present tense, formulate projects, and engage in Sentence making and debate.	Applying	Level 2

BBA-HM308 FOOD PRODUCTION-3(PRACTICAL)
BBA-HM309 Food & Beverage Service- 3(Practical)
BBA-HM310 FRONT OFFICE-3(PRACTICAL)
BBA-HM311 Accommodation Operation-I(Practical)

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Food Production-4

Course Code: BBA HM 401

Year of Study: II

Semester: IV

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the regional Indian cuisine, including its introduction, heritage, and the factors that influence eating habits in different parts of the country.	Understanding (Comprehension)	Level 1
II	Differentiate the regional cuisines of South India, Gujrat, Maharashtra, Bengal, and Goa, including their historical background, location, raw materials, equipment, and food communities. Discuss the concepts of rechauffe and identify the principles, precautions, food preservation methods, and accompaniments and garnishes associated with rechauffe. Analyze the identification and preservation of food for rechauffe.	Applying (Application)	Level 2
III	Demonstrate knowledge of royal icing and gum paste in bakery and patisserie, including their forms, types, uses, and the role of ingredients like glycerin and gelatin. Analyze the production and uses of marzipan.	Evaluating (Evaluation)	Level 4

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FOOD & BEVERAGE SERVICE-4

Course Code: BBA HM 402

Year of Study: II

Semester: IV

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the introduction and definition of spirits in F&B service	Understanding (Comprehension)	Level 1
II	Explain the production methods of spirits, including pot still and patent still methods, and understand the types and production of different spirits such as whiskey, rum, gin, brandy, vodka, and tequila	Understanding (Comprehension)	Level 1
III	Identify and differentiate various types of aperitifs and liqueurs, and understand their definitions, classifications, and historical background. Recognize the production of liqueurs and their country of origin and predominant flavors.	Understanding (Comprehension)	Level 1
IV	Define and classify cocktails, describe the equipment used in cocktail bars, and demonstrate the preparation and service of cocktails and mocktails. Understand the service of special coffee in F&B establishments.	Understanding (Comprehension)	Level 1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FRONT OFFICE-4
 Course Code: BBA HM 403
 Year of Study: II
 Semester: IV

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the control procedures for cash and credit cards in front office operations, including handling and accepting foreign exchange and foreign currency transactions	Understanding (Comprehension)	Level 1
II	Identify and explain the procedures for handling travelers' checks in the front office	Understanding (Comprehension)	Level 1
III	Demonstrate knowledge of night auditing functions and procedures, including audit procedures for non-automated, semi-automated, and fully automated systems	Applying (Application)	Level 2
IV	Understand the importance of front office and guest safety and security, including the use of security systems, safe deposits, key control, and handling emergency situations	Understanding (Comprehension)	Level 1
V	Explain the responsibilities and duties related to reception and night duty, including the preparation of night clerk reports, VIP list management, communication systems, and guest handling	Understanding (Comprehension)	Level 1
VI	Demonstrate basic knowledge of telephone exchange operations, qualities of a telephone operator, registers used in the exchange, general duties, and handling wake-up calls	Applying (Application)	Level 2
VII	Use basic French expressions related to politeness, commands, and encouragement in front office activities. Engage in basic conversations related to reservations, reception, and cleaning of rooms	Understanding (Comprehension)	Level 1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: ACCOMMODATION OPERATION-2

Course Code: BBA HM 404

Year of Study: II

Semester: IV

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the handling of keys in the H.K. department, including knowledge of different types of keys and security measures.	Understanding (Comprehension)	Level 1
II	Demonstrate knowledge of selecting appropriate flooring or floor finishes, understanding subfloors, and general care and cleaning of flooring.	Understanding (Comprehension)	Level 1
III	Identify selection points for carpets, classify carpets based on various criteria, and understand carpet laying, protection, and cleaning.	Understanding (Comprehension)	Level 1
IV	Describe the selection points for fabrics, recognize different types of fabrics, and understand the finish given to fabrics.	Understanding (Comprehension)	Level 1
V	Explain the characteristics of curtains for different parts of the hotel, including care and cleaning, as well as knowledge of pelmets, valances, swags, blinds, loose covers, and cushions.	Understanding (Comprehension)	Level 1
VI	Understand the different types of wall coverings, their care and cleaning, and maintenance of different wall coverings.	Understanding (Comprehension)	Level 1
VII	Demonstrate knowledge of laundry operations, including the flow process of industrial laundering, stages in the wash cycle, laundry equipment and machines, layout of the laundry, dry cleaning, laundry agents, guest laundry/valet service, stain removal, flower arrangement in hotels, equipment and material required for flower arrangement, conditioning of plant material, styles of flower arrangements, and principles of design in flower arrangement, as well as the selection and care of indoor plants.	Understanding (Comprehension)	Level 1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FACILITY PLANNING

Course Code: BBA HM 405

Year of Study: II

Semester: IV

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the considerations for hotel design, including attractive appearance, efficient plan, good location, suitable materials, good workmanship, sound financing, competent management, evaluation of accommodation need, and integrated functions of housing, feeding, entertainment, rental services, maintenance, and light manufacture.	Understanding (Comprehension)	Level 2
II	Explain the planning considerations for facility planning, including flow process and flow diagrams, space relationship, architectural considerations, the difference between carpet area and plinth area, approximate cost estimation, and classroom exercises.	Understanding (Comprehension)	Level 2
III	Identify the criteria for star classification of hotels and the various licenses required for starting and running hotel and catering services.	Understanding (Comprehension)	Level 2
IV	Describe the factors considered for determining room tariff and the method of computing room tariff.	Understanding (Comprehension)	Level 2
V	Understand the planning of management areas such as the General Manager's office, offices of all H.O.D's, and other services related to meeting rooms and toilets.	Understanding (Comprehension)	Level 2

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Principles of Management-I
 Course Code: BBA HM 406
 Year of Study: II
 Semester: IV

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the nature of management as a profession, the professionalization of management in India, and the functions and tasks of a professional manager.	Understanding	Level 1
II	Explain the meaning, significance, types, and process of planning, including planning premises and management by objectives (MBO).	Applying	Level 2
III	Identify the meaning, role, types, and process of decision making, and summarize the major principles for planning.	Analysing	Level 3
IV	Describe the concept, significance, process, formal and informal organization, authority and responsibility, and delegation of authority in organizing.	Understanding	Level 1
V	Understand the meaning, significance, techniques, and elements of directing, including communication and making communication effective.	Understanding	Level 1
VI	Explain the concept, need, basic process, requirements, and techniques of controlling in management.	Understanding	Level 1
VII	Recognize the different areas of management, including financial management, human resource management, production management, operational management, and marketing management.	Understanding	Level 1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: French-2
Course Code: BBA HM 407
Year of Study: II
Semester: IV

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Demonstrate understanding of the basic elements of grammar covered in the prescribed textbook, including pronouns, comparatives, superlatives, and verb conjugation.	Understanding	Level 1
II	Apply written comprehension skills in French, including the ability to ask for permission, express prohibition, formulate projects, and engage in discussions and debates.	Applying	Level 2

BBA-HM408 FOOD PRODUCTION-4 (PRACTICAL)
BBA-HM409 Food & Beverage Service-4 (Practical)
BBA-HM410 FRONT OFFICE-4(PRACTICAL)
BBA-HM411 Accommodation Operation- 2 (Practical)
BBA-HM412 Computer and MIS(Practical)

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FOOD PRODUCTION-5
 Course Code: BBA HM 501
 Year of Study: III
 Semester: V

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Recall the layout and equipment of a larder, including common terms and larder control systems. Understand the duties and responsibilities of a larder chef, including the functions of the larder, hierarchy of staff, and sections of the larder.	Remembering	Level 1
II	Recognize different types of sausages, casings, fillings, force meats, and sandwiches, and describe their preparation, uses, and variations.	Understanding	Level 1
III	Explain the varieties and uses of icings and toppings, including the differences between them, and describe the history, manufacture, and types of chocolate.	Understanding	Level 1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Food & Beverage Service-5
 Course Code: BBA HM 502
 Year of Study: III
 Semester: V

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Identify different types of Flembe' dishes and their role in Gueridon service.	Understanding	Level 1
II	Describe the service aspects of Lounge Service, Hospital Tray Service, and Airline Catering Service. Explain the concepts of carving and joining in the context of food service, including bar management, internal control, and bar equipment.	Understanding	Level 1
III	Discuss , situation handling, staff discipline, human resource management, and total quality.	Analysing	Level 3


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BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FRONT OFFICE-5

Course Code: BBA HM 503

Year of Study: III

Semester: V

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concept and importance of Yield Management in the context of room division operations. Demonstrate effective communication skills, including telephone communication, in the hotel industry context. Develop skills necessary for dealing with guest problems and handle them appropriately.	Understanding	Level 1
II	Apply forecasting techniques to predict room availability and calculate key occupancy indicators. Recognize the importance of effective communication in the hotel industry and demonstrate good communication skills.	Applying	Level 2

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: ACCOMMODATION OPERATION-3

Course Code: BBA HM 504

Year of Study: III

Semester: V

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Develop area inventory lists and frequency schedules for efficient housekeeping operations.	Applying	Level 2
	Establish performance and productivity standards for housekeeping staff and conduct time and motion studies for process improvement.	Evaluating	Level 3
	Create standard operating manuals, job procedures, and work schedules to ensure smooth operations in the housekeeping department.	Creating	Level 4
	Calculate staff strengths, plan duty rosters, and demonstrate effective teamwork and leadership in the housekeeping department.	Applying/ Creating	Level 2/4
	Design and implement training programs for housekeeping staff and manage inventory levels for non-recycled items.	Creating	Level 4
	Develop budgets, apply budgetary controls, and analyze income statements in the context of housekeeping operations.	Applying/ Evaluating	Level 2/3
	Apply purchasing systems and methods for buying supplies and equipment in the housekeeping department.	Applying	Level 2
	Develop area inventory lists and frequency schedules for efficient housekeeping operations.	Applying	Level 2
	Establish performance and productivity standards for housekeeping staff and conduct time and motion studies for process improvement.	Evaluating	Level 3
	Create standard operating manuals, job procedures, and work schedules to ensure smooth operations in the housekeeping department.	Creating	Level 4
	Calculate staff strengths, plan duty rosters, and demonstrate effective teamwork and leadership in the housekeeping department.	Applying/ Creating	Level 2/4
	Design and implement training programs for housekeeping staff and manage inventory levels for non-recycled items.	Creating	Level 4
	Develop budgets, apply budgetary controls, and analyze income statements in the context of housekeeping operations.	Applying/ Evaluating	Level 2/3
	II	Apply purchasing systems and methods for buying supplies and equipment in the housekeeping department.	Applying
Identify different types of contract services and guidelines for hiring and managing contract services in non-hotel facilities.		Understanding	Level 1
Evaluate the advantages and disadvantages of contract services in housekeeping operations.		Evaluating	Level 3
Implement energy and water conservation practices in		Applying	Level 2

	housekeeping operations.		
	Demonstrate knowledge of first aid procedures and their application in the housekeeping department.	Applying	Level 2

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: Human Resource Management

Course Code: BBA HM 505

Year of Study: III

Semester: V

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concepts and processes of Human Resource Planning and Administrations, including HR planning, market analysis, and job analysis.	Understanding	Level 1
II	Evaluate employee performance and apply principles of training and development, including learning principles, training techniques, and career development programs.	Evaluating	Level 4
III	Demonstrate knowledge and understanding of employee recruitment, development, and relations.	Understanding	Level 1
IV	Explain the role of the HRD Department in performance appraisals and analyze performance appraisal methods, errors, and problems.	Analyzing	Level 3
V	Discuss transfer, promotion, and reward policies in the context of performance appraisals and management.	Understanding	Level 1

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: PRINCIPLES OF MANAGEMENT-2
 Course Code: BBA HM 506
 Year of Study: III
 Semester: V

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the concepts of management, including the definition, role of managers, and the evolution of management thought.	Understanding	Level 2
II	Apply the principles of planning in various organizational contexts, including setting objectives, developing strategies, and making decisions. Analyze the organizational structure, staffing processes, and career development practices in order to support effective organizing and employee development.	Applying	Level 3
III	Evaluate the different aspects of directing, such as creativity, motivation, leadership styles, communication, and managing cultural diversity.	Evaluating	Level 5
IV	Apply control techniques, including budgetary and non-budgetary control, to monitor and manage organizational performance.	Applying	Level 3

BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: HOTEL ACCOUNTANCY
 Course Code: BBA HM 507
 Year of Study: III
 Semester: V

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Understand the principles and components of the Uniform System of Accounts for Hotels.	Understanding	Level 2
II	Analyze the concept and importance of internal control in financial management.	Analyzing	Level 4
III	Examine the definition, objectives, and characteristics of internal control and understand its implementation.	Understanding	Level 2


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IV	Apply departmental accounting concepts, including expense allocation and apportionment, in practical scenarios.	Applying	Level 3
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BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: FOOD & BEVERAGE MANAGEMENT

Course Code: BBA HM 508

Year of Study: III

Semester: V

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Identify and describe specialized forms of food and beverage service, including their characteristics and settings.	Understanding	Level 1
II	Analyze food and beverage cost control systems, including determining costs, evaluating results, and implementing control measures. Demonstrate knowledge and understanding of food and beverage purchasing, inventory control, and receiving/storage processes.	Analyzing	Level 4
III	Apply food and beverage control systems, including K.O.T. control, bill making, cash handling, and theft control.	Applying	Level 3
IV	Discuss and evaluate various strategies and techniques for food and beverage promotions, including decor, advertising, and upselling.	Evaluating	Level 5
V	Explore the latest trends and developments in the food and beverage industry, including management, systems, equipment, and career development.	Understanding	Level 1

BBA-HM509 FOOD PRODUCTION-5(PRACTICAL)

BBA-HM510 BAKERY-3(PRACTICAL)

BBA-HM511 Food & Beverage Service- 5(Practical)

BBA-HM512 ACCOMMODATION OPERATION-3(PRACTICAL)


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BACHLOR OF BUSINESS ADMINISTRATION (Hospitality Management)
Subject: Hospitality Management
Course Outcomes (COs)

Name of the Course: INDUSTRIAL TRAINING

Course Code: BBA HM 601

Year of Study: III

Semester: VI

The Student will able to:

CO	Course Outcomes	Bloom's Taxonomy	Bloom's Level
I	Applying theoretical concepts and evaluating the performance at the department of their choice in hotel.	Apply	Level 3
II	A PowerPoint presentation of done training.	Apply	Level 3

BBA-HM602 PROJECT REPORT (PRACTICAL)

BBA-HM603 VIVA VOCI (PRACTICAL)