

## HTM Learning Goals

1. Students demonstrate effective written & oral communication skills
  - a. Written communication skills
    - Student's written paper demonstrates proficient/advanced analysis of content areas that firmly supports the topic.
    - Student's written paper shows effective organization and development.
    - Student uses appropriate vocabulary/terminology appropriate for the HM industry or target audience.
    - Student uses correct grammar, sentence structure and spelling throughout the document.
  - b. Oral communication skills
    - Student's presentation demonstrates relevant content and supporting materials
    - Student's oral presentation demonstrates organization of materials with clearly stated introduction, organization structure and conclusion.
    - Student shows effective delivery of speech: eye contact, style, expressiveness, diction and proper language.
- 2) Students demonstrate analytical, quantitative and critical thinking skills
  - a. Analytical and quantitative skills
    - Student's examination paper shows effective explanation of mathematical concepts and terminology.
    - Student demonstrates evidence of mathematical reasoning.
    - Student uses correct steps and solutions with minimal mathematical errors throughout the paper.
    - Student uses correct mathematical terminology and notation
  - b. Critical Thinking skills
    - Student's term paper exhibits knowledge of previously-learned materials by recalling facts, terms and basic concepts.
    - Student's paper shows comprehension of facts and ideas by organizing, comparing, translating, interpreting and extrapolating.
    - Student uses new knowledge. Solves problems to new situation by application of acquired knowledge and facts in a different way.
    - Student examines and breaks information into parts by analysis and identification of causes and relationships.
    - Student compiles information in a different way and combines elements for synthesis of a new plan or abstract relations.
    - Student presents and defends opinions by making judgments about information, validity of ideas or quality of work in the evaluation of information.
- 3) Students demonstrate team building skills that facilitate organizational goals
  - Student was on time and had good attendance at work sessions
  - Student showed responsibility to the group by keeping commitment to assigned part of the project.
  - Student showed cooperation in working with others, listening to feedback and exchanging tasks.
  - Student shares in the activities of the group, and shows active participation.

- Student discusses project in person or electronically and demonstrates effective communication with group members.
- 4) Students demonstrate their basic knowledge in Business/Hospitality Management related disciplines.
  - a. Students demonstrate knowledge of core Business concepts embedded in the Hospitality Management Assessment Test (HMAT) adapted from the standardized (BAT) Business Assessment Test.
  - b. Students demonstrate knowledge of core Hospitality Management concepts embedded in the Hospitality Management Assessment Test (HMAT) adapted from standardized (BAT) Business Assessment Test.
- 5) Students demonstrate their competencies and professional skills in the hospitality industry.
  - a. Competencies
    - Business/Management skills on the job
    - Hospitality/Service Mgmt skills on the job
    - Overall academic preparation for position
  - b. Professional Skills
    - Written Communication Skills
    - Verbal Communication Skills
    - Analytical Skills
    - Critical Thinking Skills
    - Ability to work in a team that facilitates organizational goals
    - Problem solving Skills
    - Leadership Skills
    - Awareness of legal issues and need to maintain a safe working environment
    - Displays a high level of business ethics
    - Sensitivity to people of different cultures
- Understands the need for social responsibility.