COURSE OUTLINE

Course Number  
HOS 100

Course Title  
Hospitality Success Skills

Credits  
1

Hours:  
lecture/Lab/Other  
1/0/0

Co- or Pre-requisite: None

Revised Fall/2017

Catalog description (2006-2009 Catalog):

Introduces students to the skills necessary to be successful in the Hospitality program and the hospitality industry. Emphasizes industry opportunities and how to make the most of the educational experience through self management, internship opportunities, and effective study habits. Additional topics include industry diversity and ethics.

Course Competencies/Goals:

The student will be able to:

1. Identify resources available at the college and demonstrate a working knowledge of specific college resources, procedures and practices that can be utilized to support success
2. Analyze and assess yourself as a present and future employee of the hospitality industry
3. Apply theory with practice by performing exercises related to the hospitality industry
4. Discuss the skills, aptitudes and education necessary for successful hospitality careers and evaluate the outcomes of various career choices
5. Question and differentiate potential outcomes based on ethical decision making
6. Practice the principles of time management for school, work and home life
7. The student will compare HRIM programs and educational options upon completion of MCCC program
8. Describe and analyze career paths for both traditional and emerging areas of the hospitality industry

Grade Scale:  
100% - 93% = A  
92% - 90% = A-  
89% - 87% = B+  
86% - 83% = B  
82% - 80% = B-  
79% - 77% = C+  
76% - 70% = C  
69% - 60% = D  
59% - 0% = F
Course Assignments

Student Evaluation Process:

Evaluation of student learning:

Participation during class  15%
Timely completion of coursework  40%
Tests and Quizzes 10%
Career research papers  25%
Book review 10%

1) Career Research Papers Each student will be required to prepare two written papers. Each student will write two papers focusing on two separate career choices and how to be successful in that career. These careers should be careers you are considering. The careers can be related but not duplicated. Career choices should be goals you hope to achieve over the next 10 years. They can be achieved sooner but to be successful in your career area think of the ‘roadmap’ you would need to follow to not just reach your goals but how to be very successful in that career. Students must be able to source their material to back up their statements. For example you can state that to be a successful general manager at a hotel you need to earn a college degree. Statistics from sourced material need to back up that statement. Written papers must be a minimum of 2000 words. (approx. 5 pages single space) Do not cut and paste from the internet and expect to get a passing grade. Plagiarism will be reported to the academic standards committee and result in failing this course. Topics must be sourced utilizing a minimum of five separate sources.

Outline due week 3
Final paper due week 7

The following information must be included in your papers:

- Career Title
- Educational requirements / recommendations (what effect does this have on salaries)
- Salary ranges and geographic effects
- How competitive is this field
- What skill sets are required (both mental and physical)
- Professional associations that should be joined / which ones would have the most impact on your career and how can they help
- How many hours are required each week and what is a typical day like in this career once you reach this career goal
- How do you define success
- A minimum of five different sources must be used
- The word count must be accurate and clearly listed on your source page
2) **What's your learning style?** You are required to go on line to determine what your learning style is. The results of this survey must be brought to class with you week three.  
http://www.metamath.com/multiple/multiple_choice_questions.html  
You can find more web sites for study skills at: http://thetwocrows.com/ahclem/studyskills.html  
Due week 4

3) **Your participation in class** is required. No credit is give for taking up space. You are expected to participate. Class assignments must be submitted on time. Late assignments will not be accepted under any circumstances.

4) **A written self analysis** must be completed by each student and this assignment is due the second meeting of the class. Due week 10 prior to fear of failure module

5) **“Your network” assignment.** Each student is required to complete a network sheet that they can utilize to further their career. This will be Due week 12

6) **Goal Assignment:** Due after class discussion week 6

7) **Book Review:** Each student will review a book from the suggested reading list. If you would like to read and review a book not listed on this list you need approval from the instructor to do so. The book should reflect your immediate interests in the hospitality field. This paper should be at least 1000 words. Quotes need to be sourced properly and this word count listed on the title page. You must include the following information in your review:

   - Title and Author
   - Give background information about the author
   - Summarize what the book is about
   - What was your favorite quote in the book and explain why it is your favorite quote?
   - Did this book change your perception on the subject matter?
   - Did you like this book and why … and if you did not why not?
   - Was there anything in this book that surprised you?
   - Who do you think is the audience for this book?
   - Would you recommend this book to others, why or why not?

Due week 7

Coursework will also include work begun in class and completed by the student individually or as part of a group depending on the assignment. The course schedule will be altered during the semester to allow for speakers to visit the classes when they are available. When speakers are scheduled students will be informed who the speaker will be and each student must submit a minimum of three questions for the speaker to answer.
**Course Schedule**

Week 1  Introduction to HRIM Program  
Course overview and outline review, Intro to HRIM programs, Hospitality club, business casual, Library Services How to research and write a college paper on Hospitality

Week 2  Student Services & Student learning styles and how to succeed in your courses

Time management

Week 3  Goal Setting  
Career Services how to find a job

Week 4  Owning your own business (guest speaker)  
Diversity

Week 5  Student advisement, planning your future semesters at MCCC and Higher Education

Fear of Failure

Week 6  The hotel business (guest speaker)  
Networking a how to guide

Week 7  Customer Service … the moment of truth  
Ethics in the hospitality industry