

# Program Assessment: Plans and Results



## Program - Hospitality Management (AAS)

**Academic School:** Technical & Professional Studies

**Department:** Culinary Arts & Hospitality Management

**Discipline/Program Mission Statement:** Deliver education, experience and excellence through high quality academic programs that meet stakeholder needs and demands in a global market to achieve effective and efficient program delivery.

**How long should a typical student take to complete the sequence of courses/program?:** 2 years ( 4 semesters of 15 credit hours per semester for a total of 60 credit hours)

**External Accrediting Body (if applicable):** Accreditation Commission for Programs in Hospitality Administration (ACPHA)

**Date of last external evaluation (if applicable):** Winter 2015

**Date of next external evaluation (if applicable):** Winter 2022

## Inclusion/Improvement Plans

*2020 - 2021*

### Discipline/Program Learning Outcome Assessment Summary

#### Inclusion Plan

**Who are the stakeholders in the discipline/program?:** CAHMI Students, CAHMI faculty, CAHMI Advisory Board, Employers of CAHMI graduates, and UAPTC Faculty and Administration

**How were the stakeholders involved in the assessment process?:** CAHMI Students participate in the courses which in turn provide data to assess ILO's PLO's and CLO's for the program  
CAHMI faculty administrator the assessments through courses and interactions with students, as well as review assessment data for Learning Objective Competency and disseminate this information to CAHMI advisory boards, Accreditation agency's, university administration, and annual reports

CAHMI Advisory Board members are included in the recommendations of how to drive the curriculum to better meet learning objectives and needs of the industry.

Employers of CAHMI graduates are included in the recommendations of how to drive the curriculum to better meet learning objectives and needs of the industry.

UAPTC Faculty and Administration are sent results for feedback for program improvement.

**How did stakeholders learn about this cycle's assessment results?:** CAMHI Hospitality meet twice a year on the Friday of finals week to review Data and results, CAHMI advisory boards meet twice a year to also discuss the program and make recommendations. this information as available to all other stakes by request at any time.

**How were stakeholders involved with planning for Continuous Improvement?:** CAHMI faculty administrator the assessments through courses and interactions with students, as well as review assessment data for Learning Objective Competency and disseminate this information to CAHMI advisory boards, Accreditation agency's, university administration, and annual reports  
CAHMI Advisory Board members are included in the recommendations of how to drive the curriculum to better meet learning objectives and needs of the industry.

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UAPTC Faculty and Administration are sent results for feedback for program improvement.

#### Continuous Improvement (Closing the Loop)

**How did faculty analyze assessment data and implement substantive curricular changes?:** Data/Results were reviewed from both obtainment of learning objectives and what could be implemented to produce better results and obtainment of skills needed for employment in the hospitality and culinary fields as indicated by our advisory board and accrediting agency

**How did faculty analyze assessment data and implement substantive changes to assessment practices?:** Assessments were

reviewed also for completion rates, in many cases faculty and results both indicated low response rates, or lack of student concern to complete assignments and projects with the same care as major exams. Timing of assignments and projects selected for assessment could also be a contributing factor. Recommendations included making assess items more substantial and also consider when the assess assignment, test or project is place in the semester with relationship to major student events i.e. spring break, fall break, other major holidays, and end of semester activities and finals to increase results and response rates.

**How did faculty analyze assessment data and implement substantive student support changes?:** Assessments were reviewed to better understand which supporting General Education courses should be completed before students enroll in a specific Hospitality course. We continue to see poor mathematical reasoning skills, critical problem solving skills, and written communication skills, only to discover students have not enrolled in course which would better support the improvement of these skills in relationship to our learning objectives

**How are outcomes and acquired data used in the annual planning and budgeting process?:** The current level financial resources to improve increase obtainment of learning outcomes is sufficient, we need to be more creative in our uses of these funds.

### **Reflection on the Co-Curricular Assessment Process**

**Who participated in the analysis and interpretation of the results?:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

**Are you satisfied with the overall results for this assessment cycle? Why or why not?:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

**How did the curriculum/program offerings impact the results?:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

**Describe any limitations of the findings.:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

### **Co-Curricular Inclusion Plan**

**Who are stakeholders involved?:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

**How were the stakeholders involved with the assessment process?:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

**How did the stakeholders learn about the assessment results?:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

**How were stakeholders involved with the planning for Continuous Improvement?:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

### **Co-Curricular Continuous Improvement (Closing the Loop)**

**Describe the analysis process of co-curricular planning, assessment, and any substantive changes.:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

## **2019 - 2020**

### **Discipline/Program Learning Outcome Assessment Summary**

#### **Inclusion Plan**

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**How were the stakeholders involved in the assessment process?:** CAHMI Students participate in the courses which in turn provide data to assess ILO's PLO's and CLO's for the program

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CAHMI Advisory Board members are included in the recommendations of how to drive the curriculum to better meet learning objectives and needs of the industry.

Employers of CAHMI graduates are included in the recommendations of how to drive the curriculum to better meet learning objectives and needs of the industry.

UAPTC Faculty and Administration are sent results for feedback for program improvement.

**How did stakeholders learn about this cycle's assessment results?:** CAMHI Hospitality meet twice a year on the Friday of finals week to review Data and results, CAHMI advisory boards meet twice a year to also discuss the program and make recommendations. this information as available to all other stakes by request at any time.

**How were stakeholders involved with planning for Continuous Improvement?:** CAHMI faculty administrator the assessments through courses and interactions with students, as well as review assessment data for Learning Objective Competency and disseminate this information to CAHMI advisory boards, Accreditation agency's, university administration, and annual reports

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### **Continuous Improvement (Closing the Loop)**

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**How did faculty analyze assessment data and implement substantive changes to assessment practices?:** Assessments were reviewed also for completion rates, in many cases faculty and results both indicated low response rates, or lack of student concern to complete assignments and projects with the same care as major exams. Timing of assignments and projects selected for assessment could also be a contributing factor. Recommendations included making assess items more substantial and also consider when the assess assignment, test or project is place in the semester with relationship to major student events i.e. spring break, fall break, other major holidays, and end of semester activities and finals to increase results and response rates.

**How did faculty analyze assessment data and implement substantive student support changes?:** Assessments were reviewed to better understand which supporting General Education courses should be completed before students enroll in a specific Hospitality course. We continue to see poor mathematical reasoning skills, critical problem solving skills, and written communication skills, only to discover students have not enrolled in course which would better support the improvement of these skills in relationship to our learning objectives

**How are outcomes and acquired data used in the annual planning and budgeting process?:** The current level financial resources to improve increase obtainment of learning outcomes is sufficient, we need to be more creative in our uses of these funds.

### **Reflection on the Co-Curricular Assessment Process**

**Who participated in the analysis and interpretation of the results?:** Collaboratively Faculty and students

**Are you satisfied with the overall results for this assessment cycle? Why or why not?:** We are extremely satisfied with the results and feel the real life experiences we provide through Co-Curricular learning enriches our students college experience and prepares them to enter the current job market

**How did the curriculum/program offerings impact the results?:** Course and program curriculum and labs provided a strong foundation for the real life experience

**Describe any limitations of the findings.:** The only limitation is the experiences were controlled real life situations and may not be completely indicative of what they may encounter in real life.

### **Co-Curricular Inclusion Plan**

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**How did the stakeholders learn about the assessment results?:** CAMHI Hospitality meet twice a year on the Friday of finals week to review Data and results, CAHMI advisory boards meet twice a year to also discuss the program and make recommendations. this information as available to all other stakes by request at any time.

**How were stakeholders involved with the planning for Continuous Improvement?:** CAHMI faculty administrator the

assessments through courses and interactions with students, as well as review assessment data for Learning Objective Competency and disseminate this information to CAHMI advisory boards, Accreditation agency's, university administration, and annual reports

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### **Co-Curricular Continuous Improvement (Closing the Loop)**

**Describe the analysis process of co-curricular planning, assessment, and any substantive changes.:** During this cycle data was collected qualitatively through informal interview with students about their experiences, Moving forward we will begin developing a more formal questionnaire to collect and assess data with as well as the informal interview to collect data.

## **2018 - 2019**

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**Describe any limitations of the findings.:** We are not currently using Co-Curricular learning in Hospitality Management AAS Program, we will be exploring this in the future in cooperation with our Stakeholders

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## **Learning/Co-Curricular Outcome: PLO 1 career options in hospitality and overview of hospitality operations and standards**

Demonstrate an understanding of the broad scope of career options in hospitality along with an overview of hospitality operations and standards.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

### ***Assessment Measures***

**Direct - Essay -** HOS 2302 The Restaurant Industry Chapter 1 essay questions and 2 Assignment Essay Assignment (Active)

**Assessment Goal/Threshold:** 70% Or Higher

**How will data be reviewed?:** Graded using a rubric assessing the appropriateness of information presented

### ***Results***

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 36 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 2 students failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 36 students scored above 80% and 2 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 36 students scored above 90% and 2 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 7

**# of Traditional Students Who Successfully Completed Assessment:** 7

**# of Online Students Assessed:** 38

**# of Online Students Who Successfully Completed Assessment:** 36

**# of Hybrid Students Assessed:** 0

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# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 35 out the 41 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 6 students failed to meet 70% threshold This is an over all improvement over past Semesters

**Analysis of Results:** Students scores where higher than past semester scores. it is felt that the assignments help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

# of Traditional Students Assessed: 0  
# of Traditional Students Who Successfully Completed Assessment: 0  
# of Online Students Assessed: 41  
# of Online Students Who Successfully Completed Assessment: 35  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 2302 - 61 PLO 1.pdf](#)

[HOS 2302 - 62 PLO 1.pdf](#)

[HOS 2302 - 63 PLO 1.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Comprehensive Exam - HOS 2302 The Restaurant Industry - Chapter 1 and 2 Quiz (Active)**

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Correctness of Multiple Choice Answers

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 36 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 2 students failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 36 students scored above 80% and 2 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 36 students scored above 90% and 2 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

# of Traditional Students Assessed: 7  
# of Traditional Students Who Successfully Completed Assessment: 7  
# of Online Students Assessed: 38  
# of Online Students Who Successfully Completed Assessment: 36  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

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## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 36 out the 41 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 6 students failed to achieve the 70% Threshold. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 34 students scored above 80% and 7 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 31 students scored above 90% and 10 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 41

**# of Online Students Who Successfully Completed Assessment:** 35

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2302 - 61 PLO 1.pdf](#)

[HOS 2302 - 62 PLO 1.pdf](#)

[HOS 2302 - 63 PLO 1.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Comprehensive Exam** - HOS 1301 Introduction to Hospitality Chapter 1 Quiz, Chapter 1 Hutchinson Manor Quiz (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Correctness of Multiple choice answers

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 37 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 37 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 37 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 11

**# of Traditional Students Who Successfully Completed Assessment:** 10

**# of Online Students Assessed:** 27

**# of Online Students Who Successfully Completed Assessment:** 27

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

# Program - Hospitality Management (AAS)

# of Concurrent Students Who Successfully Completed Assessment: 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 53 out the 57 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 4 students failed to achieve the 70% Threshold. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 51 students scored above 80% and 6 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 45 students scored above 90% and 13 scored below the threshold.

**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 20

**# of Traditional Students Who Successfully Completed Assessment:** 17

**# of Online Students Assessed:** 37

**# of Online Students Who Successfully Completed Assessment:** 36

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 1301 - 01 PLO 1.pdf](#)

[HOS 1301 - 61 PLO 1.pdf](#)

[HOS 1301 - 62 PLO 1.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced, 2 - Reinforced, 3 - Assessed)

**HOS 1302** - Product ID and Quantity Food Purchasing - (1 - Introduced, 2 - Reinforced)

**HOS 2301** - Menu Design and Strategy - (1 - Introduced, 2 - Reinforced)

**HOS 2302** - The Restaurant Industry - (1 - Introduced, 2 - Reinforced, 3 - Assessed)

**HOS 2303** - Professional Study of Beverage and Wine - (2 - Reinforced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (2 - Reinforced)

**HOS 2310** - Fundamentals of Tourism - (2 - Reinforced)



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HOS 2311 - Hospitality Marketing and Sales - (2 - Reinforced)

HOS 2312 - Hospitality Facilities - (2 - Reinforced)

HOS 2313 - Food and Beverage Management - (2 - Reinforced)

HOS 2314 - Resort Management - (2 - Reinforced)

HOS 2315 - Food and Wine Pairing - (2 - Reinforced)

HOS 2319 - Professional Mixology - (2 - Reinforced)

HOS 2330 - Food Production for Hospitality - (2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #5 - Lifelong & Global Learning** - Demonstrate and apply interdisciplinary connections; Cultivate spirit of creative thought and curiosity to achieve goals

UA-PTC Institutional Learning Outcomes

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 5: Quantitative Reasoning** - Use quantitative methods to solve problems

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

**HOS 1301** - Introduction to Hospitality

**CLO 01.00** **Discuss the history of hospitality through the ages** - Discuss the history of hospitality through the ages

**CLO 02.00** **Describe the characteristics of the hospitality industry.** - Describe the characteristics of the hospitality industry.

**CLO 04.00** **Discuss the many facets of service and why it has become such an important part of the hospitality industry.** - Discuss the many facets of service and why it has become such an important part of the hospitality industry.

**CLO 13.00** **Outline the duties and responsibilities of key executives and department heads.** - Outline the duties and responsibilities of key executives and department heads.

**CLO 20.00** **Describe the duties and responsibilities of a food and beverage director and other key department heads.** - Describe the duties and responsibilities of a food and beverage director and other key department heads.

**CLO 22.00** **State the functions and responsibilities of the food and beverage departments** - State the functions and responsibilities of the food and beverage departments

**CLO 33.00** **Identify some of the top chain and independent restaurants.** - Identify some of the top chain and independent restaurants.

**CLO 34.00** **List the classifications of restaurants.** - List the classifications of restaurants.

**CLO 35.00** **Describe a restaurant's front of the house.** - Describe a restaurant's front of the house.

**CLO 39.00** **Outline back-of-the-house operations** - Outline back-of-the-house operations

**CLO 41.00** **Outline the different managed services segments.** - Outline the different managed services segments.

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## Related Course Outcomes

<b>CLO 47.00</b>	<b>Define Tourism and describe the important international and domestic tourism organizations.</b> - Define Tourism and describe the important international and domestic tourism organizations.
<b>CLO 50.00</b>	<b>Identify the promoters of tourism.</b> - Identify the promoters of tourism.
<b>CLO 57.00</b>	<b>Identify some of the major attractions in the United States.</b> - Identify some of the major attractions in the United States.
<b>CLO 60.00</b>	<b>Describe the various components of modern casino hotels.</b> - Describe the various components of modern casino hotels.
<b>CLO 61.00</b>	<b>Explain how casinos have been integrated into larger hospitality operations</b> - Explain how casinos have been integrated into larger hospitality operations
<b>CLO 62.00</b>	<b>Understand the basic principles of casino operations.</b> - Understand the basic principles of casino operations.
<b>CLO 63.00</b>	<b>List the major players in the convention industry.</b> - List the major players in the convention industry.
<b>CLO 64.00</b>	<b>Describe Destination Management Companies</b> - Describe Destination Management Companies
<b>CLO 65.00</b>	<b>Describe the different aspects of being a meeting planner</b> - Describe the different aspects of being a meeting planner
<b>CLO 68.00</b>	<b>Define a special event</b> - Define a special event
<b>CLO 69.00</b>	<b>Describe what event planners do</b> - Describe what event planners do
<b>CLO 71.00</b>	<b>Outline the skills and abilities required for event management</b> - Outline the skills and abilities required for event management
<b>CLO 72.00</b>	<b>Identify the main professional organizations and associations involved with the special event industry.</b> - Identify the main professional organizations and associations involved with the special event industry.
<b>HOS 2302 - The Restaurant Industry</b>	
<b>CLO 01.00</b>	<b>Discuss and describe the dynamic of leadership in the Hospitality and Restaurant Industry.</b> - Discuss and describe the dynamic of leadership in the Hospitality and Restaurant Industry.
<b>CLO 16.00</b>	<b>Define job descriptions.</b> - Define job descriptions.
<b>CLO 20.00</b>	<b>Perform mock interviews; prepare resumes, job applications and cover letters.</b> - Perform mock interviews; prepare resumes, job applications and cover letters.
<b>HOS 2304 - Dining Room Operations</b>	
<b>CLO 01.00</b>	<b>Describe the historical overview of service</b> - Describe the historical overview of service
<b>CLO 07.00</b>	<b>Describe the traditional hierarchy of a service staff</b> - Describe the traditional hierarchy of a service staff
<b>HOS 2306 - Practicum</b>	
<b>CLO 01.00</b>	<b>Experience first-hand the business and professional world prior to graduation</b> - Experience first-hand the business and professional world prior to graduation
<b>CLO 07.00</b>	<b>Understand how to market and sell oneself to industry professionals.</b> - Understand how to market and sell oneself to industry professionals.
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 01.00</b>	<b>Have a better perspective of the lodging industry, both domestic and international.</b> - Have a better perspective of the lodging industry, both domestic and international.
<b>CLO 06.00</b>	<b>Understand the role and responsibilities of a General Manager in a hotel.</b> - Understand the role and responsibilities of a General Manager in a hotel.
<b>CLO 07.00</b>	<b>Understand the role and responsibilities of the human resource department.</b> - Understand the role and responsibilities of the human resource department.
<b>CLO 08.00</b>	<b>Understand the role of revenue management practices in operating a hotel.</b> - Understand the role of revenue management practices in operating a hotel.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 09.00</b>	<b>Understand the role and responsibilities of the sales and marketing department.</b> - Understand the role and responsibilities of the sales and marketing department.
<b>CLO 10.00</b>	<b>Understand the role and responsibilities of the front office in a hotel.</b> - Understand the role and responsibilities of the front office in a hotel.
<b>CLO 14.00</b>	<b>Comprehend the basics of the engineering and maintenance department.</b> - Comprehend the basics of the engineering and maintenance department.
<b>CLO 15.00</b>	<b>Understand the different forms of hotel ownership and management, particularly the role of franchising and management contracts.</b> - Understand the different forms of hotel ownership and management, particularly the role of franchising and management contracts.
<b>HOS 2310 - Fundamentals of Tourism</b>	
<b>CLO 01.00</b>	<b>Tourism in Perspective</b> - - Tourism in Perspective - Understand what tourism is and its many definitions. Learn the components of tourism and tourism management. Examine the various approaches to studying tourism and determine which is of greatest interest to you. Appreciate how important this industry is to the economy of the world and of many countries. Know the benefits and costs of tourism.
<b>CLO 03.00</b>	<b>Career Opportunities</b> - Career Opportunities - Learn about the careers available. Discover which might match your interests and abilities. Know about the additional sources of information on careers.
<b>CLO 06.00</b>	<b>Hospitality and Related Services</b> - Hospitality and Related Services - Study the lodging industry, its ancient origins, its associations, names of leading companies, its economics, and vital role. Appreciate the immensity of the restaurant-food service industry. Learn the current trends in resorts and timesharing mode of operation. Discover why meetings and conventions as well as meeting planners are so important to tourism.
<b>CLO 07.00</b>	<b>Organizations in the Distribution Process</b> - Organizations in the Distribution Process - Become familiar with tourism distribution system organizations and their functions. Understand the role of travel agents and their role in the distribution system. Consider the impact of the Internet on the distribution system. Examine the role of the tour wholesaler. Recognize that travel suppliers can use a combination of all channels of distribution.
<b>CLO 08.00</b>	<b>Attractions, Entertainment, Recreation and Other Tourist Draws</b> - Attractions, Entertainment, Recreation and Other Tourist Draws - Examine the attractions sphere. Look at the role of theme parks. Understand the gaming industry. Describe public and commercial recreation facilities. Recognize shopping as a travel attraction.
<b>HOS 2311 - Hospitality Marketing and Sales</b>	
<b>CLO 01.00</b>	<b>Introduction to Hospitality Marketing and Sales</b> - Introduction to Hospitality Marketing and Sales - Distinguish marketing from sales and describe the marketing mix. Explain management's role in marketing and sales. Summarize the importance of marketing and sales to hospitality companies and describe the challenge of hospitality marketing and sales. Identify trends that affect marketing and sales in the hospitality industry.
<b>CLO 08.00</b>	<b>Marketing to Business Travelers</b> - Marketing to Business Travelers - Summarize the criteria business travelers use to make lodging decisions, identify types of frequent business travelers, and describe the women business traveler segment. Explain how hospitality properties are meeting the special needs of business travelers. Describe how hospitality properties are reaching business travelers.
<b>CLO 09.00</b>	<b>Marketing to Leisure Travelers</b> - Marketing to Leisure Travelers - Describe how hospitality firms' market to families, seniors, Baby Boomers, GenXer's, Millennial's, and other individual leisure travelers. Describe how hospitality firms' market to group leisure travelers and the intermediaries who aid these travelers. Explain how small hospitality firms can market to leisure travelers and explain the concept of vacation ownership.
<b>CLO 10.00</b>	<b>Marketing to Travel Agents</b> - Marketing to Travel Agents - Describe travel agencies and the kinds of travelers they serve. Explain how travel agents get information about properties and book reservations and explain how hospitality firms serve travel agents and their clients. Describe ways in which hospitality salespeople find and reach travel agents and agencies, and summarize issues facing travel agents in the future

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 11.00 Marketing to Meeting Planners** - Marketing to Meeting Planners - Describe types of association meetings, outline factors association meeting planners consider when planning meetings, and list possible decision-makers for association meetings. Describe types of corporation meetings, outline factors corporate meeting planners consider when planning meetings, and list possible decision-makers for corporate meetings Identify ways hospitality salespeople can find meetings business and reach meeting planners.

**CLO 12.00 Marketing to Special Segments** - Marketing to Special Segments - Outline considerations for marketing hospitality products and services to international travelers. Summarize considerations for marketing hospitality products and services to honeymooners and sports teams. Outline considerations for marketing hospitality products and services to government travelers, travelers with disabilities, and travelers from other special segments.

**CLO 13.00 Marketing Restaurants and Lounges** - Marketing Restaurants and Lounges - Summarize trends affecting the food and beverage industry and describe positioning strategies and techniques for restaurants and lounges. Explain how managers can merchandise food and beverages. Describe basic types of restaurant and lounge promotions. Explain how managers can build repeat business in restaurants and lounges and describe these other hotel food service operations: room service and limited-service operations.

**CLO 14.00 Marketing Catered Events and Meeting Rooms** - Marketing Catered Events and Meeting Rooms - Identify the duties and responsibilities of positions typically found in a hotel catering department and describe the department's marketing plan development. Describe catering promotions and summarize how salespeople develop leads and follow up inquiries in building business for the catering department. Describe sales strategies and procedures for selling to catering clients, explain how catering functions are planned and managed, and identify ways the catering department can follow up accounts. Explain how food and beverage functions other than banquets can increase catering department revenues. Summarize issues involved in meeting room sales, including types of meeting rooms, meeting room setups, how meeting rooms are booked, and how meetings are managed.

### HOS 2312 - Hospitality Facilities

**CLO 01.00 Identify a number of important roles played by hospitality facilities, and state management's responsibilities with regard to facility management.** - Identify a number of important roles played by hospitality facilities, and state management's responsibilities with regard to facility management.

**CLO 02.00 Summarize the basic responsibilities of the facilities department and the facilities manager.** - Summarize the basic responsibilities of the facilities department and the facilities manager.

**CLO 16.00 Describe the hotel development process and explain how the various elements of a hotel are planned and designed.** - Describe the hotel development process and explain how the various elements of a hotel are planned and designed.

### HOS 2313 - Food and Beverage Management

**CLO 01.00 Explain the difference between commercial and noncommercial food service operations and describe examples of each.** - Explain the difference between commercial and noncommercial food service operations and describe examples of each.

**CLO 02.00 Describe the three levels of management and identify the various production and service positions in a food and beverage operation.** - Describe the three levels of management and identify the various production and service positions in a food and beverage operation.

### HOS 2314 - Resort Management

**CLO 01.00 Have a better perspective of the resort industry, both domestic and international.** - Have a better perspective of the resort industry, both domestic and international.

### HOS 2319 - Professional Mixology

**CLO 03.00 The Spirits Industry - Understand the principal spirits categories, what makes them different, how to read their labels. Understand both the context in which they are made and some of the themes that link spirits together.** - The Spirits Industry - Understand the principal spirits categories, what makes them different, how to read their labels. Understand both the context in which they are made and some of the themes that link spirits together.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**HOS 2330** - Food Production for Hospitality

**CLO 01.00** • **Define, describe, demonstrate and practice professionalism and sanitation.** - • Define, describe, demonstrate and practice professionalism and sanitation.

**CLO 06.00** **Describe/Discuss good personal hygiene and health habits in a laboratory setting.** - Describe/Discuss good personal hygiene and health habits in a laboratory setting.

## Learning/Co-Curricular Outcome: PLO 2 Proficiency in appropriate computer and information technologies and Application

Demonstrate proficiency in appropriate computer and information technologies. Apply technology to culinary and hospitality operations.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Individual Class Project** - HOS 2311 - Hospitality Sales and Marketing - Chapters 1, 2, 3, Internet Activities (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Scored using a Rubric to assess appropriateness of answers and evidence of internet usage and information found

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced, 2 - Reinforced)

**HOS 1302** - Product ID and Quantity Food Purchasing - (2 - Reinforced)

**HOS 2301** - Menu Design and Strategy - (2 - Reinforced)

**HOS 2302** - The Restaurant Industry - (2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (2 - Reinforced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (2 - Reinforced)

**HOS 2310** - Fundamentals of Tourism - (2 - Reinforced)

**HOS 2311** - Hospitality Marketing and Sales - (3 - Assessed)

**HOS 2312** - Hospitality Facilities - (2 - Reinforced)

**HOS 2313** - Food and Beverage Management - (2 - Reinforced)

# Program - Hospitality Management (AAS)

HOS 2314 - Resort Management - (2 - Reinforced)

HOS 2315 - Food and Wine Pairing - (2 - Reinforced)

HOS 2319 - Professional Mixology - (2 - Reinforced)

HOS 2330 - Food Production for Hospitality - (2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared vision

**CCLO #5 - Lifelong & Global Learning** - Demonstrate and apply interdisciplinary connections; Cultivate spirit of creative thought and curiosity to achieve goals

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 5: Quantitative Reasoning** - Use quantitative methods to solve problems

## Related Course Outcomes

HOS 1301 - Introduction to Hospitality

**CLO 05.00**      **Suggest ways to improve service.** - Suggest ways to improve service.

**CLO 06.00**      **Discuss current trends in the hospitality industry** - Discuss current trends in the hospitality industry

**CLO 09.00**      **Classify hotels by rating system type, location, and price.** - Classify hotels by rating system type, location, and price.

**CLO 11.00**      **Discuss sustainable/green lodging.** - Discuss sustainable/green lodging.

**CLO 12.00**      **Identify trends influencing the hotel business.** - Identify trends influencing the hotel business.

**CLO 17.00**      **Calculate occupancy percentages, average daily rates, and actual percentage of potential rooms revenue.** - Calculate occupancy percentages, average daily rates, and actual percentage of potential rooms revenue.

**CLO 23.00**      **Perform computations using key food and beverage operating ratios.** - Perform computations using key food and beverage operating ratios.

**CLO 25.00**      **Suggest appropriate pairings of wine with food.** - Suggest appropriate pairings of wine with food.

**CLO 28.00**      **Explain a restaurant's liability in terms of serving alcoholic beverages.** - Explain a restaurant's liability in terms of serving alcoholic beverages.

**CLO 33.00**      **Identify some of the top chain and independent restaurants.** - Identify some of the top chain and independent restaurants.

**CLO 50.00**      **Identify the promoters of tourism.** - Identify the promoters of tourism.

**CLO 52.00**      **Describe ecotourism.** - Describe ecotourism.

**CLO 59.00**      **Outline the history of modern casinos.** - Outline the history of modern casinos.

**CLO 67.00**      **List the various venues for meetings, conventions and expositions** - List the various venues for meetings, conventions and expositions

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 72.00</b>	<b>Identify the main professional organizations and associations involved with the special event industry.</b> - Identify the main professional organizations and associations involved with the special event industry.
<b>CLO 73.00</b>	<b>Identify the characteristics and practices of leaders.</b> - Identify the characteristics and practices of leaders.
<b>CLO 81.00</b>	<b>Explain how goals are set and strategies are developed and give examples.</b> - Explain how goals are set and strategies are developed and give examples.
<b>CLO 82.00</b>	<b>Identify the seven steps in operational planning.</b> - Identify the seven steps in operational planning.
<b>CLO 87.00</b>	<b>Explain team-based structures and why organizations use them.</b> - Explain team-based structures and why organizations use them.
<b>CLO 89.00</b>	<b>List barriers to effective interpersonal communication and how to overcome them</b> - List barriers to effective interpersonal communication and how to overcome them
<b>CLO 94.00</b>	<b>Identify situations in which programmed decision is a better solution than a non-programmed decision</b> - Identify situations in which programmed decision is a better solution than a non-programmed decision
<b>HOS 1302 - Product ID and Quantity Food Purchasing</b>	
<b>CLO 09.00</b>	<b>Write a bid specification.</b> - Write a bid specification.
<b>CLO 11.00</b>	<b>Receive and store fresh, frozen, refrigerated and staple goods. Describe the importance of receiving and inspecting product as it enters the facility.</b> - Receive and store fresh, frozen, refrigerated and staple goods. Describe the importance of receiving and inspecting product as it enters the facility.
<b>CLO 12.00</b>	<b>Conduct yield and quality tests on items such as canned, fresh, frozen and prepared products.</b> - Conduct yield and quality tests on items such as canned, fresh, frozen and prepared products.
<b>CLO 14.00</b>	<b>Conduct a yield and cost comparison test of pre-fabricated products and on-premises prepared products.</b> - Conduct a yield and cost comparison test of pre-fabricated products and on-premises prepared products.
<b>CLO 16.00</b>	<b>Explain the procedures for rotation of stock and for costing and evaluating, including FIFO and LIFO.</b> - Explain the procedures for rotation of stock and for costing and evaluating, including FIFO and LIFO.
<b>CLO 19.00</b>	<b>Describe current computerized systems for purchasing and inventory control.</b> - Describe current computerized systems for purchasing and inventory control.
<b>HOS 2301 - Menu Design and Strategy</b>	
<b>CLO 05.00</b>	<b>Plan a variety of menus i.e. a la carte, cycle, ethnic, holiday, banquet, reception and buffet.</b> - Plan a variety of menus i.e. a la carte, cycle, ethnic, holiday, banquet, reception and buffet.
<b>CLO 07.00</b>	<b>Develop a menu layout for a foodservice operation.</b> - Develop a menu layout for a foodservice operation.
<b>CLO 09.00</b>	<b>Discuss the availability of Food and Seasonal Menus.</b> - Discuss the availability of Food and Seasonal Menus.
<b>CLO 10.00</b>	<b>Discuss Menu Planning resources (Internet, professional and vendors).</b> - Discuss Menu Planning resources (Internet, professional and vendors).
<b>CLO 17.00</b>	<b>Discuss service methods such as banquets, buffets and catering and a la carte.</b> - Discuss service methods such as banquets, buffets and catering and a la carte.
<b>CLO 18.00</b>	<b>Describe American, English, French and Russian Service.</b> - Describe American, English, French and Russian Service.
<b>CLO 19.00</b>	<b>Develop recipes and menus using dietary guideline recommendations, food guides and food labels</b> - Develop recipes and menus using dietary guideline recommendations, food guides and food labels
<b>CLO 20.00</b>	<b>Discuss characteristics, functions and best sources of each of the major nutrients.</b> - Discuss characteristics, functions and best sources of each of the major nutrients.
<b>HOS 2302 - The Restaurant Industry</b>	
<b>CLO 20.00</b>	<b>Perform mock interviews; prepare resumes, job applications and cover letters.</b> - Perform mock interviews; prepare resumes, job applications and cover letters.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 34.00**      **Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).** - Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).

**CLO 40.00**      **Define standardized recipes and describe the information included in a standardized recipe.** - Define standardized recipes and describe the information included in a standardized recipe.

**CLO 43.00**      **Determine menu prices utilizing proper cost controls and appropriate technology.** - Determine menu prices utilizing proper cost controls and appropriate technology.

### HOS 2304 - Dining Room Operations

**CLO 09.00**      **Describe receiving correct payment from customers based on accurate guest checks** - Describe receiving correct payment from customers based on accurate guest checks

**CLO 15.00**      **Demonstrate your understanding of the basic components of dining room operations, including basic job descriptions and responsibilities of all service personnel.** - Demonstrate your understanding of the basic components of dining room operations, including basic job descriptions and responsibilities of all service personnel.

### HOS 2309 - Lodging Operations

**CLO 10.00**      **Understand the role and responsibilities of the front office in a hotel.** - Understand the role and responsibilities of the front office in a hotel.

**CLO 11.00**      **Understand the various booking channels and how they influence costs and revenues.** - Understand the various booking channels and how they influence costs and revenues.

**CLO 12.00**      **Comprehend staffing issues and labor cost control tools for various departments.** - Comprehend staffing issues and labor cost control tools for various departments.

### HOS 2310 - Fundamentals of Tourism

**CLO 02.00**      **Tourism through the Ages** - Tourism through the Ages - Recognize the antiquity of human travel over vast distances on both sea and land. Understand how these journeys have evolved from trips that were difficult and often dangerous to mass travel for millions today. Learn about some of the great travelers in history who wrote astonishing accounts of exotic places they had visited. Discover the many similarities in travel motivations, economic conditions, political situations, attractions, and tourist facilities during the period of the Roman Empire and today. Evaluate future job opportunities in the tourism field.

**CLO 04.00**      **World, National, Regional, and Other Organizations** - World, National, Regional, and Other Organizations - Understand the magnitude of world tourism in terms of the vast numbers of organizations, which serve the needs of their diverse memberships. Recognize the variety of types and functions of tourism organizations. Know why states support official offices of tourism. Learn how national, regional, and trade organizations are structured and operated. Comprehend the importance of transportation in tourism.

**CLO 07.00**      **Organizations in the Distribution Process** - Organizations in the Distribution Process - Become familiar with tourism distribution system organizations and their functions. Understand the role of travel agents and their role in the distribution system. Consider the impact of the Internet on the distribution system. Examine the role of the tour wholesaler. Recognize that travel suppliers can use a combination of all channels of distribution.

**CLO 19.00**      **Tourism Marketing** - Tourism Marketing - Appreciate the Internet's impact on tourism marketing. Become familiar with the marketing mix and be able to formulate the best mix for a particular travel product. Appreciate the importance of the relationship between the marketing concept and product planning-development. Understand the vital relationship between pricing and marketing. Be able to do market segmentation in order to best plan a marketing program for the business you are the most interested in. Demonstrate the linkage between tourism policy and tourism marketing.

### HOS 2311 - Hospitality Marketing and Sales

**CLO 04.00**      **Personal Sales** - Personal Sales - Describe the objectives of various types of personal sales calls. Identify sources for prospecting individual and group business and explain how salespeople qualify prospects as potential clients. Describe how salespeople can prepare for presentation sales calls and project a professional image when making presentations. Summarize the five steps of a presentation sales call. Explain how salespeople can improve their productivity through efficient time management and key account management.



# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 05.00</b>	<b>Telephone Sales</b> - Telephone Sales - Describe the basics of effective telephone communication in relation to hospitality marketing and sales. Identify various types of outgoing telephone calls related to the marketing and sales function. Describe the steps involved in making a telephone appointment call, and describe sales calls, promotional calls, service calls, and public relations calls. Identify various types of incoming telephone calls related to the marketing and sales function and describe how hotels handle them. Describe telephone sales blitzes and telemarketing operations.
<b>CLO 06.00</b>	<b>Internal Marketing and Sales</b> - Internal Marketing and Sales - Describe internal marketing and employee empowerment. Define "internal sales" and describe the general manager's role in internal sales. Summarize the role of employees in internal sales and discuss relationship selling, employee training, how employees can apply sales skills, and employee sales incentive programs. Explain how internal merchandising works in guest-contact and back-of-the-house areas. Describe how special services and in-house promotions can be used for internal marketing and sales efforts.
<b>CLO 07.00</b>	<b>Advertising, Public Relations, and Publicity</b> - Advertising, Public Relations, and Publicity - Outline the reasons that hospitality firms advertise and describe types of advertising. Describe how hospitality firms develop and execute advertising plans and summarize how hospitality firms use advertising agencies. Describe the role of public relations and publicity in reaching prospective guests.
<b>CLO 08.00</b>	<b>Marketing to Business Travelers</b> - Marketing to Business Travelers - Summarize the criteria business travelers use to make lodging decisions, identify types of frequent business travelers, and describe the women business traveler segment. Explain how hospitality properties are meeting the special needs of business travelers. Describe how hospitality properties are reaching business travelers.
<b>CLO 09.00</b>	<b>Marketing to Leisure Travelers</b> - Marketing to Leisure Travelers - Describe how hospitality firms' market to families, seniors, Baby Boomers, GenXer's, Millennial's, and other individual leisure travelers. Describe how hospitality firms' market to group leisure travelers and the intermediaries who aid these travelers. Explain how small hospitality firms can market to leisure travelers and explain the concept of vacation ownership.
<b>CLO 10.00</b>	<b>Marketing to Travel Agents</b> - Marketing to Travel Agents - Describe travel agencies and the kinds of travelers they serve. Explain how travel agents get information about properties and book reservations and explain how hospitality firms serve travel agents and their clients. Describe ways in which hospitality salespeople find and reach travel agents and agencies, and summarize issues facing travel agents in the future
<b>CLO 11.00</b>	<b>Marketing to Meeting Planners</b> - Marketing to Meeting Planners - Describe types of association meetings, outline factors association meeting planners consider when planning meetings, and list possible decision-makers for association meetings. Describe types of corporation meetings, outline factors corporate meeting planners consider when planning meetings, and list possible decision-makers for corporate meetings Identify ways hospitality salespeople can find meetings business and reach meeting planners.
<b>CLO 12.00</b>	<b>Marketing to Special Segments</b> - Marketing to Special Segments - Outline considerations for marketing hospitality products and services to international travelers. Summarize considerations for marketing hospitality products and services to honeymooners and sports teams. Outline considerations for marketing hospitality products and services to government travelers, travelers with disabilities, and travelers from other special segments.
<b>CLO 13.00</b>	<b>Marketing Restaurants and Lounges</b> - Marketing Restaurants and Lounges - Summarize trends affecting the food and beverage industry and describe positioning strategies and techniques for restaurants and lounges. Explain how managers can merchandise food and beverages. Describe basic types of restaurant and lounge promotions. Explain how managers can build repeat business in restaurants and lounges and describe these other hotel food service operations: room service and limited-service operations.
<b>CLO 14.00</b>	<b>Marketing Catered Events and Meeting Rooms</b> - Marketing Catered Events and Meeting Rooms - Identify the duties and responsibilities of positions typically found in a hotel catering department and describe the department's marketing plan development. Describe catering promotions and summarize how salespeople develop leads and follow up inquiries in building business for the catering department. Describe sales strategies and procedures for selling to catering clients, explain how catering functions are planned and managed, and identify ways the catering department can follow up accounts. Explain how food and beverage functions other than banquets can increase catering department revenues. Summarize issues involved in meeting room sales, including types of meeting rooms, meeting room setups, how meeting rooms are booked, and how meetings are managed.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>HOS 2312 - Hospitality Facilities</b>	
<b>CLO 09.00</b>	<b>Describe electrical system components: fuses and circuit breakers; distribution panels and wiring; electric motors, controls, and drive elements; electronic equipment; emergency power systems; and electrical maintenance equipment.</b> - Describe electrical system components: fuses and circuit breakers; distribution panels and wiring; electric motors, controls, and drive elements; electronic equipment; emergency power systems; and electrical maintenance equipment.
<b>CLO 10.00</b>	<b>Describe the basic elements of human comfort and how HVAC systems affect this comfort.</b> - Describe the basic elements of human comfort and how HVAC systems affect this comfort.
<b>CLO 11.00</b>	<b>Define basic lighting terms, explain how natural light can be used to meet a building's lighting needs, and describe common artificial light sources.</b> - Define basic lighting terms, explain how natural light can be used to meet a building's lighting needs, and describe common artificial light sources.
<b>CLO 13.00</b>	<b>Describe a building's foundation, structural frame, exterior walls, windows and doors, and roof, including typical problems that each of these building elements have, and preventive maintenance measures that hotel managers can take to keep these building elements in good shape.</b> - Describe a building's foundation, structural frame, exterior walls, windows and doors, and roof, including typical problems that each of these building elements have, and preventive maintenance measures that hotel managers can take to keep these building elements in good shape.
<b>CLO 16.00</b>	<b>Describe the hotel development process and explain how the various elements of a hotel are planned and designed.</b> - Describe the hotel development process and explain how the various elements of a hotel are planned and designed.
<b>HOS 2313 - Food and Beverage Management</b>	
<b>CLO 07.00</b>	<b>Describe menu pricing styles, menu schedules, menu types, and the menu planning process.</b> - Describe menu pricing styles, menu schedules, menu types, and the menu planning process.
<b>CLO 09.00</b>	<b>Explain how to create and use standard recipes.</b> - Explain how to create and use standard recipes.
<b>CLO 10.00</b>	<b>Determine standard food and beverage costs and describe the main subjective and objective pricing methods.</b> - Determine standard food and beverage costs and describe the main subjective and objective pricing methods..
<b>CLO 20.00</b>	<b>Describe the types of financial management software that are available to food service managers.</b> - Describe the types of financial management software that are available to food service managers.
<b>HOS 2319 - Professional Mixology</b>	
<b>CLO 12.00</b>	<b>Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients</b> - Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients
<b>CLO 13.00</b>	<b>Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails</b> - Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails
<b>HOS 2330 - Food Production for Hospitality</b>	
<b>CLO 05.00</b>	<b>Define culinary terminology.</b> - Define culinary terminology.

## Learning/Co-Curricular Outcome: PLO 3 Utilizing critical thinking skills

Utilizing critical thinking skills, demonstrate oral and written communication proficiency with public speaking, social media, menu design, and written articles and/or reports.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

# Program - Hospitality Management (AAS)

**Direct - Individual Class Project** - HOS 2301 - Menu Design and Strategy - Final Menu Project Design and Price a Menu with food descriptions (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Final Menu Project is graded by a rubric set up in blackboard

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced, 2 - Reinforced)

**HOS 1302** - Product ID and Quantity Food Purchasing - (2 - Reinforced)

**HOS 2301** - Menu Design and Strategy - (2 - Reinforced, 3 - Assessed)

**HOS 2302** - The Restaurant Industry - (2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (2 - Reinforced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (2 - Reinforced)

**HOS 2310** - Fundamentals of Tourism - (2 - Reinforced)

**HOS 2311** - Hospitality Marketing and Sales - (2 - Reinforced)

**HOS 2312** - Hospitality Facilities - (2 - Reinforced)

**HOS 2313** - Food and Beverage Management - (2 - Reinforced)

**HOS 2314** - Resort Management - (2 - Reinforced)

**HOS 2315** - Food and Wine Pairing - (2 - Reinforced)

**HOS 2319** - Professional Mixology - (2 - Reinforced)

**HOS 2330** - Food Production for Hospitality - (2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared vision

**CCLO #4 - Mindfulness** - Identify effective self-care strategies to foster healthy, mind, body, and spirit. (Purpose, Reflection, Awareness, Personal Fulfillment)

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

# Program - Hospitality Management (AAS)

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 5: Quantitative Reasoning** - Use quantitative methods to solve problems

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

HOS 1301 - Introduction to Hospitality	
<b>CLO 02.00</b>	<b>Describe the characteristics of the hospitality industry.</b> - Describe the characteristics of the hospitality industry.
<b>CLO 03.00</b>	<b>Explain corporate philosophy and Total Quality Management.</b> - Explain corporate philosophy and Total Quality Management.
<b>CLO 04.00</b>	<b>Discuss the many facets of service and why it has become such an important part of the hospitality industry.</b> - Discuss the many facets of service and why it has become such an important part of the hospitality industry.
<b>CLO 06.00</b>	<b>Discuss current trends in the hospitality industry</b> - Discuss current trends in the hospitality industry
<b>CLO 07.00</b>	<b>Describe hotel ownership and development via hotel franchising and management contracts.</b> - Describe hotel ownership and development via hotel franchising and management contracts
<b>CLO 08.00</b>	<b>Explain the diamond rating classification of hotels.</b> - Explain the diamond rating classification of hotels.
<b>CLO 09.00</b>	<b>Classify hotels by rating system type, location, and price.</b> - Classify hotels by rating system type, location, and price.
<b>CLO 10.00</b>	<b>Discuss the concept and growth of vacation ownership</b> - Discuss the concept and growth of vacation ownership
<b>CLO 11.00</b>	<b>Discuss sustainable/green lodging.</b> - Discuss sustainable/green lodging.
<b>CLO 13.00</b>	<b>Outline the duties and responsibilities of key executives and department heads.</b> - Outline the duties and responsibilities of key executives and department heads.
<b>CLO 14.00</b>	<b>Draw an organizational chart of the rooms division of a hotel and identify the executive committee members.</b> - Draw an organizational chart of the rooms division of a hotel and identify the executive committee members.
<b>CLO 15.00</b>	<b>Describe the main functions of the rooms division departments.</b> - Describe the main functions of the rooms division departments.
<b>CLO 16.00</b>	<b>Describe property management systems and discuss yield management.</b> - Describe property management systems and discuss yield management.
<b>CLO 17.00</b>	<b>Calculate occupancy percentages, average daily rates, and actual percentage of potential rooms revenue.</b> - Calculate occupancy percentages, average daily rates, and actual percentage of potential rooms revenue.
<b>CLO 18.00</b>	<b>Outline the importance of the reservations and guest services functions.</b> - Outline the importance of the reservations and guest services functions.
<b>CLO 20.00</b>	<b>Describe the duties and responsibilities of a food and beverage director and other key department heads.</b> - Describe the duties and responsibilities of a food and beverage director and other key department heads.
<b>CLO 21.00</b>	<b>Describe a typical food and beverage director's day.</b> - Describe a typical food and beverage director's day.
<b>CLO 23.00</b>	<b>Perform computations using key food and beverage operating ratios.</b> - Perform computations using key food and beverage operating ratios.
<b>CLO 25.00</b>	<b>Suggest appropriate pairings of wine with food.</b> - Suggest appropriate pairings of wine with food.
<b>CLO 28.00</b>	<b>Explain a restaurant's liability in terms of serving alcoholic beverages.</b> - Explain a restaurant's liability in terms of serving alcoholic beverages.
<b>CLO 29.00</b>	<b>Describe the significance of classical cuisine.</b> - Describe the significance of classical cuisine.
<b>CLO 31.00</b>	<b>Describe the different characteristics of franchise, chain and independent restaurants.</b> - Describe the different characteristics of franchise, chain and independent restaurants.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 35.00</b>	<b>Describe a restaurant's front of the house.</b> - Describe a restaurant's front of the house.
<b>CLO 36.00</b>	<b>Explain how restaurants forecast their business.</b> - Explain how restaurants forecast their business.
<b>CLO 37.00</b>	<b>Describe restaurant service.</b> - Describe restaurant service.
<b>CLO 38.00</b>	<b>Describe front and back-of-the-house systems</b> - Describe front and back-of-the-house systems
<b>CLO 40.00</b>	<b>Summarize restaurant management financials</b> - Summarize restaurant management financials
<b>CLO 42.00</b>	<b>Describe the five factors that distinguish managed services operations from commercial ones.</b> - Describe the five factors that distinguish managed services operations from commercial ones.
<b>CLO 43.00</b>	<b>Explain the need for and trends in elementary and secondary school foodservice.</b> - Explain the need for and trends in elementary and secondary school foodservice.
<b>CLO 44.00</b>	<b>Describe the complexities in college and university foodservice.</b> - Describe the complexities in college and university foodservice.
<b>CLO 46.00</b>	<b>Summarize the historical impact of transportation on tourism.</b> - Summarize the historical impact of transportation on tourism.
<b>CLO 48.00</b>	<b>Describe the benefits and prospects of tourism.</b> - Describe the benefits and prospects of tourism.
<b>CLO 49.00</b>	<b>Describe the economic impact of tourism.</b> - Describe the economic impact of tourism.
<b>CLO 52.00</b>	<b>Describe ecotourism.</b> - Describe ecotourism.
<b>CLO 53.00</b>	<b>Discuss the relationship of recreation and leisure to wellness.</b> - Discuss the relationship of recreation and leisure to wellness.
<b>CLO 54.00</b>	<b>Explain the origins and extent of government-sponsored recreation.</b> - Explain the origins and extent of government-sponsored recreation.
<b>CLO 55.00</b>	<b>Distinguish between commercial and noncommercial recreation.</b> - Distinguish between commercial and noncommercial recreation.
<b>CLO 56.00</b>	<b>Name and describe various types of recreational clubs.</b> - Name and describe various types of recreational clubs.
<b>CLO 58.00</b>	<b>Describe the operations of a country club.</b> - Describe the operations of a country club.
<b>CLO 60.00</b>	<b>Describe the various components of modern casino hotels.</b> - Describe the various components of modern casino hotels.
<b>CLO 61.00</b>	<b>Explain how casinos have been integrated into larger hospitality operations</b> - Explain how casinos have been integrated into larger hospitality operations
<b>CLO 64.00</b>	<b>Describe Destination Management Companies</b> - Describe Destination Management Companies
<b>CLO 65.00</b>	<b>Describe the different aspects of being a meeting planner</b> - Describe the different aspects of being a meeting planner
<b>CLO 66.00</b>	<b>Explain the different types of meetings, conventions and expositions</b> - Explain the different types of meetings, conventions and expositions
<b>CLO 67.00</b>	<b>List the various venues for meetings, conventions and expositions</b> - List the various venues for meetings, conventions and expositions
<b>CLO 69.00</b>	<b>Describe what event planners do</b> - Describe what event planners do
<b>CLO 70.00</b>	<b>Classify special events</b> - Classify special events
<b>CLO 77.00</b>	<b>Differentiate between leadership and management.</b> - Differentiate between leadership and management.
<b>CLO 78.00</b>	<b>Discuss ethics in hospitality.</b> - Discuss ethics in hospitality.
<b>CLO 79.00</b>	<b>Describe the importance of planning.</b> - Describe the importance of planning.
<b>CLO 80.00</b>	<b>Discuss the merits of the different types of planning.</b> - Discuss the merits of the different types of planning.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 81.00</b>	<b>Explain how goals are set and strategies are developed and give examples.</b> - Explain how goals are set and strategies are developed and give examples.
<b>CLO 83.00</b>	<b>Describe organizational structure and organizational design</b> - Describe organizational structure and organizational design
<b>CLO 84.00</b>	<b>Explain why structure and design are important to an organization</b> - Explain why structure and design are important to an organization
<b>CLO 86.00</b>	<b>Describe matrix structures, project structures, independent business units, and boundaryless organizations</b> - Describe matrix structures, project structures, independent business units, and boundaryless organizations
<b>CLO 87.00</b>	<b>Explain team-based structures and why organizations use them.</b> - Explain team-based structures and why organizations use them.
<b>CLO 90.00</b>	<b>Differentiate between formal and informal communication</b> - Differentiate between formal and informal communication
<b>CLO 91.00</b>	<b>Explain communication flows and networks</b> - Explain communication flows and networks
<b>CLO 93.00</b>	<b>Know the difference between rational, bounded rational, and intuitive decisions</b> - Know the difference between rational, bounded rational, and intuitive decisions
<b>CLO 95.00</b>	<b>Differentiate the decision conditions of certainty, risk, and uncertainty</b> - Differentiate the decision conditions of certainty, risk, and uncertainty
<b>CLO 98.00</b>	<b>Describe the five-step control process.</b> - Describe the five-step control process.
<b>CLO 100.00</b>	<b>Distinguish among the three types of control.</b> - Distinguish among the three types of control.
<b>CLO 101.00</b>	<b>Explain the important financial controls.</b> - Explain the important financial controls.
<b>CLO 102.00</b>	<b>Describe the qualities of an effective control system.</b> - Describe the qualities of an effective control system.
<b>CLO 103.00</b>	<b>Outline the contemporary issues in control.</b> - Outline the contemporary issues in control.
<b>HOS 1302 - Product ID and Quantity Food Purchasing</b>	
<b>CLO 01.00</b>	<b>Identify a variety of fruits, vegetables, starches, legumes and grains.</b> - Identify a variety of fruits, vegetables, starches, legumes and grains.
<b>CLO 02.00</b>	<b>Discuss the flow of goods in a foodservice operation.</b> - Discuss the flow of goods in a foodservice operation.
<b>CLO 08.00</b>	<b>Outline yield and quality grades and National Association of Meat Purveyors (NAMP) specifications for meats.</b> - Outline yield and quality grades and National Association of Meat Purveyors (NAMP) specifications for meats.
<b>CLO 09.00</b>	<b>Write a bid specification.</b> - Write a bid specification.
<b>CLO 11.00</b>	<b>Receive and store fresh, frozen, refrigerated and staple goods. Describe the importance of receiving and inspecting product as it enters the facility.</b> - Receive and store fresh, frozen, refrigerated and staple goods. Describe the importance of receiving and inspecting product as it enters the facility.
<b>CLO 12.00</b>	<b>Conduct yield and quality tests on items such as canned, fresh, frozen and prepared products.</b> - Conduct yield and quality tests on items such as canned, fresh, frozen and prepared products.
<b>CLO 13.00</b>	<b>Explain proper receiving and storing of cleaning supplies and chemicals.</b> - Explain proper receiving and storing of cleaning supplies and chemicals.
<b>CLO 17.00</b>	<b>Define and describe par stock.</b> - Define and describe par stock.
<b>CLO 18.00</b>	<b>Describe proper procedures of issuing product according to requisition.</b> - Describe proper procedures of issuing product according to requisition.
<b>CLO 19.00</b>	<b>Describe current computerized systems for purchasing and inventory control.</b> - Describe current computerized systems for purchasing and inventory control.
<b>HOS 2301 - Menu Design and Strategy</b>	
<b>CLO 01.00</b>	<b>List basic menu planning principles.</b> - List basic menu planning principles.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 02.00</b>	<b>Identify principles of menu layout and design.</b> - Identify principles of menu layout and design.
<b>CLO 03.00</b>	<b>Create menu item descriptions following established truth-in-menu guidelines</b> - Create menu item descriptions following established truth-in-menu guidelines
<b>CLO 07.00</b>	<b>Develop a menu layout for a foodservice operation.</b> - Develop a menu layout for a foodservice operation.
<b>CLO 09.00</b>	<b>Discuss the availability of Food and Seasonal Menus.</b> - Discuss the availability of Food and Seasonal Menus.
<b>CLO 10.00</b>	<b>Discuss Menu Planning resources (Internet, professional and vendors).</b> - Discuss Menu Planning resources (Internet, professional and vendors).
<b>CLO 11.00</b>	<b>Demonstrate menu planning for industrial, institutional, and commercial operations in the foodservice industry</b> - Demonstrate menu planning for industrial, institutional, and commercial operations in the foodservice industry
<b>CLO 12.00</b>	<b>Define and demonstrate the fundamentals of merchandising and advertising to a target market by researching and using demographics</b> - Define and demonstrate the fundamentals of merchandising and advertising to a target market by researching and using demographics
<b>CLO 13.00</b>	<b>Create and design a marketable menu including a specified target market, equipment analysis, food costing, standardized recipes and station breakdowns.</b> - Create and design a marketable menu including a specified target market, equipment analysis, food costing, standardized recipes and station breakdowns.
<b>CLO 14.00</b>	<b>Identify the parts/components of a recipe.</b> - Identify the parts/components of a recipe.
<b>CLO 15.00</b>	<b>Outline the procedure for writing a standardized recipe.</b> - Outline the procedure for writing a standardized recipe.
<b>CLO 17.00</b>	<b>Discuss service methods such as banquets, buffets and catering and a la carte.</b> - Discuss service methods such as banquets, buffets and catering and a la carte.
<b>CLO 18.00</b>	<b>Describe American, English, French and Russian Service.</b> - Describe American, English, French and Russian Service.
<b>CLO 19.00</b>	<b>Develop recipes and menus using dietary guideline recommendations, food guides and food labels</b> - Develop recipes and menus using dietary guideline recommendations, food guides and food labels
<b>CLO 20.00</b>	<b>Discuss characteristics, functions and best sources of each of the major nutrients.</b> - Discuss characteristics, functions and best sources of each of the major nutrients.
<b>HOS 2302 - The Restaurant Industry</b>	
<b>CLO 02.00</b>	<b>Discuss and describe goal setting in the hospitality and restaurant industry.</b> - Discuss and describe goal setting in the hospitality and restaurant industry.
<b>CLO 03.00</b>	<b>Communicate effectively as a leader and a manager.</b> - Communicate effectively as a leader and a manager.
<b>CLO 04.00</b>	<b>Describe process of management through effective communication skills.</b> - Describe process of management through effective communication skills.
<b>CLO 05.00</b>	<b>Define, discuss, and describe the management of employee compensation.</b> - Define, discuss, and describe the management of employee compensation.
<b>CLO 07.00</b>	<b>Describe the procedure for terminating employees.</b> - Describe the procedure for terminating employees.
<b>CLO 09.00</b>	<b>Discuss and describe employee motivation and development.</b> - Discuss and describe employee motivation and development.
<b>CLO 10.00</b>	<b>Discuss and describe scheduling practices.</b> - Discuss and describe scheduling practices.
<b>CLO 11.00</b>	<b>Discuss and describe teamwork in the foodservice and hospitality workplace.</b> - Discuss and describe teamwork in the foodservice and hospitality workplace.
<b>CLO 12.00</b>	<b>Discuss and describe the importance of problem solving and how to develop a problem-solving model.</b> - Discuss and describe the importance of problem solving and how to develop a problem-solving model.
<b>CLO 13.00</b>	<b>Explain how to plan and conduct effective meetings.</b> - Explain how to plan and conduct effective meetings.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 14.00</b>	<b>Describe ways to build a welcoming work environment and encourage diversity.</b> - Describe ways to build a welcoming work environment and encourage diversity.
<b>CLO 15.00</b>	<b>Explain the role of job descriptions and specifications.</b> - Explain the role of job descriptions and specifications.
<b>CLO 17.00</b>	<b>Discuss and describe the recruiting process and methods of finding and recruiting new employees.</b> - Discuss and describe the recruiting process and methods of finding and recruiting new employees.
<b>CLO 18.00</b>	<b>Outline the process for screening potential employees.</b> - Outline the process for screening potential employees.
<b>CLO 19.00</b>	<b>Discuss the tools and techniques used for screening potential employees and how to avoid illegal discrimination in screening.</b> - Discuss the tools and techniques used for screening potential employees and how to avoid illegal discrimination in screening.
<b>CLO 20.00</b>	<b>Perform mock interviews; prepare resumes, job applications and cover letters.</b> - Perform mock interviews; prepare resumes, job applications and cover letters.
<b>CLO 21.00</b>	<b>Describe the process of hiring and orienting new employees.</b> - Describe the process of hiring and orienting new employees.
<b>CLO 22.00</b>	<b>Describe procedures of new employee orientation.</b> - Describe procedures of new employee orientation.
<b>CLO 23.00</b>	<b>Compare and contrast training methods.</b> - Compare and contrast training methods.
<b>CLO 26.00</b>	<b>Analyze types and methods of employee evaluation.</b> - Analyze types and methods of employee evaluation.
<b>CLO 27.00</b>	<b>Analyze motivational techniques/problems. Discuss procedures for attitudinal changes</b> - Analyze motivational techniques/problems. Discuss procedures for attitudinal changes
<b>CLO 28.00</b>	<b>Describe necessity of change and ways of implementing change with the least employee resistance.</b> - Describe necessity of change and ways of implementing change with the least employee resistance.
<b>CLO 29.00</b>	<b>Analyze ways of dealing with stress in the workplace.</b> - Analyze ways of dealing with stress in the workplace.
<b>CLO 30.00</b>	<b>Discuss time management and other organizational management techniques.</b> - Discuss time management and other organizational management techniques.
<b>CLO 31.00</b>	<b>Discuss the various ways to ensure a lawful workplace.</b> - Discuss the various ways to ensure a lawful workplace.
<b>CLO 32.00</b>	<b>Evaluate methods of conflict resolution and grievance procedures (union /non-union).</b> - Evaluate methods of conflict resolution and grievance procedures (union /non-union).
<b>CLO 34.00</b>	<b>Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).</b> - Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).
<b>CLO 36.00</b>	<b>Describe the manager's role in cost control and list the process.</b> - Describe the manager's role in cost control and list the process.
<b>CLO 41.00</b>	<b>Discuss and describe how to determine standard portion costs.</b> - Discuss and describe how to determine standard portion costs.
<b>CLO 42.00</b>	<b>Determine selling price of menu items.</b> - Determine selling price of menu items.
<b>CLO 43.00</b>	<b>Determine menu prices utilizing proper cost controls and appropriate technology.</b> - Determine menu prices utilizing proper cost controls and appropriate technology.
<b>CLO 44.00</b>	<b>Define, describe and identify menu product mix and menu design.</b> - Define, describe and identify menu product mix and menu design.
<b>CLO 45.00</b>	<b>Describe how purchasing and receiving procedures affect cost control.</b> - Describe how purchasing and receiving procedures affect cost control.
<b>CLO 46.00</b>	<b>Describe how storage and issuing procedures affect cost control.</b> - Describe how storage and issuing procedures affect cost control.



# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 48.00</b>	<b>Discuss and describe the procedures for controlling cost in service and sales.</b> - Discuss and describe the procedures for controlling cost in service and sales.
<b>CLO 49.00</b>	<b>Discuss and describe methods of controlling labor cost.</b> - Discuss and describe methods of controlling labor cost.
<b>CLO 52.00</b>	<b>Review profit and loss statements to determine profitability.</b> - Review profit and loss statements to determine profitability.
<b>HOS 2304 - Dining Room Operations</b>	
<b>CLO 03.00</b>	<b>Explain the steps in resolving customer complaints in a way that promotes guest satisfaction</b> - Explain the steps in resolving customer complaints in a way that promotes guest satisfaction
<b>CLO 04.00</b>	<b>Describe Dining Room Set-Up procedure and explain the importance of mise en place for servers</b> - Describe Dining Room Set-Up procedure and explain the importance of mise en place for servers
<b>CLO 05.00</b>	<b>Describe proper meal service and clearing for banquets, buffets, and other types of service</b> - Describe proper meal service and clearing for banquets, buffets, and other types of service
<b>CLO 06.00</b>	<b>List and describe equipment typically found in the dining area of operations as well as items used in table service</b> - List and describe equipment typically found in the dining area of operations as well as items used in table service
<b>CLO 07.00</b>	<b>Describe the traditional hierarchy of a service staff</b> - Describe the traditional hierarchy of a service staff
<b>CLO 08.00</b>	<b>Describe the techniques of French, Russian and American Service Styles</b> - Describe the techniques of French, Russian and American Service Styles
<b>CLO 09.00</b>	<b>Describe receiving correct payment from customers based on accurate guest checks</b> - Describe receiving correct payment from customers based on accurate guest checks
<b>CLO 10.00</b>	<b>Outline correct legal and ethical procedures for serving alcoholic beverages</b> - Outline correct legal and ethical procedures for serving alcoholic beverages
<b>CLO 11.00</b>	<b>Explain how motivating and training servers helps an operation deliver excellent customer service</b> - Explain how motivating and training servers helps an operation deliver excellent customer service
<b>CLO 13.00</b>	<b>Describe etiquette rules concerning special foods and diets</b> - Describe etiquette rules concerning special foods and diets
<b>CLO 14.00</b>	<b>Oversee proper setting of tables, proper meal service and clearing</b> - Oversee proper setting of tables, proper meal service and clearing
<b>CLO 15.00</b>	<b>Demonstrate your understanding of the basic components of dining room operations, including basic job descriptions and responsibilities of all service personnel.</b> - Demonstrate your understanding of the basic components of dining room operations, including basic job descriptions and responsibilities of all service personnel.
<b>CLO 17.00</b>	<b>Demonstrate proper sequence and points of service</b> - Demonstrate proper sequence and points of service
<b>CLO 18.00</b>	<b>Demonstrate an ability to “read” customers and anticipate their needs.</b> - Demonstrate an ability to “read” customers and anticipate their needs.
<b>CLO 19.00</b>	<b>Demonstrate your ability to communicate product information to guests</b> - Demonstrate your ability to communicate product information to guests
<b>HOS 2306 - Practicum</b>	
<b>CLO 02.00</b>	<b>Apply classroom knowledge to actual situations</b> - Apply classroom knowledge to actual situations
<b>CLO 03.00</b>	<b>Improve and expand skills in your career field.</b> - Improve and expand skills in your career field.
<b>CLO 06.00</b>	<b>Develop critical thinking skills used in culinary/hospitality management.</b> - Develop critical thinking skills used in culinary/hospitality management.
<b>CLO 08.00</b>	<b>Think of oneself as a future manager and incorporate the functions of management into one’s daily life and activities.</b> - Think of oneself as a future manager and incorporate the functions of management into one’s daily life and activities.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 09.00</b>	<b>Develop effective written and oral communications skills.</b> - Develop effective written and oral communications skills.
<b>CLO 10.00</b>	<b>Develop effective problem-solving skills in the hospitality industry</b> - Develop effective problem-solving skills in the hospitality industry
<b>CLO 12.00</b>	<b>Understand the cultural diversity in the hospitality industry</b> - Understand the cultural diversity in the hospitality industry
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 03.00</b>	<b>Identify the relationship between a hotel's operational departments.</b> - Identify the relationship between a hotel's operational departments.
<b>CLO 04.00</b>	<b>Understand common lodging terms, and how they are used in the hotel industry.</b> - Understand common lodging terms, and how they are used in the hotel industry.
<b>CLO 06.00</b>	<b>Understand the role and responsibilities of a General Manager in a hotel.</b> - Understand the role and responsibilities of a General Manager in a hotel.
<b>CLO 07.00</b>	<b>Understand the role and responsibilities of the human resource department.</b> - Understand the role and responsibilities of the human resource department.
<b>CLO 08.00</b>	<b>Understand the role of revenue management practices in operating a hotel.</b> - Understand the role of revenue management practices in operating a hotel.
<b>CLO 09.00</b>	<b>Understand the role and responsibilities of the sales and marketing department.</b> - Understand the role and responsibilities of the sales and marketing department.
<b>CLO 10.00</b>	<b>Understand the role and responsibilities of the front office in a hotel.</b> - Understand the role and responsibilities of the front office in a hotel.
<b>CLO 11.00</b>	<b>Understand the various booking channels and how they influence costs and revenues.</b> - Understand the various booking channels and how they influence costs and revenues.
<b>CLO 12.00</b>	<b>Comprehend staffing issues and labor cost control tools for various departments.</b> - Comprehend staffing issues and labor cost control tools for various departments.
<b>CLO 14.00</b>	<b>Comprehend the basics of the engineering and maintenance department.</b> - Comprehend the basics of the engineering and maintenance department.
<b>CLO 15.00</b>	<b>Understand the different forms of hotel ownership and management, particularly the role of franchising and management contracts.</b> - Understand the different forms of hotel ownership and management, particularly the role of franchising and management contracts.
<b>HOS 2310 - Fundamentals of Tourism</b>	
<b>CLO 01.00</b>	<b>Tourism in Perspective</b> - - Tourism in Perspective - Understand what tourism is and its many definitions. Learn the components of tourism and tourism management. Examine the various approaches to studying tourism and determine which is of greatest interest to you. Appreciate how important this industry is to the economy of the world and of many countries. Know the benefits and costs of tourism.
<b>CLO 02.00</b>	<b>Tourism through the Ages</b> - Tourism through the Ages - Recognize the antiquity of human travel over vast distances on both sea and land. Understand how these journeys have evolved from trips that were difficult and often dangerous to mass travel for millions today. Learn about some of the great travelers in history who wrote astonishing accounts of exotic places they had visited. Discover the many similarities in travel motivations, economic conditions, political situations, attractions, and tourist facilities during the period of the Roman Empire and today. Evaluate future job opportunities in the tourism field.
<b>CLO 03.00</b>	<b>Career Opportunities</b> - Career Opportunities - Learn about the careers available. Discover which might match your interests and abilities. Know about the additional sources of information on careers.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 04.00</b>	<b>World, National, Regional, and Other Organizations</b> - World, National, Regional, and Other Organizations - Understand the magnitude of world tourism in terms of the vast numbers of organizations, which serve the needs of their diverse memberships. Recognize the variety of types and functions of tourism organizations. Know why states support official offices of tourism. Learn how national, regional, and trade organizations are structured and operated. Comprehend the importance of transportation in tourism.
<b>CLO 05.00</b>	<b>Passenger Transportation</b> - Passenger Transportation - Understand the airline industry and its role in travel. Examine the domination of the automobile in travel. Learn about the role of rail and motor coach travel. Study the cruise industry.
<b>CLO 06.00</b>	<b>Hospitality and Related Services</b> - Hospitality and Related Services - Study the lodging industry, its ancient origins, its associations, names of leading companies, its economics, and vital role. Appreciate the immensity of the restaurant-food service industry. Learn the current trends in resorts and timesharing mode of operation. Discover why meetings and conventions as well as meeting planners are so important to tourism.
<b>CLO 08.00</b>	<b>Attractions, Entertainment, Recreation and Other Tourist Draws</b> - Attractions, Entertainment, Recreation and Other Tourist Draws - Examine the attractions sphere. Look at the role of theme parks. Understand the gaming industry. Describe public and commercial recreation facilities. Recognize shopping as a travel attraction.
<b>CLO 09.00</b>	<b>Motivation for Pleasure Travel</b> - Motivation for Pleasure Travel - Adopt a professional approach to motivation and recognize differences in other people's motives. Appreciate the range of ideas on travel motivation, including historical accounts and psychological theories. Be aware of contemporary research practices in tourism that integrate motive and destination feature assessments. Be familiar with conceptual approaches to tourist motivation and recognize that there is continual development and enhancement of ideas in this field.
<b>CLO 12.00</b>	<b>Tourism Components and Supply</b> - Tourism Components and Supply - Know the major supply components that any tourist area must possess. Be able to use the mathematical formula to calculate the number of guest rooms needed for the estimated future demand. Develop the ability to perform a task analysis in order to match supply components with anticipated demand. Discover methods of adjusting supply components in accordance with fluctuating demand levels.
<b>CLO 18.00</b>	<b>Travel and Tourism Research</b> - Travel and Tourism Research - Recognize the role and scope of travel research. Recognize the usefulness of different types of tourism research. Learn the travel research process. Study secondary data and how it can be used. Understand the methods of collecting primary data. Know who does travel research.
<b>CLO 19.00</b>	<b>Tourism Marketing</b> - Tourism Marketing - Appreciate the Internet's impact on tourism marketing. Become familiar with the marketing mix and be able to formulate the best mix for a particular travel product. Appreciate the importance of the relationship between the marketing concept and product planning-development. Understand the vital relationship between pricing and marketing. Be able to do market segmentation in order to best plan a marketing program for the business you are the most interested in. Demonstrate the linkage between tourism policy and tourism marketing.
<b>CLO 20.00</b>	<b>Tourism's Future</b> - Tourism's Future - Examine forecasts concerning the growth of international tourism. Identify the major global forces that are shaping tourism and the tourists of tomorrow. Understand the impacts, both positive and negative, that these forces are likely to have on tourism markets and on the ability of destinations to respond to the demands of these markets.
<b>HOS 2311 - Hospitality Marketing and Sales</b>	
<b>CLO 02.00</b>	<b>The Marketing Plan: The Cornerstone of Sales</b> - The Marketing Plan: The Cornerstone of Sales - Identify the benefits of developing long-range marketing plans and describe the makeup and function of a marketing team. Describe the first two key steps of a marketing plan: conducting a marketing audit and selecting profitable target markets. Describe the last three key steps of a marketing plan: positioning the property, establishing objectives and action plans, and monitoring and evaluating the marketing plan.
<b>CLO 04.00</b>	<b>Personal Sales</b> - Personal Sales - Describe the objectives of various types of personal sales calls. Identify sources for prospecting individual and group business and explain how salespeople qualify prospects as potential clients. Describe how salespeople can prepare for presentation sales calls and project a professional image when making presentations. Summarize the five steps of a presentation sales call. Explain how salespeople can improve their productivity through efficient time management and key account management.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 05.00</b>	<b>Telephone Sales</b> - Telephone Sales - Describe the basics of effective telephone communication in relation to hospitality marketing and sales. Identify various types of outgoing telephone calls related to the marketing and sales function. Describe the steps involved in making a telephone appointment call, and describe sales calls, promotional calls, service calls, and public relations calls. Identify various types of incoming telephone calls related to the marketing and sales function and describe how hotels handle them. Describe telephone sales blitzes and telemarketing operations.
<b>CLO 06.00</b>	<b>Internal Marketing and Sales</b> - Internal Marketing and Sales - Describe internal marketing and employee empowerment. Define "internal sales" and describe the general manager's role in internal sales. Summarize the role of employees in internal sales and discuss relationship selling, employee training, how employees can apply sales skills, and employee sales incentive programs. Explain how internal merchandising works in guest-contact and back-of-the-house areas. Describe how special services and in-house promotions can be used for internal marketing and sales efforts.
<b>CLO 07.00</b>	<b>Advertising, Public Relations, and Publicity</b> - Advertising, Public Relations, and Publicity - Outline the reasons that hospitality firms advertise and describe types of advertising. Describe how hospitality firms develop and execute advertising plans and summarize how hospitality firms use advertising agencies. Describe the role of public relations and publicity in reaching prospective guests.
<b>CLO 08.00</b>	<b>Marketing to Business Travelers</b> - Marketing to Business Travelers - Summarize the criteria business travelers use to make lodging decisions, identify types of frequent business travelers, and describe the women business traveler segment. Explain how hospitality properties are meeting the special needs of business travelers. Describe how hospitality properties are reaching business travelers.
<b>CLO 09.00</b>	<b>Marketing to Leisure Travelers</b> - Marketing to Leisure Travelers - Describe how hospitality firms' market to families, seniors, Baby Boomers, GenXer's, Millennial's, and other individual leisure travelers. Describe how hospitality firms' market to group leisure travelers and the intermediaries who aid these travelers. Explain how small hospitality firms can market to leisure travelers and explain the concept of vacation ownership.
<b>CLO 10.00</b>	<b>Marketing to Travel Agents</b> - Marketing to Travel Agents - Describe travel agencies and the kinds of travelers they serve. Explain how travel agents get information about properties and book reservations and explain how hospitality firms serve travel agents and their clients. Describe ways in which hospitality salespeople find and reach travel agents and agencies, and summarize issues facing travel agents in the future
<b>CLO 11.00</b>	<b>Marketing to Meeting Planners</b> - Marketing to Meeting Planners - Describe types of association meetings, outline factors association meeting planners consider when planning meetings, and list possible decision-makers for association meetings. Describe types of corporation meetings, outline factors corporate meeting planners consider when planning meetings, and list possible decision-makers for corporate meetings Identify ways hospitality salespeople can find meetings business and reach meeting planners.
<b>CLO 12.00</b>	<b>Marketing to Special Segments</b> - Marketing to Special Segments - Outline considerations for marketing hospitality products and services to international travelers. Summarize considerations for marketing hospitality products and services to honeymooners and sports teams. Outline considerations for marketing hospitality products and services to government travelers, travelers with disabilities, and travelers from other special segments.
<b>CLO 13.00</b>	<b>Marketing Restaurants and Lounges</b> - Marketing Restaurants and Lounges - Summarize trends affecting the food and beverage industry and describe positioning strategies and techniques for restaurants and lounges. Explain how managers can merchandise food and beverages. Describe basic types of restaurant and lounge promotions. Explain how managers can build repeat business in restaurants and lounges and describe these other hotel food service operations: room service and limited-service operations.
<b>CLO 14.00</b>	<b>Marketing Catered Events and Meeting Rooms</b> - Marketing Catered Events and Meeting Rooms - Identify the duties and responsibilities of positions typically found in a hotel catering department and describe the department's marketing plan development. Describe catering promotions and summarize how salespeople develop leads and follow up inquiries in building business for the catering department. Describe sales strategies and procedures for selling to catering clients, explain how catering functions are planned and managed, and identify ways the catering department can follow up accounts. Explain how food and beverage functions other than banquets can increase catering department revenues. Summarize issues involved in meeting room sales, including types of meeting rooms, meeting room setups, how meeting rooms are booked, and how meetings are managed.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

HOS 2312 - Hospitality Facilities	
<b>CLO 05.00</b>	<b>Describe sustainability and its role in the overall business strategy of a hospitality operation.</b> - Describe sustainability and its role in the overall business strategy of a hospitality operation.
<b>CLO 06.00</b>	<b>Explain how building design and maintenance affect safety.</b> - Explain how building design and maintenance affect safety.
<b>CLO 07.00</b>	<b>Identify critical elements of fire prevention, fire detection, and fire notification; and identify components of fire suppression and fire control devices and systems.</b> - Identify critical elements of fire prevention, fire detection, and fire notification; and identify components of fire suppression and fire control devices and systems.
<b>CLO 09.00</b>	<b>Describe electrical system components: fuses and circuit breakers; distribution panels and wiring; electric motors, controls, and drive elements; electronic equipment; emergency power systems; and electrical maintenance equipment.</b> - Describe electrical system components: fuses and circuit breakers; distribution panels and wiring; electric motors, controls, and drive elements; electronic equipment; emergency power systems; and electrical maintenance equipment.
<b>CLO 10.00</b>	<b>Describe the basic elements of human comfort and how HVAC systems affect this comfort.</b> - Describe the basic elements of human comfort and how HVAC systems affect this comfort.
<b>CLO 12.00</b>	<b>Describe laundry equipment, layout, and maintenance.</b> - Describe laundry equipment, layout, and maintenance.
<b>CLO 13.00</b>	<b>Describe a building's foundation, structural frame, exterior walls, windows and doors, and roof, including typical problems that each of these building elements have, and preventive maintenance measures that hotel managers can take to keep these building elements in good shape.</b> - Describe a building's foundation, structural frame, exterior walls, windows and doors, and roof, including typical problems that each of these building elements have, and preventive maintenance measures that hotel managers can take to keep these building elements in good shape.
<b>CLO 14.00</b>	<b>Identify the characteristics of various ceiling and wall coverings, carpet materials, and hard surface flooring.</b> - Identify the characteristics of various ceiling and wall coverings, carpet materials, and hard surface flooring.
<b>CLO 15.00</b>	<b>Describe elevator systems, parking areas, storm water drainage systems, utilities, and landscaping and grounds.</b> - Describe elevator systems, parking areas, storm water drainage systems, utilities, and landscaping and grounds.
<b>CLO 16.00</b>	<b>Describe the hotel development process and explain how the various elements of a hotel are planned and designed.</b> - Describe the hotel development process and explain how the various elements of a hotel are planned and designed.
HOS 2313 - Food and Beverage Management	
<b>CLO 01.00</b>	<b>Explain the difference between commercial and noncommercial food service operations and describe examples of each.</b> - Explain the difference between commercial and noncommercial food service operations and describe examples of each.
<b>CLO 05.00</b>	<b>Explain marketing in terms of providing guest-pleasing service, and discuss the elements and importance of feasibility studies, marketing research, and marketing plans.</b> - Explain marketing in terms of providing guest-pleasing service, and discuss the elements and importance of feasibility studies, marketing research, and marketing plans.
<b>CLO 07.00</b>	<b>Describe menu pricing styles, menu schedules, menu types, and the menu planning process.</b> - Describe menu pricing styles, menu schedules, menu types, and the menu planning process.
<b>CLO 08.00</b>	<b>Explain how a menu dictates operations in a food and beverage establishment and describe its importance as a marketing tool.</b> - Explain how a menu dictates operations in a food and beverage establishment and describe its importance as a marketing tool.
<b>CLO 09.00</b>	<b>Explain how to create and use standard recipes.</b> - Explain how to create and use standard recipes.
<b>CLO 10.00</b>	<b>Determine standard food and beverage costs and describe the main subjective and objective pricing methods.</b> - Determine standard food and beverage costs and describe the main subjective and objective pricing methods..
<b>CLO 13.00</b>	<b>Describe the uses of and major production methods for various food products used in food service operations.</b> - Describe the uses of and major production methods for various food products used in food service operations.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 14.00</b>	<b>Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.</b> - Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.
<b>CLO 17.00</b>	<b>Describe the factors involved in facility design and equipment selection for a food and beverage operation.</b> - Describe the factors involved in facility design and equipment selection for a food and beverage operation.
<b>CLO 19.00</b>	<b>Explain and describe the various financial statements and ratios used in food and beverage operations.</b> - Explain and describe the various financial statements and ratios used in food and beverage operations.
<b>CLO 20.00</b>	<b>Describe the types of financial management software that are available to food service managers.</b> - Describe the types of financial management software that are available to food service managers.
<b>HOS 2314 - Resort Management</b>	
<b>CLO 02.00</b>	<b>Understand the history of the resort industry and identify future trends that will affect it.</b> - Understand the history of the resort industry and identify future trends that will affect it.
<b>CLO 03.00</b>	<b>Understand common terms, and how they are used in the resort industry.</b> - Understand common terms, and how they are used in the resort industry.
<b>CLO 04.00</b>	<b>Describe the basic organizational structure of a resort.</b> - Describe the basic organizational structure of a resort.
<b>CLO 06.00</b>	<b>Understand the role and responsibilities of the human resource department.</b> - Understand the role and responsibilities of the human resource department.
<b>CLO 07.00</b>	<b>Understand the role of revenue management practices in operating a resort.</b> - Understand the role of revenue management practices in operating a resort.
<b>CLO 08.00</b>	<b>Understand the role and responsibilities of the sales and marketing department.</b> - Understand the role and responsibilities of the sales and marketing department.
<b>CLO 09.00</b>	<b>Understand the role and responsibilities of the front office in a resort.</b> - Understand the role and responsibilities of the front office in a resort.
<b>CLO 11.00</b>	<b>Comprehend staffing issues and labor cost control tools for various departments</b> - Comprehend staffing issues and labor cost control tools for various departments
<b>CLO 12.00</b>	<b>Understand the key components of managing the food and beverage departments (kitchen, banquets, room service, restaurant and bar).</b> - Understand the key components of managing the food and beverage departments (kitchen, banquets, room service, restaurant and bar).
<b>CLO 13.00</b>	<b>Comprehend the basics of the engineering and maintenance department.</b> - Comprehend the basics of the engineering and maintenance department.
<b>CLO 14.00</b>	<b>Have a full understanding of hotel security and risk management issues related to the industry.</b> - Have a full understanding of hotel security and risk management issues related to the industry.
<b>CLO 15.00</b>	<b>Understand the issues related to managing a diverse workforce in the global hotel industry.</b> - Understand the issues related to managing a diverse workforce in the global hotel industry.
<b>CLO 16.00</b>	<b>Understand sustainability and how resorts are using green technology in resort development.</b> - Understand sustainability and how resorts are using green technology in resort development.
<b>HOS 2315 - Food and Wine Pairing</b>	
<b>CLO 01.00</b>	<b>Classify wines according to type, and recognize their distinguishing styles and classification methods.</b> - Classify wines according to type, and recognize their distinguishing styles and classification methods.
<b>CLO 02.00</b>	<b>Apply wine-tasting assessment techniques for table, fortified and sparkling wines.</b> - Apply wine-tasting assessment techniques for table, fortified and sparkling wines.
<b>CLO 04.00</b>	<b>Distinguish between different grape varietals, their major location of production and their unique personalities</b> - Distinguish between different grape varietals, their major location of production and their unique personalities
<b>CLO 05.00</b>	<b>Apply the analytical approach to wine and food pairing</b> - Apply the analytical approach to wine and food pairing

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 06.00 Comprehend specific food types with their respective paring strategies</b> - Comprehend specific food types with their respective paring strategies
<b>CLO 07.00 Discover the philosophies and major wine-producing areas of American and Canadian wines</b> - Discover the philosophies and major wine-producing areas of American and Canadian wines
<b>CLO 08.00 Discover the wine philosophies and major wine-producing areas of Chile, Argentina, Australia, New Zealand, and South Africa.</b> - Discover the wine philosophies and major wine-producing areas of Chile, Argentina, Australia, New Zealand, and South Africa.
<b>CLO 09.00 Discover the wine philosophies and major wine-producing areas of France and the notable wines that are produced in those areas.</b> - Discover the wine philosophies and major wine-producing areas of France and the notable wines that are produced in those areas.
<b>CLO 10.00 Discover the wine philosophies and major wine-producing areas of Italy, Germany and Spain</b> - Discover the wine philosophies and major wine-producing areas of Italy, Germany and Spain
<b>CLO 11.00 Distinguish between the different production methods and major styles of "other wines" (sparkling wines, fortified wines, and dessert wines).</b> - Distinguish between the different production methods and major styles of "other wines" (sparkling wines, fortified wines, and dessert wines).
<b>CLO 12.00 Identify the elements within each control point throughout the flow of wine.</b> - Identify the elements within each control point throughout the flow of wine.
<b>CLO 15.00 Acquire a comprehensive vocabulary of wine terminology.</b> - Acquire a comprehensive vocabulary of wine terminology.
<b>HOS 2319 - Professional Mixology</b>
<b>CLO 01.00 Understand and Discuss the process of tasting and evaluating spirits.</b> - Understand and Discuss the process of tasting and evaluating spirits.
<b>CLO 02.00 Describe, understand and make application of the factors determining the style and quality of spirits.</b> - Describe, understand and make application of the factors determining the style and quality of spirits.
<b>CLO 03.00 The Spirits Industry - Understand the principal spirits categories, what makes them different, how to read their labels. Understand both the context in which they are made and some of the themes that link spirits together.</b> - The Spirits Industry - Understand the principal spirits categories, what makes them different, how to read their labels. Understand both the context in which they are made and some of the themes that link spirits together.
<b>CLO 04.00 Fruit Spirits - Understand and Discuss the characteristics, diversity and globality of this category of spirits.</b> - Fruit Spirits - Understand and Discuss the characteristics, diversity and globality of this category of spirits.
<b>CLO 05.00 Whisky/Whiskey - Understand gains used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe.</b> - Whisky/Whiskey - Understand gains used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe. i
<b>CLO 06.00 Rum and Cachaca -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe. i</b> - Rum and Cachaca -Rum and Cachaca -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe.
<b>CLO 07.00 Tequila and Mexcal - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the Mexico</b> - Tequila and Mexcal -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the Mexico
<b>CLO 08.00 Vodka - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe</b> - Vodka - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe
<b>CLO 09.00 Discuss the techniques for flavoring and coloring spirits.</b> - Discuss the techniques for flavoring and coloring spirits.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 10.00 Have and understanding of and discuss the different types and styles of flavored spirits and liqueurs.** - Have and understanding of and discuss the different types and styles of flavored spirits and liqueurs.

**CLO 11.00 Have and understanding of and discuss the different types and production methods of aromatised wines.** - Have and understanding of and discuss the different types and production methods of aromatised wines.

**CLO 12.00 Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients** - Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients

**CLO 13.00 Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails** - Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails

### HOS 2330 - Food Production for Hospitality

**CLO 02.00 • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.** - • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.

**CLO 04.00 Demonstrate mise en place, organization, sense of urgency and timing in a professional kitchen.** - Demonstrate mise en place, organization, sense of urgency and timing in a professional kitchen.

## Learning/Co-Curricular Outcome: PLO 4 Analyze strategies to serve the current needs of the hospitality industry.

Analyze strategies to serve the current needs of the hospitality industry. Describe contemporary culinary and hospitality trends.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Comprehensive Exam** - HOS 2304 Dining Room Operations - Chapter 1 Quiz (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Correctness of multiple choice answers

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 3 out the 4 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 student failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 3 students scored above 80% and 1 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 0 students scored above 90% and 4 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 4

**# of Traditional Students Who Successfully Completed Assessment:** 3

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0



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# of Concurrent Students Assessed: 0

# of Concurrent Students Who Successfully Completed Assessment: 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 5 of 5 Students scored above 70% Threshold, The average score was 100% this is a 7% increase over the spring semester.

**Analysis of Results:** This is an 7% overall improvement over past semesters, Continue to monitor to assess if this remains consistent

# of Traditional Students Assessed: 5

# of Traditional Students Who Successfully Completed Assessment: 5

# of Online Students Assessed: 0

# of Online Students Who Successfully Completed Assessment: 0

# of Hybrid Students Assessed: 0

# of Hybrid Students Who Successfully Completed Assessment: 0

# of Concurrent Students Assessed: 0

# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 2304 - 1 PLO 4.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

## *Related Courses*

**HOS 1301** - Introduction to Hospitality - (1 - Introduced)

**HOS 1302** - Product ID and Quantity Food Purchasing - (2 - Reinforced)

**HOS 2301** - Menu Design and Strategy - (1 - Introduced, 2 - Reinforced)

**HOS 2302** - The Restaurant Industry - (1 - Introduced, 2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (1 - Introduced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced, 3 - Assessed)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (1 - Introduced, 2 - Reinforced)

**HOS 2310** - Fundamentals of Tourism - (1 - Introduced, 2 - Reinforced)

**HOS 2311** - Hospitality Marketing and Sales - (2 - Reinforced)

**HOS 2312** - Hospitality Facilities - (2 - Reinforced)

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HOS 2313 - Food and Beverage Management - (2 - Reinforced)

HOS 2314 - Resort Management - (2 - Reinforced)

HOS 2315 - Food and Wine Pairing - (1 - Introduced)

HOS 2319 - Professional Mixology - (1 - Introduced)

HOS 2330 - Food Production for Hospitality - (2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #3 - Social Responsibility** - Act with honesty and principles to facilitate positive social change

**CCLO #5 - Lifelong & Global Learning** - Demonstrate and apply interdisciplinary connections; Cultivate spirit of creative thought and curiosity to achieve goals

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

HOS 1301 - Introduction to Hospitality

**CLO 06.00** **Discuss current trends in the hospitality industry** - Discuss current trends in the hospitality industry

**CLO 11.00** **Discuss sustainable/green lodging.** - Discuss sustainable/green lodging.

**CLO 12.00** **Identify trends influencing the hotel business.** - Identify trends influencing the hotel business.

**CLO 30.00** **Identify food trends and practices.** - Identify food trends and practices.

**CLO 43.00** **Explain the need for and trends in elementary and secondary school foodservice.** - Explain the need for and trends in elementary and secondary school foodservice.

**CLO 44.00** **Describe the complexities in college and university foodservice.** - Describe the complexities in college and university foodservice.

**CLO 45.00** **Identify characteristics and trends in health care, business and industry, and leisure and recreation foodservices.** - Identify characteristics and trends in health care, business and industry, and leisure and recreation foodservices.

**CLO 80.00** **Discuss the merits of the different types of planning.** - Discuss the merits of the different types of planning.

**CLO 85.00** **Identify key factors that should be considered in choosing an organizational design structure, including team-based structures.** - Identify key factors that should be considered in choosing an organizational design structure, including team-based structures.

**CLO 103.00** **Outline the contemporary issues in control.** - Outline the contemporary issues in control.

HOS 1302 - Product ID and Quantity Food Purchasing

**CLO 20.00** **Calculate and forecast purchase and preparation requirements based on a product's yield on cooking, fabrication, and intangible waste factors.** - Calculate and forecast purchase and preparation requirements based on a product's yield on cooking, fabrication, and intangible waste factors.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>HOS 2301 - Menu Design and Strategy</b>	
<b>CLO 06.00</b>	<b>Discuss importance of product mix, check average and their impact on profit contribution.</b> - Discuss importance of product mix, check average and their impact on profit contribution.
<b>CLO 12.00</b>	<b>Define and demonstrate the fundamentals of merchandising and advertising to a target market by researching and using demographics</b> - Define and demonstrate the fundamentals of merchandising and advertising to a target market by researching and using demographics
<b>CLO 13.00</b>	<b>Create and design a marketable menu including a specified target market, equipment analysis, food costing, standardized recipes and station breakdowns.</b> - Create and design a marketable menu including a specified target market, equipment analysis, food costing, standardized recipes and station breakdowns.
<b>HOS 2302 - The Restaurant Industry</b>	
<b>CLO 27.00</b>	<b>Analyze motivational techniques/problems. Discuss procedures for attitudinal changes</b> - Analyze motivational techniques/problems. Discuss procedures for attitudinal changes
<b>CLO 28.00</b>	<b>Describe necessity of change and ways of implementing change with the least employee resistance.</b> - Describe necessity of change and ways of implementing change with the least employee resistance.
<b>CLO 29.00</b>	<b>Analyze ways of dealing with stress in the workplace.</b> - Analyze ways of dealing with stress in the workplace.
<b>CLO 31.00</b>	<b>Discuss the various ways to ensure a lawful workplace.</b> - Discuss the various ways to ensure a lawful workplace.
<b>CLO 34.00</b>	<b>Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).</b> - Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).
<b>HOS 2303 - Professional Study of Beverage and Wine</b>	
<b>CLO 01.00</b>	<b>Know the key stage in grape growing and winemaking.</b> - Know the key stage in grape growing and winemaking.
<b>CLO 02.00</b>	<b>Know the types, characteristics and styles of wines made from the principal grape varieties and the other examples of wines.</b> - Know the types, characteristics and styles of wines made from the principal grape varieties and the other examples of wines.
<b>CLO 03.00</b>	<b>Know the key principles and practices involved in the storage and service of wine.</b> - Know the key principles and practices involved in the storage and service of wine.
<b>CLO 04.00</b>	<b>Apply the systematic tasting approach in order to accurately describe and quantify a product.</b> - Apply the systematic tasting approach in order to accurately describe and quantify a product.
<b>CLO 05.00</b>	<b>Understanding the complexities involved in food and wine pairing.</b> - Understanding the complexities involved in food and wine pairing.
<b>HOS 2304 - Dining Room Operations</b>	
<b>CLO 11.00</b>	<b>Explain how motivating and training servers helps an operation deliver excellent customer service</b> - Explain how motivating and training servers helps an operation deliver excellent customer service
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 02.00</b>	<b>Understand the history of the lodging industry and identify future trends that will affect it.</b> - Understand the history of the lodging industry and identify future trends that will affect it.
<b>HOS 2310 - Fundamentals of Tourism</b>	
<b>CLO 12.00</b>	<b>Tourism Components and Supply</b> - Tourism Components and Supply - Know the major supply components that any tourist area must possess. Be able to use the mathematical formula to calculate the number of guest rooms needed for the estimated future demand. Develop the ability to perform a task analysis in order to match supply components with anticipated demand. Discover methods of adjusting supply components in accordance with fluctuating demand levels.
<b>CLO 13.00</b>	<b>Measuring and Forecasting Demand</b> - Measuring and Forecasting Demand - Understand the concept of demand and its application and importance in tourism development planning. Understand the factors determining the magnitude and fluctuations of demand. Become able to apply various methods to measure and forecast demand.

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## Related Course Outcomes

**CLO 14.00 Tourism's Economic Impact** - Tourism's Economic Impact - Know the economic generators and impact of tourism. Perceive the economic importance of tourism in various regions of the world. Know about tourism satellite accounts. Understand multipliers. Know about balance of payments. Comprehend elasticity and inelasticity.

**CLO 18.00 Travel and Tourism Research** - Travel and Tourism Research - Recognize the role and scope of travel research. Recognize the usefulness of different types of tourism research. Learn the travel research process. Study secondary data and how it can be used. Understand the methods of collecting primary data. Know who does travel research.

**CLO 19.00 Tourism Marketing** - Tourism Marketing - Appreciate the Internet's impact on tourism marketing. Become familiar with the marketing mix and be able to formulate the best mix for a particular travel product. Appreciate the importance of the relationship between the marketing concept and product planning-development. Understand the vital relationship between pricing and marketing. Be able to do market segmentation in order to best plan a marketing program for the business you are the most interested in. Demonstrate the linkage between tourism policy and tourism marketing.

### HOS 2313 - Food and Beverage Management

**CLO 14.00 Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.** - Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.

### HOS 2314 - Resort Management

**CLO 02.00 Understand the history of the resort industry and identify future trends that will affect it.** - Understand the history of the resort industry and identify future trends that will affect it.

**CLO 10.00 Understand the various booking channels and how they impact costs and revenues.** - Understand the various booking channels and how they impact costs and revenues.

### HOS 2319 - Professional Mixology

**CLO 12.00 Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients** - Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients

**CLO 13.00 Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails** - Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails

### HOS 2330 - Food Production for Hospitality

**CLO 01.00 • Define, describe, demonstrate and practice professionalism and sanitation.** - • Define, describe, demonstrate and practice professionalism and sanitation.

**CLO 02.00 • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.** - • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.

**CLO 05.00 Define culinary terminology.** - Define culinary terminology.

## Learning/Co-Curricular Outcome: PLO 5 Demonstrate best practices

Demonstrate best practices to meet current and changing guest needs and expectations

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Comprehensive Exam** - HOS 2304 Dining Room Operations - Chapter 1 Quiz (Active)

**Assessment Goal/Threshold:** 70% or Higher

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**How will data be reviewed?:** Correctness of Multiple Choice Answers

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 3 out the 4 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 student failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 3 students scored above 80% and 1 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 0 students scored above 90% and 4 scored below the threshold.

**Analysis of Results:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome

**# of Traditional Students Assessed:** 4

**# of Traditional Students Who Successfully Completed Assessment:** 3

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 5 of 5 Students scored above 70% Threshold, The average score was 100% this is a 7% increase over the spring semester.

**Analysis of Results:** This is an 7% overall improvement over past semesters, Continue to monitor to assess if this remains consistent

**# of Traditional Students Assessed:** 5

**# of Traditional Students Who Successfully Completed Assessment:** 5

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2304 - 1 PLO 5.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced)

**HOS 1302** - Product ID and Quantity Food Purchasing - (1 - Introduced)

**HOS 2301** - Menu Design and Strategy - (1 - Introduced, 2 - Reinforced)

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HOS 2302 - The Restaurant Industry - (1 - Introduced, 2 - Reinforced)

HOS 2303 - Professional Study of Beverage and Wine - (2 - Reinforced)

HOS 2304 - Dining Room Operations - (1 - Introduced, 2 - Reinforced, 3 - Assessed)

HOS 2306 - Practicum - (2 - Reinforced)

HOS 2309 - Lodging Operations - (2 - Reinforced)

HOS 2310 - Fundamentals of Tourism - (2 - Reinforced)

HOS 2311 - Hospitality Marketing and Sales - (2 - Reinforced)

HOS 2312 - Hospitality Facilities - (2 - Reinforced)

HOS 2313 - Food and Beverage Management - (2 - Reinforced)

HOS 2314 - Resort Management - (2 - Reinforced)

HOS 2315 - Food and Wine Pairing - (2 - Reinforced)

HOS 2319 - Professional Mixology - (1 - Introduced, 2 - Reinforced)

HOS 2330 - Food Production for Hospitality - (2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared vision

**CCLO #3 - Social Responsibility** - Act with honesty and principles to facilitate positive social change

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 5: Quantitative Reasoning** - Use quantitative methods to solve problems

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

HOS 1301 - Introduction to Hospitality

**CLO 04.00**      **Discuss the many facets of service and why it has become such an important part of the hospitality industry.** - Discuss the many facets of service and why it has become such an important part of the hospitality industry.

**CLO 05.00**      **Suggest ways to improve service.** - Suggest ways to improve service.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 06.00</b>	<b>Discuss current trends in the hospitality industry</b> - Discuss current trends in the hospitality industry
<b>CLO 11.00</b>	<b>Discuss sustainable/green lodging.</b> - Discuss sustainable/green lodging.
<b>CLO 12.00</b>	<b>Identify trends influencing the hotel business.</b> - Identify trends influencing the hotel business.
<b>CLO 28.00</b>	<b>Explain a restaurant's liability in terms of serving alcoholic beverages.</b> - Explain a restaurant's liability in terms of serving alcoholic beverages.
<b>CLO 36.00</b>	<b>Explain how restaurants forecast their business.</b> - Explain how restaurants forecast their business.
<b>CLO 73.00</b>	<b>Identify the characteristics and practices of leaders.</b> - Identify the characteristics and practices of leaders.
<b>CLO 78.00</b>	<b>Discuss ethics in hospitality.</b> - Discuss ethics in hospitality.
<b>CLO 103.00</b>	<b>Outline the contemporary issues in control.</b> - Outline the contemporary issues in control.
<b>HOS 1302 - Product ID and Quantity Food Purchasing</b>	
<b>CLO 02.00</b>	<b>Discuss the flow of goods in a foodservice operation.</b> - Discuss the flow of goods in a foodservice operation.
<b>CLO 04.00</b>	<b>Describe formal and informal purchasing methods.</b> - Describe formal and informal purchasing methods.
<b>CLO 09.00</b>	<b>Write a bid specification.</b> - Write a bid specification.
<b>CLO 10.00</b>	<b>Evaluate received goods to determine conformity with user specifications.</b> - Evaluate received goods to determine conformity with user specifications.
<b>CLO 11.00</b>	<b>Receive and store fresh, frozen, refrigerated and staple goods. Describe the importance of receiving and inspecting product as it enters the facility.</b> - Receive and store fresh, frozen, refrigerated and staple goods. Describe the importance of receiving and inspecting product as it enters the facility.
<b>CLO 12.00</b>	<b>Conduct yield and quality tests on items such as canned, fresh, frozen and prepared products.</b> - Conduct yield and quality tests on items such as canned, fresh, frozen and prepared products.
<b>CLO 13.00</b>	<b>Explain proper receiving and storing of cleaning supplies and chemicals.</b> - Explain proper receiving and storing of cleaning supplies and chemicals.
<b>CLO 14.00</b>	<b>Conduct a yield and cost comparison test of pre-fabricated products and on-premises prepared products.</b> - Conduct a yield and cost comparison test of pre-fabricated products and on-premises prepared products.
<b>CLO 16.00</b>	<b>Explain the procedures for rotation of stock and for costing and evaluating, including FIFO and LIFO.</b> - Explain the procedures for rotation of stock and for costing and evaluating, including FIFO and LIFO.
<b>HOS 2301 - Menu Design and Strategy</b>	
<b>CLO 01.00</b>	<b>List basic menu planning principles.</b> - List basic menu planning principles.
<b>CLO 02.00</b>	<b>Identify principles of menu layout and design.</b> - Identify principles of menu layout and design.
<b>CLO 03.00</b>	<b>Create menu item descriptions following established truth-in-menu guidelines</b> - Create menu item descriptions following established truth-in-menu guidelines
<b>CLO 05.00</b>	<b>Plan a variety of menus i.e. a la carte, cycle, ethnic, holiday, banquet, reception and buffet.</b> - Plan a variety of menus i.e. a la carte, cycle, ethnic, holiday, banquet, reception and buffet.
<b>CLO 07.00</b>	<b>Develop a menu layout for a foodservice operation.</b> - Develop a menu layout for a foodservice operation.
<b>CLO 11.00</b>	<b>Demonstrate menu planning for industrial, institutional, and commercial operations in the foodservice industry</b> - Demonstrate menu planning for industrial, institutional, and commercial operations in the foodservice industry
<b>HOS 2302 - The Restaurant Industry</b>	
<b>CLO 07.00</b>	<b>Describe the procedure for terminating employees.</b> - Describe the procedure for terminating employees.
<b>CLO 08.00</b>	<b>List the steps for managing and conducting involuntary terminations.</b> - List the steps for managing and conducting involuntary terminations.
<b>CLO 09.00</b>	<b>Discuss and describe employee motivation and development.</b> - Discuss and describe employee motivation and development.
<b>CLO 10.00</b>	<b>Discuss and describe scheduling practices.</b> - Discuss and describe scheduling practices.

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## Related Course Outcomes

<b>CLO 12.00</b>	<b>Discuss and describe the importance of problem solving and how to develop a problem-solving model. -</b> Discuss and describe the importance of problem solving and how to develop a problem-solving model.
<b>CLO 13.00</b>	<b>Explain how to plan and conduct effective meetings. -</b> Explain how to plan and conduct effective meetings.
<b>CLO 14.00</b>	<b>Describe ways to build a welcoming work environment and encourage diversity. -</b> Describe ways to build a welcoming work environment and encourage diversity.
<b>CLO 17.00</b>	<b>Discuss and describe the recruiting process and methods of finding and recruiting new employees. -</b> Discuss and describe the recruiting process and methods of finding and recruiting new employees.
<b>CLO 19.00</b>	<b>Discuss the tools and techniques used for screening potential employees and how to avoid illegal discrimination in screening. -</b> Discuss the tools and techniques used for screening potential employees and how to avoid illegal discrimination in screening.
<b>CLO 21.00</b>	<b>Describe the process of hiring and orienting new employees. -</b> Describe the process of hiring and orienting new employees.
<b>CLO 23.00</b>	<b>Compare and contrast training methods. -</b> Compare and contrast training methods.
<b>CLO 25.00</b>	<b>Outline the supervisor's role in decision-making, problem solving and delegation of duties. -</b> Outline the supervisor's role in decision-making, problem solving and delegation of duties.
<b>CLO 26.00</b>	<b>Analyze types and methods of employee evaluation. -</b> Analyze types and methods of employee evaluation.
<b>CLO 27.00</b>	<b>Analyze motivational techniques/problems. Discuss procedures for attitudinal changes -</b> Analyze motivational techniques/problems. Discuss procedures for attitudinal changes
<b>CLO 28.00</b>	<b>Describe necessity of change and ways of implementing change with the least employee resistance. -</b> Describe necessity of change and ways of implementing change with the least employee resistance.
<b>CLO 30.00</b>	<b>Discuss time management and other organizational management techniques. -</b> Discuss time management and other organizational management techniques.
<b>CLO 31.00</b>	<b>Discuss the various ways to ensure a lawful workplace. -</b> Discuss the various ways to ensure a lawful workplace.
<b>CLO 32.00</b>	<b>Evaluate methods of conflict resolution and grievance procedures (union /non-union). -</b> Evaluate methods of conflict resolution and grievance procedures (union /non-union).
<b>CLO 33.00</b>	<b>Identify reasons for disciplinary problems and discuss the supervisor's role in handling them. -</b> Identify reasons for disciplinary problems and discuss the supervisor's role in handling them.
<b>CLO 34.00</b>	<b>Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation). -</b> Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).
<b>HOS 2304 - Dining Room Operations</b>	
<b>CLO 11.00</b>	<b>Explain how motivating and training servers helps an operation deliver excellent customer service -</b> Explain how motivating and training servers helps an operation deliver excellent customer service
<b>CLO 13.00</b>	<b>Describe etiquette rules concerning special foods and diets -</b> Describe etiquette rules concerning special foods and diets
<b>CLO 16.00</b>	<b>Demonstrate skill to serve and recommend alcoholic beverage and non-alcoholic beverages to guests based on informed knowledge of beverages -</b> Demonstrate skill to serve and recommend alcoholic beverage and non-alcoholic beverages to guests based on informed knowledge of beverages
<b>CLO 18.00</b>	<b>Demonstrate an ability to "read" customers and anticipate their needs. -</b> Demonstrate an ability to "read" customers and anticipate their needs.
<b>CLO 19.00</b>	<b>Demonstrate your ability to communicate product information to guests -</b> Demonstrate your ability to communicate product information to guests
<b>CLO 20.00</b>	<b>Demonstrate ability to properly execute tableside cooking and meal preparation -</b> Demonstrate ability to properly execute tableside cooking and meal preparation



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## Related Course Outcomes

<b>HOS 2306 - Practicum</b>	
<b>CLO 09.00</b>	<b>Develop effective written and oral communications skills.</b> - Develop effective written and oral communications skills.
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 16.00</b>	<b>Have a full understanding of hotel security and risk management issues related to the industry.</b> - Have a full understanding of hotel security and risk management issues related to the industry.
<b>HOS 2310 - Fundamentals of Tourism</b>	
<b>CLO 04.00</b>	<b>World, National, Regional, and Other Organizations</b> - World, National, Regional, and Other Organizations - Understand the magnitude of world tourism in terms of the vast numbers of organizations, which serve the needs of their diverse memberships. Recognize the variety of types and functions of tourism organizations. Know why states support official offices of tourism. Learn how national, regional, and trade organizations are structured and operated. Comprehend the importance of transportation in tourism.
<b>CLO 05.00</b>	<b>Passenger Transportation</b> - Passenger Transportation - Understand the airline industry and its role in travel. Examine the domination of the automobile in travel. Learn about the role of rail and motor coach travel. Study the cruise industry.
<b>CLO 08.00</b>	<b>Attractions, Entertainment, Recreation and Other Tourist Draws</b> - Attractions, Entertainment, Recreation and Other Tourist Draws - Examine the attractions sphere. Look at the role of theme parks. Understand the gaming industry. Describe public and commercial recreation facilities. Recognize shopping as a travel attraction.
<b>HOS 2311 - Hospitality Marketing and Sales</b>	
<b>CLO 02.00</b>	<b>The Marketing Plan: The Cornerstone of Sales</b> - The Marketing Plan: The Cornerstone of Sales - Identify the benefits of developing long-range marketing plans and describe the makeup and function of a marketing team. Describe the first two key steps of a marketing plan: conducting a marketing audit and selecting profitable target markets. Describe the last three key steps of a marketing plan: positioning the property, establishing objectives and action plans, and monitoring and evaluating the marketing plan.
<b>HOS 2312 - Hospitality Facilities</b>	
<b>CLO 03.00</b>	<b>Describe several types of maintenance, state the goals of maintenance management systems, and describe computerized and Internet-based facilities management.</b> - Describe several types of maintenance, state the goals of maintenance management systems, and describe computerized and Internet-based facilities management.
<b>CLO 04.00</b>	<b>Explain basic elements of budgeting for POM and utility costs.</b> - Explain basic elements of budgeting for POM and utility costs.
<b>CLO 08.00</b>	<b>Outline water usage levels and patterns in the lodging industry, and describe the basic structure of water and wastewater systems.</b> - Outline water usage levels and patterns in the lodging industry, and describe the basic structure of water and wastewater systems.
<b>CLO 16.00</b>	<b>Describe the hotel development process and explain how the various elements of a hotel are planned and designed.</b> - Describe the hotel development process and explain how the various elements of a hotel are planned and designed.
<b>HOS 2313 - Food and Beverage Management</b>	
<b>CLO 05.00</b>	<b>Explain marketing in terms of providing guest-pleasing service, and discuss the elements and importance of feasibility studies, marketing research, and marketing plans.</b> - Explain marketing in terms of providing guest-pleasing service, and discuss the elements and importance of feasibility studies, marketing research, and marketing plans.
<b>CLO 17.00</b>	<b>Describe the factors involved in facility design and equipment selection for a food and beverage operation.</b> - Describe the factors involved in facility design and equipment selection for a food and beverage operation.
<b>HOS 2314 - Resort Management</b>	
<b>CLO 02.00</b>	<b>Understand the history of the resort industry and identify future trends that will affect it.</b> - Understand the history of the resort industry and identify future trends that will affect it.

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## Related Course Outcomes

<b>CLO 07.00</b>	<b>Understand the role of revenue management practices in operating a resort.</b> - Understand the role of revenue management practices in operating a resort.
<b>CLO 08.00</b>	<b>Understand the role and responsibilities of the sales and marketing department.</b> - Understand the role and responsibilities of the sales and marketing department.
<b>CLO 10.00</b>	<b>Understand the various booking channels and how they impact costs and revenues.</b> - Understand the various booking channels and how they impact costs and revenues.
<b>CLO 11.00</b>	<b>Comprehend staffing issues and labor cost control tools for various departments</b> - Comprehend staffing issues and labor cost control tools for various departments
<b>CLO 12.00</b>	<b>Understand the key components of managing the food and beverage departments (kitchen, banquets, room service, restaurant and bar).</b> - Understand the key components of managing the food and beverage departments (kitchen, banquets, room service, restaurant and bar).
<b>HOS 2330 - Food Production for Hospitality</b>	
<b>CLO 02.00</b>	<b>Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.</b> - • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.
<b>CLO 03.00</b>	<b>Explain the organization of classic and modern kitchen brigades.</b> - Explain the organization of classic and modern kitchen brigades.
<b>CLO 04.00</b>	<b>Demonstrate mise en place, organization, sense of urgency and timing in a professional kitchen.</b> - Demonstrate mise en place, organization, sense of urgency and timing in a professional kitchen.

## Learning/Co-Curricular Outcome: PLO 6 Apply purchasing and of cost control principles

Apply purchasing and of cost control principles, related to culinary and hospitality business.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

<b>Direct - Standardized Test</b> - HOS 1302 Product I.D. - Test over chapters 1 & 2 in Purchasing book. Week 4 (Active)
<b>Assessment Goal/Threshold:</b> students will achieve a 70% or higher
<b>How will data be reviewed?:</b> Scored using correct answers from multiple choice test
<b>Results</b>
<b>Reporting Period:</b> 2020 - 2021
<b>Conclusion:</b> Assessment Goal/Threshold Met
Spring 2021: 28 out the 28 students enrolled in the course scored a 70% or higher on the test related to this learning objective. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 28 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 28 students scored above 90% and 0 scored below the threshold.
<b>Analysis of Results:</b> Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .
<b># of Traditional Students Assessed:</b> 23
<b># of Traditional Students Who Successfully Completed Assessment:</b> 23
<b># of Online Students Assessed:</b> 5
<b># of Online Students Who Successfully Completed Assessment:</b> 5

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# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: Three sections of the course was offered, 1 section of traditional Face to Face with a total of 7 students and 2 online sections with a total 18 students. Results for the Face to face course: 7 of the 7 students achieved 70 % or higher with an average score of 98.7% . 100% of the students achieve competency in the Face to Face sections. Results for the Online Course: 15 of the 18 students achieved 70% or higher with an average score of 91.1% with 83.3% of the students achieving competency. More students participated in this test this semester than in past semesters.

**Analysis of Results:** Over all the scores were much higher for the face-to-face course with more students completing the assignment tied to assessment, therefore providing a better picture of student learning

# of Traditional Students Assessed: 7  
# of Traditional Students Who Successfully Completed Assessment: 7  
# of Online Students Assessed: 18  
# of Online Students Who Successfully Completed Assessment: 15  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 1302 - 01 PLO 6.pdf](#)

[HOS 1302 - 61 PLO 6.pdf](#)

[HOS 1302 - 62 PLO 6.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Certification Exam - HOS 2302 – Online - The Restaurant Industry - Controlling Cost Exam Midterm exam**  
(Active)

**Assessment Goal/Threshold:** 70% or higher passage

**How will data be reviewed?:** Assessed for correctness of answers

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 21 out the 27 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 6 students failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 21 students scored above 80% and 6 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 21 students scored above 90% and 6 scored below the threshold.

**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

# of Traditional Students Assessed: 6  
# of Traditional Students Who Successfully Completed Assessment: 3  
# of Online Students Assessed: 27  
# of Online Students Who Successfully Completed Assessment: 21

# Program - Hospitality Management (AAS)

# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Spring 2020: 25 out the 31 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 5 students failed to meet 70% threshold for this learning unit.

**Analysis of Results:** There was no Face to Face course offered this semester to compare these results to, although for the online courses the results are consistent with past semesters with slightly higher scores

# of Traditional Students Assessed: 0  
# of Traditional Students Who Successfully Completed Assessment: 0  
# of Online Students Assessed: 31  
# of Online Students Who Successfully Completed Assessment: 25  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 2302 - 61 PLO 6.pdf](#)

[HOS 2302 - 62 PLO 6.pdf](#)

[HOS 2302 - 63 PLO 6.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Performance Based Project - HOS 2304 Dining Room Operations - Dining Room Schedule Activity:** Given the financial history data, the student will forecast a work schedule. [Forecast assignment]  
(Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Scored using Rubric score sheet with a designated number of points per item, algorithm used, correctness of calculations

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 4 out the 4 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 student failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 4 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 4 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

# of Traditional Students Assessed: 4  
# of Traditional Students Who Successfully Completed Assessment: 4  
# of Online Students Assessed: 0  
# of Online Students Who Successfully Completed Assessment: 0  
# of Hybrid Students Assessed: 0

# Program - Hospitality Management (AAS)

# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 5 of 5 students scored above the 70% threshold with an average score of 100%

**Analysis of Results:** This is an 13% overall improvement over past semesters, Continue to monitor to assess if this remains consistent

# of Traditional Students Assessed: 5  
# of Traditional Students Who Successfully Completed Assessment: 5  
# of Online Students Assessed: 0  
# of Online Students Who Successfully Completed Assessment: 0  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 2304 - 1 PLO 6.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Performance Based Project -** HOS 2310 Fundamentals of Tourism -Chapter 12 review Questions Calculations (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Scored online using a rubric with a designated number of points per item, algorithm used, correctness of calculations

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021 - 7 out the 11 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. it is felt that the assignments may help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

# of Traditional Students Assessed: 0  
# of Traditional Students Who Successfully Completed Assessment: 0  
# of Online Students Assessed: 11  
# of Online Students Who Successfully Completed Assessment: 7  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Direct - Individual Class Project -** HOS 2312 Hospitality Facilities Management and Design - Calculate Renovation cost

# Program - Hospitality Management (AAS)

based on room square footage and program requirements as part of final report/project  
(Active)

**Assessment Goal/Threshold:** 70% Or higher

**How will data be reviewed?:** Scored using Rubric score sheet with a designated number of points per item, algorithm used, correctness of calculations

**Direct - Individual Class Project** - HOS 2330 Food Production for Hospitality - Lab 11 Recipe conversion (scored online):  
Students provided a recipe and required to increase or decrease by a given amount

(Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Scored online using a checklist with a designated number of points per item, correctness of calculations.

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Not Met

Spring 2021 - 2 out the 8 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. it is felt that the assignments may help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 8

**# of Online Students Who Successfully Completed Assessment:** 2

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 4 of 4 Students Scored above the 70% Threshold with an average score of 100%, This is an overall improvement over past semesters

**Analysis of Results:** This is an overall improvement over past semesters, Continue to monitor to assess if this remains consistent

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 4

**# of Online Students Who Successfully Completed Assessment:** 4

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2330 - 60 PLO 6.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

# Program - Hospitality Management (AAS)

**Direct - Comprehensive Exam** - HOS 2311 - Hospitality Marketing and Sales - Chapter 2 Quiz - REVPAR and Market Share Questions (Active)

**Assessment Goal/Threshold:** Students will achieve 70% or higher

**How will data be reviewed?:** Correctness of Multiple choice answer

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced)

**HOS 1302** - Product ID and Quantity Food Purchasing - (2 - Reinforced, 3 - Assessed)

**HOS 2301** - Menu Design and Strategy - (2 - Reinforced)

**HOS 2302** - The Restaurant Industry - (2 - Reinforced, 3 - Assessed)

**HOS 2303** - Professional Study of Beverage and Wine - (1 - Introduced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced, 3 - Assessed)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (2 - Reinforced)

**HOS 2310** - Fundamentals of Tourism - (3 - Assessed)

**HOS 2311** - Hospitality Marketing and Sales - (3 - Assessed)

**HOS 2312** - Hospitality Facilities - (3 - Assessed)

**HOS 2313** - Food and Beverage Management - (1 - Introduced, 2 - Reinforced)

**HOS 2314** - Resort Management - (2 - Reinforced)

**HOS 2315** - Food and Wine Pairing - (2 - Reinforced)

**HOS 2319** - Professional Mixology - (2 - Reinforced)

**HOS 2330** - Food Production for Hospitality - (2 - Reinforced, 3 - Assessed)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #5 - Lifelong & Global Learning** - Demonstrate and apply interdisciplinary connections; Cultivate spirit of creative thought and curiosity to achieve goals

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

# Program - Hospitality Management (AAS)

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 5: Quantitative Reasoning** - Use quantitative methods to solve problems

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

### HOS 1301 - Introduction to Hospitality

**CLO 17.00 Calculate occupancy percentages, average daily rates, and actual percentage of potential rooms revenue.** - Calculate occupancy percentages, average daily rates, and actual percentage of potential rooms revenue.

**CLO 23.00 Perform computations using key food and beverage operating ratios.** - Perform computations using key food and beverage operating ratios.

### HOS 1302 - Product ID and Quantity Food Purchasing

**CLO 04.00 Describe formal and informal purchasing methods.** - Describe formal and informal purchasing methods.

**CLO 14.00 Conduct a yield and cost comparison test of pre-fabricated products and on-premises prepared products.** - Conduct a yield and cost comparison test of pre-fabricated products and on-premises prepared products.

**CLO 20.00 Calculate and forecast purchase and preparation requirements based on a product's yield on cooking, fabrication, and intangible waste factors.** - Calculate and forecast purchase and preparation requirements based on a product's yield on cooking, fabrication, and intangible waste factors.

### HOS 2301 - Menu Design and Strategy

**CLO 14.00 Identify the parts/components of a recipe.** - Identify the parts/components of a recipe.

**CLO 15.00 Outline the procedure for writing a standardized recipe.** - Outline the procedure for writing a standardized recipe.

**CLO 16.00 Write a standardized recipe.** - Write a standardized recipe.

### HOS 2302 - The Restaurant Industry

**CLO 35.00 Define Cost Control.** - Define Cost Control.

**CLO 36.00 Describe the manager's role in cost control and list the process.** - Describe the manager's role in cost control and list the process.

**CLO 37.00 Define food costs and food cost percentages.** - Define food costs and food cost percentages.

**CLO 38.00 Calculate food costs and percentages.** - Calculate food costs and percentages.

**CLO 39.00 Calculate beverage costs and percentages.** - Calculate beverage costs and percentages.

**CLO 40.00 Define standardized recipes and describe the information included in a standardized recipe.** - Define standardized recipes and describe the information included in a standardized recipe.

**CLO 41.00 Discuss and describe how to determine standard portion costs.** - Discuss and describe how to determine standard portion costs.

**CLO 42.00 Determine selling price of menu items.** - Determine selling price of menu items.

**CLO 43.00 Determine menu prices utilizing proper cost controls and appropriate technology.** - Determine menu prices utilizing proper cost controls and appropriate technology.

**CLO 45.00 Describe how purchasing and receiving procedures affect cost control.** - Describe how purchasing and receiving procedures affect cost control.

**CLO 46.00 Describe how storage and issuing procedures affect cost control.** - Describe how storage and issuing procedures affect cost control.

**CLO 47.00 List the procedures for controlling food cost in production.** - List the procedures for controlling food cost in production.

**CLO 48.00 Discuss and describe the procedures for controlling cost in service and sales.** - Discuss and describe the procedures for controlling cost in service and sales.



# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 49.00</b>	<b>Discuss and describe methods of controlling labor cost.</b> - Discuss and describe methods of controlling labor cost.
<b>CLO 50.00</b>	<b>Calculate labor costs and percentages.</b> - Calculate labor costs and percentages.
<b>CLO 51.00</b>	<b>Define and describe a profit and loss statement. Discuss how it is utilized in food-service operations as a tool to determine profitability.</b> - Define and describe a profit and loss statement. Discuss how it is utilized in food-service operations as a tool to determine profitability.
<b>CLO 52.00</b>	<b>Review profit and loss statements to determine profitability.</b> - Review profit and loss statements to determine profitability.
<b>HOS 2304 - Dining Room Operations</b>	
<b>CLO 09.00</b>	<b>Describe receiving correct payment from customers based on accurate guest checks</b> - Describe receiving correct payment from customers based on accurate guest checks
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 11.00</b>	<b>Understand the various booking channels and how they influence costs and revenues.</b> - Understand the various booking channels and how they influence costs and revenues.
<b>CLO 12.00</b>	<b>Comprehend staffing issues and labor cost control tools for various departments.</b> - Comprehend staffing issues and labor cost control tools for various departments.
<b>HOS 2310 - Fundamentals of Tourism</b>	
<b>CLO 12.00</b>	<b>Tourism Components and Supply</b> - Tourism Components and Supply - Know the major supply components that any tourist area must possess. Be able to use the mathematical formula to calculate the number of guest rooms needed for the estimated future demand. Develop the ability to perform a task analysis in order to match supply components with anticipated demand. Discover methods of adjusting supply components in accordance with fluctuating demand levels.
<b>CLO 13.00</b>	<b>Measuring and Forecasting Demand</b> - Measuring and Forecasting Demand - Understand the concept of demand and its application and importance in tourism development planning. Understand the factors determining the magnitude and fluctuations of demand. Become able to apply various methods to measure and forecast demand.
<b>HOS 2312 - Hospitality Facilities</b>	
<b>CLO 04.00</b>	<b>Explain basic elements of budgeting for POM and utility costs.</b> - Explain basic elements of budgeting for POM and utility costs.
<b>HOS 2313 - Food and Beverage Management</b>	
<b>CLO 07.00</b>	<b>Describe menu pricing styles, menu schedules, menu types, and the menu planning process.</b> - Describe menu pricing styles, menu schedules, menu types, and the menu planning process.
<b>CLO 09.00</b>	<b>Explain how to create and use standard recipes.</b> - Explain how to create and use standard recipes.
<b>CLO 10.00</b>	<b>Determine standard food and beverage costs and describe the main subjective and objective pricing methods.</b> - Determine standard food and beverage costs and describe the main subjective and objective pricing methods..
<b>CLO 11.00</b>	<b>Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.</b> - Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.
<b>CLO 19.00</b>	<b>Explain and describe the various financial statements and ratios used in food and beverage operations.</b> - Explain and describe the various financial statements and ratios used in food and beverage operations.
<b>CLO 20.00</b>	<b>Describe the types of financial management software that are available to food service managers.</b> - Describe the types of financial management software that are available to food service managers.
<b>HOS 2314 - Resort Management</b>	
<b>CLO 10.00</b>	<b>Understand the various booking channels and how they impact costs and revenues.</b> - Understand the various booking channels and how they impact costs and revenues.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

HOS 2330 - Food Production for Hospitality

CLO 01.00 • Define, describe, demonstrate and practice professionalism and sanitation. - • Define, describe, demonstrate and practice professionalism and sanitation.

## Learning/Co-Curricular Outcome: PLO 7 Demonstrate applicable math skills

Demonstrate applicable math skills to culinary and hospitality operations business.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Comprehensive Exam** - HOS 1302 Product I.D. Test over chapters 1 & 2 in Purchasing book. Week 4 (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Score using correct multiple choice exams answers

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 28 out the 28 students enrolled in the course scored a 70% or higher on the test related to this learning objective. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 28 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 28 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 23

**# of Traditional Students Who Successfully Completed Assessment:** 23

**# of Online Students Assessed:** 5

**# of Online Students Who Successfully Completed Assessment:** 5

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: Three sections of the course was offered, 1 section of traditional Face to Face with a total of 7 students and 2 online sections with a total 18 students. Results for the Face to face course: 7 of the 7 students achieved 70% or higher with an average score of 98.7%. 100% of the students achieve competency in the Face to Face sections. Results for the Online Course: 15 of the 18 students achieved 70% or higher with an average score of 91.1% with 83.3% of the students achieving competency. More students participated in this test this semester than in past semesters.

**Analysis of Results:** Over all the scores were much higher for the face-to-face course with more students completing the assignment tied to assessment, therefore providing a better picture of student learning

**# of Traditional Students Assessed:** 7

# Program - Hospitality Management (AAS)

# of Traditional Students Who Successfully Completed Assessment: 7  
# of Online Students Assessed: 18  
# of Online Students Who Successfully Completed Assessment: 15  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## Related Documents:

[HOS 1302 - 01 PLO 7.pdf](#)

[HOS 1302 - 61 PLO 7.pdf](#)

[HOS 1302 - 62 PLO 7.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Individual Class Project - HOS 2304 Dining Room Operations - Dining Room Schedule Activity:** Given the financial history data, the student will forecast a work schedule. [Forecast assignment]

(Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Scored using Rubric score sheet with a designated number of points per item, algorithm used, correctness of calculations

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 4 out the 4 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 student failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 4 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 4 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 4

**# of Traditional Students Who Successfully Completed Assessment:** 4

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 5 of 5 students scored above the 70% Threshold with an average score of 100%. This represents the highest overall scores from past semesters

**Analysis of Results:** assignments and quizzes supported information needed to complete this assignment successfully

**# of Traditional Students Assessed:** 5

# Program - Hospitality Management (AAS)

# of Traditional Students Who Successfully Completed Assessment: 5  
# of Online Students Assessed: 0  
# of Online Students Who Successfully Completed Assessment: 0  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 2304 - 1 PLO 7.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Individual Class Project** - HOS 2309 Lodging Operations - Calculating the Revenue Per Occupied Room (Rev POR) & Revenue Per Available Room (Rev PAR), given the room data given - Chapter 7 Your opinion counts and Chapter 7 Case Study  
(Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Scored online using a rubric with a designated number of points per item, algorithm used, correctness of calculations

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021 - 10 out the 14 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were higher than their assignment scores. It is felt that the assignments help with the learning process and attainment of this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

# of Traditional Students Assessed: 0

# of Traditional Students Who Successfully Completed Assessment: 0

# of Online Students Assessed: 14

# of Online Students Who Successfully Completed Assessment: 10

# of Hybrid Students Assessed: 0

# of Hybrid Students Who Successfully Completed Assessment: 0

# of Concurrent Students Assessed: 0

# of Concurrent Students Who Successfully Completed Assessment: 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Direct - Individual Class Project** - HOS 2310 Fundamentals of Tourism - Chapter 12 review Questions Calculations  
(Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Scored online using a rubric with a designated number of points per item, algorithm used, correctness of calculations

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021 - 7 out the 11 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. It is felt that the assignments may help with

# Program - Hospitality Management (AAS)

the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 11

**# of Online Students Who Successfully Completed Assessment:** 7

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Direct - Individual Class Project** - HOS 2312 Hospitality Facilities Management and Design - Calculate Renovation cost based on room square footage and program requirements as part of final report/project (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Scored using Rubric score sheet with a designated number of points per item, algorithm used, correctness of calculations

**Direct - Comprehensive Exam** - HOS 2311 Hospitality Marketing and Sales - Chapter 2 Quiz - REVPAR and Market Share Questions (Active)

**Assessment Goal/Threshold:** Students will have a 70% or higher Score

**How will data be reviewed?:** Correctness of Multiple Choice answers

## *Related Courses*

**HOS 1301** - Introduction to Hospitality - (2 - Reinforced)

**HOS 1302** - Product ID and Quantity Food Purchasing - (2 - Reinforced, 3 - Assessed)

**HOS 2301** - Menu Design and Strategy - (2 - Reinforced)

**HOS 2302** - The Restaurant Industry - (2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (2 - Reinforced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced, 3 - Assessed)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (3 - Assessed)

**HOS 2310** - Fundamentals of Tourism - (3 - Assessed)

**HOS 2311** - Hospitality Marketing and Sales - (3 - Assessed)

**HOS 2312** - Hospitality Facilities - (3 - Assessed)

# Program - Hospitality Management (AAS)

HOS 2313 - Food and Beverage Management - (2 - Reinforced)

HOS 2314 - Resort Management - (2 - Reinforced)

HOS 2315 - Food and Wine Pairing - (2 - Reinforced)

HOS 2319 - Professional Mixology - (2 - Reinforced)

HOS 2330 - Food Production for Hospitality - (2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #5 - Lifelong & Global Learning** - Demonstrate and apply interdisciplinary connections; Cultivate spirit of creative thought and curiosity to achieve goals

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 5: Quantitative Reasoning** - Use quantitative methods to solve problems

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

**HOS 1301 - Introduction to Hospitality**

**CLO 17.00 Calculate occupancy percentages, average daily rates, and actual percentage of potential rooms revenue.** - Calculate occupancy percentages, average daily rates, and actual percentage of potential rooms revenue.

**CLO 23.00 Perform computations using key food and beverage operating ratios.** - Perform computations using key food and beverage operating ratios.

**HOS 1302 - Product ID and Quantity Food Purchasing**

**CLO 04.00 Describe formal and informal purchasing methods.** - Describe formal and informal purchasing methods.

**CLO 05.00 Analyze market fluctuations and product cost.** - Analyze market fluctuations and product cost.

**CLO 09.00 Write a bid specification.** - Write a bid specification.

**CLO 14.00 Conduct a yield and cost comparison test of pre-fabricated products and on-premises prepared products.** - Conduct a yield and cost comparison test of pre-fabricated products and on-premises prepared products.

**CLO 20.00 Calculate and forecast purchase and preparation requirements based on a product's yield on cooking, fabrication, and intangible waste factors.** - Calculate and forecast purchase and preparation requirements based on a product's yield on cooking, fabrication, and intangible waste factors.

**HOS 2301 - Menu Design and Strategy**

**CLO 15.00 Outline the procedure for writing a standardized recipe.** - Outline the procedure for writing a standardized recipe.

**CLO 16.00 Write a standardized recipe.** - Write a standardized recipe.

**HOS 2302 - The Restaurant Industry**

**CLO 38.00 Calculate food costs and percentages.** - Calculate food costs and percentages.

**CLO 39.00 Calculate beverage costs and percentages.** - Calculate beverage costs and percentages.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 40.00</b>	<b>Define standardized recipes and describe the information included in a standardized recipe.</b> - Define standardized recipes and describe the information included in a standardized recipe.
<b>CLO 42.00</b>	<b>Determine selling price of menu items.</b> - Determine selling price of menu items.
<b>CLO 43.00</b>	<b>Determine menu prices utilizing proper cost controls and appropriate technology.</b> - Determine menu prices utilizing proper cost controls and appropriate technology.
<b>CLO 50.00</b>	<b>Calculate labor costs and percentages.</b> - Calculate labor costs and percentages.
<b>HOS 2304 - Dining Room Operations</b>	
<b>CLO 09.00</b>	<b>Describe receiving correct payment from customers based on accurate guest checks</b> - Describe receiving correct payment from customers based on accurate guest checks
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 11.00</b>	<b>Understand the various booking channels and how they influence costs and revenues.</b> - Understand the various booking channels and how they influence costs and revenues.
<b>CLO 12.00</b>	<b>Comprehend staffing issues and labor cost control tools for various departments.</b> - Comprehend staffing issues and labor cost control tools for various departments.
<b>HOS 2310 - Fundamentals of Tourism</b>	
<b>CLO 12.00</b>	<b>Tourism Components and Supply</b> - Tourism Components and Supply - Know the major supply components that any tourist area must possess. Be able to use the mathematical formula to calculate the number of guest rooms needed for the estimated future demand. Develop the ability to perform a task analysis in order to match supply components with anticipated demand. Discover methods of adjusting supply components in accordance with fluctuating demand levels.
<b>CLO 13.00</b>	<b>Measuring and Forecasting Demand</b> - Measuring and Forecasting Demand - Understand the concept of demand and its application and importance in tourism development planning. Understand the factors determining the magnitude and fluctuations of demand. Become able to apply various methods to measure and forecast demand.
<b>HOS 2311 - Hospitality Marketing and Sales</b>	
<b>CLO 08.00</b>	<b>Marketing to Business Travelers</b> - Marketing to Business Travelers - Summarize the criteria business travelers use to make lodging decisions, identify types of frequent business travelers, and describe the women business traveler segment. Explain how hospitality properties are meeting the special needs of business travelers. Describe how hospitality properties are reaching business travelers.
<b>CLO 09.00</b>	<b>Marketing to Leisure Travelers</b> - Marketing to Leisure Travelers - Describe how hospitality firms' market to families, seniors, Baby Boomers, GenXer's, Millennial's, and other individual leisure travelers. Describe how hospitality firms' market to group leisure travelers and the intermediaries who aid these travelers. Explain how small hospitality firms can market to leisure travelers and explain the concept of vacation ownership.
<b>CLO 10.00</b>	<b>Marketing to Travel Agents</b> - Marketing to Travel Agents - Describe travel agencies and the kinds of travelers they serve. Explain how travel agents get information about properties and book reservations and explain how hospitality firms serve travel agents and their clients. Describe ways in which hospitality salespeople find and reach travel agents and agencies, and summarize issues facing travel agents in the future
<b>CLO 11.00</b>	<b>Marketing to Meeting Planners</b> - Marketing to Meeting Planners - Describe types of association meetings, outline factors association meeting planners consider when planning meetings, and list possible decision-makers for association meetings. Describe types of corporation meetings, outline factors corporate meeting planners consider when planning meetings, and list possible decision-makers for corporate meetings Identify ways hospitality salespeople can find meetings business and reach meeting planners.
<b>CLO 12.00</b>	<b>Marketing to Special Segments</b> - Marketing to Special Segments - Outline considerations for marketing hospitality products and services to international travelers. Summarize considerations for marketing hospitality products and services to honeymooners and sports teams. Outline considerations for marketing hospitality products and services to government travelers, travelers with disabilities, and travelers from other special segments.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 13.00 Marketing Restaurants and Lounges** - Marketing Restaurants and Lounges - Summarize trends affecting the food and beverage industry and describe positioning strategies and techniques for restaurants and lounges. Explain how managers can merchandise food and beverages. Describe basic types of restaurant and lounge promotions. Explain how managers can build repeat business in restaurants and lounges and describe these other hotel food service operations: room service and limited-service operations.

**CLO 14.00 Marketing Catered Events and Meeting Rooms** - Marketing Catered Events and Meeting Rooms - Identify the duties and responsibilities of positions typically found in a hotel catering department and describe the department's marketing plan development. Describe catering promotions and summarize how salespeople develop leads and follow up inquiries in building business for the catering department. Describe sales strategies and procedures for selling to catering clients, explain how catering functions are planned and managed, and identify ways the catering department can follow up accounts. Explain how food and beverage functions other than banquets can increase catering department revenues. Summarize issues involved in meeting room sales, including types of meeting rooms, meeting room setups, how meeting rooms are booked, and how meetings are managed.

### HOS 2312 - Hospitality Facilities

**CLO 04.00 Explain basic elements of budgeting for POM and utility costs.** - Explain basic elements of budgeting for POM and utility costs.

### HOS 2313 - Food and Beverage Management

**CLO 07.00 Describe menu pricing styles, menu schedules, menu types, and the menu planning process.** - Describe menu pricing styles, menu schedules, menu types, and the menu planning process.

**CLO 09.00 Explain how to create and use standard recipes.** - Explain how to create and use standard recipes.

**CLO 10.00 Determine standard food and beverage costs and describe the main subjective and objective pricing methods.** - Determine standard food and beverage costs and describe the main subjective and objective pricing methods..

**CLO 19.00 Explain and describe the various financial statements and ratios used in food and beverage operations.** - Explain and describe the various financial statements and ratios used in food and beverage operations.

**CLO 20.00 Describe the types of financial management software that are available to food service managers.** - Describe the types of financial management software that are available to food service managers.

### HOS 2314 - Resort Management

**CLO 07.00 Understand the role of revenue management practices in operating a resort.** - Understand the role of revenue management practices in operating a resort.

**CLO 10.00 Understand the various booking channels and how they impact costs and revenues.** - Understand the various booking channels and how they impact costs and revenues.

**CLO 11.00 Comprehend staffing issues and labor cost control tools for various departments** - Comprehend staffing issues and labor cost control tools for various departments

### HOS 2330 - Food Production for Hospitality

**CLO 01.00 • Define, describe, demonstrate and practice professionalism and sanitation.** - • Define, describe, demonstrate and practice professionalism and sanitation.

## Learning/Co-Curricular Outcome: PLO 8 Operate in a safe and sanitary manner.

Operate in a safe and sanitary manner. Demonstrate systematic approach to safety and legal issues of operations in back of the house and front of house environments.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018



# Program - Hospitality Management (AAS)

**Direct - Comprehensive Exam** - HOS - 2330 - Food Production for Hospitality - Chapter 2 Quiz (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Grade online using the appropriate multiple choice answers

## Results

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 3 of 4 students scored above the 70% threshold with an average score of 100% 1 student failed to participate in the quiz

**Analysis of Results:** Continue to monitor for consistency in scores, encourage students to complete assignments in a timely manner

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 4

**# of Online Students Who Successfully Completed Assessment:** 4

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2330 - 60 PLO 8.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Individual Class Project** - HOS 2330 - Food Production for Hospitality - Learning Module - Safety and Sanitation (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Graded by appropriate multiple choice answers through My Labs

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021 - 7 out of the 8 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. It is felt that the assignments may help with the learning process and obtainment of this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 8

**# of Online Students Who Successfully Completed Assessment:** 7

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Direct - Certification Exam** - HOS 2304 Dining Room Operations - Chapter 10 Quiz (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Correctness of Multiple Choice answers

# Program - Hospitality Management (AAS)

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 4 out the 4 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 student failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 4 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 4 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 4

**# of Traditional Students Who Successfully Completed Assessment:** 4

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 5 of 5 students scored above the 70% threshold, with an average score of 100%

**Analysis of Results:** Assignments supported the learning objective, overall score has increased over past semesters

**# of Traditional Students Assessed:** 5

**# of Traditional Students Who Successfully Completed Assessment:** 5

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2304 - 1 PLO 8.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

## Related Courses

**HOS 1301** - Introduction to Hospitality - (2 - Reinforced)

**HOS 1302** - Product ID and Quantity Food Purchasing - (2 - Reinforced)

**HOS 2301** - Menu Design and Strategy - (2 - Reinforced)

**HOS 2302** - The Restaurant Industry - (2 - Reinforced)

# Program - Hospitality Management (AAS)

HOS 2303 - Professional Study of Beverage and Wine - (2 - Reinforced)

HOS 2304 - Dining Room Operations - (2 - Reinforced, 3 - Assessed)

HOS 2306 - Practicum - (2 - Reinforced)

HOS 2309 - Lodging Operations - (2 - Reinforced)

HOS 2310 - Fundamentals of Tourism - (2 - Reinforced)

HOS 2311 - Hospitality Marketing and Sales - (2 - Reinforced)

HOS 2312 - Hospitality Facilities - (2 - Reinforced)

HOS 2313 - Food and Beverage Management - (2 - Reinforced)

HOS 2314 - Resort Management - (2 - Reinforced)

HOS 2315 - Food and Wine Pairing - (2 - Reinforced)

HOS 2319 - Professional Mixology - (2 - Reinforced)

HOS 2330 - Food Production for Hospitality - (2 - Reinforced, 3 - Assessed)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared vision

**CCLO #3 - Social Responsibility** - Act with honesty and principles to facilitate positive social change

**CCLO #4 - Mindfulness** - Identify effective self-care strategies to foster healthy, mind, body, and spirit. (Purpose, Reflection, Awareness, Personal Fulfillment)

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

HOS 1301 - Introduction to Hospitality

**CLO 13.00** **Outline the duties and responsibilities of key executives and department heads.** - Outline the duties and responsibilities of key executives and department heads.

**CLO 15.00** **Describe the main functions of the rooms division departments.** - Describe the main functions of the rooms division departments.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 16.00</b>	<b>Describe property management systems and discuss yield management.</b> - Describe property management systems and discuss yield management.
<b>CLO 19.00</b>	<b>List the complexities and challenges of the concierge, housekeeping, and security/loss prevention departments.</b> - List the complexities and challenges of the concierge, housekeeping, and security/loss prevention departments.
<b>CLO 20.00</b>	<b>Describe the duties and responsibilities of a food and beverage director and other key department heads.</b> - Describe the duties and responsibilities of a food and beverage director and other key department heads.
<b>CLO 22.00</b>	<b>State the functions and responsibilities of the food and beverage departments</b> - State the functions and responsibilities of the food and beverage departments
<b>CLO 28.00</b>	<b>Explain a restaurant's liability in terms of serving alcoholic beverages.</b> - Explain a restaurant's liability in terms of serving alcoholic beverages.
<b>CLO 38.00</b>	<b>Describe front and back-of-the-house systems</b> - Describe front and back-of-the-house systems
<b>CLO 39.00</b>	<b>Outline back-of-the-house operations</b> - Outline back-of-the-house operations
<b>CLO 78.00</b>	<b>Discuss ethics in hospitality.</b> - Discuss ethics in hospitality.
<b>HOS 1302 - Product ID and Quantity Food Purchasing</b>	
<b>CLO 03.00</b>	<b>Discuss how HACCP practices are addressed in the purchasing, receiving, storing, and issuing procedures.</b> - Discuss how HACCP practices are addressed in the purchasing, receiving, storing, and issuing procedures.
<b>CLO 07.00</b>	<b>Explain regulations for inspecting and grading of meats, poultry, seafood, eggs, dairy products, fruits and vegetables.</b> - Explain regulations for inspecting and grading of meats, poultry, seafood, eggs, dairy products, fruits and vegetables.
<b>CLO 08.00</b>	<b>Outline yield and quality grades and National Association of Meat Purveyors (NAMP) specifications for meats.</b> - Outline yield and quality grades and National Association of Meat Purveyors (NAMP) specifications for meats.
<b>CLO 10.00</b>	<b>Evaluate received goods to determine conformity with user specifications.</b> - Evaluate received goods to determine conformity with user specifications.
<b>CLO 11.00</b>	<b>Receive and store fresh, frozen, refrigerated and staple goods. Describe the importance of receiving and inspecting product as it enters the facility.</b> - Receive and store fresh, frozen, refrigerated and staple goods. Describe the importance of receiving and inspecting product as it enters the facility.
<b>CLO 12.00</b>	<b>Conduct yield and quality tests on items such as canned, fresh, frozen and prepared products.</b> - Conduct yield and quality tests on items such as canned, fresh, frozen and prepared products.
<b>CLO 13.00</b>	<b>Explain proper receiving and storing of cleaning supplies and chemicals.</b> - Explain proper receiving and storing of cleaning supplies and chemicals.
<b>HOS 2306 - Practicum</b>	
<b>CLO 08.00</b>	<b>Think of oneself as a future manager and incorporate the functions of management into one's daily life and activities.</b> - Think of oneself as a future manager and incorporate the functions of management into one's daily life and activities.
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 16.00</b>	<b>Have a full understanding of hotel security and risk management issues related to the industry.</b> - Have a full understanding of hotel security and risk management issues related to the industry.
<b>HOS 2312 - Hospitality Facilities</b>	
<b>CLO 03.00</b>	<b>Describe several types of maintenance, state the goals of maintenance management systems, and describe computerized and Internet-based facilities management.</b> - Describe several types of maintenance, state the goals of maintenance management systems, and describe computerized and Internet-based facilities management.
<b>CLO 06.00</b>	<b>Explain how building design and maintenance affect safety.</b> - Explain how building design and maintenance affect safety.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 07.00</b>	<b>Identify critical elements of fire prevention, fire detection, and fire notification; and identify components of fire suppression and fire control devices and systems.</b> - Identify critical elements of fire prevention, fire detection, and fire notification; and identify components of fire suppression and fire control devices and systems.
<b>CLO 09.00</b>	<b>Describe electrical system components: fuses and circuit breakers; distribution panels and wiring; electric motors, controls, and drive elements; electronic equipment; emergency power systems; and electrical maintenance equipment.</b> - Describe electrical system components: fuses and circuit breakers; distribution panels and wiring; electric motors, controls, and drive elements; electronic equipment; emergency power systems; and electrical maintenance equipment.
<b>CLO 12.00</b>	<b>Describe laundry equipment, layout, and maintenance.</b> - Describe laundry equipment, layout, and maintenance.
<b>CLO 15.00</b>	<b>Describe elevator systems, parking areas, storm water drainage systems, utilities, and landscaping and grounds.</b> - Describe elevator systems, parking areas, storm water drainage systems, utilities, and landscaping and grounds.

### HOS 2313 - Food and Beverage Management

<b>CLO 11.00</b>	<b>Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.</b> - Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.
<b>CLO 12.00</b>	<b>Identify the major functions and basic principles of food production.</b> - Identify the major functions and basic principles of food production.
<b>CLO 16.00</b>	<b>Identify causes of and ways to prevent accidents and foodborne illnesses in food service operations.</b> - Identify causes of and ways to prevent accidents and foodborne illnesses in food service operations.

### HOS 2314 - Resort Management

<b>CLO 13.00</b>	<b>Comprehend the basics of the engineering and maintenance department.</b> - Comprehend the basics of the engineering and maintenance department.
<b>CLO 14.00</b>	<b>Have a full understanding of hotel security and risk management issues related to the industry.</b> - Have a full understanding of hotel security and risk management issues related to the industry.

### HOS 2330 - Food Production for Hospitality

<b>CLO 04.00</b>	<b>Demonstrate mise en place, organization, sense of urgency and timing in a professional kitchen.</b> - Demonstrate mise en place, organization, sense of urgency and timing in a professional kitchen.
<b>CLO 05.00</b>	<b>Define culinary terminology.</b> - Define culinary terminology.
<b>CLO 06.00</b>	<b>Describe/Discuss good personal hygiene and health habits in a laboratory setting.</b> - Describe/Discuss good personal hygiene and health habits in a laboratory setting.
<b>CLO 07.00</b>	<b>Describe/Discuss acceptable procedures when preparing potentially hazardous foods to include time/temperature principles.</b> - Describe/Discuss acceptable procedures when preparing potentially hazardous foods to include time/temperature principles.

## Learning/Co-Curricular Outcome: PLO 9 Use accepted nutrition standards that lead to positive health benefits.

Use accepted nutrition standards that lead to positive health benefits. Discuss current community health trends and concerns

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

<b>Direct - Individual Class Project</b> - HOS 2301 Menu Design and Strategy Chapter Nutrition Homework and Nutritional Menu project (Active)
<b>Assessment Goal/Threshold:</b> 70% or Higher

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**How will data be reviewed?:** Graded using a rubric to assess the nutritional appropriateness of the projects

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced)

**HOS 2301** - Menu Design and Strategy - (1 - Introduced, 2 - Reinforced, 3 - Assessed)

**HOS 2303** - Professional Study of Beverage and Wine - (1 - Introduced)

**HOS 2304** - Dining Room Operations - (1 - Introduced, 2 - Reinforced)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2313** - Food and Beverage Management - (1 - Introduced, 2 - Reinforced)

**HOS 2315** - Food and Wine Pairing - (1 - Introduced, 2 - Reinforced)

**HOS 2319** - Professional Mixology - (1 - Introduced)

**HOS 2330** - Food Production for Hospitality - (1 - Introduced, 2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #3 - Social Responsibility** - Act with honesty and principles to facilitate positive social change

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

**HOS 1301** - Introduction to Hospitality

**CLO 25.00** **Suggest appropriate pairings of wine with food.** - Suggest appropriate pairings of wine with food.

**CLO 29.00** **Describe the significance of classical cuisine.** - Describe the significance of classical cuisine.

**CLO 30.00** **Identify food trends and practices.** - Identify food trends and practices.

**CLO 32.00** **Summarize menu planning.** - Summarize menu planning.

**CLO 43.00** **Explain the need for and trends in elementary and secondary school foodservice.** - Explain the need for and trends in elementary and secondary school foodservice.

**CLO 44.00** **Describe the complexities in college and university foodservice.** - Describe the complexities in college and university foodservice.

**HOS 2301** - Menu Design and Strategy

**CLO 03.00** **Create menu item descriptions following established truth-in-menu guidelines** - Create menu item descriptions following established truth-in-menu guidelines

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## Related Course Outcomes

<b>CLO 04.00</b>	<b>Apply principles of nutrition to menu development.</b> - Apply principles of nutrition to menu development.
<b>CLO 09.00</b>	<b>Discuss the availability of Food and Seasonal Menus.</b> - Discuss the availability of Food and Seasonal Menus.
<b>CLO 19.00</b>	<b>Develop recipes and menus using dietary guideline recommendations, food guides and food labels</b> - Develop recipes and menus using dietary guideline recommendations, food guides and food labels
<b>CLO 20.00</b>	<b>Discuss characteristics, functions and best sources of each of the major nutrients.</b> - Discuss characteristics, functions and best sources of each of the major nutrients.
<b>HOS 2313 - Food and Beverage Management</b>	
<b>CLO 06.00</b>	<b>Discuss nutrition and special dietary concerns as they relate to the food service industry and contrast the nutritional concerns and obligations of commercial and noncommercial operations.</b> - Discuss nutrition and special dietary concerns as they relate to the food service industry and contrast the nutritional concerns and obligations of commercial and noncommercial operations.

## Learning/Co-Curricular Outcome: PLO 10 Sustainability and 'green' principles

- Formulate strategies to improve sustainability and 'green' principles in hospitality management.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Case Study** - HOS 2312 - Hospitality Facilities Design and Management Chapter 3 Case Study, Capitalize on your Knowledge essay Questions and Quiz (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Scored using a Case study rubric

**Direct - Individual Class Project** - HOS - 2314 Resort Management - Weekly Activity - LEED Certification Project (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Scored on holistic rubric assessing appropriateness of answers based on information provided in text and the internet

**Direct - Comprehensive Exam** - HOS 1301 - Introduction to hospitality - Chapter 9 Badge-rating Rain Forest tours Quiz (Active)

**Assessment Goal/Threshold:** 70 or higher

**How will data be reviewed?:** Correctness of Multiple Choice answers

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 34 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 34 students scored above 80% and 4 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 23 students scored above 90% and 15 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 11

**# of Traditional Students Who Successfully Completed Assessment:** 11

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# of Online Students Assessed: 27  
# of Online Students Who Successfully Completed Assessment: 23  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 48 of 56 students scored above the 70% threshold, with an overall average of 86.5 which is higher than past semesters

**Analysis of Results:** All students completed this Quiz, supporting course work and assignments contributed to the increase success on the quiz.

# of Traditional Students Assessed: 20  
# of Traditional Students Who Successfully Completed Assessment: 16  
# of Online Students Assessed: 36  
# of Online Students Who Successfully Completed Assessment: 32  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 1301 - 01 PLO 10.pdf](#)

[HOS 1301 - 61 PLO 10.pdf](#)

[HOS 1301 - 62 PLO 10.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (12/06/2020)

**Direct - Individual Class Project** - HOS 2310 Fundamentals of Tourism - Chapter 17 Review Questions, Internet Assignment and Quiz (Active)

**Assessment Goal/Threshold:** 70 or above achievement on assignments

**How will data be reviewed?:** Use of Rubrics and Correctness of answers on quiz

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021 - 10 out the 11 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. it is felt that the assignments may help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

# of Traditional Students Assessed: 0  
# of Traditional Students Who Successfully Completed Assessment: 0  
# of Online Students Assessed: 11  
# of Online Students Who Successfully Completed Assessment: 10  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0



# Program - Hospitality Management (AAS)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

## *Related Courses*

**HOS 1301** - Introduction to Hospitality - (3 - Assessed)

**HOS 1302** - Product ID and Quantity Food Purchasing - (1 - Introduced)

**HOS 2301** - Menu Design and Strategy - (2 - Reinforced)

**HOS 2302** - The Restaurant Industry - (1 - Introduced)

**HOS 2303** - Professional Study of Beverage and Wine - (1 - Introduced)

**HOS 2304** - Dining Room Operations - (1 - Introduced, 2 - Reinforced)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (1 - Introduced, 2 - Reinforced)

**HOS 2310** - Fundamentals of Tourism - (1 - Introduced, 2 - Reinforced)

**HOS 2311** - Hospitality Marketing and Sales - (2 - Reinforced)

**HOS 2312** - Hospitality Facilities - (2 - Reinforced, 3 - Assessed)

**HOS 2313** - Food and Beverage Management - (1 - Introduced, 2 - Reinforced)

**HOS 2314** - Resort Management - (2 - Reinforced, 3 - Assessed)

**HOS 2315** - Food and Wine Pairing - (1 - Introduced)

**HOS 2319** - Professional Mixology - (1 - Introduced)

**HOS 2330** - Food Production for Hospitality - (1 - Introduced)

## *Related Items*

UA-PTC Co-Curricular Outcomes

**CCLO #3 - Social Responsibility** - Act with honesty and principles to facilitate positive social change

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

# Program - Hospitality Management (AAS)

ILO 7: Professionalism - Demonstrate career readiness skills

## Related Course Outcomes

<b>HOS 1301 - Introduction to Hospitality</b>	
<b>CLO 11.00</b>	<b>Discuss sustainable/green lodging.</b> - Discuss sustainable/green lodging.
<b>CLO 19.00</b>	<b>List the complexities and challenges of the concierge, housekeeping, and security/loss prevention departments.</b> - List the complexities and challenges of the concierge, housekeeping, and security/loss prevention departments.
<b>CLO 52.00</b>	<b>Describe ecotourism.</b> - Describe ecotourism.
<b>HOS 1302 - Product ID and Quantity Food Purchasing</b>	
<b>CLO 10.00</b>	<b>Evaluate received goods to determine conformity with user specifications.</b> - Evaluate received goods to determine conformity with user specifications.
<b>HOS 2310 - Fundamentals of Tourism</b>	
<b>CLO 17.00</b>	<b>Tourism and the Environment</b> - Tourism and the Environment - Understand the fundamental nature of sustainable development and sustainable tourism. Identify guiding principles for achieving sustainable tourism. Review the policy aims of an agenda for sustainable tourism. Examine the major challenges facing achievement of sustainable tourism. Identify the new realities of tourism in an era of global climate change. Examine policies and measures to mitigate tourism-induced climate change. Examine the concept of ecotourism and its role in sustainable tourism.
<b>CLO 20.00</b>	<b>Tourism's Future</b> - Tourism's Future - Examine forecasts concerning the growth of international tourism. Identify the major global forces that are shaping tourism and the tourists of tomorrow. Understand the impacts, both positive and negative, that these forces are likely to have on tourism markets and on the ability of destinations to respond to the demands of these markets.
<b>HOS 2312 - Hospitality Facilities</b>	
<b>CLO 05.00</b>	<b>Describe sustainability and its role in the overall business strategy of a hospitality operation.</b> - Describe sustainability and its role in the overall business strategy of a hospitality operation.
<b>CLO 08.00</b>	<b>Outline water usage levels and patterns in the lodging industry, and describe the basic structure of water and wastewater systems.</b> - Outline water usage levels and patterns in the lodging industry, and describe the basic structure of water and wastewater systems.
<b>CLO 12.00</b>	<b>Describe laundry equipment, layout, and maintenance.</b> - Describe laundry equipment, layout, and maintenance.
<b>CLO 14.00</b>	<b>Identify the characteristics of various ceiling and wall coverings, carpet materials, and hard surface flooring.</b> - Identify the characteristics of various ceiling and wall coverings, carpet materials, and hard surface flooring.
<b>CLO 15.00</b>	<b>Describe elevator systems, parking areas, storm water drainage systems, utilities, and landscaping and grounds.</b> - Describe elevator systems, parking areas, storm water drainage systems, utilities, and landscaping and grounds.
<b>HOS 2313 - Food and Beverage Management</b>	
<b>CLO 14.00</b>	<b>Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.</b> - Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.
<b>CLO 18.00</b>	<b>Identify environmental or "green" construction strategies that will help restaurants address sustainability concerns.</b> - Identify environmental or "green" construction strategies that will help restaurants address sustainability concerns.
<b>HOS 2314 - Resort Management</b>	
<b>CLO 16.00</b>	<b>Understand sustainability and how resorts are using green technology in resort development.</b> - Understand sustainability and how resorts are using green technology in resort development.

## Learning/Co-Curricular Outcome: PLO 11 Dynamics of the changing global business environment

# Program - Hospitality Management (AAS)

Demonstrate the dynamics of the changing global business environment. Discuss service, food, and dietary issues from cultural, religious, historical, and geographical perspectives.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Comprehensive Exam** - HOS 2314 - Resort Management - Chapter 13 Quiz - Reflections and Revelations: Global Issues in Resort Tourism (Active)

**Assessment Goal/Threshold:** 70 % or Higher

**How will data be reviewed?:** Quiz is Scored using correct multiple Choice answers

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced)

**HOS 2301** - Menu Design and Strategy - (1 - Introduced)

**HOS 2302** - The Restaurant Industry - (2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (2 - Reinforced)

**HOS 2304** - Dining Room Operations - (1 - Introduced, 2 - Reinforced)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (1 - Introduced, 2 - Reinforced)

**HOS 2310** - Fundamentals of Tourism - (2 - Reinforced)

**HOS 2311** - Hospitality Marketing and Sales - (2 - Reinforced)

**HOS 2312** - Hospitality Facilities - (2 - Reinforced)

**HOS 2313** - Food and Beverage Management - (1 - Introduced, 2 - Reinforced)

**HOS 2314** - Resort Management - (2 - Reinforced, 3 - Assessed)

**HOS 2315** - Food and Wine Pairing - (1 - Introduced)

**HOS 2319** - Professional Mixology - (2 - Reinforced)

**HOS 2330** - Food Production for Hospitality - (1 - Introduced, 2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared vision

**CLO #5 - Lifelong & Global Learning** - Demonstrate and apply interdisciplinary connections; Cultivate spirit of creative thought

# Program - Hospitality Management (AAS)

and curiosity to achieve goals

## UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 5: Quantitative Reasoning** - Use quantitative methods to solve problems

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

### HOS 1301 - Introduction to Hospitality

**CLO 12.00**      **Identify trends influencing the hotel business.** - Identify trends influencing the hotel business.

**CLO 49.00**      **Describe the economic impact of tourism.** - Describe the economic impact of tourism.

**CLO 51.00**      **Summarize the sociocultural impact of tourism.** - Summarize the sociocultural impact of tourism.

**CLO 87.00**      **Explain team-based structures and why organizations use them.** - Explain team-based structures and why organizations use them.

**CLO 95.00**      **Differentiate the decision conditions of certainty, risk, and uncertainty** - Differentiate the decision conditions of certainty, risk, and uncertainty

**CLO 103.00**      **Outline the contemporary issues in control.** - Outline the contemporary issues in control.

### HOS 1302 - Product ID and Quantity Food Purchasing

**CLO 05.00**      **Analyze market fluctuations and product cost.** - Analyze market fluctuations and product cost.

### HOS 2301 - Menu Design and Strategy

**CLO 12.00**      **Define and demonstrate the fundamentals of merchandising and advertising to a target market by researching and using demographics** - Define and demonstrate the fundamentals of merchandising and advertising to a target market by researching and using demographics

**CLO 13.00**      **Create and design a marketable menu including a specified target market, equipment analysis, food costing, standardized recipes and station breakdowns.** - Create and design a marketable menu including a specified target market, equipment analysis, food costing, standardized recipes and station breakdowns.

### HOS 2302 - The Restaurant Industry

**CLO 02.00**      **Discuss and describe goal setting in the hospitality and restaurant industry.** - Discuss and describe goal setting in the hospitality and restaurant industry.

**CLO 52.00**      **Review profit and loss statements to determine profitability.** - Review profit and loss statements to determine profitability.

### HOS 2304 - Dining Room Operations

**CLO 10.00**      **Outline correct legal and ethical procedures for serving alcoholic beverages** - Outline correct legal and ethical procedures for serving alcoholic beverages

### HOS 2306 - Practicum

**CLO 12.00**      **Understand the cultural diversity in the hospitality industry** - Understand the cultural diversity in the hospitality industry

### HOS 2309 - Lodging Operations

**CLO 02.00**      **Understand the history of the lodging industry and identify future trends that will affect it.** - Understand the history of the lodging industry and identify future trends that will affect it.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 17.00**      **Understand the issues related to managing a diverse workforce in the global hotel industry.** - Understand the issues related to managing a diverse workforce in the global hotel industry.

### HOS 2310 - Fundamentals of Tourism

**CLO 07.00**      **Organizations in the Distribution Process** - Organizations in the Distribution Process - Become familiar with tourism distribution system organizations and their functions. Understand the role of travel agents and their role in the distribution system. Consider the impact of the Internet on the distribution system. Examine the role of the tour wholesaler. Recognize that travel suppliers can use a combination of all channels of distribution.

**CLO 10.00**      **Cultural and International Tourism for Life's Enrichment** - Cultural and International Tourism for Life's Enrichment - Recognize that travel experiences are the best way to learn about other cultures. Identify the cultural factors in tourism. Appreciate the rewards of participation in life-seeing tourism. Become aware of the most effective promotional measures involving an area's cultural resources. Realize the importance of cultural attractions to any area promoting itself as a tourist destination. Evaluate the contributions that international tourism can make toward world peace.

**CLO 11.00**      **Sociology of Tourism** - Sociology of Tourism - Appreciate the inordinate social impact, which travel experiences have on the individual, the family or group, and society as a whole, especially the host society. Recognize that a country's indigenous population may resent the presence of visitors, especially in large numbers. Also, recognize that the influence of these visitors may be considered detrimental – both socially and economically. Discover that travel patterns change with changing life characteristics and social class. Become familiar with the concept of social tourism and its importance in various countries. Perceive that there are four extremes relating to the travel behavior preferences of international tourists.

**CLO 13.00**      **Measuring and Forecasting Demand** - Measuring and Forecasting Demand - Understand the concept of demand and its application and importance in tourism development planning. Understand the factors determining the magnitude and fluctuations of demand. Become able to apply various methods to measure and forecast demand.

**CLO 14.00**      **Tourism's Economic Impact** - Tourism's Economic Impact - Know the economic generators and impact of tourism. Perceive the economic importance of tourism in various regions of the world. Know about tourism satellite accounts. Understand multipliers. Know about balance of payments. Comprehend elasticity and inelasticity.

**CLO 20.00**      **Tourism's Future** - Tourism's Future - Examine forecasts concerning the growth of international tourism. Identify the major global forces that are shaping tourism and the tourists of tomorrow. Understand the impacts, both positive and negative, that these forces are likely to have on tourism markets and on the ability of destinations to respond to the demands of these markets.

### HOS 2311 - Hospitality Marketing and Sales

**CLO 06.00**      **Internal Marketing and Sales** - Internal Marketing and Sales - Describe internal marketing and employee empowerment. Define "internal sales" and describe the general manager's role in internal sales. Summarize the role of employees in internal sales and discuss relationship selling, employee training, how employees can apply sales skills, and employee sales incentive programs. Explain how internal merchandising works in guest-contact and back-of-the-house areas. Describe how special services and in-house promotions can be used for internal marketing and sales efforts.

### HOS 2312 - Hospitality Facilities

**CLO 16.00**      **Describe the hotel development process and explain how the various elements of a hotel are planned and designed.** - Describe the hotel development process and explain how the various elements of a hotel are planned and designed.

### HOS 2313 - Food and Beverage Management

**CLO 14.00**      **Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.** - Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.

### HOS 2314 - Resort Management

**CLO 15.00**      **Understand the issues related to managing a diverse workforce in the global hotel industry.** - Understand the issues related to managing a diverse workforce in the global hotel industry.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>HOS 2330 - Food Production for Hospitality</b>
<b>CLO 01.00 • Define, describe, demonstrate and practice professionalism and sanitation. - •</b> Define, describe, demonstrate and practice professionalism and sanitation.
<b>CLO 02.00 • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism. - •</b> Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.

## Learning/Co-Curricular Outcome: PLO 12 Professional standards and codes of conduct

Demonstrate knowledge of personal skills, including accepted professional standards and codes of conduct. Apply culinary and hospitality terminology.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

<b>Direct - Comprehensive Exam - HOS 2304 Dining Room Operations - Chapter 1 Quiz (Active)</b>
<b>Assessment Goal/Threshold:</b> 70 % or Higher
<b>How will data be reviewed?:</b> Correctness of Multiple Choice Answers

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 4 out the 4 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 student failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 4 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 4 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 4

**# of Traditional Students Who Successfully Completed Assessment:** 4

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 5 of 5 learners scored above the 70% Threshold with an average score of 100% Which is an increase of 4.6% over the past semester.

**Analysis of Results:** Students test scores were higher than their assignment scores. Assignments helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students

# Program - Hospitality Management (AAS)

on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 5

**# of Traditional Students Who Successfully Completed Assessment:** 5

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2304 - 1 PLO 12.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to monitor for score consistency (12/06/2020)

**Direct - Online Discussion Analysis** - HOS 1301 Introduction to Hospitality - Discussion - Our Public Face (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Assessed using a discussion rubric

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 29 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 4 students failed to meet the 70% threshold and 4 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 29 students scored above 80% and 4 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 29 students scored above 90% and 4 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 11

**# of Traditional Students Who Successfully Completed Assessment:** 10

**# of Online Students Assessed:** 27

**# of Online Students Who Successfully Completed Assessment:** 19

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Direct - Case Study** - HOS 1301 Introduction to Hospitality - Case Study - Lack of Communication (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Assessed using a case study rubric for correctness of information

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 29 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 4 students failed to meet the 70% threshold and 4 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 29 students scored above 80% and 4 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 29 students scored above 90% and 4 scored below the threshold.

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**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the learning process and attainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 11

**# of Traditional Students Who Successfully Completed Assessment:** 10

**# of Online Students Assessed:** 27

**# of Online Students Who Successfully Completed Assessment:** 19

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 44 out the 48 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 4 students failed to achieve the 70% Threshold, all students completed the case study with an overall increase in scores from the spring semester.

**Analysis of Results:** Students test scores were higher than their assignment scores. It is felt that the assignments help with the learning process and attainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 14

**# of Traditional Students Who Successfully Completed Assessment:** 13

**# of Online Students Assessed:** 34

**# of Online Students Who Successfully Completed Assessment:** 31

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 1301 - 01 PLO 12.pdf](#)

[HOS 1301 - 61 PLO 12.pdf](#)

[HOS 1301 - 62 PLO 12.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to monitor for score increases and consistency (12/06/2020)

**Direct - Comprehensive Exam -** HOS 1301 Introduction to Hospitality Chapter 14 Leadership and Management quiz and LWI Corporate Quiz (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Correctness of Multiple Choice Answers

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 29 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 4 students failed to meet the 70% threshold and 4 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 29 students scored above 80% and 4 scoring below the threshold. When examined at the 90% and higher threshold results were as follows: 29 students scored above 90% and 4 scored below the threshold.

**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the



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learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 11

**# of Traditional Students Who Successfully Completed Assessment:** 10

**# of Online Students Assessed:** 27

**# of Online Students Who Successfully Completed Assessment:** 19

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 44 out the 48 students enrolled in the course scoured a 70% or higher on the test related to this learning objective, 4 students failed to achieve the 70% Threshold, all students completed the case study with an overall increase in scores from the spring semester.

**Analysis of Results:** Students test scores where higher than their assignment scores. it is felt that the assignments help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 14

**# of Traditional Students Who Successfully Completed Assessment:** 13

**# of Online Students Assessed:** 34

**# of Online Students Who Successfully Completed Assessment:** 31

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 1301 - 01 PLO 12.pdf](#)

[HOS 1301 - 61 PLO 12.pdf](#)

[HOS 1301 - 62 PLO 12.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to monitor for score increases and consistency (12/06/2020)

**Direct - Comprehensive Exam** - HOS 1302 - Product ID - TEST 4 over Chapters 7 & 8, Week 13 (Active)

**Assessment Goal/Threshold:** Assessed for Correctness of Multiple choice answers

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 28 out the 28 students enrolled in the course scored a 70% or higher on the test related to this learning objective. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 28 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 28 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 23

**# of Traditional Students Who Successfully Completed Assessment:** 23

**# of Online Students Assessed:** 5

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# of Online Students Who Successfully Completed Assessment: 5  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: - Three sections of the course was offered, 1 section of traditional Face to Face with a total of 4 students and 2 online sections with a total 15 students. Results for the Face to face course: 3 of the 4 students achieved 70 % or higher with an average score of 80.2% . Only 75% of the students achieve competency in the Face to Face sections. Results for the Online Course: 14 of the 15 students achieved 70% or higher with an average score of 88.4% with 93.3% of the students achieving competency.

**Analysis of Results:** Over all the scores and assignment completion were higher for the online course with more students completing the assignment tied to assessment, therefore providing a better picture of student learning

# of Traditional Students Assessed: 4  
# of Traditional Students Who Successfully Completed Assessment: 3  
# of Online Students Assessed: 15  
# of Online Students Who Successfully Completed Assessment: 14  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 1302 - 61 PLO 12.pdf](#)

[HOS 1302 - 62 PLO 12.pdf](#)

[HOS 1302 - 01 PLO 12.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to monitor for score increases and consistency (12/06/2020)

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced, 2 - Reinforced, 3 - Assessed)

**HOS 1302** - Product ID and Quantity Food Purchasing - (2 - Reinforced, 3 - Assessed)

**HOS 2301** - Menu Design and Strategy - (2 - Reinforced)

**HOS 2302** - The Restaurant Industry - (2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (2 - Reinforced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced, 3 - Assessed)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (2 - Reinforced)

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HOS 2310 - Fundamentals of Tourism - (2 - Reinforced)

HOS 2311 - Hospitality Marketing and Sales - (2 - Reinforced)

HOS 2312 - Hospitality Facilities - (2 - Reinforced)

HOS 2313 - Food and Beverage Management - (2 - Reinforced)

HOS 2314 - Resort Management - (2 - Reinforced)

HOS 2315 - Food and Wine Pairing - (2 - Reinforced)

HOS 2319 - Professional Mixology - (2 - Reinforced)

HOS 2330 - Food Production for Hospitality - (2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared vision

**CCLO #2 - Inclusiveness** - Promote cultural diversity within our community

**CCLO #4 - Mindfulness** - Identify effective self-care strategies to foster healthy, mind, body, and spirit. (Purpose, Reflection, Awareness, Personal Fulfillment)

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

HOS 1301 - Introduction to Hospitality

**CLO 73.00** Identify the characteristics and practices of leaders. - Identify the characteristics and practices of leaders.

**CLO 78.00** Discuss ethics in hospitality. - Discuss ethics in hospitality.

**CLO 96.00** Define control. - Define control.

**CLO 97.00** Give reasons why control is important. - Give reasons why control is important.

**CLO 101.00** Explain the important financial controls. - Explain the important financial controls.

**CLO 102.00** Describe the qualities of an effective control system. - Describe the qualities of an effective control system.

HOS 1302 - Product ID and Quantity Food Purchasing

**CLO 06.00** Discuss legal and ethical considerations of purchasing. - Discuss legal and ethical considerations of purchasing.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 07.00</b>	<b>Explain regulations for inspecting and grading of meats, poultry, seafood, eggs, dairy products, fruits and vegetables.</b> - Explain regulations for inspecting and grading of meats, poultry, seafood, eggs, dairy products, fruits and vegetables.
<b>CLO 08.00</b>	<b>Outline yield and quality grades and National Association of Meat Purveyors (NAMP) specifications for meats.</b> - Outline yield and quality grades and National Association of Meat Purveyors (NAMP) specifications for meats.
<b>HOS 2301 - Menu Design and Strategy</b>	
<b>CLO 03.00</b>	<b>Create menu item descriptions following established truth-in-menu guidelines</b> - Create menu item descriptions following established truth-in-menu guidelines
<b>HOS 2302 - The Restaurant Industry</b>	
<b>CLO 01.00</b>	<b>Discuss and describe the dynamic of leadership in the Hospitality and Restaurant Industry.</b> - Discuss and describe the dynamic of leadership in the Hospitality and Restaurant Industry.
<b>CLO 04.00</b>	<b>Describe process of management through effective communication skills.</b> - Describe process of management through effective communication skills.
<b>CLO 07.00</b>	<b>Describe the procedure for terminating employees.</b> - Describe the procedure for terminating employees.
<b>CLO 08.00</b>	<b>List the steps for managing and conducting involuntary terminations.</b> - List the steps for managing and conducting involuntary terminations.
<b>CLO 09.00</b>	<b>Discuss and describe employee motivation and development.</b> - Discuss and describe employee motivation and development.
<b>CLO 10.00</b>	<b>Discuss and describe scheduling practices.</b> - Discuss and describe scheduling practices.
<b>CLO 11.00</b>	<b>Discuss and describe teamwork in the foodservice and hospitality workplace.</b> - Discuss and describe teamwork in the foodservice and hospitality workplace.
<b>CLO 12.00</b>	<b>Discuss and describe the importance of problem solving and how to develop a problem-solving model.</b> - Discuss and describe the importance of problem solving and how to develop a problem-solving model.
<b>CLO 14.00</b>	<b>Describe ways to build a welcoming work environment and encourage diversity.</b> - Describe ways to build a welcoming work environment and encourage diversity.
<b>CLO 15.00</b>	<b>Explain the role of job descriptions and specifications.</b> - Explain the role of job descriptions and specifications.
<b>CLO 16.00</b>	<b>Define job descriptions.</b> - Define job descriptions.
<b>CLO 17.00</b>	<b>Discuss and describe the recruiting process and methods of finding and recruiting new employees.</b> - Discuss and describe the recruiting process and methods of finding and recruiting new employees.
<b>CLO 18.00</b>	<b>Outline the process for screening potential employees.</b> - Outline the process for screening potential employees.
<b>CLO 19.00</b>	<b>Discuss the tools and techniques used for screening potential employees and how to avoid illegal discrimination in screening.</b> - Discuss the tools and techniques used for screening potential employees and how to avoid illegal discrimination in screening.
<b>CLO 21.00</b>	<b>Describe the process of hiring and orienting new employees.</b> - Describe the process of hiring and orienting new employees.
<b>CLO 22.00</b>	<b>Describe procedures of new employee orientation.</b> - Describe procedures of new employee orientation.
<b>CLO 23.00</b>	<b>Compare and contrast training methods.</b> - Compare and contrast training methods.
<b>CLO 25.00</b>	<b>Outline the supervisor's role in decision-making, problem solving and delegation of duties.</b> - Outline the supervisor's role in decision-making, problem solving and delegation of duties.
<b>CLO 26.00</b>	<b>Analyze types and methods of employee evaluation.</b> - Analyze types and methods of employee evaluation.
<b>CLO 27.00</b>	<b>Analyze motivational techniques/problems. Discuss procedures for attitudinal changes</b> - Analyze motivational techniques/problems. Discuss procedures for attitudinal changes

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 28.00</b>	<b>Describe necessity of change and ways of implementing change with the least employee resistance. -</b> Describe necessity of change and ways of implementing change with the least employee resistance.
<b>CLO 30.00</b>	<b>Discuss time management and other organizational management techniques. -</b> Discuss time management and other organizational management techniques.
<b>CLO 31.00</b>	<b>Discuss the various ways to ensure a lawful workplace. -</b> Discuss the various ways to ensure a lawful workplace.
<b>CLO 32.00</b>	<b>Evaluate methods of conflict resolution and grievance procedures (union /non-union). -</b> Evaluate methods of conflict resolution and grievance procedures (union /non-union).
<b>CLO 33.00</b>	<b>Identify reasons for disciplinary problems and discuss the supervisor's role in handling them. -</b> Identify reasons for disciplinary problems and discuss the supervisor's role in handling them.
<b>CLO 34.00</b>	<b>Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation). -</b> Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).
<b>HOS 2304 - Dining Room Operations</b>	
<b>CLO 02.00</b>	<b>Outline the skills and behaviors common to professional servers -</b> Outline the skills and behaviors common to professional servers
<b>CLO 03.00</b>	<b>Explain the steps in resolving customer complaints in a way that promotes guest satisfaction -</b> Explain the steps in resolving customer complaints in a way that promotes guest satisfaction
<b>CLO 05.00</b>	<b>Describe proper meal service and clearing for banquets, buffets, and other types of service -</b> Describe proper meal service and clearing for banquets, buffets, and other types of service
<b>CLO 07.00</b>	<b>Describe the traditional hierarchy of a service staff -</b> Describe the traditional hierarchy of a service staff
<b>CLO 09.00</b>	<b>Describe receiving correct payment from customers based on accurate guest checks -</b> Describe receiving correct payment from customers based on accurate guest checks
<b>CLO 10.00</b>	<b>Outline correct legal and ethical procedures for serving alcoholic beverages -</b> Outline correct legal and ethical procedures for serving alcoholic beverages
<b>CLO 11.00</b>	<b>Explain how motivating and training servers helps an operation deliver excellent customer service -</b> Explain how motivating and training servers helps an operation deliver excellent customer service
<b>HOS 2306 - Practicum</b>	
<b>CLO 05.00</b>	<b>Become aware of the professional conditions, standards, and expectations within the hospitality community. -</b> Become aware of the professional conditions, standards, and expectations within the hospitality community.
<b>CLO 07.00</b>	<b>Understand how to market and sell oneself to industry professionals. -</b> Understand how to market and sell oneself to industry professionals.
<b>CLO 08.00</b>	<b>Think of oneself as a future manager and incorporate the functions of management into one's daily life and activities. -</b> Think of oneself as a future manager and incorporate the functions of management into one's daily life and activities.
<b>CLO 10.00</b>	<b>Develop effective problem-solving skills in the hospitality industry -</b> Develop effective problem-solving skills in the hospitality industry
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 04.00</b>	<b>Understand common lodging terms, and how they are used in the hotel industry. -</b> Understand common lodging terms, and how they are used in the hotel industry.
<b>CLO 06.00</b>	<b>Understand the role and responsibilities of a General Manager in a hotel. -</b> Understand the role and responsibilities of a General Manager in a hotel.
<b>CLO 07.00</b>	<b>Understand the role and responsibilities of the human resource department. -</b> Understand the role and responsibilities of the human resource department.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 08.00</b>	<b>Understand the role of revenue management practices in operating a hotel.</b> - Understand the role of revenue management practices in operating a hotel.
<b>CLO 09.00</b>	<b>Understand the role and responsibilities of the sales and marketing department.</b> - Understand the role and responsibilities of the sales and marketing department.
<b>CLO 10.00</b>	<b>Understand the role and responsibilities of the front office in a hotel.</b> - Understand the role and responsibilities of the front office in a hotel.
<b>CLO 13.00</b>	<b>Understand the key components of managing the food and beverage departments (kitchen, banquets, room service, restaurant and bar).</b> - Understand the key components of managing the food and beverage departments (kitchen, banquets, room service, restaurant and bar).
<b>HOS 2310 - Fundamentals of Tourism</b>	
<b>CLO 15.00</b>	<b>Tourism Policy: Structure, Content, and Process</b> - Tourism Policy: Structure, Content, and Process - Demonstrate the critical importance of tourism policy to the competitiveness and sustainability of a tourism destination. Outline the structure and content of a typical policy framework for a tourism destination. Describe a process for the formulation of a destination tourism policy. Understand the need for a destination crisis management policy.
<b>CLO 16.00</b>	<b>Tourism Planning, Development, and Social Considerations</b> - Tourism Planning, Development, and Social Considerations - Identify the factors that determine the success of a tourism destination. Relate tourism planning to tourism policy. Discover what the goals of tourism development should be. Recognize that some serious barriers to tourism development must be overcome if a desired growth is to occur. Learn the political and economic aspects of development including those related to developing countries. Appreciate the importance of architectural design and concern for heritage preservation, local handicrafts, and use of indigenous materials in creating tourist facilities.
<b>HOS 2311 - Hospitality Marketing and Sales</b>	
<b>CLO 03.00</b>	<b>Managing the Marketing and Sales Office</b> - Managing the Marketing and Sales Office - Identify the duties and responsibilities of positions typically found in a hotel marketing and sales office. Describe how a sales office is organized, identify characteristics of successful sales people that managers should be aware of when building an effective sales team, and describe techniques managers use to recruit, hire, train, manage, and evaluate salespeople. Explain how salespeople are compensated and describe supplemental sales staff. List and describe typical sales meetings and identify the types and uses of records and forms, file systems, and reports used in the marketing and sales office. Describe how automation is used in a marketing and sales office and summarize how the efficiency of the office can be evaluated.
<b>CLO 05.00</b>	<b>Telephone Sales</b> - Telephone Sales - Describe the basics of effective telephone communication in relation to hospitality marketing and sales. Identify various types of outgoing telephone calls related to the marketing and sales function. Describe the steps involved in making a telephone appointment call, and describe sales calls, promotional calls, service calls, and public relations calls. Identify various types of incoming telephone calls related to the marketing and sales function and describe how hotels handle them. Describe telephone sales blitzes and telemarketing operations.
<b>CLO 06.00</b>	<b>Internal Marketing and Sales</b> - Internal Marketing and Sales - Describe internal marketing and employee empowerment. Define "internal sales" and describe the general manager's role in internal sales. Summarize the role of employees in internal sales and discuss relationship selling, employee training, how employees can apply sales skills, and employee sales incentive programs. Explain how internal merchandising works in guest-contact and back-of-the-house areas. Describe how special services and in-house promotions can be used for internal marketing and sales efforts.
<b>HOS 2312 - Hospitality Facilities</b>	
<b>CLO 05.00</b>	<b>Describe sustainability and its role in the overall business strategy of a hospitality operation.</b> - Describe sustainability and its role in the overall business strategy of a hospitality operation.
<b>CLO 07.00</b>	<b>Identify critical elements of fire prevention, fire detection, and fire notification; and identify components of fire suppression and fire control devices and systems.</b> - Identify critical elements of fire prevention, fire detection, and fire notification; and identify components of fire suppression and fire control devices and systems.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>HOS 2313 - Food and Beverage Management</b>	
<b>CLO 02.00</b>	<b>Describe the three levels of management and identify the various production and service positions in a food and beverage operation.</b> - Describe the three levels of management and identify the various production and service positions in a food and beverage operation.
<b>CLO 04.00</b>	<b>Describe the steps involved in the management process and describe a manager's interactions with primary and secondary groups.</b> - Describe the steps involved in the management process and describe a manager's interactions with primary and secondary groups.
<b>CLO 11.00</b>	<b>Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.</b> - Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.
<b>CLO 12.00</b>	<b>Identify the major functions and basic principles of food production.</b> - Identify the major functions and basic principles of food production.
<b>HOS 2314 - Resort Management</b>	
<b>CLO 07.00</b>	<b>Understand the role of revenue management practices in operating a resort.</b> - Understand the role of revenue management practices in operating a resort.
<b>CLO 08.00</b>	<b>Understand the role and responsibilities of the sales and marketing department.</b> - Understand the role and responsibilities of the sales and marketing department.
<b>CLO 09.00</b>	<b>Understand the role and responsibilities of the front office in a resort.</b> - Understand the role and responsibilities of the front office in a resort.
<b>CLO 14.00</b>	<b>Have a full understanding of hotel security and risk management issues related to the industry.</b> - Have a full understanding of hotel security and risk management issues related to the industry.
<b>HOS 2330 - Food Production for Hospitality</b>	
<b>CLO 01.00</b>	<b>Define, describe, demonstrate and practice professionalism and sanitation.</b> - • Define, describe, demonstrate and practice professionalism and sanitation.
<b>CLO 02.00</b>	<b>Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.</b> - • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.
<b>CLO 03.00</b>	<b>Explain the organization of classic and modern kitchen brigades.</b> - Explain the organization of classic and modern kitchen brigades.
<b>CLO 05.00</b>	<b>Define culinary terminology.</b> - Define culinary terminology.
<b>CLO 06.00</b>	<b>Describe/Discuss good personal hygiene and health habits in a laboratory setting.</b> - Describe/Discuss good personal hygiene and health habits in a laboratory setting.
<b>CLO 07.00</b>	<b>Describe/Discuss acceptable procedures when preparing potentially hazardous foods to include time/temperature principles.</b> - Describe/Discuss acceptable procedures when preparing potentially hazardous foods to include time/temperature principles.

## Learning/Co-Curricular Outcome: PLO 13 Management Process

Describe the Management Process and explain the distinction between Management and Leadership.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Case Study** - HOS 2309 Lodging Operations - Chapter 4 Real World Challenges Case Study (Active)

**Assessment Goal/Threshold:** 70% or Higher

# Program - Hospitality Management (AAS)

**How will data be reviewed?:** Using a Case study Rubric to assess both appropriateness of answers and communication

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Not Met

Spring 2021 - 7 out the 14 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. it is felt that the assignments may help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 14

**# of Online Students Who Successfully Completed Assessment:** 7

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Direct - Individual Class Project - HOS 2309 - Lodging Operations - Your Opinion Counts Chapter 4 - 5 Essay Questions**  
(Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Using Online rubric assessing appropriateness of answers based on information provided in text and other sources

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Not Met

Spring 2021 - 7 out the 14 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. it is felt that the assignments may help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 14

**# of Online Students Who Successfully Completed Assessment:** 7

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Direct - Comprehensive Exam - HOS 2309 Lodging Operations - Chapter 4 Quiz** (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Scoured using Correct Multiple Choice Answers

## Results

**Reporting Period:** 2020 - 2021

05/11/2021



# Program - Hospitality Management (AAS)

**Conclusion:** Assessment Goal/Threshold Not Met

Spring 2021 - 7 out the 14 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. it is felt that the assignments may help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 14

**# of Online Students Who Successfully Completed Assessment:** 7

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Direct - Case Study - HOS 1301 Introduction to Hospitality - Case Study - Lack of Communication (Active)**

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Assessed using a case study rubric for correctness of information

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 29 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 4 students failed to meet the 70% threshold and 4 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 29 students scored above 80% and 4 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 29 students scored above 90% and 4 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 11

**# of Traditional Students Who Successfully Completed Assessment:** 10

**# of Online Students Assessed:** 27

**# of Online Students Who Successfully Completed Assessment:** 19

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 44 out the 48 students enrolled in the course scoured a 70% or higher on the test related to this learning objective, 4 students failed to achieve the 70% Threshold, all students completed the case study with an overall increase in scores from the spring semester.

**Analysis of Results:** Students test scores where higher than their assignment scores. it is felt that the assignments help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

# Program - Hospitality Management (AAS)

# of Traditional Students Assessed: 14  
# of Traditional Students Who Successfully Completed Assessment: 13  
# of Online Students Assessed: 34  
# of Online Students Who Successfully Completed Assessment: 31  
# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

## Related Documents:

[HOS 1301 - 01 PLO 13.pdf](#)

[HOS 1301 - 61 PLO 13.pdf](#)

[HOS 1301 - 62 PLO 13.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to monitor for score increases and consistency (12/06/2020)

**Direct - Comprehensive Exam** - HOS 1301 Introduction to Hospitality Chapter 14 Leadership and Management quiz and LWI Corporate Quiz (Active)

**Assessment Goal/Threshold:** 70% or higher

**How will data be reviewed?:** Correctness of Multiple Choice Answers

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 29 out the 38 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 4 students failed to meet the 70% threshold and 4 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 29 students scored above 80% and 4 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 29 students scored above 90% and 4 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

# of Traditional Students Assessed: 11

# of Traditional Students Who Successfully Completed Assessment: 10

# of Online Students Assessed: 27

# of Online Students Who Successfully Completed Assessment: 19

# of Hybrid Students Assessed: 0

# of Hybrid Students Who Successfully Completed Assessment: 0

# of Concurrent Students Assessed: 0

# of Concurrent Students Who Successfully Completed Assessment: 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome

(05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 44 out the 48 students enrolled in the course scoured a 70% or higher on the test related to this learning objective, 4 students failed to achieve the 70% Threshold, all students completed the case study with an overall increase in scores from the spring semester.

**Analysis of Results:** Students test scores where higher than their assignment scores. it is felt that the assignments help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

# of Traditional Students Assessed: 14

# Program - Hospitality Management (AAS)

# of Traditional Students Who Successfully Completed Assessment: 13

# of Online Students Assessed: 34

# of Online Students Who Successfully Completed Assessment: 31

# of Hybrid Students Assessed: 0

# of Hybrid Students Who Successfully Completed Assessment: 0

# of Concurrent Students Assessed: 0

# of Concurrent Students Who Successfully Completed Assessment: 0

Related Documents:

[HOS 1301 - 01 PLO 13.pdf](#)

[HOS 1301 - 61 PLO 13.pdf](#)

[HOS 1301 - 62 PLO 13.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to monitor for score increases and consistency (12/06/2020)

## *Related Courses*

**HOS 1301** - Introduction to Hospitality - (3 - Assessed)

**HOS 1302** - Product ID and Quantity Food Purchasing - (1 - Introduced, 2 - Reinforced)

**HOS 2301** - Menu Design and Strategy - (1 - Introduced)

**HOS 2302** - The Restaurant Industry - (2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (1 - Introduced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced)

**HOS 2306** - Practicum - (2 - Reinforced)

**HOS 2309** - Lodging Operations - (3 - Assessed)

**HOS 2310** - Fundamentals of Tourism - (2 - Reinforced)

**HOS 2312** - Hospitality Facilities - (2 - Reinforced)

**HOS 2313** - Food and Beverage Management - (1 - Introduced, 2 - Reinforced)

**HOS 2314** - Resort Management - (1 - Introduced, 2 - Reinforced)

**HOS 2315** - Food and Wine Pairing - (1 - Introduced)

**HOS 2319** - Professional Mixology - (2 - Reinforced)

**HOS 2330** - Food Production for Hospitality - (2 - Reinforced)

## *Related Items*

UA-PTC Co-Curricular Outcomes

**CCLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared

# Program - Hospitality Management (AAS)

vision
<b>CLO #2 - Inclusiveness</b> - Promote cultural diversity within our community
UA-PTC Institutional Learning Outcomes
<b>ILO 1: Information Literacy</b> - Analyze information from credible sources
<b>ILO 3: Communication</b> - Communicate effectively with diverse audiences in multiple contexts
<b>ILO 4: Critical Thinking</b> - Apply critical thinking skills to achieve a desired goal
<b>ILO 7: Professionalism</b> - Demonstrate career readiness skills

## Related Course Outcomes

<b>HOS 1301 - Introduction to Hospitality</b>	
<b>CLO 73.00</b>	<b>Identify the characteristics and practices of leaders.</b> - Identify the characteristics and practices of leaders.
<b>CLO 74.00</b>	<b>Define leadership.</b> - Define leadership.
<b>CLO 75.00</b>	<b>Identify the characteristics of management.</b> - Identify the characteristics of management.
<b>CLO 76.00</b>	<b>Define management</b> - Define management
<b>CLO 77.00</b>	<b>Differentiate between leadership and management.</b> - Differentiate between leadership and management.
<b>CLO 78.00</b>	<b>Discuss ethics in hospitality.</b> - Discuss ethics in hospitality.
<b>CLO 79.00</b>	<b>Describe the importance of planning.</b> - Describe the importance of planning.
<b>CLO 80.00</b>	<b>Discuss the merits of the different types of planning.</b> - Discuss the merits of the different types of planning.
<b>CLO 81.00</b>	<b>Explain how goals are set and strategies are developed and give examples.</b> - Explain how goals are set and strategies are developed and give examples.
<b>CLO 82.00</b>	<b>Identify the seven steps in operational planning.</b> - Identify the seven steps in operational planning.
<b>CLO 83.00</b>	<b>Describe organizational structure and organizational design</b> - Describe organizational structure and organizational design
<b>CLO 84.00</b>	<b>Explain why structure and design are important to an organization</b> - Explain why structure and design are important to an organization
<b>CLO 85.00</b>	<b>Identify key factors that should be considered in choosing an organizational design structure, including team-based structures.</b> - Identify key factors that should be considered in choosing an organizational design structure, including team-based structures.
<b>CLO 86.00</b>	<b>Describe matrix structures, project structures, independent business units, and boundaryless organizations</b> - Describe matrix structures, project structures, independent business units, and boundaryless organizations
<b>CLO 87.00</b>	<b>Explain team-based structures and why organizations use them.</b> - Explain team-based structures and why organizations use them.
<b>CLO 88.00</b>	<b>Define communication</b> - Define communication
<b>CLO 89.00</b>	<b>List barriers to effective interpersonal communication and how to overcome them</b> - List barriers to effective interpersonal communication and how to overcome them
<b>CLO 90.00</b>	<b>Differentiate between formal and informal communication</b> - Differentiate between formal and informal communication
<b>CLO 91.00</b>	<b>Explain communication flows and networks</b> - Explain communication flows and networks
<b>CLO 92.00</b>	<b>Outline the eight steps in the decision-making process</b> - Outline the eight steps in the decision-making process
<b>CLO 93.00</b>	<b>Know the difference between rational, bounded rational, and intuitive decisions</b> - Know the difference between rational, bounded rational, and intuitive decisions
<b>CLO 94.00</b>	<b>Identify situations in which programmed decision is a better solution than a non-programmed decision</b> - Identify situations in which programmed decision is a better solution than a non-programmed decision

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>HOS 2302 - The Restaurant Industry</b>	
<b>CLO 03.00</b>	<b>Communicate effectively as a leader and a manager.</b> - Communicate effectively as a leader and a manager.
<b>CLO 04.00</b>	<b>Describe process of management through effective communication skills.</b> - Describe process of management through effective communication skills.
<b>CLO 05.00</b>	<b>Define, discuss, and describe the management of employee compensation.</b> - Define, discuss, and describe the management of employee compensation.
<b>CLO 06.00</b>	<b>Define, discuss, and describe the management of voluntary and involuntary termination.</b> - Define, discuss, and describe the management of voluntary and involuntary termination.
<b>CLO 24.00</b>	<b>Summarize leadership styles and analyze when each is most appropriate.</b> - Summarize leadership styles and analyze when each is most appropriate.
<b>CLO 25.00</b>	<b>Outline the supervisor's role in decision-making, problem solving and delegation of duties.</b> - Outline the supervisor's role in decision-making, problem solving and delegation of duties.
<b>HOS 2304 - Dining Room Operations</b>	
<b>CLO 11.00</b>	<b>Explain how motivating and training servers helps an operation deliver excellent customer service</b> - Explain how motivating and training servers helps an operation deliver excellent customer service
<b>CLO 12.00</b>	<b>Describe management functions necessary to a successful operation</b> - Describe management functions necessary to a successful operation
<b>HOS 2306 - Practicum</b>	
<b>CLO 05.00</b>	<b>Become aware of the professional conditions, standards, and expectations within the hospitality community.</b> - Become aware of the professional conditions, standards, and expectations within the hospitality community.
<b>CLO 08.00</b>	<b>Think of oneself as a future manager and incorporate the functions of management into one's daily life and activities.</b> - Think of oneself as a future manager and incorporate the functions of management into one's daily life and activities.
<b>HOS 2309 - Lodging Operations</b>	
<b>CLO 05.00</b>	<b>Describe the basic organizational structure of a hotel.</b> - Describe the basic organizational structure of a hotel.
<b>CLO 06.00</b>	<b>Understand the role and responsibilities of a General Manager in a hotel.</b> - Understand the role and responsibilities of a General Manager in a hotel.
<b>CLO 07.00</b>	<b>Understand the role and responsibilities of the human resource department.</b> - Understand the role and responsibilities of the human resource department.
<b>CLO 08.00</b>	<b>Understand the role of revenue management practices in operating a hotel.</b> - Understand the role of revenue management practices in operating a hotel.
<b>CLO 09.00</b>	<b>Understand the role and responsibilities of the sales and marketing department.</b> - Understand the role and responsibilities of the sales and marketing department.
<b>CLO 10.00</b>	<b>Understand the role and responsibilities of the front office in a hotel.</b> - Understand the role and responsibilities of the front office in a hotel.
<b>CLO 13.00</b>	<b>Understand the key components of managing the food and beverage departments (kitchen, banquets, room service, restaurant and bar).</b> - Understand the key components of managing the food and beverage departments (kitchen, banquets, room service, restaurant and bar).
<b>HOS 2311 - Hospitality Marketing and Sales</b>	
<b>CLO 01.00</b>	<b>Introduction to Hospitality Marketing and Sales</b> - Introduction to Hospitality Marketing and Sales - Distinguish marketing from sales and describe the marketing mix. Explain management's role in marketing and sales. Summarize the importance of marketing and sales to hospitality companies and describe the challenge of hospitality marketing and sales. Identify trends that affect marketing and sales in the hospitality industry.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 03.00 Managing the Marketing and Sales Office** - Managing the Marketing and Sales Office - Identify the duties and responsibilities of positions typically found in a hotel marketing and sales office. Describe how a sales office is organized, identify characteristics of successful sales people that managers should be aware of when building an effective sales team, and describe techniques managers use to recruit, hire, train, manage, and evaluate salespeople. Explain how salespeople are compensated and describe supplemental sales staff. List and describe typical sales meetings and identify the types and uses of records and forms, file systems, and reports used in the marketing and sales office. Describe how automation is used in a marketing and sales office and summarize how the efficiency of the office can be evaluated.

### HOS 2313 - Food and Beverage Management

**CLO 02.00 Describe the three levels of management and identify the various production and service positions in a food and beverage operation.** - Describe the three levels of management and identify the various production and service positions in a food and beverage operation.

**CLO 03.00 Explain organization charts and the various organizational structures that can be found in food and beverage operations.** - Explain organization charts and the various organizational structures that can be found in food and beverage operations.

**CLO 04.00 Describe the steps involved in the management process and describe a manager's interactions with primary and secondary groups.** - Describe the steps involved in the management process and describe a manager's interactions with primary and secondary groups.

### HOS 2314 - Resort Management

**CLO 04.00 Describe the basic organizational structure of a resort.** - Describe the basic organizational structure of a resort.

**CLO 05.00 Understand the role and responsibilities of a General Manager in a resort.** - Understand the role and responsibilities of a General Manager in a resort.

### HOS 2330 - Food Production for Hospitality

**CLO 01.00 • Define, describe, demonstrate and practice professionalism and sanitation.** - • Define, describe, demonstrate and practice professionalism and sanitation.

**CLO 02.00 • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.** - • Discuss the development of the modern food service industry and name key historical figures responsible for developing food service professionalism.

**CLO 03.00 Explain the organization of classic and modern kitchen brigades.** - Explain the organization of classic and modern kitchen brigades.

**CLO 05.00 Define culinary terminology.** - Define culinary terminology.

## Learning/Co-Curricular Outcome: PLO 14 Experiential learning

Demonstrate how to incorporate experiential learning from course work and practicum to become a successful hospitality professional.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Internship** - Portfolio is Assessed via a multi-item rubric for evidence of Professionalism, and Experiential Learning using (Active)

**Assessment Goal/Threshold:** students will score 70% or better on each item of the multi-item rubric

**How will data be reviewed?:** multi-item rubric for evidence of Professionalism, and Experiential Learning using, then results discussed for improvement of portfolio produced

## Results

# Program - Hospitality Management (AAS)

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 3 out the 3 students enrolled in the course scored a 70% or higher on the test related to this learning objective. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 3 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 3 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved scores .

**# of Traditional Students Assessed:** 3

**# of Traditional Students Who Successfully Completed Assessment:** 3

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

## *Related Courses*

**HOS 2304** - Dining Room Operations - (2 - Reinforced)

**HOS 2306** - Practicum - (3 - Assessed)

## *Related Items*

UA-PTC Co-Curricular Outcomes

**CCLO #2 - Inclusiveness** - Promote cultural diversity within our community

**CCLO #5 - Lifelong & Global Learning** - Demonstrate and apply interdisciplinary connections; Cultivate spirit of creative thought and curiosity to achieve goals

UA-PTC Institutional Learning Outcomes

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 7: Professionalism** - Demonstrate career readiness skills

## *Related Course Outcomes*

**HOS 2306** - Practicum

**CLO 01.00** **Experience first-hand the business and professional world prior to graduation** - Experience first-hand the business and professional world prior to graduation

**CLO 02.00** **Apply classroom knowledge to actual situations** - Apply classroom knowledge to actual situations

**CLO 03.00** **Improve and expand skills in your career field.** - Improve and expand skills in your career field.

**CLO 04.00** **Develop clientele and job prospects** - Develop clientele and job prospects

**CLO 05.00** **Become aware of the professional conditions, standards, and expectations within the hospitality community.** - Become aware of the professional conditions, standards, and expectations within the hospitality community.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

<b>CLO 07.00</b>	<b>Understand how to market and sell oneself to industry professionals.</b> - Understand how to market and sell oneself to industry professionals.
<b>CLO 08.00</b>	<b>Think of oneself as a future manager and incorporate the functions of management into one's daily life and activities.</b> - Think of oneself as a future manager and incorporate the functions of management into one's daily life and activities.
<b>CLO 10.00</b>	<b>Develop effective problem-solving skills in the hospitality industry</b> - Develop effective problem-solving skills in the hospitality industry
<b>CLO 11.00</b>	<b>Demonstrate college-level demeanor both inside and outside the classroom.</b> - Demonstrate college-level demeanor both inside and outside the classroom.
<b>CLO 12.00</b>	<b>Understand the cultural diversity in the hospitality industry</b> - Understand the cultural diversity in the hospitality industry

## Learning/Co-Curricular Outcome: PLO 15 beverage operations - W1

Describe the function of beverage operations within the hospitality environment.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

<p><b>Direct - Individual Class Project</b> - HOS 2303 Professional Beverage Studies - Food and Wine Paring Activity. "Which Wine with Which Menu Item" (Active)</p> <p><b>Assessment Goal/Threshold:</b> 70% or Higher</p> <p><b>How will data be reviewed?:</b> Scored on holistic rubric assessing appropriateness of answers based on information provided in text and in class.</p>
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## Results

<p><b>Reporting Period:</b> 2020 - 2021</p> <p><b>Conclusion:</b> Assessment Goal/Threshold Met</p> <p>Spring 2021: 12 out the 12 students enrolled in the course scored a 70% or higher on the test related to this learning objective. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 12 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 12 students scored above 90% and 0 scored below the threshold.</p> <p><b>Analysis of Results:</b> Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .</p> <p><b># of Traditional Students Assessed:</b> 12</p> <p><b># of Traditional Students Who Successfully Completed Assessment:</b> 12</p> <p><b># of Online Students Assessed:</b> 0</p> <p><b># of Online Students Who Successfully Completed Assessment:</b> 0</p> <p><b># of Hybrid Students Assessed:</b> 0</p> <p><b># of Hybrid Students Who Successfully Completed Assessment:</b> 0</p> <p><b># of Concurrent Students Assessed:</b> 0</p> <p><b># of Concurrent Students Who Successfully Completed Assessment:</b> 0</p>	<p>05/11/2021</p>
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## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

<b>Reporting Period:</b> 2020 - 2021	12/06/2020
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# Program - Hospitality Management (AAS)

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: Three sections of the course was offered with a total of 17 students 16 which accounts for 94% of the students achieving 70 % or higher with an average score of 89.06% on the wine and food pairing activity.

**Analysis of Results:** Students in all three sections was able to complete the lab all scored above the 70% threshold therefore this Learning objective has been obtained by this cohort of students

**# of Traditional Students Assessed:** 17

**# of Traditional Students Who Successfully Completed Assessment:** 16

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2303 - 01 PLO 15.pdf](#)

[HOS 2303 - 02 PLO 15.pdf](#)

[HOS 2303 - 03 PLO 15.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** This objective has been met, continue to monitor future class for comparison (12/06/2020)

**Direct - Individual Class Project** - HOS 2315 Food and Wine Pairing - Using skills and knowledge developed in class, students will produce a menu for a themed, formal food and wine dinner with 6 courses. The menu will include courses with appetizer, poultry, fish, meat, dessert, and cheese. Students will select the appropriate wine to accompany each dish based on food and wine matching principles presented in the text and by the instructor.

(Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Scored on holistic rubric assessing appropriateness of answers based on information obtained through the text and in class.

**Direct - Comprehensive Exam** - HOS 2304 Dining Room Operations Chapter 2 (Active)

**Assessment Goal/Threshold:** 70% or Above

**How will data be reviewed?:** Correctness of Multiple Choice Answers

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 4 out the 4 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 student failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 4 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 4 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 4

**# of Traditional Students Who Successfully Completed Assessment:** 4

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

# Program - Hospitality Management (AAS)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 5 of 5 students scored above the 70% Threshold with an average score 96%. the results are consistent with previous semesters

**Analysis of Results:** Students test scores were higher than their assignment scores. it is felt that the assignments help with the learning process and attainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 5

**# of Traditional Students Who Successfully Completed Assessment:** 5

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2304 - 1 PLO 15.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** This objective has been met, continue to monitor future class for comparison (12/06/2020)

## *Related Courses*

**HOS 1301** - Introduction to Hospitality - (1 - Introduced)

**HOS 2301** - Menu Design and Strategy - (1 - Introduced, 2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (2 - Reinforced, 3 - Assessed)

**HOS 2304** - Dining Room Operations - (2 - Reinforced, 3 - Assessed)

**HOS 2313** - Food and Beverage Management - (1 - Introduced, 2 - Reinforced)

**HOS 2315** - Food and Wine Pairing - (2 - Reinforced, 3 - Assessed)

**HOS 2319** - Professional Mixology - (1 - Introduced, 2 - Reinforced)

## *Related Items*

UA-PTC Co-Curricular Outcomes

**CLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared vision

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

# Program - Hospitality Management (AAS)

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

### HOS 1301 - Introduction to Hospitality

**CLO 20.00 Describe the duties and responsibilities of a food and beverage director and other key department heads.** - Describe the duties and responsibilities of a food and beverage director and other key department heads.

**CLO 21.00 Describe a typical food and beverage director's day.** - Describe a typical food and beverage director's day.

**CLO 22.00 State the functions and responsibilities of the food and beverage departments** - State the functions and responsibilities of the food and beverage departments

**CLO 23.00 Perform computations using key food and beverage operating ratios.** - Perform computations using key food and beverage operating ratios.

**CLO 25.00 Suggest appropriate pairings of wine with food.** - Suggest appropriate pairings of wine with food.

**CLO 26.00 Identify the various types of beer.** - Identify the various types of beer.

**CLO 27.00 List the types of spirits and their main ingredients.** - List the types of spirits and their main ingredients.

**CLO 28.00 Explain a restaurant's liability in terms of serving alcoholic beverages.** - Explain a restaurant's liability in terms of serving alcoholic beverages.

### HOS 2301 - Menu Design and Strategy

**CLO 08.00 Evaluate the relationship of beverages to food.** - Evaluate the relationship of beverages to food.

### HOS 2303 - Professional Study of Beverage and Wine

**CLO 01.00 Know the key stage in grape growing and winemaking.** - Know the key stage in grape growing and winemaking.

**CLO 02.00 Know the types, characteristics and styles of wines made from the principal grape varieties and the other examples of wines.** - Know the types, characteristics and styles of wines made from the principal grape varieties and the other examples of wines.

### HOS 2304 - Dining Room Operations

**CLO 16.00 Demonstrate skill to serve and recommend alcoholic beverage and non-alcoholic beverages to guests based on informed knowledge of beverages** - Demonstrate skill to serve and recommend alcoholic beverage and non-alcoholic beverages to guests based on informed knowledge of beverages

**CLO 21.00 Demonstrate proper wine service** - Demonstrate proper wine service

### HOS 2313 - Food and Beverage Management

**CLO 11.00 Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.** - Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.

**CLO 14.00 Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.** - Identify and describe the types of service that food and beverage operations can provide and explain how to provide excellent guest service.

**CLO 15.00 Describe procedures for serving alcoholic beverages with care.** - Describe procedures for serving alcoholic beverages with care.

**CLO 16.00 Identify causes of and ways to prevent accidents and foodborne illnesses in food service operations.** - Identify causes of and ways to prevent accidents and foodborne illnesses in food service operations.

### HOS 2315 - Food and Wine Pairing

**CLO 07.00 Discover the philosophies and major wine-producing areas of American and Canadian wines** - Discover the philosophies and major wine-producing areas of American and Canadian wines

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 08.00 Discover the wine philosophies and major wine-producing areas of Chile, Argentina, Australia, New Zealand, and South Africa.** - Discover the wine philosophies and major wine-producing areas of Chile, Argentina, Australia, New Zealand, and South Africa.

**CLO 09.00 Discover the wine philosophies and major wine-producing areas of France and the notable wines that are produced in those areas.** - Discover the wine philosophies and major wine-producing areas of France and the notable wines that are produced in those areas.

**CLO 10.00 Discover the wine philosophies and major wine-producing areas of Italy, Germany and Spain** - Discover the wine philosophies and major wine-producing areas of Italy, Germany and Spain

**CLO 11.00 Distinguish between the different production methods and major styles of "other wines" (sparkling wines, fortified wines, and dessert wines).** - Distinguish between the different production methods and major styles of "other wines" (sparkling wines, fortified wines, and dessert wines).

**CLO 13.00 Demonstrate fundamental wine opening and serving techniques.** - Demonstrate fundamental wine opening and serving techniques.

**CLO 14.00 Comprehend different variables needed to arrange and compile an effective wine menu.** - Comprehend different variables needed to arrange and compile an effective wine menu.

**CLO 15.00 Acquire a comprehensive vocabulary of wine terminology.** - Acquire a comprehensive vocabulary of wine terminology.

### HOS 2319 - Professional Mixology

**CLO 03.00 The Spirits Industry - Understand the principal spirits categories, what makes them different, how to read their labels. Understand both the context in which they are made and some of the themes that link spirits together.** - The Spirits Industry - Understand the principal spirits categories, what makes them different, how to read their labels. Understand both the context in which they are made and some of the themes that link spirits together.

**CLO 12.00 Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients** - Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients

**CLO 13.00 Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails** - Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails

## Learning/Co-Curricular Outcome: PLO 16 Styles and characteristics of principal Wines, Spirits and Beers W2

Describe the styles and characteristics of principal Wines, Spirits and Beers of the world by providing key factors influencing style, quality and value.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Composition** - HOS 2313 Professional Beverage Studies - Students will complete a written assignment on the topic of site selection based on demographic data research. In this report, students will determine optimum site selection based on provided demographic metrics required for a proposed restaurant project.

(Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Scored online using a holistic rubric for written reports assessing appropriateness of answers based on information provided in text, research, and in class.

# Program - Hospitality Management (AAS)

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Inconclusive

Spring 2021 - 6 out the 9 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. it is felt that the assignments may help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 9

**# of Online Students Who Successfully Completed Assessment:** 6

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Inconclusive

Fall 2020: 6 of 10 students scored above the 70% threshold, with an average score of 96.3%, 4 students did not participate in this assessment item

**Analysis of Results:** Due to the low number of students participating in this assessment item result are inconclusive, students need to be encourage to participate in order to obtain better assessment data

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 10

**# of Online Students Who Successfully Completed Assessment:** 6

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2313 - 60 PLO 16.pdf](#)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** students need to be encourage to participate in order to obtain better assessment data (12/06/2020)

**Direct - Essay -** HOS 2315 Food and Wine Pairing - Using information from the text and class on how factors lead to style and quality in wines, students will write a report on three wines presented by the instructor describing the three wines and the factors responsible for their flavor, structure, and quality.

(Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Scored online using a holistic rubric for written reports assessing the student's communication of knowledge of key factors (provided in class and in the text) in wines leading to style and ultimate quality.

## Related Courses

**HOS 1301** - Introduction to Hospitality

# Program - Hospitality Management (AAS)

**HOS 2303** - Professional Study of Beverage and Wine - (1 - Introduced, 2 - Reinforced)

**HOS 2313** - Food and Beverage Management - (2 - Reinforced, 3 - Assessed)

**HOS 2315** - Food and Wine Pairing - (2 - Reinforced, 3 - Assessed)

**HOS 2319** - Professional Mixology - (2 - Reinforced)

## Related Items

UA-PTC Co-Curricular Outcomes

**CCLO #3 - Social Responsibility** - Act with honesty and principles to facilitate positive social change

**CCLO #4 - Mindfulness** - Identify effective self-care strategies to foster healthy, mind, body, and spirit. (Purpose, Reflection, Awareness, Personal Fulfillment)

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 5: Quantitative Reasoning** - Use quantitative methods to solve problems

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

**HOS 1301** - Introduction to Hospitality

**CLO 24.00** **List and describe the main grape varieties.** - List and describe the main grape varieties.

**CLO 25.00** **Suggest appropriate pairings of wine with food.** - Suggest appropriate pairings of wine with food.

**CLO 26.00** **Identify the various types of beer.** - Identify the various types of beer.

**CLO 27.00** **List the types of spirits and their main ingredients.** - List the types of spirits and their main ingredients.

**CLO 28.00** **Explain a restaurant's liability in terms of serving alcoholic beverages.** - Explain a restaurant's liability in terms of serving alcoholic beverages.

**HOS 2303** - Professional Study of Beverage and Wine

**CLO 01.00 Know the key stage in grape growing and winemaking.** - Know the key stage in grape growing and winemaking.

**CLO 02.00 Know the types, characteristics and styles of wines made from the principal grape varieties and the other examples of wines.** - Know the types, characteristics and styles of wines made from the principal grape varieties and the other examples of wines.

**HOS 2304** - Dining Room Operations

**CLO 16.00** **Demonstrate skill to serve and recommend alcoholic beverage and non-alcoholic beverages to guests based on informed knowledge of beverages** - Demonstrate skill to serve and recommend alcoholic beverage and non-alcoholic beverages to guests based on informed knowledge of beverages

**HOS 2315** - Food and Wine Pairing

**CLO 01.00 Classify wines according to type, and recognize their distinguishing styles and classification methods.** - Classify wines according to type, and recognize their distinguishing styles and classification methods.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 03.00 Identify the major elements within the grape- growing and winemakeing processes.** - Identify the major elements within the grape- growing and winemakeing processes.

**CLO 04.00 Distinguish between different gape varietals, their major location of production and their unique personalities -** Distinguish between different gape varietals, their major location of production and their unique personalities

**CLO 07.00 Discover the philosophies and major wine-producing areas of American and Canadian wines -** Discover the philosophies and major wine-producing areas of American and Canadian wines

**CLO 08.00 Discover the wine philosophies and major wine-producing areas of Chile, Argentina, Australia, New Zealand, and South Africa.** - Discover the wine philosophies and major wine-producing areas of Chile, Argentina, Australia, New Zealand, and South Africa.

**CLO 09.00 Discover the wine philosophies and major wine-producing areas of France and the notable wines that are produced in those areas.** - Discover the wine philosophies and major wine-producing areas of France and the notable wines that are produced in those areas.

**CLO 10.00 Discover the wine philosophies and major wine-producing areas of Italy, Germany and Spain -** Discover the wine philosophies and major wine-producing areas of Italy, Germany and Spain

**CLO 11.00 Distinguish between the different production methods and major styles of "other wines" (sparkling wines, fortified wines, and dessert wines).** - Distinguish between the different production methods and major styles of "other wines" (sparkling wines, fortified wines, and dessert wines).

**CLO 12.00 Identify the elements within each control point throughout the flow of wine.** - Identify the elements within each control point throughout the flow of wine.

**CLO 14.00 Comprehend different variables needed to arrange and compile an effective wine menu.** - Comprehend different variables needed to arrange and compile an effective wine menu.

### HOS 2319 - Professional Mixology

**CLO 01.00 Understand and Discuss the process of tasting and evaluating spirits.** - Understand and Discuss the process of tasting and evaluating spirits.

**CLO 02.00 Describe, understand and make application of the factors determining the style and quality of spirits.** - Describe, understand and make application of the factors determining the style and quality of spirits.

**CLO 03.00 The Spirits Industry - Understand the principal spirits categories, what makes them different, how to read their labels. Understand both the context in which they are made and some of the themes that link spirits together.** - The Spirits Industry - Understand the principal spirits categories, what makes them different, how to read their labels. Understand both the context in which they are made and some of the themes that link spirits together.

**CLO 04.00 Fruit Spirits - Understand and Discuss the characteristics, diversity and globality of this category of spirits.** - Fruit Spirits - Understand and Discuss the characteristics, diversity and globality of this category of spirits.

**CLO 05.00 Whisky/Whiskey - Understand gains used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe.** - Whisky/Whiskey - Understand gains used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe. i

**CLO 06.00 Rum and Cachaca -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe. i** - Rum and Cachaca -Rum and Cachaca -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe.

**CLO 07.00 Tequila and Mexcal - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the Mexico** - Tequila and Mexcal -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the Mexico

**CLO 08.00 Vodka - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe** - Vodka - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 09.00 Discuss the techniques for flavoring and coloring spirits.** - Discuss the techniques for flavoring and coloring spirits.

**CLO 10.00 Have and understanding of and discuss the different types and styles of flavored spirits and liqueurs.** - Have and understanding of and discuss the different types and styles of flavored spirits and liqueurs.

**CLO 11.00 Have and understanding of and discuss the different types and production methods of aromatised wines.** - Have and understanding of and discuss the different types and production methods of aromatised wines.

## Learning/Co-Curricular Outcome: PLO 17 Identify the seven HACCP Principles and the critical control points - W3

Identify the seven HACCP Principles and the critical control points during all food handling processes as a method for minimizing the risk of food-borne illnesses.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Individual Class Project** - HOS - 2330 - Food Production for Hospitality - Online Activity for matching HACCP principles with items (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** graded for the correctness of matching

### Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021 - 7 out the 8 students enrolled in the course scored a 70% or higher on the assignments and test related to this learning objective.

**Analysis of Results:** Students test scores were lower than their assignment scores. it is felt that the assignments may help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 8

**# of Online Students Who Successfully Completed Assessment:** 7

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

### Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to use a variety of assignments i.e. like case study's, review questions, and internet activities to reinforce learning to improve test scores (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 3 of 4 students scored above the 70% threshold with an average score of 100%, 1 student failed to participate in this assessment assignment.

**Analysis of Results:** Encourage students to participate in assignments for assessment to better assess learning objectives.

**# of Traditional Students Assessed:** 0

**# of Traditional Students Who Successfully Completed Assessment:** 0

**# of Online Students Assessed:** 4

**# of Online Students Who Successfully Completed Assessment:** 3



# Program - Hospitality Management (AAS)

# of Hybrid Students Assessed: 0  
# of Hybrid Students Who Successfully Completed Assessment: 0  
# of Concurrent Students Assessed: 0  
# of Concurrent Students Who Successfully Completed Assessment: 0

**Related Documents:**

[HOS 2330 - 60 PLO 17.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to monitor for score increases and consistency (12/06/2020)

**Direct - Comprehensive Exam - HOS 2304 Dining Room Operations - Chapter 10 quiz (Active)**

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Correctness of Multiple Choice Answers

## *Results*

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 4 out the 4 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 1 student failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 4 students scored above 80% and 0 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 4 students scored above 90% and 0 scored below the threshold.

**Analysis of Results:** Students test scores where higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 4

**# of Traditional Students Who Successfully Completed Assessment:** 4

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

Fall 2020: 5 of 5 students scored above the 70% threshold with an average score 100%, Overall this is an increase over past semester scores

**Analysis of Results:** Students test scores where higher than their assignment scores. it is felt that the assignments help with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 5

**# of Traditional Students Who Successfully Completed Assessment:** 5

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2304 - 1 PLO 17.pdf](#)

# Program - Hospitality Management (AAS)

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Continue to monitor for score consistency (12/06/2020)

## Related Courses

**HOS 1301** - Introduction to Hospitality - (1 - Introduced)

**HOS 1302** - Product ID and Quantity Food Purchasing - (2 - Reinforced)

**HOS 2303** - Professional Study of Beverage and Wine - (1 - Introduced, 2 - Reinforced)

**HOS 2304** - Dining Room Operations - (2 - Reinforced, 3 - Assessed)

**HOS 2315** - Food and Wine Pairing - (1 - Introduced)

**HOS 2319** - Professional Mixology - (1 - Introduced)

**HOS 2330** - Food Production for Hospitality - (2 - Reinforced, 3 - Assessed)

## Related Items

UA-PTC Co-Curricular Outcomes

**CLO #4 - Mindfulness** - Identify effective self-care strategies to foster healthy, mind, body, and spirit. (Purpose, Reflection, Awareness, Personal Fulfillment)

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

**HOS 1301** - Introduction to Hospitality

**CLO 24.00** **List and describe the main grape varieties.** - List and describe the main grape varieties.

**CLO 25.00** **Suggest appropriate pairings of wine with food.** - Suggest appropriate pairings of wine with food.

**CLO 28.00** **Explain a restaurant's liability in terms of serving alcoholic beverages.** - Explain a restaurant's liability in terms of serving alcoholic beverages.

**HOS 1302** - Product ID and Quantity Food Purchasing

**CLO 03.00** **Discuss how HACCP practices are addressed in the purchasing, receiving, storing, and issuing procedures.** - Discuss how HACCP practices are addressed in the purchasing, receiving, storing, and issuing procedures.

**HOS 2313** - Food and Beverage Management

**CLO 11.00** **Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.** - Describe the roles purchasing, receiving, storing, and issuing play in food and beverage service, and describe the role of technology in these processes.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**HOS 2315** - Food and Wine Pairing

**CLO 12.00 Identify the elements within each control point throughout the flow of wine.** - Identify the elements within each control point throughout the flow of wine.

**HOS 2330** - Food Production for Hospitality

**CLO 05.00 Define culinary terminology.** - Define culinary terminology.

**CLO 06.00 Describe/Discuss good personal hygiene and health habits in a laboratory setting.** - Describe/Discuss good personal hygiene and health habits in a laboratory setting.

**CLO 07.00 Describe/Discuss acceptable procedures when preparing potentially hazardous foods to include time/temperature principles.** - Describe/Discuss acceptable procedures when preparing potentially hazardous foods to include time/temperature principles.

## Learning/Co-Curricular Outcome: PLO 18 Management regarding selection, service and storage - W4

Advise management regarding selection, service and storage of wine, spirits and other beverages.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Individual Class Project** - HOS 2303 Professional Beverage and Wine Studies - Wine II week 6 project (Active)

**Assessment Goal/Threshold:** 70% or Higher

**How will data be reviewed?:** Graded using project rubric for correctness of answers given

## Results

**Reporting Period:** 2020 - 2021

05/11/2021

**Conclusion:** Assessment Goal/Threshold Met

Spring 2021: 18 out the 20 students enrolled in the course scored a 70% or higher on the test related to this learning objective, 2 students failed to meet the 70% threshold and 0 students failed to participate. This represents an overall improvement in scores over past semesters. When examined at the 80% and higher threshold results were as follows: 18 students scored above 80% and 2 scoring below the threshold. when examined at the 90% and higher threshold results were as follows: 18 students scored above 90% and 2 scored below the threshold.

**Analysis of Results:** Students test scores were higher than their assignment scores. The assignments have helped with the learning process and obtainment of the this Learning Outcome and reinforcement and instructional comments provided to the students on their assignments lead to retention of learning and improved test scores .

**# of Traditional Students Assessed:** 20

**# of Traditional Students Who Successfully Completed Assessment:** 18

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

## Continuous Improvement Action Plans

**Continuous Improvement Action Plan:** Students have obtained competency of this objective through the instruction and assignments to reinforce this learning outcome (05/11/2021)

**Reporting Period:** 2020 - 2021

12/06/2020

**Conclusion:** Assessment Goal/Threshold Met

# Program - Hospitality Management (AAS)

Fall 2020: Three sections of the course was offered with a total of 16 students which accounts for 100% of the students achieving 70 % or higher with an average score of 100% on the wine and food pairing activity. This result overall had higher scoring than past semesters

**Analysis of Results:** Results for this semester have improved dramatically over past semesters with all students participating in the assessed assignment and a average score of 100%

**# of Traditional Students Assessed:** 16

**# of Traditional Students Who Successfully Completed Assessment:** 16

**# of Online Students Assessed:** 0

**# of Online Students Who Successfully Completed Assessment:** 0

**# of Hybrid Students Assessed:** 0

**# of Hybrid Students Who Successfully Completed Assessment:** 0

**# of Concurrent Students Assessed:** 0

**# of Concurrent Students Who Successfully Completed Assessment:** 0

**Related Documents:**

[HOS 2303 - 01 PLO 18.pdf](#)

[HOS 2303 - 02 PLO 18.pdf](#)

[HOS 2303 - 03 PLO 18.pdf](#)

## *Continuous Improvement Action Plans*

**Continuous Improvement Action Plan:** Continue to monitor for score consistency (12/06/2020)

## *Related Courses*

**HOS 1301** - Introduction to Hospitality - (1 - Introduced)

**HOS 2303** - Professional Study of Beverage and Wine - (2 - Reinforced, 3 - Assessed)

**HOS 2313** - Food and Beverage Management - (1 - Introduced)

**HOS 2315** - Food and Wine Pairing - (1 - Introduced, 2 - Reinforced)

**HOS 2319** - Professional Mixology - (2 - Reinforced)

## *Related Items*

UA-PTC Co-Curricular Outcomes

**CCLO #1 - Leadership** - Empower and inspire others; Navigate and affect change; Recognize strengths; Work toward a shared vision

UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 7: Professionalism** - Demonstrate career readiness skills

## *Related Course Outcomes*

**HOS 2303** - Professional Study of Beverage and Wine

**CLO 03.00 Know the key principles and practices involved in the storage and service of wine.** - Know the key principles and practices involved in the storage and service of wine.

# Program - Hospitality Management (AAS)

## Related Course Outcomes

**CLO 05.00 Understanding the complexities involved in food and wine pairing.** - Understanding the complexities involved in food and wine pairing.

### HOS 2304 - Dining Room Operations

**CLO 16.00 Demonstrate skill to serve and recommend alcoholic beverage and non-alcoholic beverages to guests based on informed knowledge of beverages** - Demonstrate skill to serve and recommend alcoholic beverage and non-alcoholic beverages to guests based on informed knowledge of beverages

**CLO 21.00 Demonstrate proper wine service** - Demonstrate proper wine service

### HOS 2315 - Food and Wine Pairing

**CLO 06.00 Comprehend specific food types with their respective pairing strategies** - Comprehend specific food types with their respective pairing strategies

**CLO 13.00 Demonstrate fundamental wine opening and serving techniques.** - Demonstrate fundamental wine opening and serving techniques.

### HOS 2319 - Professional Mixology

**CLO 12.00 Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients** - Discuss and apply the knowledge and techniques for the storage of spirits, bar and workstation set-up for spirits, common equipment, tools and glass ware needed for set-up and key cocktail ingredients

**CLO 13.00 Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails** - Discuss the characteristics and process for the making of cocktails and make application of the of the knowledge by producing custom cocktails

### HOS 2330 - Food Production for Hospitality

**CLO 01.00 • Define, describe, demonstrate and practice professionalism and sanitation.** - • Define, describe, demonstrate and practice professionalism and sanitation.

## Learning/Co-Curricular Outcome: PLO 19 The systematic tasting approach W5

Apply the systematic tasting approach in order to accurately describe and quantify a product.

\* **Outcome Status:** Active - Learning

\* **Planned Assessment Cycle:** 2018 - 2019, 2019 - 2020, 2020 - 2021

**Start Date:** 07/01/2018

## Assessment Measures

**Direct - Individual Class Project** - HOS 2319 Professional Mixology - Week 3, 5 & 7 tasting discussion projects and Tasting Discussion Portfolio (Active)

**Assessment Goal/Threshold:** 70 or Higher

**How will data be reviewed?:** grading using a rubric for quantifying the tasting experience and competencies

## Related Courses

**HOS 2315** - Food and Wine Pairing - (1 - Introduced, 2 - Reinforced)

**HOS 2319** - Professional Mixology - (3 - Assessed)

## Related Items

# Program - Hospitality Management (AAS)

## UA-PTC Co-Curricular Outcomes

**CCLO #3 - Social Responsibility** - Act with honesty and principles to facilitate positive social change

## UA-PTC Institutional Learning Outcomes

**ILO 1: Information Literacy** - Analyze information from credible sources

**ILO 2: Technology Literacy** - Appropriately apply a variety of technology tools within one's discipline

**ILO 3: Communication** - Communicate effectively with diverse audiences in multiple contexts

**ILO 4: Critical Thinking** - Apply critical thinking skills to achieve a desired goal

**ILO 6: Cultural Awareness** - Demonstrate awareness of cultural differences

**ILO 7: Professionalism** - Demonstrate career readiness skills

## Related Course Outcomes

### HOS 2303 - Professional Study of Beverage and Wine

**CLO 04.00 Apply the systematic tasting approach in order to accurately describe and quantify a product.** - Apply the systematic tasting approach in order to accurately describe and quantify a product.

### HOS 2315 - Food and Wine Pairing

**CLO 02.00 Apply wine-tasting assessment techniques for table, fortified and sparkling wines.** - Apply wine-tasting assessment techniques for table, fortified and sparkling wines.

**CLO 05.00 Apply the analytical approach to wine and food pairing** - Apply the analytical approach to wine and food pairing

### HOS 2319 - Professional Mixology

**CLO 01.00 Understand and Discuss the process of tasting and evaluating spirits.** - Understand and Discuss the process of tasting and evaluating spirits.

**CLO 02.00 Describe, understand and make application of the factors determining the style and quality of spirits.** - Describe, understand and make application of the factors determining the style and quality of spirits.

**CLO 04.00 Fruit Spirits - Understand and Discuss the characteristics, diversity and globality of this category of spirits.** - Fruit Spirits - Understand and Discuss the characteristics, diversity and globality of this category of spirits.

**CLO 05.00 Whisky/Whiskey - Understand gains used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe.** - Whisky/Whiskey - Understand gains used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe. i

**CLO 06.00 Rum and Cachaca -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe. i** - Rum and Cachaca -Rum and Cachaca -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe.

**CLO 07.00 Tequila and Mexcal - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the Mexico** - Tequila and Mexcal -Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the Mexico

**CLO 08.00 Vodka - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe** - Vodka - Understand production of and products used in making of, the characteristics of, and the varying distillation strengths. Discuss how they differ from different regions of the globe

**CLO 09.00 Discuss the techniques for flavoring and coloring spirits.** - Discuss the techniques for flavoring and coloring spirits.

**CLO 10.00 Have and understanding of and discuss the different types and styles of flavored spirits and liqueurs.** - Have and understanding of and discuss the different types and styles of flavored spirits and liqueurs.

**CLO 11.00 Have and understanding of and discuss the different types and production methods of aromatised wines.** - Have and understanding of and discuss the different types and production methods of aromatised wines.

# Program - Hospitality Management (AAS)

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