

# HRTM-HOTEL/RESTRNT/ TOURISM MGT (HRTM)

## HRTM 1120G. Introduction to Tourism

### 3 Credits (3)

Survey of travel and tourism development and operating characteristics.

#### Learning Outcomes

1. Define tourism and related terms.
2. Identify and explain the role of the elements of the destination mix.
3. Identify the potential socio-cultural, economic and environmental impacts of tourism.
4. Identify and describe the role of key governmental and nongovernmental organizations in tourism.
5. Describe basic tourism planning and development principles.
6. Discuss the unique challenges of tourism marketing and standard marketing methods.
7. Describe the components of the tourism distribution system.
8. Demonstrate a basic understanding of traveler behavior including motivations and barriers to travel.
9. Identify major factors that influence traveler flows. 1
10. Describe the role of major modes of transportation in the tourism system. 1
11. Identify and describe the three pillars of sustainable tourism development. 1
12. Explain personal and social responsibility as it relates to sustainable tourism development. 1
13. Demonstrate effective communication and critical thinking skills.

## HRTM 1130. Introduction to Hospitality Management

### 3 Credits (3)

Overview of the major segments of the hospitality industry, with a focus on basic management principles.

#### Learning Outcomes

1. Understand the concept of management contracts and franchising.
2. Recognize and understand needed leadership qualities to achieve organizational objectives.
3. Understand the hospitality industry within the global environment.
4. Identify company and industry trends.
5. Understand the functions of all departments in a hospitality organization (restaurant, hotel, club, etc.).
6. Apply the concepts of convention management, meeting and event planning, and casino management.
7. Understand the concepts of quick and institutional/contract foodservice management.
8. Understand the principles of bar management and compare and contrast wines, beers and distilled spirits.
9. Manage the process of service delivery. 1
10. Identify and solve managerial problems 1
11. Manage a diverse workforce and develop positive employee relations to reduce turnover.

## HRTM 1310. Safety, Sanitation and Health in the Hospitality Industry

### 1 Credit (1)

Addresses public health, HACCP, and food safety responsibilities in the hospitality industry. Sanitation certification test allows students to receive national ServSafe Food Protection Manager Certification.

#### Learning Outcomes

1. Identify the hazards to safe food and the foods at risk in a foodservice operation.
2. Identify and discuss the Hazard Analysis Critical Control Point (HACCP) system and be able to design a HACCP flowchart.
3. Demonstrate knowledge of how to protect food during purchasing, receiving, storing, preparing, holding, and serving.
4. Discuss the procedures for ensuring sanitary equipment, facilities, and food-handling practices.
5. Explain how to set-up cleaning, safety, pest control, crisis management, and training programs.
6. Also meets KRDNs for the Accreditation Council for Education in Nutrition and Dietetics (ACEND).

## HRTM 1320. Food Production and Service Fundamentals

### 3 Credits (1+4P)

Basic overview of food service systems including menu management, purchasing and production. The course includes basic principles of food fabrication and production. Topics include knife skills, culinary terminology, product identification, quality standards, nutritional cooking theory and application of food preparation techniques. The course includes laboratory aspects and demonstration of basic food production techniques, service styles, practices and procedures in food service operations including culinary math. This course provides students with an understanding of food service sanitation and culinary nutrition. Completion of a national certification examination is required. Students who have not completed HRTM 1310 before enrolling in the course must have proof of valid ServSafe Food Protection Manager certificate. May be repeated up to 3 credits.

**Prerequisite:** HRTM 1130 or FSTE 2110G.

**Prerequisite/Corequisite:** HRTM 1310.

#### Learning Outcomes

1. Demonstrate use of standard recipes and how to reduce and increase their yields
2. Demonstrate basic culinary knife cuts, basic fabrication and mise en place
3. Demonstrate basic cookery techniques of dry, moist and a combination of heat
4. Demonstrate the proper plating and garnishing of foods
5. Describe proper personal behaviors required for the safe handling of food
6. Identify and properly operate kitchen equipment.
7. Pass the ServSafe Exam
8. Describe the three forms of food contaminants and preventative measures.
9. Demonstrate how to properly "set" a table for service 1
10. Demonstrate how to provide dining room service with proper etiquette 1
11. Demonstrate safe work habits, identify safety hazards, and employ preventative safety measures. 1
12. Maintain positive relations with fellow students and faculty through teamwork. 1
13. Exhibit appropriate work habits and attitudes; demonstrate a willingness to compromise. 1
14. Demonstrate a positive attitude, conversation skills, personal hygiene and work attire.

## HRTM 2130. Hotel Operations I

### 3 Credits (3)

Analysis of hotel operations to include: guest services, reservations, reception, guest/city ledger and the night audit. May be repeated up to 3 credits. Restricted to Las Cruces campus only.

**Prerequisite(s):** HRTM 1130.

**Learning Outcomes**

1. Outline the history, magnitude and culture of the hotel industry
2. Define and identify hotel ownership and operational structures
3. Outline the organization and structure of a hotel and resort.
4. Describe and calculate the components and processes of room reservation forecasting, pricing and revenue management.
5. Outline and explain the flow of the guest from pre-arrival through arrival, room occupancy and departure.
6. Demonstrate the procedures and processes for Guest Accounting, the City Ledger, Guest Credit and the Night Audit.
7. Discuss problem solving and guest service associated with the front office and other departments of the hotel and resort.
8. Forecast impacts of technology to the guest services and hotel operations
9. Describe the day to day activities and responsibilities of a Hotel Front Office Manager or a Hotel Assistant General Manager (AGM).

**HRTM 2996. Special Topics**

**1-4 Credits**

Specific subjects and credits to be assigned on a semester basis for both lecture and laboratory assignments. May be repeated for a maximum of 4 credits.

**Prerequisite:** consent of instructor.

**Learning Outcomes**

1. Varies