

A.O.S. Degree Program in Hospitality Management

HEGIS Code 5010

The Hospitality Management Associate in Occupational Studies Degree is a two-year program that prepares prospective students for entry-level employment in the hospitality industry as client ambassadors, hosts/hostesses, floor supervisors, receptionists, sales and marketing agents, casino dealers, booth cashiers, concierge agents, and other hospitality service workers. The program engages students in comprehensive business and hospitality fundamentals such as Customer Service Management, Principles of Sales

and Salesmanship, Business Mathematics, Business Communications, and Salesmanship. Students also learn the intricacies of casino gaming and support operations, lodging management, event planning, food and beverage, revenue management, and scheduling.

***Graduation Requirements:** Students must complete a minimum of 60 credits of required and elective courses with a minimum cumulative GPA of 2.0.

REQUIREMENTS FOR THE A.O.S. DEGREE PROGRAM IN HOSPITALITY MANAGEMENT

General Education Requirements		Credits	Suggested Sequence of Courses		Credits
PSY104	Introduction to Psychology	3	Semester 1		
CTC101	Critical Thinking	1	BUS101	The Hospitality Industry	3
ILR101	Introduction to Information Literacy and Research Methods	1	BUS188	Introduction to Business	3
ENG106	College English I	3	CTC101	Critical Thinking	1
ENG207	College English II or		FRS100	Freshman Seminar	1
ENG208	The Contemporary American Short Story	3	ILR101	Introduction to Information Literacy and Research Methods	1
SPE100	Speech Communication	3	COM100	Introduction to Computers	3
			ENG106	College English I	3
				Sub-total	15
Requirements for the Major			Semester 2		
BUS101	The Hospitality Industry	3	BUS197	Business Mathematics	3
BUS188	Introduction to Business	3	ENG207	College English II or	
BUS198	Business Communications	3	ENG208	The Contemporary American Short Story	3
FRS100	Freshman Seminar	1	ACC100	Principles of Accounting I	3
COM100	Introduction to Computers	3	SPE100	Speech Communication	3
BUS197	Business Mathematics	3	PSY104	Introduction to Psychology	3
ACC100	Principles of Accounting I	3		Sub-total	15
BUS110	Hotel and Resort Management	3	Semester 3		
BUS107	Casino Gaming Operations	3	BUS110	Hotel and Resort Management	3
*BUS250	Events and Convention Management	3	BUS107	Casino Gaming Operations	3
BUS102	Customer Service Management	3	BUS198	Business Communications	3
BUS208	Casino Ancillary Operations	3	BUS102	Customer Service Management	3
BUS211	Revenue Management	3		Elective(s)	3
BUS215	Salesmanship and Management	3		Sub-total	15
*PCD200	Professional Career Development and Management	3	Semester 4		
			BUS208	Casino Ancillary Operations	3
Elective Requirements		3	BUS211	Revenue Management	3
Elective(s)			BUS215	Salesmanship and Management	3
(to be selected from approved electives or courses in other programs provided prerequisites and corequisites are met)			PCD200	Professional Career Development and Management	3
			BUS250	Events and Convention Management	3
				Sub-total	15

Total Credits Required for the A.O.S. Degree Program in Hospitality Management 60

*Capstone Course

Total Credits Required for the A.O.S. Degree Program in Hospitality Management 60

Certificate Program in Hospitality Management

HEGIS Code 5010

The Hospitality Management Certificate is a two-semester curriculum that sets future alumni on the fast track for employment in the hospitality industry as client ambassadors, hosts/hostesses, floor supervisors, receptionists, casino dealers, booth cashiers, concierge agents, and hospitality service workers. The certificate program emphasizes core hospitality and business fundamentals such as customer service management,

principles of sales, business math, and salesmanship. Students also learn the intricacies of casino gaming and support operations, lodging management, event planning, food and beverage, revenue management, and scheduling.

***Graduation Requirements:** Students must complete a minimum of 30 credits of required and elective courses with a minimum cumulative GPA of 2.0.

REQUIREMENTS FOR THE CERTIFICATE PROGRAM IN HOSPITALITY MANAGEMENT

Requirements for the Major	Credits	Suggested Sequence of Courses	Credits
Semester 1			
BUS101 The Hospitality Industry	3	BUS101 The Hospitality Industry	3
COM100 Introduction to Computers	3	BUS197 Business Mathematics	3
BUS197 Business Mathematics	3	BUS110 Hotel and Resort Management	3
BUS110 Hotel and Resort Management	3	BUS107 Casino Gaming Operations	3
BUS107 Casino Gaming Operations	3	BUS102 Customer Service Management	3
BUS102 Customer Service Management	3	COM100 Introduction to Computers	3
BUS208 Casino Ancillary Operations	3	Sub-total	15
BUS211 Revenue Management	3	Semester 2	
BUS215 Salesmanship and Management	3	BUS102 Customer Service Management	3
*BUS250 Events and Convention Management	3	BUS208 Casino Ancillary Operations	3
		BUS211 Revenue Management	3
		BUS215 Salesmanship and Management	3
		BUS250 Events and Convention Management	3
		Sub-total	15
Elective(s) (to be selected from approved electives or courses in other programs provided prerequisites and corequisites are met)			
<hr/> Total Credits Required for the Certificate Program in Hospitality Management		<hr/> Total Credits Required for the Certificate Program in Hospitality Management	
30		30	

*Capstone Course

Business

BUS100 Business Legal Concepts and Terminology 3 Credits

This course will develop a student's understanding of the fundamental legal and business principles that apply to common business transactions. The main emphasis will be on contracts. Topics include: Nature and Classes, Offer and Acceptance, Defective Agreements, Capacity to Contract, Consideration, Illegal Agreements, Form of Contracts, and Termination of Contracts. Other topics will include the legal system, the legal environment, and personal property (bailments).

BUS101 The Hospitality Industry 3 Credits

This course is designed to enhance fundamental understanding and knowledge of the hospitality industry and its principal commercial sectors. Topics of discussion include tourism, gaming, social and business events.

BUS102 Customer Service Management 3 Credits

With global markets more jam-packed than ever, it is a major challenge for organizations to attract and retain customers. In this course, students will learn to develop and sustain productive and long-term customer relationships in order to enhance the competitive advantage of a business. This course will allow students to identify customers and meet customer needs. Students will be introduced to the customer/supplier chain and examine how employees' actions can directly impact customers impressions of the organization.

BUS107 Casino Gaming Operations 3 Credits

This class provides training in casino management. Students also learn the intricacies of gaming operations.

BUS110 Hotel and Resort Management 3 Credits

This course examines key aspects of hotel and resort operations. Students gain knowledge of both frontline and support functions of the hotel and resort industry. Areas of discussion include, but are not limited to, housekeeping, sales and marketing, front office administration, and food and beverage operations.

BUS162 Introduction to Facilities Management 3 Credits

Students are taught the fundamental and practical guidelines of effective facility management. Topics of discussion include facility strategy and planning, information system and technology, maintenance operations and services, sustainability, safety and security, and project and construction management.

BUS174 Personal and Institutional Planning 3 Credits

This course provides information on policy development and planning for the older adult. Students will become aware of the current mandated policies in the United States affecting older adults as well as current legislative efforts that impact older adults. Tools, strategies, and resources that shape social policy are addressed as well as programs and services currently in place.

BUS188 Introduction to Business 3 Credits

This course is designed to give students a basic foundation in the functions and operations of business organizations. Emphasis is placed on the study of business management and the various elements of both

the social and economic environments, which continuously change the business world. Business Ownership, Marketing, Finance, Human Resources and Information Systems will be covered.

BUS197 Business Mathematics 3 Credits

In this course the fundamentals of mathematics are reviewed with a special emphasis placed on their application to practical business situations, problems and forms. Topics covered will be percentage, payroll, marketing, inventory and depreciation, finance, investment and the mathematics of business management.

BUS198 Business Communications 3 Credits

In this course students will learn to improve communication through various written documents, learn to improve verbal communication and improve interpersonal communication. This course emphasizes the importance of communication in business, and gives special attention to proofreading and mechanics of grammar.

Prerequisite: ENG106 College English I for students enrolled in or after December 2011

BUS208 Casino Ancillary Operations 3 Credits

The goal of this course is to expose students to all major casino support departments and the roles they play. Students will examine key functional divisions. Additional focus will be placed on backend operations.

BUS211 Revenue Management 3 Credits

Students learn the fundamental and practical aspects of revenue management, an applied business science that analyzes consumer demand and behavior to optimize business product and pricing tactics. Enrollees will engage in extensive analyses of markets and consumers, as well as apply key concepts and practices to various industries and businesses.

Prerequisites: BUS188 Introduction to Business or
BUS101 The Hospitality Industry

BUS215 Salesmanship and Management 3 Credits

Students engage in practical lessons on effective salesmanship and management obligations in a sales team. Primary focus will revolve around the intricacies of the personal selling process and sales ethics. Additional topics of discussion include recruitment, training, leadership, motivation, compensation, sales projections, and financial issues.

BUS250 Events and Convention Management 3 Credits

This course provides a closer look at the strategies of marketing to large groups and the business of booking meetings and conventions. Meeting planning requires a strong knowledge of venues, special events and meeting arrangements, marketing and sales, foods and beverages, menu development, and operational controls. Administrative tools for the planning and actual operation of events will be reviewed. Students will also use the Delphi system and learn the daily operations of hotel and systems management. Upon successfully completing the Delphi program, student will receive certification.

Prerequisite: COM100 Introduction to Computers
BUS101 The Hospitality Industry
BUS107 Casino Gaming Operations

BUS289 Organizational Behavior and Management
3 Credits

This course is designed to introduce students to the process of managing and working effectively with people. Emphasis is given to clarifying and sharpening management values, knowledge, and skills with special focus on decision making, leadership, ethics, and quality.
Prerequisite: BUS188 Introduction to Business

BUS290 Human Resources Management
3 Credits

This course is designed to introduce students to the area of Human Resources and the realm of the Human Resource Manager. Emphasis is placed on practical and interrelated Human Resource Management activities, including strategic planning and analysis, equal employment opportunity compliance, staffing, training, compensation, benefits, management, and labor relations. Contemporary issues related to Human Resources, including ethics, safety laws and regulations, affirmative action, collective bargaining, change, diversity, teamwork, and globalization are also discussed.
Prerequisite: BUS188 Introduction to Business

BUS291 Business Finance
3 Credits

This course will introduce the basic principles of financial management such as accounting fundamentals to include analyzing and forecasting financial statements, working capital management, short-term and long-term financing, and capital budgeting. This course is designed to prepare students to be successful small business owners as well as finance managers in a challenging business world.
Prerequisites: BUS188 Introduction to Business and ACC100 Principles of Accounting I (only required for students enrolled in or after October 2009)

BUS292 Principles of Marketing
3 Credits

This course is designed to introduce students to marketing concepts, the role of marketing in business and society, and decision-making factors.
Prerequisite: BUS188 Introduction to Business

BUS294 Small Business Management
3 Credits

This course is designed to focus on the opportunities and challenges of creating and managing a new organization. Topics examined will include identifying and capitalizing on new business venture opportunities, developing effective strategies to align a company with its environment, building organizational structures to implement strategies, as well as financing and marketing the new business venture.
Prerequisite: BUS188 Introduction to Business

PCD200 Professional Career Development and Management
3 Credits

In this course students are introduced to the modern workplace. Office protocol, personnel policies, office politics, and the office culture will be discussed. Students will be prepared to make the transition from college student to employee through learning how to conduct a job search, prepare a professional resume and thank you letter, dress for the interview, develop interviewing techniques, and meet and exceed employer expectations. Students will also learn how to analyze their own unique talents and job skills and present those to prospective employers. The course will also help develop student confidence through the practice of mock interviews, stress management and time management techniques.
Prerequisites: COM100 Introduction to Computers

