

**College of Micronesia-FSM  
Pohnpei Campus  
Division of Hospitality and Tourism**

**Course Outline**

**Facilities Management and Practicum**

Course Title

**HTM-250**

Division & Number

Associate Professor, Howard Rice

**Course Description:**

This is a semester long course designed to introduce students to all facets of a working hotel and restaurant setting through internship. The course will place the student in the work place to experience staff work, as well as management duties in each department. Students seek internships using application, interview and hiring practices they have been taught in class. Internship areas of focus will be food and beverage operations and supervision, front desk operations, housekeeping, physical plant maintenance, marketing, night audit and accounting. Students will be expected to attend classes, seek internships and fulfill 50 internship food service hours and 50 hotel operations internship hours before the semesters end.

**Program Outcomes:**

- A. Students will be able to successfully apply for, interview and secure employment in various hospitality industry settings.
- B. Students will practice food service and lodging industry related skills enabling them to seek employment within the travel industry.
- C. Students will be able discuss the challenges facing the hospitality and travel industry in the FSM this will assist them in seeking employment within the local and regional hospitality and travel industry.
- D. Students will be able to identify the components of the hospitality industry enabling them to effectively supervise employees from a systems perspective.
- E. Students will be able to identify the benefits of different food and beverage and lodging management strategies enabling them to utilize the selected strategy as employment situations demand.
- F. Students will be able to engage in hospitality specific research.

**Course Outcomes:**

(Measurable student learning outcomes.)

By the end of the HTM 250 course students will be able to:

- A. Identify the key elements of the human resource function and employment opportunities within the hospitality industry.
  1. {Core} be able to explain the role of human resource management.
  2. {Core} {Core} be able to develop a resume, cover letter and application for hospitality specific employment opportunities.
  3. {Peripheral} be able to identify major international lodging and food service organizations, companies and operations.

4. {Peripheral} be able to identify the roles and responsibilities of workers, supervisors and management within the hospitality industry.
- B. Identify the interdependent components of the modern food service and lodging setting.
1. {Core} be able to identify the key interrelated and interdependent food service and lodging job functions.
  2. {Core} be able to explain how the overall hospitality service mix is an interrelated and interdependent series of elements leading to the total quality hospitality experience.
  3. {Core} be able to explain the levels of job specialization within the hospitality setting and how the worker fits into this system.
  4. {Core} be able to analyze the marketing necessity and it's effectiveness in the hospitality setting.
- C. Identify professional work place habits.
1. {Core} be able to identify professional food and beverage and lodging management and supervision skills and techniques.
  2. {Core} be able to identify effective work place self-management techniques.
  3. {Core} be able to explain methods for achieving higher productivity.
  4. {Core} be able to practice effective worker supervision techniques.

**Instructional Intent:**

Students will have the opportunity to view the hospitality setting from the internship (employee) perspective, which should lead to logical conclusions regarding employment opportunities and career planning.

**Definitions and parameters used in this outline:**

- A. Core- Refers to an outcome that must be attained in order for a student to pass this course.
- B. Peripheral- Refers to an outcome that should be attained but is not required for a student to pass this course.
- C. Optional- Refers to an outcome, which may be optionally covered by the instructor as a tool for illustrative purposes but is not required fro a student to pass this course.

**Textbook:**

Hotel & Motel Sales, Marketing & Promotion, Joe Wolosz, ICP Publishing

**Methods of Instruction:**

100 hour internship, classroom lecture, interview role playing, research project and internet research exercises.

**Attendance:**

As per the COM-FSM General Catalog attendance policy description.

**Evaluation:**

As per the COM-FSM General Catalog Academic Regulations, Course Grading System.