

Hotel and Restaurant Management Certificate

Program Learning Outcomes (PLOs)	Measurable Student Learning Outcomes (MSLOs)- PLO Alignment				
	HRM100	HRM101	HRM102	HRM145 OR...	HRM 252
1. (Evaluation Level) Evaluate management policies and procedures in the hotel/hospitality industry. (CSLO-2)	✓			✓	
2. (Analysis Level) Analyze leadership and supervisory concepts within the hospitality industry. (CSLO-2, 3)	✓		✓		✓
3. (Evaluation Level) Appraise standards in guest services that promote the spirit of hospitality.(CSLO-2, 3)	✓		✓	✓	
4. (Evaluation Level) Evaluate management issues related to food service or lodging at interior and exterior facility sites. (CSLO-2, 3)	✓	✓	✓	✓	
5. (Synthesis Level) Demonstrate a working knowledge of the law relating to general hotel operations and the employment workplace. (CSLO-2, 3)		✓	✓		✓
6. (Analysis Level) Analyze roles played by hospitality managers in controlling operating costs. (CSLO-2, 3)	✓	✓	✓	✓	✓
7. (Synthesis Level) Identify and use the procedure to forecast revenues by market segmentations, then analyze the results. (CSLO-2, 3)			✓		✓
8. (Evaluation Level) Predict and explain the implications of global, U.S. and regional events on the enterprise of the establishment. (CSLO-2, 3, 4)	✓	✓		✓	
9. (Synthesis Level) Create a professional career path. (CSLO-2, 3, 4)	✓				✓