

Hotel-Restaurant

ICS 100 Computing Literacy and Applications (3) KCC AS/NS

	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5	SLO 6	SLO 7	SLO 8	SLO 9
Utilize the basic features of computer applications to communicate effectively in the work environment	x			x	x				x
Produce documents in a variety of formats	x				x				x
Create, edit, and format electronic spreadsheets using simple formulas, functions, and charts	x			x	x				x
Create and organize a variety of electronic slides using templates, background styles, graphics, and animation effects	x			x	x				x
Utilize operating system interfaces to manage computer resources effectively	x								x
Utilize online resources for research and communication	x			x	x				x
Define, explain, and demonstrate proper computer terminology usage in areas such as hardware, software, and communications	x				x				x
Describe ethical issues involved in the use of computer technology	x			x	x				x

ICS 101 Digital Tools for the Information World (3)

	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5	SLO 6	SLO 7	SLO 8	SLO 9
Utilize the appropriate computer applications to produce professional-level documents, spreadsheets, presentations, databases, and web pages for effective communication (major content area)	x			x	x				x
Produce documents in a variety of formats	x			x	x				x
Create, edit, and format electronic spreadsheets using formulas, functions, and charts	x			x	x				x
Utilize a database with queries and reports that display required data	x			x					x
Create and organize a variety of electronic slides using templates, background styles, graphics, photos, and animation effects	x			x	x				x

Utilize job hunting strategies and techniques, such as writing a résumé and answering job interview questions				X	X			X	
Practice workplace behaviors that display professionalism, such as teamwork, appropriate dress, and business etiquette	X	X	X	X	X	X			X
Utilize computer technology to create a paper based Career Portfolio and ePortfolio					X				X
Identify Hawaiian Values, their importance in the workplace, and create a work philosophy based on these values						X		X	X
Explain the ethical principles associated with the hospitality and tourism industry and demonstrate behaviors consistent with those ethical principles		X		X	X				X
Develop a positive attitude toward serving customers		X		X	X	X		X	X
Recognize and handle dissatisfied customers	X	X		X	X	X		X	X
Satisfy customers by exceeding their expectations		X		X	X	X		X	X
Use behaviors that win customer loyalty		X		X	X	X		X	X

HOST 101 Introduction to Hospitality and Tourism (3)

	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5	SLO 6	SLO 7	SLO 8	SLO 9
Identify the roles and explain the interrelationships of the various sectors of the travel and tourism industry									X
Identify today's travel market's needs and motivations		X				X			X
Describe the characteristics and use of the channels of distribution used in the travel and tourism industry									X
Identify the organizational and operational characteristics of transportation and accommodation firms									X
Describe the tourism systems and services designed to serve the leisure travel market		X				X			X
Identify methods for attracting and servicing business travel, including conventions, meeting and incentive travel market segments		X				X			X

various housekeeping tasks									
Identify effective housekeeping equipment selection, storage, maintenance, and control procedures	x								x
Describe the housekeeper's role in the renovation and restoration of facilities									x
Describe linen room operations and control techniques									x
Describe laundry room operations and control techniques									x
Describe the use of computers in housekeeping operations									x
Identify techniques for recruiting, selecting, training, scheduling, and motivating housekeeping employees	x								x
Describe the budgeting, record keeping, and reporting requirements of a housekeeping department	x								x

HOST 152 Front Office Operations (4)

	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5	SLO 6	SLO 7	SLO 8	SLO 9
Identify the tasks and responsibilities carried out in various front office positions	x			x					x
Describe the interrelationships between the front office and other departments of a hotel			x						x
Identify the personal attitudes, characteristics, and work practices essential in providing excellence in front office guest service	x	x		x					x
Demonstrate computer proficiency in reservations, check-in, posting, settlement, and night audit functions of the front	x				x				x
Demonstrate accurate application of guest accounting procedures	x	x		x					x
Identify controls for cash collection, check cashing, and the acceptance and processing of credit cards	x								x
Demonstrate effective complaint handling procedures	x	x		x	x				x
Demonstrate effective telephone call handling techniques	x	x		x	x				x
Produce and analyze management reports	x								x
Identify staffing requirements of a front office	x								x

HOST 154 Food and Beverage Operations (4)

	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5	SLO 6	SLO 7	SLO 8	SLO 9
Recognize and demonstrate quality service to guests		x		x	x				x
Identify the importance of trends in food and beverage operations									x
Discuss the management process as it relates to food and beverage operational activities			x						x
Present, discuss, and analyze marketing and sales tools available to food and beverage operations				x	x				x
Practice sound nutrition principles in planning food production and service to meet the wants/needs of today's guests		x							x
Develop and implement a sanitation and safety program as it pertains to guests, employees, equipment, and facilities		x							x
Identify the various operational techniques that meet the psychological needs of guests.		x							x
Effectively manage the purchasing, production, and service of food and beverage		x	x						x
Describe basic accounting techniques as they apply to food and beverage operations									x
Identify the effects of equipment layout and design on operational efficiency and profitability	x								x

HOST 256 Hospitality Accounting (3)

	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5	SLO 6	SLO 7	SLO 8	SLO 9
Define basic accounting principles and concepts	x			x					x
Explain the difference between cash and accrual accounting as used in hospitality operations	x			x					x
Explain how transient ledger and city ledger transactions affect the fundamental accounting equation	x			x					x
Complete a practice accounting problem following the steps in the accounting cycle	x			x					x
Explain expense accounting and control procedures used in hospitality and food & beverage operations	x			x					x

Calculate the value of hospitality and food & beverage inventory using four methods and explain how each method affects net income	x			x					x
Explain the accounting procedures and government reporting requirements for payroll accounting, including the recording of free room and meals	x			x					x
Describe the accounting procedures for the various profit centers of a hospitality operation	x			x					x
Interpret basic hospitality accounting reports used by managers for decision-making	x			x					x

ACC 201 Introduction to Financial Accounting (3)

	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5	SLO 6	SLO 7	SLO 8	SLO 9
Explain the purpose and give examples of the uses of basic financial statements of a business entity	x			x					x
Define assets, liabilities, and owner's equity, and discuss the relationship of the accounting equation to the process of recording business transactions	x			x					x
Explain the purpose of the journal, ledger, and trial balance and show how they are used in the recording process to facilitate the compiling and accumulation of accounting information	x			x					x
Record transactions for service and merchandising businesses in special journals and the general journal	x			x					x
Explain the purpose of adjusting and closing entries, proficiently prepare adjusting and closing entries.	x			x					x
Explain the basic steps of the accounting cycle	x			x					x
Prepare and explain the basic elements of the Income Statement, Statement of Owner's Equity, and the Balance Sheet for a service or a merchandising business.	x			x					x
Explain "Internal Control" as a function of Accounting and indicate the basic principles involved in establishing controls to safeguard assets and enhance the accuracy and reliability of accounting	x			x					x

records									
Describe the nature of special journals and subsidiary ledgers, proficiently execute manual recording procedures, and fully explain how computerization affects such procedures	X			X					X
List the basic procedures necessary for effective accounting and control of cash transactions; correctly preparing bank reconciliations; and establishing and maintaining petty cash funds	X			X					X
Record and control transactions involving credit sales and purchases, including the procedures for recording uncollectible accounts	X			X					X
Describe promissory notes and account for such notes, including the computation of interest	X			X					X
Calculate, accurately record, and report basic inventory transactions using the periodic and perpetual methods	X			X					X
Accurately determine inventory value using the lower of cost or market, gross profit, retail, and cost methods including pricing at FIFO, Average and LIFO	X			X					X
List the purpose and accounting principles underlying the use of depreciation, its recording and reporting; and calculate depreciation using straight line, units of production, and accelerated methods	X			X					X
Determine "cost" of plant, property, and equipment; differentiate between capital and revenue expenditures; and prepare entries to record typical transactions and events, including disposals	X			X					X
List the major components and procedures involved in the maintenance of payroll records and account for payrolls and payroll taxes	X			X					X
Explain generally accepted accounting principles and the various principles which should be observed to assure "reliability, understandability, and comparability" of financial reports	X			X					X
Determine amounts and record transactions affecting partnerships, including formation, distribution of profits and losses, changes in membership, and liquidation, and prepare Statements of Partners' Equities	X			X					X

Define organizational culture and identify factors that influence it						X	X	X	X
Discuss the relationship and responsibilities between the hospitality industry and the community					X			X	X

HOST 293E Hospitality Internship (3)

	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5	SLO 6	SLO 7	SLO 8	SLO 9
Apply job readiness skills to obtain an internship				X	X				
Describe the technical and human skills required of workers in the hospitality industry		X	X			X			X
Identify the personal qualities, attitudes, and work habits required of guest-contact employees		X	X			X			X
Apply classroom knowledge and skills in the workplace	X	X	X	X	X	X	X	X	X
Perform duties at the internship site according to industry standards	X	X	X	X	X				X
Analyze the inter-relationships of the various departments at internship site	X								X
Describe methods of quality assurance used in the industry		X							X
Explain the importance of lifelong learning in the constantly changing hospitality industry									X
Clarify career goals and aspirations									X
Assess how sustainable tourism concepts are applied at an internship site						X	X	X	X