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PROGRAM APPROVAL FORM COVER SHEET

Trades and Professional Services

SCHOOL

Tourism & Hospitality

DEPARTMENT

Associate of Science in Food & Beverage Management

PROGRAM TITLE

Barry L. Mead, CFBE, CHE

AUTHOR

03/19/2010

DATE SUBMITTED

Check the action to be taken and have the indicated people sign.

☐ Program Adoption - all signatories☒ Program Substantive Revision - all signatories except President

APPROVED BY	NAME	APPROVED	DISAPPROVED	DATE	ACTION*
DEPARTMENT CHAIR	Barry L. Mead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3/19/10	
REGISTRAR	Patrick L. Clymer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3-25-10	NC
DEAN	Reilly Ridgell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3/25/10	
CURRICULUM COMMITTEE CHAIR	Amada Manzana	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5-7-10 4-16-10	BTA/NC WC
VP, ACADEMIC AFFAIRS	R. Ray D. Somera, Ph.D.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5-10-10	
PRESIDENT	Mary A. Y. Okada, Ed. D	<input type="checkbox"/>	<input type="checkbox"/>		

* Indicate if the document had no corrections (NC), was approved with minor corrections (WC), or was disapproved and returned back to author (BTA).

This version of the cover sheet facilitates the eventual transition to an all on-line curricula approval process.

Paper Copy Archived MAY 18
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* Attn: Assoc. Dean or Dr.

College Catalog Update

☒ Fall ☐ Spring Yr 2010

MS Word

Banner Name

PROGRAM APPROVAL FORM FOR ADOPTION AND SUBSTANTIVE REVISION

I. TYPE OF ACTION

Check the type of action that applies. If previous Program Approval Form exists, please attach.

A. ☐ Adoption program

B. ☒ Substantive Revision (attach Program Form).

The numbers listed next to the changes below may or may not require response; they have been identified as those questions most likely needing to be addressed. The entire program form should be reviewed for applicability.

- ☒ Change in number of credit hours: II, IVA, IVD, VI, VII, VIII, XI
- ☒ Change in Technical/Core Requirements: II, IVA, IVD, VI, VII, VIII, XI
- ☒ Change in distribution of requirements affecting Related Technical or General Education Requirements, Technical/Core Requirements, or General Education Requirements: II, IVA, IVD, VI, VII, VIII, XI
- ☐ Identify specific changes not listed above:

II. INTRODUCTION

Based on the recommendations of the Guam Hotel & Restaurant Association (GHRA) Food & Beverage Subcommittee, the GCC Food and Beverage Advisory Committee and the Micronesian Chefs Association, it is proposed to re-introduce the Associate of Science in Food & Beverage Management as a complimentary program to the Culinary Arts Program. In that the related technical requirements for the Culinary Arts Degree is comprised primarily of the Technical requirements for the Food & Beverage Degree it allows for a student to simultaneously achieve a dual degree.

The goal of the Food and Beverage Program is to prepare the students for work in the tourism and hospitality industry. Many of our students are already working in the industry and have limited time to take classes with which to enhance their professional standing. This program, coupled with the Apprenticeship program, will provide to our students courses and opportunities with which to fulfill not only their needs but the needs of the industry. With the Food & Beverage industry being one of the fastest, if not the fastest growing within the hospitality industry, it only makes good sense for GCC to reintroduce this program in conjunction with the Culinary Arts Program.

In addition, the capstone practicum will consist of 600 hours of participation completed in two 150 hour segments and one 300 hour segment.

III. PROGRAM DESCRIPTION & STUDENT LEARNING OUTCOMES - PROGRAM LEVEL

This program description will appear in the College Catalog followed by the Student Learning Outcomes -- Program Level

Program Description:

As one of the fastest growing industries, the hospitality industry employs over ten million food service workers in the United States. Food and Beverage workers make up one of the largest and fastest growing occupational groups in our labor force. The expansion of businesses such as hotels, restaurants, bars, and catering firms have widened the career opportunities for those with the proper motivation and training.

A. General Educational Requirements

<u>Courses</u>	<u>Credits</u>
EN-110 Freshman English	3
PY-120 General Psychology	3
MA-110A Finite Mathematics	3
SO-130 Introduction to Sociology	3
SI-110 Environmental Biology	4
CS-151 Windows Application	3
Total General Education Requirements	19

B. Related General Education & Technical Requirements

HS-150 Welcome to Hospitality	3
HS-152 Customer Service	3
HS-155 Basic Hotel Restaurant Accounting	3
HS-160 Hospitality Supervision	3
HL-202 Nutrition	3
JA-110 Beginning Japanese I	4
Total Related Requirements	19

C. Technical Requirements

HS-140 Menu Planning	3
HS-203a Sanitation & Safety (ServSafe)	1
HS-203b Sanitation & Safety (HACCP)	2
HS-206 Principles of Mixology & Beverage Management	3
HS-208 Food & Beverage Service	3
HS-222 Food & Beverage Cost Control	3
HS-245 Food Production Principles	4
HS-294a , b Food & Beverage Management Practicum	6
Total Technical Requirements	25

Total Credit Requirements

63

If the description above is a revision, indicate the catalog page(s) to be revised.

Catalog Year:

Page Number(s):

Upon successful completion of this program, students will be able to:

1. **Demonstrate competency in the skills needed to work as a professional in the Food & Beverage industry.**

2. **Demonstrate preparedness to successfully pass one of several local and/or nationally recognized Food & Beverage Certification Exams.**
3. **Apply an appropriate work ethic and professional demeanor as it relates to the Food & Beverage industry.**

IV. RATIONALE FOR PROPOSAL

- A. Reason this proposal should be adopted in light of the College's mission statement and educational goals.
Guam Community College is mandated to provide technical and vocational Education to meet the needs of Guam's workforce and is committed to providing a comprehensive offering of vocational-technical programs. The Food & Beverage Management Program will help develop the knowledge and expertise of those interested in working in the Food & Beverage industry.

- B. Long-term employment outlook for this program area, including the number of available positions in the service area for graduates and expected salary level.
The long-term employment outlook for the tourism and travel industry is one of opportunity management. Tourism and Travel is one of the largest and fastest-growing industries in the world. Each year, tourism and travel employers around the world pay more that \$1.6 trillion in wages and salaries and create 12.5 million new jobs. Beginning salaries depend on the employee's skills, education and job level at the site of occupation. Salaries range from entry-level wages to six figures. This industry is known for promoting within and for its large number of young managers. The Tourism industry and its global partners will combine and complement efforts to remain resilient and work to face and overcome severe natural and manmade crises. Guam has a unique role in its geographic location, ties to the United States as a Territory and regionally as the first point of entry into the USA along with the impending military buildup and all that entails. All of these can be very positive and may bring untold and unknown opportunities to Guam and its up coming entry level workforce that GCC has and will continue to train and educate.

- C. Conformity of this program to legal and other external requirements. Include State Voc/Tech requirements, accrediting agency standards, State Board regulations, professional certification or licensing requirements if applicable. **Although there are no legal requirements for conformity of our program, the program will enable students to earn proficiency through certifications offered by the American Hotel & Lodging Association.**

The Tourism & Hospitality department has a total of fifteen full-time faculty members. Ten have earned and maintained the American Hotel & Lodging Educational Institute's Certified Hospitality Educator's (CHE) professional designation. This accomplishment signifies the high level of teaching competence and effectiveness as the CHE qualifications are recognized internationally. Two faculty members possess the Certified Food & Beverage Executive certification, One member possess the Certified Rooms

Division Executive, three are registered ServSafe Instructor/Proctors and two hold the ServSafe Serving Alcohol Responsibly certificate.

- D. Results of program evaluation (see Appendix F for Checklist).**

Hospitality and Tourism is one of the 16 Identified federal Career Clusters. This program is identified as one of the four Pathways called Restaurants and Food/Beverage Services; identified in the 2007 States' Career Clusters Initiative report.

Students, departmental faculty, and the department chairperson reviewed and concurred with program changes. The majority of changes are a result of new research, environmentally conscious principles, and global awareness.

V. RESOURCE REQUIREMENTS AND COSTS

- A. Resources (materials, media, and equipment) and costs.**
As budget permits, the program will need to add instructional technology equipment and replace outdated equipment to enhance learning. An estimated start-up cost of \$25,000 will be required to purchase additional computers. Additional critical software programs & Internet access to industry related sites, multi-media projector, DVD player, Elmo, visual presenters, and laptop computers for classroom use may also be needed.
- B. Personnel requirements (administrative, instructional, and support staff) and costs.**
This program will be taught by full-time faculty or by adjunct faculty who have knowledge and expertise in the Food & Beverage Industry. Regular salary scales (full-time/adjunct) will apply. Office support staff normally provided to faculty will be sufficient.
- C. Facility requirements.**
Existing classroom facilities will be utilized.
- D. Funding source(s).**
The Food & Beverage Management Program will continue to be funded by appropriations from the Guam Legislature and revenue from tuition.
- E. Impact, financial or otherwise, this program may have on the School/College**
Through student advisement by faculty, students can earn industry-recognized certificates from the Educational Institute (EI) of the American Hotel & Lodging Association (AH&LA) as well as the National Restaurant Association Education foundation.

With carefully planned recruitment of high school seniors from our high school Lodging Management and ProStart programs, the College will see increases in student enrollment. The continued close liaison with the industry will benefit our program and College through active recruitment of industry individuals who need educational courses for their professional development and career enhancement.



VI. IMPLEMENTATION SCHEDULE

- A. Implementation date 2010
Fall

VII. CATALOG (Moved to Section III. See page 2)

VIII. PROGRAM DESCRIPTION

A. Program Title(s)

Long Title: Associate of Science in Food & Beverage Management

Abbreviated Title (20 characters maximum): F&B Management

B. Credit Hours

General Education: 19

Technical/Core: 25

Related Tech/Gen Ed: 19

Electives:

Options:

Total Number of Credits: 63

C. Course Sequence

This is a recommended sequence list of courses to be taken toward the completion of the Associate of Science in Food & Beverage Management. This recommended sequence of courses is designed for the full-time student who is expected to take at least 15 credits per semester; this educational plan will be a tool for advisors to monitor students' academic progress. (Listed below is for a student who begins in fall semester; another education plan for students entering in spring semester has also been developed). A new 5 year master plan will be developed for all courses once this program is approved.

First Semester - Fall

Food & Beverage Management
HS-150 (3) Welcome to Hospitality
HS-152 (3) Customer Service
SO-130 (3) Introduction to Sociology
EN-110 (3) Freshman English
MA-110A (3) Finite Mathematics
15 credits

Second Semester - Spring

HS-155 (3) Basic Hotel & Restaurant Accounting
HS-160 (3) Hospitality Supervision
HL-202 (3) Nutrition

PY-120 (3) General Psychology
JA-110 (4) Beginning Japanese
16 credits

Summer

HS-294a (3) Food & Beverage Management Practicum
3 Credits

Third Semester - Fall

HS-140 (3) Menu Planning
HS-203a (1) Sanitation & Safety (ServSafe)
HS-203b (2) Sanitation & Safety (HACCP)
SI-103 (4) Environmental Biology
CS-151 (3) Windows Application
13 credits

Fourth Semester - Spring

HS-206 (3) Principles of Mixology & Beverage Management
HS-208 (3) Food & Beverage Service
HS-222 (3) Food & Beverage Cost Control
HS245 (4) Food Production Principles
HS-294b (3) Food & Beverage Management Practicum
16 credits

D. Target Population
Recent High School graduates, primarily from the GCC Secondary Lodging Management and ProStart Programs, United States Department of Labor (USDOL) Apprenticeship Programs and Industry employees.

E. Cost to Student
Tuition, fees, textbooks, and supplies.

IX. PREREQUISITE(S)

None

X. CO-REQUISITE(S)

None

XI. CONTENT

- A. List of courses, with course descriptions, required to complete this program. Courses grouped according to: General Education, Technical Requirements, etc. If new courses are part of the program, Course Guides must be included with this request for approval.

Program Requirements for Associate of Science in Food & Beverage Management (63 credit hours required)

A. General Educational Requirements

<u>Courses</u>	<u>Credits</u>
EN110 Freshman English	3
PY120 General Psychology	3
MA110A Finite Mathematics or higher	3
SO130 Introduction to Sociology	3
SI103 Introduction to Marine Biology OR	
SI110 Environmental Biology	4
CS151 Windows Application	3
Total General Education Requirements	19

B. Related Technical Requirements

HS150

WELCOME TO HOSPITALITY (3)

This course explores the fascinating worlds of lodging, foodservice, meeting planning, travel and tourism, and the related businesses that make up the hospitality industry. This course identifies the latest trends found throughout the industry, and addresses what the industry is doing to adapt to modern technology. Course offering: As needed

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Describe all facets and segments of tourism and hospitality industry.
2. Identify career opportunities in the tourism and hospitality industry.
3. Explain how tourism and hospitality industry segments work together to achieve objectives and goals.

HS152

CUSTOMER SERVICE (3)

This course is designed to examine, challenge and refine the principles of guest service management in various service organizations. Students will gain an understanding of "service products" and apply the tools to deliver these services and use these concepts in their own work experiences. Course offering: As needed

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Demonstrate the accepted protocol for answering the telephone within 10 seconds; a) Greet the caller b) Name the location c) Identify self d) Offer help.
2. Assess the customer's wants and needs through the use of demographics and other database information.
3. Apply the steps to take a negative customer encounter and turn it into a positive customer service experience using a checklist a minimum of three (3) times.

HS155

BASIC HOTEL RESTAURANT ACCOUNTING (3)

This course is designed to prepare students to understand the financial reporting procedures of Hotel and Restaurant accounting. Students who successfully complete this course will be better prepared to prepare financial reports and participate in bookkeeping practices of the Hospitality Industry. Course Offerin: Spring Only.

Student Learning Outcomes (SLO's):

Upon successful completion of this course, students will be able to:

1. Define and describe bookkeeping and double entry accounting and identify common bookkeeping accounting tools.
2. Describe the income statement, identify the accounts used to prepare an income statement, define the revenue classification, and explain when a sale is recognized.
3. Describe the income statements and accounting procedures for full service and fast food restaurants in accordance with the Uniform system of Accounts for the Lodging Industry.

Discuss all budgeting and forecasting related competencies.

HS160

HOSPITALITY SUPERVISION (3)

This course provides hospitality students with proven ways to get maximum results by directing and leading. They will be prepared to juggle the expectations of management, guests, employees, and governmental agencies. In addition, students will be able to develop creative strategies for effectively managing change and resolve conflicts. Course offering: As needed. Prerequisite: HS150

Student Learning Outcomes (SLO's):

Upon successful completion of this course, students will be able to:

1. Identify characteristics of a successful supervisor, and describe the general functions of a supervisor.
2. Identify and describe methods used to ensure high quality and productivity.
3. Describe workplace safety and health programs, including their benefits and the supervisor's role in them.
4. Explain how supervisors can initiate conflict resolution, respond to a conflict, and mediate conflict resolution.
5. Propose feasible strategies to manage a hospitality department efficiently and effectively.

HL202

NUTRITION (3)

This course provides students with the basics of nutrition, with emphasis on food preparation, food safety, and recipe modification to meet specific body needs. The course also covers the relationship between nutrition and health and the importance of combining good diet with regular exercise in order to promote healthy lifestyles. Formerly HS202.
Course offering : Fall and Spring Only

Student Learning Outcomes (SLO's):

Upon successful completion of this course, students will be able to:

- 1. Identify and recognize the major food groups and importance of each group.**
- 2. Recognize factors in formulating good sources of nutrients.**
- 3. Demonstrate the correlation among health, nutrition, and food safety.**
- 4. Identify and recognize the Food and Drug Administration (FDA) guidelines for food and nutrition.**
- 5. Illustrate the impact of health and exercise in human body and lifestyle.**
- 6. Design and tailor different diets to suit needs, requirements and diagnosis.**

JA110

BEGINNING JAPANESE I (4)

This course gives students basic Japanese language needed in real life situations for different communicative purposes. Based on various topics, language activities provide practice in listening, speaking reading and writing, and reinforce vocabulary, grammar and language functions. Students also learn to read and write the two Japanese writing systems of hiragana and katakana, and to identify selected kanji (Chinese) characters. Cultural aspects of Japan are also discussed to better understand the target language.

Course offering: Fall & Spring only

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

- 1. Comprehend simple spoken conversations;**
- 2. Communicate orally in a limited variety of everyday situations using basic Japanese;**
- 3. Comprehend short, simple sentences written in Japanese;**
- 4. Identify and write Hiragana, and identify Katakana and 24 Kanji characters.**

Total Related Technical Requirements: 19

C. Technical Requirements

HS140

MENU PLANNING (3)

This course is designed to give students an understanding of menu planning, its qualities and importance in a food operation. Students will learn how to write, plan, and adjust menus for a variety of food service operations as well as different meals. Course offering: Spring only

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

- 1. Demonstrate positive work ethics required of them in the field of Culinary Art.**
- 2. Demonstrate knowledge in culinary terms, methods, and application.**
- 3. Interpret the fundamentals of food service as it applies to the work of a Culinarian.**

HS203 a FOOD SAFETY & SANITATION (ServSafe®)

This course provides students with the knowledge and skills, through "hands-on" experience to develop and implement a Sanitation Risk Management Program using the HACCP method. Students will also obtain the National Restaurant Association Education Foundation ServSafe® Certification upon successful completion of a National Certification exam. Prerequisite: Declared Major in one of the degrees the course is designed for. Course Offering: As needed.

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Identify food that is most likely to become unsafe, known as TCS foods.
2. Identify the factors that affect the growth of food borne bacteria in TCS foods.
3. Demonstrate proper hygienic procedures or processes that foodservice employees use to prevent the spread of food borne illness and cross contamination of food.
4. Identify how active managerial control can impact food safety.

HS203 b FOOD SAFETY & SANITATION (HACCP)

This course provides students with the knowledge and skills, through "hands-on" experience to develop and implement a Sanitation Risk Management Program using the HACCP method. Prerequisite: Completion of HS-203 (a). Course Offering: As needed.

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Identify the benefits of a food safety risk management program.
2. Explain why the temperature danger zone (TDZ) is important to food safety.
3. Identify the seven HACCP Principles and 10 Critical Control Points.
4. Develop a SRM using the HACCP method.

HS206**PRINCIPLES OF MIXOLOGY AND BEVERAGE MANAGEMENT (3)**

Students will acquire knowledge of the history of alcoholic and non-alcoholic beverages, beer, wines, and spirits that have made the beverage industry a popular field within Food and Beverage operations. Applied hands-on tasks will allow the student to learn effective and efficient mixology techniques and management procedures. Course offering: Fall only

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Describe and evaluate the effectiveness of front office (1) procedures, (2) operations, (3) human resource management, and (4) management.
2. Explain the history of popular beverages.
3. Demonstrate effective mixology techniques.

HS208**FOOD AND BEVERAGE SERVICE (3)**

This purpose of this course is to prepare the students with the practical attitude, knowledge and skills to become effective and successful supervisors and managers in food and beverage operations. The emphasis will be on service management, leadership skills development, menu development and management of different restaurant styles and procedures. Course offering: Fall only. Prerequisite: HS150

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Describe essential attitudes, knowledge and skills needed to become efficient and effective food and beverage employers, supervisors and managers.
2. Identify causes, assess potential solutions, and formulate a plan of action to address all negative moments of truth encountered by guests.
3. Develop an appropriate sequence of service for various food and beverage establishments.
4. Prepare a three day training program and outline training objectives for a fine dining restaurant.
5. Demonstrate knowledge and skills in providing American, English, Russian, and French service in various food and beverage establishments.
6. Evaluate if a food and beverage establishment's service procedure is properly implemented and managed.

HS222**FOOD AND BEVERAGE COST CONTROL (3)**

This course presents the procedures and techniques to help practicing hospitality managers and students understand the complexities of controlling the primary resources, products, labor, and revenue in food and beverage operations. Course offering: As needed. Prerequisites: HS145

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Describe essential attitude, knowledge and skills needed to become efficient and effective food and beverage cost controller.
2. Develop food and beverage standards for various food and beverage establishments.
3. Formulate effective revenue control systems.
4. Design effective labor cost control systems.
5. Calculate and compare actual food and beverage costs to the budgeted food and beverage costs, and suggest plan of actions to address any variances.
6. Evaluate if a food and beverage establishment's food and beverage cost control function, systems and procedures are properly implemented and managed.

HS245**FOOD PRODUCTION PRINCIPLES (3)**

Students will master the basics of food production, learn many creative ideas, and understand not only how to use ingredients and processes, but why they are used. This course describes essential knowledge for understanding professional culinary preparation, including hot food preparation, cold food preparation (garde manger),

and baking. Sanitation, proper storage and handling of food, and creative presentation of food are also discussed. Formerly HS117 & HS118. Course offering: Spring only.
Prerequisite: HS203

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Discuss the different types of jobs related to the culinary industry.
2. Demonstrate the proper use of various kitchen equipment, chemicals and cooking techniques in a professional and safe manor.
3. Demonstrate the skills needed to keep a clean kitchen, use proper chemicals, and proper cooking techniques.

HS294A, B

FOOD & BEVERAGE MANAGEMENT PRACTICUM (6)

This course provides students with the opportunity to apply their knowledge and skills while working in the Food & Beverage Industry. It is divided into two sessions each consisting of 300 work site hours. The HS294a will consist of work in the Fast food and Family Restaurant segment of the industry. The HS294b will consist of work in the Banquet and Fine Dining segment of the industry. Course offering: As needed.
Prerequisites: Completion of all technical requirements and area of concentration requirements or by permission.

Student Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. Demonstrate, their knowledge, skills, and attitudes by analyzing, solving, evaluating and completing the requirements set by their Practicum experience.
2. Demonstrate knowledge of the similarities and differences of the various segments of the F&B Industry.
3. Demonstrate the proper attitude and commitment to excellence in marketing, selling and customer service through the use of variety of technologies.

Total Food & Beverage Management Requirements 25

Total Credit Requirements: 63

XII. PROGRAM MEANS OF ASSESSMENT AND CRITERIA FOR SUCCESS

The department will evaluate the Associate of Science in Hospitality Industry Management through these activities


- a. Yearly review using the GCC Assessment Program.
- b. Advisory committee review and recommendations.
- c. Student feedback from climate surveys.
- d. Faculty evaluation and feedback.

XIII. ARTICULATION

- A. **Secondary programs**
Students who earn a Certificate of Completion in GCC's Secondary ProStart, Program will earn the equivalent of 3 credits equal to HS208 Food & Beverage Service
Students who earn a Certificate of mastery in GCC's Secondary ProStart Program will earn the equivalent of 6 credits equal to HS-208 Food & Beverage Service and 3 credits of the HS-294a Practicum.
- B. **University of Guam**
- C. **Others**

*** Attach SLO Map – Program & Course Levels.**

SLO Map – Program & Course Levels

Name of Program AS	Food & Beverage Management																			
	HS150	HS155	HS160	HS203a	HS203b	HS206	HS208	HS222	HS245	HS294a,b	HS140									
*If courses are not offered as a program, skip to page 2. I = Introduced R = Reinforced E = Emphasized List course alpha and no. 																				
Student Learning Outcomes – Program Level																				
Upon successful completion of this program, students will be able to:																				
1. Demonstrate competency in the skills needed to work as a professional in the Food & Beverage industry.	I	IRE	IRE	IRE	IRE	IRE	IRE	IRE	IRE	R	I									
2. Demonstrate preparedness to successfully pass one of several local and/or nationally recognized Food & Beverage Certification Exams.	I	IRE	IRE	IRE	IRE	IRE	IRE	IRE	IRE	R	I									
3. Apply an appropriate work ethic and professional demeanor as it relates to the Food & Beverage industry.	IRE	IRE	IR	IR	IRE	RE	R	IRE		R										
4.																				
5.																				

Institutional Learning Outcomes (ILOs)

Name of Program	Food & Beverage Mgmt AS	HS150	HS155	HS160	HS203a	HS203b	HS206	HS208	HS222	HS245	HS294a,b	HS140		
I = Introduced R = Reinforced E = Emphasized List course alpha and no. ↗														
Guam Community College students will acquire the highest quality education and job training that promotes workforce development and empowers them to serve as dynamic leaders within the local and international community. Students will demonstrate:														
1.	Use of acquired skills in effective communication, and quantitative analysis with proper application of technology.	I		I			R			E	RE	I		
2.	Ability to access, assimilate and use information ethically and legally.	I	I		IR	IR	IR	IR	E	E	RE	I		
3.	Mastery of critical thinking and problem-solving techniques.	I			IR	IR	IR	IRE	IRE	IRE	RE	IR		
4.	Collaborative skills that develop professionalism, integrity, respect, and fairness.	I	I		IR	IR	IR	RE	RE	RE	RE	IR		
5.	Civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.	I					I		R		RE			

General Education Student Learning Outcomes by Course - 1 of 3
Student Learning Outcomes – Course Level

**If courses are not offered as a program, skip 'Related to Program Level SLO' column.*

Course Alpha and Number: HS150 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Describe all facets and segments of tourism and hospitality industry.	1
2. Identify career opportunities in the tourism and hospitality industry.	1
3. Explain how tourism and hospitality segments work together to achieve objectives and goals.	1

Course Alpha and Number: HS155 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Define and describe bookkeeping and double entry accounting and identify common bookkeeping accounting tools.	1 & 2
2. Describe the income statement, identify the accounts used to prepare an income statement, define the revenue classification, and explain when a sale is recognized.	1
3. Describe the income statements and accounting procedures for full service and fast food restaurants in accordance with the Uniform system of Accounts for the Lodging Industry.	1

Course Alpha and Number: HS160 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Identify characteristics of a successful supervisor, and describe the general functions of a supervisor.	1 & 2
2. Identify and describe methods used to ensure high quality and productivity.	1
3. Describe workplace safety and health programs,	

Course Alpha and Number: HS203a Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Identify food that is most likely to become unsafe, known as TCS foods.	1
2. Identify the factors that affect the growth of food borne bacteria in TCS foods.	2

including their benefits and the supervisor's role in them.	
4. Explain how supervisors can initiate conflict resolution, respond to a conflict, and mediate conflict resolution.	1,2,3
5. Propose feasible strategies to manage a hospitality department efficiently and effectively.	1 & 3

3. Demonstrate proper hygienic procedures or processes that foodservice employees use to prevent the spread of food borne illness and cross contamination of food.	2
4. Identify how active managerial control can impact food safety.	2

Course Alpha and Number: HS203b Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Identify the benefits of a food safety risk management program.	2
2. Explain why the temperature danger zone (TDZ) is important to food safety.	2
3. Identify the seven HACCP Principles and 10 Critical Control Points.	2
4. Develop a SRM using the HACCP method.	2

Course Alpha and Number: HS206 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Describe and evaluate the effectiveness of front office (1) procedures, (2) operations, (3) human resource management, and (4) management.	1
2. Explain the history of popular beverages.	1
3. Demonstrate effective mixology techniques.	1

Course Alpha and Number: HS208 Upon successful completion of this course,	Related to Program
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Course Alpha and Number: HS222 Upon successful completion of this course,	Related to Program
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students will be able to:	Level SLO#
1. Describe essential attitudes, knowledge and skills needed to become efficient and effective food and beverage employers, supervisors and managers.	1
2. Identify causes, assess potential solutions, and formulate a plan of action to address all negative moments of truth encountered by guests.	1
3. Develop an appropriate sequence of service for various food and beverage establishments.	1 & 3
4. Prepare a three day training program and outline training objectives for a fine dining restaurant.	1
5. Demonstrate knowledge and skills in providing American, English, Russian, and French service in various food and beverage establishments.	1
6. Evaluate if a food and beverage establishment's service procedure is properly implemented and managed	
Course Alpha and Number: HS245 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Discuss the different types of jobs related to the culinary industry.	1

students will be able to:	Level SLO#
1. Describe essential attitude, knowledge and skills needed to become efficient and effective food and beverage cost controller.	1 & 2
2. Develop food and beverage standards for various food and beverage establishments.	1,2,3
3. Formulate effective revenue control systems.	1
4. Design effective labor cost control systems.	1
5. Calculate and compare actual food and beverage costs to the budgeted food and beverage costs, and suggest plan of actions to address any variances.	1
6. Evaluate if a food and beverage establishment's food and beverage cost control function, systems and procedures are properly implemented and managed.	
Course Alpha and Number: HS294ab Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Demonstrate, their knowledge, skills, and attitudes by analyzing, solving, evaluating and completing the requirements set by their Practicum experience.	1 & 2

2. Demonstrate the proper use of various kitchen equipment, chemicals and cooking techniques in a professional and safe manner.	1 & 3
3. Demonstrate the skills needed to keep a clean kitchen, use proper chemicals, and proper cooking techniques.	1 & 3
Course Alpha and Number: HS140 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. Demonstrate positive work ethics required of them in the field of Culinary Art.	1
2. Demonstrate knowledge in culinary terms, methods, and application.	1
3. Interpret the fundamentals of food service as it applies to the work of a Culinarian.	1

2. Demonstrate knowledge of the similarities and differences of the various segments of the F&B Industry.	3
3. Demonstrate the proper attitude and commitment to excellence in marketing, selling and customer service through the use of variety of technologies.	3
Course Alpha and Number: Upon successful completion of this course, students will be able to:	Related to Program Level SLO#

If this SLO Map is not part of a Program Adoption or Program Substantive Revision, attach a Non-Substantive Curriculum Revision Memo to the front of this form to ensure that the SLOs, as written above, will be published in GCC's online catalog under program/course descriptions.

