

**UNIVERSITY OF HAWAI‘I SYSTEM
COURSE ARTICULATION AGREEMENT**

Hospitality and Tourism (HOST)

Hawai‘i Community College – AAS Degree
Kapi‘olani Community College – AS Degree
Kaua‘i Community College – AAS Degree
Mau‘i College – AAS Degree

Management (MGT)

Leeward Community College – AS Degree

September 2017

UNIVERSITY OF HAWAI'I SYSTEM COURSE ARTICULATION AGREEMENT
Hospitality and Tourism (HOST) – Hawaii CC, Kapiolani CC, Kauai CC, Maui C
Management (MGT) – Leeward CC

INTRODUCTION

The University of Hawai'i (UH) Community Colleges are comprised of seven campuses located on four islands in the State of Hawai'i. While each campus has a unique identity and mission, the seven campuses are part of one system.

During the course of their education, students may decide to transfer from one UH Community College to another. The development of an articulated program of study supports the transfer of earned academic credits within the UH Community College system.

PURPOSE

The primary purpose of this course articulation agreement is to facilitate the matriculation of students and the transfer of courses across the UH Community College 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 Community College system.

AGREEMENT AND PROCEDURES

1. **Scope of Agreement.** This Course Articulation Agreement applies among the UH Community Colleges and the University of Hawai'i Maui College.
2. **General Guidelines for the Application of 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 Community Colleges. However, students should be informed by both "sending" and "receiving" campuses that transferred credits may **not** be applicable to programs outside this Agreement.
 - D. **Campus Procedures:** Each UH Community College that is a party to this Agreement will be responsible for establishing procedures that detail the timeline

and deadlines for application, review requests for award of transfer credit, and the appeals process for such credit.

The table below in this document lists all HOST courses that are equivalent within the University of Hawai'i Community College. If a course is unique to a campus and, hence, does not have an equivalent course within the UH Community College, then it is not listed in the table. Also, the course number, course title, course abbreviation, schedule type, credit hours, contact hours, teaching equivalencies, pre-requisites, course descriptions, and course learning outcomes in this document have been approved by the faculty and administrations of all campuses represented in this signed agreement.

This Course Articulation Agreement will remain in effect until December 2022. It will be subject to review in December 2021, and may be continued, revised, or discontinued with the consent of all faculty members and administration of all campuses represented in this agreement. The Course Articulation Agreement remains in effect while review continues.

Catalog Course Titles	HawCC	KapCC	KauCC	LeeCC	UHMC
Career and Customer Service Skills	HOST 100 (3.33)	HOST 100 (3.33)	HOST 100 (3.33)		HOST 100 (3.33)
Introduction to Hospitality and Tourism	HOST 101 (3)	HOST 101 (3)	HOST 101 (3)	HOST 101 (3)	HOST 101 (3)
Housekeeping Operations	HOST 150 (3)	HOST 150 (3)	HOST 150 (3)		HOST 150 (3)
Front Office Operations Front Office Management	*HOST 152 (3)	*HOST 156 (4.17)	*HOST 152 (3)	*HOST 152 (3)	*HOST 152 (3)
Food and Beverage Operations	HOST 154 (3)	HOST 154 (3)	HOST 154 (3)	HOST 154 (3)	HOST 154 (3)
Hospitality Marketing Tourism Marketing	**HOST 258 (3)	**HOST 259 (4.17)			**HOST 258 (3)
Hospitality Law	HOST 260 (3)				HOST 260 (3)
Events Management	HOST 261 (3)	HOST 261 (3)			HOST 261 (3)
Hospitality Management	HOST 280 (3)	HOST 280 (3)	HOST 280 (3)		HOST 280 (3)
Hospitality and Tourism Internship	HOST 293 (3)	HOST 293 (3)	HOST 293 (3)		HOST 293 (3)

*KauCC, HawCC, MauC, and LCC will accept KapCC's HOST 156 to meet the HOST 152 requirement. However, HOST 152 will not transfer to KapCC as meeting the HOST 156 requirements.

** KauCC, HawCC, MauC, and LCC will accept KapCC's HOST 259 to meet the HOST 258 requirement. However, HOST 258 will not transfer to KapCC as meeting the HOST 259 requirements.

HOST 100 (HawCC, KapCC, KauCC, MauC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 100

Course title:

Career and Customer Service Skills

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Rec Prep – Qualification for ENG 100 or ESL 100

Course abbreviation (only 30 characters allowed):

Career/Customer Service Skills

Schedule type:

LAL = Lecture/Lab

Credit Hours:

3

Contact Hours (Reflected in Banner):

2 hours lecture, 2 hours lecture/lab per week = 60 hours

Workload (TE - teaching equivalencies – reflected in Banner):

Lecture/lab = 30 hours = 60 hours/basis of 18 = 3.33.

Course Description:

HOST 100 focuses on the strategies and skills related to career success and customer satisfaction in the Hospitality and Tourism Industry.

Course Learning Outcomes:

- Create a career path to meet individual goals.
- Apply job search strategies and techniques applicable to the hospitality and tourism industry and other related pathways.
- Develop strategies that enhance guest satisfaction, exceed expectations, win loyalty and address service recovery in the hospitality and tourism industry.
- Demonstrate professionalism, business etiquette, ethical - and value-based behaviors.

HOST 101 (HawCC, KapCC, KauCC, LeeCC, MauC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 101

Course title:

Introduction to Hospitality and Tourism

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

None

Course abbreviation (only 30 characters allowed):

Intro to Hospitality & Tourism

Schedule type:

LEC

Credit Hours:

3

Contact Hours (Reflected in Banner):

3 hours lecture per week = 45 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3.00

Course Description:

HOST 101 provides an overview of the travel industry and related major business components. Students will analyze the links between travel, lodging, food, recreation, and other tourism-related industries.

Course Learning Outcomes:

- Distinguish the organizations, operational characteristics and interrelationships of the sectors of the hospitality and tourism industry (travel/tourism, lodging, food/beverage, recreation and events).
- Explain historical events, current trends and sustainable practices (social, economic, cultural and/or environment) in the hospitality and tourism industry.
- Identify the career opportunities, job qualifications and benefits provided by the various sectors of the hospitality and tourism industry
- Differentiate the products, services and systems that influence leisure and business travel to a destination.

Additionally KauCC, MauC, HawCC have agreed to an additional CLO meeting the 80% rule

- Recognize the importance of incorporating host culture values in the hospitality and tourism industry.

HOST 150 (HawCC, KapCC, KauCC, MauC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 150

Course title:

Housekeeping Operations

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Rec Prep– C or higher in HOST 101

Course abbreviation (only 30 characters allowed):

Housekeeping Operations

Schedule type:

LEC

Credit Hours:

3

Contact Hours (Reflected in Banner):

3 hours lecture per week = 45 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3.0

Course Description:

HOST 150 studies the professional management of housekeeping operations including practical applications and management skills required to ensure quality service and effective performance.

Course Learning Outcomes:

- Identify and critique the responsibilities and functions of housekeeping operations and analyze the importance of inter/intra departmental relationships and Hawaiian/host culture values.
- Develop and demonstrate safe, effective, efficient and sustainable practices related to various housekeeping tasks and operational responsibilities.
- Analyze the management functions of housekeeping operations including planning, organizing, staffing, controlling and evaluating techniques required to ensure quality service, efficient productivity and effective performance.

HOST 152 (HawCC, KauCC, LeeCC, MauC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 152

Course title:

Front Office Operations

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Rec Prep - C or higher in HOST 101

Course abbreviation (only 30 characters allowed):

Front Office Operations

Schedule type:

LEC

Credit Hours:

3

Contact Hours (Reflected in Banner):

3 hours lecture per week = 45 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3

Course Description:

Studies the philosophy, theory, 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.

Course Learning Outcomes:

- Distinguish and connect the various classifications of lodging operations to work effectively in a front office environment.
- Perform each of the major front office functions following industry regulations to facilitate transition into a lodging front office environment.
- Interpret statistical information that affects lodging operations.

HOST 156 (KapCC)

Effective Fall 2018, KapCC will offer a new course.

Course alpha and number:

HOST 156

Course title:

Front Office Management

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Rec Prep - C or higher in HOST 101

Course abbreviation (only 30 characters allowed):

Front Office Management

Schedule type:

LAL = Lecture/Lab

Credit Hours:

4

Contact Hours (Reflected in Banner):

3 hours lecture per week, 2 hours lecture/lab per week = 75 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3 hours lecture = 45 hours + 2 hours lecture/lab = 30 hours = 75 hours/basis of 18 = 4.17.

Course Description:

Studies the philosophy, theory, 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. Focuses on managerial analysis of processes, outcomes and efficiencies.

Course Learning Outcomes:

- Distinguish and connect the various classifications of lodging operations to work effectively in a front office environment.
- Perform each of the major front office functions following industry regulations to facilitate transition into a lodging front office environment.
- Interpret statistical information that affects lodging operations.
- Identify the personal attitudes, characteristics, and work practices essential in providing excellence in front office guest service.
- Demonstrate effective guest service and complaint handling techniques. Analyze managerial responses to a variety of guest situations.
- Demonstrate computer proficiency in reservations, check-in, posting, and check-out functions of the Front Office. Additional focus on managerial review and audit of

operational functions.

- Identify controls for cash collection, check cashing, and the acceptance and processing of debit and credit cards. Demonstrate accurate application of guest accounting procedures.
- Produce and analyze management reports.
- Analyze managerial responses to a variety of guest situations.
- Perform a managerial review and audit of operational functions.

HOST 154 (HawCC, KapCC, KauCC, LeeCC, MauC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 154

Course title:

Food and Beverage Operations

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Rec Prep - C or higher in HOST 101

Course abbreviation (only 30 characters allowed):

Food and Beverage Operations)

Schedule type:

LEC

Credit Hours:

3

Contact Hours (Reflected in Banner):

3 hours lecture per week = 45 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3

Course Description:

HOST 154 introduces the basic 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. Provides practical applications for effectively managing resources for food and beverage industry operations.

Course Learning Outcomes:

- Recognize the responsibilities involved in successfully managing and marketing various food and beverage operations.

- Evaluate effective practices and trends as they relate to nutrition, menu planning, purchasing, pricing, preparation, and production.
- Demonstrate applicable service, sanitation, and safety skills to improve employee performance and enhance guest satisfaction.
- Determine the components involved in the financial management of food and beverage operations to promote fiscal success.

Additionally KauCC, MauC have agreed to an additional CLO meeting the 80% rule

- Participate in and evaluate service delivered through a back-of-the-house and front-of-the-house campus/community industry function.

HOST 258 (HawCC, MauC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 258

Course title:

Hospitality Marketing

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

HOST 101 with grade "C" or higher, and placement in ENG 100, or consent.

Course abbreviation (only 30 characters allowed):

Hospitality Marketing

Schedule type:

LEC

Credit Hours:

3

Contact Hours (Reflected in Banner):

3 hours lecture per week = 45 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3

Course Description:

Provides students with essential knowledge and practical experience to develop strategic and operating marketing plans for hospitality properties. Emphasizes the marketing orientation as a management philosophy that guides the design and delivery of guest services. Examines the dynamic relationship between hospitality marketing and daily operations.

Course Learning Outcomes:

- Examine the hospitality service marketing process and identify marketing's role in hospitality management.
- Analyze product-service mix, target markets, distribution channels, and promotions/sales strategies.
- Apply sales and marketing strategies and techniques to develop a marketing plan for a hospitality organization.
- Evaluate the role of technology in marketing and discuss its impact on hospitality operations.

HOST 259 Tourism Marketing

Effective Fall 2018, KapCC will offer a new course:

Course alpha and number:

HOST 259

Course title:

Tourism Marketing

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Pre - HOST 101 C or higher

Rec Prep – A grade of C or higher in four HOST major courses, ENG 100 or ESL 100 C or higher

Course abbreviation (only 30 characters allowed):

Tourism Marketing

Schedule type:

LAL = Lecture/Lab

Credit Hours:

4

Contact Hours (Reflected in Banner):

3 hours lecture per week, 2 hours lecture/lab per week = 75 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3 hours lecture = 45 hours + 2 hours lecture/lab = 30 hours = 75 hours/basis of 18 = 4.17.

Course Description:

HOST 259 is a study of modern marketing techniques and concepts for the tourism industry that focuses on the unique challenges inherent in the production and marketing of intangible products and services. Tourism Marketing will explore each phase of a marketing plan to involve students in the application of topics such as: macro-environmental trends, consumer behavior, brand development, pricing approaches, and promotional strategies.

Course Learning Outcomes:

- Explain what marketing is and why marketing should be viewed as a philosophy not just a business function.
- Differentiate the uniqueness and challenges of producing service as a product within the hospitality and tourism industry.
- Select relevant trends in the macro-environments that are influencing the strategic directions of organizations within hospitality and tourism and present on how they are reacting to the trends.
- Design market research survey including the objective and methodology.
- Distinguish the major characteristics affecting consumer behavior, and the specific cultural, social, personal, and psychological factors that influence consumers in promotional initiatives.
- Distinguish the major group markets that comprise the hospitality and tourism industry and assess the positive attributes of each market.
- Differentiate the various strategies used to segment markets; select specific markets based on the appraisal of the appropriate targeting strategies; and apply the best positioning strategy that would provide a competitive advantage.
- Separate the various product levels (core, facilitating, supporting, and augmented) that combine to deliver the holistic experience of the product to the guest.
- Detect the key aspects and conditions that define successful hospitality and tourism brands.
- Calculate the price elasticity of demand and assess the level of quality and brand strength associated with the various services and products in the hospitality and tourism industry.
- Calculate pricing for services and products in hospitality and tourism based on generally accepted industry pricing approaches.
- Illustrate examples of advertising and assess effectiveness.
- Illustrate examples of public relations activities including sponsorships, special events, corporate communications, and lobbying, and assess effectiveness as it relates to brand identity.
- Identify the various effective sales tactics and strategies.
- Illustrate examples of e-marketing and assess effectiveness as it relates to brand identity.
- Illustrate how hospitality and tourism enterprises develop the organization of their sales efforts based on functions, markets and tasks.

HOST 260 (HawCC, MauC)**Effective Fall 2018, each community college campus offering this course has agreed to:****Course alpha and number:**

HOST 260

Course title:

Hospitality Law

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

HOST 101 with grade "C" or higher, and placement in ENG 100, or consent.

Course abbreviation (only 30 characters allowed):

Hospitality Law

Schedule type:

LEC

Credit Hours:

3

Contact Hours (Reflected in Banner):

3 hours lecture per week = 45 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3.00

Course Description:

Focuses on legal aspects of the hospitality industry, with emphasis on compliance and prevention of liabilities. Examines possible consequences of failure to satisfy legal obligations and provides specific perspectives on managing risk.

Course Learning Outcomes:

- Recognize, analyze, and evaluate legal issues affecting the hospitality industry.
- Identify legal problems and ethical issues when they arise in the hospitality industry that may lead to potential liability.
- Apply ethical reasoning and professional judgment in addressing legal issues.

HOST 261 (HawCC, KapCC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 261

Course title:

Events Management

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Pre - HOST 101 with a grade of "C" or higher,
Recommended prep: Placement in ENG 100 or ESL 100

Course abbreviation (only 30 characters allowed):

Events Management

Schedule type:

LEC

Credit Hours:

3

Contact Hours (Reflected in Banner):

3 hours lecture per week = 45 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3.00

Course Description:

HOST 261 prepares students to plan and administer successful functions, special events, meetings, and conventions. Students explore topics such as venue selection, event goals and assessment, catering needs, sales, service, technology, programming and event staffing

Course Learning Outcomes:

- Assess the various career opportunities in events management.
- Examine the various segments of the industry including meetings, conventions, incentives, exhibitions and events.
- Synthesize all components of event planning by proposing a special event.
- Evaluate sustainable practices in the events management industry.
- Assess various components needed to execute a successful event through event volunteering.

HOST 280 (HawCC, KapCC, KauCC, MauC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 280

Course title:

Hospitality Management

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Pre - HOST 101 with a grade of "C" or higher, or CULN 111 with a grade of "C" or higher.
Rec prep: Placement in ENG 100 or ESL 100

Course abbreviation (only 30 characters allowed):

Hospitality Management

Schedule type:

LEC

Credit Hours:

3

Contact Hours (Reflected in Banner):

3 hours lecture per week = 45 hours

Workload (TE - teaching equivalencies – reflected in Banner):

3.00

Course Description:

Examines the key principles and processes of management in the hospitality industry that are essential for organizational effectiveness. Focuses on leadership skill building, decision-making processes, and human relations management.

Course Learning Outcomes:

- Apply leadership skills that impact hospitality organizational effectiveness.
- Demonstrate decision-making skills by applying key management concepts and principles.
- Relate Hawaiian values to value-centered management.

HOST 293 (HawCC, KapCC, KauCC, MauC)

Effective Fall 2018, each community college campus offering this course has agreed to:

Course alpha and number:

HOST 293

Course title:

Hospitality and Tourism Internship

Prerequisites (Pre), Recommended Preparation (Rec Prep), Corequisites (CoReq):

Pre – Hospitality and Tourism or Culinary major, C or better in HOST 100 or CULN 111; departmental approval.

Course abbreviation (only 30 characters allowed):

HOST Internship

Schedule type:

LEC

Credit Hours:

3

Contact Hours:

30 instructional contact hours per semester, 225 hours fieldwork

Workload (TE - teaching equivalencies):

5 students equal 1TE

Course Description:

HOST 293 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.


Course Learning Outcomes:

- Apply job readiness skills to obtain and complete an internship in the hospitality industry.
- Perform duties at the internship site applying industry standards and skills, and classroom knowledge.
- Analyze and propose solutions for improvement of the technical and human skills, work habits, inter-relationships, operational measures of success, quality assurance methods and sustainability practices in the workplace.
- Evaluate one's career goals, accomplishments, achievements, and activities during their academic journey.

UNIVERSITY OF HAWAI'I SYSTEM COURSE ARTICULATION AGREEMENT

Hospitality and Tourism (HOST)

University of Hawai'i Maui College



Lui Hokoana, Chancellor

10/10/17

Date



Jonathon McKee, Vice Chancellor of Academic Affairs

10/10/17

Date



David Grooms, Interim Assistant Dean of Instructions

10/9/17

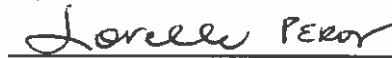
Date



Jan Moore, Chair, Business and Hospitality Dept.

10/9/17

Date



Lorelle Peros, Associate Professor and Coordinator
Hospitality & Tourism Program

9/28/17

Date

UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT

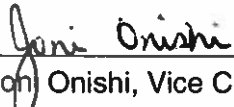
Hospitality and Tourism (HOST)

Hawai'i Community College



for Rachel Solemsaas, Chancellor

10/6/17
Date



Joni Onishi, Vice Chancellor for Academic Affairs

SEP 29 2017
Date

Vacant

TBA, Dean of Career & Technical Education

Date



Robert Yamane, Hospitality & Tourism Chair

9-28-17
Date

Vacant

TBA, Instructor, Program Coordinator

Date

UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT

Hospitality and Tourism (HOST)

Kapi'olani Community College



Louise Pagotto, Interim Chancellor

10/9/17

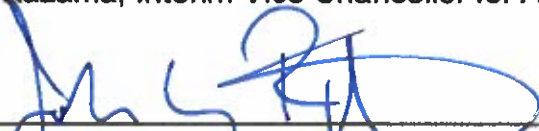
Date



Susan Kazama, Interim Vice Chancellor for Academic Affairs

9-20-17

Date



John Richards, Dean of Hospitality, Business and
Legal Education

9/28/17

Date



Dave Evans, Professor and Chair,
Hospitality and Tourism Education

9/28/2017

Date



Rosalie Fernandez, Associate Professor and Program Coordinator
Hospitality and Tourism Education


9/28/2017

Date

UNIVERSITY OF HAWAII SYSTEM ARTICULATION AGREEMENT

Hospitality and Tourism (HOST)

Kaua'i Community College




Helen A. Cox, Chancellor

10/9/17
Date



James R. Dire, Vice Chancellor for Academic Affairs

10/8/17
Date



Candace Tabuchi, Associate Professor, Program Coord./Chair
Business Education

10/6/2017
Date

UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT

Management (MGT)

Leeward Community College



Manuel Cabral, Chancellor

10/4/17
Date



Della Teraoka, Vice Chancellor for Academic Affairs

10/4/2017
Date




Ron Umehira, Dean of Career & Technical Education

10/4/17
Date



Shelley Ota, Division Chair, Business

10/4/14
Date



Ross Higa, Assistant Professor and MGT Program Coordinator

10/4/17
Date