

# HOSPITALITY MANAGEMENT (HM)

## HM 101 Introduction to Hospitality (4 Credits)

Provides an overview of the hospitality and tourism industry, its growth and development, industry segments and their distinguishing characteristics, trends and current concerns. Introduction to career opportunities and the employability skills needed to succeed in specific hospitality fields.

## HM 130 Hospitality Industry Supervision and Principles of Leadership (4 Credits)

Learn the management/supervision/leadership responsibilities in the typical lodging and/or food service establishment. Stresses leadership, communication, morale, motivation, training, team building, and employee development and retention unique to lodging and food service operations.

## HM 150 Procurement, Ingredient Identification and Food Cost Control (3 Credits)

**Prerequisites:** CUL 104.

Learn the principles of cost control, product yield tests, vendor relations and procurement, and an introduction to ingredient identification and tasting. Exposure to profit and loss statements, and how to track cost as it relates to the flow of food. Place, receive and store food orders, conduct quality assurance on all food items, and execute an electronic end-of-month inventory.

## HM 160 Wine and Specialty Beverage Management and Service (4 Credits)

Explores organization of a beverage program within the operation of a hospitality business. Introduces the world of wine and beverage including beer and distilled beverages. Emphasizes major wine regions, varietals, viticulture, the winemaking process, and food and wine pairings.

## HM 190 Dining Room Operations (5 Credits)

Covers elements of customer service in a real-life dining room setting including culture and delivery, standards of service, causes of service breakdowns, and service recovery techniques. Provides customer service strategies using systems, technologies, and communication skills to serve diverse customer needs. Emphasizes service styles and guidelines, guest relations, management systems, and equipment identification and handling. Results in the following industry certifications: Oregon Liquor Control Commission (OLCC) Alcohol Service Permit and the Federation of Dining Room Professionals (FDRP) Dining Room Associate and Wine Steward Associate Certificates.

## HM 199 Selected Topics: Hospitality Management (1-4 Credits)

This course is in development.

## HM 210 Menu Composition and Analysis (4 Credits)

**Prerequisites:** CUL 104.

Analyze menu design and effectiveness from a diversity of local restaurants to learn about standardized recipes and cost cards, income and profit and loss statements, nutritional aspects of menu planning and design, and menu configuration. Analyze and critique industry menus and create menus from the perspective of concept, clarity, cost, price, and efficiency. Develop, cost, and determine proper product specifications for the culinary capstone menu.

## HM 230 Lodging Management (4 Credits)

Explore current operational practices of lodging operations throughout the world. Study management functions related to front office, housekeeping, marketing, reservations, maintaining customer accounts, laws affecting lodging operations and typical service problems. Go on field trips to learn about different kinds of lodging operations throughout the state.

## HM 240 Hospitality Law (4 Credits)

**Recommended preparation:** (BA 214 or WR 121Z) and HM 101.

Learn about the hotel/guest relationship, innkeeper's lien, crimes against innkeepers, overview of employment rights, policy formulation, duty to protect guests and their belongings, ejection of guests and non-guests, and an introduction to general business law dealing with torts and contracts. Issues concerning travel law will be included.

## HM 275 Mixology and Beverage Operations (4 Credits)

**Prerequisites:** Instructor approval and Oregon Liquor Control Commission (OLCC) Server Permit.

Create a wide variety of classic and everyday mixed drinks in a standard bar setting. Learn about bar glassware and equipment identification, pouring techniques, common cocktail mixing methods, history of distilled spirits, origin and characteristics of various distilled spirit brands, distillation process, bartenders job description and responsibilities, cost control, beverage pricing and responsible alcohol service.

## HM 280 Hospitality Management Industry Internship (1-10 Credits)

**Prerequisites:** instructor approval.

Serves as a supervised work experience within the restaurant management / hospitality industry designed to expand career knowledge and experiential confidence while increasing knowledge, speed, timing, organization and ability to execute industry skills on a repetitive basis. Provides a diverse work experience that is designed on a systematic rotation of different stations related to management functions within a restaurant or hospitality-industry venue. The internship is concluded by a final supervisor evaluation. P/NP grading.

## HM 290 Career Success and eFolio Presentation (2 Credits)

**Prerequisites:** CUL 170 or BAK 170 or instructor approval for hospitality management students.

Finalize your Cascade Culinary Institute (CCI) eFolio, including updated, effective résumés, cover letters, reference letters, and photos of prepared dishes, class projects, and certificates earned during study at CCI. Learn about career opportunities, networking, volunteerism, and interview techniques.

## HM 298 Independent Study: Hospitality Management (1-6 Credits)

**Prerequisites:** instructor approval.

**Recommended preparation:** prior coursework in the discipline.

Individualized, advanced study to focus on outcomes not addressed in existing courses or of special interest to a student. P/NP grading.

## HM 299 Selected Topics: Hospitality Management (1-4 Credits)

Provides a learning experience in hospitality management not currently available; this course is in development to be proposed as a permanent course.