



## **Course Description**

### **HRM2990 | CBE Rooms Division | 1.00 - 13.00 credits**

This course is designed to assess learner mastery of the competencies and skills necessary for a successful career in the lodging industry. The competency-based approach allows learner the flexibility to self-direct their learning experience. As a result, the learning is much more individualized and can be significantly accelerated. Enrolled learners also have the opportunity to achieve industry-recognized academic credentials, and will be prepared for positions such as front desk agent, guest relations agent or reservation clerk.

### **Course Competencies:**

**Competency 1:** Students will demonstrate effective communication by:

1. Utilizing communication methods for interacting with sensitivity and respect with supervisors and coworkers, and empathic and critical listening skills to allow guests to express their concerns with the goal of resolving issues satisfactorily

**Competency 2:** Students will be able to demonstrate professionalism by:

1. Developing collaborative working relationships, exhibiting teamwork and cooperation, and maintaining professional behavior by acting in a consistent, responsible, appropriate and reliable manner in the workplace

**Competency 3:** Students will acquire time management skills by:

1. Planning and prioritizing tasks to manage time and resources effectively and to accomplish assignments and meet deadlines efficiently, and to provide exceptional on-the-job performance

**Competency 4:** Students will demonstrate knowledge acquisition by:

1. Acquiring and retaining the fundamental knowledge related to the Rooms Division Department, and applying that knowledge to contribute to the success of the organization

**Competency 5:** Students will learn the importance of customer service by:

1. Delivering exemplary customer service through understanding and anticipating guest needs, maintaining a positive attitude, and providing personalized service that results in a superior guest service experience

**Competency 6:** Students will learn about technology by:

1. Using business and reporting technology and related industry applications and software to convey, manage and retrieve information

### **Learning Outcomes:**

- Communicate effectively using listening, speaking, reading, and writing skills
- Demonstrate knowledge of ethical thinking and its application to issues in society