

# HOSPITALITY MANAGEMENT (HMGT)

# Course numbers with the # symbol included (e.g. #400) have not been taught in the last 3 years.

## HMGT 401 - Introduction to the Hospitality and Tourism Industry

**Credits:** 4

Review the broad spectrum of the hospitality industry from an historical perspective, in concert with current history, trends, and challenges presented by notable industry executives. Distinguished guests represent all segments of the hospitality industry plus selected allied support businesses. Industry segments include, but are not limited to, hotels and lodging, restaurant and food service, travel and tourism, conferences and conventions, casinos and gaming, clubs and resorts, health care and senior living, franchising and entrepreneurship, and technology support.

**Attributes:** Writing Intensive Course

**Grade Mode:** Letter Grading

## HMGT 405 - Introduction to Food and Service Management

**Credits:** 0 or 4

This course is designed to build knowledge and experience in food and service management. Basic principles of foodservice management and their application to menu development, food safety, procurement, equipment usage and identification, customer service, marketing, leadership, human resources, and finance are covered during this course. Laboratory experience in both front and back of the house will provide hands-on experience in basic understanding of how a kitchen operates and dining room service. Training in Safe Food Handling, and Alcohol Services leads to Certification.

**Grade Mode:** Letter Grading

## HMGT 520 - Happy and Healthy at Work: Promoting Wellness, Diversity and Inclusion

**Credits:** 4

Offers improved understanding and ability to effectively manage a diverse and healthy workforce. Addresses key diversity, inclusion, and wellness issues in the workplace of a general, technical, and social nature with an emphasis on disability and health promotion.

**Attributes:** Social Science (Discovery); Inquiry (Discovery)

**Equivalent(s):** HMGT 598, OT 520

**Grade Mode:** Letter Grading

## HMGT 554 - Lodging Operations Management

**Credits:** 0 or 4

The course is designed to introduce the operational aspects of hotel and resorts as well as discuss current trends of the lodging industry, hotel organization, reservations, registration, guest services and communications, hotel security, front office accounting, housekeeping, night audit, planning for operations, sales techniques, revenue management, and human resources management. To achieve the learning objectives, lectures, labs, e-learning course, guest lectures, and individual assignments are employed. Training in hotel analytics leads to CHIA Certification.

**Prerequisite(s):** HMGT 401 (may be taken concurrently) with a minimum grade of C-.

**Equivalent(s):** HMGT 654

**Grade Mode:** Letter Grading

## HMGT 570 - International Food and Culture

**Credits:** 0 or 4

This course explores multiple world cultures using food, language, religion, geography, communication, politics, among other attributes, and compares/contrasts with our own diverse cultures here in the United States. Learn why we eat what we eat, when, and how. Food is a critical component across the world's many different cultures and this course will investigate how they are viewed by persons of different backgrounds. The course will leave you with an expanded understanding and appreciation of why and how persons from diverse cultures with varying backgrounds approach their food and beverage needs differently. Laboratory experience in cooking international cuisine.

**Attributes:** World Cultures(Discovery); Inquiry (Discovery)

**Equivalent(s):** HMGT 670

**Grade Mode:** Letter Grading

## HMGT 601 - Management of Customer Services and Experiences

**Credits:** 0 or 4

The course Management of Customer Services and Experiences Serves as the introduction into the Option Hospitality Management off the BSBA Program at Paul College, UNH. This course is designed to integrate fundamental management principles and techniques in service management, related consumer behavior and experiences. The course touches upon all aspects of service operations and management including service design, service operations, service management and customer behavior. The course will integrate service forecasting techniques, (online) marketing and sales, production delivery systems, service encounters, technology, purchasing, inventory management, human resources, scheduling, productivity and quality issues and its management. In addition to sanitation and safety, product planning, costing, and customer service delivery. Microcredentials may be offered.

**Grade Mode:** Letter Grading

## HMGT 618 - Uniform Systems for the Hospitality Industry

**Credits:** 4

Following a review of financial statements and an introduction to the Uniform System of Accounts for Hotels and Restaurants, students learn specific applications of managerial accounting and decision support systems for the hospitality industry. Topics include cash flow analysis, cost management, cost-volume-profit analysis, pricing models, budgeting, and forecasting. Students develop an understanding of computer software and back-and front-office computer systems as they relate specifically to the hospitality industry. Lectures, computer exercises, and papers.

**Prerequisite(s):** ADMN 502 with a minimum grade of C-.

**Grade Mode:** Letter Grading

**HMGT 635 - Leadership and HR Management in Hospitality and Tourism**  
**Credits: 4**

The focal point of this class is the intersection between Strategic Organizational Management, Leadership and Human Resources Management in hospitality, events and tourism. To develop the student's understanding of this domain, we will employ a series of readings, case studies, and team presentations that will study people, organizations, and the HR function. As a result of this class, students should develop a robust understanding about the vital role that people – human capital, transactional and transformational Human Resource Management, and good HR strategy play in a service organization's future success. Despite the breadth of our focus, we shall endeavor to maintain the perspective of the Senior HR professional throughout the course. In addition, students should discover that effective strategic HR Management is not easily carried out and that significant barriers exist that can cause firms to fall short of their higher-orders of achievement.

**Attributes:** Writing Intensive Course

**Equivalent(s):** MGT 770, RMP 661

**Grade Mode:** Letter Grading

**HMGT 655 - Hospitality Finance and Development**

**Credits: 4**

Finance and Asset Management are subjects of critical importance to the successful launch, management, and expansion of hotel and hospitality enterprises, and real estate ventures. Hotel Property Development and Asset Management entails the study of the fundamental concepts of financial management and how they apply to the development of hospitality and real estate businesses. The topics will be taught by lecture presentations, case study analysis, investigation of current industry activities, a semester-long team project, and required readings and assignments from the course textbook and other materials.

**Prerequisite(s):** HMGT 618 with a minimum grade of C-.

**Grade Mode:** Letter Grading

**HMGT 661 - Event Design, Planning, and Management**

**Credits: 4**

Strategic and logistical considerations in managing the planning, development, marketing, and implementation of meetings, conventions, and events.

**Grade Mode:** Letter Grading

**HMGT 667 - Advanced Food & Beverage Operations & Event Management**

**Credits: 0 or 4**

A project management course integrating advanced management principles and techniques in the presentation of a large-scale gourmet dining event. This class examines services & operational management protocols: planning, forecasting and budgeting, marketing and sales, meal plan preparation, production, execution and delivery systems, service encounters, technology, purchasing and inventory management, human resources, scheduling, productivity and quality issues, HR and risk management.

**Grade Mode:** Letter Grading

**HMGT 681 - Contemporary Resort Development and Management**  
**Credits: 4**

The course is designed to introduce the management of hotels, resorts and destinations as units of how tourism and hospitality is structured. It focusses on development, operations and management as underlying concepts. In a classic hotel setting, hotel development and management can be treated as two separate entities. However, resorts focus not only on the convenience and service needs of guest, but also on their leisure needs. Hence resort development and management is a guest experience focused ongoing activity. The concept of destinations is an very important one and an aggregation of many players (hotels, resorts, etc.) in an industrial and geographical meaning as well as a brand. Topics discussed in the class include overview, concept, history and current trends of the industry, planning and development, major recreational activities and facilities, management, and risk management, marketing and branding, as well as planning, stakeholder policy and sustainability issues. The course applies global case studies and lots of practical management exposure.

**Attributes:** Writing Intensive Course

**Equivalent(s):** HMGT 681W

**Grade Mode:** Letter Grading

**HMGT 695 - Independent Analysis**

**Credits: 2-12**

Study and research project for honor students to advance knowledge in lodging and food services fields.

**Equivalent(s):** HMGT 695W

**Grade Mode:** Letter Grading

**HMGT 696 - Supervised Student Teaching Experience**

**Credits: 1-8**

Participants are expected to perform such functions as attending classes, leading discussion groups, assisting faculty, presenting information in undergraduate courses that they have successfully completed, holding office hours, grading papers and exams. Enrollment is limited to juniors and seniors who have had above average GPAs.

**Repeat Rule:** May be repeated for a maximum of 8 credits.

**Grade Mode:** Credit/Fail Grading

**HMGT 698 - Topics**

**Credits: 1-4**

Special topics and current developments in Hospitality, Franchising and Service Management. Course may be repeated when topics change.

**Repeat Rule:** May be repeated up to unlimited times.

**Grade Mode:** Letter Grading

**HMGT 700 - PAUL Assessment of Core Knowledge**

**Credits: 0**

One of the learning objectives in the Hospitality Management Program is that all students will graduate with an understanding of these core knowledge assembled from various disciplines that contribute courses to the program. We assess this learning as part of our Assurance of Learning Program. This zero credit course provides an administrative mechanism for accomplishing this goal.

**Co-requisite:** HMGT 703

**Grade Mode:** Credit/Fail Grading

**HMG 703 - Strategic Management in the Hospitality Industry****Credits:** 4

Capstone course, interrelating and applying strategic management concepts to hospitality organizations. Cases from hotel companies, restaurant chains, and other hospitality-related businesses, supplemented by economic and other published information from the industry, are used as departure points for class discussion.

**Co-requisite:** HMG 700**Attributes:** Writing Intensive Course**Grade Mode:** Letter Grading**HMG 758 - Revenue Management: The Art of Pricing****Credits:** 4

Revenue management has become an increasingly popular subject in many businesses, particularly in the service sector. This course will help students to learn more about formulating tactics and strategies to maximize revenues for organizations. The overall objective of this course is to provide students with the know-how and tools to make pricing decisions that align with the firm's strategy, drive profitability, and lead to sustainable competitive advantage. This course focuses on thoroughly understanding and articulating the monetary and psychological value drivers of the firm's value proposition, applying appropriate monetary equivalents, and successfully communicating these to the purchaser. Rather than seeking to "optimize" prices for the short run, this course takes a longer-term view of managing markets strategically. This course thoroughly examines the role of pricing in each element of the marketing mix, considering the source of volume, segmentation, targeting, and positioning, and shows how pricing can be used to align the elements of strategy and execution.

**Grade Mode:** Letter Grading**HMG 771 - International Wine and Beverage****Credits:** 4

Explore the wide world of wine, beer and spirits, through lectures, sensory evaluations, and in-class tasting exercises. Also learn about how to purchase, store, and serve different beverages. Enrolled students must be at least 21 years old.

**Grade Mode:** Letter Grading**HMG 775 - Modern Operations and Innovations in Hospitality and Tourism****Credits:** 4

Capstone course for the Hospitality Management Option, interrelating and applying strategic management and innovation concepts to hospitality and service organizations. Cases from hotel companies, restaurant chains, and other tourism or service-related businesses, supplemented by economic and other published information from the industry, are used as departure points for class discussion. Students will apply knowledge gained in the course in a simulated hospitality environment. This course presents the principles of organization, management and decision models applied to the tasks and challenges of hospitality operations. The class involves developing an understanding of the techniques of problem solving (including planning, organizing, staffing, communication, directing and controlling operations). Students will analyze various types of industry data and make strategic inferences based upon that analysis and based on a comprehensive understanding of benchmarking and performance reports. Students are offered to receive the designation of Certified Hotel Industry Analyst (CHIA).

**Grade Mode:** Letter Grading**HMG 777 - Casino Management****Credits:** 4

Examines the history of the gaming industry and the development, organization and management of casinos. Investigates economics, moral and social issues of gaming including problem gambling. Covers gaming regulations, accounting and taxation of casinos, casino marketing, national and international gaming destinations, game probabilities and the interaction of the casino department with other divisions of mega casino resorts including lodging, food and beverage and meetings and conventions. A central focus will be on current trends and events. A field trip to a casino resort is required for those enrolled students at least 21 years old on the day the trip is scheduled.

**Mutual Exclusion:** No credit for students who have taken HMG 777J.**Grade Mode:** Letter Grading**HMG 795 - Internship II****Credits:** 1-4

Off-campus work in the hospitality industry for on-the-job skill development. Normally supervision is provided by a qualified individual in the organization with frequent consultation by the faculty sponsor. Initial sponsorship of an Hospitality Management faculty member must be obtained followed by approval of Paul advisor and Dean's Office. Special permission required to earn more than 4 credits in one semester. For Paul College juniors and seniors with 3.0 or better cumulative GPA.

**Repeat Rule:** May be repeated for a maximum of 12 credits.**Grade Mode:** Credit/Fail Grading**HMG 798 - Topics****Credits:** 4

Special Topics.

**Repeat Rule:** May be repeated for a maximum of 12 credits.**Grade Mode:** Letter Grading**HMG 799 - Honors Thesis/Project****Credits:** 4-8

Supervised research leading to the completion of an honors thesis or project; required for graduation from the honors program in hospitality management.

**Attributes:** Honors course; Writing Intensive Course**Grade Mode:** Letter Grading