

HOSPITALITY (HOSP)

HOSP-100 Introduction to Hospitality and Tourism Management

3 Credits

Lecture: 3 hours per week

Offering: Fall and Spring Only, All Years

This course provides a general overview of hospitality management. It covers the growth and development, organization and structure, and all of the functional areas of the hospitality industry, including travel and tourism, lodging, food services, and recreation. Included are an explanation of both the management and operational functions of hospitality operations, a discussion of the personal and professional demands of hospitality management, examination of managing human resources, and an exploration of the future of the industry.

HOSP-102 Guest Focused Service

3 Credits

Lecture: 3 hours per week

Offering: Spring Only, All Years

This course will show students how hospitality professionals create and deliver guest-driven service, enhance value, build guest loyalty, promote repeat business, and continuously improve the process of providing excellent service. Students will learn how every aspect of food service and lodging operations contribute to the guest experience.

HOSP-110 Front Office Procedures

3 Credits

Lecture: 3 hours per week

Offering: Fall Only, All Years

This course details the flow of business through a hotel beginning with the reservation process and ending with check-out settlement. Included are examinations of how front desk activities and functions influence other departments and impacts management. The course also addresses ethics and general strategies when dealing with the public.

HOSP-111 Food Safety and Sanitation

3 Credits

Lecture: 3 hours per week

Offering: Fall Only, All Years

This course provides a clear understanding of daily procedures required to ensure that food is handled safely, avoiding contaminants that cause serious food-borne illnesses. Students will prepare for the ServSafe Managers Examination, earning a certification with a score of 75% or higher.

HOSP-117 Careers in Hospitality

3 Credits

Lecture: 3 hours per week

Offering: Fall Only, All Years

This course highlights the many career opportunities in the hospitality industry. Students learn the techniques necessary to gain employment such as resume writing, interviewing skills, appropriate interview attire, and networking.

HOSP-140 Leadership Principles

3 Credits

Lecture: 3 hours per week

Offering: Fall Only, All Years

This course is an introduction to the principles of leadership and its relationship to management. Emphasis will be on leadership techniques, group dynamics, facilitation styles, problem solving, decision making, and communication techniques needed to inspire and influence. Students will apply leadership styles through experiential and group practice.

HOSP-150 Food Service Sanitation and Safety

1 Credit

Lecture: 1 hour per week

Offering: Fall Only, All Years

This course provides practical skills and knowledge for safe food service in outlets ranging from cafeterias and coffee shops to room service, banquet areas, and high-check average dining rooms. On completion of this course, students will be certified in ServSafe.

HOSP-215 Bar Beverage Management

3 Credits

Lecture: 3 hours per week

Offering: Spring Only, All Years

This course explores how to balance marketing and control objectives, plan the business, select and train employees, and establish and maintain control systems. As well as an in-depth look at a range of beverage products including beers, wine varieties, spirits, specialty coffees, and teas. Proper beverage presentation, food pairing, and extensive coverage of responsible alcohol service will be taught.

Recommended Prerequisites: HOSP-100

HOSP-225 Event Planning and Management

3 Credits

Lecture: 3 hours per week

Offering: Spring Only, All Years

This course identifies the elements of event planning and management. Students will learn about different types of events, venues, step-by-step planning, and the management skills required to communicate with various stakeholders in the process.

HOSP-230 Financial Management

3 Credits

Lecture: 3 hours per week

Offering: Spring Only, All Years

This course will focus on profit/cost margins, daily balance sheets, banking procedures, charting and forecasting products and services, personnel development and management, documentation systems, target marketing, and regulations governing the food and beverage industry. Students will learn to use management tools in analyzing operational effectiveness of hotel and restaurant organizations.

Prerequisites: HOSP-100, MATH-025, MATH-090 or an appropriate score on a placement test.

HOSP-235 Food Appreciation

4 Credits

Lecture: 4 hours per week

Offering: Spring Only, All Years

This course provides a food appreciation laboratory experience where students will examine the different preparation and service methods of commercial food operation. Traditional restaurant menus will be prepared and evaluated for quality standards.

Recommended Prerequisites: CULA-150 or HOSP-150

HOSP-250 Risk Management

3 Credits

Lecture: 3 hours per week

Offering: Fall Only, All Years

This course helps students appreciate and understand both the needs and techniques for identifying and managing risks to employees, guests, and property in the resort industry. This course focuses on identification and control of risk, incident investigation, and increasing employee and public awareness of potential risk. Enrollment in this course is restricted to career and technical students who are declared majors in a program for which it is required (see program requirements in current catalog).

HOSP-290 Hospitality Field Experience

3 Credits

Lecture: 3 hours per week

Offering: Fall, Spring, and Summer, All Years

This course has students work under the supervision of a member of the management staff at a hospitality venue applying skills learned in the classroom. The student must demonstrate a minimum of entry-level competence as determined by the field experience supervisor and must document 135 hours at the job site.

Recommended Prerequisites: HOSP-117