

## **HOSPITALITY SUPERVISION AND LEADERSHIP LETTER OF RECOGNITION: 813**

**Total Credits: 9**

**Catalog Edition: 2019-2020**

### **Program Description**

(R): 813

This sequence of three courses is designed for persons who wish to develop skills in lodging management. To complete each course in this sequence, students need to demonstrate skills in the following areas: the role of the supervisor in a lodging operation; the nature of leadership; the importance of communication; and morale and motivation. A grade of C or better is required in each course in the sequence.

### **Program Outcomes**

Upon completion of this program a student will be able to:

- Appreciate the complexity of the hospitality industry as a whole.
- Explain general management theory as it applies to management of a lodging operation, including the principles of supervision and leadership, the importance of communication, and morale and motivation.
- Demonstrate an ability to work effectively as a member of a team, provide exemplary customer service, and perform responsibilities in an ethical manner.
- Be sensitive to the importance of diversity in the hospitality industry.

**2019-2020**

# **Program Advising Guide**

**An Academic Reference Tool for Students**

**813**

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LETTER OF RECOGNITION: 813**

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## **Program Requirements**

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- HMGT 207 - Legal Issues in Labor Management *3 semester hours*
- HMGT 211 - Supervision and Leadership in the Hospitality Industry *3 semester hours*
- HMGT 212 - Managing Hospitality Human Resources *3 semester hours*

### **Total Credit Hours: 9**

Upon successful completion of this course of study, and application to the Admissions and Records Office, the letter of recognition in hospitality supervision and leadership will be issued by the chief enrollment services and financial aid officer.