**Date 2012-13** **Name of Administrative or Educational t Unit:** \_\_\_\_\_Hospitality and Food Service Management\_ \_\_\_\_\_\_\_\_\_\_

**Contact name:** Karen Musa **Contact email:** Kmusa@collin.edu **Contact phone:** **Office Location:**

**Mission:**

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| The mission of the Hospitality and Food Service Management program is to prepare students to qualify for a variety of mid-management positions and career advancement in the hospitality industry. The curriculum emphasizes problem-solving, creativity and industry involvement, in addition to practical on-the-job experience. |

**PART I: Might not change from year to year**

| A. Outcomes(s)Results expected in this department/program | B. Measure(s)The instrument or process used to measure results | C. Target(s)The level of success expected |
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| 1 Hotel/Restaurant Management or Meetings & Event Planning students will construct a capstone portfolio which illustrates basic skills and knowledge, including, but not limited to the following:* Company profile
* Projects showing impact of hotel/restaurant design, financial management, and legal issues regarding liability
* Human resources management,such as job descriptions, interviewing, hiring, recruiting and staff discipline
* Purchasing policy manual
* ServSafe Certification @75% or above
* Reflection paper analyzing impact of Front office procedures, including rooms division, concierge, uniform services, and housekeeping
* Bouus: Certified Tourism Ambassador (Certification) and American Hotel and Lodging Association certificate exams
 | Contents of each section of the Capstone Portfolio (CAP) will rate the student’s work on a 4 point scale. The Portfolio will include work from the following technical courses:**CHEF** 1305 or **TRVM** 1327**HAMG** 1313 or **TRVM** 1323**HAMG** 2337 or **TRVM** 2355**RSTO** 1325 or **TRVM** 2341**HAMG** 2380 or **TRVM** 2380**HAMG** 2305 or **TRVM** 2333Contents of each section of the **CAP** will rate the students from average to exceptional on a 4- point scale.The completed **CAP** will be presented during the Capstone course either HAMG 2305 or TRVM 2333 | The goal will be to have students turning in CAP requirementsfor the 6 sections that merit an above average score, 3 to 4 points per course, 18-24 total points..  |
| 2 Apply critical thinking and problem solving skills | Case studies and written exams in various hotel and restaurant management classes | The average score that each class will obtain on exams is **75%** or higher |
| 3 Demonstrate an ability to communicate both in writing and verbally in a professional manner | Submit all course project work in a professional format. Present all projects in a professional manner | Project work turned in on time, utilizing correct spelling and grammar. The average score that each class will obtain in the area of individual or project work is **75%** or higher |
| 4 Complete capstone: Apply skills and knowledge acquired in hotel and restaurant or meeting & event planning classes | Collaborative student project for HAMG 2305 and TRVM 2333 Completion of **CAP**  | Students will complete all the requirements of HAMG 2305 or TRVM 2333 with a grade of C or higher |

**PART II: For academic year (enter year i.e. 2011-12)**

**From Part I**

| A. Outcomes(s)Results expected in this department/program | D. Action PlanYears 5 & 2Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action PlanYears 1 & 3Implement the action plan and collect data | F. Data Results SummaryYears 2 & 4Summarize the data collected | G. FindingsYears 2 & 4What does data say about outcome? |
| --- | --- | --- | --- | --- |
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 | See action plan for competency #3. | Implement the action plan and collect data | The portfolio average score was 82.5, exceeding the 75% standard. Only 1 student fell below with a 71%. Half had a score of 88% or above. | Standard met. Students were able to complete the portfolio per the instructors’ syllabi. |
| 2 Apply critical thinking and problem solving skills | See action plan for competency #3. | Implement the action plan and collect data | Students performed very well in off-site management & service learning situations with an average of 96.6% and 94.5% respectively.  | Students demonstrated critical thinking in resolving problems that arose. |
| 3 Demonstrate an ability to communicate both in writing and verbally in a professional manner | Written CAP Guidelines were given to each faculty and associate to ensure that associate faculty clearly impart their expectations to students regarding the Portfolio assignments in the instructor syllabus. Instructors will use intentional coaching regarding time management to help students keep on top of portfolio assignments.  | Implement the action plan and collect data | The presentation of the Career Application portfolio was the lowest area of performance, reflecting organization and time management.  | This area shows great improvement from the first semester to the last, but the verbal area needs additional improvement because of its importance to professionalism in the hospitality industry. |
| 4 Complete capstone: Apply skills and knowledge acquired in hotel and restaurant or meeting & event planning classes | See action plan for competency #3.  | Implement the action plan and collect data | The Career Application Portfolio was completed by all the students; their off-site observation rating scores averaged 96.6%. | Being better organized & staying on top of the work needs improvement; Time management is part of it. |