

HOSP 80 Course Outline as of Fall 2014**CATALOG INFORMATION**

Dept and Nbr: HOSP 80 Title: INTRO TO HOSPITALITY

Full Title: Introduction to Hospitality

Last Reviewed: 10/23/2023

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	6	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

Catalog Description:

This course is designed to prepare students for careers in hospitality management. A comprehensive examination of the hospitality industry, including hotels, restaurants, clubs, and the travel and tourism sectors. Emphasis on organizational structures, departments, job classifications, and career paths within each sector. Lecture and discussions are enhanced by industry guest speakers and industry visits.

Prerequisites/Corequisites:**Recommended Preparation:**

Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:**Schedule of Classes Information:**

Description: Students learn about the scope of the Hospitality and Tourism Industry. This course is designed to prepare students for careers in hospitality management. Overview of structure and financial performances of hospitality industry; food and lodging, resorts, tourism enterprises, attractions and related operations. Focus on orientation to customer service, cultural/economic

trends and career opportunities. (Grade Only)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:

IGETC:	Transfer Area	Effective:	Inactive:
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CSU Transfer:	Transferable	Effective:	Fall 2014	Inactive:
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UC Transfer:	Effective:	Inactive:
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CID:

CID Descriptor:	HOSP 100	Introduction to Hospitality Management
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SRJC Equivalent Course(s):	HOSP80
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Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

Upon completion, students will be able to:

1. Express an understanding of basic management theory, marketing, and hospitality ethics.
2. Discuss travel motivators, emerging travel trends, and the social impact of tourism.
3. Describe career opportunities and requirements in the industry.
4. Describe the interrelated nature of hospitality and tourism.
5. Discuss the needed steps to achieve success in service.
6. Describe the benefits and long-term prospects for tourism.

Topics and Scope:

I. The Hospitality Industry

- A. Service defined
- B. Service businesses compared to. manufacturing businesses
- C. Components of strategic service vision
- D. Basic service priorities
- E. Keys to delivering good service
- F. Enhancing the lives of guests through service

II. The Travel and Tourism Industry

- A. The changing world
- B. The nature of the Travel and Tourism Industry
- C. Why people travel
- D. The social impact of travel
- E. The sociology of leisure

- F. Destination attractions
- III. Lodging and Lodging Operations
 - A. Hotel development and ownership
 - B. Types and locations of hotels
 - C. Hotel chains
 - D. Sustainable lodging
- IV. Hotel Organization and Management
 - A. Revenue vs. cost centers
 - B. Compliance with the American with Disabilities Act
 - C. Financial controls
 - D. Quality controls
- V. Selecting a career niche
 - A. Determine your personal skills inventory
 - B. Skills dealing with data, people, or things
 - C. Résumé/cover letter
 - D. Interview preparation
 - E. Informational interviewing
- VI. The Cruise Line Industry
 - A. Cruising history
 - B. Cruise ship organization
- VII. Understanding the Restaurant Industry
 - A. Restaurant segments
 - B. Why restaurants fail
 - C. Community and social impact of business failures
 - D. Building a successful restaurant
 - E. Slow Food Movement
 - F. Farm-to-Table
- VIII. Catering and Managed Services
 - A. Airlines and airports
 - B. Colleges and universities
 - C. Health care facilities
 - D. Business and industry
- IX. Food and Beverages
 - A. Wineries
 - B. Breweries
 - C. Distilleries
 - D. Cheese makers
 - E. Farmer's markets
- X. Club Management
 - A. Types of clubs
 - B. Club ownership
 - C. Club organization
 - D. Club operations
- XI. Theme Parks and Attractions
- XII. Gaming and Casino Hotels
 - A. Gaming in the United States
 - B. Casino hotels
 - C. Casino organization
 - D. Casino operations
 - E. Gaming and leisure
 - F. Social impact and ethics of gaming
- XIII. Meetings Industry

- A. Types of meetings
- B. The meeting planning process
- C. Meeting Planner careers
- D. Local Events
- E. Destination Attractions
- F. Special Events
- G. Event Management
- XIV. Marketing Hospitality
 - A. Market concept
 - B. Sales management
 - C. Advertising
 - D. Trends - Eco-tourism, Farm-to-Table, Organic

Assignment:

1. Weekly reading assignments (approximately 40-60 pages)
2. Case study analyses of any one of the following: hotel, winery or restaurant visit
3. Written assignments (chapter questions, resume, cover letters, interview questions, etc.)
4. Hospitality trend reports
5. In-class activities including group work, role playing, case study discussions, etc.
6. 10-15 Chapter quizzes and Final Exam

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written chapter assignments, hospitality trend reports, chapter questions, resume, cover letters, interview questions, etc.

Writing
15 - 25%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Case study analyses, in-class activities (except role playing)

Problem solving
25 - 35%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

None

Skill Demonstrations
0 - 0%

Exams: All forms of formal testing, other than skill performance exams.

10-15 Chapter quizzes and Final Exam

Exams
25 - 35%

Other: Includes any assessment tools that do not logically fit into the above categories.

Class discussions, role-playing

Other Category
5 - 15%

Representative Textbooks and Materials:

Hospitality Today, An Introduction: 7th Edition, American Hotel and Lodging Educational Institute 2011.

Instructor prepared materials.