

**Student Learning Outcomes, Hotel and Restaurant Management Program, Fall 2003**

Content Area	SLO	Knowledge of...	The ability to...	As evidenced by...
<p><b>Food and Beverage</b></p>	<p>The knowledge to manage the professional preparation, presentation and service of quality food.</p>	<ul style="list-style-type: none"> <li>•History and culture of food</li> <li>•Sensory evaluation of food</li> <li>•Basic nutrition</li> <li>•Role of food in promotion of a healthy lifestyle</li> <li>•Culinary techniques</li> <li>•Quality food standards</li> <li>•Food technology including biotechnology and food irradiation</li> <li>•Food safety, sanitation, HACCP, and food security</li> <li>•Food production systems</li> <li>•Ecological issues related to foodservices</li> <li>•Wines, beers and spirits as a complement to food</li> <li>•Managed services and franchise opportunities</li> </ul>	<ul style="list-style-type: none"> <li>•Design and analyze menus for foodservice operations</li> <li>•Produce a quality product in quantity</li> <li>•Prepare and present food in a professional manner</li> <li>•Operate and maintain basic foodservice equipment</li> <li>•Develop a HACCP plan for a foodservice operation</li> </ul>	
<p><b>Lodging and Tourism</b></p>	<p>The knowledge to manage and evaluate functional systems in lodging operations.</p>	<ul style="list-style-type: none"> <li>•History of lodging and tourism</li> <li>•Environmental and ecological issues related to lodging and tourism</li> <li>•Management of guest services</li> <li>•Food and beverage operations as they relate to lodging</li> <li>•Sales and marketing of lodging operations</li> <li>•The housekeeping role in lodging operations</li> <li>•Safety and property security</li> <li>•Facility engineering and maintenance</li> <li>•Comptroller functions in lodging operations</li> <li>•(Front Office Management)</li> <li>•(Reservation Systems)</li> <li>•(Franchise Opportunities)</li> </ul>	<ul style="list-style-type: none"> <li>•Understand the internal and external components of managing lodging properties.</li> <li>•Relate the science and art of management to the lodging industry.</li> <li>•Develop a realistic perspective about the intricacies of managing a lodging property in a rapidly changing global environment, through practical analysis and critical thought processes.</li> <li>•Operate and manage operations in functional areas of a lodging property effectively and efficiently.</li> <li>•Build strong financial and statistical analysis skills by using quantitative and qualitative methods.</li> </ul>	

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<b>Management</b>	Be able to integrate human, financial, and physical resource management into foodservice and lodging operations.	<p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>•Laws and regulations that impact human resources</li> <li>•Labor relations</li> <li>•The employment process including recruitment and selection of employees</li> <li>•Developing and maintaining a workforce including training and development, performance appraisal and compensation management</li> </ul> <p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>•General accounting procedures</li> <li>•Analysis of financial statements</li> <li>•Tools to compare and analyze the effectiveness of food and lodging operations</li> <li>•Cost controls related to hospitality operations</li> <li>•Budgeting</li> <li>•Room revenue management</li> <li>•Management of sales and effective marketing strategies</li> </ul> <p><b>Physical Resource Management</b></p> <ul style="list-style-type: none"> <li>•Laws and regulations that impact food and lodging operations</li> <li>•Procurement</li> <li>•Product flow and ergonomics</li> <li>•Technology for problem solving and decision-making</li> </ul>	<ul style="list-style-type: none"> <li>•Identify and recognize legal issues that may impact human resource decisions</li> <li>•Develop an in-service training for employees</li> </ul> <ul style="list-style-type: none"> <li>•Develop and analyze financial statements in hospitality operations</li> <li>•Utilize ratio analysis of financial information</li> <li>•Apply various cost concepts in hospitality operations</li> <li>•Monitor and control costs in hospitality operations</li> <li>•Explain the budget preparation process and variance analysis</li> <li>•Apply price-decision tools in hospitality operations.</li> </ul> <ul style="list-style-type: none"> <li>•Identify and recognize legal issues that may impact the management of physical resources</li> <li>•Use technology for problem solving and decision making</li> <li>•Apply ergonomics to increase productivity</li> </ul>	

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<b>Critical Thinking</b>	Be able to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.	<ul style="list-style-type: none"> <li>•Current and potential issues, trends and problems that could impact food and lodging operations</li> <li>•Methods to identify assumptions underlying the issues/problems</li> </ul>	<ul style="list-style-type: none"> <li>•Examine, question and explore multiple perspectives or alternatives to a problem</li> </ul>	
<b>Communication</b>	Be able to use professional written and oral communication skills and technology to successfully communicate.	<ul style="list-style-type: none"> <li>•Modes of communication appropriate for a variety of specific audiences</li> <li>•How to use written communication to convey clearly ideas and thoughts</li> <li>•Verbal communication in one-on-one, group, formal presentation settings.</li> <li>•Use of visual communication and technology to enhance and supplement communication.</li> </ul>	<ul style="list-style-type: none"> <li>•Determine appropriateness of communication forms for audiences and contexts</li> <li>•Use oral, written, and visual communication in presenting an oral presentation to a group</li> <li>•Use current information technologies</li> <li>•Use written communication to convey clearly ideas and thoughts</li> </ul>	

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<b>Diversity</b>	Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.	<ul style="list-style-type: none"> <li>•Cultures and world-views different from their own</li> <li>•The changing demographics of the populations in the United States</li> <li>•How socio-historical and cultural background influence their development and interpersonal relationships</li> <li>•The impact decisions and policies have on global societies</li> <li>•Global citizenship</li> </ul>	<ul style="list-style-type: none"> <li>•Participate in activities aimed at solving human problems</li> <li>•Work cooperatively as a team with diverse people</li> <li>•Discuss and negotiate controversial issues</li> <li>•Accept responsibility to be empathetic towards others and consider the impact of decisions on others</li> <li>•Practice sensitivity, adaptability, and flexibility in intercultural settings</li> <li>•Identify key issues in hospitality that relate to global citizenship</li> </ul>	
<b>Ownership of Learning</b>	Recognize the importance of lifelong learning and identify and apply appropriate resources utilizing trends associated with the economical, social, technological, political, and ecological environments.	<ul style="list-style-type: none"> <li>•The importance of life-long learning</li> <li>•Appropriate resources to gain information</li> </ul>	<ul style="list-style-type: none"> <li>•Use resources and initiative to find and manage information</li> </ul>	
<b>Professional Development</b>	Practice professional ethics, provide leadership, demonstrate personal and global responsibility and work effectively as a team member.	<ul style="list-style-type: none"> <li>•Professional ethics</li> <li>•Personal and social responsibility</li> <li>•Leadership</li> <li>•How to effectively work as a team member</li> <li>•The impact of environmental trends on career planning</li> </ul>	<ul style="list-style-type: none"> <li>•Make ethical decisions</li> <li>•Work effectively as a team member</li> <li>•Assess the environment to make appropriate career decisions</li> </ul>	