



PROGRAM LEARNING OUTCOME

AAS Hospitality and Foodservice Management

PLO 1. Identify the various sectors within the hospitality industry, and describe their relationship with the global economy

PLO 2. Describe the fundamental principles of management and apply effective leadership in a hospitality industry setting

PLO 3. Demonstrate the ability to work in the hospitality industry by completing practical and cooperative work experiences with a satisfactory supervisor's evaluation

PLO 4. Demonstrate effective professional communication skills through presentations and business writing

PLO 5. Appropriately use and express the importance of exceptional customer service skills in any hospitality environment

Hotel/Restaurant Management Track

PLO 6. Identify and apply the components of a successful hotel or foodservice operation to classroom discussion and/or project work

Meeting/Event Management Track

PLO 7. Identify the components of organizing and executing a special event, a group tour, and/or exposition and tradeshow