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# PROGRAM APPROVAL FORM

## COVER SHEET

Trades and Professional Services

SCHOOL

Tourism & Hospitality

DEPARTMENT

Associate of Science in Hotel Operations and Management

PROGRAM TITLE

Dr. Frank C. Tung, 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"/>	03/19/10	
REGISTRAR	Patrick L. Clymer <i>gun</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3-25-10	NC
DEAN	Reilly Ridgell <i>RR</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3/26/10	NC
CURRICULUM COMMITTEE CHAIR	Amada Manzana <i>AM</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4/22/10	WC
VP, ACADEMIC AFFAIRS	R. Ray D. Somera, Ph.D. <i>RS</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5/10/10	WC
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  
 Banner SCACRS pdf MAY 18  
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College Catalog Update  
☒ Fall ☐ Spring Yr. 2010  
 \_\_\_\_\_ MS Word  
 \_\_\_\_\_ Banner Dbase

**PROGRAM APPROVAL FORM  
FOR ADOPTION AND SUBSTANTIVE REVISION**

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**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 a 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**

The tourism and hospitality industry continues to play an important role in Guam's economy. Due to its volatility, the economy is able to rise and fall at a moments notice and with significant impact. In 2005, the current program was adopted which attempted to offer students a more diverse offering of Tourism and Hospitality related courses of study. The idea was to unite three separate programs, namely Hotel Management, Food & Beverage Management, and Tour & Travel Management into one program titled Hospitality Industry Management and consolidate the program to make it more effective for students.

However, regardless of our faculty's proper and systematic student advisement as well as continuous sustained efforts to promote the program to Guam hoteliers—due to various reasons, the department faculty have not been able to successfully recruit employees from Guam's hotel industry to take either Hotel or Food & Beverage Management courses. The lack of interest has resulted in course cancellations due to low student enrollment. Consequently, students who have already been enrolled in the programs are not able to attain their educational goals in a timely manner. As a department with a more clearly defined mission - to focus on recruitment efforts on the five Guam Department of Education (GDOE) high school LMP and ProStart seniors, it is vital and high time to separate the three programs and rename the AS Hotel Management program to Hotel Operations and Management program and make it a stand alone program. A strategic plan which is identical to our AS in Culinary Arts program for recruitment and retention of tourism high school graduates has been implemented to ensure the sustained growth in the postsecondary AS in Hotel Operations and Management program in the future.

The department continues to work closely with its industry partners (Guam Hotel and Restaurant Association, Micronesia Chefs' Association, Guam Society of Travel Agents, Guam Visitors Bureau and PATA Micronesia) and collaborate with its advisory committees to guide its curriculum. It is because of this relationship and above specified reasons that this revision is being proposed.

### 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:

The hospitality industry is one of the fastest growing segments of our economy and employs over ten million service personnel in the United States alone. The expansion and growth of hotels, food & beverage establishments, tour and travel companies, airlines, tourist attraction facilities, and related services have created vast career opportunities in tourism and hospitality industry and more so in the hotel operations and management field.

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

Catalog Year: 2008-2010

Page Number(s): 61

#### 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
<b>Total General Education Requirements</b>	<b>19</b>

#### B. Related General Education & Technical Requirements

HS150 Welcome to Hospitality	3
HS152 Customer Service	3
HS155 Basic Hotel & Restaurant Accounting	3
HS160 Hospitality Supervision	3
SM 240 Employment & Labor Law	3
JA110 Beginning Japanese	4
<b>Total Related Requirements</b>	<b>19</b>

#### C. Technical Requirements

HS208 Food & Beverage Service	3
HS211 Front Office Management	3
HS215 Housekeeping Management	3
HS217 Hotel Security Management	3

<b>HS219 Training Development &amp; HR Management</b>	<b>3</b>
<b>HS254 Hospitality &amp; Travel Marketing</b>	<b>4</b>
<b><u>HS292a, b Hotel Operations &amp; Management Practicum</u></b>	<b>6</b>
<b>Total Technical Requirements</b>	<b>25</b>
<b>Total Credit Requirements</b>	<b>63</b>

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

1. Apply the fundamentals of the requirements for the hotel operations & management program and demonstrate competency in their choice of occupation within the industry.
2. Demonstrate knowledge, skills and attitudes by applying the system approach method to analyze, evaluate, solve, and complete the requirements set by their Practicum experience.
3. Apply the knowledge and skills gained and achieved through the theory and from practical application to gain successful employment in the hospitality 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 career & technical programs. This AS in Hotel Operations & Management program will help develop the knowledge, skills and expertise of those interested in working in the hotel 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 hotel industry is stable and beginning to rebound from the effects of the HINI. The growth of the hotel industry has started to grow and is in need of hotel workers with proper skills, knowledge and attitudes in order to stay competitive.

According to States Career Cluster Initiative (SCCI) documents that "The lodging industry has 1.8 million jobs. Opportunities in this industry will keep path with average growth rates which, coupled with high turnover, will mean many opportunities for applicants. Traditionally, many hotels promote from within, and it is possible for an entry-level employee to become a first-line manager within two to three years and for a departmental manager to become a general manager within seven years." ([www.careerclusters.org](http://www.careerclusters.org)).

SCCI (2009) further confirms that "People who enjoy hard work, variety and working with people will have many opportunities to advance in the lodging industry. Earnings vary widely, depending on the location and type of lodging property. The median salary for a lodging manager in 2002 was \$33,970 and the salary for a general and operations manager was \$68,210." ([www.careerclusters.org](http://www.careerclusters.org))

- C. Conformity of this program to legal and other external requirements. Include State Voc/Tech requirements, accrediting agency standards, State Board regulations, and professional certification or licensing requirements if applicable.

**Although there are no legal requirements for conformity of our program, the program adheres to the standards set forth by the International Council of Hotel, Restaurant, and Institutional Education (I-CHRIE). The program's goal is to be accredited by the Commission for Accreditation of Hospitality Management Programs (CAHM), which accredits hospitality management programs at the associate degree level as well as Voc/Tech/CTE requirements.**

**The Tourism & Hospitality department has a total of thirteen full-time faculty members. Nine have earned 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. Faculty members are also encouraged to pursue professional certification in their areas of expertise, for example, Certified Food & Beverage Executive, Certified Rooms Division Executive, Certified Hospitality Housekeeping Executive, Certified Hotel Administrator and Certified Travel Associate. These Professional certifications lend credibility and recognition to our program.**

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

**This program was sent to all department heads of all hotels on Guam via their respective Human Resources Managers during summer 2009 for their review and comment. HIM 2009 graduates also reviewed this program and provided their feedbacks. Faculty members of the department have also reviewed and approved this program for implementation.**

**V. RESOURCE REQUIREMENTS AND COSTS (PENDING AVAILABILITY OF FUNDS)**

- 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 \$97,200 will be required to purchase (1) Opera Property Management System (\$28,000 + \$4,800 annual maintenance), (2) Micro Point of Sale System (\$22,000 + \$2,400) and (3) MAS 90 Food & Beverage Inventory and Cost Control System (\$40,000) computer software and additional computers to enhance students' learning. Additional critical software programs & Internet access to industry related sites, multi-media projectors, visual presenters, and laptop computers for classroom, and new industry related videos and CDs are also needed. These requests will be coursed through appropriate channels and subject to funding availability.**

- B. Personnel requirements (administrative, instructional, and support staff) and costs.

**This program will be taught by full-time faculty and by adjunct faculty from GDOE high school Lodging Management Program, or by adjunct faculty from Guam hotel industry who have knowledge and expertise in the hotel industry. Regular salary scales (full-time/adjunct) will apply. Office support staff normally provided to faculty will be sufficient.**

**Additional computer lab classroom is needed for the new computers and software.**

**D. Funding source(s).**

**The Hotel Operations & Management program will continue to be funded by appropriations from the Guam Legislature and revenue from tuition. Additionally, President Obama's economic stimulus fund will be used to purchase needed computers, and critical computer software, videos, books, etc.**

**E. Impact, financial or otherwise, this program may have on the College.**

**By changing the AS Degree in Hotel Management program to AS in Hotel Operations & Management program, and adding the Certificate in Hotel Operations program, the department will better utilize its departmental and college resources. This revision will give students a better coverage of areas as they explore the careers available in the hotel industry. Through student advisement by faculty, students can earn industry-recognized certificates from the Educational Institute (EI) of American Hotel & Lodging Association.**

**By adapting the Culinary Arts program's cohort system, and having carefully planned recruitment of high school seniors from GDOE high schools' LMP and ProStar 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**

**Implementation date: Fall 2010**

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

**VIII. PROGRAM DESCRIPTION**

**A. Program Title(s)**

**Long Title: Associate of Science in Hotel Operations & Management**

**Abbreviated Title (20 characters maximum): AS in Hotel**

**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 mandatory sequence list of courses to be taken toward the completion of the Associate of Science in Hotel Operations and Management. This mandatory sequence of courses is designed for the full-time student who is expected to take at least 12 credits per semester; this educational plan will be a tool for advisors to monitor students' academic progress. (Listed below is the plan for students who begin in SUMMER. A new 5 year master plan will be developed for all courses once this program is approved.**



**1st Summer**  
**English & Math Placement Tests**  
**EN100**  
**MA095 or Math course based on Math placement test results**

**1st Fall**  
**General Ed. EN110 English** 3  
**HS150 Welcome to Hospitality** 3  
**CS151 Windows Application** 3  
**HS215 Housekeeping Management+** 3  
**HS152 Customer Service** 3  
**Total** 15

**1st Spring**  
**General Ed. Math MA110A Finite Math** 3  
**General Ed. PY120 General Psychology** 3  
**HS155 Basic Hotel & Restaurant Accounting+** 3  
**HS211 Front Office Management+** 3  
**Total** 12

**2nd Summer**  
**HS217 Hotel Security Management** 3  
**HS292a Hotel Operations Practicum (First 300 Hours).....** 3  
**Student will be placed at a hotel's Front-of-the-House departments only**  
**Total** 6

**2nd Fall 2010**  
**JA110 Beginning Japanese** 4  
**General Ed. SO130 Introduction to Sociology** 3  
**HS208 Food & Beverage Service+** 3  
**SM240 Employment & Labor Law+** 3  
**(Fall only by Supervision & Management Dept)**  
**Total** 13

**2nd Spring**  
**General Ed. SI110 Environmental Biology** 4  
**HS160 Hospitality Supervision+** 3  
**HS219 Training, Development & Human Resources Management in the Hospitality Industry+** 4  
**HS254 Hospitality & Travel Marketing** 3  
**Total** 14

**3<sup>RD</sup> Summer**  
**HS292b Hotel Management Practicum +** 3  
**(Last 300 Hours) Student will be placed at a hotel's Back-of-the-House departments only**  
**Total** 3

**Grand Total Credits Required:****63****D. Target Population**

**Recent High School graduates, primarily from the GCC Secondary Lodging Management and ProStart Food Service Programs, in addition to Guam hospitality industry employees.**

**E. Cost to Student**

**Tuition, fees, textbooks, and supplies.**

**IX. PRE-REQUISITE (S)**

**None**

**X. CO-REQUISITE (S)**

**None**

**XI. CONTENT**

**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 Hospitality Industry Management (64 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
<b>Total General Education Requirements</b>	<b>19</b>

**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 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):**

1. Upon completion of this course, students will be able to:
2. 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.
3. Assess the customer's wants and needs through the use of demographics and other database information.
4. 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 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.
4. Discuss all hudgeting 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 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.

**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 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.

**B. Technical Requirements**

**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

**HS211**

**FRONT OFFICE MANAGEMENT (3)**

**This Course presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to checkout and settlement. This course also examines the various elements of effective front office management, paying particular attention to the planning and evaluation of front office operations and to human resources management. Front office procedures and management are placed within the context of the overall operation of a hotel. Course offering: Fall only. Prerequisite: HS150**

#### **HS215**

#### **HOUSEKEEPING MANAGEMENT (3)**

**This Course presents a systematic approach to managing housekeeping operations in the hospitality industry. Course offering: As needed. Prerequisite: HS150, HS 160 or instructor's permission**

#### **HS217**

#### **HOTEL SECURITY MANAGEMENT (3)**

**Because security is such a vital issue in today's hospitality industry, students must be prepared to tackle challenges of safety and security. This course will present proven strategies that protect employees and guests and help prevent potential lawsuits and deal with post 9/11 concerns. Co-requisite: HL130 Course offering: spring even years. Prerequisite: HS 150**

#### **HS219**

#### **TRAINING & DEVELOPMENT IN THE HOSPITALITY INDUSTRY (3)**

**This Course provides a comprehensive overview of hospitality training and development by addressing how to assess and analyze training needs, design, implement, and evaluate training programs.. Course offering: As needed**

#### **HS254**

#### **HOSPITALITY & TRAVEL MARKETING (4)**

**This Course examines the hospitality and travel marketing system. Students will learn the different types and roles of hospitality and travel industry organizations, how marketing applies to different travel components and various departments of a hospitality organization. Topics such as core principles of marketing, marketing approaches, strategic and tactical marketing, marketing research and analysis, marketing strategy, and marketing plan development, and methods to effectively implement and control as well as evaluate the marketing plan will be covered. Course offering: Fall only**

#### **Student Learning Outcomes (SLOs):**

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

- 1. Explain the core principles of marketing and their application by creating a power point presentation that applies to the Hospitality and Travel components of the tourism industry.**

2. Conduct marketing research by developing a survey relevant to the chosen topic and have a minimum of 10 participants complete the survey.
3. Create a Marketing Plan of their choice and the presentation method will be by power point.

**SM240** This is not what the current catalog (Sept. 23, 2009 update) states please change.

**SM240**

### **EMPLOYMENT & LABOR LAW (3)**

**This Course introduces Employment and Labor Law for the non-legal professional in management and labor relations. The course emphasizes employment, labor and social issues in the work environment as the cover federal and state law governing employer/union and employee/employer relationships. The student will learn how daily supervisory and management decisions made within the context of employment and labor law can have far-reaching consequences in their firm's legal liabilities. This course provides the knowledge and tools for SM graduates to make management decisions that eliminate or minimize their firm's liability. Course offering: Fall only.**

#### **Student Learning Outcomes (SLO's):**

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

1. Discuss the development of American labor Unions, the National Labor Relations Board, and the national Labor relations Act (NLRA).
2. Demonstrate how unfair labor practices by employers and unions in collective bargaining may subject them to federal liabilities.
3. Illustrate the enforcement and administration of the collective agreement specifying the rights of union members.
4. Evaluate common-law employment issues addressing the doctrine of employment-at-will.
5. Interpret the most common exception to wrongful discharge-the public policy exception.
6. Discuss and summarize how the uniformed Services Employment and Reemployment Rights Act (USERRA) and Title VII of the Civil Rights Act prohibit discrimination.

**HS292A, B**

### **HOTEL OPERATIONS AND MANAGEMENT PRACTICUM (6)**

**This course provides students with the opportunity to apply their knowledge and skills while working in the Hotel Industry. It is divided into two sessions each consisting of 300 work site hours. The HS292a will consist of work in the back of the house departments to experience and have actual hands on experience in the operations of the hotel. The HS292b will consist of work in the front of the house departments to experience and have actual hands on experience in the management of the hotel. 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 departments within the hotel.
3. Plan and execute an itinerary to include necessary documentation to fit the needs of the traveler and their destination.
4. Demonstrate the proper attitude and commitment to excellence in marketing, selling and customer service through the use of variety of technologies.

**Total Hotel Operations & 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 Hotel Operations 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 Lodging Management Program will earn the equivalent of 6 credits equal to HS 150 Welcome to Hospitality and HS152 Customer Service.

Students who earn a certificate of mastery in GCC's Secondary Lodging Management Program will earn the equivalent of 9 credits equal to HS150 Welcome to Hospitality, HS152 Customer Service and HS292a Hotel Operations & Management Practicum.

### **B. University of Guam**

### **C. Others**

As an academic partner with the American Hotel and Lodging Educational Institute (EI), students can earn EI course certificates if they pass the EI exam with 69% or better score. For a list of participating colleges and universities that use EI curricula, visit [www.ei-ahla.org](http://www.ei-ahla.org). EI has an entire academic division that develops course materials for 1,200 two- and four-year hospitality schools worldwide, and distance learning programs offering college-level hospitality courses on a home-study basis.

\* Attach SLO Map – Program & Course Levels.

## SLO Map – Program & Course Levels

Name of Program Program AS	Hotel Operations and Management																		
	HS150	HS155	HS160	HS208	HS211	HS215	HS217	HS219	HS254	HS292a,b									
<b>Student Learning Outcomes – Program Level</b> Upon successful completion of this program, students will be able to:																			
1. Apply the fundamentals of the requirements for the Hotel Operations and Management Program and demonstrate competency in their choice of occupation within the industry.	I	IRE	IRE	IRE	IRE	IRE	IRE	IRE	IRE	RE									
2. Demonstrate knowledge, skills and attitudes by applying the system approach method to analyze, evaluate, solve, and complete the requirements set by their Practicum experience.	I	IRE	IRE	IRE	IRE	IRE	IRE	IRE	IRE	RE									
3.	IRE	IRE	IR	IR	IRE	RE	R	IRE											
4.																			
5.																			

### Institutional Learning Outcomes (ILOs)

Name of Program Other	Institutional Learning Outcomes (ILOs)									
	HS150	HS155	HS160	HS208	HS211	HS215	HS217	HS219	HS254	HS292a,b
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	R	E	E	E	E	E	E	E	RE
2. Ability to access, assimilate and use information ethically and legally.	I	IR	IR	R	R	R	R	R	R	RE
3. Mastery of critical thinking and problem-solving techniques.	I	RE	RE	IRE	IRE	IRE	IRE	IRE	IRE	E
4. Collaborative skills that develop professionalism, integrity, respect, and fairness.	I	R	RE	RE	RE	RE	RE	RE	RE	E
5. Civic responsibility that fosters respect and understanding of ethical, social, cultural, and environmental issues locally and globally.	I	IR	IRE	IRE	IRE	IRE	IRE	IRE	IRE	RE

### 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 & 2
4. Discuss all budgeting and forecasting related competencies.	1 & 2

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 & 2

Course Alpha and Number: HS208 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. define "moments of truth"; identify causes, potential solutions and feasible solutions to remedy the negative "moments of truth" encountered by guests.	1



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

Course Alpha and Number: HS211 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

Course Alpha and Number: HS217 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. explain the key issues in developing and setting up a security program.	1


Course Alpha and Number: HS215 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. identify, describe and evaluate the elements needed for effective housekeeping operations and management.	1

Course Alpha and Number: HS219 Upon successful completion of this course, students will be able to:	Related to Program Level SLO#
1. identify and describe required techniques and knowledge to manage hospitality industry human resource efficiently and effectively.	1 & 2



<b>Course Alpha and Number: HS292a, b</b> <b>Upon successful completion of this course,</b> <b>students will be able to:</b>	<b>Related to</b> <b>Program</b> <b>Level</b> <b>SLO#</b>
1. Describe the relationships of the various departments in the hotel.	1 & 2
2. Have an understanding of hotel operations	1 & 2
3. Have an understanding of the management of a hotel.	1 & 2

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.



Please find the curriculum that has been developed by the Tourism & Hospitality Department.

HS203 has been deleted in its current form and re-introduced as HS203a (ServeSafe) and HS203b (HACCP). So there are two (2) course documents.

MA145 has been changed to HS145 Culinary Math, and was done in conjunction with the Math Department and Dr. Somera.

The Hospitality Industry management Program has been deleted and the following re-introduced. The documents include the Re-institution of program, program document and maps.

- ✓ A.S Hotel Operations and Management
- A.S Food & Beverage Management
- A.S. Travel & Tourism

For electronic see me as I do not have a flash drive to put them on..

Thank you,

A handwritten signature in black ink, appearing to read 'Barry L. Mead', written over a horizontal line.

Barry L. Mead, CFBE, CHE  
Department Chair

