



Operational Excellence and Assessment Support

Academic Learning Compacts

Rosen College of Hospitality Management Academic Learning Compacts

Hospitality Management - B.S.

Discipline Specific Knowledge, Skills, Behavior and Values

- 1. Graduates of the program will demonstrate knowledge of key concepts, history, current developments, management practices, and career opportunities in various segments of the hospitality industry.**
- 2. Graduates of the program will demonstrate proficiency in hospitality marketing and finance.**
- 3. Graduates of the program will demonstrate knowledge of and skills related to industry wide accepted practices in guest services including speaking with clarity and confidence, problem solving, taking responsibility, taking initiative, working well in teams, respecting diversity, controlling emotions, understanding others' emotions, demonstrating professional attitude and demonstrating punctuality.**
- 4. Graduates of the program will demonstrate their knowledge of analyzing financial statements used in hospitality and tourism organizations.**

Critical Thinking

- 1. Graduates of the program will demonstrate the ability to analyze and solve industry related problems.**
- 2. Graduates of the program will satisfactorily apply their critical thinking skills to industry issues identified by hospitality professionals.**

Communication

- 1. Graduates of the program will demonstrate proficiency in oral communications when making a presentation. Students should be able to offer a clear purpose for the presentation, highlight the problem/concept, present and discuss issues/evidences, offer conclusions and recommendations**
- 2. Graduates of the program will demonstrate proficiency in written communications.**

Assessment of Hospitality Management - B.S. Outcomes

These outcomes will be assessed using a variety of assessment methods, including:

- **Tests**
- **Projects**
- **Discuss evaluations**
- **Presentation rubrics**
- **Portfolios**
- **Internship evaluations**