

GENERAL INFORMATION			
Name: Shelly Fano/Ana Cruz	Phone #: 305-237-3370		
Course Prefix/Number: HFT 1000	Course Title: Introduction to Hospitality		
Number of Credits: 3			
Degree Type	<input type="checkbox"/> B.A. <input type="checkbox"/> B.S. <input type="checkbox"/> B.A.S <input checked="" type="checkbox"/> A.A. <input checked="" type="checkbox"/> A.S. <input type="checkbox"/> A.A.S. <input checked="" type="checkbox"/> C.C.C. <input type="checkbox"/> A.T.C. <input type="checkbox"/> V.C.C		
Date Submitted/Revised:	Effective Year/Term: 2009-1		
<input type="checkbox"/> New Course Competency <input checked="" type="checkbox"/> Revised Course Competency			
Course to be designated as a General Education course (part of the 36 hours of A.A. Gen. Ed. coursework): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
The above course links to the following General Education Outcomes: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Communication <input type="checkbox"/> Numbers / Data <input type="checkbox"/> Critical thinking <input checked="" type="checkbox"/> Information Literacy <input type="checkbox"/> Cultural / Global Perspective </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Social Responsibility <input checked="" type="checkbox"/> Ethical Issues <input type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input type="checkbox"/> Environmental Responsibility </td> </tr> </table>		<input checked="" type="checkbox"/> Communication <input type="checkbox"/> Numbers / Data <input type="checkbox"/> Critical thinking <input checked="" type="checkbox"/> Information Literacy <input type="checkbox"/> Cultural / Global Perspective	<input type="checkbox"/> Social Responsibility <input checked="" type="checkbox"/> Ethical Issues <input type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input type="checkbox"/> Environmental Responsibility
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Course Description: In this introductory course, students will learn the basic overview and understanding of the hospitality, lodging and food service industry by tracing the industry's growth and development, reviewing the organization of hotel and food and beverage operations and hospitality industry, and focusing on industry opportunities and future trends.			
Prerequisite(s):	N/A		
Co requisite(s):	N/A		

Course Competencies:

Competency 1: The student will be able to identify and describe the components of the hospitality industry by:

1. Describing characteristics of the hospitality industry.
2. Explaining the concept of corporate cultures.
3. Describing the importance of service and quality management.

Competency 2: The student will be able to identify and describe career opportunities in the hospitality industry by:

1. Discovering departments, periphery and support businesses in the hospitality industry.
2. Building a resume and cover letter appropriate for the industry.

Competency 3: The student will be able to identify and describe the components of the food service industry and its components by:

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1. Describing food management and planning.
2. Identifying trends in food and beverage operations.
3. Describing bar and beverage management.
4. Explaining liability laws Competency.

Competency 4: The student will be able to identify and describe the components of the lodging industry and its components by:

1. Explaining the functions and departments of a hotel.
2. Describing the role of the management and the managerial structure in a hotel.
3. Identifying trends in hotel operations.
4. Interpreting property management systems.

Competency 5: The student will be able to identify and describe the components of casino and club management by:

1. Defining gaming entertainment.
2. Explaining positioning in gaming entertainment.
3. Identifying trends in club and gaming industry.

Competency 6: The student will be able to demonstrate knowledge of the convention and meeting industry by:

1. Identifying types of meetings.
2. Labeling key players in the meeting and convention industry.
3. Explaining how to identify trends in convention, meeting and exposition industry.

Competency 7: The student will be able to identify and describe the components of the cruise line industry by:

1. Describing departments that make up a cruise line.
2. Becoming familiar with port rules and regulations.
3. Identifying trends in the cruise line industry.

Competency 8: The student will be able to manage hospitality industry human resources by:

1. Identifying recruitment and selection procedures.

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2. Explaining the importance performance appraisals.
3. Defining Equal opportunity employment.
4. Describing challenges of working in a cultural diverse industry.
5. Explaining the American with Disabilities Act.

Competency 9: The student will be able to identify marketing resources and opportunities by:

1. Identifying the importance of marketing and its uses.
2. Identifying the components to an environmental analysis.
3. Creating a market assessment analysis.

Competency 10: The student will be able to demonstrate knowledge of ethical procedures in the hospitality industry by:

1. Explaining the challenges created by ethical dilemmas in hospitality.
2. Describing social responsibilities in business.

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