Hospitality Management

Mission Statement

The mission of the program is to educate undergraduate students to successfully assume leadership positions in the hospitality industry. The program combines classroom theory with practical experience theory to assist the student in gaining the understanding, skills, and techniques needed to qualify for job opportunities and to achieve career goals.

Student Learning Outcomes

*FIU Hospitality Management graduates should be able to do the following:*

**Content/Discipline Knowledge**

1. Demonstrate proficiency in federal employment law and its impact on human resources management policies and practices in the hospitality industry.
2. Demonstrate proficiency in accounting, finance and information systems management as they are applied in the hospitality industry.
3. Demonstrate proficiency in marketing, management and human resources management support services as they are applied in the hospitality industry.
4. Demonstrate a general knowledge of food production techniques and skills in producing and managing food service functions in lodging and foodservice industries.

**Critical Thinking**

1. Analyze problems generally found in the hospitality field using quantitative and qualitative reasoning.
2. Recognize and solve problems generally found in the hospitality field using quantitative and qualitative reasoning.
3. Apply analytical tools to solve financial and managerial accounting problems encountered in the hospitality industry.

**Oral and Written Communication**

1. Demonstrate the ability to review and summarize research findings from the hospitality literature.
2. Demonstrate the ability to thoroughly respond to contemporary hospitality management issues found in the hospitality industry.
3. Demonstrate the ability to effectively summarize key points and communicate them effectively through oral presentations on contemporary hospitality management issues.
4. Demonstrate the ability to effectively present information on contemporary hospitality management issues in a logical, interesting sequence with relevant visual material.

**Direct and Indirect measures of Student Learning Outcomes**

**Content/Discipline Knowledge**

1. The faculty will use quizzes with appropriately designed questions to assess proficiency.
2. The faculty will use laboratory performance evaluation criteria to assess proficiency in the computer laboratories.
3. The faculty will use embedded questions in examinations to assess proficiency.
4. The faculty will use written Menu Planning and Evaluation sheet to assess proficiency in the food service laboratories.

**Oral and Written Communication**

1. The faculty will use a scoring rubric to assess content knowledge and elocution during oral presentations.
2. The faculty will use a scoring rubric to assess organization and visual materials during oral presentations.
3. The faculty will use a scoring rubric to assess content quality and usefulness of ideas of research papers.
4. The faculty will use a scoring rubric to assess thoroughness and specificity of content of research papers.

**Critical Thinking**

1. The faculty will use embedded questions on midterm and final examinations to assess critical thinking skills.