

Hospitality & Tourism

Course Abbreviation	Program Student Learning Outcomes <i>Course Level Learning Competencies</i> 	Demonstrate leadership and teamwork necessary to achieve common goals upon joining the diverse workforce of the hospitality industry.	Recognize ethical and legal considerations affecting organizations in the hospitality industry.	Interpret and analyze information to engage in critical thinking and problem solving regarding the business performance of hospitality	Comprehend how various cultural differences impact the hospitality industry from a local, regional, national, and international perspective.	Comprehend the rapid change taking place in the business environment and demonstrate an ability to engage in ongoing	effectively using written, oral, and nonverbal techniques including the use of technology in gathering and presenting information.
HST104	Demonstrate knowledge of the history of the tourism, food service, and lodging industry.				I		I
	Identify the various types of food service operations and lodging/accommodations OR Outline and explain the various classifications of lodging and food service operations				I	I	I/R
	Identify the professional trade associations in the tourism, food service, and hospitality industry.				I/R	I	
	Explain the relationship between food service and the lodging industry as it relates to the tourism industry.						I
	Describe the common operational or functional areas of hotels and of restaurant/food service				I/R		I/R
	Describe the role of the tourism industry and its economic impact on the local, state, regional, national and international levels.			I	I/R	I	R
HST209	Identify the role and responsibilities managers have in food service and lodging industry	I	I	I/R		I	R
	Define and list industry terminology as it relates to meeting, event, & conference management			I/R		I/R	R
	Comprehend the inter-relationship between business of meetings, events, and conference management the hospitality industry.		I/R	I/R		I/R	R
	Comprehend the components needed to market a meeting, event or conference			I/R	I/R		R
HST209	Plan, produce, and execute a meeting or event OR Demonstrate a comprehensive knowledge of the details involved in planning and designing an meeting, event, or conference; including the management of resources, budget, and time.						
	Describe trends and developments in the meeting, event, and conference management industry				I/R	I/R	R
	Identify rudimentary legal principles and terminology		I/R				R
	Define the purpose of the ADA Act and how it affects lodging and food service establishments.		I/R		R/E	I/R	R
	Identify the steps lodging and food service businesses must take to limit liability and avoid negligence suits.		R	R			R
	Explain the concept of liability and responsibility with the service of alcoholic beverages in service establishments.		R	R		R	R
HST214	Describe the various regulatory agencies that lodging and food service businesses may have to obey.					I	R
	Explain the elements that comprise a contract and what makes it a legally binding document.		R/E	R/E		I/R	R
	Discuss the role of the innkeeper and his rights under the concept of "Innkeeper's Lien."		R/E			R	R
	Comprehend the difference between a Hotel, B&B, Airbnb				I	I	
	Understands the organization of various types of operations within the lodging industry				I/R	I/R	
HST215	Defines the various departments and their functions within the lodging industry			I	I/R		R
	Develops an understanding of the specific functions and interactions between the departments in a hotel.			I		I/R	
	Explains the basic structure of a hotel					I/R	R
	EXPLAIN how food and beverage establishments use FIFO inventory method (first in, first out)	I					R
	Calculate the recipe cost of either an individual item or an entire menu	I			R/E		R
HST216	Explain how to design and organize a menu for profit	I/R			R/E		R
	Comprehend and Interpret the operating cycle for a restaurant (i.e.: P & L)				R/E		R
	Evaluate a food and beverage operation to make sure it's in compliance with all local, state, and federal laws	R	R/E				R
	Define the terms forecasting, overbooking, CSM, TQM, & the role of the room rate (i.e.: rack, group, govt, AAA, etc.)	R	R		R/E		R
HST250	Comprehend and interpret the three, basic hotel front office formulas: Percentage of Occupancy (%); Average Daily Room Rate (ADR); and Revenue Per Available Room (RevPar)						
	Percentage of Occupancy (%); Average Daily Room Rate (ADR); and Revenue Per Available Room (RevPar)				R/E		R
	Compare and Contrast the difference between a Franchise and a Management Contract		R		R/E		R
	Comprehend and interpret a property management system forecast report	R			R/E		R
	Post transactions into the POS system interfaces such as recording charges to accounts receivables	R			R/E		R
HST250	Critically analyze the roles and responsibilities of the weekly guest speaker(s)					I/R	R
	Demonstrate OR Explain (through practical work experience) a more complete understanding of the various hospitality, tourism, and/or restaurant functions. (for example, students it's hoped will be shadowing and making hotel, airline or rest. Reservations for customers).				R	R/E	
	Develop an understanding of the activities and functions of the hospitality, tourism, and/or restaurant manger	R	R	R/E	R	R	R
	Execute OR Gain exposure to professional etiquette that's expected in the hospitality, tourism and restaurant industry (dress, attendance, learning, writing an email to a client, etc.)	R			R	R	
	Develop a greater understanding of career options while defining personal career goals within the hospitality, tourism, and/or restaurant industry (access by the student keeping a daily/weekly reflective journal)	R				R	

Information Literacy	
Quantitative Reasoning	
Public Presentation	
Global Awareness	
Written Communication	