Hotel Management

Degrees

- Hotel Management (CUL.HMM.AAS) (http://catalog.oaklandcc.edu/programs/hotel-management/hotel-management-aas)

Hotel Management Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Credits</th>
<th>Prerequisite</th>
<th>Contact Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUL 1010</td>
<td>Food Standards, Sanitation and Hygiene</td>
<td>2</td>
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<td>CONTACT HOURS: 3</td>
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<td>English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).</td>
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<tr>
<td>Note:</td>
<td>Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution. This course will identify sanitation standards and safety practices in the food service industry. Students will identify caustic agents in food borne illnesses, food commonly involved, how the caustic agent is introduced and the corrective measures taken to prevent food borne illness. Material in this course prepares students for ServSafe Certification. BILLABLE CONTACT HOURS: 2</td>
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<tr>
<td>Equivalent: FST 1220</td>
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<tr>
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<tr>
<td>CUL 1011</td>
<td>Culinary Arts Skill Development</td>
<td>2</td>
<td>CUL 1000</td>
<td>CONTACT HOURS: 2</td>
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<tr>
<td>Prerequisite: Attendance at a Culinary Arts orientation and completion of CUL 1010 with a minimum grade of 'C'; or consent of instructor.</td>
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<tr>
<td>Note:</td>
<td>Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution. This course will provide the foundation for success in the culinary skills courses. Students will be provided with lectures and demonstration to include knife skills, kitchen safety, product identification, cooking principles, basic techniques, and an understanding of the food service industry past and present. Students will be introduced to various career choices in the food service industry. BILLABLE CONTACT HOURS: 3</td>
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<tr>
<td>Equivalent: CUL 1000</td>
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<tr>
<td>CUL 1050</td>
<td>Beginning Cake Decorating</td>
<td>2</td>
<td>CUL 1000</td>
<td>CONTACT HOURS: 3</td>
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<td>English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).</td>
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<tr>
<td>Prerequisite: CUL 1010 with a minimum grade of 'C' and CUL 1011.</td>
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<tr>
<td>Note:</td>
<td>Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution. Students will prepare, color, and blend buttercream and royal icings used in the making of figures, borders, flowers, letters, and script for special occasion cakes. Piping gel and sugar molds will also be used. BILLABLE CONTACT HOURS: 3</td>
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<tr>
<td>Equivalent: FST 1090</td>
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<tr>
<td>CUL 1060</td>
<td>Theme Cakes</td>
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<td>Prerequisite: CUL 1050 or consent of instructor.</td>
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<td>Note:</td>
<td>Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution. This course will provide students with knowledge and techniques to produce theme and/or special occasion cakes. Emphasis will be on design, color and production of tier cakes. Figure piping and advanced floral design will be practiced. BILLABLE CONTACT HOURS: 3</td>
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<tr>
<td>CUL 1111</td>
<td>Cookery</td>
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<td>Prerequisite: CUL 1010 with a minimum grade of 'C' and CUL 1011.</td>
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<tr>
<td>Note:</td>
<td>Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution. This course will provide the foundational knowledge and techniques of cookery. Students will prepare and evaluate finished products to better understand techniques used. Emphasis will be on stocks, mother sauces, soups, vegetables, poultry, fish, small sauces, pork, beef, shellfish, starches and variety meats. BILLABLE CONTACT HOURS: 6</td>
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<tr>
<td>Equivalent: CUL 1120</td>
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<tr>
<td>CUL 1120</td>
<td>Restaurant Meat Cutting</td>
<td>2</td>
<td>CUL 1010 with a minimum grade of 'C' and CUL 1011.</td>
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<td>Prerequisite: CUL 1010 with a minimum grade of 'C' and CUL 1011.</td>
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<td>Note:</td>
<td>Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution. This course is designed to teach the student how to cut wholesale and restaurant cuts of beef, veal, lamb, pork, poultry, and fish as well as how to understand techniques used. Emphasis will be on stocks, mother sauces, soups, vegetables, poultry, fish, small sauces, pork, beef, shellfish, starches and variety meats. BILLABLE CONTACT HOURS: 6</td>
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<td>Equivalent: FST 2380</td>
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<tr>
<td>CUL 1113</td>
<td>Garde Manger I</td>
<td>2</td>
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<td>English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).</td>
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<tr>
<td>Prerequisite: CUL 1010 with a minimum grade of 'C' and CUL 1011.</td>
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<td>Note:</td>
<td>Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution. This course will provide the student with the foundation knowledge and skills necessary for a garde manger cook. Emphasis will be on dressings, emulsions, salad ingredients and preparation techniques. Garnishes and plate presentation will be practiced. Organizational skills, team building, independent learning and critical thinking are practiced in this course. BILLABLE CONTACT HOURS: 3</td>
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CUL 1151  Retail Baking ..........................4 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1010 with a minimum grade of 'C' and CUL 1011.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
Students will be introduced to the theory and practice used in a commercial bakery. Students will prepare and evaluate the quality of baked goods including the use of mixes, frozen dough, and scratch methods. Preparations will include breads, rolls, danish, coffee cakes, puddings, pies, cookies, cakes, custards, and puff pastry. BILLABLE CONTACT HOURS: 6

CUL 1180  Hospitality Careers .........................1 Credit Hour
Equivalent: FST 1180
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will provide students an insight to the career opportunities within the hospitality industry. Through a series of field trips, the students will visit various styles of hospitality operations and meet with industry leaders. Discussion will focus on business operations, current trends, and maintaining success in a competitive industry. Field trips are required. BILLABLE CONTACT HOURS: 1

CUL 1200  Restaurant Cookery ..............................4 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1111
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
Pre- or Corequisite: CUL 1130
This course provides the student with an a la carte restaurant experience. Students will prepare various soups, sauces, meat, fish, poultry, and starchy for an operating restaurant using cooking techniques acquired in Cookery I and II for restaurant service. BILLABLE CONTACT HOURS: 6

CUL 1210  Dining Room I .................................2 Credit Hours
Equivalent: FST 1104
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1010 with a minimum grade of 'C' and CUL 1011.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
Pre- or Corequisite: CUL 1230
This course will provide students an in-depth understanding of proper dining service and guest relations through performance in dining room operation. Emphasis will be on guest and employee relations, proper etiquette, industry terminology and proper use and care of equipment. Merchandising techniques will be discussed. BILLABLE CONTACT HOURS: 3

CUL 1230  Front House Management ..........................2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1010 with a minimum grade of 'C' and CUL 1011.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
Pre- or Corequisite: CUL 1210
This course is designed to introduce students to supervisory principles and practices in food and beverage operations. Coursework includes role-playing and practicing as a front house supervisor in the on-premise restaurant operation. Students will practice the skills of proper guest services, supervisor and employee relations, and financial aspects of the front house operation. BILLABLE CONTACT HOURS: 3

CUL 1250  Pastry I .............................................4 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1151
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
Pre- or Corequisite: CUL 1111
The student will learn to produce contemporary pastries that would appear on the menus of finer restaurants. Emphasis is placed on preparation of petit fours and French pastry, puff pastry and pate choux specialties, gateaux and tortes, ice cream, and includes an introduction to plated desserts. BILLABLE CONTACT HOURS: 6

CUL 1520  Bakery Merchandising ..............................2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1050 and CUL 1151
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course provides students an opportunity to observe and analyze current competitive practices of merchandising techniques used in the retail baking industry. Students will plan and execute themed sales utilizing various bakery products. Techniques of creating dynamic display cases for profitability will be covered. BILLABLE CONTACT HOURS: 3

CUL 2020  Food Service Cost Control ..........................3 Credit Hours
Equivalent: FST 2020
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1111 and CUL 1230; or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will focus on the importance of controls in the modern food service industry. Food, labor and beverage costs will be examined in depth as well as the relationship these costs have to the profitability of the operation. Students will practice calculating cost-to-sales ratios and cost/ volume/profit equations. BILLABLE CONTACT HOURS: 3
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<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credit Hours</th>
<th>Prerequisite</th>
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<tbody>
<tr>
<td>CUL 2200</td>
<td>Buffets and Banquets</td>
<td>4</td>
<td>CUL 1111 and CUL 1200</td>
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<tr>
<td>CUL 2210</td>
<td>Dining Room II</td>
<td>2</td>
<td>CUL 1210 and CUL 1230</td>
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<tr>
<td>CUL 2220</td>
<td>Pastry II</td>
<td>4</td>
<td>CUL 1250</td>
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<tr>
<td>CUL 2030</td>
<td>Food Purchasing and Storage</td>
<td>2</td>
<td>FST 2030</td>
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<tr>
<td>CUL 2040</td>
<td>Menu Development and Design</td>
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<td>CUL 1240, FST 1240</td>
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<td>CUL 2130</td>
<td>Garde Manger II</td>
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<td>FST 2360</td>
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<td>CUL 2240</td>
<td>Hospitality Marketing</td>
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<td>FST 2240</td>
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<tr>
<td>CUL 2250</td>
<td>Pastry II</td>
<td>4</td>
<td>FST 2250</td>
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CUL 2300  Ice Carving  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
This hands-on course will include knowledge and skills necessary to produce a sculpted ice carving for table centerpieces used in special events. Safety with power hand tools will be discussed and practiced in this course. BILLABLE CONTACT HOURS: 3

CUL 2301  Ice Carving Competition  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 2300 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
Students will be provided an opportunity to learn ice carving techniques used in national competitions. Planning, timing and execution of innovative concepts will be discussed. Organizational skills for successful ice carving entry will be practiced. Travel to events may be required. BILLABLE CONTACT HOURS: 3

CUL 2311  International Cuisine-Italian  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1111 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course provides knowledge of geography, culture, and foods indigenous to the focused area. Students will discuss and prepare appetizers, entrees, and desserts common to homes and restaurants. Use of specialty equipment will be included when applicable. BILLABLE CONTACT HOURS: 3

CUL 2312  International Cuisine - Asian  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1111 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course provides knowledge of geography, culture, and foods indigenous to the focused area. Students will discuss and prepare appetizers, entrees, and desserts common to homes and restaurants. Use of specialty equipment will be included when applicable. BILLABLE CONTACT HOURS: 3

CUL 2320  Wine and Spirits  3 Credit Hours
Equivalent: FST 2320
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
The student will develop an overall knowledge of the beverage industry as it relates to food and beverage operations. A full line of liquor, beer, and wine will be discussed along with standard practices in the service and mixology of these. The student will be exposed to the importance of professional management and the application of management functions in the areas of staffing, product control, accounting, legal liability, and merchandising. BILLABLE CONTACT HOURS: 3

CUL 2330  Artisan Breads  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
Pre- or Corequisite: CUL 1151
This course presents advanced theory and techniques of producing artisan breads and will include developing and maintaining cultures used in sourdough. Correct choice of flours and ingredients for specific flavor development will be covered. Students will participate in flavor and product evaluations. BILLABLE CONTACT HOURS: 3

CUL 2350  Culinary Competition  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1111 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course is designed to prepare the student for culinary competition both as a team and individual entry. American Culinary Federation culinary standards will be discussed and practiced for product development. Students will be required to enter an actual culinary competition to be determined by the instructor. Practice will be required outside of class time. BILLABLE CONTACT HOURS: 3

CUL 2360  Soups and Sauces  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1111 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will provide students an in-depth study of soups and sauces, both classical and nouvelle. Discussion and preparation of unique soups and sauces will allow students to hone skills in sauce making techniques. Various styles of seasonal soups and garnishes will be prepared. BILLABLE CONTACT HOURS: 3

CUL 2391  Sugar Artistry  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1250 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course provides knowledge, skills and techniques to produce elaborate and contemporary sugar showpieces. Students will work with multiple sugar mediums while learning various techniques such as pulled, blown, cast and bubble sugar. Pastillage, molding, piping and construction of showpieces will be presented. BILLABLE CONTACT HOURS: 3
CUL 2392  Chocolate Artistry  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1250 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course provides knowledge, skills and techniques to produce elaborate and contemporary chocolate amenities and showpieces. Students will work with multiple chocolate mediums while learning various techniques. Ice chocolate, molding, silk-screening, piping and construction of showpieces will be practiced. BILLABLE CONTACT HOURS: 3

CUL 2400  Classical Restaurant  4 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1200
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will build on foundation skills from previous courses in cooking. The course will introduce the student to classical and international cuisine, and students will practice preparation and service of these cuisines in a fine dining setting. BILLABLE CONTACT HOURS: 6

CUL 2420  Plated Dessert I  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
Pre- or Corequisite: CUL 1250 (Recommended); or consent of instructor.
This course builds upon the fundamentals of pastry creations in the form of plated desserts. Design, plate component, and style dynamics will be discussed. The student will practice advanced techniques in plate design to create trend-setting presentations. BILLABLE CONTACT HOURS: 3

CUL 2430  Plated Dessert II  2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 2420 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
The student will practice advanced techniques used in designing contemporary plated desserts. Concepts of fusionism, impressionism, and architecturalism to create signature desserts will be presented. American Culinary Federation Pastry Competition techniques and guidelines will be discussed. BILLABLE CONTACT HOURS: 3

CUL 2450  Leadership Management  3 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1230
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will expand upon supervisory skills necessary for a successful leadership role in the food service industry. Team building, leadership skills and human resource skills will be emphasized including coaching and training. BILLABLE CONTACT HOURS: 3

CUL 2480  Event and Catering Management  3 Credit Hours
Equivalent: FST 2404
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1111 CUL 1230 CUL 2040; or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
The students will plan, practice, organize and execute on-premise dinner events and on-premise buffets, and perform the various management functions of a food service operation. BILLABLE CONTACT HOURS: 3

CUL 2490  Hospitality Legal Issues  3 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1210 and CUL 1230 or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will introduce students to legal issues facing food service managers and supervisors, to recognize legal ramifications of policies and practices and be able to apply legal principles to everyday operations. This course will encompass employment law, human resource skills, the Americans with Disabilities Act, discrimination, negligence and dram shop liability. BILLABLE CONTACT HOURS: 3

CUL 2500  Culinary Arts Internship  1 Credit Hour
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1200 and consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will provide the student with a work-based learning experience in an approved restaurant setting. The intern will be evaluated on work performance. BILLABLE CONTACT HOURS: 1
CUL 2510 Restaurant Management Internship ..........1 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1210 and CUL 1230; and consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will provide the student with a practical application of the skills and knowledge presented in their coursework. Students will be required to complete 120 hours working in an approved restaurant facility. Students will rotate through various management positions such as floor manager, kitchen manager and beverage manager. BILLABLE CONTACT HOURS: 1

CUL 2530 Wedding Cake Design ......................2 Credit Hours
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1050
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
The student will design and produce traditional and contemporary wedding cakes. The process of creating cakes for special events, including choice of themes and client relations, will be discussed. BILLABLE CONTACT HOURS: 3

CUL 2610 Front Office Operations ....................3 Credit Hours
Equivalent: FST 2430
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1180 and CUL 1230; or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will identify and define the organizational structure of a front office and how it relates to the overall objectives of the hotel operation. The course will define principles of management practices, routine procedures of the front office including reservation systems, guest room services, check-in/check-out, accounting practices, and proper emergency response procedures. Field trips will be required. BILLABLE CONTACT HOURS: 3

CUL 2620 Housekeeping Operations ..................3 Credit Hours
Equivalent: FST 2450
English/ESL Placement: Placement into ENG 1060 or higher (or placement into ESL 2510 or higher for students taking the ESL sequence of courses).
Prerequisite: CUL 1180 and CUL 1230; or consent of instructor.
Note: Prerequisites for courses in this department are not automatically waived for College Guest students and students with a bachelor's degree or higher from a U.S. institution.
This course will provide insight into the responsibilities and daily practices of housekeeping operations within a full service hotel. Discussion on the roles and responsibilities of the housekeeping department supervisor will include: leadership, inter-department communication and how they may differ in various styles of lodging operations. Emphasis will be on the daily procedures employees use in turning guest rooms and maintaining on-premise laundries. Methods in hiring, training, and maintaining staff will also be discussed. Field trips will be required. BILLABLE CONTACT HOURS: 3