HMD - HOTEL MANAGEMENT

HMD 101 - Introduction to Hospitality   **Units: 3**
Survey of the history, likely direction, and dynamics of the hospitality industry from the perspective of the global economy, with emphasis on the wide variety of career opportunities.
Term Offered: Spring and Fall

HMD 120 - Introduction to the Customer Experience   **Units: 3**
Unlock the key to exceptional customer service. In this course, you'll gain essential skills to create outstanding customer experiences in the global service industry. Learn how personal behavior, cultural awareness, and business structures come together to deliver world-class service. Through real-world scenarios, sharpen your problem-solving skills and elevate customer interactions from good to unforgettable! Same as BUS 112.
Term Offered: Spring and Fall

HMD 198 - Special Topics in Hospitality and Tourism Management
                    Units: 0.5-3
Various short courses and experimental classes covering a variety of subjects. The course will be a variable of one-half to three credits depending on the course content and number of hours required. The course may be repeated for up to three credits.
Term Offered: AS NEEDED

HMD 203 - Front Office Operations   **Units: 3**
A systematic learning approach to front office procedures where the flow of business through a hotel, from the reservations process to check-out and account settlement, is explored in detail. Various elements of effective front office management will be examined, paying particular attention to the planning and evaluation of front office operations.
Enrollment Requirements: Prerequisite: HMD 101
Term Offered: AS NEEDED

HMD 220 - Facilitating the Customer Experience   **Units: 3**
Explore the skills and tools necessary to design and facilitate optimal customer experiences in the global hospitality industry.
Enrollment Requirements: Pre-requisite: HMD 101 and completion of ENG 101 or equivalent.
Term Offered: Fall

HMD 225 - Foundations of Hospitality Leadership   **Units: 3**
Theories of leadership are introduced and examined in the context of personal leadership, team dynamics, emotional intelligence, coaching, and ethics. Success factors related to competencies, skills, and leader behaviors are investigated. The challenges of leading diverse groups are explored including cultural, gender, and generational differences.
Enrollment Requirements: HMD 101 and ENG 102
Term Offered: Spring

HMD 226 - Hospitality Technology Management   **Units: 3**
This course is a survey of computer applications, issues, and trends in the hospitality industry. Emphasis is placed on the role of technology in operations and management of technology as a strategy. Additionally, current technology issues of interest and importance to the industry will be explored.
Enrollment Requirements: Prerequisite: HMD 101
Term Offered: AS NEEDED