

HOSPITALITY MANAGEMENT

College of Health and Human Services
Department of Family and Consumer Sciences

Department Chair: Wendy Reiboldt

Department Office: Family and Consumer Sciences (FCS) - 001

Telephone / Fax: (562) 985-4484 / 985-4414

Website: www.csulb.edu/colleges/chhs/departments/fcs

Faculty: Mariné Aghekyan, Judith Anglin, Lee Blecher, Marie Botkin, Maria Claver, Gail C. Frank, Libby Gustin, Young Ha, Dong-Eun Kim, James E. Koval, Peter Kreysa, Jacqueline D. Lee, Margaret Lichty, Suzanne Marshall, Nilufer Medora, Wendy Reiboldt, Lydia Sondhi (emerita), M. Sue Stanley, Richard V. Tuveson, Jung-Mao (Ronnie) Yeh

Program Director: Lee Blecher

Baccalaureate Program Coordinator: Richard V. Tuveson

Graduate Coordinator: Jacqueline D. Lee

Single Subject Credential Advisor: Margaret Lichty

Administrative Support Coordinators:

Mikal Lok, Marina Bendersky

Instructional Support Technician: Bonnie Rice

Career Possibilities

Restaurant Manager • Hotel Manager • Catering Director • Foodservice Manager in College, University or Corporate Setting • Manager in a Bed and Breakfast Facility • Healthcare Hospitality Director • School Foodservice Director • Club Manager • Manager in Senior Nutrition Programs, Stadiums or Amusement Parks • Food Purchaser or Broker. (For more information, see www.careers.csulb.edu.)

Undergraduate Programs

Bachelor of Science in Hospitality Management (120 units)

The program is accredited by the Accreditation Commission for Programs in Hospitality Administration.

This program provides a broad-based foundation and includes hands-on practical experience. It prepares students for entry into a multi-ethnic and multi-cultural domestic and international job market.

In addition to general education requirements (48 units), complete a minimum of 40 units from the major department, 24 of which must be upper division. Students transferring from another college or university will receive transfer credit in required courses if the course is equivalent to the course at this university and it is accepted by this university.

Requirements

Take all of the following required courses:

ACCT 201 Elementary Financial Accounting (3)
Prerequisites: None.

CAFF 321 Family and Consumer Resource Management (3)

Prerequisites: GE Foundation requirements, one or more Exploration courses, and upper division standing.

COMM 110 Interpersonal Communication (3)
(or equivalent)

Corequisites: Concurrent enrollment in COMM 110 Workshop.

ECON 100 Principles of Macroeconomics (3)

Prerequisites: MATH 103 or higher and one GE Foundation course.

ECON 101 Principles of Microeconomics (3)

Prerequisites/Corequisites: MATH 103 or higher.

FCSE 299 Introduction to FCS (1)

Prerequisites: None.

FCSE 499 Professionalism and Leadership in FCS (2)

Prerequisites: FCSE 299, CAFF 321, 12 units of upper division course work in Family and Consumer Sciences.

HFHM 170 Introduction to Hospitality Management (3)

Prerequisites: None.

HFHM 173 Applied Foodservice Sanitation (1)

Prerequisites: None.

HFHM 176 Fundamentals of Food Preparation in Hospitality Management (3)

Recommended Corequisite: CHEM 100 or equivalent.

HFHM 274 Intentional Hospitality Development (3)

Prerequisites: ENGL 100 or GE Composition (Area A1).

HFHM 276 Food Production and Service in Hospitality Management (3)

Prerequisites: HFHM 173, HFHM 176 or 235.

HFHM 371 Human Resources in Foodservice and Lodging Management (3)

Prerequisites: Consent of instructor.

HFHM 372 Hotel and Lodging Management (3)

Prerequisites: HFHM 270.

HFHM 373 Hotel and Restaurant Information Technology (3)

Prerequisites: HFHM 270 or consent of instructor.

HFHM 376 Customer Service Management in the Hospitality Industry (3)

Prerequisites: HFHM 270.

HFHM 378 Legal Issues in Hospitality Management (3)

Prerequisites: Upper division standing or consent of instructor.

HFHM 379 Field Studies in Hospitality Management (3)

Prerequisites: Upper division standing or consent of instructor.

HFHM 471 Hotel & Lodging Property Management (3)

Prerequisites: HFHM 372 or consent of instructor.

HFHM 474 Cost Control in Hospitality Management (3)

Prerequisites: For Hospitality Management majors: HFHM 276; Nutrition and Dietetics majors: HGHM 275.

HFHM 476 Hotel and Restaurant Financial Management (3)

Prerequisites: ACCT 201 and HFHM 270.

HFHM 492J Internship in Hospitality Management (3)

Prerequisites: Student must be a major or minor in Hospitality Management; have senior standing; have a 2.5 overall GPA or a 3.0 major GPA; approval of a faculty advisor in Hospitality Management; and HFHM 275 or 276

or 372, and 800 hours of approved work experience. Each prerequisite course must be completed with a grade of "C" or better.

MKTG 300 Marketing (3)

Prerequisites: ECON 100, 101.

NUTR 132 Introductory Nutrition (3)

Prerequisites/Corequisites: One Foundation course.

PHIL 160 Introductory Ethics (3)

Prerequisites/Corequisites: Any course from GE Foundation categories A.1 (Written English), A.2 (Oral Communication), or A.3 (Critical Thinking).

REC 340 Leisure in Contemporary Society (3)

Prerequisites: GE Foundations requirements; one or more Exploration courses; upper division standing.

STAT 108 Statistics for Everyday Life or equivalent (3)

Prerequisites: None.

Take one of the following courses:

PSY 100 Intro to Psychology (3)

Prerequisites/Corequisites: GE A1 requirement.

SOC 100 Intro to Sociology (3)

Prerequisites/Corequisites: A GE Foundation course.

Take 9 units from the following for enhanced professional knowledge and specialization:

HFHM 374 Meeting Planning in Hotels and Restaurants (3)

Prerequisites: HFHM 2703

HFHM 375 Food Production Systems II (3)

Prerequisites: For Hospitality Management majors: HFHM 276; Nutrition and Dietetics majors: HFHM 173 and 275.

HFHM 472 Advanced Hotel Administration (3)

Prerequisites: HFHM 372.

HFHM 473 Beverage Management (3)

Prerequisites: For Hospitality Management majors: HFHM 276, senior standing; Nutrition and Dietetics majors: HFHM 275, senior standing.

HFHM 477 Foodservice Management (3)

Prerequisites: For Hospitality Management majors: HFHM 276; Nutrition and Dietetics majors: HFHM 375.

A minimum of 6 units of pre-approved coursework taken as major electives to develop individual interests are selected in consultation with a faculty advisor from the following:

Any HFHM major course not selected; CAFF 429; FCSE 486, 497; GEOG 352; GERN 400; additional units of HFHM 492J; IS 301; NUTR 336, 439; REC 141, 325, 462, 465, 468; or others as approved by advisor.

Each course on the student's program planner must be completed with a grade of a "C" or better. In addition, a course in which a grade lower than "C" is received must be retaken and successfully completed prior to enrolling in a course for which it is a prerequisite. A student receiving a grade lower than a "C" may proceed with other courses with the approval of the student's faculty advisor.

HFHM 492J requires 800 hours of approved work experience as a prerequisite for this degree. Field study hours in HFHM 379 can be used toward meeting the 800 hours.

Minor in Hospitality Management

The 22-unit Minor in Hospitality Management is available to any non-Hospitality Management major.

Take all of the following:

HFHM 170 Introduction to Hospitality Management (3)
Prerequisites: None.

HFHM 173 Applied Foodservice Sanitation (1)
Prerequisites: None.

Take one of the following:

HFHM 379 Field Studies in Hospitality Management (3)
Prerequisites: Upper division standing or consent of instructor.

HFHM 492J Internship in Hospitality Management (3)
Prerequisites: Student must be a major or minor in Hospitality Management; have senior standing; have a 2.5 overall GPA or a 3.0 major GPA; approval of a faculty advisor in Hospitality Management; and HFHM 275 or 276 or 372, and 800 hours of approved work experience. Each prerequisite course must be completed with a grade of "C" or better.

Take 15 units selected from the following:

HFHM 176 or 235, 274, 275 or 276, 372, 373, 374, 375, 376, 378, 471, 472, 473, 474, 476 and 477.

Students are responsible to adhere to all prerequisites of courses as designated in the catalog. Certain combinations of classes could require additional units. Please see an advisor for help in making these decisions.

Minor In Event Planning Management

For requirements, see description in the Recreation and Leisure Studies section of this catalog.

Hospitality Management Courses (HFHM)

LOWER DIVISION

170. Introduction to Hospitality Management (3)

Introduction to the hospitality industry and historical overview of field. Careers in hospitality management defined. Explore relationship of careers to community and foodservice and hotel/lodging industry. Overview of organization and current forces shaping foodservice and hotel operations.

Not open for credit to students with credit in HFHM 270. (Lecture-discussion 3 hours)

173. Applied Foodservice Sanitation (1)

Principles of sanitation and safety; the causes and controls of food borne illnesses, sanitary practices with purchasing, receiving, storing and preparing food, principles HACCP, sanitary maintenance of kitchen, dining room and equipment, personal hygiene, and safety of the food handler.

Letter grade only (A-F). (Lecture-discussion 1 hour)

176. Fundamentals of Food Preparation in Hospitality Management (3)

Recommended Corequisite: CHEM 100 or equivalent.

Covers basic scientific principles related to various foods and food preparation methods from the perspective of the restaurant and foodservice industry. Fundamental skills and techniques used for handling and preparing foods to maintain quality and safety are covered.

Letter grade only (A-F). Course fee may be required. (Lecture-discussion 2 hours, laboratory 3 hours).

235. Principles of Food Preparation (3)

Application of scientific principles in the preparation of selected food products emphasis on physical and chemical properties of food; methods and techniques of food preparation; factors that contribute to quality of prepared foods.

Letter grade only (A-F). (Lecture-discussion 2 hours, Laboratory 3 hours) Course fee may be required.

274. International Hospitality Development (3)

Prerequisites: ENGL 100 or GE Composition (Area A1).

International hospitality foodservice and hotel management. Issues and problems in the hotel and restaurant industry from a global perspective. Dynamics of human interaction in a multi-ethnic and multi-cultural global job market.

(Discussion 3 hours)

275. Food Production Systems I (3)

Prerequisites: NUTR 132 and HFHM 235.

Factors which influence individual, family and quantity foodservice. Menu planning and food selection, preparation and service in relation to management of time, energy and money. Foodservice practices for regular meals and special occasions.

Course fee may be required. (Lecture-discussion 2 hours, lab 3 hours)

276. Food Production and Service in Hospitality Management (3)

Prerequisites: HFHM 173, HFHM 176 or 235.

Fundamentals of planning, organizing, preparing, and serving of meals as applicable to the hospitality industry. Preparations relative to provision of quality food and beverage services included.

Letter grade only (A-F). Course fee may be required. (Lecture-discussion 2 hours, laboratory 3 hours)

UPPER DIVISION**301. College Dining Services & Bookstore Administration (3)**

Prerequisite: Consent of instructor.

Academic and experiential learning in management of college dining services and bookstore. Internship for student employees of Forty-Niner Shops, Inc.; 150 hrs of work experience, 18 hrs of classroom instruction.

371. Human Resources in Foodservice and Lodging Management (3)

Prerequisites: HFHM 176 or 235 and upper division standing; or consent of instructor.

Application of human resources management in the foodservice and lodging industries. Includes recruitment, selection, training and development, organizing a workforce, supervision, performance leadership, workplace safety, labor relations, and related legal issues.

Letter grade only (A-F).

372. Hotel and Lodging Management (3)

Prerequisite: HFHM 170.

Organization and management of hotel and lodging facilities. Covers functions of various operational departments and how they interrelate. Importance of assuring quality guest service emphasized.

Fieldtrips may be required. (Lecture - discussion 3 hours)

373. Hotel and Restaurant Information Technology (3)

Prerequisites: HFHM 170 or consent of instructor.

Management of information systems found in hotel & restaurant industry. Includes applications of technology and computer systems facilitating front office, sales and marketing management, restaurant management, customer service, and communications in hotel and restaurant operations.

Letter grade only (A-F). (Lecture activity 3 hours)

374. Meeting Planning in Hotels and Restaurants (3)

Prerequisites: HFHM 170.

Planning, organizing, and implementing meetings in the hotel and restaurant industry. Factors necessary to provide food, lodging, and facility services for meetings and special functions are included.

Letter grade only (A-F). (Lecture/Discussion 3 hours)

375. Food Production Systems II (3)

Prerequisites: For Hospitality Management majors: HFHM 276; Nutrition and Dietetics majors: HFHM 173 and 275.

Quantity food operations utilized providing production and operational experiences: menu planning, costing, standardizing recipes, serving, merchandising, sanitation and safety. Commercial and non-commercial settings are used.

Letter grade only (A-F). (Lecture-discussion 2 hours, Lab 3 hours)

376. Customer Service Management in the Hospitality Industry (3)

Prerequisites: HFHM 170.

Examine components of customer service management and guest relations in foodservice and lodging industries. Importance of quality customer service's relationship to success of operations in the industry.

Letter grade only (A-F). Fieldtrips and off-campus activities required. (Lecture-activity 3 hours)

378. Legal Issues in Hospitality Management (3)

Prerequisite: Upper division standing or consent of instructor.

Examine evolving laws of foodservice and lodging both historically and as they exist today.

(Lecture discussion 3 hours)

379. Field Studies in Hospitality Management (1-3)

Prerequisites: Upper division standing or consent of instructor.

Structured experiential learning designed to expand professional experiences and enhance development of competencies required for performance in hospitality foodservice and hotel management.

May be repeated to a maximum of 6 units. (Seminar 1-3 hours)

471. Hotel and Lodging Property Management (3)

Prerequisites: HFHM 372 or consent of instructor.

Management principles and practices applied to maintenance of hotel and lodging facilities. Strategies for maintaining hotels to ensure customer safety and satisfaction are included.

Letter grade only (A-F). (Lecture activity 3 hour) Field trips required.

472. Advanced Hotel Administration (3)

Prerequisites: HFHM 372.

Principles of organization, administration, and leadership in hotel and lodging operations. Topics include organizational management, human resource management, productivity, marketing, financial management, and quality service management.

Letter grade only (A-F). (Lecture activity 3 hour) Field trips required.

473. Beverage Management (3)

Prerequisites: For Hospitality Management majors: HFHM 276, senior standing; Nutrition and Dietetics majors: HFHM 275, senior standing.

Overview of the beverage industry. Identification, use, and service of wines and other alcoholic and non-alcoholic beverages, with an in-depth analysis of the various elements of beverage operations including purchasing, control, merchandising, and bar management.

Field trips required. (Discussion 3 hours)

474. Cost Control in Hospitality Management (3)

Prerequisites: For Hospitality Management majors: HFHM 276; Nutrition and Dietetics majors: HFHM 275.

Financial management of food, labor, supplies, and other operational costs; procedures for controlling purchasing, receiving, storing, and issuing of food, beverage, and supplies; inventory and security management; computer applications; and analysis of financial reports.

(Lecture - discussion 3 hours)

476. Hotel and Restaurant Financial Management (3)

Prerequisites: ACCT 201 and HFHM 170.

Managerial and financial analysis of numerical data and reports used for planning, controlling, and decision making in the hotel and restaurant industry. Topics include ratio analysis, internal control, sales, revenue and cost management, cash control, budgeting, and feasibility studies as applied to the hotel and restaurant operations.

Letter grade only (A-F). (Lecture Activity 3 hours).

477. Foodservice Administration (3)

Prerequisites: For Hospitality Management majors: HFHM 276; Nutrition and Dietetics majors: HFHM 375.

Explore organization and administration in commercial and non-commercial foodservice operations. Includes food purchasing, receiving, storage, inventory control, marketing, organizational management, human resource management, productivity, financial management, and quality management.

Fieldtrips required. (Discussion 3 hours)

492J. Internship in Hospitality Management (3)

Prerequisites: Student must be a major or minor in Hospitality Management; have senior standing; have a 2.5 overall GPA or a 3.0 major GPA; approval of a faculty advisor in Hospitality Management; and HFHM 275 or 276 or 372, and 800 hours of approved work experience. Each prerequisite course must be completed with a grade of "C" or better.

Field experience in which student assumes a preprofessional role in a professional setting. Objectives developed by student with supervisor must be approved by major advisor and form the basis for evaluation.

May be repeated for 6 units maximum. (Seminar 3 hours)