

**NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
HRI 101 - HOTEL RESTAURANT ORGANIZATION AND MANAGEMENT I (3 CR.)**

Course Description

Introduces the history, opportunities, problems and trends of the hospitality industry. Covers the organization of the various sectors of the hospitality industry including human resources, general business considerations, and management theory. Lecture 3 hours per week.

General Course Purpose

The basic purpose is to provide the student with general knowledge of the hospitality industry in order to prepare him/her for managerial roles in lodging and food service businesses.

HRI 101 will focus on the following broad areas:

- A. The use of professional journals
- B. The historical development of the hospitality industry
- C. Industry overview of various sectors of the hospitality industry
- D. The impact of tourism on economic conditions

Course Prerequisites/Co-requisites

No pre-requisites

Course Objective

Upon completion of the course, the student will be able to:

- State the correct use of basic hospitality and tourism technology
- Know how to prepare for a hospitality managerial position
- Describe historical factors, which contributed to the growth and development of the lodging industry
- Identify the first real impetus for people to travel, and thus create a demand for hospitality services
- Explain the significance of the city hotel in New York to the development of the hotel industry
- Describe the innovations that accompanied the opening of the Tremont
- Describe the development of the food service industry in the U.S.
- Describe the contribution made by great hospitality pioneers
- Know the essential differences between resort and transient properties
- Relate changing patterns in the hotel business to changing transportation patterns and changing needs of customers
- Name the Major functional departments in a hotel and explain how they relate to one another
- Relate the principal sources of income and expense to the appropriate department according to the Uniform Systems of Accounts for Hotels
- Explain how accounting statements can be used to measure the performance of key executives and department heads in a hotel
- Discuss the importance of rising incomes in shaping the "new" tourist services
- Name and describe emerging aspects of mass-market tourism (theme parks, urban entertainment centers, outdoor recreation, camping, etc.)
- Describe and contrast the major kinds of restaurant operations
- Describe the competitive strengths of the chain and the independent operation
- Identify the major consumer issues facing the restaurant industry
- Explain the principal differences between institutional and commercial food service
- Identify and describe the four major segments of institutional food service.
- Explain the differences between the hospitality industry and the tourism industry
- State the major reason that people travel and rank them according to importance
- Explain the economic importance of tourism in terms of its impact on sales of goods and services, as well as in terms of employment

Major Topics to be Included

- The Hospitality Industry and You
- Resort Operations
- Hospitality History
- Commercial Food Service Businesses
- Institutional Food Service
- The Hotel-Motel Business
- Hotel-Motel Operations
- The Emerging Shape of Mass Market Tourism