

UNIVERSITY OF HAWAI'I  
CODE REQUEST FORM FOR ACADEMIC PROGRAM CODES

REQUESTOR CONTACT INFORMATION	
Date: 13 April 2012	Effective term of request (Semester-Year): Spring 2012 (201230)
Name: Louise Pagotto	Title: Vice-Chancellor for Academic Affairs
Campus: Kapi'olani	Office/Department: Academic Affairs
Phone: 808 734-9519	Email: pagotto@hawaii.edu

1. PROGRAM CODE, MAJOR CODE, CONCENTRATION CODE		Banner forms: SMAPRLE, SOACURR, STVMAJR
Institution: Kapiolani CC (KAP)	College:	Department:
<input type="checkbox"/> New program code <input checked="" type="checkbox"/> Change/replace existing program code:		
Level: <input checked="" type="checkbox"/> Undergraduate <input type="checkbox"/> Graduate <input type="checkbox"/> First-Professional <input type="checkbox"/> Post-Baccalaureate <input type="checkbox"/> Other:		
Degree:		Certificate: CA Certificate of Achievement
If requesting an existing Major code and/or Concentration code in Banner:		
Existing Major:	Existing Concentration:	
Code                      Description	Code                      Description	
If requesting a new <input type="checkbox"/> Major code or <input checked="" type="checkbox"/> Concentration code that does not exist in Banner:		
New Code [4 char/space limit]: HOP		Description [30 char/space limit]: Hospitality Operations
If a similar major/concentration code exists in Banner, please list the code:		
Is this major/concentration code being used the same way at other UH campuses? no		
Is 50% or greater of the classes in this program offered at a location other than the Home Campus? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <small>(Please consult your Financial Aid Officer on Program Participation Agreement impact)</small>		
Is this program/major/certificate financial aid eligible? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <small>(Financial Aid Officer consultation required for all new program codes)</small>		
Should this program be available for applicants to select as their planned course of study on the online application? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <small>(If yes, students may select the code as their <u>only</u> program of study.)</small>		

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**Replacing or eliminating an existing program code:**

If replacing an existing program code, are current students "grandfathered" under the old code?  Yes  No

Should the old program code be available for use in Banner?  Yes  No

Will the old program code be available for:	Banner Module	Yes	No	Ending Term (Semester-Year)
	Online Application	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Spring 2012 Banner 201230
	Recruitment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Spring 2012 Banner 201230
	Admissions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Spring 2012 Banner 201230
	General Student	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
	Academic History	<input checked="" type="checkbox"/>	<input type="checkbox"/>	_____

**2. CERTIFICATES ONLY:**

Does this certificate qualify as a Gainful Employment Program (Title IV-eligible certificate program)?  Yes  No  
(Please consult your Financial Aid Officer or see: <http://www.ifap.ed.gov/GainfulEmploymentInfo/index.html>)

For new certificates approved by the Chancellor, the related BOR authorized academic program is:

**3. NEW CAMPUS, COLLEGE, DIVISION, OR DEPARTMENT CODE**

Banner forms: STVCAMP, STV\_COLL, STVDIVS, STVDEPT

Campus code [3 char]:	Campus description [30 char/space limit]:
College code [2 char]:	College description [30 char/space limit]:
Division code [4 char/space limit]:	Division description [30 char/space limit]:
Department code [4 char/space limit]:	Department description [30 char/space limit]:

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<b>4. NEW COURSE SUBJECT CODE (Subject Alpha)</b>		Banner form: STVSUBJ
College:	Department:	
Subject code [4 char/space limit]:	Subject description [30 char/space limit]:	

<b>5. NEW MINOR</b> (Minor codes are listed on the Major code table)		Banner form: STVMAJR
Minor Code [4 char/space limit]:	Minor Description [30 char/space limit]:	

Please briefly describe your request and explain why you are requesting the code(s):

Name changes have been approved by MRC Greenwood for two AS degrees and four certificates.

<b>SUPPORTING DOCUMENTATION</b>
<p>Please see the <b>Code Request Guide</b> for the required supporting documents to be submitted. Documents submitted with this form:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Board of Regents meeting minutes and supporting documents provided to the BOR</li> <li><input type="checkbox"/> Memo from UH President</li> <li><input checked="" type="checkbox"/> Memo from Chancellor</li> <li><input type="checkbox"/> Curriculum (required for requests for new programs/majors/minors/certificates)</li> <li><input type="checkbox"/> Gainful Employment Program notification to the US Department of Education</li> <li><input type="checkbox"/> Other: _____</li> </ul>

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CAMPUS VERIFICATION		
Requestor Signature <u>Wm K Pratt</u>	Date <u>19 April 2012</u>	
<b>Registrar</b> (If different from Requestor)		
Registrar <u>Jerilynn I. Lorenzo</u>	<u>Jerilynn I. Lorenzo</u>	<u>19 April 2012</u>
Print name	Signature	Date
Email/memo in lieu of Registrar's signature may be attached		
<b>Financial Aid Officer</b> (Financial Aid Officer consultation required for all new program codes)		
<u>Jennifer Bradley</u>	<u>JFB</u>	<u>19 April 2012</u>
Print name	Signature	Date
Email/memo in lieu of Financial Aid Officer's signature may be attached		
<b>For Community Colleges, verification of consultation with OVPCC Academic Affairs:</b>		
_____	_____	_____
Print name	Signature	Date
Email/memo in lieu of signature may be attached		

**Send completed form and supporting documentation to:**

Institutional Research and Analysis Office (IRAO)  
 1633 Bachman Place                      Email: [iro-mail@lists.hawaii.edu](mailto:iro-mail@lists.hawaii.edu)  
 Sinclair Annex 2, Room 4                Fax: 808-956-9870  
 Honolulu, HI 96822                      Phone: 808-956-7532

**After all required forms and supporting documents have been submitted, please allow at least two weeks for processing by IRAO and Banner Central.**

<b>FOR INTERNAL USE ONLY</b>	Date form/docs received:
Program code [12]:	Program Description [30]:
CIP code [6]:	CIP description [30]:



UNIVERSITY of HAWAII  
**KAPĪ'OLANI** RECEIVED  
COMMUNITY COLLEGE

'12 FEB 21 A9:03  
February 10, 2012

UNIVERSITY OF HAWAII  
PRESIDENT'S OFFICE  
**MEMORANDUM**

**TO:** MRC Greenwood  
President, University of Hawai'i

**VIA:** John Morton  
Vice President, University of Hawai'i Community Colleges

**FROM:** Leon Richards  
Chancellor

**SUBJECT:** Changes in the Names of Two Associate in Science Degrees and Four Related Certificates at Kapi'olani Community College:

**SPECIFIC ACTION REQUESTED:**

It is requested that the President approve the following changes in the names of two associate degrees and four certificates at Kapi'olani Community College:

- (1) From Associate in Science in Hotel and Restaurant Operations to Associate in Science in Hospitality and Tourism with a concentration in Hospitality Operations Management
- (2) From Associate in Science in Travel and Tourism to Associate in Science in Hospitality and Tourism with a concentration in Travel and Tourism Operations Management
- (3) From (a) Certificate of Achievement in Hotel and Restaurant Operations to Certificate of Achievement in Hospitality Operations Management and (b) Certificate of Achievement in Travel and Tourism to Certificate of Achievement in Travel and Tourism Operations Management
- (4) From (a) Certificate of Completion in Hotel Operations to Certificate of Completion in Hospitality Operations and (b) Certificate of Completion in Travel and Tourism to Certificate of Completion in Travel and Tourism Operations

RECOMMENDED EFFECTIVE DATE:

Upon approval.

BACKGROUND:

Pursuant to Board of Regents Policy 5-1.g (1) "Naming of Programs," the President has the authority to approve "changes in the functional names of academic programs and credentials as may become necessary to remain current with the terminology and focus of their fields and involve no significant change in the program requirements."

Kapi`olani Community College proposes to change the names of two established degree programs and the four related certificates offered by the Hospitality Education department. Currently, the College offers two distinct Associate in Science degree programs: Associate in Science in Hotel and Restaurant Operations (63-64 credits) and Associate in Science in Travel and Tourism (65-67 credits). Each of the programs also includes a related certificate of achievement and certificate of completion. The degrees and certificates are housed in the Hospitality Education department, and the faculty in the department teach in both programs. The counselor advises and provides support for majors in both programs. The curriculum for the two degrees has always included 19 credits in shared courses, and students were encouraged to take as electives, courses required by the other major. The net result has been an integrated curriculum with students acquiring skills and knowledge in both areas of hospitality. This curricular integration, while promoting a coherence across programs, has also resulted in an integration of resources, making a distinct assessment of program efficiency and effectiveness particularly challenging when so much of the two programs' resources are shared.

To optimize this integration and to consolidate resources, the College is proposing to merge the two associate degree programs into a single associate degree program with two areas of concentration: Associate in Science in Hospitality and Tourism, with concentrations in Hospitality Operations Management and in Travel and Tourism Operations Management. The curriculum required for the two separate degrees has been reconfigured within the proposed single degree with two concentrations. None of the current courses or program requirements has been altered in this proposed change. The shared courses include General Education courses, support courses, and core program courses. The concentration courses are unique to each area (Hospitality

Operations Management and Travel/Tourism Operations Management), and electives are selected as they were before, with students in one area of concentration selecting courses from the other concentration. The courses included in the two concentration areas now form the basis for the related certificates. The details of the curriculum before and after the integration are included in the attached appendix.

ACTION RECOMMENDED:

It is recommended that the President approve the change in name from (1) Associate in Science in Hotel and Restaurant Operations to Associate in Science in Hospitality and Tourism with a concentration in Hospitality Operations Management and (2) Associate in Science in Travel and Tourism to Associate in Science in Hospitality and Tourism with a concentration in Travel and Tourism Operations Management, with concomitant changes in the names of the four related certificates of achievement and certificates of completion, at Kapi'olani Community College, to be effective upon approval.

Attachment

C: Linda Johnsrud, Executive Vice President for Academic Affairs/Provost

APPROVED/DISAPPROVED:

M.R.C. Greenwood  
M.R.C. Greenwood, President

3/4/12  
Date

## APPENDIX

### Current and Proposed Program and Certificate Descriptions, Outcomes and Curricula

#### CURRENT

##### **Associate in Science, Hotel/Restaurant Operations**

**Current Program Description:** The Associate in Science, Hotel/Restaurant Operations is a four-semester program of study. The program is designed to help students acquire both the knowledge and practical skills necessary to successfully qualify for work in various capacities in hotels and to transfer to a four-year program. It prepares students for employment in hotel and resort front office, concierge, reservations, housekeeping, sales, and uniformed services positions. The program also prepares students for transfer to a four-year travel industry management program.

**Current Student Learning Outcomes:** Upon successful completion of the A.S. degree program in Hotel/Restaurant Operations the student should be able to:

- Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.
- Apply the concepts and skills necessary to achieve guest satisfaction.
- Demonstrate leadership and teamwork to achieve common goals.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Communicate effectively and confidently in the classroom, community and industry.
- Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
- Lead with the knowledge that the foundation of tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
- Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.
- Demonstrate ability to perform basic and supervisory level job functions in hotel/restaurant careers



<b>CURRENT</b>						
<b>ASSOCIATE IN SCIENCE CURRICULUM HOTEL/RESTAURANT OPERATIONS (63 – 64 CREDITS)</b>		• = Suggested Semester S= Summer				
Course	Title	Cr	1	2	3	4
<b>General Education Requirements (18 credits)</b>						
ENG 100 or ENG 160 or ESL 100	Composition I Business and Technical Writing Composition I	3	•			
SP 151 or SP 251	Personal and Public Speech Principles of Effective Public Speaking	3		•		
BUS 100 or PHIL 110 or MATH 100 or MATH 103 or higher level mathematics	Using Mathematics to Solve Business Problems Introduction to Deductive Logic Survey of Mathematics Fundamentals of College Algebra	3				•
KCC AS/NS	AS Natural Sciences (100 level or higher)	3				•
KCC AS/SS	AS Social Sciences (100 level or higher)	3			•	
HWST 100	Introduction to Hawaiian Culture	3	•			
<b>General Support Courses (6-7 credits)</b>						
ICS 100 ICS 101	Computing Literacy and Applications Digital Tools for the Information World	3		•		
JPNS 131 or  LANG 101 or LANG 131 or higher level language	Japanese Conversation & Culture I/Business & Tourism Industry	3-4			•	
<b>Hotel/Restaurant Operations Major Courses (36 credits)</b>						
HOST 100	Career and Customer Service Skills	3	•			
HOST 101	Introduction to Hospitality and Tourism	3	•			
CULN 160	Dining Room/Stewarding Procedures	5		S		
HOST 150	Housekeeping Operations	4		•		
HOST 152	Front Office Operations	4	•			
HOST 154	Food and Beverage Operations	4		•		
HOST 256 or ACC 201	Hospitality Accounting Introduction to Financial Accounting	3			•	

HOST 258	Hospitality Marketing	4			•	
HOST 290	Hospitality Management	3			•	
HOST 293E	Hospitality Internship	3				•
<b>Travel &amp; Tourism Electives</b>	<b>Select one of the following (3 credits)</b>					
	HOST 168 Tour Directing	3				
	HOST 170 Selling Destinations	3				
	HOST 171 Airline Reservations and Ticketing	3				
	HOST 261 Meeting and Convention Management	3				
	HOST 265 Tourism and Destination Development and Planning	3				
<b>TOTAL</b>		<b>63-64</b>				
<p><i>The issuance of an AS degree requires that the student must earn a cumulative GPR of 2.0 or higher.</i></p> <p><i>Please note: For the AS degree in Hotel/Restaurant Operations, a grade of "C" or higher is required in all major HOST, ACC and CULN courses. Refer to the "Degree and Certificate Programs" section for lists of AS degree courses in Natural Sciences and Social Sciences.</i></p>						

## PROPOSED

### Associate in Science, in Hospitality and Tourism with a concentration in Hospitality Operations Management

**Proposed Program Description:** The Associate in Science, in Hospitality and Tourism with a concentration in Hospitality Operations Management is a four-semester program of study. The program is designed to help students acquire both the knowledge and practical skills necessary to successfully qualify for work in various capacities in hotels and to transfer to a four-year program. It prepares students for employment in hotel and resort front office, concierge, reservations, housekeeping, sales, and uniformed services positions. The program also prepares students for transfer to a four-year travel industry management program.

**Proposed Student Learning Outcomes:** Upon successful completion of the A.S. degree in Hospitality and Tourism with a concentration in Hospitality Operations Management the student should be able to:

- Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.
- Apply the concepts and skills necessary to achieve guest satisfaction.
- Demonstrate leadership and teamwork to achieve common goals.

- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Communicate effectively and confidently in the classroom, community and industry.
- Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
- Lead with the knowledge that the foundation of tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
- Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.
- Demonstrate ability to perform basic and supervisory level job functions in hotel and restaurant careers

<b>PROPOSED</b>	
<b>ASSOCIATE IN SCIENCE in HOSPITALITY AND TOURISM with a concentration in Hospitality Operations Management (63 – 64 CREDITS)</b>	
Course	Title
<b>General Education Requirements (18 credits)</b>	
ENG 100 or ENG 160 or ESL 100	Composition I Business and Technical Writing Composition I
SP 151 or SP 251	Personal and Public Speech Principles of Effective Public Speaking
BUS 100 or PHIL 110 or MATH 100 or MATH 103 or higher level mathematics	Using Mathematics to Solve Business Problems Introduction to Deductive Logic Survey of Mathematics Fundamentals of College Algebra
KCC AS/NS	AS Natural Sciences (100 level or higher)
KCC AS/SS	AS Social Sciences (100 level or higher)
HWST 100	Introduction to Hawaiian Culture
<b>General Support Courses (6-7 credits)</b>	
ICS 100 or ICS 101	Computing Literacy and Applications Digital Tools for the Information World
JPNS 131 or	Japanese Conversation & Culture I/Business &

LANG 101 or LANG 131 or higher level language	Tourism Industry
<b>Hospitality and Tourism Core (19 credits)</b>	
HOST 100	Career and Customer Service Skills
HOST 101	Introduction to Hospitality and Tourism
HOST 256 or ACC 201	Hospitality Accounting Introduction to Financial Accounting
HOST 258	Hospitality Marketing
HOST 290	Hospitality Management
HOST 293E	Hospitality Internship II
<b>Hospitality Operations Management Concentration Courses (20 credits)</b>	
CULN 160	Dining Room/Stewarding Procedures
HOST 150	Housekeeping Operations
HOST 152	Front Office Operations
HOST 154	Food and Beverage Operations
<b>Travel &amp; Tourism Operations Management Electives</b>	<b>Select one of the following (3 credits)</b>
	HOST 168 Tour Directing HOST 170 Selling Destinations HOST 171 Airline Reservations and Ticketing HOST 261 Meeting and Convention Management HOST 265 Tourism and Destination Development and Planning
<b>TOTAL</b>	<b>63-64</b>
<p><i>The issuance of an AS degree requires that the student must earn a cumulative GPR of 2.0 or higher.</i></p> <p><i>Please note: For the AS degree in Hospitality And Tourism with a concentration in Hospitality Operations Management, a grade of "C" or higher is required in all major HOST, ACC and CULN courses. Refer to the "Degree and Certificate Programs" section for lists of AS degree courses in Natural Sciences and Social Sciences</i></p>	

**CURRENT**

**CERTIFICATE OF ACHIEVEMENT: HOTEL/RESTAURANT OPERATIONS  
(35 SEMESTER CREDITS)**

**Current Program Description:** The Certificate of Achievement in Hotel/Restaurant Operations is a two-semester program of study. A comprehensive overview of hotel and restaurant operations, application of customer service skills, development of appropriate math and communication skills, an introduction to computer applications, and an appreciation of Hawaiian history, culture and language are emphasized. This program will allow students to exit with the knowledge and job skills necessary to qualify for immediate employment in guest services positions in a hotel, resort, or restaurant, or to continue on to fulfill their Associate in Science degree requirements.

**Current Program Student Learning Outcomes:** Upon successful completion of the Certificate of Achievement in Hotel/Restaurant Operations, the student should be able to:

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Communicate effectively and confidently in the classroom, community and industry.
- Demonstrate teamwork to achieve common goals.
- Demonstrate an introductory knowledge of Hawaiian and multicultural perspectives to meet the needs of guests and employees.
- Demonstrate ability to perform basic and supervisory level job functions in hotel/ restaurant careers.

<b>CURRENT CERTIFICATE OF ACHIEVEMENT CURRICULUM, HOTEL/RESTAURANT OPERATIONS (35 CREDITS)</b>		
Course	Title	Credits
<b>General Education and Support Courses (12 credits)</b>		
ENG 22 or higher level English course	Beginning Composition	3
MATH 24 or higher level mathematics course	Elementary Algebra I	3
HWST 100	Introduction to Hawaiian Culture	3
ICS 100 or ICS 101	Computing Literacy and Application Digital Tools for the Information World	3
<b>Hotel/Restaurant Courses (23 credits)</b>		
HOST 100	Career and Customer Service	3

	Skills	
HOST 101	Introduction to Hospitality and Tourism	3
HOST 150	Housekeeping Operations	4
HOST 152	Front Office Operations	4
HOST 154	Food and Beverage Operations	4
CULN 160	Dining Room Service/Stewarding Procedures	5
<b>TOTAL</b>		<b>35</b>
<i>The issuance of a Certificate of Achievement requires that the student must earn a grade point ratio (GPR) of 2.0 or higher for all courses required in the certificate. Please note: For the C.A. degree in Hotel and Restaurant Operations, a grade of "C" or higher is required in all major HOST and CULN courses.</i>		

**PROPOSED**

**CERTIFICATE OF ACHIEVEMENT: HOSPITALITY OPERATIONS MANAGEMENT**

**(35 SEMESTER CREDITS)**

**Proposed Program Description:** The Certificate of Achievement in Hospitality Operations Management is a two-semester program of study. A comprehensive overview of hotel and restaurant operations, application of customer service skills, development of appropriate math and communication skills, an introduction to computer applications, and an appreciation of Hawaiian history, culture and language are emphasized. This program will allow students to exit with the knowledge and job skills necessary to qualify for immediate employment in guest services positions in a hotel, resort, or restaurant, or to continue on to fulfill their Associate in Science degree requirements.

**Proposed Program Student Learning Outcomes:** Upon successful completion of the Certificate of Achievement in Hospitality Operations Management, the student should be able to:

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Communicate effectively and confidently in the classroom, community and industry.
- Demonstrate teamwork to achieve common goals.
- Demonstrate an introductory knowledge of Hawaiian and multicultural perspectives to meet the needs of guests and employees.
- Demonstrate ability to perform basic and supervisory level job functions in hotel/restaurant careers.

<b>PROPOSED CERTIFICATE OF ACHIEVEMENT CURRICULUM, HOSPITALITY OPERATIONS MANAGEMENT (35 CREDITS)</b>		
Course	Title	Credits
<b>General Education and Support Courses (12 credits)</b>		
ENG 22 or higher level English course	Beginning Composition	3
MATH 24 or higher level mathematics course	Elementary Algebra I	3
HWST 100	Introduction to Hawaiian Culture	3
ICS 100 or ICS 101	Computing Literacy and Application Digital Tools for the Information World	3
<b>Hospitality Operations Management Courses (23 credits)</b>		
HOST 100	Career and Customer Service Skills	3
HOST 101	Introduction to Hospitality and Tourism	3
HOST 150	Housekeeping Operations	4
HOST 152	Front Office Operations	4
HOST 154	Food and Beverage Operations	4
CULN 160	Dining Room Service/Stewarding Procedures	5
<b>TOTAL</b>		<b>35</b>
<p><i>The issuance of a Certificate of Achievement requires that the student must earn a grade point ratio (GPR) of 2.0 or higher for all courses required in the certificate.</i></p> <p><i>Please note: For the C.A. degree in Hospitality Operations Management, a grade of "C" or higher is required in all major HOST and CULN courses.</i></p>		

## **CURRENT**

### **CERTIFICATE OF COMPLETION: HOTEL OPERATIONS (15 SEMESTER CREDITS)**

**Current Program Description:** The Certificate of Completion in Hotel Operations is a one-semester program of study. Through this program, students will exit with the job skills necessary to qualify for entry-level positions in hotel housekeeping/laundry departments, food and beverage operations, and in front office and uniformed services departments. Development of housekeeping and front office technical skills, an understanding of food and beverage operations, as well as

development of guest relations techniques, service attitudes, and professionalism is stressed. The program is recommended for students who plan to seek immediate employment as hotel and/or restaurant reservationists, housekeepers, laundry workers, hotel front desk clerks, telephone operators, and uniformed services personnel.

**Current Program Student Learning Outcomes:** Upon successful completion of the Certificate of Completion in Hotel Operations, the student should be able to:

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Demonstrate ability to perform basic and supervisory level job functions in hotel/restaurant careers.

<b>CURRENT CERTIFICATE OF COMPLETION CURRICULUM HOTEL OPERATIONS (15 CREDITS)</b>		
Course	Title	Credits
HOST 100	Career and Customer Service Skills	3
HOST 150	Housekeeping Operations	4
HOST 152	Front Office Operations	4
HOST 154	Food and Beverage Operations	4
<b>TOTAL</b>		<b>15</b>
<p><i>The issuance of a Certificate of Completion requires that the student must earn a cumulative GPR of 2.0 or higher.</i></p> <p><i>Please note: For the Certificate of Completion in Hotel Operations, a grade of "C" or higher is required in all applicable HOST courses.</i></p>		

**PROPOSED**

**CERTIFICATE OF COMPLETION: HOSPITALITY OPERATIONS  
(15 SEMESTER CREDITS)**

**Proposed Program Description:** The Certificate of Completion in Hospitality Operations is a one-semester program of study. Through this program, students will exit with the job skills necessary to qualify for entry-level positions in hotel housekeeping/laundry departments, food and beverage operations, and in front office and uniformed services departments. Development of housekeeping and front office technical skills, an understanding of food and beverage operations, as well as development of guest relations techniques, service attitudes, and professionalism is stressed. The program is recommended for students who plan to seek immediate employment as hotel and/or restaurant reservationists, housekeepers, laundry workers, hotel front desk clerks, telephone operators, and uniformed services personnel.

**Proposed Program Student Learning Outcomes:** Upon successful completion of the Certificate



of Completion in Hospitality Operations, the student should be able to:

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Demonstrate ability to perform basic and supervisory level job functions in hotel/restaurant careers.

<b>PROPOSED CERTIFICATE OF COMPLETION CURRICULUM HOSPITALITY OPERATIONS (15 CREDITS)</b>		
Course	Title	Credits
HOST 100	Career and Customer Service Skills	3
HOST 150	Housekeeping Operations	4
HOST 152	Front Office Operations	4
HOST 154	Food and Beverage Operations	4
<b>TOTAL</b>		<b>15</b>
<p><i>The issuance of a Certificate of Completion requires that the student must earn a cumulative GPR of 2.0 or higher.</i></p> <p><i>Please note: For the Certificate of Completion in Hospitality Operations, a grade of "C" or higher is required in all applicable HOST courses.</i></p>		

## **CURRENT**

### **Associate in Science, Travel and Tourism**

**Current Program Description** The Associate in Science, Travel and Tourism, is a four-semester program of study. This competency based program prepares students for employment in a variety of positions available in the large scope of the travel and tourism industry and to transfer to four-year programs. Students entering the workforce will find opportunities in airline operations, ticketing and reservations, travel agencies, tourism planning and development, meeting and convention coordination, special events and tour itinerary planning. In addition to the specialized Travel and Tourism courses, this program combines general education classes along with a complete hospitality core to provide students with a comprehensive program of study.

**Current Student Learning Outcomes:** Upon successful completion of the A.S. degree program in Travel and Tourism, the student will be able to:

- Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Demonstrate leadership and teamwork to achieve common goals.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Communicate effectively and confidently in the classroom, community and industry.
- Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
- Lead with the knowledge that the foundation of tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
- Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.
- Demonstrate ability to perform basic and supervisory level job functions in travel/tourism careers.

<b>CURRENT</b>						
<b>ASSOCIATE IN SCIENCE CURRICULUM</b>		• = Suggested Semester				
<b>Travel and Tourism (65-67 CREDITS)</b>						
Course	Title	Cr	1	2	3	4
<b>General Education Requirements (18 credits)</b>						
ENG 100 or ENG 160 or ESL 100	Composition I Business and Technical Writing Composition I	3	•			
SP 151 or SP 251	Personal and Public Speech Principles of Effective Public Speaking	3		•		
BUS 100 or PHIL 110 or MATH 100 or MATH 103 or higher level mathematics	Using Mathematics to Solve Business Problems Introduction to Deductive Logic Survey of Mathematics Fundamentals of College Algebra	3				•
KCC AS/NS	AS Natural Sciences (100 level or higher)	3				•
KCC AS/SS	AS Social Sciences (100 level or higher)	3			•	
HWST 100	Introduction to Hawaiian Culture	3	•			
<b>General Support Courses (6-7 credits)</b>						
ICS 100 ICS 101	Computing Literacy and Applications Digital Tools for the Information World	3		•		
JPNS 131 or LANG 101 or	Japanese Conversation & Culture I / Business & Tourism Industry	3-4			•	

LANG 131 or higher level language						
<b>Travel and Tourism Major Courses (37 credits)</b>						
HOST 100	Career and Customer Service Skills	3	•			
HOST 101	Introduction to Hospitality and Tourism	3	•			
HOST 168	Tour Directing	3	•			
HOST 170	Selling Destinations	3	•			
HOST 171	Airline Reservations and Ticketing	3		•		
HOST 256 or ACC 201	Hospitality Accounting Introduction to Financial Accounting	3		•		
HOST 258	Hospitality Marketing	4			•	
HOST 261	Meeting and Convention Management	3		•		
HOST 265	Tourism and Destination Development and Planning	3			•	
HOST 278	Travel and Tour Operations	3			•	
HOST 290	Hospitality Management	3		•		
HOST 293E	Hospitality Internship	3				•
<b>Hospitality Operations Electives</b>	<b>Select one of the following (4-5 credits)</b>					
	HOST 150 Housekeeping Operations	4				
	HOST 152 Front Office Operations	4				
	HOST 154 Food and Beverage Operations	4				
	CULN 160 Dining Room/Stewarding Procedures	5				
<b>TOTAL</b>		<b>65-67</b>				
<p><i>The issuance of an AS degree requires that the student must earn a cumulative GPR of 2.0 or higher.</i></p> <p><i>Please note: For the AS degree in Travel and Tourism, a grade of "C" or higher is required in all major HOST, ACC and CULN courses. Refer to the "Degree and Certificate Programs" section for lists of AS degree courses in Natural Sciences and Social Sciences.</i></p>						

**PROPOSED**

**Associate in Science, in Hospitality and Tourism with a concentration in Travel and Tourism Operations Management**

**Proposed Program Description:** The Associate in Science, in Hospitality and Tourism with a concentration in Travel and Tourism Operations Management, is a four-semester program of study. This competency based program prepares students for employment in a variety of

positions available in the large scope of the travel and tourism industry and to transfer to four-year programs. Students entering the workforce will find opportunities in airline operations, ticketing and reservations, travel agencies, tourism planning and development, meeting and convention coordination, special events and tour itinerary planning. In addition to the specialized Travel and Tourism courses, this program combines general education classes along with a complete hospitality core to provide students with a comprehensive program of study.

**Proposed Student Learning Outcomes:** Upon successful completion of the A.S. degree in Hospitality and Tourism with a concentration in Travel and Tourism Operations Management, the student will be able to:

- Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.
- Apply the concepts and skills necessary to achieve guest satisfaction.
- Demonstrate leadership and teamwork to achieve common goals.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Communicate effectively and confidently in the classroom, community and industry.
- Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
- Lead with the knowledge that the foundation of tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
- Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.
- Demonstrate ability to perform basic and supervisory level job functions in travel/tourism careers.

<b>PROPOSED</b>	
<b>ASSOCIATE IN SCIENCE in HOSPITALITY AND TOURISM with a concentration in Travel and Tourism Operations Management (65 – 67 CREDITS)</b>	
Course	Title
<b>General Education Requirements (18 credits)</b>	
ENG 100 or	Composition I
ENG 160 or	Business and Technical Writing
ESL 100	Composition I
SP 151 or	Personal and Public Speech

SP 251	Principles of Effective Public Speaking
BUS 100 or PHIL 110 or MATH 100 or MATH 103 or higher level mathematics	Using Mathematics to Solve Business Problems Introduction to Deductive Logic Survey of Mathematics Fundamentals of College Algebra
KCC AS/NS	AS Natural Sciences (100 level or higher)
KCC AS/SS	AS Social Sciences (100 level or higher)
HWST 100	Introduction to Hawaiian Culture
<b>General Support Courses (6-7 credits)</b>	
ICS 100 or ICS 101	Computing Literacy and Applications Digital Tools for the Information World
JPNS 131 or  LANG 101 or LANG 131 or higher level language	Japanese Conversation & Culture I/Business & Tourism Industry
<b>Hospitality and Tourism Core (19 credits)</b>	
HOST 100	Career and Customer Service Skills
HOST 101	Introduction to Hospitality and Tourism
HOST 256 or ACC 201	Hospitality Accounting Introduction to Financial Accounting
HOST 258	Hospitality Marketing
HOST 290	Hospitality Management
HOST 293E	Hospitality Internship II
<b>Travel and Tourism Operations Management Concentration Courses (22-23 credits)</b>	
HOST 168	Tour Directing
HOST 170	Selling Destinations
HOST 171	Airline Reservations and Ticketing
HOST 261	Meeting and Convention Management
HOST 265	Tourism and Destination Development and Planning
HOST 278	Travel and Tour Operations
<b>Hospitality Operations</b>	<b>Select one of the following (4-5 credits)</b>

<b>Management Electives</b>	
	HOST 150 Housekeeping Operations HOST 152 Front Office Operations HOST 154 Food and Beverage Operations CULN 160 Dining Room/Stewarding Procedures
<b>TOTAL</b>	<b>65-67</b>
<p><i>The issuance of an AS degree requires that the student must earn a cumulative GPR of 2.0 or higher.</i></p> <p><i>Please note: For the AS degree in Hospitality and Tourism with a concentration in Travel and Tourism Operations Management, a grade of "C" or higher is required in all major HOST, ACC and CULN courses. Refer to the "Degree and Certificate Programs" section for lists of AS degree courses in Natural Sciences and Social Sciences</i></p>	

## CURRENT

### CERTIFICATE OF ACHIEVEMENT: TRAVEL AND TOURISM (33 - 38 SEMESTER CREDITS)

**Current Program Description:** The Certificate of Achievement in Travel and Tourism is a two-semester program of study. This program will allow students to exit with the knowledge and job skills necessary to qualify for immediate employment in a travel agency, tour company, or airline customer service position, or to continue on to fulfill their Associate in Science degree requirements.

**Current Program Student Learning Outcomes:** Upon successful completion of the Certificate of Achievement in Travel and Tourism, the student should be able to:

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Communicate effectively and confidently in the classroom, community and industry.
- Demonstrate teamwork to achieve common goals.
- Demonstrate an introductory knowledge of Hawaiian and multicultural perspectives to meet the needs of guests and employees.
- Demonstrate ability to perform basic and supervisory level job functions in travel and tourism careers.

<b>CURRENT CERTIFICATE OF ACHIEVEMENT CURRICULUM TRAVEL AND TOURISM (33-38 CREDITS)</b>		
Course	Title	Cr
<b>General Education Requirements (9-13 credits)</b>		
ENG 22 or ESOL 94 or higher level English course	Beginning Composition or Advanced English for Speakers of Others Languages	3-7
PHIL 110 or MATH 24 or higher level mathematics course	Introduction to Deductive Logic Elementary Algebra I	3
HWST 100	Introduction to Hawaiian Culture	3
<b>General Support Courses (6-7 credits)</b>		
ICS 100 or ICS 101	Computing Literacy and Applications Digital Tools for the Information World	3
JPNS 131 or LANG 101 or LANG 131 or higher level language	Japanese Conversation & Culture I/Business & Tourism Industry	3-4
<b>Travel and Tourism Courses (18 credits)</b>		
HOST 100	Career and Customer Service Skills	3
HOST 101	Introduction to Hospitality and Tourism	3
HOST 168	Tour Guiding	3
HOST 170	Selling Destinations	3
HOST 171	Airline Reservations and Ticketing	3
HOST 278	Travel and Tour Operations	3
<b>TOTAL</b>		<b>33-38</b>
<p><i>The issuance of a certificate of achievement requires a GPR of 2.0 ("C") or higher for all courses required for the certificate.</i></p> <p><i>Please note: For the Certificate of Achievement in Travel and Touris , a grade of "C" or higher is required in all HOST courses required for the certificate</i></p>		

**PROPOSED**

**CERTIFICATE OF ACHIEVEMENT: TRAVEL AND TOURISM OPERATIONS MANAGEMENT  
(33 - 38 SEMESTER CREDITS)**

**Proposed Program Description:** The Certificate of Achievement in Travel and Tourism Operations Management is a two-semester program of study. This program will allow students to exit with the knowledge and job skills necessary to qualify for immediate employment in a travel agency, tour company, or airline customer service position, or to continue on to fulfill their Associate in Science degree requirements.

**Proposed Program Student Learning Outcomes:** Upon successful completion of the Certificate of Achievement in Travel and Tourism Operations Management, the student should be able to:

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Communicate effectively and confidently in the classroom, community and industry.
- Demonstrate teamwork to achieve common goals.
- Demonstrate an introductory knowledge of Hawaiian and multicultural perspectives to meet the needs of guests and employees.
- Demonstrate ability to perform basic and supervisory level job functions in travel and tourism careers.

<b>PROPOSED CERTIFICATE OF ACHIEVEMENT CURRICULUM TRAVEL AND TOURISM OPERATIONS MANAGEMENT (33-38 CREDITS)</b>		
Course	Title	Cr
<b>General Education Requirements (9-13 credits)</b>		
ENG 22 or ESOL 94 or higher level English course	Beginning Composition or Advanced English for Speakers of Others Languages	3-7
PHIL 110 or MATH 24 or higher level mathematics course	Introduction to Deductive Logic Elementary Algebra I	3
HWST 100	Introduction to Hawaiian Culture	3
<b>General Support Courses (6-7 credits)</b>		
ICS 100 or	Computing Literacy and Applications	3



ICS 101	Digital Tools for the Information World	
JPNS 131 or LANG 101 or LANG 131 or higher level language	Japanese Conversation & Culture I/Business & Tourism Industry	3-4
<b>Travel and Tourism Operations Management Courses (18 credits)</b>		
HOST 100	Career and Customer Service Skills	3
HOST 101	Introduction to Hospitality and Tourism	3
HOST 168	Tour Guiding	3
HOST 170	Selling Destinations	3
HOST 171	Airline Reservations and Ticketing	3
HOST 278	Travel and Tour Operations	3
<b>TOTAL</b>		<b>33-38</b>
<p><i>The issuance of a certificate of achievement requires a GPR of 2.0 ("C") or higher for all courses required for the certificate.</i></p> <p><i>Please note: For the Certificate of Achievement in Travel and Tourism Operations Management, a grade of "C" or higher is required in all HOST courses required for the certificate.</i></p>		

## CURRENT

### CERTIFICATE OF COMPLETION: TRAVEL and TOURISM (15 SEMESTER CREDITS)

**Current Program Description:** The Certificate of Completion in Travel and Tourism is a one-semester program of study. This program will allow students to exit with the knowledge and job skills necessary to qualify for immediate employment in a travel agency, tour company, or airline customer service position, or to continue on to fulfill their Certificate of Achievement or Associate in Science degree requirements. An appreciation of Hawaiian history, culture and language are emphasized along with career preparation and planning.

**Current Program Student Learning Outcomes:** Upon successful completion of the Certificate Completion in Travel and Tourism, the student should be able to:

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Demonstrate introductory knowledge of Hawaiian and multicultural perspectives to meet the needs of guests and employees.
- Demonstrate ability to perform basic and supervisory level job functions in travel and tourism careers.

<b>CURRENT CERTIFICATE OF COMPLETION CURRICULUM, TRAVEL and TOURISM (15 CREDITS)</b>		
Course	Title	Credits
<b>HOST Course Requirements (15 credits)</b>		
HOST 100	Career and Customer Service Skills	3
HOST 101	Introduction to Hospitality and Tourism	3
HOST 168	Tour Guiding	3
HOST 170	Selling Destinations	3
HOST 171	Airline Reservations and Ticketing	3
<b>TOTAL</b>		<b>15</b>
<i>Please note: For the Certificate of Completion in Travel and Tourism, a grade of "C" or higher is required in all of the above HOST courses.</i>		

## PROPOSED

### **CERTIFICATE OF COMPLETION: TRAVEL and TOURISM OPERATIONS (15 SEMESTER CREDITS)**

**Proposed Program Description:** The Certificate of Completion in Travel and Tourism is a one-semester program of study. This program will allow students to exit with the knowledge and job skills necessary to qualify for immediate employment in a travel agency, tour company, or airline customer service position, or to continue on to fulfill their Certificate of Achievement or Associate in Science degree requirements. An appreciation of Hawaiian history, culture and language are emphasized along with career preparation and planning.

**Proposed Program Student Learning Outcomes:** Upon successful completion of the Certificate Completion in Travel and Tourism Operations, the student should be able to:

- Apply the concepts and skills necessary to achieve guest satisfaction.
- Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
- Demonstrate introductory knowledge of Hawaiian and multicultural perspectives to meet the needs of guests and employees.
- Demonstrate ability to perform basic and supervisory level job functions in travel and tourism careers.

<b>PROPOSED CERTIFICATE OF COMPLETION CURRICULUM, TRAVEL and TOURISM OPERATIONS (15 CREDITS)</b>		
<b>Course</b>	<b>Title</b>	<b>Credits</b>
<b>HOST Course Requirements (15 credits)</b>		
HOST 100	Career and Customer Service Skills	3
HOST 101	Introduction to Hospitality and Tourism	3
HOST 168	Tour Guiding	3
HOST 170	Selling Destinations	3
HOST 171	Airline Reservations and Ticketing	3
<b>TOTAL</b>		<b>15</b>
<i>Please note: For the Certificate of Completion in Travel and Tourism Operations, a grade of "C" or higher is required in all of the above HOST courses.</i>		