UNIVERSITY OF HAWAI‘I

SYSTEM ARTICULATION AGREEMENT

Hospitality and Tourism (HOST)

Addendum

May 2007
INTRODUCTION

The University of Hawai‘i is comprised of ten campuses located on six islands in the State of Hawai‘i. While each campus has a unique identity and mission, the ten campuses operate as one system.

Career Pathways
The State of Hawai‘i and its educational systems are participating in Career Pathways with an overall theme of “Six pathways, one system.” The six pathways are:

1. Arts and Communication
2. Business
3. Health Services
4. Industrial and Engineering Technology
5. Natural Resources
6. Public and Human Services

At the secondary and postsecondary levels, the goal of Career Pathways is to provide curriculum standards that meet business and industry requirements. Implementing these standards will ensure student attainment of a high level of academic and technical skills, a seamless transition from secondary to postsecondary educational programs and between postsecondary campuses, and a satisfying career for which the student is well prepared.

Hawai‘i P-20 Initiative
The overarching goal of the P-20 initiative is to improve student achievement at all levels of education. To this end, two of the goals of P-20 are:
1. To align standards, curricula, and assessments across all components of the state’s public education system.
2. To improve transition among the components of the education system, as well as from an educational setting to the workforce.

During the course of their education, students may decide to transfer from one campus to another in the University of Hawai‘i (UH) system. The development of an articulated program of study supports the transfer of earned academic credits within the UH system.

PURPOSE

The primary purpose of this articulation agreement is to facilitate the matriculation of students and the transfer of courses across the university system. Moreover, it is intended to inform students, whose program of study requires HOST courses as part of their degree requirements, of the program opportunities that are available to them throughout the UH system.

Students will have the opportunity to receive credit for equivalent courses taken elsewhere in the UH system, reducing the potential problems of having to retake a similar course or not being credited with work that has been completed.
AGREEMENTS AND PROCEDURES

1. **Scope of Agreement.** This Articulation Agreement applies among the UH Community Colleges; and between the UHCC’s and the University of Hawai‘i at Mānoa.

2. **Number of Credits to be Awarded.** Transfer credit among University of Hawai‘i campuses for the following courses:
   A. HOST 100 Career and Customer Service Skills/TIM 100 Internship I (2 credits)
   B. HOST 101 Introduction to Hospitality and Tourism/TIM 101 Introduction to Travel Industry Management (3 credits)
   C. HOST 150 Housekeeping Operations (4 credits at Kapi‘olani CC; 3 credits at all other community college campuses in this agreement).
   D. HOST 152 Front Office Operations (4 credits at Kapi‘olani CC; 3 credits at all other community college campuses in this agreement).
   E. HOST 154 Food and Beverage Operations (4 credits at Kapi‘olani CC; 3 credits at all other community college campuses in this agreement).
   F. HOST 93V, 193V, 293V, 293E Cooperative Education/Internship (variable)

### Notes:

For HOST 150, 152, and 154—Kapi‘olani Community College will accept the three credits of transfer from the colleges listed in this agreement; however, students must replace the three deficit credits (one credit each due to KapCC’s lab component that is incorporated into HOST 150, 152, and 154) with a three-credit HOPER or HOST program course.

For HOST 293E and 293V—students may transfer credits to the University of Hawai‘i School of Travel Industry Management (TIM 200) provided they complete 400 hours of supervised work experience (or a combination of supervised work experience and a seminar course) and a comprehensive paper. Transfer students must meet with the University of Hawai‘i at Mānoa School of Travel Industry Management Internship Coordinator to discuss their internship transfer credits.

3. **General Guidelines for the Application and Award of Transfer Credits**
   A. **Student Eligibility:** Students must be currently enrolled at a participating UH campus to be eligible for the award of any transfer credit.
   B. **Timeline for Application:** Students should apply for transfer credits during their first year of attendance at the receiving campus.
   C. **Transferability:** Credits awarded within the guidelines established in this Agreement will transfer between and among designated University of Hawai‘i campuses. However, students should be informed by both "sending" and "receiving" campuses that transferred credits may not be applicable to programs outside of this Agreement.
   D. **Campus Procedures:** Each UH campus which is a party to this Agreement will be responsible for establishing procedures which detail the timeline and deadlines for application, review of requests for award of transfer credit, and the appeals process for such credit.
Award of Credit through Credit-By-Examination. HOST 150, 152, and 154 as identified in this Agreement will be eligible for credit-by-exam for those currently enrolled students wishing to receive college credit for prior learning/experience obtained outside of the University of Hawai‘i system. Each campus will establish procedures and administer its own exam, which may include a written test, performance test, and/or oral interview. Students interested in challenging one of these courses through credit-by-examination may also choose to sit for the corresponding section of the industry’s American Hotel and Lodging Association (AHLA) exam; a score of 69% could be considered “passing.” Once credits are awarded, they are transferable among campuses listed in this Agreement.

The table in this document lists equivalent 100- and 200-level HOST courses within the University of Hawai‘i (UH) system covered in this Agreement. If a course is unique to a campus and, hence, does not have an equivalent course within the UH system, then it is not listed in the table. Also, the course outline(s) in this document have been approved by the faculty and administrations of all campuses represented in this signed Agreement. This Articulation Agreement is effective Fall 2007 and will remain in effect until May 2011. It will be subject to review in May 2010, and may be continued, revised, or discontinued with the consent of all faculty and administration of all campuses represented in this Agreement. The Articulation Agreement remains in effect while review continues.

<table>
<thead>
<tr>
<th>Course Area</th>
<th>UHM</th>
<th>Hawai‘i CC</th>
<th>Kapi‘olani CC</th>
<th>Kaua‘i CC</th>
<th>Leeward CC</th>
<th>Maui CC</th>
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<td>TIM 100 (2)</td>
<td>HOST 100 (2)</td>
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<td>Internship I</td>
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<td>HOST 101 (3)</td>
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<td>HOST 293 (3)</td>
<td>HOST 293E (3)</td>
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<td>HOST 293V (3)</td>
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HOST 100 Career and Customer Service Skills
TIM 100 Internship I

Course Outline

Revised 5/8/07

1. **Course Description**
   KapCC: HOST 100 focuses on the strategies and skills related to career success and customer satisfaction in the Hospitality and Tourism Industry. The general purpose of this course is to strengthen career and customer service skills that complement the concepts taught in other hospitality, tourism, and food service courses. (2 credits, 2 hours lecture)

   UHM: Discussion of job search strategies, TIM internship requirements, career and academic planning. (2 credits, 2 hours lecture)

B. **Hours Per Week**
   KapCC: Lecture: 2 hours
   UHM: Lecture: 2 hours

C. **Prerequisites, or Required Preparation**
   KapCC: None
   UHM: None

D. **Intended Student Learning Outcomes**
   1. Analyze the job requirements and how they align with personal traits for a career in hospitality and tourism.
   2. Apply career search techniques to find, interview for, and succeed in careers.

E. **Course Content**
   Concepts
   1. Analyze the job requirements and how they align with personal traits for a career in hospitality and tourism.
      a. Self-assessment tests (Myers-Briggs, the Party, interest inventories, etc.)
      b. Career path
      c. Hospitality and Tourism occupations
      d. Industry management personnel
      e. Inventory of skills, abilities, and knowledge
      f. Goals—short-term and long-term
      g. Internships and career opportunities
      h. Informational interview
2. Apply career search techniques to find, interview for, and succeed in careers.

**Job Application**
- Application skills (application form, résumé, cover letter, follow-up letter, etc.).
- Business cover and follow-up letter format
- Employer research sources (Internet, executive interviews, etc.)
- Types of thank you notes to be used in employment searches

**Interview**
- Proper workplace and interview attire, grooming, and appearance
- Career portfolio
- Interviewing practices (one-on-one, group, panel, telephone, online, etc.)
- Appropriate workplace manners and etiquette (including customer service for internal and external customers)
- Behavior-based interview questions (a question that has the applicant indicate how he/she behaved in the past—describe the situation, explain your action, how you followed up)
- Role play
- Appropriate answers to interview questions

**Portfolio**
- Career portfolio contents such as awards, diplomas, certificates, work philosophy, and work samples
- Types of personal résumés
- Education summary of courses completed
- Working résumé (updating and ongoing)
- Résumé enhancement.

**Networking**
- Analyze the value of networking on career success
- Create a reference list of contacts for professional and character references.
- Recognize the value of membership and active participation in professional and community service associations.
- Obtain support/recommendation letters.
- Prepare an informational interview with an industry manager.

**Skills**
1. Analyze the job requirements and how they align with personal traits for a career in hospitality and tourism.
   - Locate and utilize self-assessment tests (Myers-Briggs, the Party, interest inventories, etc.)
   - Inventory personal interests, values, skills, abilities, and knowledge in relation to the job.
   - Create a career path from college to retirement, planning a career beyond the first job...
   - Explore occupations using Internet research.
e. Interact with industry management personnel.
f. Create goals—short-term and long-term.
g. Summarize various kinds of internships and career opportunities.
k. Prepare an informational interview with an industry manager.

2. Apply career search techniques to find, interview for, and succeed in careers.

Job Application
a. Demonstrate job application skills (application form, résumé, cover letter, follow-up letter, etc.).
b. Compose and correctly format a business cover and follow-up letter.
c. Research employer.
d. Prepare and construct a thank you note to be used in employment searches.

Interview
a. Distinguish and recommend proper workplace and interview attire, grooming, and appearance.
b. Interview using a career portfolio.
c. Apply proper interviewing practices.
d. Identify and demonstrate appropriate workplace manners and etiquette.
e. Develop and use behavior-based interview questions.
f. Summarize appropriate methods for applying for a position using behavior-based questions.

Portfolio
a. Create a career portfolio which may include: awards, diplomas, certificates, work philosophy, and work samples.
b. Create an education summary of courses completed.
c. Compose an error-free working résumé in proper business form to be used with internship or employment application.

Networking
a. Analyze the value of networking on career success
b. Create a reference list of contacts for professional and character references.
c. Recognize the value of membership and active participation in professional and community service associations.
d. Obtain support/recommendation letters.

F. Text and Materials
Various handouts provided by instructors

G. Reference Materials
Varied

H. Auxiliary Materials and Content
Varied
I. **Learning Assessment Tasks**
   Using objective written true/false, multiple choice, matching, and short-answer exams, essay questions, reports (oral or written), projects (individual and/or team), research, panel discussion, case studies, role playing, or debates:
   1. **Student Learning Outcome #1**: Analyze the job requirements and how they align with personal traits for a career in hospitality and tourism.
   2. **Student Learning Outcome #2**: Apply career search techniques to find, interview for, and succeed in careers—a comprehensive portfolio.

   Satisfactory completion of the American Hotel & Lodging Association (AHLA) two-year Lodging Management Program (LMP) Certification curriculum year-end assessments with scores of at least 70 percent (the Educational Institute of American Hotel and Lodging Association Certificate of Achievement or EI).

J. **Methods of Instruction**
   Lecture, demonstration, assignments

   Per Attachment V, CCCM #6100 (Revised August 28, 1991)
   and *The Outcomes Primer* by Ruth Stiehl, pp. 46-47, © 2002
UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT ADDENDUM
Hospitality and Tourism (HOST)

University of Hawai'i at Mānoa

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Date
8-23-07

Date
JUL 27 2007

Date
7/21/07

Date
7/27/07
UNIVERSITY OF HAWAIʻI SYSTEM ARTICULATION AGREEMENT
Hospitality and Tourism (HOST)

Kapiʻolani Community College

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