

# Hospitality and Tourism (HOST)

## Hospitality and Tourism (HOST) Classes

### HOST 100 : Career and Customer Service Skills

**Credits:** 3

**Class Hours:** 2 lecture and 2 lecture/lab

**Recommended:** Qualified for ENG 100.

**Comments:** Prior Learning Assessment credit available for this course.

**Description:** This course builds and maintains the critical skills and understanding necessary to be a dynamic and successful member of today's rapidly growing service industry. Individuals who work with customers will gain insight into customer behavior and attitudes. Students will develop strategies and skills necessary to create positive relationships encountered in various career situations.

**Semester Offered:** Fall, Spring

**Course Student Learning Outcomes (CSLOs):**

1. Apply job search strategies and techniques applicable to the hospitality and tourism industry and other related pathways.
2. Develop strategies that enhance guest satisfaction, exceed expectations, win loyalty, and address service recovery in the hospitality and tourism industry.
3. Create a career path to meet individual goals.
4. Demonstrate professionalism, business etiquette, ethical and value-based behaviors.

### HOST 101 : Introduction to Hospitality and Tourism

**Credits:** 3

**Class Hours:** 3 lecture

**Comments:** Prior Learning Assessment credit available for this course.

**Description:** This course provides an overview of the travel industry and related major business components. Students will analyze the links between travel, lodging, food, recreation, and other tourism-related industries.

**Semester Offered:** Fall, Spring

**Course Student Learning Outcomes (CSLOs):**

1. Distinguish the organizations, operational characteristics, and interrelationships of the sectors of the hospitality and tourism industry (travel/tourism, lodging, food/beverage, recreation, and events).
2. Differentiate the products, services, and systems that influence leisure and business travel to a destination.
3. Explain historical events, current trends, and sustainable practices (social, economic, cultural and/or environmental) in the hospitality and tourism industry.
4. Identify the career opportunities, job qualifications, and benefits provided by the various sectors of the hospitality and tourism industry.
5. Recognize the importance of incorporating host cultural values in the hospitality and tourism industry.

### HOST 150 : Housekeeping Operations

**Credits:** 3

**Class Hours:** 3 lecture

**Recommended:** "C" or higher in HOST 101.

**Comments:** Prior Learning Assessment credit available for this course.

**Description:** This course studies the professional management of housekeeping operations including practical applications and management skills required to ensure quality service and effective performance.

**Semester Offered:** Spring

**Course Student Learning Outcomes (CSLOs):**

1. Develop and demonstrate safe, effective, efficient, and sustainable practices related to various housekeeping tasks and operational responsibilities.

2. Identify and critique the responsibilities and functions of housekeeping operations and analyze the importance of inter-/intra-departmental relationships and Hawaiian host cultural values.
3. Analyze the management functions of housekeeping operations including planning, organizing, staffing, controlling, and evaluating techniques required to ensure quality service, efficient productivity, and effective performance.

## HOST 152 : Front Office Operations

**Credits:** 3

**Class Hours:** 3 lecture

**Recommended:** "C" or higher in HOST 101.

**Comments:** Prior Learning Assessment credit available for this course.

**Description:** This course studies the philosophy, theory, and current operating procedures of a hotel front office. It concentrates on the human relations skills necessary for effective guest and employee relations, and the technical skills necessary to operate a manual, mechanical, or computerized front office operation.

**Semester Offered:** Fall

**Course Student Learning Outcomes (CSLOs):**

1. Interpret statistical information that affects lodging operations.
2. Distinguish and connect the various classifications of lodging operations to work effectively in a front office environment.
3. Perform each of the major front office functions following industry regulations to facilitate transition into a lodging front office environment.

## HOST 154 : Food and Beverage Operations

**Credits:** 3

**Class Hours:** 3 lecture

**Recommended:** "C" or higher in HOST 101.

**Comments:** Prior Learning Assessment credit available for this course.

**Description:** This course introduces the basic principles of marketing, menu planning, service styles, nutrition, sanitation and safety, purchasing, and control systems as they apply to food and beverage management in an operational setting. The course provides practical applications to effectively manage resources for food and beverage industry operations.

**Semester Offered:** Spring

**Course Student Learning Outcomes (CSLOs):**

1. Recognize the responsibilities involved in successfully managing and marketing various food and beverage operations.
2. Demonstrate applicable service, sanitation, and safety skills to improve employee performance and enhance guest satisfaction.
3. Evaluate effective practices and trends as they relate to nutrition, menu planning, purchasing, pricing, preparation, and production.
4. Participate in and evaluate service delivered through a back-of-the-house and front-of-the-house campus/community industry function.
5. Determine the components involved in the financial management of food and beverage operations to promote fiscal success.

## HOST 280 : Hospitality Management

**Credits:** 3

**Class Hours:** 3 lecture

**Prerequisites:** "C" or higher in HOST 101.

**Recommended:** Qualified for ENG 100.

**Comments:** Prior Learning Assessment credit available for this course.

**Description:** This course examines the key principles and processes of management in the hospitality industry that are essential for organizational effectiveness. The course focuses on leadership skill building, decision-making processes, and human relations management.

**Semester Offered:** Fall

**Course Student Learning Outcomes (CSLOs):**

1. Demonstrate decision-making skills by applying key management concepts and principles.
2. Apply leadership skills that impact hospitality organizational effectiveness.
3. Relate Hawaiian values to value-centered management.

## HOST 293 : Hospitality and Tourism Internship

**Credits:** 3

3 credits = 225 hours of work experience

**Prerequisites:** Hospitality and Tourism or Culinary Arts major. Department approval. Approval of instructor. "C" or higher in HOST 101.

**Recommended:** "C" or higher in HOST 100, HOST 150, HOST 152, and HOST 280.

**Comments:** Prior Learning Assessment credit available for this course.

**Description:** This is a supervised field experience that is related to the student's major or career goals. The experience will enable the student to apply knowledge and skills learned in coursework to the work environment.

**Semester Offered:** Fall, Spring

**Course Student Learning Outcomes (CSLOs):**

1. Analyze and propose solutions for improvement of the technical and human skills, work habits, inter-relationships, operational measures of success, quality assurance methods, and sustainability practices in the workplace.
2. Apply job readiness skills to obtain and complete an internship in the hospitality industry.
3. Perform duties at the internship site applying industry standards and skills, and classroom knowledge.
4. Evaluate one's career goals, accomplishments, achievements, and activities during their academic journey.