

# 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](http://www.csulb.edu/colleges/chhs/departments/fcs)

**Faculty:** Mariné Aghekyan, Michelle Barrack, Lee Blecher, Marie Botkin, Maria Claver, Gail C. Frank, Virginia Gray, Libby Gustin, Young Ha, Hye Jeon Kim, James E. Koval, Peter Kreysa, Suzanne Marshall, Nilufer Medora, Wendy Reiboldt, Cheryl Rock, Roudi Roy, Myung Hee Sohn, Richard V. Tuveson, Long Wang, Jung-Mao (Ronnie) Yeh

**Program Director:** Lee Blecher

**Baccalaureate Program Coordinator:** Richard V. Tuveson  
**Graduate Coordinator:** Virginia Gray

**Administrative Support Coordinators:**  
Mikal Lok, Marina Bendersky, Andrew Redmayne

**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](http://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.

ECON 101 Principles of Microeconomics (3)

Prerequisites/Corequisites: MATH 103 or higher.

FCS 299 Introduction to FCS (1)

Prerequisites: None.

Not open for credit to students with credit in FCSE 299.

FCS 499 Professionalism and Leadership in FCS (1)

Prerequisites: FCS 299, CAFF 321, 12 units of upper division course work in Family and Consumer Sciences. Must be taken in one of the last two semesters prior to graduation.

Not open for credit to students with credit in FCSE 499.

HFHM 170 Introduction to Hospitality Management (3)

Prerequisites: None.

HFHM 173 Applied Foodservice Sanitation (1)

Prerequisites: None.

HFHM 176 Fundamentals of Food Preparation (3)

Prerequisites: None.

HFHM 179 Orientation to the Hospitality Management Major (1)

Prerequisites: Major in Hospitality Management.

HFHM 274 International 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.

HFHM 277 Cost Control in Hospitality Management (3)

Prerequisites: HFHM 176.

HFHM 370 Exploring a Sustainable Food System (3)

Prerequisites: Completion of the GE Foundation and upper division standing. Students must have scored 11 or higher on the GVAR Placement Examination or successfully completed the necessary portfolio course that is a prerequisite for a GVAR Writing Intensive Capstone.

HFHM 371 Human Resources in Hospitality Management (3)

Prerequisites: HFHM 170 and upper division standing; or consent of instructor.

HFHM 372 Hotel and Lodging Management (3)

Prerequisites: HFHM 170.

HFHM 373 Hotel and Restaurant Information Technology (3)

Prerequisites: HFHM 170 or consent of instructor.

HFHM 376 Hospitality Marketing and Service Management (3)

Prerequisites: HFHM 170.

HFHM 378 Legal Issues in Hospitality Management (3)

Prerequisites: Upper division standing or consent of instructor.

HFHM 379 Professional Integration into Hospitality Management (2)

Prerequisites: HFHM 179, Hospitality Management Major.

HFHM 471 Hotel & Lodging Property Management (3)

Prerequisites: HFHM 372 or consent of instructor.

HFHM 476 Hotel and Restaurant Financial Management (3)

Prerequisites: ACCT 201 and HFHM 170.

HFHM 479 Leadership and Strategic Management in Hospitality (3)

Prerequisites: HFHM 371.

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 276 or 372, 379, and 800 hours of approved work experience, or consent of instructor. Each prerequisite course must be completed with a grade of "C" or better.

NUTR 132 Introductory Nutrition (3)

Prerequisites/Corequisites: One Foundation course.

Take 12 units from the following for enhanced depth of knowledge in the industry:

HFHM 374 Meeting Planning in Hotels and Restaurants (3)

Prerequisites: HFHM 170

HFHM 375 Food Production Systems II (3)

Prerequisites: HFHM 276.

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 343, senior standing.

HFHM 477 Restaurant and Dining Management (3)

Prerequisites: HFHM 276

FCS 497 Directed Studies (1-3)

Prerequisites: Upper division standing, consent of instructor.

Not open for credit to students with credit in FCSE 497.

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

Take all of the following:

HFHM 170 Intro to Hospitality Management (3)

Prerequisites: None.

HFHM 173 Applied Foodservice Sanitation (1)

Prerequisites: None.

Take 15 units selected from the following:

HFHM 176, HFHM 274, HFHM 276 or HFHM 343, HFHM 277, HFHM 371, HFHM 372, HFHM 373, HFHM 374, HFHM 375, HFHM 376, HFHM 378, HFHM 471, HFHM 472, HFHM 473, HFHM 476, HFHM 447 or HFHM 477, HFHM 479, and HFHM 492J.

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 (3)

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).

#### 179. Orientation to the Hospitality Management Major (1)

Prerequisite: Major in Hospitality Management

Provides students with an orientation into the major emphasizing the identification of career goals and the activities and behaviors needed for successful degree completion and transition into the workforce. Resources available on campus are also included.

Letter grade only (A-F). (2 hours activity)

#### 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 HFHM 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)

**277. Cost Control in Hospitality Management (3)**

Prerequisites: HFHM 176

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.

Letter grade only (A-F). Not open to students with credit in HFHM 474. (Lecture - discussion 3 hours)

**UPPER DIVISION****343. Food Production Systems for Nutrition and Dietetics Professionals (3)**

Prerequisites: HFHM 176 and NUTR 132.

Explores components of food production systems including menu writing, standard recipe adjustments, purchasing, receiving, storage and inventory control, sanitation and safety, food production planning, and meal delivery and service.

Letter grade only (A-F).

**345. Foodservice Operations for Nutrition and Dietetics Professionals (2)**

Prerequisites: HFHM 343, CA Food Handler's card valid for at least one year.

Students observe and experience quantity style food production and apply principles of menu planning, purchasing, costing, recipe development, service, and sanitation and safety. Facility design, equipment, and resource conservation are included.

Letter grade only (A-F). (1 hour seminar and 3 hours lab) Course fee may be required.

**370. Exploring a Sustainable Food System (3)**

Prerequisites: Completion of the GE Foundation and upper division. Students must have scored 11 or higher on the GWAR Placement Examination or successfully completed the necessary portfolio course that is a prerequisite for a GWAR Writing Intensive Capstone.

An interdisciplinary service-learning writing intensive course that addresses sustainability in the food industry through the study of environmental science and environmental sociology.

Letter grade only (A-F). (20 hours of service learning.)

**371. Human Resources in Hospitality Management (3)**

Prerequisites: HFHM 170 and upper division standing; or consent of instructor.

Application of human resources management in the hospitality 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)**

Prerequisite: HFHM 276

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. Hospitality Marketing and Service Management (3)**

Prerequisites: HFHM 170.

Application of marketing principles, methods and techniques to the hospitality service product. Components of customer service management, guest behavior, market research, promotion and marketing strategies are discussed.

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. Professional Integration Into Hospitality Management (2)**

Prerequisites: HFHM 179, Hospitality Management Major

Provides students with an opportunity to integrate into the professional work environment through field experience, exposure to industry professionals, and participation in directed activities to enhance career development and success.

Letter grade only (A-F). May be repeated to a maximum of 6 units. (Seminar 1-3 hours)

**447. Foodservice Administration for Nutrition and Dietetics Professionals (3)**

Prerequisites: HFHM 343.

Explore principles of organization, administration, and leadership in commercial and non-commercial foodservice operations. Topics include organizational management, human resource management, productivity, marketing, financial management, and quality assurance as applied to the foodservice industry.

Letter grade only (A-F).

**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 343, 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)

**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. Restaurant and Dining Management (3)**

Prerequisite: HFHM 276

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.

Letter grade only (A-F). Fieldtrips required. (Discussion 3 hours)

**479. Leadership and Strategic Management in Hospitality (3)**

Prerequisites: HFHM 371.

Explore principles of organization, administration, and leadership in the hospitality industry. Topics include leadership, organizational theory, strategic management, team building, motivation, communication, and quality improvement as applied to the hospitality industry.

Letter grade only (A-F).

**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 276 or 372, 379, and 800 hours of approved work experience, or consent of instructor. 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.

Letter grade only (A-F). May be repeated for 6 units maximum. (Seminar 3 hours)