

Content Area	SLO	Knowledge of...	The ability to...	As evidenced by...
Management	Integrate human, financial, and physical resources management into foodservice and lodging operations.	<p>Human Resources</p> <ul style="list-style-type: none"> • Laws and regulations that impact human resources • Labor relations • The employment process including recruitment and selection of employees • Developing and maintaining a workforce including training and development, performance appraisal and compensation management <p>Financial Management</p> <ul style="list-style-type: none"> • General accounting procedures • Analysis of financial statements • Tools to compare and analyze the effectiveness of food and lodging operations • Cost controls related to hospitality operations • Budgeting • Room revenue management • Management of sales and effective marketing strategies <p>Physical Resource Management</p> <ul style="list-style-type: none"> • Laws and regulations that impact food and lodging operations • Procurement • Product flow and ergonomics • Technology for problem solving and decision-making 	<ul style="list-style-type: none"> • Identify and recognize legal issues that may impact human resource decisions • Develop an in-service training for employees <ul style="list-style-type: none"> • Develop and analyze financial statements in hospitality operations • Utilize ratio analysis of financial information • Apply various cost concepts in hospitality operations • Monitor and control costs in hospitality operations • Explain the budget preparation process and variance analysis • Apply price-decision tools in hospitality operations. <ul style="list-style-type: none"> • Identify and recognize legal issues that may impact the management of physical resources • Use technology for problem solving and decision making • Apply ergonomics to increase productivity 	<p>Example: Aware of legal issues and policies</p> <p>Example: Analyze a profit and loss statement</p> <p>Example: Practice effective work simplification methods</p> <p>HRM work group will identify and refine outcomes in Spring 04</p>

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Critical Thinking	Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.	<ul style="list-style-type: none"> • Current and potential issues, trends and problems that could impact food and lodging operations • Methods to identify assumptions underlying the issues/problems 	Examine, question and explore multiple perspectives or alternatives to a problem	<p>Example: Develop a research project for HMD 475 – Field Experience HRM work group will identify and refine outcomes in Spring 04</p>
Communication	Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.	<ul style="list-style-type: none"> • Modes of communication appropriate for a variety of specific audiences • How to use written communication to convey clearly ideas and thoughts • Verbal communication in one-on-one, group, formal presentation settings. • Use of visual communication and technology to enhance and supplement communication. 	<ul style="list-style-type: none"> • Determine appropriateness of communication forms for audiences and contexts • Use oral, written, and visual communication in presenting an oral presentation to a group • Use current information technologies • Use written communication to convey clearly ideas and thoughts 	<p>Example: Complete HMD 475 Field Assessment Manual</p> <p>HRM work group will identify and refine outcomes in Spring 04</p>

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Diversity	Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.	<ul style="list-style-type: none"> • Cultures and world-views different from their own • The changing demographics of the populations in the United States • How socio-historical and cultural background influence their development and interpersonal relationships • The impact decisions and policies have on global societies • Global citizenship 	<ul style="list-style-type: none"> • Participate in activities aimed at solving human problems • Work cooperatively as a team with diverse people • Discuss and negotiate controversial issues • Accept responsibility to be empathetic towards others and consider the impact of decisions on others • Practice sensitivity, adaptability, and flexibility in intercultural settings • Identify key issues in hospitality that relate to global citizenship 	<p>Example: Work in diverse project teams</p> <p>HRM work group will identify and refine outcomes in Spring 04</p>
Ownership of Learning	Recognize the importance of lifelong learning and identify and apply appropriate resources utilizing trends associated with the economical, social, technological, political, and ecological environments.	<ul style="list-style-type: none"> • The importance of life-long learning • Appropriate resources to gain information 	<ul style="list-style-type: none"> • Use resources and initiative to find and manage information 	<p>Example: Self evaluation of internship experience</p> <p>HRM work group will identify and refine outcomes in Spring 04</p>
Professional Development	Practice professional ethics, provide leadership, demonstrate personal and global responsibility and work effectively as a team member.	<ul style="list-style-type: none"> • Professional ethics • Personal and social responsibility • Leadership • How to effectively work as a team member • The impact of environmental trends on career planning 	<ul style="list-style-type: none"> • Make ethical decisions • Work effectively as a team member • Assess the environment to make appropriate career decisions 	<p>Example: Peer and team evaluations in HMD 342 Quantity Foods</p> <p>HRM work group will identify and refine outcomes in Spring 04</p>