HOSPITALITY MANAGEMENT UNDERGRADUATE MAJOR (BA, BS, HBA, HBS)

Available only at OSU-Cascades and via Ecampus.

The undergraduate curriculum in hospitality management provides students with the knowledge necessary to become leaders, executives and owners in the hospitality industry. The course work provides students with skills in service, operations management, hospitality technology, food and beverage operations as well as basic business fundamentals in marketing and accounting.

Major Code: 291

- Develop an awareness of the various career opportunities and options within the hospitality industry.
- Understand the importance of outstanding guest service quality, server-guest relationships, and ethics. Comprehend, synthesize, and evaluate elements of professional service management.
- Provide students with a ‘real life’ experience in the hospitality industry.
- Demonstrate the skills and behaviors required during customer involvement to analyze, judge, and act in ways that contribute to customer satisfaction.
- Define and explain food production terms and principles, including food safety and sanitations practices, apply key principles in operating foodservice establishments, and evaluate and critique the effectiveness of such applications.
- Evaluate, analyze and determine the application of human resource theories and principles in maximizing employee performance, employee retention and customer (internal and external) service.
- Explain the application of technology in various hospitality industry segments and in different organizational functional areas.
- Apply strategic management principles to hospitality business operations in maximizing the accomplishment of organizational goals and objectives.
- Evaluate, analyze and determine the application of service marketing theories and principles in promoting hospitality businesses.
- Demonstrate knowledge of and experience in operations relative to the provision of goods and services in Hospitality Management.
- Describe physical and perpetual inventory systems.
- Acquire knowledge of a global perspective and diversity issues as related to hospitality management.

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>HM 101</td>
<td>INTRODUCTION TO HOSPITALITY</td>
<td>4</td>
</tr>
<tr>
<td>HM 210</td>
<td>HOSPITALITY INTERNSHIP</td>
<td>3</td>
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<tr>
<td>HM 230</td>
<td>LODGING MANAGEMENT</td>
<td>4</td>
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<tr>
<td>HM 235</td>
<td>HOSPITALITY LAW AND LABOR RELATIONS</td>
<td>4</td>
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<tr>
<td>HM 310</td>
<td>INTERNSHIP II</td>
<td>3</td>
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<tr>
<td>HM 320</td>
<td>SERVICE AUTOMATION AND TECHNOLOGY</td>
<td>4</td>
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<td>HM 321</td>
<td>HOSPITALITY TECHNOLOGY LABORATORY</td>
<td>4</td>
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<tr>
<td>HM 410</td>
<td>HOSPITALITY INTERNSHIP III</td>
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<tr>
<td>HM 420</td>
<td>REVENUE MANAGEMENT AND PRICING</td>
<td>4</td>
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<tr>
<td>HM 430</td>
<td>SERVICE MANAGEMENT</td>
<td>4</td>
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<tr>
<td>HM 470</td>
<td>*ADVANCED HOSPITALITY</td>
<td>4</td>
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<tr>
<td>MTH 245</td>
<td>*MATHEMATICS FOR MANAGEMENT, LIFE, AND SOCIAL SCIENCES</td>
<td>4</td>
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Brokerage Core (Business and Entrepreneurship Minor)

- Select 12 credits from the following: 12
- Select 10 credits from the following: 10

Ecotourism and Sustainability Specialization (Optional)

- Select 10 credits from the following: 10

Language Option for Students Seeking a Bachelor of Arts Only
Hospitality Management Undergraduate Major (BA, BS, HBA, HBS)

Foreign Language Series: 111, 112, 113, 211, 212, 213  

<table>
<thead>
<tr>
<th>Course Type</th>
<th>Credits</th>
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<tbody>
<tr>
<td>Total credits required for graduation</td>
<td>180</td>
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</table>

* Baccalaureate Core Course (BCC)
^ Writing Intensive Course (WIC)
1 Offered at COCC's Cascade Culinary Institute (https://www.cocc.edu/departments/cascade-culinary-institute/)

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