

HMGT 3300: Introduction to Hospitality

3 Credit Hours

Prerequisite: Admission to the Coles Undergraduate Professional Program or student in a Coles College Partner Program

This survey course provides students with an understanding of the hospitality industry and the role it plays in both the U.S. and global economies. This course offers an overview of the industry, its economic impact, its history, its current and future challenges, and its business characteristics. The main goal of the course is to expose students to the hospitality industry and provide an understanding of the unique aspects of managing businesses in this industry.

HMGT 3397: Work Experience In Hospitality Management

0 Credit Hours

Prerequisite: Hospitality management major and (admission to the Coles College Undergraduate Professional Program).

All hospitality majors, upon completion of 400 hours of verifiable work experience in the hospitality, tourism, or related industries must sign up for this course. The work experience may be obtained any time from the freshmen year at KSU to the semester of graduation at KSU and must be completed in its entirety before a degree will be awarded. This course carries no credit hours, and thus no tuition fees. Grading is Satisfactory or Unsatisfactory based on successful completion of the work-hour requirement and a reflection paper, which details work experiences and involves the students' self-critique of their skills and knowledge in preparation for a career in the hospitality industry.

HMGT 3500: Guest Service Management

3 Credit Hours

Prerequisite: HMGT 3300 and (admission to the Coles College undergraduate professional program or student in a Coles College Partner program).

This course explores the dimensions of successful service management of hospitality organizations. It also offers an in-depth study of the provision and management of high quality service provided within a hospitality business. It prepares students for enlightened guest service management and suggests creative approaches. The course will use an integrated viewpoint on issues of measurement, continuous service improvement, staff member training from a guest perspective, and the ability to benchmark among hospitality competitors are discussed.