



**MERCER**  
COUNTY COMMUNITY COLLEGE

## COURSE OUTLINE

Course Number	Course Title	Credits
HOS 100	Hospitality Success Skills	1
Hours: Lecture/Lab/Other	Co- or Pre-requisite	Implementation Semester & Year
1 Lecture /0/0	None	Spring 2022

**Catalog description:**

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.

**General Education Category:**  
**Not GenEd**

**Course coordinator:**  
**Douglas Fee**  
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**609 570-3447**

**Required texts & Other materials:** No textbook required. Students will be supplied with all the necessary materials by the course instructor.

**Course Student Learning Outcomes (SLO):**

***Upon successful completion of this course 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 (Supports ILGs # 10; PLO's# 8)
2. Analyze and assess yourself as a present and future employee of the hospitality industry and question and differentiate potential outcomes based on ethical decision making (Supports ILGs # 9; PLO's# 8)
3. Apply theory with practice by performing exercises related to the hospitality industry and compare HRIM programs and educational options upon completion of MCCC (Supports ILGs # 1, 11; PLO's# 4)
4. Research and discuss the skills, aptitudes, and education necessary for successful hospitality careers and evaluate the outcomes of various career choices and analyze career paths (Supports ILGs # 1, 10; PLO's# 8)
5. Practice the principles of time management for school, work, and home life (Supports ILGs # 11; PLO's# 8)

## **Course-specific Institutional Learning Goals (ILG):**

**Institutional Learning Goal 1. Written and Oral Communication in English.** Students will communicate effectively in both speech and writing.

**Institutional Learning Goal 4. Technology.** Students will use computer systems or other appropriate forms of technology to achieve educational and personal goals.

**Institutional Learning Goal 5. Social Science.** Students will use social science theories and concepts to

**Institutional Learning Goal 9. Ethical Reasoning and Action.** Students will understand ethical frameworks, issues, and situations.

**Institutional Learning Goal 10. Information Literacy:** Students will recognize when information is needed and have the knowledge and skills to locate, evaluate, and effectively use information for college level work.

**Institutional Learning Goal 11. Critical Thinking:** Students will use critical thinking skills understand, analyze, or apply information or solve problems.

## **Program Learning Outcomes for HRIM, Culinary Arts, Culinology (PLO)**

4. Develop professional written and verbal communication and computational skills related specifically to hospitality.

8. Identify and interpret the skills employees require in various hospitality segments and positions within the segments including hotels, food service operations and specialized markets.

## **Units of study in detail – Unit Student Learning Outcomes:**

### **Unit I** College Success (Supports Course SLOs# 1, 4 )

#### **Learning Objectives**

*The student will be able to:*

- Explore resources available at the college and discuss specific college resources, procedures and practices that can be utilized to support success
- Discuss the skills, aptitudes, and education necessary for your career in Hospitality available at MCCC
- Identify personal learning styles

### **Unit II** HRIM Program Success (Supports Course SLOs# 2, 5)

#### **Learning Objectives**

*The student will be able to...*

- Practice the principles of time management for school, work, and home life
- Compare HRIM programs and options upon completion of curriculum including career options and continuing their education

### **Unit III** Industry Success (Supports SLOs# 3, 4)

#### **Learning Objectives**

*The student will be able to...*

- Analyze and assess yourself as a present and future employee of the hospitality industry through self-analysis project including case studies
- Apply theory with practice by performing exercises in hospitality related skills including moment of truth exercises
- Analyze the skill sets in a potential career path and develop a career map for your future

- Learn how to practice skills necessary for success in our industry including customer service skills and motivation.
- Develop realistic awareness of the roles and responsibilities of a hospitality manager and leadership qualities.
- Assess career options for both traditional and emerging areas of the hospitality industry while considering the application of those positions within various segments of the hospitality industry and utilize this information to create a career path project

**Evaluation of student learning:**

Participation during class	15%
Timely completion of coursework	30%
Tests and Quizzes	15%
Case study project	15%
Final Project / Career Map	25%