

# HOSPITALITY AND TOURISM MANAGEMENT

## Lam Family College of Business

Dean: Dr. Eugene Sivasdas

## Department of Hospitality and Tourism Management

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Chair: Dr. Colin Johnson

Undergraduate Advisors: Aday, Ergul, Ferns, Johnson, Roe, Smith, Walls, Yang

## Program Scope

The mission of the Hospitality and Tourism Management department is to be a student-centered academic and professional environment dedicated to educating exceptional hospitality and tourism industry business leaders through experiential and personalized learning.

The program is designed to provide students with a core of business education and professional hospitality and tourism management knowledge. Students can choose to focus on an elective emphasis, including: hotel operations management; food and beverage management; conventions, meetings and event management, or tourism management. The department is committed to maximizing student exposure to industry leaders, career opportunities and student experiences involving notable hospitality companies. The Hospitality and Tourism Management department features the on-campus Vista Room, a student-run restaurant which serves as an experiential learning laboratory.

## Career Outlook

The curriculum combines strengths in management with hands-on hospitality experience and internship opportunities in the hospitality industry. Completion of the core and elective courses provides students with a theoretical business background and professional knowledge to attain a top-level management position in the hospitality/tourism industry.

## Certificate in Hospitality and Tourism Management

For more information contact the program director in the College of Extended Learning.

## Award of the Certificate

Upon completion of the program, the College of Extended Learning is responsible for authorizing the issuance of the certificate on behalf of the Department of Hospitality and Tourism Management and in the name of San Francisco State University.

## Professor

MEHMET ERGUL (2006), *Professor of Hospitality and Tourism Management*; B.S. (1995), Bilkent University, Turkey; M.B.A. (1997), Başkent University, Turkey; M.S. (2004), Ph.D. (2006), Texas Tech University.

COLIN JOHNSON (2008), *Professor of Hospitality and Tourism Management*; B.A. (1986), Open University, UK; M.B.A. (1991), University of Manchester, UK; Ph.D. (2002), Fribourg University, Switzerland.

## Associate Professor

BO FERNS (2006), *Associate Professor of Hospitality and Tourism Management*; B.A. (1996), Ocean University of Qingdao, China; M.A. (1999), School of Tourism Economics and Management Tourism Institute of China; M.S. (2003), Ph.D., Purdue University.

SUSAN ROE (2012), *Associate Professor of Hospitality and Tourism Management*; B.S. (1996), University of Wisconsin; M.S. (1999), Ph.D. (2012), University of Nevada, Las Vegas.

ANDREW WALLS (2009), *Associate Professor of Hospitality and Tourism Management*; B.A. (1986), Florida Southern College; M.B.A. (1993), Florida Southern College; Ph.D. (2009), University of Central Florida.

## Assistant Professor

JAMES BRIAN ADAY (2014), *Assistant Professor of Hospitality and Tourism Management*; B.B.A. (2009), Eastern New Mexico University; M.S. (2010), Ph.D. (2013), Texas Tech University.

RYAN P. SMITH (2017), *Assistant Professor of Hospitality and Tourism Management*; B.S. (2008), Boston University; M.S. (2011), University of Houston; D.HTM (2017), The Hong Kong Polytechnic University.

SYBIL S. YANG (2014), *Assistant Professor of Hospitality and Tourism Management*; B.S. (1997), University of California at Berkeley; M.B.A. (2005), M.M.H. (2005), M.S. (2009), Ph.D. (2013), Cornell University.

## Major

- Bachelor of Science in Hospitality and Tourism Management (<http://bulletin.sfsu.edu/colleges/business/hospitality-tourism-management/bs-hospitality-tourism-management/>)

## Minor

- Minor in Hospitality and Tourism Management (<http://bulletin.sfsu.edu/colleges/business/hospitality-tourism-management/minor-hospitality-tourism-management/>)

### HTM 110 Introduction to Hospitality and Tourism Management (Units: 3)

Survey of trends and developments in the hospitality and tourism industry, including a total approach to lodging operations, global travel, tourism business and foodservice establishments.

#### Course Attributes:

- E1 LLD Pre-Fall 2019
- Environmental Sustainability
- Global Perspectives
- Social Justice

### HTM 120 Legal Aspects of Hospitality and Tourism Management (Units: 3)

Prerequisites: Hospitality and Tourism Management majors and minors; GE Area E recommended.

Hospitality law including when a facility may refuse to serve and evict a person, legal liability to guests, children of guests, trespassers, and liability for customers' property and autos.

**HTM 215 Service Leadership: Theory and Practice (Units: 3)**

Prerequisite: Restricted to Lam Family College of Business majors and minors.

Integration of leadership theories, concepts, practices, and competencies to support leadership development within service/hospitality organizations. Application of these concepts to self-leadership development and creation of individual development plans for improving leadership skills and capabilities.

**HTM 300GW Hospitality Tourism Management Business Communication - GVAR (Units: 3)**

Prerequisites: Upper-division Hospitality and Tourism Management majors; GE Area E.

Creating effective communication for hospitality businesses. Professional oral and written communication skills for managers interactions with guests, employees, and colleagues. Extra fee required. (Plus/minus A/B/+C/C/NC grading only; C-/CR not allowed)

**Course Attributes:**

- Graduation Writing Assessment

**HTM 301 Food Science and Production (Units: 3)**

Prerequisites: GE Areas A1\*, A2\*, A3\*, and B4\* all with grades of C- or better or consent of the instructor.

Proper food preparation and baking are applied sciences. Understanding the fundamental scientific principles of biology and chemistry, as well as the science of food and cooking, will result in preparing appetizing food. Students will learn and use methods of scientific discovery/inquiry to better understand the molecular basis of and importance of science in food and cooking. Lecture, 2 units; laboratory, 1 unit. Extra fee required.

**Course Attributes:**

- UD-B: Physical Life Science

**HTM 324 Historical and Contemporary Aspects of Food, Beverage, and Culture in America (Units: 3)**

Prerequisites: GE Areas A1\*, A2\*, A3\*, B4\*, and E all with grades of C- or better or consent of the instructor.

Historical and contemporary approaches to ethnic food and beverages that affect eating habits in the U.S. Social, economic, psychological, and other influences affecting food, beverages, and culture.

**Course Attributes:**

- UD-D: Social Sciences

**HTM 351 Asian Food, Culture, and Hospitality (Units: 3)**

Prerequisites: GE Areas A1\*, A2\*, A3\*, B4\*, and E all with grades of C- or better or consent of the instructor.

Asian cultures and food preferences as they relate to eating habits. The influences of social, economic, and religious factors. Asian foods as herbs and medicinal uses. Etiquette and cultural aspects of dining preferences for pleasurable eating.

**Course Attributes:**

- UD-C: Arts and/or Humanities
- Am. Ethnic & Racial Minorities

**HTM 357 Food Systems in the Hospitality Environment (Units: 3)**

Prerequisite: GE Area E.

The farm to table movement is used as a lens to explore sustainability, how food systems interact and develop, and how that influences what we eat. Exploration of how food moves through the supply chain from purveyor to customer and how the Bay area is a major influencer. Lecture, 2 units; activity, 1 unit. (Plus-minus letter grade only)

**Course Attributes:**

- Environmental Sustainability

**HTM 364 Hospitality and Tourism Management Information Systems (Units: 3)**

Prerequisites: Hospitality and Tourism Management Majors and Minors; ISYS 263 or a passing score on the computer information systems proficiency test.

Discussion of technology topics that are impacting and shaping the hospitality industry today. Topics include the impact of WiFi, PCI Compliance, and IT Privacy laws dealing with customer data.

**HTM 400 Wine Appreciation (Units: 3)**

Prerequisite: Upper division standing or consent of instructor.

The history, geography, economics, health, and legal issues of wine. Wine and food pairing; wine and food in the business setting; creating a restaurant wine list; purchasing, proper storage and inventory of wine; and an introduction into the making of beer and distilled spirits. NOTE: Students under 21 years of age may not taste wine or other alcoholic beverages and may not attend the field trip to a winery. An alternative assignment for these students will be required, which will consist of an evaluation of the major wine growing regions of the world. Extra fee required.

**HTM 421 Food, Wine, and Culture in California (Units: 3)**

Prerequisites: GE Areas A1\*, A2\*, A3\*, B4\*, and E all with grades of C- or better or consent of the instructor.

Cultural and historical heritage of the food and wine industries in California, ethnic preferences for food and wine as they relate to immigration patterns, and cultural aspects of dining preferences for pleasurable eating in California.

**Course Attributes:**

- UD-D: Social Sciences

**HTM 424 Tourism Management (Units: 3)**

Prerequisites: Restricted to upper-division standing; GE Areas A1\*, A2\*, A3\*, and B4\* all with grades of C- or better; or consent of the instructor.

A comprehensive look at the business of the global travel and tourism industry by examining the various components of tourism such as economic, social, environmental, and political, their functions, and their commercial significance in today's marketplace.

**Course Attributes:**

- UD-C: Arts and/or Humanities
- Am. Ethnic & Racial Minorities
- Social Justice

**HTM 425 The Business of International Tourism (Units: 3)**

Prerequisites: GE Areas A1\*, A2\*, A3\*, B4\*, and E all with grades of C- or better or consent of the instructor.

Multi-cultural and cross-cultural aspects of the business of international tourism outside the U.S.A. An exploration of international tourism challenges today and in the future from managerial and travelers' perspectives. The growth of tourism and the way it may affect the future of the world economy.

**Course Attributes:**

- UD-D: Social Sciences
- Global Perspectives

**HTM 457 Restaurant Operations (Units: 3)**

Prerequisites: Restricted to upper-division Hospitality and Tourism Management majors and minors.

An immersive experience in restaurant operations including aspects of kitchen organization, service styles, and inventory management. Food production, vendor relations, and customer service will be experienced with a focus on maximizing efficiency and profit while maintaining brand and concept integrity. Lecture, 2 units; laboratory, 1 unit. Extra fee required. (Plus-minus letter grade only)

**HTM 458 Hospitality Tourism Management Revenue and Cost Control (Units: 3)**

Prerequisites: Restricted to Hospitality and Tourism Management majors and minors; ACCT 101\*.

Application of basic accounting techniques in the hospitality industry. Financial statement analysis, evaluation of investment decisions, and review of financial statements in hotels, food services, and convention and event management establishments. (Plus-minus letter grade only)

**HTM 515 Hospitality and Tourism Management Internship (Units: 3)**

Prerequisites: Restricted to senior Hospitality and Tourism Management majors; must have 350 hours of faculty approved hospitality industry experience and 50 hours of professional development.

Coordinated hospitality training combines practical experience with didactic academic analysis. Principles, theory, and standard practices applied to operational situations.

**HTM 531 Hospitality Services Management (Units: 3)**

Prerequisites: Restricted to upper-division Hospitality and Tourism Management majors; HTM 110; or consent of the instructor.

Service management and marketing concepts in hospitality service organizations, e.g., hotels, restaurants. Development and execution plans in a service economy. Nature and characteristics of services that need to be managed and marketed due to their intangible core and more conscious aspects of service quality. (Plus-minus letter grade only; CR/NC not allowed)

**HTM 557 Restaurant and Catering Management (Units: 3)**

Prerequisites: HTM 110, HTM 357, and HTM 457.

Standards and theories dealing with restaurant and catering operations including marketing strategies; food purchasing, production and financial management; sanitation, safety and facility management in restaurants; menus and information system management; beverage and catering management. Required field experience accompanies lectures. (Plus-minus letter grade only)

**HTM 560 Hospitality Human Resource Management (Units: 3)**

Prerequisite: Upper-division standing or consent of the instructor.

Policies and practices in hospitality human resources management. Functions of the personnel department in planning, recruiting, selection, performance appraisal, information systems, and recent legal issues. (Plus-minus letter grade only)

**HTM 561 Hotel Operation Management (Units: 3)**

Prerequisites: Restricted to upper-division Hospitality and Tourism Management majors and minors; HTM 110; or consent of the instructor.

Principles, practices, and operation of hotel facilities; operating strategies, reservation systems and operation, housekeeping, accounting, and income control. (Plus-minus letter grade only)

**HTM 562 Advanced Studies in Global Hotel Operations Management (Units: 3)**

Prerequisites: Restricted to senior Hospitality and Tourism Management majors; HTM 110, HTM 300GW, and HTM 561.

Examination of complex issues facing the global hotel industry managers and leaders, contemporary operational issues and situations, problem-solving methods, and development and implementation of strategic solutions.

**Course Attributes:**

- Global Perspectives

**HTM 567 Hospitality and Tourism Internship (Units: 2-3)**

Prerequisite: Upper-division standing or consent of the instructor.

Practical field experience in hotel/lodging, food service, and tourism business. Individually designed for students to acquire working knowledge toward skills and/or occupation in the hospitality industry. May be repeated for a total of 6 units.

**HTM 576 Meeting Planning and Convention/Event Management I (Units: 3)**

Prerequisite: HTM 110 or consent of instructor.

Comprehensive examination of the business strategies for meetings, conferences, and conventions, and exhibition management including the roles of catering and banquet event management, environmental impacts, and people involved in the businesses that comprise this industry.

**Course Attributes:**

- Environmental Sustainability

**HTM 577 Meeting Planning and Convention/Event Management II (Units: 3)**

Prerequisites: Restricted to upper-division Hospitality and Tourism Management majors and minors; HTM 110 and HTM 576.

Comprehensive business strategies of event planning to the design and execution of meetings, conferences, and catered events. Focus on every technique and tactic in the meeting manager's skill set, including design, project management, site selection and development, catering and banquet management, sales, budgeting, safety and security, environmental sustainability, and entertainment. Provides hands-on opportunities.

**HTM 578 Hospitality and Tourism Management Sales and Marketing (Units: 3)**

Prerequisite: HTM 110 or consent of the instructor; enrollment priority given to HTM majors.

Basic elements and concepts of hotel sales and marketing. Problems and characteristics specific to the hotel industry. Sales and marketing process, marketing research, buyer behavior, product strategy, channels of distribution, promotional activity, and pricing decisions.

**HTM 590 Integrated Seminar in Hospitality and Tourism Management (Units: 3)**

Prerequisites: Restricted to senior Hospitality and Tourism Management majors; MKTG 431\* and HTM 531\*.

Integration of disciplines within hospitality and tourism management. Application of theoretical knowledge and trends. Development of conceptual, analytical, decision-making, and evaluative skills. (Plus-minus letter grade only)

**HTM 595 Selected Topics in Hospitality Administration (Units: 3)**

Prerequisite: Restricted to upper-division Hospitality majors or consent of the instructor.

Major issues facing the hotel industry. Strategies to minimize or maximize the issues. Topics to be specified in the Class Schedule. May be repeated when topics vary. (Plus-minus ABC/NC, CR/NC allowed)

**HTM 699 Independent Study (Units: 1-3)**

Prerequisite: Consent of the instructor, adviser, and department chair. Open only to upper-division students who have demonstrated the ability to do independent work.

Intensive problem analysis under the direction of a faculty member.

**HTM 831 Services Operations Management (Units: 3)**

Prerequisite: Restricted to graduate Business students; graduate students in other majors with the consent of the Faculty Director of Graduate Programs.

Examination of managerial services and quality services delivery to consumers across industry sectors. Service strategy is analyzed with an emphasis on customer expectations, process flow improvement, and managing capacity. (Plus-minus letter grade only)

**HTM 850 Seminar in Emerging Issues in Hotel Operation Management (Units: 3)**

Prerequisite: Restricted to graduate Business students; graduate students in other majors with the consent of the Faculty Director of Graduate Programs.

Rapidly growing lodging industry, challenges facing contemporary managers, trends and research, and reading and writing professional papers. (Plus-minus letter grade only)

**HTM 858 Principles of Yield and Revenue Management (Units: 3)**

Prerequisites: Restricted to graduate Business students; BUS 776; or consent of the instructor; graduate students in other majors with the consent of the Faculty Director of Graduate Programs.

Introduction to the analytical processes and execution techniques used to increase revenue for operations, time-based inventory; theoretical levers that enable revenue management including demand forecasting and the analysis of operational flexibility. (Plus-minus letter grade only)

**HTM 860 Strategic Human Resources Management (Units: 3)**

Prerequisite: Restricted to graduate Business students; graduate students in other majors with the consent of the Faculty Director of Graduate Programs.

Examination of concepts, framework, and skills essentials to leveraging the human capital in a service business where employees are critical to operational success. Issues will be investigated from both a strategic and tactical level. (Plus-minus letter grade only)