

**Parul University – Academic Regulations for BHMCT 2018-19**

**PARUL UNIVERSITY, VADODARA, GUJARAT  
SYLLABUS OF FOUR YEAR BACHELOR OF HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY  
(BHMCT) PROGRAMME  
(w.e.f. Academic Session 2018-19)**

**SEMESTER II**

**PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT  
DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY  
SYLLABUS FOR 1<sup>ST</sup> YEAR BHMCT PROGRAMME  
SEMESTER II  
FOUNDATION IN FOOD PRODUCTION – II  
ACADEMIC YEAR 2018-2019**

**Type Of Course:-**FOUNDATION IN FOOD PRODUCTION – II

**Pre-requisite:-**The Students studying this course should have basic knowledge of Kitchen and should know basic cooking preparations.

**Rationale:-** The course provides details knowledge of

1. Role and importance of cooking methods in Kitchen.
2. Various types of breakfast preparations
3. Fundamentals of Fish cookery and Meat cookery.
4. Foundation in Baking.

**Teaching and Examination Scheme**

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
			Theory	Practical	Theory	CE*	Practical		
3		4	5	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE\* - Continuous Evaluation

		Lectures	Weightage in %
<b>UNIT 1</b>	<b>Advanced Methods of Cooking</b>	<b>3</b>	<b>7</b>
	Advanced methods-micro-wave, infra- red, induction, etc. and their use in cooking.		
<b>UNIT 2</b>	<b>Breakfast preparation of traditional / classical items</b>	<b>3</b>	<b>7</b>
	Continental breakfast, English breakfast, American Breakfast, Indian breakfast, Types:- North Indian and South Indian Breakfast.		
<b>UNIT 3</b>	<b>Fish cookery</b>	<b>6</b>	<b>13</b>
	Introduction to fish Cookery- Classification of fish with examples, Selection of Fish, Storing fish		
	Different cuts of fish, and their cooking methods, Famous dishes		
<b>UNIT 4</b>	<b>Meat cookery</b>	<b>9</b>	<b>18</b>
	Introduction to meat cookery- cuts and methods of cooking of Beef, Veal, Pork, Lamb with examples of each		
	Introduction to Poultry and Game with examples of each		
	Selection and Storing of Meats, Poultry, Famous dishes.		
<b>UNIT 5</b>	<b>Stocks, Soups and Sauces</b>	<b>11</b>	<b>24</b>
	Stocks: Definition, Classification, Preparation and Precautions, Uses		
	Soups: Definition, Classification, Preparation and Precautions, Examples of each		
	Sauces: Definition, Classification, Preparation and Precautions, Derivatives of Each.		
<b>UNIT 6</b>	<b>Basic Salads</b>	<b>3</b>	<b>7</b>
	Parts of Salad; Types of Salad and their examples.		

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	Various dressings used:		
<b>UNIT 7</b>	<b>Basic of Bakery</b>	<b>11</b>	<b>24</b>
	Principal of baking,		
	<b>Basic of Bread Making:</b> Role of Ingredients: Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg, Flavourings, Bread improvers.		
	Method of bread making: (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread varieties: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls. International breads.		
	Bread faults and remedies		
<b>Total</b>		<b>46</b>	

### Reference Books:

Art of Indian Cookery	Rocky Mohan, Roli;
Modern Cookery (Vol-I) Philip .Thangam, Orient Longman;	
Larousse Gastronomique, Paul Hamlyn;	
The Complete Guide to the Art of Modern Cookery	Escoffier
Professional Chef	Le Rol A. Polsom
Professional Cooking	Wayne Gislen
Practical Professional Cookery	Kauffman &Cracknell
Food Production Operation	Parvinder S. Bali

**Learning Outcome:** The students after having studied the course should be able to:

1. Able to cook dishes using advance and latest cooking methods,
2. Able to demonstrate and perform various cuts of meat
3. Able to define and demonstrate basic fish and meat preparation and cooking procedures,
4. Able to identify and prepare Stocks, Sauces, Soups & Salads,
5. Able to define and perform basic baking principles during Bread making.

### FOUNDATION IN FOOD PRODUCTION-II PRACTICAL

	<b>Topics</b>
<b>1</b>	Vegetable Cuts and Demonstration of Stock Making
<b>2</b>	Fish Cuts and Chicken Cuts, Their Storage techniques
<b>3</b>	Mother Sauces and their derivatives, and Storing techniques
<b>4</b>	Preparation of soups with classical garnishes
<b>5</b>	Preparation of traditional / classical Indian, English and Continental breakfast dishes
<b>6</b>	Preparation of Basic Continental Cuisine with 3 Course Menus
<b>7</b>	Preparation of Basic Breads: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls.

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**PARUL UNIVERSITY- FACULTY OF HOTEL MANAGEMENT  
DEPARTMENT OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY  
SYLLABUS FOR 1<sup>ST</sup> YEAR BHMCT PROGRAMME  
SEMESTER II  
FOUNDATION IN FOOD & BEVERAGE SERVICE –II  
ACADEMIC YEAR 2018-2019**

**Type Of Course:-**FOUNDATION INFOOD & BEVERAGE SERVICE –II

**Pre-requisite:-**The Students studying this course should have basic knowledge of F& B operations, various types of service and important role played by F&B Staff.

**Rationale:-** The course provides knowledge of

1. Types of menu.
2. Standard F&B order taking procedure.
3. Classification of Beverages.
4. Various situation handling.

**Teaching and Examination Scheme**

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE\* - Continuous Evaluation

		Lectures	Weightage in %
<b>UNIT 1</b>	<b>Types of Meals</b>	<b>7</b>	<b>15</b>
	Breakfast-Introduction, Types, Service Methods, a la carte and TDH setups Brunch, Lunch, Hi –Tea, Dinner, Supper, and others		
<b>UNIT 2</b>	<b>Types of Menu</b>	<b>10</b>	<b>23</b>
	Introduction to menu ; Types-Ala Carte & Table D’hote		
	Menu Planning, considerations and constraints, Menu Terms		
	Menu Design		
	French Classical Menu- 11 , 13 and 17 courses separately		
	Classical Foods & its Accompaniments with Cover		
	Indian regional dishes, accompaniments and service		
<b>UNIT 3</b>	<b>Order taking , Service and Billing</b>	<b>10</b>	<b>23</b>
	Handling Table reservation		
	KOTs & BOTs Duplicate & Triplicate System, Computerised K.O.T’s		
	Sequence of Food Service		
	Table Clearing Process		
	Billing Methods, Payment methods and Cash Handling		
<b>UNIT 4</b>	<b>Non – Alcoholic Beverages</b>	<b>7</b>	<b>15</b>
	Definition and Classification of Beverages		
	Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service		
	Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service		
<b>UNIT 5</b>	<b>Customer care and Handling Situations</b>	<b>7</b>	<b>15</b>
	Unavailability of Table/reservation		

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	Wrong Order Taking, Handling Unavailability of Food items		
	Handling Special Requests		
	Order Delays, Spillages, Return Food		
	Lost and found properties		
	Illness		
	Drunken Guest, Un expectable appearance of Guest		
	Dealing with children and Infants		
	Handling Handicaps, Old age guest, Customer with communication difficulties		
<b>Unit 6</b>	Food & Beverage Terminology	<b>4</b>	<b>9</b>
		<b>45</b>	

### Reference Books:

Food & Beverage Service Training Manual-S. Andrews;  
 Food & Beverage Service  
 Modern Restaurant Service  
 Professional Food& Beverage Service Management  
 Food Service Operations –  
 Menu planning  
 Introduction to F&B Service

Lillicrap & Cousins;  
 John Fuller;  
 Brian ;  
 Peter Jones &Casse;  
 J Kivela,  
 Brown, Hepper&Deegan

**Learning Outcome:** The students after having studied the course should:

1. Able to define, describes, plan and execute menus.
2. Able to identify, demonstrate and handle Breakfast service and billing process.
3. Able to define and identifies various situation of Guest handling.

### **FOUNDATION IN FOOD & BEVERAGE SERVICE-II Practical**

	Topics
1.	Writing a Menu
2.	Breakfast Table Lay-out.
3.	TDH & A la Carte Cover lay-out.
4.	Receiving the guests
5.	Sequence of Service
6.	Taking an Order of Food & Making a KO T.
7.	Table Service, Practice of meet greet and repeat.
8.	Clearing, Crumbing, Presenting the bill
9.	Service of Cold & Hot - Non Alcoholic Beverages

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SYLLABUS FOR 1<sup>ST</sup> YEAR BHMCT PROGRAMME  
SEMESTER II  
Front Office Operations-I  
ACADEMIC YEAR 2018-2019**

Type Of Course:-**Front Office Operations-I**

**Pre-requisite:-**The Students studying this course should have basic knowledge of Hotel Front Office operations

**Rationale:-** The course provides details knowledge of

1. Basics of Room Tariff.
2. Types of plans and documentation at Front Office,
3. Reservations & cancellations,
4. Guest cycle
5. Registration process

**Teaching and Examination Scheme**

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE\* - Continuous Evaluation

		lectures	Weightage in %
Unit-1	ROOM TARIFF	09	20
	Room tariff, Tariff fixation / calculating room tariff.		
	Types of room tariff: Rack rate, discounted rates.		
	Meal Plan and its type		
	Forms & Format/ Tariff Card/Brochure		
Unit-2	ROOM RESERVATION	11	24
	Importance & Functions of Reservation sections		
	Modes of reservations		
	Different Channels & sources of reservations.		
	Types of reservation		
	Cancellations and Amendments		
	Handling Individual & Group reservations		
	Various Forms & Formats		
Unit-3	INFORMATION & BELL DESK OPERATION	10	22
	Introduction of Bell desk and Equipments used in Bell desk.		
	Functions of Bell desk		
	Luggage handling, left luggage procedure Paging, Mail and Message handling, Change of room etc		
	Functions of information department		
	Forms & Formats		
Unit-4	GUEST CYCLE & FRONT OFFICE SYSTEMS	08	18
	Pre-arrival, Arrival, Stay, Departure & Post Departure, Front Office Systems : Non Automated / Semi -Automated / Fully Automated		
Unit-5	REGISTRATION	07	16
	Introduction.		
	Steps of registration with or without reservation.		

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	Pre- registration activities.		
	Processing VIP, Foreigners & group registration.		
	<b>Total</b>	<b>45</b>	

### Reference books:

Managing front office operations	M.Kasavana;
Hotel F.O. Training manual	SuvradeepGaurangaGhosh;
Front Office Management	S.kBhatnagar;
Hotel front office management	James Bardi;
Hotel Front Office- A Training Manual	Sudhir Andrews;
Front Operation & Administration	Dennis Foster;
Front office procedures & Management	Peter Abbot
Managing Computers in Hospitality Industry	Michael Kesavana&Cahell
Front Office-Operations and Management	Ahmed Ismail (Thompson Delmar)
Housekeeping and Front Office	Jones

**Learning Outcome:** The students after having studied the course should be able to:

1. Should demonstrate and able to perform selling process, make reservations and cancellations,
2. Able to define and perform the complete registration process and bell desk process,
3. Able to define all the steps of Guest cycle.
4. Able to list Front office documentation.

### **FRONT OFFICE PRACTICAL-1**

	<b>Topics</b>
<b><u>1</u></b>	Basic Manners, Body language, Gestures, Facial expression, Grooming & Hygiene Standards, its importance, Welcoming, receiving, escorting of the guest to room.
<b><u>2</u></b>	Front Office Communication – <b>Verbal-</b> Practicing Reception Dialogues, <b>Non verbal</b>
<b><u>3</u></b>	Preparation and study of countries: Capitals, currencies, airlines and flags chart, types of credit card
<b><u>4</u></b>	Telecommunication skills – telephonic situation handling
<b><u>5</u></b>	Filling of Forms and formats
<b><u>6</u></b>	Identification of equipment
<b><u>7</u></b>	Basic manners and grooming standards required for Front Office operation

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SEMESTER II  
Accommodation Operations-I  
ACADEMIC YEAR 2018-2019**

**Type Of Course:-Accommodation Operations-I**

**Pre-requisite:-**The Students studying this course should have basic knowledge function of Hotel Accommodation.

**Rationale:-** The course provides details knowledge of

1. Role played by Accommodation Operation in Hotels.
2. Basic function.
3. Cleaning process of a room.
4. Types of surfaces and its cleaning process.

**Teaching and Examination Scheme**

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE\* - Continuous Evaluation

		Lectures	Weightage in %
Unit-1	CLEANING ART	03	6
	Principles of Cleaning		
	Dirt & Dust		
Unit-2	CLEANING AGENTS AND EQUIPMENTS	13	29
	Cleaning Equipment's- Types, Operating Principles, Characteristics, storage, Maintenance.		
	Cleaning Agents- Types, Operating Principles/applications, Characteristics, PH scale, and storage.		
Unit-3	DIFFERENT SURFACES	08	18
	Metals, Glass, wood, Ceramic, Leather, Rubber, Stone.		
Unit-4	CLEANING OF GUEST ROOMS	13	29
	Daily Cleaning of Room.		
	Weekly Cleaning/ Spring Cleaning		
	Evening Service/ Turndown Service		
	Replenishment of guest supplies & amenities.		
	Lost and Found Procedure		
Unit-5	FORMS & FORMATS	08	18
	Staff placement register, floor registers, guest special request register, Logbook, Memo book, Carpet shampoo register, baby sitting register, lost & found register, store indent book etc.		
	Room occupancy report, guest room inspection form/checklist, housekeeping report, work order, room boys report.		
	<b>Total</b>	<b>45</b>	



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### REFERENCE BOOKS:

Hotel Housekeeping Training Manual	Sudhir Andrews;
Housekeeping Operation & Management	Malini Singh;
Hotel Housekeeping Management & Operations	Sudhir Andrews;
Hotel Housekeeping Operations & Management	G. Raghubalan&SmriteeRaghubalan;
The Professional Housekeeper	Madelim Schneider & Georgia Tucker
Hotel, Hostel and Hospital Housekeeping	Joan C Branson & Margaret Lennox

**Learning Outcome:** The students after having studied the course should be able to:

1. Able to define and perform cleaning of a rooms, various surfaces and able to maintain records of housekeeping.
2. Able to identify and handle housekeeping basic procedures.
3. Able to define basic principle of cleaning.

### HOUSEKEEPING PRACTICAL – I

	Topics
1	Familiarization of Guest Room Layout
2	Identification of Guest Room Amenities , Room attendant trolley set-up and preparing check list
3	Identification of cleaning equipment – Manual & mechanical
4	Cleaning of different surfaces
5	Practical involving following activities- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing
6	Practical activities involving usage of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

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SYLLABUS FOR 1<sup>ST</sup> YEAR BHMCT PROGRAMME  
SEMESTER II  
Commodities  
ACADEMIC YEAR 2018-2019**

**Type Of Course:-Commodities**

**Pre-requisite:-**The Students studying this course should be able to write, read and speak English and must have basic knowledge of Local commodity market.

**Rationale:-** The course provides details knowledge of

1. Characteristics and Classification of commodities.
2. Different use of various commodities,
3. Various types of Staples, Pulses and its influence in dietary habits,

**Teaching and Examination Scheme**

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
			Theory	Practical	Theory	CE*	Practical		
2	1		3	60		20	20	100	

L- Lecture; T- Tutorial; P- Practical; CE\* - Continuous Evaluation

		Lecture	Weightage in %
<b>UNIT 1</b>	<b>Introduction to commodities</b>	<b>4</b>	<b>13</b>
	Definition, classification / Various groups- Types, usage, storage.		
<b>UNIT 2</b>	<b>Beverages</b>	<b>4</b>	<b>13</b>
	Tea, Coffee, Cocoa and Milk: definition, classification and functions.		
<b>UNIT 3</b>	<b>Cheese</b>	<b>4</b>	<b>13</b>
	Types of cheese, purchasing and storing procedures of cheese, use of cheese.		
<b>UNIT 4</b>	<b>Raw Materials categorization</b>	<b>10</b>	<b>34</b>
	Fats and oils, raising agents, eggs, salts, liquids, sweeteners, thickening agents, spices and condiments, flavoring and coloring agents		
<b>UNIT 5</b>	<b>Staples</b>	<b>6</b>	<b>20</b>
	Cereals, Millets, Pulses: Introduction, storage and uses of each		
<b>UNIT 6</b>	<b>Food Additives</b>	<b>2</b>	<b>7</b>
	Need for additives, Types of additives, Role of these additives (natural and synthetic) in modification of appearance in food preparation, FSSAI- rules and regulations.		
		<b>30</b>	

**References:** Food Commodities- Bernard Davis 2<sup>nd</sup> edition, Butterworth-Heinemann Ltd,

**Learning Outcome:** The students after having studied the course should:

1. Able to use the commodities according to its characteristics,
2. Able to analyze and identifies diet as per staple influence, able to know the role played by flavoring, raising, coloring agents.

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SYLLABUS FOR 1<sup>ST</sup> YEAR BHMCT PROGRAMME  
SEMESTER II  
COMMUNICATION SKILLS  
ACADEMIC YEAR 2018-2019**

**Type Of Course:-**COMMUNICATION SKILLS

**Pre-requisite:-** Knowledge of English Language studied till 1<sup>st</sup> semester.

**Rationale:-**Communication Skills are essential for students of the Hospitality Industry.

**Teaching and Examination Scheme**

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme					Total
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
3		2	4	60	30	20	20	20	150

L- Lecture; T- Tutorial; P- Practical; CE\* - Continuous Evaluation

Sr. No.	Topic	Weightage	Teaching Hrs
1	<b>Grammar and Vocabulary</b> Adjectives, Prepositions, Degrees of Comparison <b>Vocabulary:</b> Word Formation , vocabulary related to Industry: Meeting customer needs, Complaints and apologies, Mistakes and problems, Giving advice and assistance, Telephone communication problems, Conference and meeting enquiries, Handling payments, Explaining and training, Working in housekeeping, Health, safety and security, Countries and cultures, Exploring different cultures, Working life	30%	18
2	<b>Listening and Speaking Skills</b> Note Taking, Presentation Skills, Delivering different types of speeches, Picture Description (Comparison and Contrast)	25%	10
3	<b>Reading and Writing Skills:</b> Correspondence: Formal and Informal letters like letters to Class Teacher, Principal, Industry, etc., Precis writing, Paragraph Development (Comparison-Contrast and Problem-Solution)	35%	12
4	<b>Writing a Book Review:</b> Presentation of Book Review List of Books Suggested for the Book Review: The Heart of Hospitality: Great Hotel and Restaurant Leaders share their secrets (Micah Solomon), Be Our Guest: Perfecting the Art of Customer Service (Disney Institute), Exceptional Service, Exceptional Profit: The secret of building a five-star customer organization (Micah Solomon), 100 Tips for Hoteliers: What every successful hotel professional needs to know and do (Peter Vension), Without Reservations: How a Family Root Beer Stand Grew into a Global Hotel Company by J.W. “Bill” Marriott, Jr., Chocolates on the Pillow Aren’t Enough: Reinventing the Customer Experience by Jonathan M. Tisch and Karl Weber, Interviewing Successful Hotel Managers by Dr. Lily Lin, How to run a great hotel by Enda Larkin	10%	5

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	<b>NOTE: These are few references of books. Students can prepare book review on a book of their choice after consulting tutorial faculty</b>		
	<b>Total</b>	<b>100%</b>	<b>45</b>

### Practical:

Sr. No.	Topic	Teaching Hrs
1.	<b>Grammar and Vocabulary</b>	6
2	<b>Listening and Speaking Skills-1</b> Role play based on chapters from vocabulary section in Unit 1,	6
3	<b>Listening and Speaking Skills-2</b> Planning, preparation, practicing and presentation to different groups. Qualities of a good speaker, presenter and listener.	6
4	<b>Open Learning:</b> Presentation of Book Review List of Books Suggested for the Book Review: The Heart of Hospitality: Great Hotel and Restaurant Leaders share their secrets (Micah Solomon), Be Our Guest: Perfecting the Art of Customer Service (Disney Institute), Exceptional Service, Exceptional Profit: The secret of building a five-star customer organization (Micah Solomon), 100 Tips for Hoteliers: What every successful hotel professional needs to know and do (Peter Vension), Without Reservations: How a Family Root Beer Stand Grew into a Global Hotel Company by J.W. “Bill” Marriott, Jr., Chocolates on the Pillow Aren’t Enough: Reinventing the Customer Experience by Jonathan M. Tisch and Karl Weber, Interviewing Successful Hotel Managers by Dr. Lily Lin, How to run a great hotel by Enda Larkin <b>NOTE: These are few references of books. Students can prepare book review on a book of their choice after consulting tutorial faculty</b>	12
	<b>Total</b>	<b>30</b>

### Reference Books:

1. Trish Stott and Alison Pohl, Highly Recommended-2 :English for the hotel and catering industry, Student’s Book, Intermediate Oxford University Press
2. Trish Stott and Alison Pohl, Highly Recommended-2 :English for the hotel and catering industry, Workbook, Intermediate Oxford University Press
3. Charul Jain, et. Al. English Language Skills for Academic Purposes, Macmillan Education
4. Sangeetha Sharma, Meenakshi Raman, Technical Communication : Principles And Practice, Oxford University Press, New Delhi

### Learning Outcome: The students after having studied the course should be able to:

1. Compare and contrast available / provided information, situation, etc at workplace
2. Develop solution oriented thinking for problems to be encountered
3. Produce written and oral responses for formal and informal communication
4. Summarize and review books related to their areas of study