



Rizvi Education Society's

RIZVI COLLEGE OF ARTS, SCIENCE & COMMERCE



RIZVI EDUCATIONAL COMPLEX, OFF. CARTER ROAD, BANDRA (W), MUMBAI - 400 050
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Course Outcome 2022-23

Semester 1

No of subjects – 7

1. Food Production and Patisserie I: USHO101
2. Food and Beverage I: USHO102
3. Front Office I: USHO103
4. Housekeeping I: USHO104
5. Communication Skills (English + French): USHO106
6. Information Technology: USHO107
7. Food Safety and Nutrition: USHO108

1. Food Production and Patisserie I: USHO101

- Students will learn about different levels of skills and experience in Kitchen, also they will get to understand the attitude and behavior which is required for kitchen.
- Students will learn the personal Hygiene and it's important for food handlers.
- Students will get to know the safety procedure for handling different kitchen Equipment.
- Students will learn and understand the different types of Equipment and hand tools used in kitchen with their usage and maintenance also with that they learn about various fuels with their advantages and disadvantages.
- Students will learn definition of stocks, Types of stocks, also preparation and storage of stock and while the preparation of that, what kind of care and precautions need to be taken.
- Students will learn different culinary terms.
- They will learn about the Classical kitchen Brigade, Modern staffing in different hotels, duties and responsibilities of different chefs, also the co-operation and Co- ordination between kitchen and other department.
- Students will learn the structure of Egg, they will get to understand how to select the Egg, Usages and Nutritive value of Egg.



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2. **Food and Beverage I: USHO102**

- Understanding the basics on Food and beverage service-
- Understanding of the basic of food and beverage service, types of food and beverage sectors and various types of restaurants with its characteristics.
- Food and beverage hierarchy-
- Understanding of the hierarchy of food and beverage service department with roles and duties. Criteria for Selection of Various Equipment-
- Understanding various items to be considered like Furniture, Linen, Crockery, Cutlery
- Hollowware and Glassware.
- Auxiliary Areas-
- Understanding of the various types of Auxiliary areas used in food and beverage service with its uses and functions.
- Types of service-
- Understanding different types of service, with its characteristics and limitations.

3. **Front Office I: USHO103**

- Introduce the students to the Hotel & Tourism Industry
- Understand the appropriate organizational structures and duties in the Front Office and related departments.
- Develop, prepare guest relations and evaluate practical aspects of guests.
- Understanding the role of public relations in the hotel industry.
- Need and criteria for classification of hotels.
- Developing skills are required as an efficient and effective receptionist in any hotel (large or small) and to handle situations and types of guests in the job.
- Qualities of front office personnel
- Understanding the functioning of the Telecommunication department.
- Recognize the function of public relations in the hospitality sector.
- Create every feature needed to run the front office. Explains how coordination, planning, and planning are done at the front office.
- Specifies the cost of the room's tariff.
- Possible Demand Strategies can fulfill goals for departments



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4. **Housekeeping I: USHO104**

- **Cleaning Techniques:** Understanding and mastering various cleaning methods, equipment, and products.
- **Safety and Hygiene:** Knowledge of safety protocols, proper chemical handling, and maintaining a hygienic environment.
- **Time Management:** Efficiently organizing and managing cleaning tasks within a given timeframe.
- **Communication:** Effective communication with team members and supervisors.
- **Attention to Detail:** Developing an eye for detail to ensure thorough cleaning and maintenance.
- **Problem Solving:** The ability to identify and resolve cleaning-related issues.
- **Guest Satisfaction:** Ensuring a pleasant and clean environment for guests in hospitality settings.
- **Sustainability:** Knowledge of eco-friendly cleaning practices and minimizing waste.
- **Organizational Skills:** Maintaining inventory, managing supplies, and organizing workspaces.
- **Adaptability:** Adapting to different settings and responding to changing cleaning needs

5. **Communication Skills (English + French) : USHO106**

English:

- **Effective Communication:** * Develop the ability to communicate clearly and effectively in both written and verbal forms.
- **Writing Skills:** * Improve writing skills, including essay composition, letter writing, and report creation.
- **Spelling and Punctuation:** * Master proper spelling and punctuation to ensure written work is accurate and clear.
- **Sentence Structure:** * Learn how to construct grammatically correct and coherent sentences.
- **Vocabulary Enhancement:** * Expand and enrich vocabulary to enhance writing and communication.



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French:

"Students should be able to: -

- **Basic Communication:** Students should be able to introduce themselves, greet others, and engage in simple conversations in French.
- **Vocabulary:** Acquire a basic vocabulary related to everyday life, including numbers, colors, family members, food, and common objects.
- **Grammar:** Understand and use fundamental French grammar rules such as verb conjugation, gender, articles, and basic sentence structure.
- **Listening and Comprehension:** Be able to understand and respond to simple spoken French, like basic instructions or questions.
- **Reading:** Read and understand simple texts, signs, and short passages in French.
- **Writing:** Write basic sentences and short paragraphs in French, often related to personal information and daily routines.

6. Information Technology: USHO107

- **Computer Literacy:** Students should gain a fundamental understanding of computer hardware, software, and basic operating systems.
- **Digital Skills:** Develop practical digital skills, including using word processing, spreadsheet, and presentation software.
- **Internet and Email:** Understand how to browse the internet safely, search for information, and send/receive emails.
- **File Management:** Learn to organize, save, and retrieve files effectively on a computer.
Information Retrieval: Develop skills for searching, evaluating, and citing information from online sources.
- **Hardware and Software Troubleshooting:** Understand how to diagnose and solve basic computer and software issues.



7. Food Safety and Nutrition: USHO108

- Understand the fundamentals of macronutrients (carbohydrates, proteins, and fats) and micronutrients (vitamins and minerals).
- Comprehend the importance of a balanced diet for overall health and well-being.
- Identify dietary sources of essential nutrients.
- Recognize potential food safety hazards, such as pathogens, toxins, and contaminants.
- Understand the principles of safe food handling, storage, and preparation.
- Follow hygiene and sanitation practices in the kitchen.
- Be familiar with national and international dietary guidelines, such as the Dietary Guidelines for Americans or the Mediterranean Diet.
- Know how to interpret and apply dietary recommendations for various age groups and health conditions.
- Develop skills in meal planning, including creating balanced and nutritious menus.
- Make informed food choices based on nutritional content and dietary goals.
- Understand the dietary requirements for different populations, such as children, pregnant women, the elderly, and individuals with specific health conditions.
- Learn to accommodate special dietary needs and preferences, including vegetarian, vegan, and gluten-free diets.
- Interpret nutrition labels on food products to make informed choices.
- Identify common additives and allergens in food labels.
- Recognize the symptoms of foodborne illnesses.
- Know the causes and risk factors associated with foodborne diseases.
- Implement proper food safety practices to prevent foodborne illness.
- Assess individual nutritional needs and evaluate dietary habits.
- Understand the tools and methods used for nutritional assessment.



Semester 2

No of subjects – 7

1. Food Production and Patisserie II: USHO201
2. Food and Beverage II: USHO202
3. Front Office II: USHO203
4. Housekeeping II: USHO204
5. Communication Skills II: (English + French) USHO206
6. Principle of Hotel Accountancy: USHO207
7. Principle of Management: USHO208

1. Food Production and Patisserie II: USHO201

- "The students will understand the concept of kitchen Layout
- Students will learn about the different types of soups.
- Students will know about the cuts of fish and points to be considered when selecting fish.
- The students will learn the method of processing poultry.
- The students will know the composition of rice, cereals and pulses.
- The students will get knowledge about the processing of meat.

2. Food and Beverage II: USHO202

- Understanding menu and various types of menus with breakfast and Highland menu.
- Understanding 17 course French classical menu with accompaniments and types of Ice creams.
- Understanding various types of cigars and cigarette with its composition, methods and brands.
- Understanding various types of non-alcoholic beverages with types and examples.
- Understanding various types of KOT and methods of billing.
- Understanding service of non-alcoholic beverages like Tea, Coffee and aerated beverages with its setup and accompaniment.



3. Front Office II: USHO203

- The student should be able to understand the concept and functioning of room reservations, Reception and Guest services.
- Stages of guest cycle such as pre arrival, arrival, stay, departure and post arrival
- Sources of Reservations
- Reservation Methods
- Reservation Types
- Reservation Systems,
- Overbooking
- Job Descriptions for Reservation Staff
- Importance of reservation

4. Housekeeping II: USHO204

- Students will gain proficiency in various cleaning methods, such as dusting, sweeping, mopping, and disinfection, tailored to different surfaces and spaces.
- Understanding safety protocols, proper chemical handling, and the importance of maintaining high standards of cleanliness and hygiene to create safe and healthy environments.
- Learning to use and maintain cleaning equipment, tools, and products effectively, including vacuum cleaners, floor machines, and cleaning agents.
- Developing skills to manage time efficiently and prioritize cleaning tasks to meet schedules and deadlines.
- Understanding how to maintain and order cleaning supplies, equipment, and consumables efficiently.
- Developing effective communication and interpersonal skills to interact with clients or guests, understand their needs, and address concerns professionally.
- Acquiring the ability to identify and resolve cleaning-related challenges, such as stains, spills, and persistent dirt.
- Learning to adapt to different cleaning requirements and environments, as housekeeping standards can vary across settings like hotels, resorts, and private residences.



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5. Communication Skills II: (English + French) USHO206

- Identify various communication models and theories.
- Analyze the role of communication in the functioning of organizations.
- Describe the different types of communication channels within an organization.
- Evaluate the impact of effective organizational communication on productivity and morale.
- Demonstrate the ability to write clear and concise business emails and memos.
- Create persuasive business proposals and reports.
- Attain a high level of fluency and proficiency in speaking, listening, reading, and writing in French.
- Gain an in-depth understanding of French culture, including history, literature, art, and contemporary society.
- Master advanced grammar structures and expand your vocabulary to be able to express complex ideas and opinions.
- Develop the ability to translate written and spoken French into your native language and vice versa, and to interpret spoken language accurately.
- Analyze and interpret French literary works, possibly from different time periods and genres.
- Be able to engage in debates, discussions, and presentations on various topics in French
- Be able to use your language skills in professional and academic settings, such as writing research papers, business correspondence, or giving presentations in French. - Interpret non-verbal cues and cultural nuances in a business context.
- Develop structured and well-organized business reports.
- Utilize appropriate formatting, headings, and visuals in reports.
- Critically review and edit reports for clarity and coherence.
- Participate effectively in group discussions and meetings.
- Facilitate group communication, ensuring all members are engaged
- Resolve conflicts and reach consensus within a group setting.



6. Principle of Hotel Accountancy: USHO207

- Students should grasp the fundamental principles of accounting, such as the double-entry system, accrual accounting, and consistency in financial reporting.
- Learning to record various financial transactions accurately, including journal entries, ledger posting, and trial balances.
- The ability to prepare financial statements, including the income statement, balance sheet, and cash flow statement.
- Understanding the unique accounting aspects of partnerships and corporations, including profit sharing, stockholders' equity, and dividends.
- Basic knowledge of cost accounting principles, including costing methods and the analysis of cost behavior.

7. Principle of Management: USHO208

- Understanding Management Concepts: Students should be able to explain and comprehend fundamental management concepts, theories, and principles.
- Demonstrate the ability to apply the four key functions of management – planning, organizing, leading, and controlling – in various organizational contexts.
- Develop decision-making skills by analyzing case studies and real-world scenarios to make informed managerial choices.
- Improve communication skills, especially in the context of management, to convey ideas, delegate tasks, and lead teams effectively.
- Learn to identify and solve management-related problems and challenges through critical thinking and analysis.
- Understand leadership styles, theories, and approaches and apply them to motivate and guide individuals or teams.
- Demonstrate the ability to work effectively in teams and understand the dynamics of group decision-making.



Semester 3

No of subjects – 7

1. Food Production and Patisserie III: USHO301
2. Food and Beverage III: USHO 302
3. Front Office III: USHO 303
4. Housekeeping III: USHO 304
5. Hotel Accountancy and Cost Control: USHO 306
6. Hotel Accountancy and Cost Control: USHO 306
7. Management information system in hospitality industry: USHO308

1. Food Production and Patisserie III: USHO301

- Understand the basic concept of volume operation.
- Different kinds of metals and their alloys are used in the manufacturing of kitchen equipment.
- Know what a menu is and understand its importance
- Various types of menus and requirements
- Comprehends the various kinds of catering establishment
- Realize the concept of institutional and industrial catering
- Understanding the basic principles of indenting for volume feeding
- Learn about the purchase system and the importance of specifications. Different terms that are used in the kitchen
- The key terms of various terms and their history
- Importance of historical background and geographical location in regional cuisine"



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2. Food and Beverage III : USHO 302

- Understanding different types of wine, regions, grape varieties, and pairing wine with food.
- Learning how to set and decorate tables, serve and clear dishes, and interact with customers professionally.
- Developing the ability to recommend and pair wines with specific dishes to enhance the dining experience.
- Improving communication and interpersonal skills to provide exceptional service and handle customer inquiries and concerns.
- Mastering the art of presenting and pouring wine, including proper glassware and techniques.
- Familiarity with the menu, its components, and the ability to describe dishes and wine offerings to customers.
- Understanding and following food safety and hygiene protocols to ensure a safe dining experience.
- Learning how to suggest additional items or wine selections to increase sales.
- The ability to adapt to different dining environments, from casual to fine dining.
- Working effectively as part of a restaurant team to provide seamless service."

3. Front Office III: USHO 303

- The students will learn and experience advance guest cycle.
- They will know how to handle reservations, taking check-ins, assigning rooms.
- The student will learn to handle single lady travelers, senior citizen, and disable guest coming to the hotel.
- Students will have role plays on situations and handling situations, like handling complains.
- They will in brief learn PMS where the students will know different accounting systems.
- They will learn different formats and their use like folios, vouchers, city ledgers and different guest accounts.
- The students will also learn Departure procedure and how will one settle a guest account.



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- They will know the billing procedure which is the last phase of guest cycle and learn about foreign exchange, bill to company, traveler's cheque, etc.
- The students will also learn about security in the hotel, fire system, electronic locking system, and its importance.
- Lastly they will learn about night auditor, his/her duties and responsibilities and who can be a night auditor.

4. Housekeeping III: USHO 304

- Learning about various laundry equipment and their functions, such as washing machines, dryers, and ironing machines.
- Developing skills to maintain and track linen inventory to ensure an adequate supply for guest rooms and other hotel areas.
- Learning the processes involved in sorting, washing, drying, ironing, and folding linens while maintaining quality standards.
- Acquiring knowledge of effective stain removal techniques to maintain the cleanliness and appearance of linens.
- Understanding the proper handling and storage of linens to prolong their lifespan and quality.
- Implementing quality control measures to ensure that all linens meet the hotel's cleanliness and presentation standards.
- Emphasizing safety protocols and hygiene standards to protect both staff and guests while handling laundry.
- Incorporating eco-friendly practices in laundry operations, such as water and energy conservation.
- Learning to manage laundry operations efficiently to control costs and maximize the hotel's profit margins.
- Recognizing the direct impact of clean and well-maintained linens on guest satisfaction and the hotel's reputation.



5. Hotel Accountancy and Cost Control: USHO 306

- Students will know different types of companies, its important documents. Shares, different types of shares. Debentures, different types of debentures.
- Students will know how to prepare trading account, profit and loss account and balance sheet as per company account.
- students will know uniform system account and they will able to prepare uniform system of account. They will able to do interpretation on vertical income statement prepares as per uniform system.
- Students will know what is standard costing and able to solve material cost and labor cost variances.
- students will know what is food and beverage cost control. Different technique of food and beverage cost control and its format.
- Students will know different records which are maintain for guest charges and modes of payments.
- students will know what is auditing, difference between statutory audit and internal audit.
- Students will know what night audit in hotel is. Night auditors' duties and responsibility. Night auditors' reports.

6. Hospitality Law and Human resource management: USHO307

- Gain a solid understanding of fundamental HRM concepts, including recruitment, selection, training, and performance management.
- Learn effective strategies for recruiting and selecting the right talent to meet organizational goals.
- Explore methods for training, development, and performance appraisal to enhance employee skills and performance.
- Understand how to design and manage compensation and benefits packages that attract and retain employees.
- Learn how to manage employee relations, conflicts, and grievances effectively.



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- Recognize the strategic role of HRM in achieving organizational objectives and competitive advantage.
- Explore strategies to promote diversity and inclusion within the workplace.
- Develop the ability to analyze HRM case studies and apply theoretical knowledge to real-world scenarios.
- Learn how to ensure compliance with various laws, including food safety, alcohol licensing, labor, and employment laws.
- Liability and risk management: Understand the potential legal liabilities and risks in the hospitality industry and how to mitigate them.
- Learn about contract law, including agreements with vendors, employees, and customers.
- Understand how intellectual property laws, such as trademarks and copyrights, apply to the hospitality sector.
- Develop skills to handle legal issues that may arise in guest interactions, such as disputes or privacy concerns.
- Analyze real-life legal cases and scenarios within the hospitality industry to apply legal concepts to practical situations.
- Familiarize yourself with the various government agencies that regulate the hospitality sector.
- Be able to assess potential legal risks and develop strategies to minimize legal challenges."

7. Management information system in hospitality industry: USHO308

- To give the student the knowledge they need to comprehend both the theoretical and practical facets of how a hotel's systems department operates, with an emphasis on their ability to work with Property Management Systems software.
- To find out Selecting and Implementing Computer systems
- Evaluating the present information requirements as per hotel standards
- To find out Room Management and Guest Accounting Applications
- To evaluate Point of Sale Technologies • POS Order entry units
- Managing Guest Accounts
- To find out Food & Beverage Management Applications • Recipe Management • Sales Analysis • Menu Management
- Reservation Systems • E-Distribution systems • Intercell agencies • Central Reservation Systems • Property Level Reservation systems • Reservations through the internet
- Managing multi-processor environments for the hotel industry



Semester 4

Industrial Training for 20 weeks: USHO401

- "1. Develop an awareness of the various career opportunities and options within the hospitality industry.
2. Understand the importance of outstanding guest-service quality, server-guest relationships and ethics.
3. Experience a ""real life"" experience in the hospitality industry.
4. Demonstrate the skills and behaviors required during customer involvement to analyze, judge and act in ways that contribute to customer satisfaction.
5. Explain the application of technology in various hospitality industry segments and in different organizational functional areas.
6. Demonstrate knowledge of and experience in operations relative to the provision of goods and services in hospitality management.
7. Describe physical and perpetual inventory systems.
8. Acquire knowledge of a global perspective and diversity issues as related to hospitality management.
9. Evaluate the economic, social and/or environmental impacts of hospitality business practices on the local communities in which they operate."



Semester 5

No of subjects – 7

1. Food Production and Patisserie: USHO501
2. Food and Beverage Operation Management: USHO502
3. Front Office (16): USHO 503
4. Housekeeping: USHO504
5. Corporate English: USHO506
6. Environmental and Sustainable Tourism: USHO507

1. Food Production and Patisserie: USHO501

- Students will revise the basic knowledge of various topics of international cuisine i.e., stocks, soups, sauces, cuts of meat, fish and poultry.
- Students will learn the latest new techniques and process being used in kitchens worldwide.
- Students will understand the complete layout and operations of garde manger (larder department /cold kitchen).
- They will learn the importance of the larder department, control of perishable foods stored and prepared in the larder department.
- The students will learn the various tools and equipment's used in the larder department along with the duties and responsibilities of the various chef in charges of different section.
- Students will understand the basic concepts of yield testing in cost control and portion control.
- They will be introduced to the term charcuterie and will also learn in details the various procedure of preparing and storage of various charcuterie products such as; forcemeats, sausages galantine, ballotine pates, terrines, mousse and mousseline, jelly, aspic jelly and aspic, ham bacon and gammon.
- They will learn the manufacturing process of cheese along with its uses and their country of origin
- Students will learn at least 50 different culinary terms used in French internationally and their meanings in English.



2. **Food and Beverage Operation Management: USHO502**

- Ability to create diverse and appealing menus for different events and dining settings.
- Understanding of menu engineering to optimize profitability and customer satisfaction.
- Knowledge of food safety regulations and practices to ensure safe food handling.
- Implementing proper hygiene and sanitation measures in food preparation and service.
- Proficiency in planning and organizing catering events, including scheduling, staffing, and equipment requirements.
- Efficient management of food preparation and delivery.
- Developing strong customer service skills for handling guest inquiries and resolving issues.
- Enhancing the customer experience in both buffet and F&B outlet settings.
- Understanding financial aspects, such as cost analysis, pricing, and budgeting.
- Controlling costs while maintaining quality in catering and F&B operations.
- Knowledge of wine, beer, and cocktail selection and service.
- Creating beverage programs that complement food offerings.

3. **Front Office (16): USHO 503**

- The students will be learning the intense Operations of Front office.
- They will be understanding functions of management like planning, organizing, coordinating, staffing, leading, controlling and evaluating.
- They will learn different methods of pricing rooms, rule of thumb, and Hubbert's formula.
- The students will also revise special room rates like corporate, group, promotional, incentive, family, and complimentary and package rates.
- They will in brief learn forecasting room availability in which they will know percentage of no show, % of cancellation, % of walk in, overstay and under stay.



4. **Housekeeping: USHO504**

- The students will understand the concept of interior design
- They will be able to identify various color schemes
- They will know various windows and the importance of the same.
- The students will know the role of lighting and identify types of lighting
- The students will know the latest trends in housekeeping
- The students would know the advantages and disadvantages of going for contract services.
- The students will observe the staff planning and calculation
- They will understand the role of duty roster
- The students will know the role of wall covering and floors and carpets.
- Role of cleaning and maintaining carpets and floors"

5. **Corporate English: USHO506**

- Develop the ability to communicate clearly and professionally in written and spoken English within a business context.
- Enhance skills in writing emails, reports, memos, and other business documents.
- Improve the ability to create and deliver effective business presentations in English.
- Expand knowledge of business-specific vocabulary and terminology.
- Understand and navigate cultural differences in business communication.
- Learn techniques for negotiating and persuading in a corporate setting.
- Acquire knowledge of proper etiquette and norms in corporate environments.
- Develop active listening skills for effective communication with colleagues, clients, and stakeholders.
- Apply language skills to analyze and solve business-related problems.



6. **Environmental and Sustainable Tourism: USHO507**

- Students should be able to explain the core principles and concepts of sustainable tourism, including the triple bottom line approach (economic, social, and environmental aspects).
- Students should be capable of conducting environmental impact assessments for tourism projects and identifying potential impacts on ecosystems, biodiversity, and local communities.
- Learners should be able to identify and promote sustainable practices within the tourism industry, such as eco-friendly accommodations, responsible wildlife viewing, and energy-efficient transportation.
- Students should develop an understanding of the cultural and social aspects of tourism, respecting local traditions and engaging with communities in a culturally sensitive manner.
- Learners should be able to assess the economic benefits and challenges of sustainable tourism for both host communities and businesses.
- Students should understand the role of government policies and international regulations in promoting sustainable tourism and be able to analyze their effectiveness.
- Analyzing real-world case studies can help students apply theoretical knowledge to practical situations and make informed decisions in the tourism industry.
- Developing the skills to effectively communicate the benefits of sustainable tourism to various stakeholders, including tourists, local communities, and businesses.
- Students should be able to use relevant metrics and indicators to measure the environmental and social impact of tourism initiatives and make recommendations for improvement.
- Understanding the ethical dilemmas in tourism, such as the tension between conservation and tourism development, and being able to propose ethical solutions"



Semester 6

No of subjects – 10

1. Organizational Behavior: USHO601
2. Strategic Management: USHO602
3. Event Planning and Marketing Management: USHO603
4. Advanced Food Production: USHO604(A)
5. Advanced Food and Beverage Operation Management: USHO604 (B)
6. Advanced Housekeeping USHO604 (C)
7. Advanced Front Office: USHO604 (D)
8. Advanced Bakery: USHO604 (E)
9. Service Marketing: USHO605 (C)
10. Financial Management: USHO605(D)

1. Organizational Behavior: USHO601

- Gain an understanding of how individuals and groups behave within organizations, including the impact of motivation, communication, and leadership on behavior.
- Develop the ability to make informed decisions related to managing people and addressing various organizational challenges.
- Learn to work effectively in teams, understanding group dynamics and conflict resolution.
- Develop leadership qualities and techniques for effective management and supervision of employees.
- Enhance communication skills to foster a positive organizational culture and resolve conflicts.
- Improve problem-solving skills to address issues related to diversity, ethics, and workplace challenges.
- Understand the influence of culture on organizational behavior and learn how to shape a desirable culture.
- Learn how to manage and adapt to organizational change.
- Understand the ethical implications of decisions within organizations and the social responsibility of businesses.
- Develop the ability to critically analyze and interpret research related to organizational behavior.



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2. Strategic Management: USHO602

- Gain a deep understanding of fundamental strategic management concepts, such as SWOT analysis, competitive advantage, and strategic planning.
- Develop the ability to analyze complex business situations, identify strategic issues, and formulate effective strategies.
- Learn how to assess the external and internal factors that can impact an organization's strategic decisions, including industry trends, market forces, and internal capabilities.
- Gain proficiency in formulating and evaluating strategic options for organizations, considering factors like differentiation, cost leadership, and focus strategies.
- Understand how to translate strategic plans into actionable initiatives, align organizational resources, and manage change effectively.
- Explore the role of leadership in strategy execution and how leaders can influence an organization's strategic direction.
- Study how organizations can create and sustain a competitive advantage in their respective industries.
- Consider the challenges and opportunities of global markets and how to develop international business strategies.
- Examine the ethical implications of strategic decisions and the social responsibility of organizations.
- Learn how to assess the effectiveness of implemented strategies through performance metrics and feedback mechanisms.



3. Event Planning and Marketing Management: USHO603

- "Students will know how to organize any events.
- Students will know how to raise capital or funds for the events.
- Students will know how to do marketing for the event which they are organizing.
- Students will know how manage the difficult situation which happen during the events
- Students will know how to work in groups and how to divide the duties and responsibility.
- Students will know how to do décor and designing.
- Overall, students develop the confidence of becoming entrepreneur."

4. Advanced Food Production: USHO604(A)

- Students should be proficient in advanced cooking techniques such as sous-vide, molecular gastronomy, and contemporary plating methods.
- Understanding how to create menus that balance taste, nutrition, and profitability, while considering current food trends.
- Knowledge of kitchen organization, staff management, inventory control, and food cost management.
- Mastery of food safety regulations and practices to maintain a safe and hygienic kitchen environment.
- Exploring international cuisines and understanding the cultural aspects of food preparation.
- Proficiency in advanced pastry and baking techniques, including creating intricate desserts and bread.
- Understanding how to cater to various dietary needs and restrictions, including vegetarian, vegan, gluten-free, and allergen-specific diets.
- Awareness of sustainable practices in the kitchen, including sourcing locally and reducing food waste.

5. Advanced Food and Beverage Operation Management: USHO604 ((B)

- Knowledge of beverage production, selection, and service, including wine, spirits, and non-alcoholic beverages.
- Understanding the importance of sustainable sourcing, reducing food waste, and environmentally responsible practices.
- Recognizing the cultural and ethical considerations in food and beverage, including respect for diverse food traditions and customs.
- Developing leadership and management skills for supervising kitchen and service staff, as well as managing operations effectively.



6. Advanced Housekeeping: USHO604 (C)

- The students can plan the Budget for the department.
- The importance of budget planning for the department and controlling the cost.
- The students will know the standard operating procedures.
- Role and importance of first aid and bandages
- The student can find out about fire safety and can classify fire.
- The students can identify the flowers and their role in hotels.
- Importance of learning about disaster management and how to deal with emergencies

7. Advanced Front Office: USHO04 (D)

- Develop the ability to provide excellent customer service, including handling inquiries, complaints, and requests.
- Enhance verbal and written communication skills, as well as non-verbal communication, to effectively interact with customers and colleagues.
- Understand the day-to-day operations of a front office, such as check-in and check-out procedures, reservations, and managing guest experiences.
- Gain proficiency in using front office software and systems for tasks like booking reservations, managing room inventory, and processing payments.
- Learn to resolve customer issues and address challenges that may arise in the front office.
- Understand strategies for optimizing room occupancy and pricing to maximize revenue.
- Acquire skills for supervising and coordinating front office staff, including training and scheduling.
- Be aware of industry-specific regulations and legal requirements, such as data protection and safety standards.
- Focus on creating positive guest experiences, managing feedback, and maintaining relationships with repeat customers.
- Develop basic financial literacy, including handling cash and managing financial transactions at the front desk.



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8. Advanced Bakery: USHO604 (E)

- Gain a deep understanding of fundamental strategic management concepts, such as SWOT analysis, competitive advantage, and strategic planning.
- Develop the ability to analyze complex business situations, identify strategic issues, and formulate effective strategies.
- Learn how to assess the external and internal factors that can impact an organization's strategic decisions, including industry trends, market forces, and internal capabilities.
- Gain proficiency in formulating and evaluating strategic options for organizations, considering factors like differentiation, cost leadership, and focus strategies.
- Understand how to translate strategic plans into actionable initiatives, align organizational resources, and manage change effectively.
- Explore the role of leadership in strategy execution and how leaders can influence an organization's strategic direction.
- Study how organizations can create and sustain a competitive advantage in their respective industries.
- Consider the challenges and opportunities of global markets and how to develop international business strategies.
- Examine the ethical implications of strategic decisions and the social responsibility of organizations.
- Learn how to assess the effectiveness of implemented strategies through performance metrics and feedback mechanisms.



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9. Service Marketing: USHO605C

- Gain a solid understanding of the unique characteristics of services, including intangibility, inseparability, variability, and perishability.
- Learn how to measure and manage service quality and customer satisfaction to enhance the customer experience.
- Understand the extended marketing mix for services, which includes product, price, place, promotion, people, process, and physical evidence.
- Develop the ability to adopt a customer-centric approach to service marketing, focusing on understanding and meeting customer needs and preferences
- Learn how to differentiate services in a competitive market and create a unique market position.
- Explore the techniques for segmenting service markets and selecting target segments based on their needs and characteristics.
- Understand the importance of branding in services and how to build and manage strong service brands.
- Learn how to set prices for services, taking into account cost structures, perceived value, and pricing strategies.
- Develop skills in creating and executing marketing communication strategies specific to services, including advertising, public relations, and social media.

10. Financial Management USHO605 (D)

- The student will understand the concept of financial management.
- Students will know how to evaluate capital investment on the basis of learning capital budgeting.
- Students will know how to prepare a cash budget for their department after learning about the cash budget.
- Students will be able to do interpretation of financial data after learning ratio analysis.
- Students will be able to prepare the working capital requirement of their department requirements after learning working capital.
- Students will know the difference between cash flow and fund flow.
- Students will know what franchising is and its advantages & disadvantages.
- students will know what leasing is, how to go for different leasing agreements and its merits and demerits