



POST SECONDARY PROGRAM CURRICULUM AY 2023-2024

Associate Degree Program Title:

Distance Education: Associate of Science in International Hotel Management

Formerly (If Applicable include Program Title):

Associate of Science in International Hotel Management

Department: International Hotel Management

Division: Trades and Professional Services

Author 1: Eric Ji

Author 2 (optional): Carol Cruz

Date Submitted to CRC: November 13, 2023

Date Reviewed by CRC: November 15, 2023

APPROVED

EFFECTIVE CATALOG: AY2024-2025

DATE APPROVED: 05/03/2024

EFFECTIVE BANNER TERM: 202480

APPROVED BY	NAME	SIGNATURE	DATE
REGISTRAR	Ava M. Garcia		11/15/2023
DEAN	Pilar P. Williams		04.26.2024
VP for ACADEMIC AFFAIRS	Virginia C. Tudela, Ph.D.		05.03.24
PRESIDENT (Signature required for adoptions ONLY)	Dr. Mary A.Y. Okada		

Type of Action: Substantive Revision

RE-INSTITUTION (attach a copy of the most recently approved course curriculum and update the following information). Justification for course re institution: Distance Education approved by ACCJC

Type of Substantive Action(s) - Please specify the type(s) of substantive change(s) requested

1. **Substantive Change 1:** Change in number of credit hours
2. **Substantive Change 2:** Change in Major Requirements
3. **Substantive Change 3:** Change in distribution of requirements affecting Major or General Education Requirements
4. **Substantive Change 4:** Choose an item.
5. **Substantive Change 5:** Choose an item.
6. **Substantive Change 6:** Choose an item.
7. **Other (Describe SR changes if not listed above):**

Type of Non-Substantive Action(s) - Please specify the type(s) of non-substantive change(s) requested

1. **Non-Substantive Change 1:** Choose an item.
2. **Non-Substantive Change 2:** Choose an item.
3. **Non-Substantive Change 3:** Choose an item.
4. **Non-Substantive Change 4:** Choose an item.
5. **Other (Describe NSR changes if not listed above):**

INTRODUCTION

Contextual Framework for Adoption or Re Institution: This substantive revision is to reduce the number of credits required for graduation from 62 to 60-61 hours so that students can graduate in two years.

This is a CTE program and is aligned with following Career Cluster: Hospitality & Tourism

And is aligned with the following Career Pathway: Hospitality & Tourism

Implementation Term: Fall 2024

RATIONALE FOR PROPOSAL

Reason this proposal should be adopted in light of the College's mission statement and educational goals (adoptions only):

A Distance Education (DE) Associate Degree Program in International Hotel Management (IHM) will allow more students to enroll in the program because of the flexibility of course offerings. This will make it more convenient for people working in industry to take classes at their convenience without having to take time away from work. Furthermore, the flexibility of IHM may entice apprentices to complete not only the Journeyman's Certificate but to complete the AS in IHM as well. Additionally, there is a potential to increase program enrollment by targeting international students who will be able to take courses remotely.

The flexibility of course offerings will also lead to increased retention, persistence, and program completion. Students will have the ability to take more classes each semester. In a traditional course offering, students can only take a class "as scheduled". Online courses provide students with the opportunity to take classes at a time that is more convenient for them. This eliminates delays to program completion; subsequently, increasing program completion rates.

Furthermore, becoming a DE program provides an opportunity to recruit a diverse pool of certified adjunct faculty to teach online courses whether they are located physically on-island or off-island. The flexibility in course schedules allows industry professionals to serve as adjunct faculty, bringing diverse expertise and experiences crucial for enriching the program. [Ensuring sustained growth in the department's hospitality programs and supporting efforts will be addressed through the college assessment.](#)

Long-term employment outlook for this program area, including the number of available positions in the service area for graduates and expected salary level (update for currency):

According to Guam Visitors Bureau (GVB) 2023 annual report, there are over 20,000 tourism related jobs or 33% of all employment on Guam. As the top contributor to Guam's economy, accounting for more than 21,000 jobs and over \$260 million in revenue. Guam's long-term employment outlook for the tourism and hospitality industry is positive to make Guam "a world-class, first-tier resort destination of choice offering a U.S. island paradise with stunning ocean vistas, for two million business and leisure visitors from across the region with accommodations and activities ranging from value to five-star luxury — all in a safe, clean, family-friendly environment set amidst a unique 4,000-year old culture." Guam's goal is to have additional hotels and a skilled workforce to serve our visitors. Entry-level hotel management salary is \$36,000, while the national average is \$41,000 per annum.

Conformity of this program to legal and other external requirements. Include Guam State CTE requirements, accrediting agency standards, State Board regulations, and professional certification or licensing requirements if applicable: This program is in liaison with the American Hotel & Lodging Educational Institute (AHLEI) through an academic partnership agreement. This program allows our students to earn AHLEI course certificates, areas of specialization and the Hospitality Management Diploma. Students have the option to take the industry recognized Certified Hospitality Supervisor (CHS) exam.

Results of program assessment: A Hospitality & Tourism lab facility on the college campus is essential for college interns because it provides a hands-on and immersive learning experience that cannot be replicated in a traditional classroom setting. Interns need to practice and apply the concepts they learn in real-world scenarios, and a lab facility provides the necessary tools and equipment for them to do so as they also develop critical thinking, problem-solving, and decision-making skills, which are essential for success in their future careers. Additionally, a lab facility allows for close supervision and guidance from instructors, who can provide feedback and support to interns as they navigate the challenges of the simulation. Overall, a lab facility is a vital component of a college internship program, as it helps interns develop practical skills and prepares them for the workforce.

Target Population: Recent high school graduates, primarily GCC's Hospitality and Tourism Management Program in GDOE high schools, apprentices and those seeking a career or career advancement in the hospitality industry.

RESOURCE REQUIREMENTS AND ESTIMATED COSTS

Resources (materials, media, equipment) and costs (ADOPTIONS ONLY): N/A

Facility requirements (ADOPTIONS ONLY): N/A

Does the proposed curriculum meet the requirements for Title IV Federal Student Aid? Yes

Comments (optional): None

PROGRAM DESCRIPTION & STUDENT LEARNING OUTCOMES

-PROGRAM LEVEL

This program description will appear in the College Catalog followed by the Student Learning Outcomes – Program Level.*Refer to Student Learning Outcomes (SLO) Handbook in developing SLO's (available on the Worklife tab on MyGCC).

Program Description: This program develops students' leadership capacity in hotel operational departments, emphasizing customer service, communication, problem solving, and organizational skills. Other key areas of focus include rooms division, Meetings, Incentives, Conventions, Exhibitions (MICE), human resources, marketing, international hotels, and hospitality technology in hotels. The program includes practicum for hands-on experience, and world language courses such as Korean or Japanese to enhance cultural competencies for success in the international hospitality sector.

Program Learning Outcomes 1: Display various supervisory skills within the hospitality industry.

Program Learning Outcomes 2: Exhibit applicable customer service and hotel operations skills based on situation.

Program Learning Outcomes 3: Evaluate the importance of communications skills within the hotel management.

Program Learning Outcomes 4:

Program Learning Outcomes 5:

These PLOs can be measured and learning is demonstrated: Yes

PROGRAM DESCRIPTION & CONTENT

Program Title: Distance Education: Associate of Science in International Hotel Management

General Education Requirements (19 is the minimum number of credits): 20-21

Major Requirements (minimum number of credits) this includes any General Education Courses that are required outside of the standard Gen Ed section: 40-41

Electives (minimum number of credits):

Total Number of Credits for Associates: 60-62

English (EN 110 and EN 110A are equivalents): Default

Mathematics: Default

Literacy for Life: Default

Humanities & Fine Arts: KE110 Korean I, KE111 Korean II, JA110 Japanese I, or JA111 Japanese II (4)

Natural & Physical Sciences (All options are 4 credits): Default

Social & Behavioral Sciences: Default

List Major Requirements (alpha/number/title/credits) this includes any General Education courses in addition to what is required under General Education Requirements. Include total number of credits: HS150 Welcome to Hospitality (3)

HS152 Customer Service (3)

HS155 Basic Hotel & Restaurant Accounting (3) or AC211 Accounting Principles I (4)

HS158 Introduction to MICE (3)

HS160 Hospitality Supervision (3)

HS211 Managing Front Office Operations (3)

HS215 Managing Housekeeping Operations (3)
HS216 Human Resources Management (3)
HS254 Hospitality and Travel Marketing (3)
HS266 International Hotels Development & Management (3)
HS268 Managing Technology in the Hospitality Industry (3)
HS292 Hospitality and Tourism Practicum (3)
KE110 Korean I, KE111 Korean II, JA110 Japanese I, or JA111 Japanese II (4)

List Elective Courses (or provide category, optional) include total: N/A
Eligibility Requirements or Prerequisite requirements (if applicable): N/A

Articulation (if applicable - DCAPS, UOG, etc.): DCAPS for Hospitality and Tourism Management Program, American Hotel & Lodging Educational Institute, Youth Apprenticeship Programs

Course Sequence by Semester

Semester One (please include subject/course number/title/credits:

HS150 Welcome to Hospitality (3)
HS152 Customer Service (3)
English Composition Requirement (3-4)
Social & Behavioral Requirement (3)
Computer Literacy Requirement (3)

Semester One Credit Total: 15-16

Semester Two (please include subject/course number/title/credits:

HS158 Introduction to MICE (3)
HS160 Hospitality Supervision (3)
Humanities & Fine Arts Requirement (4)
HS211 Managing Front Office Operations (3)
Mathematics Requirement (3)

Semester Two Credit Total: 16

Semester Three (please include subject/course number/title/credits:

HS215 Managing Housekeeping Operations (3)
HS216 Human Resources Management (3)
HS155 Basic Hotel & Restaurant Accounting or AC211 Accounting Principles I (4)
KE110 KE111 Korean II (4), JA110 Japanese I (4), or JA111 Japanese II (4)

Semester Three Credit Total: 14

Semester Four (please include subject/course number/title/credits:

HS254 Hospitality and Travel Marketing (3)
HS266 International Hotels Development & Management (3)
HS268 Managing Technology in the Hospitality Industry (3)
HS292 Hospitality and Tourism Practicum (3)
Natural & Physical Sciences Requirement (4)

Semester Four Credit Total: 16

Semester Five (please include subject/course number/title/credits:

Semester Five Credit Total:

Semester Six (please include subject/course number/title/credits:

Semester Six Credit Total:

Advisory Committee Minutes

Please copy and paste meeting minutes or submit to CRC via email gcc.crc@guamcc.edu:



**Guam Community College
Hospitality and Tourism Department
Hotel / Travel and Tourism Advisory Committee Meeting
2:00pm, Thursday, November 9, 2023
Virtual Meeting Minutes**

Attendees: William Shinozaki Carol Cruz Eric Ji David Dingcong
Narciso Cosico Minhee Ji Claire Garcia Vincent Cruz
Angel Zapanta-Acquaviva Christine Fernandez

Meeting Chaired by: Will Shinozaki

Recorded by: Carol Cruz

Hotel Advisory Committee Members:

Yusuke Shinozaki - Committee Chairperson, (Acting General Manager, Hotel Nikko Guam)
Claire Garcia - Director of Human Resources, Hyatt Regency Guam Resort
Maria Teresa Reyes - Burrier, Director of Food and Beverage, Lotte Hotel Guam, LLC
Vincent "Ben" Cruz - Military/Corporate/Community PR Manager, The Tsubaki Tower
Eric Chong - Simon Sanchez High School
Narciso Cosico - George Washington High School
Carol Cruz - Department Chairperson
David Dingcong - Southern High School
Eric Ji - GCC Post-Secondary
Minhee Ji - John F. Kennedy High School
Darylgn Zapanta- Okkodo High School
Christine Fernandez - Tiyan High School

- I. Call To Order: 3:03pm
- II. New Faculty
 - a. Christine Fernandez, Tiyan High School
 - b. Darylgn Zapanta, Okkodo High School
 - c. David Dingcong, Southern High School (Welcome Back!)
 - d. Norman Aguilar - Retired September 30, 2023

Old Business

- III. None

New Business

- IV. Assessment Update
 - a. Budget is tied to assessment
 - b. Study abroad programs
 - c. Support apprenticeship program
 - d. Increase visibility at GCC College Campus - Lab & Dedicated Classrooms
 - e. Improve lab facilities for high schools
 - f. Strengthen industry partnership
 - V. Curriculum
 - a. Program Revisions: IHM
 - i. **IHM can be achievable in 2 years with 60-61 credits**
 - ii. Changes to sequence of courses
 - iii. World Language options
 - iv. Supports department's goals
 - v. The Advisory Committee supports revisions to the IHM program
 - b. Program Adoption: Korean Language Certification Program
 - i. Eric Ji is authoring the program document and emphasizes that these are skills that can be applied in all industries; asking for industry support
 - 1. 30 credit certificate program
 - 2. 16 credits of language
 - 3. 14 credits with Korean culture
 - 4. Maybe include internship
 - ii. Carol Cruz added that this will diversify our department's program offering and improve our skilled workforce in support of Guam's efforts to build a better tourism product.
 - iii. The Advisory Committee supports the adoption of the Korean Language Certification Program
 - c. Course Guide revisions:
 - i. HTMP IA / HS150 Dual Curriculum - reviewed dual course curriculum
 - ii. HTMP IIB /HS158 Dual Curriculum - reviewed dual course curriculum
 - iii. HS254 Hospitality and Travel Marketing - DC Carol provided information that the textbook is outdated and faculty are using supplemental material to remain current; looking for a textbook with reliable publisher or revise course guide with no textbook (same as HS255). Chair Will supports the non-textbook course revisions but is willing to wait until the next advisory meeting for any updates.
 - iv. Continuing Education Course - Non-Hospitality Customer Service Course - There is a growing need for a non-hospitality course. The department is working with the GCC Continuing Education to develop a non-textbook Customer Service course.
 - v. The advisory committee is looking forward to the revisions/adoption
 - d. Dual Credit Articulated Program of Study (DCAPS) Agreement AY2023-2024
 - i. Enable CTE program graduates to receive college credit under the new HTMP Program
 - ii. Revised DCAPs
- Dual Credit Articulated GCC/GDOE Secondary Program of Study and GCC
Postsecondary Program of Study Courses
Hospitality and Tourism Management Program

GCC/GDOE Secondary Cluster Courses	Guam Community College Hospitality Courses
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HTMP 1A	HS150 Welcome to Hospitality
HTMP 1B	HS152 Customer Service
HTMP 2A	HS157 Tourism Planning & Dev.
HTMP 2B	HS158 Intro to MICE
HTMP 3A	HS160 Hospitality Supervision

iii. The Advisory Committee supports the revisions to the DCAPS.

- VI. Hotel Associate Youth Apprenticeship Program (HAYAP)
- Participating Hotels: Hotel Nikko, Guam Plaza Resort; Hyatt; Upcoming: Tsubaki
 - School presentations on going to promote HAYAP
 - Apprenticeship packet and promotional materials forthcoming; Working with DOL
 - The Advisory Committee supports the Hotel Associate Youth Apprenticeship Program. Industry committee members are currently accepting applications as part of their participation.
- VII. We Are the Future Conference (WATF) - November 21, 2023
- Bus transportation update - Logistical challenges due to changes in high school bell schedule
 - Program Schedule: HS158 Intro to MICE students are assisting with the program as part of the course assignments.
 - Ben Cruz is willing to be a guest speaker for the event.
- VIII. Roundtable Discussion
- Ben Cruz shared that the programs are preparing students for management and supervisor positions; the programs are on the right track.
 - Claire Garcia shared that Hotel Associate Youth Apprenticeship Program is underway at the Hyatt and is happy to support the program
 - Minhee Ji shared that JFK is going great despite the shortened schedule and everyone is still adjusting; students interested in apprenticeship
 - Narciso Cosico shared that his students at George Washington High School are doing well in the program. They are interested in many opportunities the program has to offer.
 - Chair Will stated there is good progress in the department's strategic efforts in helping future hoteliers to develop the skills needed for their careers. It is best to get experience at the earliest so they know more about hotels. The apprenticeship is a great partnership to greatly help apprentices to succeed with their high school and post secondary education.
 - Carol Cruz thanked the advisory committee for their support and feedback.
 - Special thanks to our guest speakers in Spring 2023's HS266 International Hotels: Development and Management class:
 - Yusuke "William" Shinozaki, Acting General Manager, Hotel Nikko Guam
 - Claire Garcia, Director of Human Resources, Hyatt Regency Guam
 - Mark Manglona & Regina Bocatijo, Guam Visitors Bureau
 - Ernie Galito, Business Development Director, Atkins Kroll
 - Yoshihito Shibahata, Assistant General Manager / Director of Rooms , RIHGA Royal Laguna Guam Resort
 - Sophia Chu, General Manager, Hyatt Regency Guam
- IX. Meeting adjourned 3:10pm