

**COLLEGE-WIDE ACADEMIC AND STUDENT SUPPORT COUNCIL**  
**TUESDAY, APRIL 13, 2004**  
**WOLFSON CAMPUS –ROOM 2106 – 1:30 P.M.**  
**MINUTES**

**CHAIR:** Ian Cobham

**MEMBERS PRESENT:** Maria Alvarez  
Toni Bilbao  
Oscar DeArmas  
Armando Ferrer  
Gail Hawks  
Michael Kaldor  
Deborah Keeler  
Magdalena Lamarre  
Larry LaClair  
Jocelyne Legrand  
Neil Olsen  
David Paul  
Lourdes Perez  
Nidia Romer  
Lucy Spence  
Lynn White-Person

Jennifer Jean Baptiste  
Jan Burlison  
Shirly Ferguson  
Karen Hays  
Susan Kah  
Ece Karayalcin  
Peter Kuentzel  
Josefina Llarena  
Patricia Lassiter  
Connie Miller  
Lourdes Oroza  
Nelson Pena  
Leslie Roberts  
Emily Sendin  
James Sullivan

**MEMBERS ABSENT:** Joshua Arjona  
Malou Harrison (Substitute Lynn White-Person)  
Harry Hoffman (Sent Notification)  
Maria Jofre (Sent Notification)  
Kaiyang Liang (Sent Notification)  
Sean Madison (Sent Notification)  
Clyde Pfleegor (Substitute Larry LaClair)  
Melinda Prague (Sent Notification)  
Herbert Robinson (Substitute Jan Burlison)  
Penny Roache (Sent Notification)  
Nelson Santiago (Sent Notification)  
Annette Torna

**PRESENTER:** Patrick Bibby  
Ernesto Saborio  
Gina Cortes-Suarez  
Cathy Morris  
David Countin

**RESOURCE:** Julian Chiu  
Luisana Leon  
MaryAnn Miller  
Luisana Leon  
Jeffrey Lukenbill

**RECORDER:** Carol McAlister

1. **Call to Order**

Ian Cobham called the meeting to order.

2. **Approval of the March 9, 2004 College-wide CASSC Minutes**

The minutes were approved with the following changes:

(a.) **Item 3 (Environmental Science Technology Curriculum)**

Concerning the Environmental Science Technology curriculum that was approved at the March 9, 2004 College-wide CASSC meeting, Michael Kaldor requested that the minutes indicate that there was discussion concerning the need for input from the Physical Science faculty.

(b.) On page 5, change EVR##### to EVR XXXX.

3. **Presentation to Outgoing Resource Person**

On behalf of College-wide CASSC, Ian Cobham presented MaryAnn Miller with a Certificate of Appreciation and a gift. Ian recognized and thanked MaryAnn for her service as a valuable resource to College-wide CASSC and the Coordinating Committee since 1998. MaryAnn is moving to Boston to be with her family.

4. **Presentations to Outgoing Members**

Dr. Lukenbill, on behalf of College-wide CASSC, Dr. Padrón and Dr. Sigler, recognized and thanked the outgoing members for their service to college-wide CASSC. He also recognized MaryAnn Miller for her hard work, thoroughness, knowledge of curriculum, and wonderful spirit.

Presentations were made to the following outgoing members:

Emily Sendin	2002-2004	College Prep	InterAmerican Campus
Peter Kuentzel	2002-2004	Arts & Philosophy	Kendall Campus
Nidia Romer	2002-2004	Natural Science	Kendall Campus
Jocelyne Legrand	2003-2004	Social Science	Wolfson Campus
Connie Miller	2002-2004	Nursing	Medical Center Campus
Oscar DeArmas	2002-2004	Design Technology	College-wide Representative
James Sullivan	2002-2004	School of Education	College-wide Representative
Jennifer Jean Baptiste	2003-2004	Student Representative	Wolfson Campus
Shirly Ferguson	2002-2004	Student Services	Kendall Campus
		Staff Representative	

Josefina Llarena      2002-2004      Student Services      InterAmerican Campus  
Staff Representative

Ian Cobham      2002-2004      Math      Homestead Campus  
**Current College-wide CASSC Chair (2003-2004)**

5. **College-wide CASSC Representation for Upcoming Meetings**

Ian Cobham explained that although we honored those who are leaving CASSC, the term of service does not end until the end of the academic year. It is imperative that we have representation at the May and June meetings as CASSC tentatively has important curriculum items coming forth. If you will not be able to attend a meeting, please send a representative from your area as it is necessary to have a quorum to vote.

6. **Curriculum- New Associate in Applied Science Degree in Hospitality and Tourism Management**

Ernesto Saborio, School of Business, presented the new Associate in Applied Science Degree in Hospitality and Tourism Management, the College Credit Certificates in Lodging Rooms Division, Food and Beverage, and Cruise Line Management, along with 15 new courses and 2 existing courses with changes.

**New Associate in Applied Science Degree in Hospitality and Tourism Management**

**(A.A.S. Degree Description):**The Hospitality and Tourism Management Program provides professional preparation for a career in the hospitality industry. Hospitality Management is presented as a core curriculum with a hotel management specialization, a restaurant/food service management specialization, and a cruise line management specialization. An internship program is required to provide practical experience in the field of the student's choice. To transfer to a four-year institution, please see AS degree requirements or your program advisor.

**Associate in Applied Science Program Credits: 64 Credits**

**Major Course Requirements – 28 Credits Required**

ACG 2021	Financial Accounting	3 Credits	Co-Req ACG 2021L
ACG 2021L	Financial Accounting Lab	1 Credit	Co-Req ACG 2021
ECO 2013	Principles of Economics (Macro)	3 Credits	
HFT 1000	Introduction to the Hospitality Industry	3 Credits	
HFT 1212	Safety and Sanitation	3 Credits	
HFT 1949	Co-Op Work Experience 1	3 Credits	
HFT 2500	Marketing of Hospitality Service	3 Credits	
	Or		
MAR 1011	Principles of Marketing	3 Credits	
MAN 2300	Human Resource Management	3 Credits	
MAN 2021	Principles of Management	3 Credits	
	Or		
MNA 1345	Effective Supervision	3 Credits	
MKA 1045	Introduction to Customer Service	3 Credits	

ACG 2001 and ACG 2001L and ACG 2011 and ACG 2011L maybe taken in place of ACG 2021 and ACG 2021L (ACG 2021 and ACG 2021L cover in one term what ACG 2001, ACG 2001L, ACG 2011 and ACG 2011L covers in two terms)

**A. Lodging Management Specialization – 21 Credits Required**

(Select the following courses)

HFT 1631	Risk Management and Security	3 Credits
HFT 2241	Leadership & Quality Assurance Management	3 Credits
HFT 2444	E-Business for the Hospitality Industry	3 Credits
MKA 1021	Fundamentals of Selling	3 Credits

Select an additional 9 credits from the electives

**B. Food Service Management Specialization – 21 Credits Required**

(Select the following courses)

HFT 1841	Dining Room Service	3 Credits (Co-Req. HFT 1841L)
HFT 1841L	Dining Room Service Lab	1 Credit (Co-Req. HFT 1841)
HFT 1XXX	Point of Service	1 Credit
HFT 1XXX	Responsible Beverage Vendor	1 Credit
HFT 1852	Menu and Facilities Planning	3 Credits
HFT 2800	Food and Beverage Management	3 Credits
HFT 2260	Restaurant Management	3 Credits

Or

HFT 2750	Convention Services and Management	3 Credits
----------	------------------------------------	-----------

Select an additional 6 credits from the electives

**C. Cruise Line Management Specialization – 21 Credits Required**

(Select the following courses)

HFT 1631	Risk Management and Security	3 Credits
HFT 2XXX	Cruise Line Sales and Marketing	3 Credits
HFT 2241	Leadership and Quality Assurance Management	3 Credits
	Or	
MAN 2930	Creative Leadership	3 Credits
HFT 2444	E-Business for the Hospitality Industry	3 Credits

Select an additional 9 Credits from the electives.

**Electives – 6-9 CREDITS REQUIRED –**

**Select from college credit courses with the following prefixes:**

**ACG HFT FIN MAC MAR PUR TAX  
BUL ECO GEB MAN MNA OST SBM**

**Communications**

**3 Credits Required**

(Select the following course)

ENC 1101	English Comp 1
----------	----------------

**Oral Communications**

**3 Credits Required**

(Select the following course)

SPC 1026	Fund of Speech Comm
----------	---------------------

**Humanities**

**3 Credits Required**

(Select the following course)

PHI 2604	Critical thinking/Ethics	Pre-Req ENC 1101
----------	--------------------------	------------------

**Behavioral Science/Social Environment**

**3 Credits Required**

(Select the following course)

PPE 1005	Psy of Personal Eff
----------	---------------------

**Mathematics/Science**

**3 Credits Required**

(Select the following course)

QMB 2100 Basic Business Stat Pre-Req acceptable score on the algebra placement test of equivalent

Or

MTB 1103 Business Math

**Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses), a student must pass CGS 1060, an equivalent continuing education or vocational credit course, or retest with a passing score on the Computer Competency Test.

**NEW COLLEGE CREDIT CERTIFICATES**

**Rooms Division Specialist College Credit Certificate**

The Rooms Division Specialist College Credit certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the hotel sales and marketing industry. Students enrolled in this certificate are prepared for positions such as Front Desk Agent, and Guest Relations Agent. Credits earned can be applied to an Associate in Science degree in Hospitality Management which is fully transferable to public universities within the state of Florida.

**Major Course Requirements – 12 Credits Required**

(Select the following courses)

HFT 2444 E-Business for the Hospitality Industry 3 Credits

MKA 1021 Fundamentals of Selling 3 Credits

MKA 1045 Introduction to Customer Service 3 Credits

HFT 2410 Hotel Front Office Procedures 3 Credits

Total number of credits required for the Rooms Division Specialist College Credit Certificate, not including pre/co-requisites, is 12.

**Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency test.

**Rooms Division Operations College Credit Certificate**

The Rooms Division Operations College Credit Certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the hotel sales and marketing industry. Students enrolled in this certificate are prepared for positions such as Front Desk Supervisor, and Guest Relations Supervisor. Credits earned can be applied to an Associate in Science degree in Hospitality Management, which is fully transferable to public universities within the state of Florida.

**Major Course Requirements – 18 Credits Required**

(Select the following courses)

HFT 2444 E-Business for the Hospitality Industry 3 Credits

MKA 1021 Fundamentals of Selling 3 Credits

MKA 1045 Introduction to Customer Service 3 Credits

HFT 2410 Hotel Front Office Procedures 3 Credits

HFT 2252	Rooms Division Management	3 Credits
MNA 1345	Effective Supervision	3 Credits

Total number of credits required for the Rooms Division Operations College Credit Certificate, not including pre/co-requisites, is 18.

**Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency test.

**Rooms Division Management College Credit Certificate**

The Rooms Division Management College Credit Certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the hotel sales and marketing industry. Students enrolled in this certificate are prepared for positions such as Front Desk Manager, and Assistant Hotel Manager. Credits earned can be applied to an Associate in Science degree in Hospitality Management, which is fully transferable to public universities within the state of Florida.

**Major Course Requirements – 27 Credits Required**

(Select the following courses)

HFT 2444	E-Business for the Hospitality Industry	3 Credits
MKA 1021	Fundamentals of Selling	3 Credits
MKA 1045	Introduction to Customer Service	3 Credits
HFT 2410	Hotel Front Office Procedures	3 Credits
HFT 2252	Rooms Division Management	3 Credits
MNA 1345	Effective Supervision	3 Credits
MAN 2300	Human Resource Management	3 Credits
HFT 2421	Accounting for Hospitality	3 Credits
HFT 1631	Risk Management & Security	3 Credits

Total number of credits required for the Rooms Division Management College Credit Certificate, not including pre/co-requisites, is 27.

**Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency test.

**Food & Beverage Specialist College Credit Certificate**

The food and Beverage Specialist College Credit Certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the food and beverage industry. Students enrolled in this certificate are prepared for entry-level positions such as an expeditor, server or host/ess. Credits earned can be applied to an Associate in Science degree in Hospitality Management, which is fully transferable to public universities within the state of Florida.

**Major Course Requirements – 12 Credits Required**

(Select the following courses)

MKA 1045	Introduction to Customer Service	3 Credits
HFT 1212	Safety & Sanitation	3 Credits
HFT 1841	Dining Room Service	3 Credits
HFT 1841L	Dining Room Service Lab	1 Credit
HFT 1XXX	Point of Service	1 Credit
HFT 1 XXX	Responsible Beverage Vendor	1 Credit

Total number of credits required for the Food & Beverage Specialist College Credit Certificate, not including pre/co-requisites, is 12.

**Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency test.

**Food & Beverage Operations College Credit Certificate**

The Food & Beverage Operations College Credit Certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the food and beverage industry. Students enrolled in this certificate are prepared for positions such as Shift Supervisor, Restaurant Supervisor, Bar/Lounge Supervisor. Credits earned can be applied to an Associate in Science degree in Hospitality Management, which is fully transferable to public universities within the state of Florida.

**Major Course Requirements – 18 Credits Required**

(Select the following courses)

MKA 1045	Introduction to Customer Service	3 Credits
HFT 1212	Safety & Sanitation	3 Credits
HFT 1841	Dining Room Service	3 Credits
HFT 1841L	Dining Room Service Lab	1 Credit
HFT 1XXX	Point of Service	1 Credit
HFT 1 XXX	Responsible Beverage Vendor	1 Credit
HFT 1852	Menu & Facilities Planning	3 Credits
MNA 1345	Effective Supervision	3 Credits

Total number of credits required for the Food & Beverage Operations College Credit Certificate, not including pre/co-requisites, is 18.

**Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency Test.

### **Food & Beverage Management College Credit Certificate**

The Food & Beverage Operations College Credit Certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the food and beverage industry. Students enrolled in this certificate are prepared for positions such as Catering/Banquet Manager, Food & Beverage Manager, Restaurant Manager, and Lounge Manager. Credits earned can be applied to an Associate in Science degree in Hospitality Management, which is fully transferable to public universities within the state of Florida.

#### **Major Course Requirements – 27 Credits Required**

(Select the following courses)

MKA 1045	Introduction to Customer Service	3 Credits
HFT 1212	Safety & Sanitation	3 Credits
HFT 1841	Dining Room Service	3 Credits
HFT 1841L	Dining Room Service Lab	1 Credit
HFT 1XXX	Point of Service	1 Credit
HFT 1 XXX	Responsible Beverage Vendor	1 Credit
HFT 1852	Menu & Facilities Planning	3 Credits
MNA 1345	Effective Supervision	3 Credits
HFT 2800	Food and Beverage Management	3 Credits
MAN 2300	Human Resource Management	3 Credits
HFT 2260	Restaurant Management	3 Credits
	Or	
HFT 2750	Convention Services & Management	3 Credits

Total number of credits required for the Food & Beverage Management College Credit Certificate, not including pre/co-requisites, is 27.

#### **Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency Test.

### **Cruise Line Specialist College Credit Certificate**

The Cruise Line Specialist College Credit certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the Cruise Line Industry. Students enrolled in this certificate are prepared for positions such as Customer Service Representative and Sales Representative. Credits earned can be applied to an Associate in Science degree in Hospitality Management which is fully transferable to public universities within the state of Florida.

#### **Major Course Requirements – 12 Credits Required**

(Select the following courses)

MKA 1045	Introduction to Customer Service	3 Credits
HFT 2444	E-Business for the Hospitality Industry	3 Credits
HFT 2772	Introduction to Cruise Line Industry	3 Credits
MKA 1021	Fundamentals of Selling	3 Credits

Total number of credits required for the Cruise Line Specialist College Credit Certificate, not including pre/co-requisites, is 12.

### **Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency Test.

### **Cruise Line Operations College Credit Certificate**

The Cruise Line Operations College Credit certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the Cruise Line Industry. Students enrolled in this certificate are prepared for positions such as Sales Supervisor and Customer Service Supervisor. Credits earned can be applied to an Associate in Science degree in Hospitality Management which is fully transferable to public universities within the state of Florida.

#### **Major Course Requirements – 18 Credits Required**

(Select the following courses)

MKA 1045	Introduction to Customer Service	3 Credits
HFT 2444	E-Business for the Hospitality Industry	3 Credits
HFT 2772	Introduction to Cruise Line Industry	3 Credits
MKA 1021	Fundamentals of Selling	3 Credits
HFT 2XXX	Cruise Line Sales & Marketing	3 Credits
HFT 2XXX	Shoreside Operations	3 Credits

Or

HFT 2XXX	Shipboard Operations	3 Credits
----------	----------------------	-----------

Total number of credits required for the Cruise Line Operations College Credit Certificate, not including pre/co-requisites, is 18.

### **Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency Test.

### **Cruise Line Management College Credit Certificate**

The Cruise Line Operations College Credit certificate is designed to prepare students with a theoretical and practical foundation for a successful career in the Cruise Line Industry. Students enrolled in this certificate are prepared for positions such as Sales Manger, Customer Service Manager and Marketing Manager. Credits earned can be applied to an Associate in Science degree in Hospitality Management which is fully transferable to public universities within the state of Florida.

#### **Major Course Requirements – 27 Credits Required**

(Select the following courses)

MKA 1045	Introduction to Customer Service	3 Credits
HFT 2444	E-Business for the Hospitality Industry	3 Credits
HFT 2772	Introduction to Cruise Line Industry	3 Credits
MKA 1021	Fundamentals of Selling	3 Credits

HFT 2XXX	Cruise Line Sales & Marketing	3 Credits
HFT 2XXX	Shoreside Operations	3 Credits
	Or	
HFT 2XXX	Shipboard Operations	3 Credits
HFT 2241	Leadership and Quality Assurance Mgmt	3 Credits
	Or	
MAN 2930	Creative Leadership	3 Credits
HFT 1631	Risk Management and Security	3 Credits
HFT 1210	Human Relations and Supervisory Dev	3 Credits
	Or	
MNA 2120	Human Relations	3 Credits
	Or	
MNA 1345	Effective Supervision	3 Credits

Total number of credits required for the Cruise Line Management College Credit Certificate, not including pre/co-requisites, is 27

### **Computer Competency**

By the 16<sup>th</sup> earned college level credit (excluding EAP and college preparatory courses), a student must take the Computer Competency Test and pass

Or

By the 31<sup>st</sup> earned college level credit (excluding EAP and college preparatory courses) a student must pass CGS 1060, an equivalent continuing education or vocational credit course or retest with a passing score on the Computer Competency Test.

### **New Courses**

<u>Course</u>		<u>Credits</u>	<u>Campus</u>	<u>Eff. Term</u>
<u>Abb. No.</u>	<u>Course Title</u>			
HFT 1XXX	Responsible Beverage Vendor	1	1,2,3,5,6	2004-1

**Course Description:** Introduces students to the responsibilities and liabilities incurred by establishments and individuals who serve alcoholic beverages and to the local State of Florida, and Federal regulations related to the sale and consumption of alcoholic beverages. Students will gain knowledge of the effects of alcohol and how to evaluate guests while avoiding difficult situations.

**Prerequisite:** HFT 1000 – Introduction to the Hospitality Industry.

**Special Fee:** \$11.00

<u>Course</u>		<u>Credits</u>	<u>Campus</u>	<u>Eff. Term</u>
<u>Abb. No.</u>	<u>Course Title</u>			
HFT 1XXX	Point of Service (POS)	1	1,2,3,5,6	2004-1

**Course Description:** Provides the student with the opportunity to acquire knowledge of and use of the **MICROS©Point Of Sales** as a valuable and accurate tool to control the complete operation of hotels and restaurants. Students will gain knowledge and hands on experience from the initial ordering process to the final server’s activity on the floor, as well as knowledge of the related hardware and software. Cost controls, labor cost, inventories, payroll, and system maintenance for optimal performance will be analyzed in depth.

**Special Fee:** \$69.00

<u>Course</u>			<u>Credits</u>	<u>Campus</u>	<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>				<u>Term</u>
HFT 1212	Safety & Sanitation		3	1,2,3,5,6	2004-1

**Course Description:** The student will relate the principles and practices of safety and sanitation to the hospitality industry. Major topics are scientific rationales for safety and sanitation procedures, safe facilities, causes of food borne illnesses and preventive measures, sanitation practices, and safety regulations.

**Special Fees:** \$70.00

<u>Course</u>			<u>Credits</u>	<u>Campus</u>	<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>				<u>Term</u>
HFT 1631	Risk Management and Security		3	1,2,3,5,6	2004-1

**Course Description:** Provides the opportunity to examine issues surrounding the need for individualized security and surveillance programs, risk management and review systems. The student will examine a wide variety of security and safety equipment procedures and discuss guest protection, internal security for asset protection, and OSHA regulations that apply to lodging properties.

<u>Course</u>			<u>Credits</u>	<u>Campus</u>	<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>				<u>Term</u>
HFT 1841	Dining Room Service		3	1,2,3,5,6	2004-1

**Course Description:** Provides students with the opportunity to acquire knowledge of advanced service techniques, including guest satisfaction, food, wine and beverage serving, types of menus, table service techniques, tableside cooking, napkin folding, table setting, safety, sanitation, emergency procedures, restaurant technology, and service styles. Students will gain experience in cash and non-cash handling, forecasting sales, and merchandising techniques.

**Co-requisite:** HFT 1000 – Introduction to the Hospitality Industry.

<u>Course</u>			<u>Credits</u>	<u>Campus</u>	<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>				<u>Term</u>
HFT 1841L	Dining Room Service Lab		1	1,2,3,5,6	2004-1

**Course Description:** Supplements the classroom theory portion of Dining Room Service HFT 1841 by having students create, plan, develop and participate in an actual dining room service experience. The student will work in tandem with industry professionals, faculty, and other students to outline, design, and bring to fruition an event. The student will become certified in ServSafe© prior to the culmination of the event, so as to be in compliance with State mandated statute 509.039.

**Co-requisite:** HFT 1841 – Dining Room Service

**Special Fee:** \$29.00

<u>Course</u>			<u>Credits</u>	<u>Campus</u>	<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>				<u>Term</u>
HFT 1852	Menu and Facilities Planning		3	1,2,3,5,6	2004-1

**Course Description:** Provides students with the opportunity to engage in basic menu planning and how it is affected by demographics and customer base. Emphasis on cost concepts, pricing, menus, restaurant and kitchen design, space allocation, ergonomics, and safety and sanitation.

**Co-requisite:** HFT 1000 – Introduction to Hospitality Industry

<u>Course</u>				<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Term</u>
HFT 2XXX	Cruise Line Sales and Marketing	3	1,2,3,5,6	2004-1

**Course Description:** Provides an introduction to the sales and marketing functions of the cruise industry. Students will gain an understanding of how cruise lines position themselves in the competitive business environment and the sales and marketing techniques used to attract customers and group business. Students will gain an understanding of yield management and the issues surrounding travel agents during the sales process.

Prerequisite: HFT 2772 – Introduction to Cruise Line Industry

<u>Course</u>				<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Term</u>
HFT 2XXX	Shipboard Operations	3	1,2,3,5,6	2004-1

**Course Description:** Provides an understanding of shipboard operations on a cruise ship and their relationship to the shoreside headquarter office. Students will gain knowledge of the history of cruise ships and the activities and facilities that make cruise line operations complementary both to the industry and the guest. This course will focus on the ship as a hotel for passengers with the wining and dining aspects of service, as well as, casino practices on board.

Prerequisite: HFT 2XXX – Shoreside Operations

<u>Course</u>				<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Term</u>
HFT 2XXX	Shoreside Operations	3	1,2,3,5,6	2004-1

**Course Description:** Provides a basic understanding of the shoreside office operations and sales procedures of a cruise line and how they relate to the general operations of the cruise ship itself. Students will acquire knowledge of pier, airport, ground services and hotel operations and create elements for cruise lines sales.

Prerequisite: HFT 2772 – Introduction to Cruise Line Industry

<u>Course</u>				<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Term</u>
HFT 2241	Leadership and Quality Assurance	3	1,2,3,5,6	2004-1

**Course Description:** Provides an analysis of management issues related to the “personal touch” in customer service and quality assurance in the hospitality industry. Emphasis is placed on the importance of contemporary management and business practices to keep up with the demands of an ever-changing industry.

<u>Course</u>				<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Term</u>
HFT 2252	Rooms Division Management	3	1,2,3,5,6	2004-1

**Course Description:** Provides students with the opportunity to acquire knowledge of the practices and systems utilized in the operational management of a lodging facility. Emphasis is on the aspects of the front office, reservations, accounting and inventory controls, franchise agreements, sales and marketing, food and beverage service, security, loss prevention, and housekeeping services in hotels and motels.

Co-requisite: HFT 1000 – Introduction to the Hospitality Industry

<u>Course</u>				<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Term</u>
HFT 2260	Restaurant Management	3	1,2,3,5,6	2004-1

Course Description: Familiarizes students with the general principles of food production management, work scheduling, and preparation supervision. Emphasis is placed on purchasing and financing, planning and equipping a kitchen, pricing and menu design, and marketing and promoting restaurants.

Prerequisite: Introduction to the Hospitality Industry.

<u>Course</u>				<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Term</u>
HFT 2444	E-Business for the Hospitality Industry	3	1,2,3,5,6	2004-1

Course Description: Prepares student to manage information systems within their organizations. Emphasis is on selecting the right computer systems technology and maximizing available technology in order to promote and sell services. Introduces the use of automation in the broad hospitality sector and examines technological applications ranging from distribution systems (GDS, CRS and Web based), Property Management Systems, and EPOS systems to developments in telecommunications, and assesses their effect on the tourism sector. While a broad interpretation of both technology and tourism will be used, particular emphasis will be placed on the hospitality sector (i.e. hotels and catering) and on distribution technology. A combination of lecture, case studies, seminars, visiting lecture and lab sessions are used.

Prerequisite: HFT 1000 – Introduction to the Hospitality Industry

<u>Course</u>				<u>Eff.</u>
<u>Abb. No.</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Term</u>
HFT 2772	Introduction to Cruise Line Industry	3	1,2,3,5,6	2004-1

Course Description: Provides students with an introduction to the cruise line industry, its evolution and relationship to other segments of tourism and hospitality, sales and marketing methods, management, and strategic planning are major topics.

Co-requisite: HFT 1000 – Introduction to the Hospitality Industry

### **CHANGE EXISTING COURSES** **(COURSE DESCRIPTIONS)**

HFT 2750 Convention Services and Management

Course Description: Introduces students to the complete set of skills necessary to adequately perform as a hotel banquet manager and convention planner. Actual events will be used to reinforce the general rules of table service, booking functions, staffing banquets/conventions, and responsibilities of a host venue as they apply to buffets and banquets. Prepares students in trade show administration, meeting management, and legal issues associated with banquets and conventions.

Prerequisite: HFT 1000 – Introduction to the Hospitality Industry

3 Credits

HFT 2800 Food and Beverage Management

Course Description: Provides a basic understanding of the principles of food production and service management, menu planning, serving, purchasing, labor, food/bar service and costs, storage, beverage management, sales promotions, entertainment, and liability laws.

**UNANIMOUSLY  
APPROVED**

**31 IN FAVOR  
0 OPPOSED  
0 OBSTAINED**

6. **Structure Change of the Research and Testing Committee**

*Research and Testing Committee Structure*

District Director of Institutional Research

**1 Academic or Associate Academic Dean**

6 Campus Testing Directors

Director of CLAST Administration & Program Evaluation

1 Campus Registrar

1 Computer Applications Representative

5 Faculty (2 from College level English & Math), (**2 from *ESL and College Prep Reading***)  
(1 from Occupational/Vocational Programs)

1 College CASSC Representative

1 Support Staff Member (Testing Area)

1 Student Representative

Resource Member (Director, Enrollment Management)

Cathy Morris, Chair of the Research and Testing Committee, proposed changing the structure of the committee to add a Student Dean. The committee is responsible for academic and student services issues. Cathy Morris explained that having a Student Dean on the committee would balance the committee and further improve dialogue.

Deborah Keeler suggested changing the **(1) Academic or Associate Academic Dean** on the committee, to (1) Academic Dean or Associate Dean. Susan Kah explained that Associate Academic Dean emphasizes an Associate Dean from an academic area. Concerning faculty serving on the committee, Deborah noted there were **2** faculty from ***ESL and College Prep Reading***. She explained that College Prep Reading could possibly exclude writing, and a solution to make it understandable would be to remove “Reading”.

There was further discussion concerning adding faculty from other areas such as Science, Humanities, College Prep English, etc. It was suggested that the functions and responsibilities of the committee be reviewed before proposing a structure change to include additional faculty. Cathy Morris will follow-up with various disciplines as well the Academic Deans, and perhaps come back with an additional recommendation at the next College-wide CASSC meeting.

The proposal to add a Student Dean to the Research and Testing Committee was approved.

**UNANIMOUSLY  
APPROVED  
31 IN FAVOR  
0 OPPOSED  
0 OBSTAINED**

7. **Strategic Planning Update**

Cathy Morris presented the results of the Strategic Plan Delphi process with the Goals and Objectives currently included in the Plan.

Campus presidents have championed four of the theme areas and the Vice Provost for Employee Development and Quality Enhancement has championed the fifth theme area of Employees and the College. The presidents/vice provost will work with existing groups and/or form new work-groups to achieve the goals and objectives under each theme area. The document is posted on the MDC strategic Planning website.

Why do we have a Strategic Plan?

- Establish and emphasize College mission and vision.
- Set strategic goals consistent with mission and vision.
- Focus College efforts and resources on goals.
- Anticipate and respond to changes in College and community.
- Invite and include employee and student input.
- Encourage on-going collegial discussion to improve the College.

Why Develop a New Plan?

- Long range focus
- Strategic vs. Operational
- New leadership teams and coordination of disciplines and service areas.
- Changes in College (e.g. baccalaureate programs) and community.

MDC Mission and Vision

STRATEGIC PLANNING

Long range goals (5 + years)

Goals focus on aspects of the MDC mission/vision

Annual evaluation

Annual report to Board of Trustees

Annual budget priorities/Annual leadership meetings & goals

INSTITUTIONAL EFFECTIVENESS

COLLEGE EFFECTIVENESS

College Effectiveness

MDC Effectiveness Plan/Core Measures

Annual Report to CASSC & Executive Leadership

Campus/Area Effectiveness

Annual Goals/Priorities

Annual Meetings/Planning Sessions

Unit Effectiveness (Academic, Student Support, and Administrative Areas)

Area goals and Annual Reports

Annual Report to Deans/Vice Provosts

Annual budget priorities/Annual leadership meetings & goals

Key Steps in the Process

- Review and affirmation of College mission and vision statements.  
Vision statement modified based on input received  
“Miami Dade College is committed to being a college of excellence,  
renowned for its...”  
Mission/vision approved by the District Board of Trustees
  
- 5 Strategic Themes identified from mission/vision  
Access to the College  
Student Achievement/Success  
Serving the Community  
Resource Development & Allocation  
Employees and the College
  
- Delphi Process to invite input on goals  
Step 1 – submit one long-range goal for each theme.  
Step 2 – select one goal for each theme from those submitted in step 1.  
Step 3 – select one goal for each theme from those selected most often in Step 2  
and identify strengths, weaknesses, opportunities and threats.
  
- Strategic Plan Coordinating Committee drafted goals and objectives.  
Top goals from the Delphi process  
Additional goals from environmental scan results  
Objectives drafted using SWOT analysis and scan results
  
- Presenting the Strategic Goals and Objectives  
Campus, College and District Area meetings  
E-mail message  
Planning and Effectiveness Website  
August administrators meeting  
Campus convocations
  
- Implementation  
Four campus presidents and a vice-provost volunteered to assume responsibility  
for specific themes.  
Work groups to develop strategies, timelines, and measures with budget and  
resource requests.  
Include broad participation by College employees.  
Preliminary work beginning now – ‘Real’ work begins in Fall term.  
Any volunteers?

8. Accreditation Update

Gina Cortes-Suarez announced that in March the College submitted electronically, via e-mail, the Compliance Document. The Compliance Document is the first phase of the

accreditation process. It is a comprehensive document that demonstrates to SACS that the College is in compliance with the SACS *Principles of Accreditation*. The principles range from faculty qualifications, to General Education requirements, physical resources, financial resources, etc.

The accreditation process has now entered into its second phase, the Quality Enhancement Plan. Gina Cortes-Suarez introduced Pat Bibby who is overseeing the Quality Enhancement Plan (QEP), and the QEP team that will develop the plan. The College must submit the plan to SACS indicating that we have addressed a College issue that was of great concern, and that a plan is being put forward to address the issue.

Pat Bibby presented an update on the progress of the College's Quality Enhancement Plan. He summarized the six different components of the QEP: (1) develop a mathematics-based SLS course, (2) develop a program to incorporate mathematics into other disciplines, (3) design a state-of-the-art mathematics support center, (4) improve mathematics advisement, (5) embrace the concept of frequent testing in the high-risk courses, and (6) establish a proctored mathematics testing center. The results of a facilities survey given to mathematics faculty college-wide were also presented.

In conclusion, Pat Bibby presented the proposal to incorporate mathematics in other disciplines. The proposal listed three different possible strategies: (1) arrange for a mathematics instructor to serve as an occasional guest lecturer, (2) develop a learning community, and (3) add a one-credit "math enhancer" to an existing course in another discipline. Each strategy would require partnerships between mathematics faculty and faculty in other disciplines.

9. **Announcements**

Ian Cobham made the following announcements:

- (1) Reiterated the importance of members attending the May and June College-wide CASSC meetings. If for any reason a member is unable to attend, it was requested that a representative from the discipline attend.
- (2) Deborah Keeler was congratulated for receiving a Professional Development Leave.
- (3) Ian Cobham announced that Madeline Pumariega, Student Dean at Medical Center Campus, had a baby girl yesterday, April 12, 2004.
- (4) Attended an excellent presentation of the on-line Student Orientation at the Board Meeting. It was requested that the on-line Student Orientation be presented at the May 18<sup>th</sup> College-wide CASSC meeting.
- (5) In effort to cut costs, attachments will be sent by e-mail. The membership was in consensus with this suggestion.

- (6) The May 18<sup>th</sup> CASSC meeting will be held in room 3208-09.

The meeting was adjourned at 3:30 p.m.

## **CASSC INFORMATION & CURRICULUM FORMS**

This information is on the web.

GO to the MDC Home Page.

1. Click directly on “EMPLOYEES” link
2. “EMPLOYEES” window will open.  
Look at the left column and click on ‘DEPARTMENTS & ORGANIZATIONS’
3. Choose and click directly on the “CASSC” link.  
All CASSC information including the Curriculum Forms and CASSC Feedback Form can be found here.

## **COLLEGE-WIDE CASSC SCHEDULE**

*May 18, 2004*

**1:30 P.M. Room 3208-09** *Wolfson*

**June 8, 2004**

**1:30 P.M. Room 2106** **Wolfson**

**July – NO MEETING**

**August – NO MEETING**