



**Integral University Lucknow**

**Bachelor of Hotel Management**

**Program Outcomes (POs)**

- **PO1 – Develop Comprehensive Knowledge of the Hospitality Industry:** Equip students with an in-depth understanding of the various departments, functions, and services in the hospitality industry.
- **PO2 – Master Practical Skills in Hospitality Operations:** Develop essential practical skills in areas such as food production, service operations, bar management, and front office operations to prepare students for real-world challenges.
- **PO3 – Foster Critical Thinking and Problem-Solving:** Enable students to apply critical thinking and analytical skills to solve complex problems in hospitality management, ensuring effective decision-making.
- **PO4 – Ensure Quality Guest Service and Satisfaction:** Equip students with the skills to enhance guest satisfaction by understanding the importance of customer service, maintaining high standards of service quality, and resolving guest-related issues effectively.
- **PO5 – Cultivate Professionalism and Communication Skills:** Encourage professional conduct and effective communication, both verbal and non-verbal, to ensure students are equipped to interact with guests and colleagues in diverse hospitality settings.
- **PO6 – Promote Leadership and Teamwork:** Foster leadership and teamwork abilities that prepare students to take on supervisory and management roles, promoting collaboration and cohesion among various departments in a hospitality setting.
- **PO7 – Implement Sustainable Practices in Hospitality:** Promote the importance of environmental sustainability, responsible management, and eco-friendly practices in the hospitality industry, ensuring students are prepared to contribute to sustainable tourism and business practices.

### **Program Specific Outcomes (PSOs)**

- **PSO1** – Graduates will acquire specialized knowledge in food production, menu planning, food and beverage service operations, and cooking techniques, including the ability to identify emerging trends in international and regional cuisines.
- **PSO2** – Graduates will demonstrate proficiency in managing front office operations, guest services, and room tariffs, with an understanding of the importance of guest interaction and overall guest experience.
- **PSO3** – Graduates will possess the entrepreneurial mindset, ethical values, and professional attitude required to succeed in global hospitality careers or start their own ventures.
- **PSO4** – Graduates will be equipped with the ability to apply financial management principles and strategic decision-making techniques to ensure the profitability and long-term growth of a hotel or hospitality business.

### **Programme Educational Outcomes (PEO)**

- **PEO1** – To provide learner skills and hospitality knowledge in professional hotel and service industry roles.
- **PEO2** – To provide learners with lifelong learning, higher studies, or certifications in hospitality and related fields.
- **PEO3** – To enable learners to demonstrate strong communication, leadership, and teamwork in diverse settings.
- **PEO4** – To enable learners to uphold ethical values and promote sustainable and eco-friendly practices.
- **PEO5** – To enable learners to use problem-solving and critical thinking to address industry challenges.
- **PEO6** – To facilitate learners growing into managerial and entrepreneurial roles in the hospitality and tourism sectors.