

HOSPITALITY AND TOURISM PROGRAMS

Introduction: The College offers a range of Hospitality & Tourism programs to the public. Degree and certificate programs prepare students for entry-level positions in Hawai'i's number one industry. The College's transfer programs prepare students for transfer to four-year institutions. Also, the college demonstrates its commitment to life-long learning through a series of continuing education offerings aimed at working professionals and alumni through Interpret Hawai'i .

Mission Statement: The Hospitality and Tourism Programs have four objectives:

- To prepare students for immediate employment in entry level and/or supervisory positions in the hospitality and tourism industry.
- To prepare students to transfer to four-year institutions offering baccalaureate degrees in Travel Industry Management or Hotel/Restaurant Management.
- To be the first choice for education and training for Hawai'i's visitor industry employees and managers.
- To export the department's expertise in hotel/restaurant operations, travel and tourism, and host culture and language applications to developing tourism countries.

Degree/Certificate Programs: AS degree options are offered in Hotel/Restaurant Operations and Travel and Tourism. Certificates of Achievement are offered in Hotel/Restaurant Operations and Travel and Tourism. A Certificate of Completion is offered for Hotel Operations. Some programs may be completed during evenings and/or weekends.

Transfer Programs: The College also provides transfer advising and support for students who plan to transfer to baccalaureate institutions such as the University of Hawai'i at Hilo, University of Hawai'i at Mānoa, the University of Hawai'i – West O'ahu or Hawai'i Pacific University. General information about transferring can be found in this catalog in the Transfer Advising section. For more information please contact a Hospitality counselor.

Lifelong Learning/Continuing Education Programs: A series of continuing education courses complement the College's credit degree programs. These include short term courses that cover a wide range of topics in hospitality, travel and host culture and language. Continuing Education classes are offered through the Continuing Education Registration Office. For more information about continuing education courses and certificates, contact the College Information Office (734-9559) or the Continuing Education Registration Office (734-9211). A variety of customized training and continuing education classes are available through Interpret Hawai'i (734-9346). Please go to <http://www.kcc.hawaii.edu> to view more information about Kapi'olani Community College.

CAREER and ACADEMIC OPTIONS HOSPITALITY/TOURISM PROGRAMS

HOTEL/RESTAURANT OPERATIONS

CAREER OPTIONS	ACADEMIC OPTIONS
Employment in hotels/restaurants and transfer to a 4 year college.	Associate in Science – Hotel/Restaurant Operations (63 - 64 credits)
Employment in hotels and restaurants.	Certificate of Achievement – Hotel/Restaurant Operations (34 credits)
Entry level positions as hotel and/or restaurant reservationists, housekeepers, laundry workers, hotel front desk clerks, telephone operators, and uniformed services personnel.	Certificate of Completion – Hotel Operations (14 credits)

TRAVEL AND TOURISM

CAREER OPTIONS	ACADEMIC OPTIONS
Transfer to a 4 year college and opportunities in airline operations, ticketing and reservations, travel agencies, tourism planning and development, meeting and convention coordination, special events and tour itinerary planning.	Associate in Science – Travel and Tourism (63 - 64 credits)
Entry level work in airline customer service position, cruise line operations, travel agency, tour company.	Certificate of Achievement – Travel and Tourism (31 – 36 credits)

HOTEL/RESTAURANT OPERATIONS CURRICULA

ASSOCIATE IN SCIENCE, HOTEL/RESTAURANT OPERATIONS (63-64 SEMESTER CREDITS)

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.

Program Accreditation:

Commission on Accreditation of Hospitality Management Programs (CAHM)
P.O. Box 400
Oxford, MD 21654
Phone: (410) 226-5527

Program Competencies: Upon successful completion of the four-semester AS degree program in Hotel/

Restaurant Operations, in addition to demonstrating mastery of the competencies required for the Certificate of Achievement in Hotel/Restaurant Operations, the student should be able to:

- Accurately perform various accounting tasks performed in a hotel/restaurant operation and prepare and analyze financial statements and management reports.
- Identify the principles of marketing, menu planning, food preparation and service styles, nutrition, and sanitation and safety principles as they apply to food and beverage management in a hotel setting.
- Demonstrate the proper procedures for ordering, receiving, storing, issuing, and controlling foods and supplies and utilize an established computerized cost control system to generate financial and control reports.
- Apply the principles and mechanics of hospitality marketing by developing a hotel marketing and sales plan for marketing meetings, meals in food and banquet services, and hotel accommodations.
- Identify the managerial functions of planning, organizing, staffing, directing, and controlling to bring about organizational effectiveness.
- Communicate clearly both orally and in writing.
- Perform various tasks in the functional areas of a hospitality organization.
- Recite and define basic words, history, culture, geography, plants and animals of Hawaii.

ASSOCIATE IN SCIENCE CURRICULUM HOTEL/RESTAURANT OPERATIONS (63 – 64 CREDITS)		• = Suggested Semester S= Summer				
Course	Title	Cr	1	2	3	4
General Education Requirements (18 credits)						
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	•			
General Support Courses (6-7 credits)						
ICS 100	Computing Literacy and Applications			•		
ICS 101	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							
Hotel/Restaurant Operations Courses (39 credits)									
HOST 100	Career and Customer Service Skills	2	•						
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 275	Computer & Info. Tech. for the Tourism Industry	4							•
HOST 290	Hospitality Management	3		•					
HOST 293E	Hospitality Internship	3							•
TOTAL		63-64							
<p><i>The issuance of an AS degree requires that the student must earn a cumulative GPR of 2.0 or higher. Please note: For the AS degree in Hotel/Restaurant Operations, a grade of "C" or higher is required in all HOST 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>									

CERTIFICATE OF ACHIEVEMENT HOTEL/RESTAURANT OPERATIONS (34 SEMESTER CREDITS)

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.

Program Competencies: Upon successful completion of the Certificate of Achievement in Hotel/Restaurant Operations, the student will be able to:

- Identify the functions, job titles, work requirements, and operating procedures of the food, lodging, and transportation components of the hospitality industry.
- Determine the job qualifications, attitudes, work habits, and personal qualities necessary to function satisfactorily with other individuals and in organizations in the hospitality industry.
- Make informed decisions regarding job placement and career development in the hospitality industry.
- Demonstrate an understanding of the terminology, front desk procedures, room reservations, and dining room procedures used by hotel and restaurant operators.

- Demonstrate the psychological requirements to respond to inquiries and provide information to satisfy customer needs.
- Demonstrate skill and appropriate use of computer terminals and software.
- Demonstrate good customer relations skills and respond to customers' needs.
- Demonstrate a familiarity with hotels and restaurants and their computer systems.
- Demonstrate the ability to communicate clearly when speaking and writing.
- Implement guest-satisfying procedures and techniques through an understanding of guest needs, personal qualities, and operational requirements.

CERTIFICATE OF ACHIEVEMENT CURRICULUM, HOTEL/RESTAURANT OPERATIONS (34 CREDITS)		
Course	Title	Cr
General Education and Support Courses (12 credits)		
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
Hotel/Restaurant Courses (22 credits)		
HOST 100	Career and Customer Service Skills	2
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
TOTAL		34
<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>		

CERTIFICATE OF COMPLETION, HOTEL OPERATIONS (14 SEMESTER CREDITS)

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 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.

Program Competencies: Upon successful completion of the Certificate of Completion in Hotel Operations, the student should be able to:

- Respond to customers' needs using good customer relations skills .
- Recognize the interrelationships between the front office and other departments in a hotel.
- Perform various housekeeping tasks using safe, sanitary, and efficient cleaning procedures .
- Identify effective housekeeping equipment selection, storage, maintenance, and control procedures.
- Perform reservations, check-in, posting, settlement, and night audit functions of the front office using computers.
- Handle telephone calls and complaints effectively.
- Use the terminology of front desk procedures, room reservations, and rooms' control.
- Explain hotel and restaurant computer systems.
- Communicate clearly when speaking and writing.

CERTIFICATE OF COMPLETION CURRICULUM HOTEL OPERATIONS (14 CREDITS)		• = Suggested Semester				
Course	Title	Cr	1	2	3	4
HOST 100	Career and Customer Service Skills	2	•			
HOST 150	Housekeeping Operations	4	•			
HOST 152	Front Office Operations	4	•			
HOST 154	Food and Beverage Operations	4	•			
TOTAL		14				
<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>						

TRAVEL AND TOURISM CURRICULA

ASSOCIATE IN SCIENCE, TRAVEL AND TOURISM (63 - 64 SEMESTER CREDITS)

Program Description: The Associate in Science in 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.

Program Competencies: Upon successful completion of the AS degree program in Travel and Tourism, in

In addition to demonstrating the mastery of the competencies required for the Certificate of Achievement in Travel and Tourism, the student should be able to:

- Identify the managerial functions of planning, organizing, staffing, directing, and controlling to bring about organizational effectiveness.
- Explain techniques used in travel wholesaling and packaging, including planning, costing, pricing, contracting, marketing, operating, and post tour evaluation.
- Use basic accounting principles and concepts and apply them to a tour and travel operation.
- Describe the organization of a travel agency and the management systems used.
- Explain the laws and regulations that affect travel agency operations.

ASSOCIATE IN SCIENCE CURRICULUM, TRAVEL AND TOURISM (63-64 CREDITS)		• = Suggested Semester				
Course	Title	Cr	1	2	3	4
General Education Requirements (18 credits)						
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	•			
General Support Courses (6-7 credits)						
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			•	
Travel and Tourism Courses (39 credits)						
HOST 100	Career and Customer Service Skills	2	•			
HOST 101	Introduction to Hospitality and Tourism	3	•			
HOST 168	Tour Guiding	2	•			
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 275	Computer & Information Technology for the Tourism Industry	4				•
HOST 278	Travel and Tour Operations	3			•	
HOST 290	Hospitality Management	3		•		
HOST 293E	Hospitality Internship II	3				•
TOTAL		63-64				

The issuance of an AS degree requires that the student must earn a cumulative GPR of 2.0 or higher.

Please note: For the AS degree in Travel and Tourism, a grade of "C" or higher is required in all HOST courses. Refer to the "Degree and Certificate Programs" section for lists of AS degree courses in Natural Sciences and Social Sciences.

CERTIFICATE OF ACHIEVEMENT, TRAVEL AND TOURISM (31 - 36 SEMESTER CREDITS)

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.

Program Competencies: Upon successful completion of the Certificate of Achievement in Travel and Tourism, the student should be able to:

- List and define basic words, history, culture, geography, plants and animals of Hawaii.
- Create, organize and conduct a tour customized to the needs of a specific market group.
- Identify the functions, job titles, work requirements, and operating procedures of the food, lodging, and transportation components of the hospitality industry.
- Determine the job qualifications, attitudes, work habits, and personal qualities necessary to function satisfactorily with other individuals and in organization in the hospitality industry.
- Use reservation and ticketing terminology and procedures of travel and tourism operators correctly.
- Use computer terminals and software appropriately.
- Demonstrate good customer relations skills and respond to customers' needs.
- List airlines and their computer systems.
- Communicate clearly when speaking and writing.

CERTIFICATE OF ACHIEVEMENT CURRICULUM TRAVEL AND TOURISM (31-36 CREDITS)		• = Suggested Semester				
Course	Title	Cr	1	2	3	4
General Education Requirements (9-13 credits)						
ENG 22 or ESOL 94 or higher level English course	Beginning Composition or Advanced English for Speakers of Others Languages	3- 7	•			
PHIL 110 MATH 24 or higher level mathematics course	Introduction to Deductive Logic Elementary Algebra I	3		•		
HWST 100	Introduction to Hawaiian Culture	3	•			
General Support Courses (6-7 credits)						
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		•		
Travel and Tourism Courses (16 credits)						
HOST 100	Career and Customer Service Skills	2	•			
HOST 101	Introduction to Hospitality and Tourism	3	•			
HOST 168	Tour Guiding	2	•			
HOST 170	Selling Destinations	3	•			
HOST 171	Airline Reservations and Ticketing	3		•		
HOST 278	Travel and Tour Operations	3		•		
TOTAL		31-36				
<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, a grade of "C" or higher is required in all applicable HOST courses.</i></p>						