

**Table 2.1. Student Learning Outcomes, Hotel and Restaurant Management Program**

Content Area	Student Learning Outcome	Knowledge of...	The ability to...	As evidenced by...
<b>Food and Beverage</b>	The knowledge to manage the professional preparation, presentation and service of quality food.	<ul style="list-style-type: none"> <li>• History and culture of food</li> <li>• Sensory evaluation of food</li> <li>• Basic nutrition</li> <li>• Role of food in promotion of a healthy lifestyle</li> <li>• Culinary techniques</li> <li>• Quality food standards</li> <li>• Food technology including biotechnology and food irradiation</li> <li>• Food safety, sanitation, HACCP, and food security</li> <li>• Food production systems</li> <li>• Ecological issues related to foodservices</li> <li>• Wines, beers, and spirits as a complement to food</li> <li>• Managed services and franchise opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Design and analyze menus for foodservice operations</li> <li>• Produce a quality product in quantity</li> <li>• Prepare and present food in a professional manner</li> <li>• Operate and maintain basic foodservice equipment</li> <li>• Develop a HACCP plan for a foodservice operation</li> </ul>	<p>Examples:            Conduct AP/EP yield studies            Develop a HACCP plan            Plan and prepare a catered meal</p>
<b>Lodging and Tourism</b>	The knowledge to manage and evaluate functional systems in lodging operations.	<ul style="list-style-type: none"> <li>• History of lodging and tourism</li> <li>• Environmental and ecological issues related to lodging and tourism</li> <li>• Management of guest services</li> <li>• Food and beverage operations as they relate to lodging</li> <li>• Sales and marketing of lodging operations</li> <li>• The housekeeping role in lodging operations</li> <li>• Safety and property security</li> <li>• Facility engineering and maintenance</li> <li>• Comptroller functions in lodging operations</li> <li>• Front Office management</li> <li>• Reservations systems</li> <li>• Franchise opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the internal and external components of managing lodging properties.</li> <li>• Relate the science and art of management to the lodging industry.</li> <li>• Develop a realistic perspective about the intricacies of managing a lodging property in a rapidly changing global environment, through practical analysis and critical thought processes.</li> <li>• Operate and manage operations in functional areas of a lodging property effectively and efficiently.</li> <li>• Build strong financial and statistical analysis skills by using quantitative and qualitative methods.</li> </ul>	<p>Examples:            Conduct a guest audit.            Balance guest accounts.            Identify target markets.</p>

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<b>Management</b>	Integrate human, financial, and physical resources management into foodservice and lodging operations.	<p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>• Laws and regulations that impact human resources</li> <li>• Labor relations</li> <li>• The employment process including recruitment and selection of employees</li> <li>• Developing and maintaining a workforce including training and development, performance appraisal, and compensation management.</li> </ul> <p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• General accounting procedures</li> <li>• Analysis of financial statements</li> <li>• Tools to compare and analyze the effectiveness of food and lodging operations</li> <li>• Cost controls related to hospitality operations</li> <li>• Budgeting</li> <li>• Room revenue management</li> <li>• Management of sales and effective marketing strategies</li> </ul> <p><b>Physical Resource Management</b></p> <ul style="list-style-type: none"> <li>• Laws and regulations that impact food and lodging operations</li> <li>• Procurement</li> <li>• Product flow and ergonomics</li> <li>• Technology for problem solving and decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and recognize legal issues that may impact human resource decisions</li> <li>• Develop an in-service training program for employees</li> </ul> <ul style="list-style-type: none"> <li>• Develop and analyze financial statements</li> <li>• Utilize ratio analysis of financial information</li> <li>• Apply various cost concepts</li> <li>• Monitor and control costs</li> <li>• Explain the budget preparation process and variance analysis</li> <li>• Apply price-decision tools</li> </ul> <ul style="list-style-type: none"> <li>• Identify and recognize legal issues that may impact the management of physical resources.</li> <li>• Use technology for problem solving and decision making</li> <li>• Apply ergonomics to increase productivity</li> </ul>	<p>Example: Discuss legal issues as they relate to policies and procedures.</p> <p>Example: Analyze a profit and loss statement.</p> <p>Example: Demonstrate effective work simplification methods.</p>

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<b>Critical Thinking</b>	Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.	<ul style="list-style-type: none"> <li>• Current and potential issues, trends, and problems that could impact food and lodging operations.</li> <li>• Methods to identify assumptions underlying the issues/problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Examine, question and explore multiple perspectives or alternatives</li> </ul>	Example: Develop a research project for HMD 475: Internship in HRM.
<b>Communication</b>	Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate to a variety of audiences.	<ul style="list-style-type: none"> <li>• Modes of communication appropriate for a variety of specific audiences.</li> <li>• How to use written communication to convey clearly ideas and thoughts.</li> <li>• Verbal communication in one-on-one, group, and formal presentation settings.</li> <li>• Use of visual communication and technology to enhance and supplement other communication strategies.</li> </ul>	<ul style="list-style-type: none"> <li>• Determine appropriateness of communication forms for audiences and contexts.</li> <li>• Use oral, written, and visual communication in presenting an oral presentation to a group.</li> <li>• Use current information technologies.</li> <li>• Use written communication to convey clearly ideas and thoughts.</li> </ul>	Example: Complete HMD 475 Internship Assessment. Present formal presentation on internship to faculty and fellow students.
<b>Diversity</b>	Demonstrate awareness, understanding, and skills necessary to live and work in a diverse world.	<ul style="list-style-type: none"> <li>• Cultures and world-views different from their own.</li> <li>• The changing demographics of the U.S. population.</li> <li>• How society, culture and history influence their own development and interpersonal relationships.</li> <li>• The impact of decisions and policies on global societies.</li> <li>• Global citizenship.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in activities designed to solve human problems.</li> <li>• Work cooperatively as a team with diverse members.</li> <li>• Discuss and negotiate controversial issues in a thoughtful and positive way.</li> <li>• Be empathetic toward others and consider the impact of their decisions on others.</li> <li>• Practice sensitivity, adaptability, and flexibility in intercultural settings.</li> <li>• Identify key issues in hospitality that relate to global citizenship.</li> </ul>	Example: Successful working together in a diverse team.

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<b>Ownership of Learning</b>	Recognize the importance of lifelong learning and identify and apply appropriate resources utilizing trends associated with the economic, social, ethical, technological, political, legal, and ecological environments.	<ul style="list-style-type: none"> <li>• The importance of lifelong learning</li> <li>• Appropriate resources to needed knowledge and skills</li> </ul>	<ul style="list-style-type: none"> <li>• Use resources and initiative to find and manage information</li> </ul>	Example: Self-evaluation of internship experience.
<b>Professional Development</b>	Practice professional ethics, provide leadership, demonstrate personal and global responsibility and work effectively as a team member.	<ul style="list-style-type: none"> <li>• Professional ethics</li> <li>• Personal and social responsibility</li> <li>• Leadership</li> <li>• How to work effectively as a team member</li> <li>• The impact of environmental trends on career planning.</li> </ul>	<ul style="list-style-type: none"> <li>• Making ethical decisions.</li> <li>• Working effectively as a team member.</li> <li>• Assessing the environment to make appropriate career decisions.</li> </ul>	Examples: Peer and team evaluations in HMD 342 Food Production Management.