



Sahyadri Shikshan Sanstha's

Sahyadri College of Hotel Management & Tourism Sawarde (Agave)

Near Hotel Pacific, Mumbai Goa Highway At Post Agave Tal-Chiplun Dist-Ratnagiri Pin code-415606

Website- www.sahyadrihotelmanagement.org Contact No. 7559164392 E-mail schmt1@rediffmail.com

Approved by- Gov. of Maharashtra & University of Mumbai. 7559164392 E-mail : schmt1@rediffmail.com

Program Outcomes (PO)

B.Sc. Hospitality Studies

- PO1: Apply fundamental knowledge of hospitality operations in real-life situations.
- PO2: Demonstrate professional skills in food production, food & beverage service, front office and housekeeping.
- PO3: Communicate effectively with guests, colleagues and management.
- PO4: Apply hygiene, safety and sanitation standards in hospitality operations.
- PO5: Exhibit ethical behaviour and professional etiquette in the hospitality industry.
- PO6: Work effectively as an individual and as a team member.
- PO7: Understand sustainability, environmental responsibility and social awareness.
- PO8: Develop managerial skills and engage in lifelong learning.

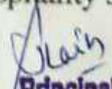
Program Specific Outcomes (PSO)

B.Sc. Hospitality Studies

The **Program Specific Outcomes (PSO)** for the B.Sc. in Hospitality Studies at the University of Mumbai focus on the application of core operational skills and professional attitudes required for the global hospitality sector.

- **PSO1: Service & Customer Satisfaction** Graduates demonstrate a high level of customer service skills and an in-depth understanding of guest satisfaction as the primary driver of the hospitality industry.
- **PSO2: Operational Management** Graduates possess the technical and managerial skills necessary to efficiently operate all four core departments: **Front Office, Housekeeping, Food & Beverage Service, and Food Production (Kitchen)**.
- **PSO3: Professional Communication** Students are trained to communicate effectively with diverse, multicultural guests and colleagues using professional etiquette, interpersonal skills, and hospitality-specific terminology (including basic French).
- **PSO4: Ethical & Professional Attitude** Promotion of professional attitudes, ethical values, and a "humble behaviour" mind-set essential for the service-oriented nature of the hotel industry.
- **PSO5: Analytical & Industry Readiness**: Graduates can analyse operational challenges and apply contemporary management tools to solve problems in real-world hospitality settings.




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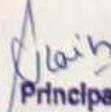
Program Specific Outcomes (PSO)

B.Sc. Hospitality Studies

These focus specifically on the unique requirements of the hospitality sector:

- **PSO1: Service Excellence** Graduates will deliver exceptional guest service by applying core technical and conceptual skills.
- **PSO2: Operational Management** Ability to manage and evaluate functional systems within hospitality operations to ensure efficiency and profitability.
- **PSO3: Communication & Cultural Literacy** Mastery of professional written and oral communication, including basic French, to interact effectively in a global hospitality environment.
- **PSO4: Analytical Industry Readiness** Assess authenticity and credibility of industry source materials and find innovative solutions to complex hospitality challenges.




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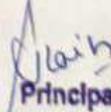
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New NEP-Specific Outcomes Vocational & Skill Enhancement

- **CO:** Bridge the gap between theory and practice through industry-focused certifications and hands-on learning in soft skills, digital literacy, and employability.

Indian Knowledge System (IKS)

- **CO:** Understand India's contribution to multidisciplinary research and connect traditional hospitality heritage with modern practices.

Sustainability & Environment

- **CO:** Identify and explain environmental changes caused by tourism and implement sustainable practices within hotel operations.




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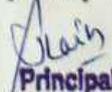
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Course Outcomes (CO) B.Sc. Hospitality Studies

Food Production

- Master basic to advanced culinary skills and technical knowledge of kitchen equipment.
- Understand culinary specialties globally and latest food trends.

Food & Beverage Service

- Identify organizational structures and manage beverage service staff responsibly.
- Develop and manage labour and revenue control systems for various restaurant types.

Front Office

- Handle room reservations and guest services with professional public relations.
- Apply statistical data and formulae for forecasting and evaluating operations.

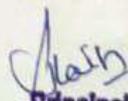
Housekeeping

- Implement Standard Operating Procedures (SOPs) for routine and deep cleaning.
- Manage manpower planning and apply interior decoration concepts.

Communication Skills

- Speak hotel-related French terms and achieve discussion-level fluency.
- Practice business etiquette and adapt to global communication challenges.




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National Education Policy (NEP 2020) framework, implemented by the University of Mumbai for the 2024-25 academic year, Course Outcomes (CO) for the B.Sc. in Hospitality Studies focus on a more holistic, credit-based, and multidisciplinary approach.

The revised curriculum categorizes subjects into **Major (Core)**, **Minor**, **Vocational Skill Courses (VSC)**, and **Skill Enhancement Courses (SEC)**.

These are the overarching competencies graduates possess upon completion:

- **Operational Mastery:** Demonstrate core technical skills in **Food Production, F&B Service, Front Office, and Housekeeping** to meet global standards.
- **Problem Analysis & Solutions:** Identify and solve complex hospitality operational issues using research-based methodologies and modern tools.
- **Professional Ethics & Society:** Understand the social, ethical, and environmental impacts of hospitality solutions, ensuring responsible behavior toward guests and the community.
- **Multidisciplinary Teamwork:** Function effectively as an individual or leader in diverse teams across different hospitality settings.
- **Lifelong Learning:** Develop a mindset for continuous self-improvement and adaptation to evolving industry trends and technology.



[Signature]

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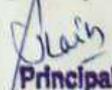
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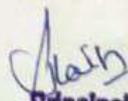
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