

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

Program Description

The BSHM program aims to produce graduates who are equip with competencies needed to execute both operational tasks and management functions in food production (culinary), accommodation, food and beverage service, product development and other emerging sectors of the hospitality industry. It further aims to produce efficient, self reliant, competent and socially responsible professionals who will meet the demands of globally competitive hospitality industry.

Program Educational Objectives:

Within three to five years after obtaining bachelor's degree in Hospitality Management at University of St La Salle, a graduate is expected to have:

1. Ventured into building innovation-driven enterprises and become service providers in various career opportunity in the different sectors of the hospitality industry while consciously integrating socially responsible Christian practices and professional ethics in all areas of career and professional life thru compassionate service.
2. Applied critical and analytical skills in solving challenges encountered in the workplace and developing expertise in utilization and management of industrial grade tools, equipment and technologies used in the hospitality operation.
3. Been engaged in constant and relevant career development through trainings, professional affiliation, and research while equipping one's self with further qualifications in preparation for higher leadership roles.
4. Performed confidently supervisory management functions in the hospitality industry and other business enterprise with competence and excellence by efficiently performing oral and written communication skills in a multicultural work environment.

Program Outcomes

By the time of graduation, the students of the program shall have develop the ability to:

1. Acquire and demonstrate up to date knowledge, skills and competencies required for effective practice of the hospitality profession in multidisciplinary approaches
2. Promote the vibrant Negrense culture and tourism with respect and responsibility to bridge cultural differences while demonstrating the uniqueness of Filipino hospitality practices, values, and traditions.
3. Manage proactively potential risks and crises through implementation of effective mitigation plans and programs that emanate ethical and social responsibility.
4. Conceptualize creative ideas to innovate for product and process improvement using evidence-based practices and the latest hospitality trends and operations in response to industry related concerns.
5. Exhibit flexibility and high quality of performance to respond properly to critical service scenarios and resolve complex chain operations by adjusting to the needs of the situation anchored on Christian perspectives and Gospel values.
6. Operate responsibly and skillfully modern technological advancement tools and property management database necessary in the efficient tourism operation and that is significant to society and the Church;

7. Articulate ideas and opinions to attain proficiency and command in more than two languages to address industry needs through effective verbal and non-verbal communication.
8. Plan, execute and evaluate competitive event format and marketing strategies in organizing actual events using multidisciplinary approaches that effectively channel concerns to proper individual or member.
9. Examine and scan the business environment to determine business opportunities and to develop profitability profiles from which entrepreneurial ventures can be selected.
10. Evaluate and analyze legal issues and agreements affecting the hospitality business and operations with responsibility and accountability to arrive to discerned decision
11. Develop investigative skills alongside self-reflection to generate and engage in a continuing professional growth and/or research to thrive in a highly competitive and diverse hospitality industry.
12. Compare and contrast various multicultural and ethical work setting through various local and international training partners to ensure maximum multi-disciplinary composition which respects diversity and cultural difference.

Admission Policies

Students who wish to join the program must:

1. have a grade of at least 80 in all major subjects (new/transferees/shiftees);
2. pass the screening and interview.
3. Should have a score of at last 30 in USLS entrance exams.

Probationary Admission:

1. Students who fall short of the minimum requirements of the program but who exhibits seriousness of intent in pursuing the course may be accepted on PROBATIONARY status, on certain conditions.
2. Students on PROBATION must ensure close coordination with the Guidance Office to comply provisions of PROJECT STAY.
3. Students on PROBATION must maintain a garde of 80 or better in all of their major courses.

Retention Policies:

Students who wish to stay in the program must have:

1. a satisfactory grade of 80 in all major subjects;
2. no failed and/or dropped subjects of more than 9 units in one semester.
3. no failures in more than 2 major subjects in one semester.

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT
FIRST YEAR
First Semester

		Lec Units	# of hrs/wk	Lab Units	# of hrs/wk	Total Credit Units	Total Assessed Units
PCOM	Purposive Communication	3	3	0	0	3	3
IGG	Group Guidance	1.5	1.4	0	0	1.5	1.5
MATHMW	Mathematics in the Modern World	3	4	0	0	3	3
NSTP1	National Service Training Program 1	3	4	0	0	3	3
PED1	Physical Education 1 (Wellness and Fitness)	2	2	0	0	2	2
IRS1	Lasallian Spirituality	3	3	0	0	3	3
HTC101	Macro Perspective of Tourism and Hospitality	3	3	0	0	3	3
HTC102	Risk Management as Applied to Safety, Security and Sanitation	3	3	0	0	3	3
HMP301LEC	Kitchen Essentials and Basic Food Preparation - Lecture	1	1	0	0	1	1
HMP301LAB	Kitchen Essentials and Basic Food Preparation - Laboratory	0	0	2	4	2	4
	Total	22.5	22.5	2	4	24.5	26.5

Second Semester

		Lec Units	# of hrs/wk	Lab Units	# of hrs/wk	Total Credit Units	Total Assessed Units
PSPEAK	Public Speaking in the Discipline	0	0	3	3	3	3
NSTP2	National Service Training Program 2	3	3	0	0	3	3
PED2	Physical Education 2 (Team Sports and Rhythmic Activities)	2	2	0	0	2	2
IRS2	Christian Morality	3	3	0	0	3	3
HTC103	Philippine Culture and Tourism Geography	3	3	0	0	3	3
HTC104	Micro Perspective of Tourism and Hospitality	3	3	0	0	3	3
HMP302LEC	Fundamentals in Lodging Operations	2	2	0	0	2	2
HMP302LAB	Fundamentals in Lodging Operations			1	2	1	2
HML201LEC	Culinary Fundamentals - Lecture	2	2			2	2
HML201LAB	Culinary Fundamentals - Laboratory	0	0	1	3	1	3
HML202LEC	Bar and Beverage Management - Lecture	2	2	0	0	2	2
HML202LAB	Bar and Beverage Management - Laboratory	0	0	1	2	1	2
	Total	20	20	6	10	26	30

SECOND YEAR
First Semester

		Lec Units	# of hrs/wk	Lab Units	# of hrs/wk	Total Credit Units	Total Assessed Units
ABMB1	Accounting for Non-accountants	3	3	0	0	3	3
PED3	Physical Education 3 (Swimming and Recreation)	2	2	0	0	2	2
LITE	Living in the IT Era	3	3	0	0	3	3
CWRLD	The Contemporary World	3	3	0	0	3	3
HTC105	Quality Service Management in Tourism and Hospitality	3	3	0	0	3	3
HMP303LEC	Fundamentals in Food Service Operations - Lecture	2	2	0	0	2	2
HMP303LAB	Fundamentals in Food Service Operations - Laboratory	0	0	1	2	1	2
HML203LEC	Bread and Pastries Production - Lecture	1	1	0	0	1	1
HML203LAB	Bread and Pastries Production - Laboratory	0	0	2	4	2	4
HML204LEC	Beverage Operations - Lecture	2	2			2	1
HML204LAB	Beverage Operations - Laboratory			1	2	1	2
	Total	19	19	4	8	23	26

Second Semester		Lec Units	# of hrs/wk	Lab Units	# of hrs/wk	Total Credit Units	Total Assessed Units
BLOGIC	Business Logic	3	3	0	0	3	3
ARTAP	Art Appreciation	3	3	0	0	3	3
PED4	Physical Education 40 (Individual and Dual Sports)	2	2	0	0	2	2
GBOOKS	Great Books	3	3	0	0	3	3
STS	Science, Technology & Society	3	3	0	0	3	3
USELF	Understanding the self	3	3	0	0	3	3
HMP304	Supply Chain Management in Hospitality Industry	3	3	0	0	3	3
HML205LEC	International Cuisine - Lecture	1	1	0	0	1	1
HML205AB	International Cuisine - Laboratory			2	4	2	4
HML206LEC	Food and Beverage Service - Lecture	2	2	0	0	2	2
HML206LAB	Food and Beverage Service - Laboratory	0	0	1	2	1	2
Total		23	23	3	6	26	29

THIRD YEAR First Semester		Lec Units	# of hrs/wk	Lab Units	# of hrs/wk	Total Credit Units	Total Assessed Units
ETHICS	Ethics	3	3	0	0	3	3
IRS3E	Religions, Religious and Spirituality	3	3	0	0	3	3
HTC106	Hospitality and Tourism Sales and Marketing	3	3	0	0	3	3
FL*	Foreign Language 1	3	3	0	0	3	3
HMP305LEC	Applied Business Tools and Technologies - Lecture	2	2	0	0	2	2
HMP305LAB	Applied Business Tools and Technologies Laboratory	0	0	1	2	1	2
HML207LEC	Rooms Division Management - Lecture	2	2	0	0	2	2
HML207LAB	Rooms Division Management - Laboratory	0	0	1	2	1	2
HML208LEC	Front Office Operations - Lecture	2	2			2	2
HML208LAB	Front Office Operations -Laboratory	0	0	1	2	1	2
Total		18	18	3	6	21	24

Second Semester		Lec Units	# of hrs/wk	Lab Units	# of hrs/wk	Total Credit Units	Total Assessed Units
RHIST	Readings in Philippine History	3	3	0	0	3	3
OMTQM	Operations Management	3	3	0	0	3	3
RIZAL	Life and Works of Rizal	3	3	0	0	3	3
HTC107	Entrepreneurship in Tourism and Hospitality	3	3	0	0	3	3
FL*	Foreign Language 2	3	3	0	0	3	3
HMP306LEC	Introduction to Meetings, Incentives, Conferences & Events Management - Lecture	2	2	0	0	2	2
HMP306LAB	Introduction to Meetings, Incentives, Conferences & Events Management - Laboratory	0	0	1	2	1	2
HMP307LEC	Ergonomics and Facilities Planning for the Hospitality Industry - Lecture	2	2	0	0	2	2
HMP307LAB	Ergonomics and Facilities Planning for the Hospitality Industry - Laboratory	0	0	1	2	1	2
HMP308LEC	Research in Hospitality - Lecture	2	2	0	0	2	2
Total		21	21	2	4	23	25

FOURTH YEAR

First Semester

		Lec Units	# of hrs/wk	Lab Units	# of hrs/wk	Total Credit Units	Total Assessed Units
STRAT100	Strategic Management	3	3	0	0	3	3
HTC108	Multicultural Diversity in Workplace for the Tourism Professional	3	3	0	0	3	3
HTC109	Professional Development and Applied Ethics	3	3	0	0	3	3
HTC110	Legal Aspects in Tourism and Hospitality	3	3	0	0	3	3
HMP308LAB	Research in Hospitality - Laboratory	0	0	1	2	1	2
	Total	12	12	1	2	13	14

Second Semester

		Lec Units	# of hrs/wk	Lab Units	# of hrs/wk	Total Credit Units	Total Assessed Units
HMPRAC1	Practicum 1 (F&B Phase)	0	0	3	20	3	3
HMPRAC2	Practicum 2 (Hotel Phase)	0	0	3	20	3	3
	Total	0	0	6	40	6	6

FL*

FL201	FOREIGN LANGUAGE (SPANISH)
FL202	FOREIGN LANGUAGE (FRENCH)
FL203	FOREIGN LANGUAGE (CHINESE)
FL204	FOREIGN LANGUAGE (KOREAN)
FL205	FOREIGN LANGUAGE (JAPANESE)
FL206	FOREIGN LANGUAGE (ITALIAN)

SUMMARY OF REQUIRED COURSES
Bachelor of Science in Hospitality Management

	No. of Courses Required	Unit Equivalent	Total Units
General Education			
Languages			
Purposive Communication	1	3	
Public Speaking in the Discipline	1	3	
Great Books	1	3	9
Mathematics and Technology			
Mathematics in the Modern World	1	3	
Living in the IT Era	1	3	6
Natural Sciences			
Science, Technology & Society	1	3	3
Social Sciences			
Understanding the Self	1	3	
The Contemporary World	1	3	
Art Appreciation	1	3	
Readings in Philippine History	1	3	
The Life and Works of Rizal	1	3	15
Other Courses			
Group Guidance	1	1.5	
Religious Studies	3	3	
Physical Education	4	2	
National Service Training Program	2	3	24.5
Business Core			
Accounting for Non-Accountants	1	3	
Business Logic	1	3	
Ethics	1	3	9
Business and Management Education Courses (CBMEC)			
Operation Management	1	3	
Strategic Management	1	3	6
Tourism and Hospitality Core			
*Macro Perspective in Tourism & Hospitality	1	3	
*Risk Management as Applied to Safety, Security & Sanitation	1	3	
*Micro Perspective of Tourism and Hospitality	1	3	
*Philippine Culture and Tourism Geography	1	3	
*Quality Service Mngt. in Tourism and Hospitality	1	3	
*Hospitality and Tourism Sales and Marketing	1	3	
*Entrepreneurship in Tourism and Hospitality	1	3	
*Multicultural Diversity in the Workplace for Tourism Professional	1	3	
*Professional Development and Applied Ethics	1	3	
*Legal Aspects in Tourism and Hospitality	1	3	30
Professional Core Course Hospitality			
*Kitchen Essentials & Basic Food Preparation w/ lab	1	3	
*Fundamentals in Lodging Operations	1	3	
*Fundamentals in Food Service Operations	1	3	
*Applied Business Tools and Technologies	1	3	
*Supply Chain Mngt. in Hospitality Industry	1	3	
*Introduction to Meetings, Incentives, Conferences and Events Management	1	3	
*Ergonomics and Facilities Planning for the	1	3	
*Research in Hospitality	1	3	

*Foreign Language 1	1	3	
*Foreign Language 2	1	3	30
Professional Electives (Hospitality)			
*Culinary Fundamentals	1	3	
*Bar and Beverage Management	1	3	
*Bread and Pastries Production	1	3	
*Beverage Operations	1	3	
*International Cuisine	1	3	
*Food and Beverage Service	1	3	
*Rooms Division Management	1	3	
*Front Office Operations	1	3	24
Practicum - BSHM (min. of 600 hours)			
Practicum 1 (Restaurant Phase)	1	3	
Practicum 2 (Hotel Phase)	1	3	6
Program Major/Specialization (with eligibility requirements)			
	Total		162.5

**MAJOR COURSE DESCRIPTION
BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT****HTC101** **3 units**
MACRO PERSPECTIVE OF TOURISM AND HOSPITALITY

This course is designed to give a clear and whole overview of tourism and hospitality as an ecosystem and goes beyond the usual closed-concept of tourism. It introduces the concepts and terms that are common throughout the different sectors. It also intends to develop, update and maintain local knowledge as well as tourism industry knowledge. It shows the structure and scope of tourism as well as its impact as an industry in relation to the world economy and society. It also illustrates the effects of the convergence of tourism with the other local industries and let the students appreciate its multiplier effect in various fronts. It discusses the major factors that influence the history and future of tourism in the world and in the Philippines. It also introduces the sustainable goals of tourism and discusses, among others, how to develop protective environments for children in tourism destination; to observe and perform risk mitigation activities; etc. The students will also learn to appreciate the key global organizations and the roles they play in influencing and monitoring tourism trends.

At the end of this course, the students should be able to appreciate the nature of the tourism industry and tourism product; identify the various sectors that comprise the tourism industry and the role played by each sector in the production; distribution and delivery of tourism goods and services; distinguish the various classifications of each sector and corresponding standards; understand the typical organizational structure, the impact of macro-environmental trends on the operations of tourism businesses, and career options in the hospitality industry.

HTC102 **3 units**
RISK MANAGEMENT AS APPLIED TO SAFETY SECURITY AND SANITATION

The student will develop knowledge, skills, and values on the basic principles of personal hygiene, food safety and sanitation as applied in the tourism and hospitality industry. Moreover, the importance of the principles of sanitation and hygiene and its sound practices using the Hazard Analysis Critical Control Point (HACCP) as guidelines for proper handling of food from preparation to production will be emphasized. Topics include the following: compliance with workplace hygiene procedures; establishment and maintenance of a safe and secure workplace; implementation of occupational health and safety procedures; and performing basic first aid procedures.

With the enrichment activity embedded in the course, students will be required to share their knowledge on hygiene and sanitation of which they can take on the consciousness of being socially responsible individuals among member of the Lasallian community.

HTC103 **3 units**
PHILIPPINE CULTURE AND TOURISM GEOGRAPHY

This course presents comprehensive coverage of the major tourist destinations in the Philippines. Major discussions will be on the political structures and sub-divisions, geographical characteristic, major attractions, gastronomy, culture and traditions of the various regions of the country leading to the realization of the potentials of the tourism industry of the Philippines. Students will also have a comprehensive knowledge about the mechanism, logistics, operations and management of the tourism network system in the Philippines with its inherent physical and cultural resources as seen in the various provinces of the country.

Students shall submit a comprehensive presentation of local tourist destinations to depict the Negrense culture and tradition. Preferably, they will be assigned with cities and municipalities of their residence for easy access, convenience and more detailed and extensive coverage.

HTC104 **3 units**
MICRO PERSPECTIVE OF TOURISM AND HOSPITALITY

This course will cover the workings, operations and the integrative activities of major stakeholders in the tourism and hospitality industry. The students will also gain knowledge on managing and marketing a service-oriented business organization. Apart from the scope and structure of travel organizations, it provides an in-depth study of the nature and distinctive characteristics of each sector of the entire tourism industry, focusing on the management, organization and planning of specific business strategies for the various entities in the local setting. This will also involve the analysis of the possible impacts of external factors and trends on the different tourism industry sectors and specific types of businesses. It will also look into client profiling such as travel motivations and influences as it relates to aligning strategic and tactical solutions to the business. The course also identifies the employment opportunities available in each sector and the corresponding qualifications for the jobs.

Students will conduct research of a chosen major sectors (business, government, and voluntary organizations, etc.) defined and classified wherein a focus group discussion involving players and stakeholders will be initiated. The commercial sectors are examined in terms of typical organizational structures and major functions of divisions within the structure are described. Impact of macro-environmental trends and events on each sector are examined.

Pre-Requisite: HTC101

HTC105 **3 units** **QUALITY SERVICE MANAGEMENT IN** **TOURISM AND HOSPITALITY**

This course aims to enable the students to recognize and assess quality management processes in a hospitality and tourism related organization and to evaluate department processes and planning strategies. Topics include concepts and terminologies of Total Quality Management (TQM): definition, common elements and terminology; vision and reality – bridging the gap; constructive and critical personal reflection: proposed quality, self-assessment and peers assessment; seeking practical feedback for supervisors and continuing improvement, developing a personal management philosophy and personal development plan.

At the end of this course, students should be able to understand and apply the concepts of total quality management, explain the need for the application of total quality management process to a department within a hotel or restaurant establishment, identify key performance indicators and their relationship to continuous improvement required for successful change and improve management.

Pre-Requisite: HTC101, HMP302

HTC106 **3 units** **HOSPITALITY AND TOURISM SALES AND** **MARKETING**

This course will equip students with the necessary skills to develop actual marketing campaigns for a business within the tourism and hospitality industry. Emphasis on the analysis of the market, its competition and its product; preparation of a financial budget and the development of short term and long-range strategies to achieve desired profit through effective advertising, sales and an effective public relations plan would be the focus of this course.

Students are expected to analyze the relevant examples of situations wherein companies assess and solve their marketing problems; exercise the management of marketing mix (price, product, promotion and distribution) in today's highly competitive environment; appreciate the latest trends in Green Tourism and hospitality in terms of selling and marketing; and execute sales plan. Meanwhile, promoting a particular local destination of a hospitality establishment will be the output of this course.

Pre-Requisite: HMP302, HMP303

HTC107 **3 units** **ENTREPRENEURSHIP IN TOURISM AND** **HOSPITALITY**

This course describes the skills, knowledge and performance outcomes required to plan and develop a feasible Business Plan by understanding the nature and scope of entrepreneurship, scanning the market of potential entrepreneurial venture opportunities, and identifying and evaluating the methods of venturing into business including but not limited to starting one's own business, buying existing businesses and the

process of franchising. It also emphasizes on assessing the possible characteristics and mindset of entrepreneurs, analyzing typical entrepreneurial venture challenges, errors and rewards, identifying effective strategic management, developing product and service innovations and introducing the concepts of environmentally sustainable practices, social entrepreneurship and intellectual property management.

The students are expected to submit a business plan reflecting all the theories and principles covered in the course. They are expected to interview a successful local entrepreneur in food, hotel, or travel industry and to submit a written document/reflection of their learnings.

Pre-Requisite: HTC106

HTC108 **3 units** **MULTICULTURAL DIVERSITY IN THE** **WORKPLACE**

This course describes the skills, knowledge and performance outcomes required to manage multicultural diversity in workplace that covers organization's diversity policy, encouraging diversity within work teams and upholding the benefits of a diverse workplace. It should also develop the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross – cultural misunderstanding if it arises. The end goal is for the student to be equipped with social awareness and diverse understanding when serving customers and working with colleagues.

At the end of the course, students shall be able to complete industry visits both in front and back of the house operations to gain personal experiences in the actual hospitality operations. Likewise, students shall submit relevant case studies and field work relative to workplace operations.

Pre-Requisite: HMP302, HTC101

HTC109 **3 units** **PROFESSIONAL DEVELOPMENT AND** **APPLIED ETHICS**

This course describes the skills, knowledge and performance outcomes required to develop the ability of students to become professionals in their field by understanding the ideas of improving one's personality and ways on how they are going to be valued in the business industry by means of presenting their ideas like company meetings, professional networking, interviews and through proposals of services considering the proper collaboration to their associates and portraying professional business ethics. It also teaches writing skills and emphasize in verbal communication and preparation of plans that require them to research career options and company potentiality and stability to develop a strong and effective career pathway. At the end of this course, students shall define personality development, describe basic personality traits and morals, and understand how these are developed. Likewise, students shall effectively understand and described methods of changing one personality and how it will

affect career choices. Moreover, students shall understand personality disorders and methods of changing such. They will exhibit excellent communication skills through individual and group activities and demonstrate critical thinking skills in various group dynamics. As culminating activity, students shall be encouraged to actively participate in sharing knowledge and experiences through identified group of beneficiaries where Lasallian core values are to be emphasized in the program content and strategies.
Pre-Requisite: HMP302, HTC102

HTC110 **3 units** **LEGAL ASPECTS IN TOURISM AND HOSPITALITY**

The tourism and hospitality industry operates within a comprehensive domestic and international, legal and regulatory framework. This course examines this framework and covers the key principles of law applicable to hospitality, tourism, and related industries. Various legislation on business organization and several international law issues such as consumer protection, product and service liability employment and law access to natural environment will be covered. This course also examines the law regulating the issuance of visa and travel documentation, and considers the liability of the operators, agents, carriers and government instrumentalities and relation to health and safety issues (including acts of terrorism). Topics include: national and international regulation of the travel and hospitality industry; consumer contracts law; the law of carriers and inns; the duties of travel operators and agents; travel insurance law; the law of bailment; the responsibilities of travel agents and tour operators; hotel management law; liquor licensing law; catering law; gaming law; marketing law; consumer rights and complaints; the law regulating payments (including international credit card payments); the finance of carriers and inns; criminal and civil liability of people working in the travel and tourism industry. At the end of the course, students shall complete seminar series on various travel documents required in the Philippines. A reaction paper on various cases involving the hospitality and tourism in the country will be required.

Pre-Requisite: HMP302, HTC102

HMP301 **3 units** **KITCHEN ESSENTIALS AND BASIC FOOD PREPARATION**

The students will learn theoretical knowledge and demonstrate practical skills in basic culinary tasks, basic food preparation and food presentation in a commercial establishment. Topics will include the following: application of basic techniques of commercial cookery; application of standard safety procedures for handling foodstuff; cleaning and maintaining kitchen equipment and utensils; organizing and preparing food products and meals; preparing and storing food in a safe and hygienic manner; receiving and securing store incoming goods; establishing and maintaining quality control in food production; identifying,

preparing and portioning various meats; preparing appetizers and salads; preparing soups, stock and sauces.

At the end of the course, students shall be able to prepare various types of cookery for vegetables, eggs and farinaceous dishes; and present and display food products.

HMP302 **3 units** **FUNDAMENTALS IN LODGING OPERATIONS**

This course describes the skills, knowledge and performance outcomes required to explore and analyse the management and practices of lodging operations and related sales activities in the major operating and support departments. It will also expose the students on the unique aspect of managing a service – based lodging establishment delivered by diverse employees and understanding of the business and financial operations of the lodging firm. The course introduces the housekeeping department of a hotel and lodging organization: its organizational structure; roles and responsibilities; functions of the department; equipment and tools for housekeeping operations; methods and procedures of cleaning operations including linen, uniform and laundry service; general maintenance and decoration of a hotel; safety and sanitation in housekeeping operations; management of operations and recordkeeping; precautionary procedures; guests safety and hotel assets. Laboratory includes actual exposure in the housekeeping operations.

At the end of the semester students shall present a comprehensive analysis and presentation of a particular establishment of their choice either form Accommodation, Entertainment, Food and Beverage and Travel Sector.

HMP303 **3 units** **FUNDAMENTALS IN FOOD SERVICE OPERATIONS**

The students will learn the necessary knowledge, develop the various skills and cultivate the proper attitudes needed for the delivery of quality service of food and beverage operations in hotels and restaurants. Topics include the following: clean and tidy bar and food service areas; develop and maintain food & beverage product knowledge; manage the responsible service of alcohol; prepare and serve cocktails; prepare and serve non-alcoholic beverages; provide a link between kitchen and service area; provide advice to patrons on food and beverage services; provide food and beverages services; provide room service; provide silver service; take food orders and provide courteous table service; manage intoxicated persons.

Students are expected to identify and discuss the role of food service operations within the hospitality industry; explain the different responsibilities involved in managing the various types of food and beverage operations to aid in career development choices; describe typical production, service and management positions and

the functions they play in a food service operation; identify trends in the food service industry and its impact on hospitality operations; explain the role of the menu as a marketing tool and how it affects operating needs; categorize types of food service; describe procedures for serving food and beverages with care and discuss sanitation, safety, security, health, and legal issues that food service managers must handle successfully.

HMP304 **3 units** **SUPPLY CHAIN MANAGEMENT IN** **HOSPITALITY INDUSTRY**

This course describes the skills, knowledge and performance outcomes required to understanding the basic concepts on managing the complete movement of products or services in a supply chain from the suppliers to the customers. It also emphasizes on identifying the effects of current and future trends in supply chain management, and on assessing the processes and performances in a supply chain to optimize processes into a seamless, innovative and most cost – effective way to help companies build a competitive edge.

At the end of the course, students shall be able to submit a group output of the study conducted in their preferred hospitality/tourism related establishments.

HMP305 **3 units** **APPLIED BUSINESS TOOLS AND** **TECHNOLOGIES**

This course identifies common tools, technology and techniques used in the Tourism and Hospitality Industry. It includes an overview of the applications or systems composed of technical processes, methods, software and hardware that have evolved and streamlined certain functions in the workplace. These applications and systems include those used in (1) an organization's internal functions, (2) business-to-business operations (including operations with suppliers) and (3) business-to-consumer transactions. The goal is to expose students to different applications so he/she can identify, learn, analyze and understand available devices and solutions from which they can select the ones that is most appropriate for the business function. Topics covered: how to utilize information technology applications; how to use various communication channels in dealing with guests and colleagues; how to access and retrieve electronic-based data; how to perform administrative and clerical procedures; how to receive and process reservations; how to source and to provide destination information and advice; how to produce applicable travel documentation, etc. The students will also learn to appreciate the impact of technological innovations to the economy, the industry, the organization's business model and to specific functions/operations of the organization. This will also ensure that the students will also know the value of including tools and technology in its business strategy. This course describes the skills, knowledge and performance outcomes required to understand and operate relevant IT systems that are used in the hotel and

restaurant establishments. Topics covered include folio systems for the front office; POS systems for F&B operations as well as other computer and online systems for various departments such as reservations, finance, housekeeping, marketing, and the public relations unit.

At the end of the course, students shall be able to complete hands on activities with point of sales programs.

Pre-Requisite/s: HMP302

HMP306 **3 units** **INTRODUCTION TO MEETINGS,** **INCENTIVES, CONFERENCES & EVENTS** **MANAGEMENT**

This course examines the principles of conceptualizing, planning, managing and evaluating events, conferences, meetings, festivals, special activities, among others. Topics include the significance of conventions and events in hospitality and tourism. Lessons include discussions on event conceptualization, event design, project/event management, methods of monitoring and evaluation, physical requirements, organizing, promotions, sponsorships and handling the financial aspects of such tasks. This will give the students the skills and knowledge to develop business strategies to get MICE business and retain the clients as well as to identify, understand, and overcome the intricate challenges of collective supplier management and engagement. This is an integration course that applies all the principles of management and foundation of hospitality and tourism courses.

Students will be exposed to creative discussions and presentation with the potential sponsors to develop a holistic quality of managing event. Furthermore, encouraging/involving target participants and attendees to support desired and identified event projects will be observed in this course.

Pre-Requisite/s: HTC105, HTC106, & HMP302

HMP307 **3 units** **ERGONOMICS AND FACILITIES PLANNING** **FOR THE HOSPITALITY INDUSTRY**

This course will develop knowledge, skills, and attitudes in ensuring the work environment of the organization that fits the industry professional. Topics include: planning and designing workstations to create efficient and effective workplaces, selecting workstation furnishings to provide flexibility and adaptability for workers, designing lighting for proper illumination on works areas, creating work areas where noise is controlled for normal operation to be done in the work station.

At the end of the course, students are expected to understand the process and develop the necessary competence and skills in the various stages of Elements of Design; critically decide and analyze the trends on the type of facilities and designs most appropriate to their properties to be developed; enhance their creative skills,

fashion, and latest trend awareness on hospitality exterior and interior design and consciousness through actual industry exposures; develop mastery and integrity in art appreciation on actual and theoretical facilities and design application; develop their written communication skill during data analysis using descriptive approach and improve their oral communication skills by successfully defending their developmental paper before selected panellists.

Pre-Requisite/s: HMP301, HMP302 & HMP303

HMP308 **3 units**
RESEARCH IN HOSPITALITY

The course aims to educate the student in the essential research tools and skills that will be needed as to perform as managers in the tourism and hospitality industry. This course will introduce the research process from design, data collection, hypothesis testing; to reporting by featuring econometrics and other quantitative applications in business research; and research on a topic related to the tourism and/or hospitality industry. The student shall undertake a study on a topic of his/her own choice through which he/she can develop the necessary skills of planning, researching, reporting as well as the ability to write a thesis.

After successful completion of this course, students will be able to:

(1) develop an understanding and appreciation of research and the need to research, not only in tourism and hospitality, but also applicable to numerous other fields, (2) develop knowledge and skills in designing and carrying out research projects, (3) experience valuable "real-life" lessons. At the end of this course, the students should be able to gain knowledge on the different research, methodologies and techniques for studying the various issues and problems in the tourism industry, to undertake analysis and evaluation of tourism data as aids to plan formulation and decision making, and to apply different research methods to actual projects and projects and problems relevant to their course and future career.

Pre-Requisite/s: ABMB1, HTC102, HMP302

FL* **3 units**
FOREIGN LANGUAGE 1

This course aims to train students to develop basic conversational skills using a foreign language. It is intended for the beginners who are learning the preferred language. It provides the students with basic phonetics and simple practical conversations needed for daily use. It also provides information on the people, their culture, customs, and traditions. It aims to carry on basic conversations such as greetings, asking for directions, shopping terminologies, bargaining, ordering food, and describing symptoms of illness and others.

FL* **3 units****FOREIGN LANGUAGE 2**

This course aims to train students to develop basic conversational skills using a foreign language. Student should be able to understand technical jargon used in the hospitality industry. Supplemented with research on the culture, it aims to develop appreciation and acceptance of the peoples' diversity. The oral drills make them discover their God-given talents and potentials and provide them with the confidence to be globally competitive.

The students will submit a video of their dialogues taken up during semester.

Pre-Requisite/s: FL*1

HML201 **3 units**
CULINARY FUNDAMENTALS

An introduction to the application and development of fundamental practical and theoretical knowledge on culinary arts, hot kitchen preparation, and food presentation. Topics of study include tasting, kitchen equipment, knife skills enhancement, classical vegetable cuts, stock production, thickening agents, soup preparation, grand sauces, proper palate development training, food costing, station organization, speed in working, and teamwork. Emphasis is placed upon the study of ingredients and an introduction to the concepts of ratios and formulas will be given. The final phase of the practical exam will be presented as a mystery basket of recipes and ingredients.

Students will spend the first 30 minutes of the class preparing their plan, identifying displayed food products, converting recipes, writing the methods of preparation for the provided recipes, develop and write the methods of preparation for the additional mystery basket products, prepare recipes and other ingredients. They shall be trained in recipe presentation and analysis of appropriate ingredients needed to enhance product quality.

HML202 **3 units**
BAR AND BEVERAGE MANAGEMENT

The subject is designed to prepare students to become efficient and effective bar managers to various hotel, restaurant, and bar service establishments. It includes the bar structural framework and responsibilities of the staff belonging to the organization; beverages processes, uses, concoction and pricing. It acquaints students with different beverages: how they are made and mixed into different kinds of cocktails and mocktails. Basics of the bar and beverage business, laws and regulations, physiology of alcohol and the process of intoxication as a fundamental understanding of the nature of alcohol are included.

At the end of the semester students will be visiting different bars and café in the area and submit an analysis and observation of each entity. Likewise, students will be performing flair bartending and individually prepare classic cocktail and mocktail concoctions.

**HML203 3 units
BREAD AND PASTRIES PRODUCTION**

Aims to provide students with extensive practical and theoretical knowledge on baking techniques, procedures and presentation. It also provides the opportunity to apply basic knowledge into more advanced method, techniques and presentation of output. Likewise, this will fully equip the students with the proper handling and use of tools and baking equipment with an emphasis on the important of occupational health, safety and sanitation in kitchen premises. Students are expected to describe the major ingredients of baked goods, pastries, and their functions and characteristics. Exercise the management of the basic information presented that is enough to enable the students to produce a full range of baked items in a small bakeshop or restaurant kitchen. Appreciate the latest trends in baking art decorations and execute a wide variety of baked products that will help establish their desire for a bakeshop business and to value and practice the essential virtue of patience, frugality, determination and self-discipline

**HML204 3 units
BEVERAGE OPERATIONS**

Introduces students to beverage operations of a bar and beverage facility including equipping, staffing and marketing. The subject will include coffee preparation and wine studies. This subject will provide rigid training to students on bar operation specifically molding them to become exemplary bar operators, baristas and bartenders equipped with competitive skills, confidence, and right attitude towards work.

At the end of the semester, students will be operating a café that will evaluate all the knowledge and skills in the field of bar and beverage operation.

**HML205 3 units
INTERNATIONAL CUISINE**

This course provides the students up-to-date knowledge and trends of the preparation of traditional contemporary Asian, Western, and European cuisine specialties with emphasis on their techniques, ingredients and spices. Importance in timing and organizational skills is emphasized. It will help the students develop culinary skills of creative expression and appreciation of various ingredients local and imported, and their combination and techniques of cooking. Included is overall kitchen efficiency such as knife skills, speed stamina, dexterity, kitchen organizational, and sense of food artistry.

At the end of the semester, students are equipped to showcase their artistic skills and prowess in developing a fusion of cuisine of their choice. A culminating activity will showcase the mastery of students in the art of various cuisines in the world. Pre-requisite/s: HMP301, HML201, & HTC103

**HML206 3 units
FOOD AND BEVERAGE SERVICE**

This course will equip students with the knowledge, skills and competence to offer service in a hotel or restaurant in accordance with enterprise standards. It further develops the relevant knowledge, skills and competence to perform effectively in a restaurant environment under direction and with limited authority in familiar situations. Hence, they will gain an understanding of the importance of developing a professional approach to food and beverage service and ensure that they have the right attitude and good personal presentation in all aspects of their work. Likewise, this course will cultivate knowledge and skills of how to operate the food service outlet's shifts' functions and tasks, perform the essential cycle of handling guest's food and beverage services procedures.

As a result of taking this course, the students shall execute professional practices based on the food and beverage service standards, suggest appropriate food recommendations to enhance customer service, recognize the importance of service recovery techniques and perform opening, on-going and closing operational responsibilities with a full range of practical and cognitive skills and tools used in a variety of restaurant operations and situations.

**HML207 3 units
ROOMS DIVISION MANAGEMENT**

Provide an understanding of the essentials of Rooms Division Management. The course is therefore intended to examine the two basic management functions of Rooms Division: Front Office and Housekeeping Operations. Moreover, the course aims at helping students acquire not only the basic skills necessary for the operations, but also for the management analysis. In this sense, students will be introduced to the concepts and techniques of sequential functions of management, room sales analysis, break-even analysis, room pricing and cases scenarios in the hospitality supervisions. It is designed to equip students with working knowledge and procedural skills to translate housekeeping concepts into actual practice, stressing the need for responsible and well-organized accommodations for travelling guest.

At the end of the course, students will have the opportunity to be co-educators and gain valuable experience and develop personal, professional and intellectual skills with the community partners through Christian Service Learning Program (CSLP)

Pre-requisite/s: HMP302

**HML208 3 units
FRONT OFFICE OPERATIONS**

Equip students with knowledge and skills required to work as part of a hotel reception team in accordance with enterprise standards. It deals with the theories and technicalities that govern and affect the Front Office Department's

functions and operations in a day today and long term basis. Students will develop knowledge and skills required for handling guest arrivals and departure. They will also be able to understand the importance of using correct communication when interacting with guests. Hence, they will develop an understanding of the role played by demographics, culture and nationality and how this can assist in interacting with guests and providing a more personalized service. In addition, learners will go through practical activities to develop confidence in handling guest requests and dealing with challenges that typically arise during a guests stay or during departure stage.

Pre-requisite/s: HMP302

HMPRAC1 **3 units** **PRACTICUM 1 (F&B PHASE)**

The practicum workload is intended to help undergraduates apply their formal education in a real work environment. By following the instruction given in the training logbook (with an emphasis on working skills), students are required to undertake a 300-hour training for every practicum subject enrolled in various areas of tourism and hospitality industry. These areas may be in food production, food and beverage service, kitchen and other relevant areas of exposure based on specialization/ training received in school. Close contact with a workplace supervisor/ mentor is needed as students are required to produce a training report (daily activity sheets) with an emphasis on problem-solving skills and supervisors' evaluations. Attendance and participation is also required at the practicum seminars held at the start and finish of the successful practicum.

Students shall acquire fundamental skills to become competent and multi skilled graduate, develop personality at tuned with the industry. Likewise, they shall submit documents such as insight, daily time record, supervisor's evaluation, site evaluation, certification and other pertinent data that may be required of them.

Pre-Requisite/s: 85%-100% completion of major courses

HMPRAC2 **3 units** **PRACTICUM 2 (HOTEL PHASE)**

Provides an exposure to the real operations of the different hotel/travel agency facilities. Practicum sites include hotels, resorts, airline companies and travel agencies. It enables the student trainee to acquire fundamental skills as a competent and multi – skilled graduate. A pre-practicum prior to industrial training and post practicum bi monthly reports are required.

Students are required to critically analyze specific area that requires enhancement to be presented to industry stakeholders for better service and performance. Students shall acquire fundamental skills to become competent and multi skilled graduate, develop personality at tuned with the industry. Likewise, they shall submit documents such as insight, daily time record, supervisors' evaluation, site evaluation, certification and other

pertinent data that may be required from them.

Pre-Requisite/s: 85%-100% completion of major courses