

Hospitality Management

Hospitality Management (HOS) Classes

HOS110G : Introduction to Hospitality Management

This course will introduce students to the specialty area of business called hospitality management. Students will learn about basic operations, industry challenges, and current trends in tourism, recreation, restaurants, food service, lodging, resorts, spas, special events, conventions, travel, casinos, cruise lines, airlines, theme parks, and more. Students will gain an understanding of the foundation skills and knowledge needed for a successful career in the world's largest industry. Opportunities to explore specific industry segments in more depth are offered through field experiences and interactions with hospitality professionals.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Fall semester

HOS111G : Tourism & Sustainable Practices

The history, growth, and expansion of the tourism industry will be discussed as it relates to the evolution of more responsible and sustainable tourism. Students will become familiar with local, national, and international tourism destinations. Major components of the tourism system will be studied including attractions, entertainment, cruise lines, and airlines. Emerging trends such as eco-tourism, adventure tourism, voluntourism, culinary tourism, agritourism, and cultural tourism will be examined. A service-learning component of 10 volunteer hours to give back to a local tourism related organization will be required of all students.

Credits 3

Theory Hours 3

Lab Hours 0

Notes

(SL)

HOS150G : Hotel Operations

This course focuses on the roles and duties of the general manager and front office manager of a full-service hotel. With an emphasis on front office operations, this course will focus on the interdepartmental flow of operational procedures for the total hotel organization. The student will examine all elements of effective hotel operations management including planning, staffing, revenue management, cost controls, reservations and sales.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Fall semester

HOS175G : Hospitality Marketing and Sales

This course applies basic marketing principles and sales techniques to the unique environment of the hospitality industry. Students will learn how to develop a strategic marketing plan integrating key elements of market segmentation, targeting, and branding. Current trends in global marketplace distribution and promotional strategies will also be examined. With a focus on understanding consumer behavior, this course will provide students with an understanding of sales management theories and practices used by hospitality professionals. Through case studies, lectures, guest speakers, and projects, students will apply techniques and strategies to a variety of service businesses including hotels, resorts, spas, and restaurants.

Credits 3

Theory Hours 3

Lab Hours 0

Prerequisite Courses

[HOS110G: Introduction to Hospitality Management](#)

Semester Offered

Spring semester

HOS201G : Tour & Cruise Operations

This course will introduce students to tour and cruise operations. Cruise lines, products, ports, and amenities will be examined. In addition, students will become familiar with the various types of tours, tour operators, and steps in the itinerary planning process. The cruise and tour sales process will also be covered. Students will research, develop, plan, cost, and promote a customized group tour. Group dynamics and the skills required to manage and lead a group tour will also be explored.

Credits 3

Theory Hours 3

Lab Hours 0

Prerequisite or Corequisite

[HOS110G](#) or [HOS111G](#)

HOS202G : Educational Travel Experience

This course focuses on developing and executing a student designed educational travel experience to a select destination. In addition to planning trip sightseeing and events, students will also research several characteristics of the destination which may include the history, film, geography, architecture, food, culture and traditions of the destination. The course culminates in a faculty-led, short term, educational travel experience where students will have an opportunity to experience and evaluate several segments of the travel and tourism industry firsthand (additional travel fees apply).

Credits 3

Theory Hours 2

Lab Hours 2

Prerequisites

2.0 CGPA & HOS Chair approval

HOS210G : Customer Service

This course examines the principles of customer service and its significance in a service-driven industry. Topics covered include: the service strategy; internal and external customers' wants & needs, communicating customer service; profiles of successful companies; and service people - motivation, communication, and reward.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Fall/Spring semester

HOS211G : Sports & Recreation Tourism

This course explores the role of sports tourism as one of the fastest growing niche markets in the global tourism industry. Sports tourism simply combines sports, recreation, leisure, and fitness activities with travel and tourism. These travelers may either participate or spectate. Students will examine the economic, environmental, and sociological impacts of sports tourism on a host community. Students will also develop an understanding of the fundamentals of planning, developing, marketing, and managing competitive and recreational sporting events. Additional key topics include securing sponsorships and understanding the role of various stakeholders as well as the media.

Credits 3

Theory Hours 3

Lab Hours 0

Prerequisite or Corequisite

[SPTS101G](#) or [HOS110G](#) or [HOS111G](#)

HOS215G : Planning Meetings & Conventions

This course introduces the various types of events and activities that can be planned for resort management hotels and convention centers. Students will learn how to work with business convention coordinators, recruit speakers and performers, plan menus, deal with catering departments and talent companies, and plan special events. Negotiation skills, creativity, liability issues, and risk management will be emphasized.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Fall semester

HOS225G : Hospitality Law

This course provides a basic understanding of the legal principles and precedents related to hospitality industries with a concentration on hospitality management. Topics include employee relations, compliance with the Americans with Disabilities Act, contracts, liability, negligence, health and safety issues, discrimination, questions of jurisdiction, competition and anti-trust issues, and international relations. Case studies will be examined and the concept of ethics within the industry will be explored.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Spring semester

HOS230G : Restaurant Development & Strategic Planning

This course will introduce students to the basic skills of effective restaurant administration. This includes supervising personnel, problem solving, forecasting and operational analysis. There is training in menu planning and food and beverage cost control. Students will acquire firsthand knowledge of developing a restaurant from concept to operation.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Fall semester

HOS235G : Food and Beverage Operations

This course is designed to introduce the student to managing front-of-the-house operations with a focus on providing superior service. Management topics include food and beverage product knowledge, sales forecasting, cost control, and basic human resource management. Distilled beverages and wines and the impact they have on resorts and restaurants in generating sales and planning menus will be examined. The course will also include the laws and procedures related to responsible alcohol service.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Spring semester

HOS244G : Introduction to the Spa Industry

This course will examine the growing segment of spas and spa services. The evolution of the spa industry will be detailed from ancient civilizations to today with an emphasis on the interrelatedness of spas, medicine, healthcare, tourism and hospitality. Students will learn the unique aspects of a variety of spa categories including day, resort, medical, destination, hospital, and lifestyle management spa programs. Students will learn resume writing and interview skills. This course will provide the knowledge base necessary for students to successfully attain a position in Spa Management or for the Massage Therapy student to successfully apply for a position in the massage therapy field or establish a private practice. The student should be able to use these preparatory skills to facilitate the attainment of his/her career goals.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Summer semester

HOS250G : Event Planning

This course is designed to provide an introduction to the principles of event management. The student will examine event planning models and focus on the details required to plan special events. Emphasis is on the planning stage with research in selecting event themes and sites. Specific topics include event administration, detailed tasks and responsibilities, negotiations, staff management, budgeting, finance, advertising and promotion. Students will have the opportunity to volunteer and participate in a variety of area cultural, business, and tourism related events.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Spring semester

HOS255G : Catering Sales & Event Management

This course is designed to introduce students to the world of on-premise catering by delving into the different aspects of catering sales and event management from the venue's perspective. Students will learn about the different types of events and meals beginning with the sale and marketing of the venue. Understanding how to plan and execute an event from start to finish will be the core emphasis of this course. Students will apply the basic principles of working with an event planner by initiating and executing all of the steps required in planning the event including meal functions, room setup, production & solicitation. Students will also have the opportunity to learn the Delphi Sales and Catering system which is used by catering and sales professionals worldwide.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Fall semester

HOS275G : Professional Development

Regardless of the career path a student chooses, developing career goals, demonstrating professional practices, and managing effective workplace relationships will all play an integral role in career success. Some key topics addressed in this course include professional business communication practices via e-mail, text, face to face, and phone, appropriate business dress, business lunch etiquette, managing your online image, leading productive meetings, resolving conflict, and developing essential interviewing, networking, and negotiating skills. This course will provide students with the professional development skills and knowledge needed for successful transition onto the next stage of his or her career.

Credits 3

Theory Hours 3

Lab Hours 0

Semester Offered

Fall/Spring semesters

HOS280G : Hospitality Industry Internship

This course is designed to enrich the student's academic learning experience by integrating classroom theory and on-the-job experience in the hospitality industry. With coordinator assistance, the student will self-place into an internship site at which practical experience related to the hospitality industry can be acquired. Students must work at least 100 hours and complete an internship portfolio as part of final requirements for this course.

Credits 3

Theory Hours 0

Lab Hours 9

Prerequisites

[HOS110G](#), [HOS210G](#), and coordinator approval

Semester Offered

All semesters