



2011 - 2012
Career and Technical Programs

Culinary Arts and Hospitality
Management
541.463.3503

lanecc.edu

Hospitality Management

Two-Year Associate of Applied Science Degree

One-Year Certificate of Completion,
Food Service Management

Career Pathway Certificate of Completion,
Restaurant Ownership

Career Pathway Certificate of Completion,
Meeting, Convention, and Special Events Manager

Purpose Trains graduates for exciting, varied careers in several areas, such as hotel management, meeting and special event management, restaurant management and ownership, and travel and tourism-related businesses. Upon completing this degree program in Hospitality Management students will have opportunities for challenging and rewarding careers that can take them around the world if they so choose!

Learning Outcomes The Hospitality Management Program graduate will:

- Explore careers in the Hospitality Industry.
- Demonstrate job search and interviewing skills.
- Develop employability skills required for the Hospitality Management Industry.
- Demonstrate technological literacy to support the Hospitality Management Industry.
- Apply problem solving and decision making processes to Hospitality Management situations.
- Practice effective communication skills for the Hospitality Management workplace.
- Practice customer service skills required in Hospitality Management.
- Review financial records and accounts applicable to Hospitality Management operations.
- Explore the legal and ethical environment of the Hospitality Management industry.
- Understand economic principles of the Hospitality Management industry.
- Understand safe working habits for the Hospitality Management industry.
- Participate in Hospitality Management work-based learning experiences.
- Demonstrate oral communication skills required in Hospitality Management.
- Understand and demonstrate business and financial management.
- Evaluate leadership styles appropriate for the Hospitality workplace.
- Explain basic hotel departments and functions.
- Determine appropriate guest service strategies within the Hospitality industry.
- Characterize supervisory and management functions.
- Summarize management practices for the food industry.
- Understand appropriate environmental function and sustainable standard operating procedures.
- Understand marketing skills needed in the Hospitality industry.

Employment Trends Statewide projections - 186 annual openings for Hotel, Motel, and Resort Desk Clerks; 32 annual openings for Tour Guides and Escorts; 28 annual openings for Lodging Managers; 17 annual openings for Meeting and Convention Planners are projected in Oregon

Lane County projections - 13 annual openings for Hotel, Motel, and Resort Desk Clerks; 3 annual openings for Tour Guides and Escorts; 2 annual openings for Lodging Managers; 2 annual openings for Meeting and Convention Planners.

Wages Hotel, Motel, and Resort Desk Clerk wages average \$9.89 an hour in Lane County and \$10.47 an hour statewide, with an average annual salary of \$21,787; Tour Guides and Escorts average \$11.82 an hour in Lane County and \$12.90 an hour statewide, with an average annual salary of \$26,834; Lodging Managers average \$19.56 an hour in Lane County and \$22.64 an hour with an average annual salary of \$47,108; and Meeting and Convention Planners average \$17.65 an hour in Lane County and \$20.32 an hour statewide with an average annual salary of \$42,268.

Costs in Addition to Tuition (2-year program estimate)*

Books and Fees\$1,735

* Subject to change without notice.

Accreditation The two-year AAS degree program is accredited by the Accreditation Commission for Programs in Hospitality Administration (ACPHA). Students graduating from the program will receive national certification status as a Certified Hospitality Graduate (CHG).

Licensing or Other Certification Exams Required Students completing certain classes that comply with the American Hotel and Lodging Association (AHLA) or National Restaurant Association Education Foundation (NRAEF) will receive Certificates of Completion from these organizations.

Prerequisites Must be a credit-level student. Students are strongly advised to enter fall term.

Admission Information Hospitality Management information is available from the Culinary and Hospitality office, Bldg. 19, Rm. 202, or online at lanecc.edu/culinary. A completed questionnaire and a letter of recommendation are required.

Cooperative Education (Co-op) Students may earn credit for on-the-job work experience related to their educational and career goals. Through Co-op, a student can develop and practice skills, expand career knowledge, and make contacts for future employment. For more information, contact Joe McCully, Cooperative Education Coordinator, Bldg. 19, Rm. 210, 541.463.3516, mccullyj@lanecc.edu

Program Contact Wendy Milbrat, 541.463.3503

Hospitality Management

Note ALL numbered courses required for this program must be taken for a grade, not pass/no pass, and must be passed with a grade of "C-" or better.

Two-Year Associate of Applied Science Degree

First Year

	Fall
CG 203 Human Relations at Work	3
HRTM 105 Restaurant Operations ^{D,G}	3
HRTM 106 Introduction to Hospitality Management ^{D,G}	3
HRTM 225 Hospitality Management Lab ^{D,G}	2
Program Elective ^{D,G}	2-3
MTH 025 Basic Math Applications ^{*,D,G}	3
Total Credits	16-17

Winter

CS 120 Concepts of Computing: Information Processing ^{D,G}	4
HRTM 110 Hospitality Sales and Marketing ^{D,G}	3
HRTM 120 Communications and Guest Relations ^{D,G}	3
HRTM 225 Hospitality Management Lab ^{D,G}	2
MTH 052 Math for Introductory Physical Science ^{*,D,G}	4
Total Credits	16

Spring

CA 159 Kitchen Operations ^{D,G}	2
HRTM 130 Hospitality Information Systems ^{D,G}	3
HRTM 140 Security in the Hospitality Industry ^{D,G}	3
HRTM 225 Hospitality Management Lab ^{D,G}	2
BT 165 Introduction to Accounting Cycle ^{*,D,G}	4
WR 115W Introduction to College Writing: Workplace Emphasis ^{*,D,G}	3
Total Credits	17

Summer

HRTM 280 Co-op Ed: Hospitality Management ^{D,G}	7
Total Credits	7

Second Year

	Fall
HRTM 230 Hotel Operations 1 ^{D,G}	3
HRTM 260 Supervision in the Hospitality Industry ^{D,G}	3
HRTM 265 Hospitality Financials 1 ^{D,G}	3
HRTM 279 Buffet and Banquet Planning ^{D,G}	2
Program Elective ^{D,G}	2-3
Total Credits	13-14

Winter

HRTM 231 Hotel Operations 2 ^{*,D,G}	3
HRTM 275 Hospitality Financials 2 ^{*,D,G}	3
HRTM 279 Buffet and Banquet Planning ^{D,G}	2
Program Elective ^{D,G}	2-3
Arts and Letters requirement ^R	3
Total Credits	13-14

Spring

HE 252 First Aid ^{D,G}	3
HRTM 279 Buffet and Banquet Planning ^{D,G}	2
HRTM 290 Hospitality Leadership ^{*,D,G}	4
Program Elective ^{D,G}	3
Total Credits	12

Program Electives

Program electives can be met at any time/term of the 2-year Program.

Strongly recommended: National ServSafe Certification

BT 180 Business Proofreading and Editing	4
BA 101 Introduction to Business	4
BA 223 Marketing	4
BA 224 Human Resource Management.....	4
BA 278 Leadership and Team Dynamics.....	4
BT 163 QuickBooks	3
BT 123 MS Excel for Business.....	3
BT 122 MS PowerPoint for Business	3
BT 120 MS Word for Business	3
CA 175 Food Safety and Sanitation ^{D,G}	2
CA 110 Guest Chef Series ^{D,G}	2
CA 130 Oregon Wine Country ^{D,G}	2
CA 200 Restaurant and Menu Management ^{D,G}	3
ES 102 Contemporary Racial and Ethnic Issues	4
GEOG 201 World Regional Geography	3
HRTM 104 Introduction to Travel and Tourism ^{D,G}	3
HRTM 109 Principles of Meeting and Convention Management ^{D,G}	3
HRTM 209 Advanced Principles of Meeting and Convention Management ^{D,G}	3
HRTM 281 Restaurant Ownership ^{D,G}	3
HRTM 286 Fundamentals of Wine, Beer and Spirits ^{D,G}	3
LIB 127 Library and Information Research	3
PHL 201 Ethics.....	4
SP 115 Introduction to Intercultural Communications	4
SP 130 Business and Professional Speech.....	4
SUST 101 Introduction to Sustainability.....	3
WR 121 Introduction to Academic Writing	4

Hospitality Management

Food Service Management

One-Year Certificate of Completion

The Hospitality Management Program offers a one-year Certificate of Completion intended for students who want to learn how to excel in restaurant management. In addition to the one year Certificate of Completion from Lane, graduates may also earn 12 certificates and a credential from the National Restaurant Association Education Foundation. All of the classes offered in this Certificate Program apply directly to the Hospitality Management Associate of Applied Science degree.

Learning Outcomes The graduate will:

- Access library, computer and communications services and obtain information and data from regional, national and international networks.
- Develop a range of culinary and dining room service skills.
- Develop supervisory and human relations skills.
- Operate equipment including cook tops, food processors, ovens (baking, convection, and conventional), dough mixers, meat slicers, espresso machines, cash register, point of sales (POS) systems and a variety of kitchen tools.
- Perform mathematical functions related to food service operations.
- Understand the fundamentals of financial analysis, purchasing and receiving, menu planning and costing, and food and beverage controls.

	Fall
Choice of:.....	3
HRTM 105 Restaurant Operations ^{D,G}	
HRTM 106 Introduction to Hospitality Management ^{D,G}	
CA 175 Foodservice Safety and Sanitation ^{D,G}	2
MTH 025 Basic Math Applications ^{*D,G}	3
HRTM 265 Hospitality Financials 1 ^{D,G}	3
HRTM 260 Supervision in the Hospitality Industry ^{D,G}	3
CG 203 Human Relations at Work	3
Total Credits	17

	Winter
HRTM 120 Communications and Guest Relations ^{D,G}	3
HRTM 275 Hospitality Financials 2 ^{*D,G}	3
FN 105 Nutrition for Foodservice Professionals ^{D,G}	3
WR 115W Introduction to College Writing ^{*D}	3
HRTM 110 Hospitality Sales and Marketing ^{D,G}	3
HRTM 280 Co-op Ed: Hospitality Management ^{D,G} or	
HRTM 225 Hospitality Management Lab ^{D,G}	2-3
Total Credits	17-18

	Spring
CA 159 Kitchen Operations ^{D,G}	2
CA 200 Restaurant and Menu Management ^{D,G}	3
HRTM 286 Fundamentals of Wine, Beer and Spirits ^{D,G} ...	3
HRTM 130 Hospitality Information Systems ^{D,G}	3
HRTM 290 Hospitality Leadership ^{*D,G}	4
Total Credits	15

Restaurant Ownership

Career Pathway Certificate of Completion

The Career Pathways Certificate Program in Restaurant Ownership is for students who want to learn how to successfully own a restaurant. All of the classes offered in this Certificate Program apply directly to an Associate of Applied Science degree in Hospitality Management.

Learning Outcomes The CPC Restaurant Ownership graduate will:

- Demonstrate technological literacy to support the Hospitality Management Industry.
- Practice customer service skills required in Hospitality Management.
- Review financial records and accounts applicable to Hospitality Management operations.
- Explore the legal and ethical environment of the Hospitality Management industry.
- Understand economic principles of the Hospitality Management industry.
- Understand safe working habits for the Hospitality Management industry.
- Demonstrate oral communication skills required in Hospitality Management.
- Understand and demonstrate business and financial management.
- Determine appropriate guest service strategies within the Hospitality industry.
- Characterize supervisory and management functions.
- Summarize management practices for the food industry.
- Understand appropriate environmental function and sustainable standard operating procedures.
- Understand marketing skills needed in the Hospitality industry.
- Understand the elements involved with developing a restaurant concept.
- Understand the unique aspects of restaurant ownership.

	Fall
CA 175 Foodservice Safety and Sanitation ^{D,G}	2
MTH 025 Basic Math Applications ^{*D}	3
HRTM 265 Hospitality Financials 1 ^{D,G}	3
HRTM 260 Supervision in the Hospitality Industry ^{D,G}	3
Total Credits	11

	Winter
HRTM 275 Hospitality Financials 2 ^{*D,G}	3
HRTM 120 Communications and Guest Relations ^{D,G}	3
Program Elective ^{D,G}	2-3
Total Credits	8-9

Standard footnotes:

* Prerequisite required

B Must be passed with grade of "B" or better to use as a prerequisite

D Degree or certificate requirement; must be passed with grade of "C-" or better

G Must be taken for a grade, not P/NP; major requirement

R Required for AAS degree

Hospitality Management

	Spring
CA 159 Kitchen Operations ^{D,G}	2
CA 200 Restaurant and Menu Management ^{D,G}	3
HRTM 281 Restaurant Ownership ^{D,G}	3
HRTM 286 Fundamentals of Wine, Spirits and Beer ^{D,G}	3
HRTM 130 Hospitality Information Systems ^{D,G}	3
Total Credits	14

- Check current class schedule for terms offered or go to: lanec.edu/culinary/culinarypathways.
- Students may take Cooperative Education in any term approved by the coordinator.
- Cooperative Education can be substituted for one term of HRTM 225 Hospitality Management Lab.
- Students interested in transferring to a four-year institution should: 1. Complete WR 122 and WR 123 to fulfill the Arts and Letters requirements for the AAS. 2. Add MTH 111 and MTH 112 courses

Meeting, Convention, and Special Events Manager

Career Pathway Certificate of Completion

The Career Pathways Certificate Program for a Meeting, Convention, and Special Events Manager is for students that want to learn how to manage meetings, conventions, and special events. All of the classes offered in this Certificate Program apply directly to an Associate of Applied Science degree in Hospitality Management.

Learning Outcomes

The graduate will:

- Explore careers in the Hospitality industry.
- Demonstrate job search and interviewing skills.
- Demonstrate technological literacy to support the Hospitality Management Industry.
- Practice customer service skills required in Hospitality Management.
- Review financial records and accounts applicable to Hospitality Management operations.
- Explore the legal and ethical environment of the Hospitality Management industry.
- Understand economic principles of the Hospitality Management industry.
- Understand safe working habits for the Hospitality Management industry.
- Understand and demonstrate business and financial management.
- Evaluate leadership styles appropriate for the Hospitality workplace.

- Explain basic hotel departments and functions.
- Determine appropriate guest service strategies within the Hospitality industry.
- Characterize supervisory and management functions.
- Summarize management practices for the food industry.
- Understand marketing skills needed in the Hospitality industry.
- Provide effective student learning and expansion of knowledge in the field of event management.
- Provide study of Sustainability principles in the industry focused on meetings, conventions, and special events.

	Fall
HRTM 225 Hospitality Management Lab ^{D,G}	2
HRTM 106 Introduction to Hospitality Management ^{D,G} ...	3
HRTM 109 Principles of Meeting and Convention Management ^{D,G}	3
HRTM 230 Hotel Operations 1 ^{D,G}	3
HRTM 260 Supervision in the Hospitality Industry ^{D,G}	3
Total Credits	14

	Winter
HRTM 225 Hospitality Management Lab ^{D,G}	2
HRTM 110 Hospitality Sales and Marketing ^{D,G}	3
HRTM 120 Communications and Guest Relations ^{D,G}	3
HRTM 231 Hotel Operations 2 ^{*,D,G}	3
HRTM 279 Buffet and Banquet Planning ^{D,G}	2
HRTM 280 Co-op Ed: Hospitality Management ^{D,G}	2
Total Credits	15

	Spring
HRTM 225 Hospitality Management Lab ^{D,G}	2
HRTM 279 Buffet and Banquet Planning ^{D,G}	2
HRTM 209 Advanced Principles of Meeting and Convention Management ^{D,G}	3
HRTM 280 Co-op Ed: Hospitality Management ^{D,G}	2
Total Credits	9

	Summer
HRTM 280 Co-op Ed: Hospitality Management ^{D,G}	4
Total Credits	4

Standard footnotes:

* Prerequisite required

B Must be passed with grade of "B" or better to use as a prerequisite

D Degree or certificate requirement; must be passed with grade of "C-" or better

G Must be taken for a grade, not P/NP; major requirement

R Required for AAS degree