

College Code : NS



ಎಸ್.ಈ.ಏ ವಿಜ್ಞಾನ, ವಾಣಿಜ್ಯ ಮತ್ತು ಕಲಾ ಕಾಲೇಜು

(ಬೆಂಗಳೂರು ವಿಶ್ವವಿದ್ಯಾಲಯದಿಂದ ಸಂಯೋಜನೆಗೊಂಡಿದೆ ಹಾಗೂ ಕರ್ನಾಟಕ ಸರ್ಕಾರದಿಂದ ಮಾನ್ಯತೆ ಪಡೆದಿದೆ)

S.E.A COLLEGE OF SCIENCE, COMMERCE & ARTS

(Affiliated to Bangalore University, and Recognized by Govt. of Karnataka)

NAAC Accredited with 'B' Grade

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DEPARTMENT OF HOTEL MANAGEMENT

UG BHMNEP PO, PSO & CO'S

BHM ACCOMODATION OPERATION

PROGRAMME OUTCOME	<p>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> <p>P.O (2) The Program prepares students to enter the world of hospitality as leaders and future 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.</p> <p>P.O (3): Apply knowledge of hospitality, hotel, tourism, management, and other core area specialization to tackle complex problems of hotel management and for sustainable development. To develop abilities to both lead and respect the views, positions and beliefs of others and to plan and manage effectively</p> <p>P.O (4): Usage of tools, techniques, and resources with an understanding of the hospitality standards. Ethics and Values: To recognize, appreciate and follow ethical standards in all walks of life.</p>
PROGRAMME SPECIFIC OUTCOME	<p>Successful completion of BHM, Hotel Management Course student will be able to</p> <p>PSO1: Demonstrate an understanding of the functional areas of the Hotel and hospitality industry.</p>

	<p>PSO2: Use the practical vocabularies of a variety of business disciplines in an appropriate manner.</p> <p>PSO3: Hands on training in production and service developing basic skill sets for the industry</p> <p>PSO4: Handle issues from a variety of viewpoints</p> <p>PSO5: Understand and evaluate theoretical frameworks</p> <p>PSO6: Undertake a piece of appropriate independent research</p> <p>PSO7: Identify appropriate practical strategies.</p> <p>PSO8 : Construct, analyze and evaluate different forms of argument and present them in a logical and coherent manner.</p>
COURSE OUTCOMES	
<p>HM 1.3 T and HM 1.3 P</p> <p>Accommodation & Front Office</p> <p>Operations Foundations–I</p>	<p>CO1: Students can understand about Accommodation Sector in hospitality sector,</p> <ul style="list-style-type: none"> ❖ Types & Classification of Hotels on different basis Star Categorization, Heritage Hotels and others in India ❖ Origin, growth and development of Hotel Sector in India. <p>CO2: Students will gain the knowledge of guest accommodation like</p> <ul style="list-style-type: none"> ❖ Rooms and its types , ❖ Security and Supplies, ❖ Service to guest etc. <p>CO3: Knowledge about Front office operations and importance and its functions like ,</p> <ul style="list-style-type: none"> ❖ Reservations, Registrations, ❖ Bell desk and Staffs etc . <p>CO4: Knowledge about Housekeeping department and its importance,</p> <ul style="list-style-type: none"> ❖ Functions and Staffs, ❖ Responsibilities,

	❖ Attitude of housekeeping staffs, etc
HM 2.3 T and HM 2.3 P Accommodation & Front Office Operations Foundations–II	<p>CO1: Students will gain knowledge on cleaning science like</p> <ul style="list-style-type: none"> ❖ Cleaning Agents and Characteristics of a good cleaning agent, ❖ PH scale. ❖ Types, Cleaning products (Domestic and Industrial), ❖ Cleaning Equipment: Types. ❖ Operating Principles, Characteristics of Good equipment (Mechanical/Manual), ❖ Storage, Upkeep, and Maintenance of equipment, ❖ Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, ❖ Stain Removal. <p>CO2 : Students will understand of Housekeeping Procedures:</p> <ul style="list-style-type: none"> ❖ Cleaning Schedules, ❖ Cleaning Methods, ❖ Briefing and Debriefing, ❖ Proceeding for Days work, ❖ Keys & Their Classification, ❖ Inventory of Housekeeping Items, ❖ Indenting from Stores, ❖ Housekeeping control desk: Importance, Role, Co-ordination, ❖ Checklist, ❖ Key control. ❖ Handling Lost and Found, Forms, ❖ Forms and registers used in the Control Desk, ❖ Paging systems and methods,

- ❖ Handling of Guest Requests,
- ❖ General operations of control desk

CO3: Knowledge of basic Front Office Operations:

- ❖ Front desk operations & functions,
- ❖ Equipments used at Front Office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices,
- ❖ Telecommunications Equipment's,
- ❖ Rooms and plans,
- ❖ Basis of Room charging,
- ❖ Tariff fixation,
- ❖ Introduction to the guest cycle,
- ❖ Reservation: Concept, importance, types, channels and systems,
- ❖ Procedure of taking Reservation,
- ❖ Overbooking, Amendments and cancellations,
- ❖ Group Reservation: Sources, issues in handling groups.
- ❖ Procedure for guest check in, and baggage handling.

CO4 : The importance of Guest Room Servicing:

- ❖ Cleaning of Guest Rooms & Bathrooms:
- ❖ Daily cleaning of (Occupied/Departure/Vacant/Under Maintenance/VIP Rooms (Systematic Procedures)),
- ❖ Special Cleaning, Weekly Cleaning /Spring Cleaning,
- ❖ Evening service/Turn Down Service, S
- ❖ system & procedures involved, Forms and Formats,
- ❖ Replenishment of Guest supplies and amenities,
- ❖ Use of Maids Cart & Caddy.

HM 3.3 T and HM 3.3 P Accommodation Operations –I	<p>CO1: Students to understand about</p> <ul style="list-style-type: none"> ❖ Linens and its importance, types , uses , stocks and par stock, ❖ Uniforms, ❖ Inventory etc <p>CO2:Explanation of Fibres& Fabric to gain the knowledge of</p> <ul style="list-style-type: none"> ❖ Fibres and its types , ❖ Characters of man-made and natural fibres. <p>CO3: To understand</p> <ul style="list-style-type: none"> ❖ Typesof laundry in hotel and equipment's , ❖ Work flow and Stains Removal etc. <p>CO4:Demonstration and explaining of</p> <ul style="list-style-type: none"> ❖ Flower arrangement and its types, uses ,Importance , ❖ Horticulturist , ❖ In-door , Out-door plants etc.. <p>CO5: To understand about Interior design ,</p> <ul style="list-style-type: none"> ❖ Element of lightings , Colour , ❖ Floors walls, Celling and ❖ its importance etc.. <p>CO6: To know the knowledge of</p>

	<ul style="list-style-type: none"> ❖ Safety and Security and ❖ Handling emergency situation like fire , Theft, Natural Calamities , Terrorismetc
HM 4.3 T and HM 4.3 P Accommodation Operations –II	<p>CO1 : Knowledge of Reservation Management</p> <ul style="list-style-type: none"> ❖ Reservationinquiry-CRS,IntersellAgencies,GDS,Internet,PropertyDirectand Online travel portals. ❖ Overbookingand its rolein FullHouseManagement, ❖ Group Reservations, ❖ Forecastingand its implications, ❖ Upselling and Suggestive Selling, ❖ Packages,and Different Types of Packages. <p>❖ CO2 : Knowledge of Front Desk Operations</p> <ul style="list-style-type: none"> ❖ Handlingof messages, mails, registered post and parcelsetc. ❖ Handling Guest Room Keys., ❖ Role ofInformation and ❖ Aids used inInformation Section, ❖ Role ofDay&Night Reception. ❖ Front OfficeCalculations– Room Occupancy,

	<ul style="list-style-type: none"> ❖ Identifying complaints and complainthandling. <p>CO3 :Registration Objective&Legal Obligations,</p> <ul style="list-style-type: none"> ❖ Types of RegistrationMethods/Records, ❖ RegistrationProcedure-FIT,FFIT,WalkIn,ScantyBaggage,VIP,CrewandGroup guests., ❖ ConciergeOperations– Duties and Responsibilities <p>CO4: FO Accounting, Check-out &Settlement ,</p> <ul style="list-style-type: none"> ❖ AccountingFundamentals-Account,Folio,Vouchers,Vouchers,POS,Ledgers,FO accountingcycle., ❖ Understanding-LateCheck-Out,Late Charges, ❖ Unpaid account balance, ❖ GuestFolio Format &Job description of FOC , ❖ Departureprocedure–FIT,FFIT,WalkIn,ScantyBaggage,VIP,CrewandGroup guests., ❖ Foreign CurrencyExchangeProcedure., ❖ Creation and maintenanceofaccounts ❖ Office Modules and its applications, ❖ Importance of Security system, ❖ Security Deposit Box handling and Credit card handling procedure. <p>CO5:FO Applications andGuest Safety &Security,</p> <ul style="list-style-type: none"> ❖ Role ofComputer and Types of PMSused. ❖ OfficeModulesand its applications, ❖ Importanceof Securitysystem, ❖ SecurityDeposit Boxhandlingand ❖ Creditcardhandlingprocedure.
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