

## Program Outcomes (BHM&CT)

Hospitality and Tourism Management Program Graduates will be able to:

- Develop leadership and management skills through group cooperation
- Describe the roles and functions of a leader in the hospitality industry
- Describe the roles and functions of a manager in the hospitality industry
- Understand the importance of the continuous improvement process
- Understand the importance of goal-setting and team-building
- Understand the importance of conflict management skills
- Understand the need for career planning
- Apply production forecasting techniques and procedures
- Describe physical and perpetual inventory systems
- Evaluate food and beverage operation's control processes
- Recognize the importance of outstanding guest service quality, server-guest relationships, and ethics
- Improve ability to exercise judgment and critically analyse problems
- Apply and improve written, oral, and non-verbal communication skills
- To provide the student with a "real life" experience in the hospitality industry.
- To provide the students with an experiential learning opportunity at various levels of responsibility