

PROGRAM OUTCOMES – Hotel Management

1. Develop students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
2. Making students familiar with the practical aspects of the hospitality industry.
3. Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
4. Enhance the techniques of advanced technological uses in hotel industry.
5. Business Knowledge - Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major, and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.
6. Communication Skills- Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.
7. Quantitative Skills- Students will be able to Understand, analyze and use quantitative data to make business decisions and report to stakeholders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyze numerical data to derive conclusions.
8. Critical Thinking Skills - Evaluate, analyze and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.
9. Technology- Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.
10. Ethics- Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.
11. Multicultural and Diversity- Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.
12. Demonstrate learning- Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.