



**BACHELOR OF SCIENCE (HOSPITALITY STUDIES)**  
**PROGRAMME OUTCOMES (PO)**

**PO1 Knowledge:** The Bachelor of Science in Hospitality Studies program offers comprehensive knowledge in hospitality management, covering areas like food preparation, hotel operations, event planning, marketing, finance and human resources, legal and ethical considerations. Students develop customer service skills, problem-solving abilities, and entrepreneurial insights. Culinary training and internships provide practical experience, preparing graduates for diverse roles in the dynamic hospitality industry.

**PO 2: Critical Thinking:** The program fosters students' analytical prowess, enabling them to identify root causes, evaluate solutions, and make informed decisions based on data and industry standards. Emphasis is placed on creative problem-solving, risk assessment, ethical decision-making, cross-cultural understanding, strategic thinking, and sustainable practices. Additionally, students are trained to respond adeptly to dynamic hospitality scenarios, ensuring superior guest experiences and operational efficiency.

**PO3 Innovation and Creative Thinking:** The program fosters innovation and creative thinking among students. They learn to craft inventive menus, design engaging events, and harness emerging technologies to enhance guest experiences. Sustainability initiatives encourage creative ways to reduce waste and conserve energy. Creative approaches to guest engagement, culinary techniques, and marketing strategies are emphasized. Problem-solving involves thinking creatively to improve the customer experience, while collaboration fosters innovative ideas through group projects. Students develop creative solutions to address challenges in the hospitality industry.

**PO4 Effective Communication: Interpersonal Skill and Social Skill:** The program hones students' communication skills, emphasizing clear oral and written interactions with guests, colleagues, and superiors. Active listening and nonverbal communication techniques are taught to understand guest needs and provide exceptional service. Interpersonal skills focus on conflict resolution, empathy, teamwork, leadership, and fostering positive guest relationships. Social skills training includes networking, etiquette, cultural competence, adaptability, and diplomatic resolution of social challenges.

**PO5 Interdisciplinary:** The program integrates various disciplines including organizational behavior, marketing, finance, and strategic planning, nurturing a holistic understanding of the hospitality industry. It encompasses culinary techniques, sustainability practices, effective





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communication, guest psychology, legal considerations, economics, technology integration, cultural sensitivity, event management, and health and safety protocols.

**PO6 Employability Skills:** The program enhances students' employability skills, focusing on exceptional customer service, effective communication, teamwork, adaptability, critical thinking, time management, leadership, conflict resolution, ethical decision-making, networking, cultural competence, technological proficiency, financial acumen, marketing strategies, and health and safety practices. It also aids in resume building, interview preparation, and entrepreneurship development, preparing students for diverse roles in the hospitality industry.

**PO7 Environmental Consciousness and Sustainability:** The program instills environmental consciousness and sustainability practices, emphasizing resource conservation, waste management, and energy efficiency in hospitality operations. It covers sustainable building practices, waste reduction strategies, energy-efficient technologies, water-saving measures, sustainable food procurement, eco-friendly transportation options, environmental regulations, sustainability certifications, community engagement, guest education, corporate social responsibility, sustainable tourism management, and innovative sustainable technologies, preparing students to champion environmentally responsible practices in the hospitality industry.

**PO8 Ethics:** His program underscores ethical values in hospitality, fostering a commitment to guest satisfaction, honest communication, and transparent practices. It promotes respect for diversity, environmental stewardship, fair employment, truthful marketing, crisis management, conflict resolution, ethical sourcing, corporate social responsibility, legal compliance, ethical decision-making, cultural sensitivity, and community engagement, shaping graduates into responsible and principled hospitality professionals.







## SEMESTER I

### CO OF SEM I

**COURSE NAME – Food Production and Patisserie**

**COURSE CODE–USHO101**

**CO1:-** Understand the Objectives of Cooking, classification and function of Various Textures, Consistencies and Techniques to learn about the history of different cuisines, Aesthetics and use of different equipment. To understand the Aims Preparation. Learn about Stocks and Storage.

**CO2:-** Evaluate Cooking method and its principle, Kitchen Hierarchy, about egg, vegetables and fruits and, about Sugar in Bakery and Pastry.

**CO3:-**Comprehend the relationship between classification, composition, and derivatives in the context of baking.

### CO OF SEM I

**COURSE NAME – Food and Beverage Service**

**COURSE CODE – USHO102**

**CO1:-** Understand the Role of catering establishment in travel / tourism industry, Types of F&B operation (Classification), Structure of hospitality industry and career opportunities. Departmental Organization and staffing,

Organization of F & B Department of a Hotel ( English & French), Etiquette & Attributes of an F & B Personnel, Duties and responsibilities of F & B Staff.

**CO2:-** Create a comprehensive menu and service strategy, incorporating elements of "Mis-en-place" and "Mis-en-scene" to enhance the overall dining experience.

**CO3:-** Design innovative and unique service methods tailored to a specific hospitality setting.





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## CO OF SEM I

**COURSE NAME – Front Office**

**COURSE CODE – USHO103**

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**CO1:-** Apply knowledge of global hotel and tourism industry development to analyze current trends and predict future growth trajectories.

**CO2:-** Understand Organizational chart, Front office department (Inter and intra), Job description and specification.

**CO3:-** Develop innovative solutions for enhancing the functionality and efficiency of communication equipment in specific contexts.

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## CO OF SEM I

**COURSE NAME – Housekeeping**

**COURSE CODE – USHO104**

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**CO1:-** Design a concept for a new hotel, considering its classification, target market, and unique selling points.

**CO2:-** Understand the Organization chart, Housekeeping personnel, Inter department coordination, to learn about cleaning materials and agents

**CO3:-** Recall the basic cleaning methods for different materials, including metal, wood, glass, ceramic, plastic, leather, and Rexene.

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## CO OF SEM I

**COURSE NAME – Room Division Management**

**COURSE CODE – USHO105**

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**CO1:-** Construct a comprehensive training program for effective telephone communication within a professional setting.

**CO2:** Comprehend the rationale behind different cleaning methods for surfaces, such as dusting, floor cleaning, and brass polishing.







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**CO OF SEM I**

**COURSE NAME – Communication Skills (English & French)**

**COURSE CODE – USHO106**

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**CO1:-** Memorize the definitions and examples of linguistic elements such as phrases, clauses, parts of speech, nouns, personal pronouns, adjectives, and articles.

**CO2:-** Recall the fundamental elements of language, including verbs, tense, adverbs, prepositions, conjunctions, and punctuation in English.

**CO3:-** Evaluate the success of comprehension skills in extracting relevant information from newspapers.

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**CO OF SEM I**

**COURSE NAME – Food Safety and Nutrition**

**COURSE CODE – Usho107**

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**CO1:-** Create a customized HACCP plan for a specific food-related operation, addressing potential hazards and critical control points.

**CO2:-** Assess the adequacy of food handling and processing practices in preventing food poisoning and infections.

**CO3:-** Evaluate the impact of carbohydrates, proteins, fats and oils, vitamins, and water on specific physiological processes.





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## SEMESTER II

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### CO OF SEM II

**COURSE NAME – Food Production & Patisserie**

**COURSE CODE – USHO201**

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**CO1:-** Understand the significance of achieving specific aims in food preparation, such as enhancing flavor, ensuring nutritional balance, and presenting visually appealing dishes.

**CO2:-** Evaluate the effectiveness of using different types of shortening, preparing tea and coffee, and incorporating thickening agents in recipes.

**CO3:-** Develop unique recipes and applications for cocoa and chocolates, incorporating them into diverse culinary creations.

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### CO OF SEM II

**COURSE NAME – Food and Beverage Service**

**COURSE CODE – USHO202**

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**CO1:-** Understand the importance of achieving specific aims in culinary preparation, such as enhancing flavor, ensuring nutritional balance, and presenting visually appealing dishes.

**CO2:-** Apply knowledge about milk and milk products to choose and use them effectively in culinary preparations.

**CO3:-** Memorize the concepts related to menus, including their historical development and different types.

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### CO OF SEM II

**COURSE NAME – Front Office**

**COURSE CODE – USHO203**

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**CO1:-** Understand the functionalities and benefits of different reservation systems in managing bookings and enhancing guest experiences.

**CO2:-** Analyze the benefits and challenges associated with guest profiling, considering the impact on guest satisfaction and loyalty.







**CO3:-** Memorize the process of handling guest paging requests, considering etiquette and efficiency.

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**CO OF SEM II**

**COURSE NAME – Housekeeping**

**COURSE CODE – USHO204**

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**CO1:-** Understand the Safe & Hygiene Cleaning, Principles & Factors Responsible for Cleaning, Types of Cleaning, Public Area Cleaning, Room Cleaning- Occupied, Departure & Vacant, Under Repair Room, Glossary.

**CO2:-** Develop innovative room service offerings that cater to diverse guest preferences, incorporating new trends and technologies.

**CO3:-** Evaluate the overall effectiveness of key control measures in ensuring the security of guests and property.

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**CO OF SEM II**

**COURSE NAME – Room Division Management**

**COURSE CODE – USHO205**

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**CO1:-** Examine the factors influencing successful guest escorting, analyzing how personalized service contributes to a positive guest experience.

**CO2:-** Develop comprehensive turn-down service procedures, incorporating personalized touches and attention to detail.

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**CO OF SEM II**

**COURSE NAME – Communication Skills (English & French)**

**COURSE CODE – USHO206**

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**CO1:-** Memorize various communication methods such as verbal, written, and non-verbal, and understand their applications in different contexts.

**CO2:-** Apply knowledge of planning the right look of a letter to create well-formatted and professional correspondence.





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**CO3:-** Create strategies for facilitating effective brain-storming sessions, incorporating best practices for idea generation, Develop a guide for translating passages from French to English, addressing common challenges and maintaining accuracy.

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## CO OF SEM II

**COURSE NAME – Principles of Hotel Accountancy**

**COURSE CODE – USHO207**

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**CO1:-** Understand the Double entry, Journal, Ledger and cash book

**CO2:-** Examine the components of a bank reconciliation statement to identify and rectify discrepancies between bank records and company accounts.

**CO3:-** Develop guidelines for properly categorizing expenditures as capital, revenue, or deferred revenue in various business scenarios.

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## CO OF SEM II

**COURSE NAME–Principles of Management**

**COURSE CODE – USHO208**

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**CO1:-** Design training programs and resources to enhance planning skills for professionals in the hospitality sector.

**CO2:-** Develop recommendations for selecting and implementing the most suitable organization structure based on business requirements, evaluate the success of organizational structures in promoting adaptability and responsiveness.

**CO3:-** Examine the types of controlling, analyzing their applications and effectiveness in various stages of organizational processes.







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## SEMESTER III

### CO OF SEM III

#### (Industrial Training Program)

#### CO1:

1. The 20 weeks industrial training would be divided into all the major departments of the hotel.
2. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days).
3. For award of marks, 50% marks of I.T. would be on the basis of feed -back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the student's responsibility to get this feed-back / assessment form completed from departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 50% marks (10%- Presentation Skills, 10% Viva, 10% Log Book and 20% Training Report) students would be assessed on the basis of seminar / presentation before a select panel. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of Institute, hotel and the student / trainee with aims & objectives have been prescribed for adherence.
5. Once the student has been selected / deputed for industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek
6. Industrial Training on their own.





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## SEMESTER IV

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### CO OF SEM IV

**COURSE NAME – Food Production and Patisserie**

**COURSE CODE – USHO401**

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**CO1:-** Understand the concepts of basic menu planning, categorizing them into institutional and industrial catering, hospital catering, and off-premises catering.

**CO2:-** Remember the essential elements in cake making and their roles in the overall process and understand the different methods of cake making and the variations in recipes for basic cakes.

**CO3:-** Analyze the properties and combinations of spices and masalas, understanding their roles in different dishes.

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### CO OF SEM IV

**COURSE NAME – Food and Beverage Service**

**COURSE CODE – USHO402**

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**CO1:-** Develop innovative approaches to wine production that showcase unique and distinctive characteristics in the final products.

**CO2:-** Comprehend the role of shippers in the wine industry, understanding how they contribute to the movement of wines from producers to consumers.

**CO3:-** Evaluate the effectiveness of storage practices in maintaining the desired attributes of beverages.

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### CO OF SEM IV

**COURSE NAME – Front Office**

**COURSE CODE – USHO403**

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**CO1:-** Apply knowledge of group booking management to plan and organize successful tourist, conference, and convention accommodations.







**CO2:-** Examine the organizational benefits and drawbacks of various folio types in hospitality management and create standardized templates and procedures for maintaining accurate guest and non-guest folios.

**CO3:-** Apply understanding of burglar alarm systems to design and implement effective security solutions for premises.

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**CO OF SEM IV**

**COURSE NAME – Housekeeping**

**COURSE CODE – USHO404**

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**CO1:-** Understand the various activities involved in linen room operations and their impact on overall hospitality services and Utilize knowledge of linen control procedures to establish and maintain efficient inventory systems.

**CO2:-** To understand the Importance of uniforms, designing of uniform, Selection criteria, Layout of uniform room, Importance and activities of sewing room. Introduction and types to laundry operations, Advantages and Disadvantages of OPL(Operating Premises Laundry, Laundry agents, equipment's, Layout and process.

**CO3:-** Understand the importance of proper selection, care, and conditioning in preserving the quality of plant materials and evaluate the aesthetic appeal and appropriateness of different styles of flower arrangements for specific occasions.

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**CO OF SEM IV**

**COURSE NAME – Room Division Management**

**COURSE CODE – USHO405**

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**CO1:-** Understand the importance of a Front Office Management System in the overall hotel operations and evaluate the success of the selected Front Office Management System based on operational efficiency and guest satisfaction.

**CO2:-** Memorize the key steps and considerations in the ironing process and to grasp the aesthetic principles and design considerations in flower arrangement.





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**CO OF SEM IV**

**COURSE NAME – Hotel Accountancy and Cost Control**

**COURSE CODE – USHO406**

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**CO1:-** Apply adjustments, including those for Closing stock, Outstanding expenses, Prepaid expenses, Depreciation, Provision for tax, Bad debts, Transfer to Reserves, and Proprietor's Dividend.

**CO2:-** Develop guidelines and templates for creating effective Guest Weekly Bills that meet industry standards create instructional materials or training programs on the layout and format of Guest Weekly Bills.

**CO3:-** Examine the steps in Food & Beverage Control to identify areas for improvement and efficiency and to evaluate the suitability of Standard Costing and the results of Variance Analysis in achieving cost management goals.

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**CO OF SEM IV**

**COURSE NAME – Hospitality Law & Human Resource Management**

**COURSE CODE – USHO407**

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**CO1:-** Remember the general duties imposed by laws and acts on individuals and entities and to understand the procedural intricacies involved in navigating legal processes.

**CO2:-** Assess the success of planning, culture, and climate strategies in promoting a conducive environment for Human Resource Development.

**CO3:-** Apply On-the-Job Training (OJT) methods to enhance employee skills and performance and to analyze the outcomes and effectiveness of Training and Development initiatives in fostering employee growth.

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**CO OF SEM IV**

**COURSE NAME – Management Information Service**

**COURSE CODE – USHO408**

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**CO1:-** Remember the roles and responsibilities of MIS Personnel, apply the knowledge of MIS to analyze and identify current information needs within an organization and to develop a structured process for requesting proposals from vendors and negotiating contracts.

**CO2:** Memorize the components of Point of Sale (POS) systems, including Order entry units, POS Printers, and Accounts Settlement and to evaluate the overall effectiveness of E-Distribution systems in meeting the reservation needs of a hospitality establishment.

**CO3:-** Understand the significance of effective Recipe Management in maintaining quality and consistency in culinary offerings and Design innovative menus using Menu Management principles that cater to diverse customer preferences and maximize profitability.





## SEMESTER V

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### CO OF SEM V

**COURSE NAME – Food Production and Patisserie**

**COURSE CODE – USHO501**

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**CO1:-** Recall the key elements of Stocks, Sauces, Soups, Salads, Breads, Cakes, Cookies, and Pastries and to understand the definition, layout, hierarchy, and duties & responsibilities of a larger chef.

**CO2:-** Design original recipes for products like Galantine, Ballotine, Pates, Terrines, Mousse & Mousseline, Gelée, and Aspic Jelly & Chaud Froid and to create unique dishes incorporating Brines, Cures, Marinades, and Smoking techniques for enhanced culinary experiences.

**CO3:-** Remember the staple foods, specialties with recipes, tourist destinations, sports, festivals, regional attire, currency, equipment, raw ingredients, and glossary terms associated with each region.

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### CO OF SEM V

**COURSE NAME – Food and Beverage Operation Management**

**COURSE CODE – USHO502**

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**CO1:-** Recall the objectives and considerations in planning layouts for Specialty Restaurants, Coffee Shops, and Room Service and to create a comprehensive selection of crockery, cutlery, glassware, and linen that aligns with the establishment's theme and service standards.

**CO2:-** Apply function contracts and prospectuses to ensure clear communication and expectations and Evaluate the clarity and completeness of function contracts and prospectuses.

**CO3:-** Understand the purposes and characteristics of different buffet types and their suitability for various events and to create comprehensive plans that consider the unique demands of catering in various specialized settings.







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## CO OF SEM V

**COURSE NAME – Front Office**

**COURSE CODE – USHO503**

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**CO1:-** Examine the accuracy and reliability of forecasting methods in predicting room availability.

**CO2:-** Evaluating front office operations, Yield Statistic, Market Share Index/ Fare Market Share, and Evaluation of Hotels by Guests

**CO3:-** Understand the importance of handling foreign currency in facilitating global business transactions.

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## CO OF SEM V

**COURSE NAME – Housekeeping**

**COURSE CODE – USHO504**

**CO1:-** Understand the guidelines for hiring contract services and critically analyze their advantages and disadvantages and to apply the principles of green housekeeping practices to implement sustainable initiatives in a hospitality setting.

**CO2:-** Create distinctive wall and ceiling finish designs tailored to the characteristics of various hotel spaces and to develop a customized framework for selecting and caring for wall and ceiling finishes in hotel interior design.

**CO3:-** Develop innovative design compositions by creatively combining different elements to achieve a specific visual impact.

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## CO OF SEM V

**COURSE NAME – Room Division Management**

**COURSE CODE – USHO505**

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**CO1:-** Evaluate the effectiveness of group discussions in fostering collaboration, generating ideas, and reaching informed decisions.

**CO2:-** Creating SOPs and Area Checklist (Rooms and Public Area), Illustration of a colour wheel, Identifying & Creating colour schemes.

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## CO OF SEM V

**COURSE NAME – Corporate English**

**COURSE CODE – USHO506**

**CO1:-** Examine the structure and construction of sentences to analyze grammatical correctness and clarity and to analyze the components of successful public speaking, group discussions, and presentations to identify best practices.

**CO2:-** Apply Word building and dictionary skills, Power writing, Focus on structure, content and language, and interpersonal skill.

**CO3:-** Evaluate writing process, structuring an essay, writing ideal introductions, General statements, Paragraph construction, Organizing main ideas & controlling ideas. Supporting sentences, Transition words & phrases, Plagiarism / Referencing, Critical thinking skills, Paraphrasing & writing effective conclusion. Business letters, Emails, Memo, Report, Meetings, Team work, MICCEE (Meetings, Incentives, Conventions, Conference, Events & Exhibition), Cross cultural communication.

## CO OF SEM V

**COURSE NAME – Environmental and Sustainable Tourism**

**COURSE CODE – USHO507**

**CO1:-** Understand the Definition, Scope and Importance, Need for public awareness, Renewable & Non-renewable Resources (Definition & Importance), Consumerism & Waste Products From early times till today ( U.N.W.T.O), Types of Tourism-Pilgrimage, Definition of Travel, Various modes of Transport – Land (Rail and Road), Water (Ferries and Cruises), Air.

**CO2:-** Develop recommendations for enhancing the role and impact of national/domestic organizations in promoting sustainable tourism within their regions and to create proposals for collaboration and initiatives among international organizations to address emerging challenges and opportunities in the global tourism sector.

**CO3:-** Evaluate the effectiveness of current sustainable tourism practices in major destinations of developed countries, considering economic, social, and environmental factors.







## SEMESTER VI

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### CO OF SEM VI

**COURSE NAME – Organization Behavior**

**COURSE CODE – USHO601**

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**CO1:-** Create interventions and strategies to positively influence individual and group behaviors within organizational contexts.

**CO2:-** Comprehend contemporary theories of motivation, such as Maslow's Hierarchy of Needs, Herzberg's Two-Factor Theory, and Expectancy Theory.

**CO3:-** Develop innovative approaches to managing and leading organizational change in dynamic environments.

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### CO OF SEM VI

**COURSE NAME – Strategic Management**

**COURSE CODE – USHO602**

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**CO1:-** Understand the fundamental principles and concepts associated with strategy and strategic management.

**CO2:-** Analyze the internal and external factors that influence an organization's environment.

**CO3:-** Recall the different types of strategies, including intensification strategies, integrative strategies, diversification strategies, and restructuring/retrenchment strategies.

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### CO OF SEM VI

**COURSE NAME – Event Planning, Marketing and Management**

**COURSE CODE – USHO603**

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**CO1:-** Analyze the components of a successful event and how each department's role contributes to its overall success.

**CO2:-** Develop comprehensive plans for obtaining licenses and managing security, ensuring a safe and compliant event.







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**CO3:-** Apply organizational skills to arrange and coordinate the visit of a guest speaker from the industry.

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#### **CO OF SEM VI**

**COURSE NAME – Advance Food Production**

**COURSE CODE – USHO604A**

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**CO1:-** Remember the importance of kitchen stewarding in the overall operation of a culinary establishment.

**CO2:-** Evaluate the quality and creativity of Hors d'oeuvres and Amuse Bouche preparations.

**CO3:-** Recall the various non-edible display techniques, including ice-carving, tallow sculpture, fruit, and vegetable displays, salt dough, thermocol work, and sugar & chocolate displays.

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#### **CO OF SEM VI**

**COURSE NAME – Strategic Human Resource Management**

**COURSE CODE – USHO605E**

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**CO1:** Assess the success and challenges of implementing new approaches to recruitment, coaching, work-life integration, and self-management.

**CO2:** Understand the process of formulating strategic HR strategies and its alignment with organizational goals.

**CO3:-** Design a customized career management system that aligns with organizational objectives.

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#### **CO OF SEM VI**

**COURSE NAME – Advanced Food & Beverage Operations Management**

**COURSE CODE – USHO604A**

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**CO1:-** Comprehend the objectives, functions, and market-oriented approach of Food and Beverage Management.

**CO2:-** Develop new styles of cocktails that cater to specific preferences or occasions.

**CO3:-** Utilize effective receiving, storing, and issuing practices in a practical hospitality environment.

