

# HFT: HOSPITALITY MANAGEMENT

Courses	Credit(s)	Contact	Lab	
HFT 1000. INTRODUCTION TO HOSPITALITY AND TOURISM INDUSTRY.	3	3	0	
INTRODUCTION TO HOSPITALITY AND TOURISM INDUSTRY This course provides an overview of many facets of hotels and foodservice industries, tourism, and hospitality industry academic and technical requirements. The course includes study of history, scope and innovations in industry. Students will enhance competence in oral communications, resume writing, interviewing, and leadership skills through learning activities, as well as hotel property tours.				
HFT 1300. MANAGING HOUSEKEEPING OPERATIONS.	3	3	0	
MANAGING HOUSEKEEPING OPERATIONS Systematic approach to managing housekeeping operations in hospitality industry. Emphasis on role of housekeeping department and understanding managerial skills necessary to efficiently operate department.				
HFT 1410. FRONT OFFICE MANAGEMENT.	3	3	0	
FRONT OFFICE MANAGEMENT This course is designed to acquaint the student with Front Office Management The course encompasses theory plus classroom computerized property management system exercises and simulations including reservations, arrival and departure of guests, night audit reports and procedures, yield management, and exception handling and reporting.				
HFT 1820. FOOD AND BEVERAGE PURCHASING.	3	3	0	
FOOD AND BEVERAGE PURCHASING Provides a basic study of information on purchasing food and beverages. Students will learn to create estimates of needed materials, safety and sanitation standards development, and food receiving and storage techniques.				
HFT 2021C. BEER, WINE, AND BEVERAGE ESSENTIALS.	3	2	1	
BEER, WINE, AND BEVERAGE ESSENTIALS Explore the world of wine and beer from a theoretical, cultural, and experiential approach. Overview of all major styles and variety of wine and beer. Learn production techniques, as well as major cultural implications and how they shape the creation and use of alcoholic beverages. Must be at least 18 years of age at the time of enrollment. Professional wine tasting protocol requires that all students taste the wine and spit. (Special Fee: \$118.00).				
HFT 2210. HOSPITALITY MANAGEMENT AND LEADERSHIP.	3	3	0	
HOSPITALITY MANAGEMENT AND LEADERSHIP Relates managerial functions to hospitality industry and trains student to become effective manager by applying management theories. Much emphasis on human relations and how to work efficiently with peers, superiors and subordinates.				
HFT 2223. HOSPITALITY HUMAN RESOURCE MANAGEMENT.	3	3	0	
HOSPITALITY HUMAN RESOURCE MANAGEMENT Provides basic skills and knowledge of supervision with specific examples in the hospitality industry. It details the characteristics and responsibilities of an efficient and effective supervisor with emphasis placed on such management skills as solving problems, motivating employees and improving employee performance.				
HFT 2240. GUEST SERVICE MANAGEMENT.	3	3	0	
GUEST SERVICE MANAGEMENT This course provides strategies and tactics for managing service expectations and experiences. Delivering consistent, quality service requires the training and retraining of employees about the role of service professionals in the design, staffing, marketing, and management of the service system. Students will learn how to create a favorable guest service climate that harnesses the natural talents of service professionals. This course offers unique and useful guidance on the hiring, training, supporting, retention, and empowerment of service professionals.				
HFT 2245. GUEST SERVICE MANAGEMENT.	3	3	0	
GUEST SERVICE MANAGEMENT This course provides strategies and tactics for managing service expectations and experiences. Delivering consistent, quality service requires the training and retraining of employees about the role of service professionals in the design, staffing, marketing, and management of the service system. Students will learn how to create a favorable guest service climate that harnesses the natural talents of service professionals. This course offers unique and useful guidance on the hiring, training, supporting, retention, and empowerment of service professionals. This course fulfills the hospitality management A.S. Career Path requirement, but it is not equivalent to UCF HFT 3540.				
HFT 2254. LODGING OPERATIONS.	3	3	0	
LODGING OPERATIONS This course will acquaint the student with Front Office and Housekeeping Management. The course encompasses theory plus classroom computerized property management system exercises and simulations including reservations, arrival and departure of guests, night audit reports and procedures, yield management and exception handling. Emphasis on the role of housekeeping department and understanding managerial skills necessary to efficiently operate the department. Laundry operations.				
HFT 2261. RESTAURANT AND FOODSERVICE MANAGEMENT.	3	3	0	
RESTAURANT AND FOODSERVICE MANAGEMENT This course includes a comprehensive overview of the basic principles used in planning, analyzing, and managing a successful restaurant and foodservice operation. Topics range from concept and menu development to the staffing and operation of commercial and institutional food and beverage organizations.				
HFT 2263. RESTAURANT AND FOODSERVICE MANAGEMENT.	3	3	0	
RESTAURANT AND FOODSERVICE MANAGEMENT This course includes a comprehensive overview of the basic principles used in planning, analyzing, and managing a successful restaurant and foodservice operation. Topics range from concept and menu development to the staffing and operation of commercial and institutional food and beverage organizations.				
HFT 2401. HOSPITALITY INDUSTRY FINANCIAL ACCOUNTING.	3	3	0	
HOSPITALITY INDUSTRY FINANCIAL ACCOUNTING Prerequisite: ECO 2013 or ECO 2023, and MAC1105 or MGF 1106 This course covers the concepts, principles, procedures and underlying theories of accounting that apply to the hospitality industry. Topics covered include financial statements, the accounting cycle, current assets, facilities and equipment, long-term assets, current liabilities, long-term debt and shareholders' equity.				

HFT 2461. HOTEL SALES AND REVENUE MANAGEMENT.	3	3	0	HFT 2756. INTRODUCTION TO THEME PARK AND ATTRACTIONS MANAGEMENT.	3	3	0
HOTEL SALES AND REVENUE MANAGEMENT Prerequisite: HFT 2254, HFT 2500, and HFT 2401 or ACG 2021C or APA 1111C The purpose of this course is to provide students with an understanding of hotel sales and revenue management through strategies and tactics used in the hospitality industry. Students will learn how to dedicate critical thinking to core product sales and revenue optimization strategies and tactics in the hospitality industry due to the time-sensitive and perishable nature of a service-based product. This course offers the foundation for hotel sales and introduction to revenue management in the hospitality and tourism industry. The course will also incorporate key topics and applications in finance, sales, marketing, and operations.				INTRODUCTION TO THEME PARK AND ATTRACTIONS MANAGEMENT This course includes a comprehensive study of the theme park industry with an emphasis on management and operations. The course will examine theme park history, park design and development, attractions, entertainment, merchandising, food & beverage, and other services that support the theme park.			
HFT 2500. MARKETING IN THE HOSPITALITY INDUSTRY.	3	3	0	HFT 2840. TABLE SERVICE ETIQUETTE.	1	1	0
MARKETING IN THE HOSPITALITY INDUSTRY Students develop actual marketing campaign for business within hospitality industry. Emphasis on (a) analysis of market, competition and product, (b) planning financial budget and (c) developing short-term and long-range strategies to achieve desired profit through effective advertising, sales and public relations plan.				TABLE SERVICE ETIQUETTE Students learn acceptable procedures in serving foods, including display techniques. Special emphasis is given to learning to evaluate food service operation.			
HFT 2600. HOSPITALITY LAW.	3	3	0	HFT 2861C. BEVERAGE MANAGEMENT AND SERVICE.	3	2	1
HOSPITALITY LAW Provides awareness of rights and responsibilities that law grants to or imposes upon a hotelkeeper, and illustrates possible consequences of failure to satisfy legal obligations. Specific attention to innkeeper-guest relationship, contracts, torts, civil and property rights and insurable risks. Emphasis is on prevention of legal violations, by identifying actions and precautions necessary to avoid, or minimize lawsuits and legal issues.				BEVERAGE MANAGEMENT AND SERVICE Course intended to familiarize students with basic beverage knowledge and service, and to offer the conceptual foundation for them to understand, develop, and manage a beverage program within their operations. Overview of major beverage categories utilized within a hospitality operation including: wine, beer and spirits. (Special Fee: \$118.00).			
HFT 2630. SECURITY ISSUES IN THE HOSPITALITY INDUSTRY.	3	3	0	HFT 2863C. FINE SPIRITS MANAGEMENT AND MIXOLOGY.	3	2	1
SECURITY ISSUES IN THE HOSPITALITY INDUSTRY This course explores hospitality security issues and crime prevention. Students will learn how to create and implement lodging and restaurant security programs that reduce and deter criminal activity.				FINE SPIRITS MANAGEMENT AND MIXOLOGY This is an introductory course to bar management with a focus on mixology. Students learn bartending essentials, with a basic overview of legal rules and regulations needed to operate a business that provides alcoholic beverages. Mixology basics are offered, teaching students how to create art in a glass. Students are also offered an overview of basic spirits and their utilization in the crafting of libations. Must be at least 18 years of age at the time of enrollment. Professional wine tasting protocol requires that all students taste the wine and spirit.			
HFT 2719. CONVENTION SERVICES.	3	3	0	HFT 2867C. WINE ESSENTIALS.	3	2	1
CONVENTION SERVICES Prerequisite: HFT 2750 The purpose of this course is to serve students with a comprehensive overview of the Meetings, Events, Exhibitions, and Conventions (MEEC) industry. The course will teach students how to synchronize the needs of event clients, guests, and venue staff. The students will learn how to determine needs, set objectives, site selections, rate negotiations, design programs, budget, develop and negotiate contractual agreements, menu selection, on-site management, monitor events, and address unexpected challenges. Students will achieve a function working knowledge of MEEC industry principles, practices, operations, and management.				WINE ESSENTIALS Prerequisite: Department Approval A survey of the renowned old and new world wine regions, their evolution in western culture and their role in contemporary society. Grape varieties and celebrated vineyards, classification systems, international trends in wine consumption and restaurant marketing will be studied. Students are introduced to the fundamentals of wine service and tasting. Hospitality and Culinary students will be given preference in enrolling in this course. Must be at least 18 years of age at the time of enrollment. Professional wine tasting protocol requires that all students taste the wine and spit. (Special Fee: \$103.00).			
HFT 2750. THE EVENT INDUSTRY.	3	3	0	HFT 2872C. BEVERAGE MANAGEMENT AND SERVICE.	3	2	1
THE EVENT INDUSTRY Defines scope and segmentation of convention and group business market, describes marketing and sales strategies to attract markets with specific needs, and explains techniques to meet sales goals as part of meeting and convention services. Introduction to HOTS (Hotel Operations Training Simulation), a computer based management tool that stimulates the management of a service business.				BEVERAGE MANAGEMENT AND SERVICE Course intended to familiarize students with basic beverage knowledge and service, and to offer the conceptual foundation for them to understand, develop, and manage a beverage program within their operations. Overview of major beverage categories utilized within a hospitality operation including: wine, beer and spirits.			
				HFT 2930. SELECTED TOPICS IN HOSPITALITY MANAGEMENT.	1-3	variable	
				SELECTED TOPICS IN HOSPITALITY MANAGEMENT Prerequisites: Departmental approval For students interested in discussion, exploration and observation of special topics in lodging, restaurant, tourism, attractions, and food management. May be repeated for credit, but grade forgiveness cannot be applied.			

HFT 2941. INTERNSHIP EXPLORATION IN HOSPITALITY AND TOURISM. 1-4 variable

INTERNSHIP EXPLORATION IN HOSPITALITY AND TOURISM

Prerequisite: Satisfactory completion of all mandated courses in Reading, Mathematics, English, and English for Academic Purposes; and 12 credits including HFT 1000 and either HFT 2254 or HFT 2261 or FSS 2251. The Program Director/Program Chair/Program Coordinator or Internship Placement Office has the discretion to provide override approval as it relates to the waiver of required program/discipline-related courses. This course is a planned work-based experience that provides students with supervised career exploration activities and/ or practical experiences to assist in confirming their education plans. Each earned credit of internship requires a minimum of 80 clock hours. Multiple credit course. May be repeated for credit, but grade forgiveness cannot be applied. (Internship Fee: \$10.00).

HFT 2942. INTERNSHIP IN HOSPITALITY AND TOURISM. 1-4 variable

INTERNSHIP IN HOSPITALITY AND TOURISM Prerequisites: Satisfactory completion of all mandated courses in Reading, Mathematics, English, and English for Academic Purposes; and 12 credits including HFT 1000 and either HFT 2254 or HFT 2261 or FSS 2251. The Program Director/Program Chair/Program Coordinator or Internship Placement Office has the discretion to provide override approval as it relates to the waiver of required program/discipline-related courses. This course is a planned work-based experience that provides students with an opportunity to fine-tune skill sets learned in coursework and enhance workplace skills through supervised practical experiences related to their career objectives. Each earned credit of Internship requires a minimum of 80 clock hours of work. Multiple credit course. May be repeated for credit, but grade forgiveness cannot be applied. (Internship Fee: \$10.00).

HFT 2943. INTERNSHIP IN RESTAURANT MANAGEMENT. 1-4 variable

INTERNSHIP IN RESTAURANT MANAGEMENT Prerequisites:

Satisfactory completion of all mandated courses in reading, mathematics, English, and English for Academic Purposes; 12 credits including HFT 1000 and either HFT 2254 or HFT 2261 or FSS 2251. The Program Director/Program Chair/Program Coordinator or Internship Placement Office has the discretion to provide override approval as it relates to the waiver of required program/discipline-related courses. This course is a planned work-based experience that provides students with an opportunity to fine-tune skill sets learned in coursework and enhance workplace skills through supervised practical experiences related to their career objectives. Each earned credit hour of Internship requires a minimum of 80 clock hours of work. Multiple credit course. May be repeated for credit, but grade forgiveness cannot be applied. (Internship Fee: \$10.00).

HFT 2944. HOSPITALITY MANAGEMENT FIELD EXPERIENCE I. 6 6 0

HOSPITALITY MANAGEMENT FIELD EXPERIENCE I This course is a planned work-based experience where students will demonstrate competencies in practical experiences related to the hospitality management occupational field in which they are currently employed. Students will review and discuss major concepts related to hospitality management, define managers' responsibilities including handling guest complaints, guest service recovery, evaluating service quality, recruitment, labor laws, and training within the context of their occupational field. Course requires a minimum of 240 clock hours of work.

HFT 2945. HOSPITALITY MANAGEMENT FIELD EXPERIENCE II. 6 6 0

HOSPITALITY MANAGEMENT FIELD EXPERIENCE II Prerequisite:

Minimum grade of C in HFT 2944 In this planned work-based experience course students will demonstrate competencies in practical experiences related to hospitality management occupational field in which they are currently employed. Students will apply and demonstrate major concepts learned in HFT 2944 within the context of their own occupational duties. Course requires a minimum of 240 clock hours of work.

HFT 2946. HOSPITALITY MANAGEMENT FIELD EXPERIENCE III. 6 6 0

HOSPITALITY MANAGEMENT FIELD EXPERIENCE III Prerequisite:

Minimum grade of C in HFT 2945 In this third and final planned work-based experience course students will continue to demonstrate competencies in practical experiences related to Hospitality Management occupation in which they are currently employed. Students will build on what was learned in HFT 2944 and HFT 2945 by appraising their own values and behaviors in the performance of their occupational duties. Students must be a full-time employee in the hospitality industry. Course requires a minimum of 240 clock hours of work.