

**UNIVERSITY OF HAWAI'I**  
**SYSTEM ARTICULATION AGREEMENT**

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

**September 2005**

# UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT

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## INTRODUCTION

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

### Career Pathways

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

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

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

### Hawai'i P-20 Initiative

The overarching goal of the P-20 initiative is to improve student achievement at all levels of education. To this end, two of the goals of P-20 are:

1. To align standards, curricula, and assessments across all components of the state's public education system.
2. To improve transition among the components of the education system, as well as from an educational setting to the workforce.

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

## PURPOSE

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

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

## AGREEMENTS AND PROCEDURES

1. **Scope of Agreement.** This Articulation Agreement applies among the UH Community Colleges; and between the UHCC's and the University of Hawai'i at Mānoa.
2. **Number of Credits to be Awarded.** Transfer credit among University of Hawai'i campuses for the following courses:
  - A. HOST 101 Introduction to Hospitality and Tourism/TIM 101 Introduction to Travel Industry Management (3 credits)
  - B. HOST 150/120 Housekeeping Operations (4 credits at Kapi'olani CC; 3 credits at all other community college campuses in this agreement).
  - C. HOST 152/110/140/152 Front Office Operations (4 credits at Kapi'olani CC; 3 credits at all other community college campuses in this agreement).
  - D. HOST 154/124/130/154 Food and Beverage Operations (4 credits at Kapi'olani CC; 3 credits at all other community college campuses in this agreement).
  - E. HOST 93V, 193V, 293V, 293E Cooperative Education/Internship (variable)

### **Notes:**

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

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

3. **General Guidelines for the Application and Award of Transfer Credits**
  - A. **Student Eligibility:** Students must be currently enrolled at a participating UH campus to be eligible for the award of any transfer credit.
  - B. **Timeline for Application:** Students should apply for transfer credits during their first year of attendance at the receiving campus.
  - C. **Transferability:** Credits awarded within the guidelines established in this Agreement will transfer between and among designated University of Hawai'i campuses. However, students should be informed by both "sending" and "receiving" campuses that transferred credits may **not** be applicable to programs outside of this Agreement.

D. Campus Procedures: Each UH campus which is a party to this Agreement will be responsible for establishing procedures which detail the timeline and deadlines for application, review of requests for award of transfer credit, and the appeals process for such credit.

**Award of Credit through Credit-By-Examination.** HOST 150, 152, and 154 as identified in this Agreement will be eligible for credit-by-exam for those currently enrolled students wishing to receive college credit for prior learning/experience obtained outside of the University of Hawai'i system. Each campus will establish procedures and administer its own exam, which may include a written test, performance test, and/or oral interview. Students interested in challenging one of these courses through credit-by-examination may also choose to sit for the corresponding section of the industry's American Hotel and Lodging Association (AHLA) exam; a score of 69% could be considered "passing." Once credits are awarded, they are transferable among campuses listed in this Agreement.

The table in this document lists equivalent 100- and 200-level HOPE/FSHE/HOST courses within the University of Hawai'i (UH) system covered in this Agreement. The **bold and blue** text within the tables indicate the new course acronym (HOST), course numbers, and course titles being used effective the Fall 2006 semester. Any courses below the 100-level designations will not be part of this Agreement and will not be transferable among campuses. If a course is unique to a campus and, hence, does not have an equivalent course within the UH system, then it is not listed in the table. Also, the course outline(s) in this document have been approved by the faculty and administrations of all campuses represented in this signed Agreement. This Articulation Agreement will remain in effect until September 2009. It will be subject to review in September 2008, and may be continued, revised, or discontinued with the consent of all faculty and administration of all campuses represented in this Agreement. The Articulation Agreement remains in effect while review continues.

	UHM	Hawai'i CC	Kapi'olani CC	Kaua'i CC	Leeward CC	Maui CC
Introduction to Travel Industry Management	TIM 101 (3)				TIM 101 (3)	
Introduction to Hospitality & Tourism		<b>HOST 101 (3)</b> Spring 2006	FSHE 101(3) <b>HOST 101 (3)</b> Spring 2006	HOPE 120 <b>HOST 101 (3)</b> Fall 2006		HOST 101 (3) Fall 2005
Housekeeping Operations		<b>HOST 150 (3)</b> Spring 2006	FSHE 150(4) <b>HOST 150 (4)</b> Spring 2006	HOPE 150 (3) <b>HOST 150 (3)</b> Fall 2006		HOST 150 (3) Fall 2005
Front Office Operations		<b>HOST 152 (3)</b> Spring 2006	FSHE 152 (4) <b>HOST 152 (4)</b> Spring 2006	HOPE 140 (3) <b>HOST 152 (3)</b> Fall 2006		HOST 152 (3) Fall 2005
Food & Beverage Operations			FSHE 154 (4) <b>HOST 154 (4)</b> Spring 2006	HOPE 124 (3) <b>HOST 154 (3)</b> Fall 2006		HOST 154 (3) Fall 2005
Cooperative Education		<b>HOST 193 (3)</b> Spring 2006		HOPE 193V (3) <b>HOST 193V (3)</b> Fall 2006		HOST 193V (3) Fall 2005
Internship	TIM 200 (2)	<b>HOST 293 (3)</b> Spring 2006	FSHE 293E (3) <b>HOST 293E (3)</b> Spring 2006			HOST 293V (3) Fall 2005

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

**Revised 9/27/05**

1. **Course Description**

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

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

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

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

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

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

**B. Hours Per Week**

HawCC: Lecture: 3 hours

KapCC: Lecture: 3 hours

KauCC: Lecture: 3 hours

LeeCC: Lecture: 3 hours

MauCC: Lecture: 3 hours

UHM: Lecture: 3 hours

**C. Prerequisites, or Required Preparation**

HawCC: None

KapCC: None

KauCC: None

LeeCC: ENG 21 and ENG 22 with a grade of C or better or equivalent.

MauCC: Placement in ENG 22 or higher or consent; completion of HOST 20 with "C" or higher. (Effective Fall 2005)

UHM: None

**D. Intended Student Learning Outcomes**

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

**E. Course Content**

Concepts

1. Sectors in travel and tourism
2. Organizational structure, chart, department functions and interrelationships
3. Careers in travel industry and tourism
4. Travel agencies
5. Tour operations and wholesalers
6. Transportation (air, land, and sea)
7. Accommodations
8. Hotel chains
9. Independent properties
10. Bed and breakfasts
11. Vacation ownership
12. Food service
13. Technology
14. Guest relations
15. Attractions and recreation
16. Gaming, entertainment
17. Conventions and events planning
18. Cruises
19. Resorts
20. Impact of tourism: local, national, and global
21. Economic impacts
22. Workforce needs
23. Multiplier effect
24. Cost benefit analysis
25. Statistical indicators
26. Visitor arrivals
27. Expenditures
28. Lengths of stay
29. Tax revenues
30. Social impacts

31. Environmental impacts
32. Factors influencing tourism: travel patterns, motivational, seasonal, cultural
33. Government tourism policy, planning, and administration
34. Destination planning and development
35. Current events and trends
36. Technology
37. Travel and tourism industry concepts
38. Travel and tourism industry terms
39. Travel trends
40. Pioneers of travel
41. Historical events and their effects on travel

### Skills

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

### F. ***Text and Materials***

Varied

### G. ***Reference Materials***

Varied

### H. ***Auxiliary Materials and Content***

Varied

### I. ***Learning Assessment Tasks***

Using objective written true/false, multiple choice, matching, and short-answer exams, essay questions, reports (oral or written), projects (individual and/or team), research, panel discussion, case studies, role playing, or debates:

Student Learning Outcome #1: Explain the roles and interrelationships of the various sectors of the travel and tourism industry.

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

Student Learning Outcome #2: Describe the impacts of travel and tourism on a destination.

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

Student Learning Outcome #3: Describe historical and current concepts and trends in the travel industry.

1. Use travel and tourism industry concepts and terms appropriately.
2. Explain travel trends.
3. Interpret industry statistics.

J. **Methods of Instruction**

Lecture, demonstration, assignments

Per Attachment V, CCCM #6100 (Revised August 28, 1991)  
and *The Outcomes Primer* by Ruth Stiehl, pp. 46-47, © 2002





#### D. **Intended Student Learning Outcomes**

1. Explain the framework and functions of housekeeping and the inter-relationship with other departments to improve performance.
2. Describe the skills needed to clean and service guestrooms, front and back of house, and supporting services to improve performance of housekeeping duties.
3. Exhibit the personal traits that are necessary to enhance performance in the housekeeping department.

#### E. **Course Content**

##### Concepts

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

## Skills

1. Use basic skills in Word, Excel, PowerPoint and web-based research.
2. Perform a cleaning task.
3. Arrange for an appointment with an industry professional and perform an interview.

### F. ***Text and Materials***

Varied

### G. ***Reference Materials***

Varied

### H. ***Auxiliary Materials and Content***

Varied

### I. ***Learning Assessment Tasks***

Students will demonstrate their knowledge through:

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

Using objective written true/false, multiple choice, matching, and short-answer exams, essay questions, reports (oral or written), projects (individual and/or team), research, panel discussion, case studies, role playing, simulations, or the American Hotel and Lodging Association (AHLA) certification test:

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

Student Learning Outcome #2: Describe the skills needed to clean and service guestrooms, front and back of house, and supporting services to improve performance of housekeeping duties.

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

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

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

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

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

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

#### J. **Methods of Instruction**

Varied, including lecture, videos, guest speakers, field trips, simulations/role-playing, case studies, etc.



20. Reservations
21. Telecommunications Department
22. Engineering and Maintenance
23. Security
24. Sales and Marketing
25. Human Resources
26. Food and Beverage
27. Accounting
28. Hotel Chains
29. Resort
30. Commercial
31. Bed and Breakfast
32. Casino
33. Convention
34. Time share
35. Condotel
36. Residential/All suite hotels
37. Airport
38. Boutique
39. Planning
40. Organizing
41. Staffing
42. Coordinating
43. Controlling
44. Leading
45. Evaluating
46. Guest Folio
47. Reservation Record
48. Walk-in
49. Stay-over
50. Early checkout
51. No-show
52. Cancellation
53. Due out
54. Room Discrepancy
55. Cash handling
56. Check cashing
57. Credit card verification
58. Overage/Shortage/Due Back
59. House Credit Limits/High Balance
60. Zeroing out the folio
61. On-change
62. City Ledger
63. Out of Order
64. Petty cash
65. Paid out
66. Transfer
67. Allowance
68. Correction
69. Room categories
70. Bed types
71. Amenities
72. Overbooking
73. Registration Card
74. Room assignment
75. Guests with special needs and requests
76. Room blocks
77. Sources of business/Market Segments
78. Confirmation Card
79. Guest Ledger
80. Vouchers
81. Electro-mechanical posting machine
82. Property Management System
83. Call Accounting
84. Electronic Locking System
85. Credit Card Verification
86. FIT
87. GIT
88. Back of the house
89. Front of the house
90. Revenue Producing Departments
91. Non-Revenue Producing Departments
92. Recruitment
93. Selection
94. Hiring
95. Motivation
96. Discipline
97. Orientation
98. Training
99. Employee Relations
100. Night managers report
101. Types of Reservation Reports
102. Emergency/Safety Procedures
103. Angry guests
104. Guest with special needs/ Requests
105. Guests with disabilities
106. Overbooked/Walking a guest
107. Guest complaints/Service dissatisfaction
108. Guests requiring information and directions

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|--|---|
| 109. Rude guests   | 123. Suggestive selling of other services and amenities |
| 110. Intoxicated guests  | 124. Key issuance                                       |
| 111. Saying no with diplomacy  | 125. Rooming the guest/Property orientation             |
| 112. Disruptive guests   | 126. Mail and Message handling                          |
| 113. Up-selling – top-down or bottom-up  | 127. Industry laws and regulations                      |
| 114. Service sequence and standards (reservations, registration, in-house guests, check-out) | 128. Safe keeping equipment and procedures              |
| 115. Balancing the guest ledger  | 129. Debit and Credit posting                           |
| 116. Diagnosing out of balance accounts  | 130. Account settlement                                 |
| 117. Proper selection and assignment of room type  | 131. Transportation Arrangements                        |
| 118. Arrival and departure dates   | 132. Establishment of guest history record              |
| 119. Sending a reservation confirmation  | 133. Manual and computerized environments               |
| 120. Credit identification   |   |
| 121. Guest ID verification   |   |
| 122. Signature acceptance of terms and conditions  |   |

### Skills

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

## F. **Text and Materials**

Appropriate text(s) and materials will be chosen at the time the course is offered from those currently available in the field. Examples include:

Check-in Check-out, 7<sup>th</sup> Edition, Vallen, Gary and Vallen, Jerome. Prentice Hall, New Jersey 2003

Managing Front Office Operations, 6<sup>th</sup> Edition, Brooks, Richard M. (CHA) and Kasavana, Michael, L. (Ph.D). AH&LA, East Lansing, MI 2001

Hotel Front Office Simulation: A Workbook and Software Package, Kline, Sheryl Fried and Sullivan, William. John Wiley & Sons, Inc., New York 2003

## G. **Reference Materials**

Varied

## H. **Auxiliary Materials and Content**

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

## I. **Learning Assessment Tasks**

Student Learning Outcome #1: Interpret statistical information that affects lodging operations.

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

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

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

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

1. Create a rooms divisions organizational chart and connect it to the entire hotel.



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

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

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

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

#### **General Course Requirements**

Attendance, punctuality, and participation

Homework assignments

Tests and quizzes

Certificate exam, as applicable

Presentations, demonstrations, group work, exercises, and projects

Other appropriate assessment material as available and necessary

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

#### **J. *Methods of Instruction***

1. Lecture, class discussion, group activities, demonstrations, and computer simulation
2. Quizzes and other tests with feedback and discussion
3. Oral reports and other student presentations
4. Problem solving and case study
5. Projects, on-site classes and case studies
6. Power point presentations, videos, DVDs, CD ROMs with detailed viewing guide and discussion questions
7. Cable/outreach/HITS program/video streaming
8. Appropriate videos/industry guest speakers

9. Homework assignments: Reading or watching then writing summaries and reactions to current lodging industry issues in media including newspapers, video, magazines, journals. Lectures, web-based materials and other sources
10. Reading text and reference materials, and answering discussion questions
11. Researching current lodging industry issues and problems
12. Web-based assignments and activities
13. Reflective journals
14. Group or individual research project with reports or poster presentations
15. Study logs and study groups
16. Scenario orientation via role playing
17. Matrix creations
18. Peer evaluation
19. Group rehearsals

**HOST 154 Food and Beverage Operations**  
FSHE 154/HOPE 124 Food and Beverage Operations  
Course Outline

**Revised 9/27/05**

**A. Course Description**

KapCC: FSHE 154 - Introduces students to the principles of marketing, menu planning, service styles, nutrition, sanitation and safety, purchasing, and control systems as they apply to food and beverage management in an operational setting. Food and Beverage Operations includes: the study and practical application of food and beverage management techniques to effectively manage resources: money, personnel, food and beverage products, and time.

KauCC: HOPER 124 – An introduction to the principles of marketing, menu planning, service styles, nutrition, sanitation and safety, purchasing and control systems as they apply to food and beverage management in an operational setting. The class includes the study and practical application of food and beverage management techniques to effectively manage resources: money, personnel, food and beverage products, and time.

MauCC: HOST 154 – Introduces basic principles of food production and service. Provides a basis for understanding the various challenges and responsibilities involved in managing a food and beverage operation. (Effective Fall 2005)

**B. Hours Per Week**

KapCC: Lecture: 3 hours    Lab: 2 hours

KauCC: Lecture: 3 hours

MauCC: Lecture: 3 hours

**C. Prerequisites, or Required Preparation**

KapCC: None

KauCC: None

MauCC: HOST 101 or concurrent enrollment, placement in ENG 22 or higher, or consent (Effective Fall 2005)

**D. Intended Students Learning Outcomes**

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

**E. Course Content**

Concepts

1. Types of food service operations.

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

### Skills

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

### **F. *Text and Materials***

Varied

### **G. *Reference Materials***

Varied

### **H. *Auxiliary Materials and Content***

Varied

## I. ***Learning Assessment Tasks***

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

**Summative assessments:**

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

**Formative assessments:**

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

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

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

**Summative assessments:**

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

**Formative assessments:**

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

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

Student Learning Outcome #3: Explain the importance of guest service to ensure operation of a successful food and beverage business.

Summative assessments:

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

Formative assessments:

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

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

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

**J. *Methods of Instruction***

Varied, including lecture, videos, guest speakers, field trips, simulations/role-playing, case studies, etc.

**HOST 193/193V/293/293V Cooperative Education**  
HOST 293E Internship (Kapi'olani Community College)  
FSHE 293E/HOPE 93/HOPE 193V Cooperative Education  
TIM 200 Internship  
Course Outline

**Revised 9/27/05**

**A. *Course Description***

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

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

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

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

**B. *Hours per week***

Varied

**C. *Prerequisites, or Required Preparation***

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

**D. *Intended Student Learning Outcomes***

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

**E. *Course Content***

Concepts

1. Internship/co-op placement process








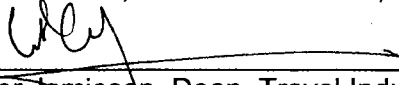


**UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT**  
**Hospitality and Tourism (HOST)**  
aka Hotel Operations (HOPE) and Food Service and Hospitality Education (FSHE)


**University of Hawai'i at Mānoa**

  
\_\_\_\_\_  
Denise Konan, Interim Chancellor, UH Mānoa


2/28/06  
Date

  
\_\_\_\_\_  
Walter Jamieson, Dean, Travel Industry Management School

11/7/05  
Date

  
\_\_\_\_\_  
Erika Lacro, Assistant Dean of Student Services  
Travel Industry Management School

11/7/05  
Date

  
\_\_\_\_\_  
Pauline Sheldon, Professor

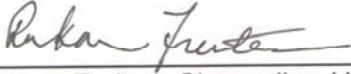
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Date

UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT

Hospitality and Tourism (HOST)

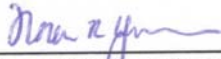
aka Hotel Operations (HOPE) and Food Service and Hospitality Education (FSHE)

Hawai'i Community College



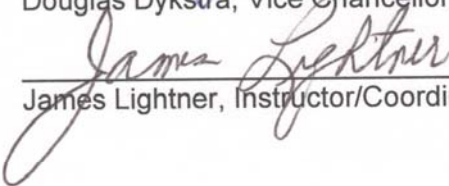
Rockne Freitas, Chancellor, Hawai'i Community College

10/10/05  
Date



Douglas Dykstra, Vice Chancellor for Academic Affairs

10/3/05  
Date



James Lightner, Instructor/Coordinator, Hospitality Division


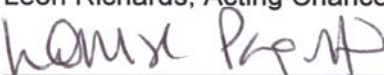




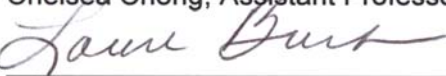
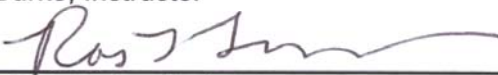


9/28/05  
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UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT

Hospitality and Tourism (HOST)

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

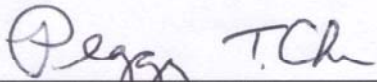
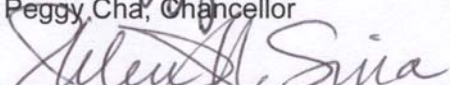
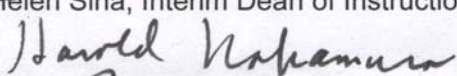
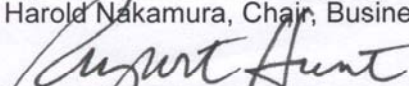
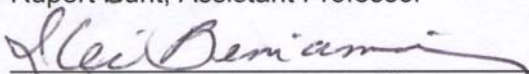
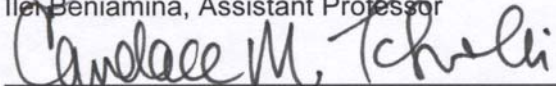
Kapi'olani Community College

 Leon Richards, Acting Chancellor	10/6/05 Date
 Louise Pagotto, Acting Vice Chancellor for Academic Affairs	10/10/05 Date
 Carol Hoshiko, Dean of Culinary, Hospitality, and College Advancement	10/10/05 Date
 Ron Umehira, Certified Hospitality Educator, Department Chair Associate Professor	10/5/05 Date
 Dave Evans, Certified Hospitality Educator Program Coordinator, Associate Professor	10/06/05 Date
 Chelsea Chong, Assistant Professor	10/10/05 Date
 Laure Burke, Instructor	10/10/05 Date
 Rosalie Fernandez, Instructor	10/06/05 Date
 Sheryl Fuchino-Nishida, Assistant Professor, Counselor	10/6/05 Date
 Pat Kramm, Certified Hospitality Educator Certified Rooms Division Executive, Lecturer	10/7/05 Date

UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT  
Hospitality and Tourism (HOST)

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

Kaua'i Community College

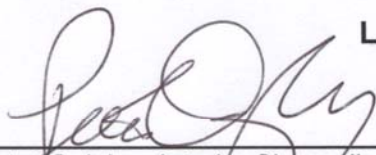
 _____ Peggy Cha, Chancellor	<u>10-5-05</u> Date
 _____ Helen Sina, Interim Dean of Instruction	<u>10-5-05</u> Date
 _____ Harold Nakamura, Chair, Business Education Division	<u>10/3/05</u> Date
 _____ Rupert Hunt, Assistant Professor	<u>10/3/05</u> Date
 _____ Ilei Beniamina, Assistant Professor	<u>10, 03, 2005</u> Date
 _____ Candace M. Tabuchi, Certified Hospitality Housekeeping Executive Lecturer	<u>10/5/2005</u> Date

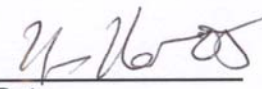
**UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT**

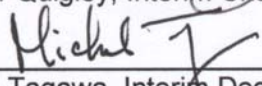
**Hospitality and Tourism (HOST)**

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

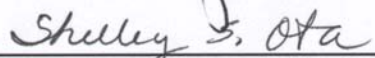
**Leeward Community College**

  
\_\_\_\_\_  
Peter Quigley, Interim Chancellor

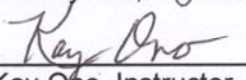
  
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Mike Tagawa, Interim Dean of Career and Technical Education

\_\_\_\_\_  
Date

  
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Shelley Ota, Division Chair, Business Technology Division

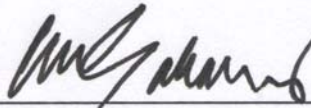
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Kay Oho, Instructor

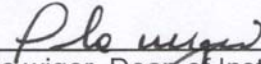
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UNIVERSITY OF HAWAI'I SYSTEM ARTICULATION AGREEMENT  
Hospitality and Tourism (HOST)  
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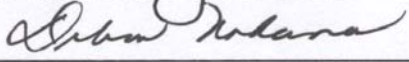
Maui Community College

  
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Clyde Sakamoto, Chancellor

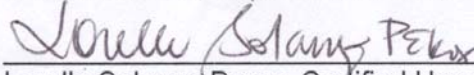
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flo wiger, Dean of Instruction

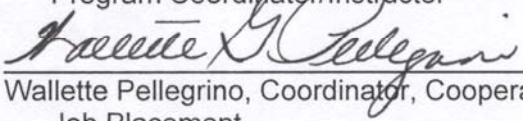
10/12/05  
Date

  
\_\_\_\_\_  
Debra Nakama, Department Chair, Business and Hospitality

10/12/05  
Date

  
\_\_\_\_\_  
Lorelle Solanzo Peros, Certified Hospitality Educator  
Program Coordinator/Instructor

10/7/05  
Date

  
\_\_\_\_\_  
Walleto Pellegrino, Coordinator, Cooperative Education and  
Job Placement

10/07/05  
Date