

Program Learning Outcomes

PLO 1

Our graduates will identify and apply the knowledge and skills necessary for hospitality and tourism operations.

- Overview of the hospitality industry, guest experience, and the profession
- Operations relative to lodging management
- Operations relative to food service management
- Relationship of tourism to hospitality management
- Field experience
- Operations relative to facility maintenance and management
- Opportunity for students to develop a depth of knowledge or a broad exposure to the diverse segments of the industry
- Evaluative culminating/capstone experience

PLO 2

Our graduates develop and integrate a core set of business skills necessary to successfully operate a hospitality and tourism organization.

- Human resource management relative to business operations
- Marketing of goods and services relative to business operations
- Accounting procedures/practices relative to business operations
- Legal environment relative to business operations
- Economic environment relative to business operations
- Technology relative to business operations
- Organizational theory and foundations of management
- Financial management relative to business operations
- Ethical considerations and socio-political influences affecting organizations
- Strategic management relative to business operations
- Leadership theory relative to business operations

PLO 3

Our graduates demonstrate competence in the communication skills necessary for hospitality and tourism management.

- Written communication skills required for hospitality and tourism management
- Oral communication skills required for hospitality and tourism management
- Interpersonal communication skills required for hospitality and tourism management
- Digital communication skills required for hospitality and tourism management

PLO 4

Our graduates formulate business decisions in hospitality and tourism management.

- Analytical skills required for hospitality and tourism management
- Critical thinking skills required for hospitality and tourism management
- Problem solving skills required for hospitality and tourism management

PLO 5

Our graduates evaluate leadership principles necessary in the diverse and global hospitality and tourism industry.

- Leadership skills necessary to effectively manage in the hospitality industry
- Relationship between ethical leadership, culture, and professional performance
- Exposure with internal and external stakeholders from diverse backgrounds and cultures