UNIVERSITY OF HAWAI‘I

SYSTEM ARTICULATION AGREEMENT

Hospitality and Tourism (HOST)
aka Hotel Operations (HOPE) and
Food Service and Hospitality Education (FSHE)

September 2005
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 101/Introduction to Hospitality and Tourism/TIM 101 Introduction to Travel Industry Management (3 credits)
   B. HOST 150/120 Housekeeping Operations (4 credits at Kapi‘olani CC; 3 credits at all other community college campuses in this agreement).
   C. HOST 152/110/140/152 Front Office Operations (4 credits at Kapi‘olani CC; 3 credits at all other community college campuses in this agreement).
   D. HOST 154/124/130/154 Food and Beverage Operations (4 credits at Kapi‘olani CC; 3 credits at all other community college campuses in this agreement).
   E. 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 HOPE/FSHE/HOST courses within the University of Hawai‘i (UH) system covered in this Agreement. The **bold and blue** text within the tables indicate the new course acronym (HOST), course numbers, and course titles being used effective the Fall 2006 semester. Any courses below the 100-level designations will not be part of this Agreement and will not be transferable among campuses. 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 will remain in effect until September 2009. It will be subject to review in September 2008, 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.

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HOST 101 Introduction to Hospitality & Tourism
TIM 101 Introduction to Travel Industry Management
FSHE 101/ HOPE 20/ HOPE 120 Introduction to Hospitality & Tourism
Course Outline

Revised 9/27/05

1. **Course Description**

   **HawCC:** A survey of local commercial and resort hotels; orientation to basic work methods and attitudes from uniform services to management (3 credits, 3 hours lecture)

   **KapCC:** Provides an overview of the travel industry and related major business components. Analysis of links between hotel, food, transportation, recreation, and other industries comprising tourism. Includes lectures by industry leaders. Students will identify job qualifications, professional standards, communication skills, and attitudes essential for successful workers in the hospitality industry. (3 credits, 3 hours lecture)

   **KauCC:** Students examine the historical development, organizational structure, career preparation, future trends, human relations and other auxiliary departments of the lodging and food and beverage segments of the hospitality industry at the regional, national, and international levels. The class surveys the travel, tour, retail, and recreational segments to ensure global perspective. Students also explore the implications of culture, service, and the Aloha Spirit in the creation and delivery of hospitality. (3 credits; 3 hours lecture)

   **LeeCC:** Designed for pre-TIM majors: introduction to the travel industry and related major business components. Analysis of links between hotel, food, transportation, recreation, and other industries comprising tourism. Includes lectures by industry leaders. (3 credits; 3 hours lecture)

   **MauCC:** Provides an overview of the travel industry and related major business components. Analysis of links between hotel, food, transportation, recreation, and other industries comprising tourism. (Effective Fall 2005). (3 credits; 3 hours lecture)

   **UHM:** Overview of travel industry and related major business components. Analysis of links between hotel, food, transportation, recreation, and other industries comprising tourism. (3 credits, 3 hours lecture)

2. **Hours Per Week**

   **HawCC:** Lecture: 3 hours
   **KapCC:** Lecture: 3 hours
   **KauCC:** Lecture: 3 hours
   **LeeCC:** Lecture: 3 hours
   **MauCC:** Lecture: 3 hours
   **UHM:** Lecture: 3 hours
C. **Prerequisites, or Required Preparation**
   - HawCC: None
   - KapCC: None
   - KauCC: None
   - LeeCC: ENG 21 and ENG 22 with a grade of C or better or equivalent.
   - MauCC: Placement in ENG 22 or higher or consent; completion of HOST 20 with “C” or higher. (Effective Fall 2005)
   - UHM: None

D. **Intended Student Learning Outcomes**
   1. Explain the roles and interrelationships of the various sectors of the travel and tourism industry.
   2. Describe the impacts of travel and tourism on a destination.
   3. Describe historical and current concepts and trends in the travel industry.

E. **Course Content**

   **Concepts**
   1. Sectors in travel and tourism
   2. Organizational structure, chart, department functions and interrelationships
   3. Careers in travel industry and tourism
   4. Travel agencies
   5. Tour operations and wholesalers
   6. Transportation (air, land, and sea)
   7. Accommodations
   8. Hotel chains
   9. Independent properties
   10. Bed and breakfasts
   11. Vacation ownership
   12. Food service
   13. Technology
   14. Guest relations
   15. Attractions and recreation
   16. Gaming, entertainment
   17. Conventions and events planning
   18. Cruises
   19. Resorts
   20. Impact of tourism: local, national, and global
   21. Economic impacts
   22. Workforce needs
   23. Multiplier effect
   24. Cost benefit analysis
   25. Statistical indicators
   26. Visitor arrivals
   27. Expenditures
   28. Lengths of stay
   29. Tax revenues
   30. Social impacts
31. Environmental impacts
32. Factors influencing tourism: travel patterns, motivational, seasonal, cultural
33. Government tourism policy, planning, and administration
34. Destination planning and development
35. Current events and trends
36. Technology
37. Travel and tourism industry concepts
38. Travel and tourism industry terms
39. Travel trends
40. Pioneers of travel
41. Historical events and their effects on travel

Skills
1. Locate information.
2. Distinguish relevant and reliable information.
3. Identify and describe opportunities and threats posed by external variables considered in decision-making.
4. Identify the distinguishing characteristics of various sectors of travel and tourism.
5. Recognize the benefits, risks, and potential consequences in choosing travel destinations.
6. Describe the basic principles, theories, and activities in each of the functional sector areas of travel and tourism.
7. Explain how the functional areas of a travel and tourism organization are interrelated.
8. Recognize positive and negative examples of socially responsible behavior.
9. Recognize the value and uses of statistical information in travel and tourism.
10. Identify the impact of issues that affect travel and tourism at the local, regional, national, and international levels.
11. Use correct terminology of the travel and tourism industry.
12. Explain travel trends.
13. Interpret industry statistics.

F. Text and Materials
Varied

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:

Student Learning Outcome #1: Explain the roles and interrelationships of the various sectors of the travel and tourism industry.
1. Identify key attributes of sectors in the travel and tourism industry such as organizational structure/chart, function, and interrelationships of various departments, and careers.
2. Identify characteristics and use of channels of distribution in the tourism industry.
3. Explain sales and marketing processes and marketing research activities.

**Student Learning Outcome #2:** Describe the impacts of travel and tourism on a destination.
1. Identify the impacts of tourism locally, nationally, and globally.
2. Describe factors influencing tourism and travel patterns (such as motivational, seasonal, cultural, economic, etc.)
3. Describe what makes the State of Hawai‘i and each of its islands unique destinations.
4. Identify government tourism policy, planning, and administration at the international, national, and local levels.
5. Identify the components that comprise destination planning and development.

**Student Learning Outcome #3:** Describe historical and current concepts and trends in the travel industry.
1. Use travel and tourism industry concepts and terms appropriately.
2. Explain travel trends.
3. Interpret industry statistics.

**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
HOST 150 Housekeeping Operations
FSHE 150/HOPE 42/HOPE 150 Housekeeping Operations
Course Outline

Revised 9/27/05

A. **Course Description**
   
   **HawCC**: HOPE 42 - The organization and functions of the housekeeping department and its relationship to other departments in a hotel. Also includes purchasing guides, care of furnishings and supplies, and general procedures for the maintenance of facilities.

   **KapCC**: FSHE 150 is the study of the professional management of housekeeping operations including the planning, organizing, staffing and control techniques required to assure quality service.

   **KauCC**: HOPE 150 – The study of the cleaning techniques, equipment, and procedures used in housekeeping operations. Emphasis is on practical applications, the supervision and management functions, interdepartmental relationships, and preventive maintenance practices.

   **MauCC**: Studies the professional management of housekeeping operations including the planning, organizing, staffing and control techniques required to assure quality service. (Effective Fall 2005)

   **Note**: HawCC, KapCC, MauCC propose to change the description effective Spring 2006 to:

   *Study of the practical applications of housekeeping operations including the planning, organizing, staffing, and control techniques required to assure quality service.*

B. **Hours Per Week**

   **HawCC**: Lecture: 3 hours
   **KapCC**: Lecture: 3 hours  Lecture/Lab: 2 hours
   **KauCC**: Lecture: 3 hours
   **MauCC**: Lecture: 3 hours

C. **Prerequisites, or required preparation**

   **HawCC**: None
   **KapCC**: None
   **KauCC**: HOST 101 with a “C” or better  (Effective Fall 2006)
   **MauCC**: HOST 101 or concurrent enrollment, English placement of ENG 22 or higher, or consent (Effective Fall 2005)
D. **Intended Student Learning Outcomes**
   1. Explain the framework and functions of housekeeping and the inter-relationship with other departments to improve performance.
   2. Describe the skills needed to clean and service guestrooms, front and back of house, and supporting services to improve performance of housekeeping duties.
   3. Exhibit the personal traits that are necessary to enhance performance in the housekeeping department.

E. **Course Content**
   **Concepts**
   1. Role of housekeeping
   2. Role of front & back of house
   3. Role of housekeeping in relation to hotel operations
   4. Framework of housekeeping department and administration
   5. Tasks & responsibilities of housekeeping staff
   6. Guestroom service standards
   7. Task lists, job descriptions
   8. Recruiting, training, motivating, retaining staff
   9. Supervising a diverse workforce
   10. Controlling expenses
   11. Managing inventories
   12. Housekeeping, Front Office & Engineering terminology
   13. Government agencies regulations compliance
   14. Chemicals
   15. Cleaning tasks
   16. Guestroom cleaning procedures
   17. Ceilings
   18. Walls
   19. Furniture & fixtures
   20. Carpets
   21. Floors
   22. Beds & bedding
   23. Quality assurance and inspections
   24. Safety & Security
   25. Equipment
   26. Laundry & Linen
   27. Outsourcing
   28. Team building
   29. Motivation
   30. Positive behaviors
   31. Personal hygiene
   32. Grooming
   33. Handling difficult situations
   34. Communicating clearly
Skills
1. Use basic skills in Word, Excel, PowerPoint and web-based research.
2. Perform a cleaning task.
3. Arrange for an appointment with an industry professional and perform an interview.

F. Text and Materials
   Varied

G. Reference Materials
   Varied

H. Auxiliary Materials and Content
   Varied

I. Learning Assessment Tasks
   Students will demonstrate their knowledge through:

   **Student Learning Outcome #1**: Explain the framework and functions of housekeeping and the inter-relationship with other departments to improve performance.

   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, simulations, or the American Hotel and Lodging Association (AHLA) certification test:

   1. Describe and explain the organizational structure of the Housekeeping Department.
   2. Describe the functions and role of each classification in the Housekeeping organizational chart.
   3. Explain the challenges associated with recruiting housekeeping personnel.
   4. Discuss the supervisory responsibilities in relation to training, motivating, retention, and communicating in a diverse workforce.
   5. Demonstrate basic skills in the use of Word, Excel, PowerPoint and web-based research.
   6. Calculate staffing requirements and describe how the housekeeping budget is computed and executed.
   7. Define standard front office, housekeeping and building maintenance terminology.
   8. Identify the government agencies and regulations pertaining to housekeeping practices.
   9. Evaluate the process of product and vendor selection.
Student Learning Outcome #2: Describe the skills needed to clean and service guestrooms, front and back of house, and supporting services to improve performance of housekeeping duties.

Using simulation and role-playing activities, presentations, etc., may:

1. Create and demonstrate a housekeeping standard operating procedure.
2. Summarize the steps and importance of quality assurance inspections.
3. Discuss the practices of safety and security as they relate to housekeeping practices.
4. Describe the functions of commonly used housekeeping equipment.
5. Explain how to manage inventories.
6. Describe the functions of an on-premise laundry, uniforms and linen management operation.

Student Learning Outcome #3: Exhibit the personal traits that are necessary to enhance performance in the housekeeping department.

Through team work, individual or group projects, and/or an interview with an industry professional (who will rate students according to an established rubric and give feedback to the instructor), students must:

1. Display positive behavioral traits.
2. Practice appropriate dress and personal hygiene.
3. Demonstrate appropriate responses to guest complaints.
4. Demonstrate giving and receiving clear communications.
5. Role play interview skills prior to contacting an employer.
6. Interview an industry professional on job requirements in the housekeeping field.

Optional: American Hotel and Lodging Association (AHLA) exam could be used as a mechanism to give credit for high school students and others who have completed a similar course or training outside of a post-secondary institution. A score of 69% could be considered “passing.”

J. Methods of Instruction
Varied, including lecture, videos, guest speakers, field trips, simulations/role-playing, case studies, etc.
A. **Course Description**
   Studies the philosophy, theory, equipment, and current operating procedures of a hotel front office. Concentrates on the human relation skills necessary for effective guest and employee relations and the technical skills necessary to operate a manual, mechanical, or computerized front office operation.

B. **Hours per Week**
   - HawCC: Lecture: 3 hours
   - KapCC: Lecture: 3 hours  Lecture/Lab: 2 hours
   - KauCC: Lecture: 3 hours
   - MauCC: Lecture/Discussion/Computer Lab: 3 hours

C. **Prerequisites, or Required Preparation**
   - HawCC: None
   - KapCC: None
   - KauCC: HOST 101 with a “C” or better (Effective Fall 2006)
   - MauCC: HOST 101 or concurrent enrollment, and ENG placement of ENG 22 or higher or Consent (Effective Fall 2005)

D. **Intended Student Learning Outcomes**
   Upon successful completion of this course, the student should be able to:
   1. Interpret statistical information that affects lodging operations.
   2. Distinguish and connect the various classifications of lodging operations to work effectively in a front office environment.
   3. Perform each of the major front office functions following industry regulations to facilitate transition into a lodging front office environment.

E. **Course Content**
   **Concepts**
   1. Average Daily Rate
   2. Occupancy Percentage
   3. Revenue per Available Room
   4. Yield Statistic
   5. Cost per Occupied Room
   6. Hubbart Formula
   7. Rule of Thumb
   8. Market Conditions
   9. Profitability Ratios
   10. Expense Ratios
   11. Rooms Division Budget
   12. Rooms Division Profit and Loss Statement
   13. Projected Revenue
   14. Forecasted Occupancy
   15. Variance Report
   16. Organizational Chart
   17. Front Desk
   18. Housekeeping
   19. Bell Department
20. Reservations
21. Telecommunications Department
22. Engineering and Maintenance
23. Security
24. Sales and Marketing
25. Human Resources
26. Food and Beverage
27. Accounting
28. Hotel Chains
29. Resort
30. Commercial
31. Bed and Breakfast
32. Casino
33. Convention
34. Time share
35. Condotel
36. Residential/All suite hotels
37. Airport
38. Boutique
39. Planning
40. Organizing
41. Staffing
42. Coordinating
43. Controlling
44. Leading
45. Evaluating
46. Guest Folio
47. Reservation Record
48. Walk-in
49. Stay-over
50. Early checkout
51. No-show
52. Cancellation
53. Due out
54. Room Discrepancy
55. Cash handling
56. Check cashing
57. Credit card verification
58. Overage/Shortage/Due Back
59. House Credit Limits/High Balance
60. Zeroing out the folio
61. On-change
62. City Ledger
63. Out of Order
64. Petty cash
65. Paid out
66. Transfer
67. Allowance
68. Correction
69. Room categories
70. Bed types
71. Amenities
72. Overbooking
73. Registration Card
74. Room assignment
75. Guests with special needs and requests
76. Room blocks
77. Sources of business/Market Segments
78. Confirmation Card
79. Guest Ledger
80. Vouchers
81. Electro-mechanical posting machine
82. Property Management System
83. Call Accounting
84. Electronic Locking System
85. Credit Card Verification
86. FIT
87. GIT
88. Back of the house
89. Front of the house
90. Revenue Producing Departments
91. Non-Revenue Producing Departments
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93. Selection
94. Hiring
95. Motivation
96. Discipline
97. Orientation
98. Training
99. Employee Relations
100. Night managers report
101. Types of Reservation Reports
102. Emergency/Safety Procedures
103. Angry guests
104. Guest with special needs/ Requests
105. Guests with disabilities
106. Overbooked/Walking a guest
107. Guest complaints/Service dissatisfaction
108. Guests requiring information and directions
109. Rude guests
110. Intoxicated guests
111. Saying no with diplomacy
112. Disruptive guests
113. Up-selling – top-down or bottom-up
114. Service sequence and standards
   (reservations, registration, in-house guests, check-out)
115. Balancing the guest ledger
116. Diagnosing out of balance accounts
117. Proper selection and assignment of room type
118. Arrival and departure dates
119. Sending a reservation confirmation
120. Credit identification
121. Guest ID verification
122. Signature acceptance of terms and conditions
123. Suggestive selling of other services and amenities
124. Key issuance
125. Rooming the guest/Property orientation
126. Mail and Message handling
127. Industry laws and regulations
128. Safe keeping equipment and procedures
129. Debit and Credit posting
130. Account settlement
131. Transportation Arrangements
132. Establishment of guest history record
133. Manual and computerized environments

Skills
1. Calculate lodging operating statistics and ratios (ADR, OCC%, RevPar, Yield Statistics etc.).
2. Analyze lodging operating statistics and ratios (ADR, OCC%, RevPar, Yield Statistics etc.). Develop a rooms division budget and analyze actual operational variances.
3. Develop a rooms division budget and analyze actual operational variances.
4. Analyze data in order to effectively apply relevant revenue management approaches and strategies.
5. Create a rooms divisions organizational chart and connect it to the entire hotel.
6. Describe the duties and responsibilities of the various rooms division positions.
7. Describe the various technologies utilized within the hotel.
8. Know and use the terminology of Front Office (FO).
9. Connect the functions of management to FO operations.
10. Connect the three major FO functions of reservations, registrations and accounting using a matrix that identifies equipment, forms, procedures etc.
11. Elaborate on the various functions and processes of Human Resources.
12. Describe the characteristics of various categories of hotels and distinguish the unique operational challenges related to the FO operation.
13. Use proper techniques to handle challenging situations and guests.
14. Use procedures of a FO within both manual and computerized environments.
F. **Text and Materials**  
Appropriate text(s) and materials will be chosen at the time the course is offered from those currently available in the field. Examples include:


G. **Reference Materials**  
Varied

H. **Auxiliary Materials and Content**  
Classroom/A.V. equipment/Computer/PowerPoint  
Blackboard/Overhead transparencies/Elmo/Smart board  
Industry magazine features/Newspaper articles  
Appropriate videos, films, and TV programs  
Other appropriate materials and equipment  
Site visitation forms (i.e. required liability waivers, instructions for visitation and activities, etc.)

I. **Learning Assessment Tasks**  
**Student Learning Outcome #1**: Interpret statistical information that affects lodging operations.

Using written tests (true/false, multiple choice, matching, short answers, essay questions), student reports (oral or written), projects (individual or team), research, panel discussion, case studies, role playing, or debates, students must:

1. Calculate lodging operating statistics and ratios and ratios (ADR, OCC%, RevPar, Yield Statistics etc.).
2. Analyze data in order to effectively apply relevant revenue management approaches and strategies.
3. Develop a rooms division budget and analyze actual operational variances.

**Student Learning Outcome #2**: Distinguish and connect the various classifications of lodging operations to work effectively in a front office environment.

Using written tests (true/false, multiple choice, matching, short answers, essay questions), student reports (oral or written), projects (individual or team), research, panel discussion, case studies, role playing, or debates, students must:

1. Create a rooms divisions organizational chart and connect it to the entire hotel.
2. Describe the duties and responsibilities of the various rooms division positions.
3. Describe the various technologies utilized within the hotel.
4. Know and use the terminology of FO.
5. Connect the functions of management to FO operations.
6. Connect the three major FO functions of reservations, registrations and accounting using a matrix that identifies equipment, forms, procedures etc.
7. Elaborate on the various functions and processes of Human Resources.
8. Describe the characteristics of various categories of hotels and distinguish the unique operational challenges related to the FO operation.

**Student Learning Outcome #3**: Perform each of the major front office functions following industry regulations to facilitate transition into a lodging front office environment.

Using written tests (true/false, multiple choice, matching, short answers, essay questions), student reports (oral or written), projects (individual or team), research, panel discussion, case studies, role playing, computer simulation exercises or debates, students must:

1. Demonstrate proper techniques to handle challenging situations and guests.
2. Demonstrate the procedures of a FO within both manual and computerized environments.

**General Course Requirements**
- Attendance, punctuality, and participation
- Homework assignments
- Tests and quizzes
- Certificate exam, as applicable
- Presentations, demonstrations, group work, exercises, and projects
- Other appropriate assessment material as available and necessary

**Optional**: American Hotel and Lodging Association (AHLA) exam could be used as a mechanism to give credit for high school students and others who have completed a similar course or training outside of a post-secondary institution. A score of 69% could be considered “passing.”

**J. Methods of Instruction**
1. Lecture, class discussion, group activities, demonstrations, and computer simulation
2. Quizzes and other tests with feedback and discussion
3. Oral reports and other student presentations
4. Problem solving and case study
5. Projects, on-site classes and case studies
6. Power point presentations, videos, DVDs, CD ROMs with detailed viewing guide and discussion questions
7. Cable/outreach/HITS program/video streaming
8. Appropriate videos/industry guest speakers
9. Homework assignments: Reading or watching then writing summaries and reactions to current lodging industry issues in media including newspapers, video, magazines, journals. Lectures, web-based materials and other sources
10. Reading text and reference materials, and answering discussion questions
11. Researching current lodging industry issues and problems
12. Web-based assignments and activities
13. Reflective journals
14. Group or individual research project with reports or poster presentations
15. Study logs and study groups
16. Scenario orientation via role playing
17. Matrix creations
18. Peer evaluation
19. Group rehearsals
HOST 154 Food and Beverage Operations
FSHE 154/HOPE 124 Food and Beverage Operations
Course Outline

Revised 9/27/05

A. **Course Description**
   KapCC: FSHE 154 - Introduces students to the principles of marketing, menu planning, service styles, nutrition, sanitation and safety, purchasing, and control systems as they apply to food and beverage management in an operational setting. Food and Beverage Operations includes: the study and practical application of food and beverage management techniques to effectively manage resources: money, personnel, food and beverage products, and time.
   
   KauCC: HOPER 124 – An introduction to the principles of marketing, menu planning, service styles, nutrition, sanitation and safety, purchasing and control systems as they apply to food and beverage management in an operational setting. The class includes the study and practical application of food and beverage management techniques to effectively manage resources: money, personnel, food and beverage products, and time.
   
   MauCC: HOST 154 – Introduces basic principles of food production and service. Provides a basis for understanding the various challenges and responsibilities involved in managing a food and beverage operation. (Effective Fall 2005)

B. **Hours Per Week**
   KapCC: Lecture: 3 hours   Lab: 2 hours
   KauCC: Lecture: 3 hours
   MauCC: Lecture: 3 hours

C. **Prerequisites, or Required Preparation**
   KapCC: None
   KauCC: None
   MauCC: HOST 101 or concurrent enrollment, placement in ENG 22 or higher, or consent (Effective Fall 2005)

D. **Intended Students Learning Outcomes**
   1. Explain the different responsibilities involved in managing the various types of food and beverage operations to aid in career development choices.
   2. Describe the components involved in the financial management of food and beverage operations to promote fiscal success.
   3. Explain the importance of guest service to ensure operation of a successful food and beverage business.

E. **Course Content**
   Concepts
   1. Types of food service operations.
2. Sanitation & Safety
3. Food and beverage career opportunities.
4. Nutrition
5. Food production
6. Facility design and equipment layout.
7. Pre-production
8. Menu planning and design.
9. Menu pricing styles.
10. Standard food & beverage costs.
11. Cost control procedures.
12. Financial terminology
13. Food and beverage marketing
14. Guest service
15. Table service
16. Beverage service

Skills
1. Outline the development of food service in hotels, restaurants and institutions.
2. Define management and the steps of the management process.
3. Identify ways to modify recipes to meet different dietary needs.
4. Identify common food service accidents and some important ways to prevent them.
5. List and analyze nutritional needs.
6. Identify the various tasks of purchasing, receiving, storing and issuing as they relate to food production and alcoholic beverage service.
7. Differentiate between various pricing styles and strategies.
8. Determine standard food and beverage costs.
9. Apply various pricing strategies to maximize revenue.
10. Explain revenue control procedures for food services and beverage personnel.
11. Explain how the operations budget is used as a standard for financial performance.
12. Identify the components and uses of income statements and balance sheets.
13. Demonstrate liquidity, solvency, activity, profitability and operating ratios pricing styles.
14. Describe factors necessary for an enjoyable dining experience.
15. Differentiate between various service styles.
16. Practice suggestive selling.

F. **Text and Materials**
   Varied

G. **Reference Materials**
   Varied

H. **Auxiliary Materials and Content**
   Varied
I. **Learning Assessment Tasks**

**Student Learning Outcome #1**: Explain the different responsibilities involved in managing the various types of food and beverage operations to aid in career development choices.

**Summative assessments**: Students will demonstrate their knowledge through multiple choice exams, journals, industry participation, individual presentations, etc.

**Formative assessments**: Conducted throughout the class using activities such as crossword tests, site inspections and visits, nutritional analyses.

1. Outline the development of food service in hotels, restaurants and institutions.
2. Define management and the steps of the management process.
3. Identify ways to modify recipes to meet different dietary needs.
4. Identify common food service accidents and some important ways to prevent them.
5. List and analyze nutritional needs.
6. Identify the various tasks of purchasing, receiving, storing and issuing as they relate to food production and alcoholic beverage service.

**Student Learning Outcome #2**: Describe the components involved in the financial management of food and beverage operations to promote fiscal success.

**Summative assessments**: Students will demonstrate their knowledge through multiple choice exams, journals, industry participation, individual presentations, etc.

**Formative assessments**: Conducted throughout the class using activities such as crossword tests, site inspections and visits, nutritional analyses.

1. Review an operations budget.
2. Utilize the budget process as a performance tool.
3. Differentiate between various pricing styles and strategies.
4. Determine standard food and beverage costs.
5. Apply various pricing strategies to maximize revenue.
6. Explain revenue control procedures for food services and beverage personnel.
7. Explain how the operations budget is used as a standard for financial performance.
8. Identify the components and uses of income statements and balance sheets.
9. Demonstrate liquidity, solvency, activity, profitability and operating ratios pricing styles.
Student Learning Outcome #3: Explain the importance of guest service to ensure operation of a successful food and beverage business.

**Summative assessments:**
Students will demonstrate their knowledge through multiple choice exams, journals, industry participation, individual presentations, etc.

**Formative assessments:**
Conducted throughout the class using activities such as crossword tests, site inspections and visits, nutritional analyses.

1. Evaluate service quality at a restaurant.
2. Record and evaluate service delivered through industry function participation.
3. Describe factors necessary for an enjoyable dining experience.
4. Differentiate between various service styles.
5. Practice suggestive selling.

**Optional:** American Hotel and Lodging Association (AHLA) exam could be used as a mechanism to give credit for high school students and others who have completed a similar course or training outside of a post-secondary institution. A score of 69% could be considered “passing.”

**J. Methods of Instruction**
Varied, including lecture, videos, guest speakers, field trips, simulations/role-playing, case studies, etc.
A. **Course Description**

HawCC: Cooperative Education is a supervised field experience that is related to the student’s major or career goals. The experience will enable the student to apply knowledge and skills learned in coursework to the work environment. (Effective Spring 2006)

KapCC: HOST 293E is a supervised field experience that is related to the student’s major or career goals. The experience will enable the student to apply knowledge and skills learned in coursework to the work environment. (Effective Spring 2006)

KauCC: Cooperative Education is a supervised field experience that is related to the student’s major or career goals. The experience will enable the student to apply knowledge and skills learned in coursework to the work environment. (Effective Fall 2006)

MauCC: Cooperative Education is a supervised field experience that is related to the student’s major or career goals. The experience will enable the student to apply knowledge and skills learned in coursework to the work environment. (Effective Fall 2005)

B. **Hours per week**

Varied

C. **Prerequisites, or Required Preparation**

All campuses: Hospitality and Tourism major; department approval. KapCC and KauCC additionally require completion of HOST 101 or FSHE 101 with a C or better.

D. **Intended Student Learning Outcomes**

1. Apply job readiness skills to obtain an internship/co-op placement.
2. Perform duties at the worksite according to industry standards in a field relating to the student’s major.
3. Apply classroom knowledge and skills in the workplace.

E. **Course Content**

**Concepts**

1. Internship/co-op placement process
2. Career goal-setting
3. Industry standards (ethical, safety regulations) and performance expectations
4. Workplace habits
5. Workplace ethics
6. Industry jargon and terminology
7. Organizational structure and functions
8. Concepts and theories from major coursework
9. Organizational structure and functions

Skills
1. Complete and submit a resume and cover letter to a perspective employer.
2. Interview for an internship/co-op placement.
3. Clarify career goals and aspirations.
4. Demonstrate critical thinking and decision-making skills.
5. Demonstrate team skills.
6. Demonstrate reliability.
7. Demonstrate appropriate workplace ethics.
8. Adhere to safety standards.
9. Manage time and resources.
10. Accept direction with a positive attitude.
11. Project willingness to learn new techniques and procedures.
12. Maintain professional appearance in accordance with dress codes and grooming policies.
13. Communicate thoughts clearly in verbal and written form.
14. Use appropriate industry jargon and terminology.
15. Demonstrate effective listening skills.
16. Demonstrate positive non-verbal skills.
17. Maintain positive relations with co-workers and customers.
18. Understand and use relevant technology appropriately.
19. Identify duties required of a person in the Hospitality and Tourism field.
20. Solve job related problems.
21. Identify organizational structure of the workplace.
22. Explain how their job fits into the organizational structure.
23. Validate career goals and aspirations as a result of the work experience

F. Text and Materials
   Varied

G. Reference Materials
   Varied

H. Auxiliary Materials and Content
   Forms and Documents: Students are required to submit all required forms and documents (such as the Cooperative Education/Internship Work Agreement, Assumption of Risk And Release, Job Description, Learning Objectives, Student Evaluation, Time Sheet, Employer Evaluation, Portfolio, etc.).
I. **Learning Assessment Tasks**

**Student Learning Outcome #1**: Apply job readiness skills to obtain an internship/co-op placement.

Using employment supervisor evaluations, class assignments, and a comprehensive paper (summarizing their job duties, job organization, problems in the work environment with recommendations for solutions and limitations and the relationship between work experience and classroom concepts and theories), and other assessments such as oral presentations, portfolios, and projects, students must demonstrate their ability to:

1. Complete and submit an updated resume and cover letter to a perspective employer and obtain appropriate internship/co-op placement in a position related to their major.
2. Interview for an internship/co-op placement.
3. Clarify career goals and aspirations and choose an appropriate placement site based on preferences and interests through written paper, class discussion, journals, etc.

**Student Learning Outcome #2**: Perform duties at the worksite according to industry standards in a field relating to the student’s major.

Using employment supervisor evaluations, class assignments, and a comprehensive paper (summarizing their job duties, job organization, problems in the work environment with recommendations for solutions and limitations and the relationship between work experience and classroom concepts and theories), and other assessments such as oral presentations and projects, students must demonstrate their ability to:

1. Demonstrate team skills.
2. Demonstrate reliability.
3. Adhere to safety standards.
4. Manage time and resources.
5. Accept direction with a positive attitude.
6. Project willingness to learn new techniques and procedures.
7. Maintain professional appearance in accordance with dress codes and grooming policies.
8. Communicate thoughts clearly in verbal and written form.
9. Demonstrate effective listening skills.
10. Demonstrate positive non-verbal skills.
11. Maintain positive relations with co-workers and customers.
12. Understand and use relevant technology appropriately.
13. Identify duties required of a person in the Hospitality and Tourism field.
Student Learning Outcome #3: Apply classroom knowledge and skills in the workplace.

Using employment supervisor evaluations, class assignments, and a comprehensive paper (summarizing their job duties, job organization, problems in the work environment with recommendations for solutions and limitations and the relationship between work experience and classroom concepts and theories), and other assessments such as oral presentations and projects, students must demonstrate their ability to:

1. Identify organizational structure of the workplace and explain how their job fits into that structure.
2. Validate career goals and aspirations as a result of the work experience.

J. Methods of Instruction
Varied, including the following:

1. Lecture
2. Videos
3. Guest speakers
4. Field trips
5. Case studies
6. Group discussions
7. Simulations/role play
8. Site visits by instructor
9. Seminars
10. On-the-job training
UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT
Hospitality and Tourism (HOST)
aka Hotel Operations (HOPE) and Food Service and Hospitality Education (FSHE)

University of Hawai'i at Mānoa

Denise Konan, Interim Chancellor, UH Mānoa

Walter Jamieson, Dean, Travel Industry Management School

Erika LaCro, Assistant Dean of Student Services
Travel Industry Management School

Pauline Sheldon, Professor

Date 2/28/06

Date 11/7/05

Date 11/10/05
UNIVERSITY OF HAWAI'II SYSTEM ARTICULATION AGREEMENT
Hospitality and Tourism (HOST)
aka Hotel Operations (HOPE) and Food Service and Hospitality Education (FSHE)

Hawai'i Community College

Rockne Freitas, Chancellor, Hawai'i Community College
10/10/05

Douglas Dykstra, Vice Chancellor for Academic Affairs
10/3/05

James Lightner, Instructor/Coordinator, Hospitality Division
9/28/05
UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT
Hospitality and Tourism (HOST)
aka Hotel Operations (HOPE) and Food Service and Hospitality Education (FSHE)

Kapi'olani Community College

Leon Richards, Acting Chancellor
Louise Pagotto, Acting Vice Chancellor for Academic Affairs
Carol Hoshiko, Dean of Culinary, Hospitality, and College Advancement

Ron Umehira, Certified Hospitality Educator, Department Chair
Associate Professor

Dave Evans, Certified Hospitality Educator
Program Coordinator, Associate Professor

Chelsea Chong, Assistant Professor

Laure Burke, Instructor

Rosalie Fernandez, Instructor

Sheryl Fuchino-Nishida, Assistant Professor, Counselor

Pat Kramm, Certified Hospitality Educator
Certified Rooms Division Executive, Lecturer

Date

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Kaua‘i Community College

Peggy Cha, Chancellor

Date: 10-5-05

Helen Sina, Interim Dean of Instruction

Date: 10-5-05

Harold Nakamura, Chair, Business Education Division

Date: 10/3/05

Rupert Hunt, Assistant Professor

Date: 10/3/05

Ilia Beniamina, Assistant Professor

Date: 10/5/2005

Candace M. Tabuchi, Certified Hospitality Housekeeping Executive Lecturer

Date: 10/5/2005
UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT
Hospitality and Tourism (HOST)
aka Hotel Operations (HOPE) and Food Service and Hospitality Education (FSHE)

Leeward Community College

Peter Quigley, Interim Chancellor

Mike Tagawa, Interim Dean of Career and Technical Education

Shelley Ota, Division Chair, Business Technology Division

Kay Oho, Instructor

Date

Date

Date

Date