

HOSP-2862: LODGING AND TOURISM MANAGEMENT EXPERIENCE

Cuyahoga Community College

Viewing: HOSP-2862 : Lodging and Tourism Management Experience

Board of Trustees:

March 2016

Academic Term:

Fall 2020

Subject Code

HOSP - Hospitality Management

Course Number:

2862

Title:

Lodging and Tourism Management Experience

Catalog Description:

Capstone course in Lodging-Tourism Management. On-site observation and work experience in variety of job areas in Lodging or Tourism industry, with emphasis on practice of technical supervisory skills. Student portfolios reviewed by industry professionals with emphasis on preparedness as career professional.

Credit Hour(s):

1

Other Hour(s):

14

Other Hour Details:

Field Experience: 14 hours per week for 15 weeks

Requisites

Prerequisite and Corequisite

HOSP-1960 Lodging/Tourism Field Experience, and HOSP-2400 Hospitality Management and Supervision or concurrent enrollment, and departmental approval: approved work site and completion of 3 Career Center seminars as designated by the Hospitality department.

Outcomes

Course Outcome(s):

Use effective time management, communication, supervisory, and problem resolution skills to work successfully in the Lodging-Tourism industry.

Objective(s):

1. Apply learned management techniques in lodging and tourism operations management and supervision.
2. Applies effective time management and completes assigned task on time.
3. Demonstrates ability to respond appropriately to all levels of the organizational chart.
4. Explore and present current topics, issues, and trends affecting the lodging and tourism industry.
5. Review and complete all components of the individual student portfolio.
6. Plan and practice portfolio presentation.
7. Present summary of portfolio to industry professionals.
8. Justify career goals through participation in interest and values inventory.
9. Develop individual career plan and identify specific objectives to reach/meet these goals.
10. Participate in team-structured projects in the workplace and the community.
11. Apply business ethics in the workplace.
12. Utilize appropriate business communication tools.
13. Demonstrate the ability to meet and exceed customer expectations.
14. Discuss the importance of the multi-cultural workforce within the hospitality environment.

15. Observe and practice supervisory skills in selected operating departments within a designated lodging and tourism facility.
16. Utilizes appropriate judgement in decision-making, and understands correlation of tasks performed to total organizational mission.
17. Utilizes property procedures for reporting off, changing schedules, communications about scheduled work period, and attends according to schedule.

Methods of Evaluation:

1. Evaluation of participation in work experience
2. Completion of required hours as recorded in a log
3. Written reports as outlined
4. Evaluation of employer
5. On site evaluation of faculty advisor
6. Portfolio evaluation
7. Possible participation in community project

Course Content Outline:

1. Introduction to the Hospitality Management experience
 - a. Interviewing and placement in an approved operation
 - b. Observing and participating in
 - c. Keeping a log of activities
 - d. Preparing report
 - i. overview
 - ii. observation and experience
 - iii. evaluation
 - iv. developing a career plan
 - v. updating resume

Resources

Walker. *Exploring the Hospitality Industry*. 3rd ed. Prentice Hall, 2016.

Michelli, Joseph. *The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company*. McGraw-Hill Education, 2008.

Dale Carnegie Pocket Books. *How to Win Friends Influence People*. Dale Carnegie Pocket Books, 1998.

Bagdan, Paul. *Guest Service in the Hospitality Industry*. New Jersey, Wiley Publishing, 2013.

Cook/HSU/Marquá. *Tourism: The Business of Hospitality and Travel*. 5th ed. Pearson, 2014.

Kappa, IMitschke, Schappert. *Housekeeping Management*. Revised 3rd ed. AHLA, 2008.

Kasavana. *Managing Front Office Operations*. 9th ed. AHLA, 2013.

Drucker, Peter. *The Essential Drucker: The Best of Sixty Years of Peter Drucker's Essential Writings on Management*. Harper, 2008.

Robbin, S. and DeCenzo D. *Supervision Today*. 6th ed. New Jersey: Prentice Hall, 2009.

Meyer, Danny. *Setting the Table: The Transforming Power of Hospitality in Business*. Reprint edition. Harper Perennial, 2008.

National Restaurant Association Foundation. *Hospitality Human Resources Management and Supervision*. 2nd ed. Manage First-Pearson,

Cournovyer, Norman, Marchell, Anthony G., Morris, Karen L., Brown, Jank P. *Hotel, Restaurant and Travel Law*. 7th ed. Thompson Delmar Learning, 2008.

Kotler, Philip. *Marketing for Hospitality and Tourism*. 6th ed. Pearson, 2014.

Dopson, Lea. *Food and Beverage Cost Control*. 5th ed. Wiley, 2011.

Fenich, George G. *Meetings, Expositions, Events, and Conventions*. Upper Saddle River, NJ: Pearson Education, Inc., 2012.

Stefanelli, J. *Purchasing: Selection and Procurement for the Hospitality Industry*. 7th ed. New York: Wiley, 2008.

Top of page

Key: 2321