**Program Student Learning Outcomes Assessment Summary**

**(AY 2012-2013)**

**Program Student Learning Outcomes (PSLOs)**

At the completion of the **Hospitality & Tourism Management** **Program**, the student will be able to:

1. Explain the interdependent components of the international hospitality and tourism industry including transportation, customer service, food service, lodging, recreation management, roles of national and state visitors’ authorities, marketing and sales.
2. Demonstrate professional lodging specific technical skills, supervisory techniques and management skills.
3. Explain the types and elements of food service operations.
4. Demonstrate front of the house technical and supervision techniques.
5. Describe tourism attraction support services and related business opportunities.
6. Describe the importance of developing the FSM as a sustainable tourism destination.
7. Communicate in basic Japanese for lodging, food service and tourism provider guest services.

**PSLO Assessment Report Summary**

**What we looked at:**

The Hospitality & Tourism Management Program assessment focused on PSLO 7. Listed below is the result for the PSLO.

**What we found:**

* PSLO#7: Only 62% passed with ratings above satisfactory on written exams measuring listening skills and word and phrase comprehension. 55% of students rated exemplary, good, or satisfactory on oral and written quizzes measuring listening skills and comprehension of basic words and phrases for lodging, food service and tourism provider guest service.

**What we are planning to work on:**

* Modification of course structure and outline.

**Recommendations for students:**

* Students are strongly recommended to take FL120 before (or at the same time) they take HTM220 since they can utilize Japanese phrases that they have learned in a practical situation.