Hospitality Management

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As one of the largest industries in the United States, the hospitality and travel industry plays a vital role in economic development and employment. The industry contributes $1.7 trillion to GDP in 2018 and it is forecasted to contribute more than $2.6 trillion by 2027. The Bureau of Labor Statistics reports that the leisure and hospitality industry provides 15.8 million jobs in the United States and with an increase in the most number of jobs in management. With the growth of the industry, the job prospects are bright, and the need for a well-trained workforce is greater than ever.

B.S. Degree in Hospitality Management

A B.S. degree in Hospitality Management (HM) trains students for business and managerial skills to succeed in a wide variety of hospitality management careers. The curriculum includes core hospitality business principles, hospitality management concepts, and advanced skills in a variety of industry segments, such as events and meetings, hotels and lodging, restaurant management, sport venue and entertainment venue management. The essence of our program is to prepare our students to be a successful general manager of a hospitality business in future.

Our program requirements allow students to be a generalist in hospitality management. Students will understand why cost-control is essential while being able to optimize business' revenue through revenue management. Students will also know how the events and meetings contribute to the entire hospitality industry while the entertainment market is evolving as an important industry segment. Students will also learn basic food production, which is important knowledge and skills when students become a general manager of hotels, restaurants, or venues because food cannot be separated from the hospitality industry. Our program also offers several industry-specific courses as professional electives such as gaming management, club management, beverage management, sports venue management, and many other courses.

Faculty

Professor E. Tse**, D. Kim**
Associate Professor S. Cho**
Associate Teaching Professor H. L. Marshall*
Assistant Professor P. Liu*
Assistant Teaching Professor A. Alexander*, M. Palmero*
Adjunct Professor B. Langford

* Graduate Faculty Member - membership is required to teach graduate-level courses, chair master's thesis committees, and serve on doctoral examination and dissertation committees.
** Doctoral Faculty Member - membership is required to chair doctoral examination or dissertation committees. Graduate faculty membership is a prerequisite for Doctoral faculty membership.

Undergraduate

- BS in Hospitality Management (http://catalog.missouri.edu/collegeofagriculturefoodandnaturalresources/hospitalitymanagement/bshospitality-management/)
- Minor in Hospitality Management (http://catalog.missouri.edu/collegeofagriculturefoodandnaturalresources/hospitalitymanagement/ minor-hospitality-management/)

The mission of the program is to develop and nurture a forward-thinking and innovative new generation of successful, ethical hospitality leaders in today’s global community. The curriculum leading to the B.S. Hospitality Management allows students to be anchored in theories and principles of hospitality management and develop skills and competencies that are essential to hospitality operations. Students in the hospitality management are trained to be a generalist in the industry. Students learn and obtain knowledge, skills, and abilities in not only the fundamentals of the hospitality industry but also industry specific segments such as hotels and lodging, meetings and events, restaurants, and sport and entertainment venues.

A grade of C- or higher is required for all hospitality core, other core areas, and professional elective courses. Please see the BS in Hospitality Management (http://catalog.missouri.edu/collegeofagriculturefoodandnaturalresources/hospitalitymanagement/bs-hospitality-management/) page for the major program requirements.

Graduate

The graduate program, Master's and Doctor of Philosophy (Ph.D.), is jointly offered under the Food and Hospitality Systems Program as one of the three tracks: Food Science, Hospitality Management, and Agricultural Systems Management. The Hospitality Management graduate program is established with the objectives for the generation of new knowledge and intellectual curiosity through research. The program provides an understanding of the body of knowledge in the discipline of hospitality and develops abilities to achieve scholarly success. These abilities include competency in research, teaching/communication, problem-solving and critical reasoning skills.

After graduation, it is likely that a Masters student will advance their careers in the hospitality industry or continue their Ph.D. study. Ph.D. graduates will likely join the faculty of a college or university that will require research and publication as part of the promotion and tenure process. This goal is accomplished by creating a scholarly research environment, which exposes students the learning opportunity and trains them for teaching, research, writing, publishing, and consulting.

For additional information regarding Master's and Ph.D. study, visit the Food and Hospitality System (http://catalog.missouri.edu/collegeofagriculturefoodandnaturalresources/foodhospitalitysystems/) and choose the Hospitality Management track.

HSP_MGMT 1100: Introduction to Hospitality Management

An overview of the size, scope, form, analysis and development of various sectors in the hospitality industry. These include hotel, tourism, food and beverage, convention and events, club, cruise, gaming, managed services, and sport venue management. Emphasis will be on the global nature of the industry and its impact on economy and employment. Students will be exposed to career opportunities, cultural
diversity, ethical consideration and current trends facing industry. Graded on A-F basis only.

Credit Hours: 3

**HSP_MGMT 2100: Hospitality Law**
Provides an integrated analysis of the legal system as it applies to the hospitality industry. Topics include: theories of recovery/liability; employment laws, property rights and contracts, lawsuits and their prevention; familiarization with legal arguments, legislation, ethical issues and the tort of negligence in professional context. Relevant federal and state cases, statutes, and regulations will be examined. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 1100

**HSP_MGMT 2115: Club Management and Operations**
Examines aspects of club operations from a managerial perspective. Topics include: history, types of club and membership systems, club management structure, charter, by-laws; athletic activities, master and club calendars; unique features of club operations including food and beverage operations, human resources management, finances, building and facilities management, external and governmental factors, trends and the future of clubs. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 1100

**HSP_MGMT 2190: Seminar in Professional Development**
A systematic approach to expose students to a journey of self assessment and to develop life-long skills for their careers in the hospitality industry. Using professionalism as a framework, students are made aware of the foundation of effective workplace relationship and how to appropriately manage these relationships toward career success. Topics include self management, workplace relationship, and career planning tools. Graded on A-F basis only.

Credit Hour: 1
Prerequisites: HSP_MGMT 1100; restricted to Hospitality Management majors only

**HSP_MGMT 2200: Fundamentals of Conference and Events Industry**
Overview of the Meeting, Incentive, Convention and Exhibition (MICE) management industry in hospitality and tourism from a macro perspective. The knowledge and information available to conference and meeting business are described and evaluated, including the trend and issues facing the industry, the characteristics of the size and scope of the market, key players, and different sectors in the meeting industry. Graded on A-F basis only.

Credit Hours: 3
Prerequisites or Corequisites: HSP_MGMT 1100 or Instructor Consent

**HSP_MGMT 2200: Fundamentals of the Food and Beverage Industry**
An introduction to the macro aspects and a comprehensive overview of the Food and Beverage industry. The course begins with a history of meals away from home and an overview of commercial versus noncommercial food and beverage operations. Detailed considerations are given to components of the food service businesses: size and scope of the industry, major classifications, ownership types, key players, consumer purchasing behavior, quality assurance, trends, challenges, cultural diversity, ethical consideration, and impact of globalization. Graded on A-F basis only.

Credit Hours: 3

**HSP_MGMT 2300: Fundamentals of the Food and Beverage Industry**
Explores the foundations of the global hotel industry. The history of the industry, the relationship with tourism, size, and scope, classification, and types, major global players will be examined. Issues related to the impact of globalization, international hotel investment, development and operations, global competitions, political aspects, human resources, and cultural diversity will be discussed. Graded on A-F basis only.

Credit Hours: 3

**HSP_MGMT 2400: Fundamentals of Lodging Industry**
Explores the foundations of the global hotel industry. The history of the industry, the relationship with tourism, size, and scope, classification, and types, major global players will be examined. Issues related to the impact of globalization, international hotel investment, development and operations, global competitions, political aspects, human resources, and cultural diversity will be discussed. Graded on A-F basis only.

Credit Hours: 3

**HSP_MGMT 2500: Fundamentals of Sport Venue Industry**
An overview of the Sport Venue Industry from a macro perspective. Students will be exposed to the major aspects regarding management of athletic and recreational facilities. Topics will include: history, trends and globalization of sport and venue development, types of sport facilities and major key players, construction and finance, facility systems and operations, sales and marketing, liability and risk management, ticket and box office operation, and event management. Cultural diversity, ethical issues and career opportunities in Sport Venue Management will also be explored. Graded on A-F basis only.

Credit Hours: 3
Prerequisites or Corequisites: HSP_MGMT 1100 or Instructor consent

**HSP_MGMT 3100: Guest Service Management**
Addresses the essence of delivering memorable guest experience through high-quality guest service management. Topics include concepts of guest service quality, guest behavior, perceptions and satisfaction, guest service assessment methods, and guest recovery strategies. Students will then learn how to leverage their understanding of these concepts to establish guest service culture and strategies to meet organizational goals within the context of hospitality businesses. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: Restricted to junior and senior level students only

**HSP_MGMT 3104: Topics in Hospitality Management**
An examination of specific subject matter areas in the field of hospitality management will be addressed. Current issues, trends and challenges will also be discussed. Graded on A-F basis only

Credit Hour: 1-3
Prerequisites: HSP_MGMT 1100; Restricted to Hospitality Management junior and senior students

**HSP_MGMT 3105: Problems in Hospitality Management**
Students develop problem solving, analytical skills by engaging in a supervised study of a selected field in the hospitality industry. Challenges and issues will be identified and probable solutions will be weighed and evaluated. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: Instructor's consent required
HSP_MGMT 3115: Management of Gaming Operations
An overview, analysis of gaming management and financial elements unique to operating gaming businesses. Topics include: History and development of gaming, economic relationships, social impact, legal and changing competitive environments, consumer behavior and psychological forces, corporate culture and technology, revenue control, and promotion and marketing. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: 60 credit hours, 21 yrs old. Restricted to Hospitality Management students during early registration. Other students meeting pre-reqs can register after early registration with instructor permission.

HSP_MGMT 3200: Conference and Meeting Management
Addresses the different operational aspects regarding convention and meeting planning management. Students will be exposed to skill-based knowledge pertaining to meeting and event planning, implementation and management. Topics discussed to include group business market, the role of the event planner, the various techniques and services used to meet their needs. Food and beverage, technology used, legal issues, social responsibility, and international aspects in the convention and meeting industry will be addressed. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 2200; 60 credit hours. Restricted to Hospitality Management students during early registration.

HSP_MGMT 3300: Food Production Management
Explore the production and service aspects of the food and beverage businesses. It will examine principles of concept development, menu planning, pricing and costing, forecasting, standardize recipe and testing, purchasing, food sanitation and safety, quantity food production, delivery of service, inventory control, quality assurance, professionalism and team work. Students will rotate through the different functions of the "front" and "back of the house" of a food facility. This supervised student-operated facility enables students to apply theories to the actual food service operation. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 2300; HSP_MGMT 3310, 60 credit hours, ServSafe Cert Req. Restricted to Hospitality Management students during early registration.

HSP_MGMT 3315: Banquet and Catering Management
Engage in the management of service and production systems in catering operations and banquet facilities. An emphasis will be placed on the fundamentals of communication and planning with event coordinators, menu planning, sales and marketing, food and beverage cost control, guest service standards, quantity food productions, food safety, needs and challenges of catering both on and off premises. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 2300; 60 credit hours. Restricted to Hospitality Management students during early registration.

HSP_MGMT 3320: Beverage Management
Explore and analyze operational and managerial elements of the bar and beverage industry. Topics include: alcoholic versus non-alcoholic beverage, beverage menu development, pricing strategy and costing, sensory evaluation, food and beverage pairing, marketing and promotion, inventory control, training of personnel, legal aspects of responsible service of alcohol. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: 21 yrs old and instructors consent required.

HSP_MGMT 3330: Food Service Budgeting and Controls
Examines management systems and controls in the food and beverage industry. Topics include: effective use and control of food, beverage, and labor costs to manage a company's operations, with emphasis on computer applications, problems solving and analytical skills, making sound financial decisions, and excellence in customer service. This is a Math Reasoning Proficiency course. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 1100; MATH 1100. Restricted to HM students during early registration. Other students meeting pre-reqs may register after early registration.

HSP_MGMT 3340: Lodging Operations and Management
Exposes students to the principles of managing lodging businesses regarding the fundamental principles, hows and whys of management. Topics include: Analysis of the functions of each department, organization structure, inter-relationship among various departments of a lodging facility, property management system, safety and security, guest service and satisfaction, and total quality issues. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 2400; 60 credit hours. Restricted to Hospitality Management students during early registration.

HSP_MGMT 3350: Sport Venue Operation Management
Examines the various operational dynamics and management of sport venues and facilities. Topics such as public versus private ownership and governance structures, facility planning and feasibility study, design and construction, event planning, programming and execution, sales and marketing, box office operations, and financial management will be addressed. Ethical issues, legal responsibilities, risk and security management will also be discussed. Graded on A-F basis only.

Credit Hours: 3
HSP_MGMT 3993: Field Training in Hospitality Management
Applies theories into actual industry setting. Aspects such as career paths, team work, inter-relationship in the workplace and professionalism are explored. Graded on A-F basis only.

Credit Hour: 1-3
Prerequisites: instructor's consent

HSP_MGMT 4100: Hospitality Human Resources Management
(cross-leveled with HSP_MGMT 7100). Examines effective management of human resources issues in hospitality businesses. It addresses issues related to managing subordinates through hiring the right person for the position, training properly, evaluating employees’ performance accurately and promptly, rewarding good behaviors, and motivating and coaching them. Manpower planning, equal employment practices and employee relations, quality of work life, compensation and reward structure, and how to make sound human resource management decisions will also be discussed. This is a writing intensive course. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: 60 credit hours. Restricted to HM students during early registration. Other students meeting pre-req may register after early registration

HSP_MGMT 4100W: Hospitality Human Resources Management - Writing Intensive
(cross-leveled with HSP_MGMT 7100). Examines effective management of human resources issues in hospitality businesses. It addresses issues related to managing subordinates through hiring the right person for the position, training properly, evaluating employees’ performance accurately and promptly, rewarding good behaviors, and motivating and coaching them. Manpower planning, equal employment practices and employee relations, quality of work life, compensation and reward structure, and how to make sound human resource management decisions will also be discussed. This is a writing intensive course. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: 60 credit hours. Restricted to HM students during early registration. Other students meeting pre-req may register after early registration

HSP_MGMT 4110: Hospitality and Tourism Marketing
(cross-leveled with HSP_MGMT 7110). Application of a customer-oriented approach to sales and marketing management in hospitality and tourism industry. The marketing techniques available to hospitality businesses are described and evaluated, including service marketing mix, packaging, travel trade, advertising, sales promotion, merchandising, and personal selling. Marketing of hospitality services regarding human factors, consumer demand, planning, professional considerations are also discussed. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: 60 credit hours. Restricted to HM students during early registration. Other students meeting pre-reqs may register after early registration

HSP_MGMT 4180: Strategic Management in the Hospitality Industry
(cross-leveled with HSP_MGMT 7180) Focuses on developing conceptual skills and application of the principles of strategic management in the context of the hospitality industry. It involves handling and analyzing ambiguous facts as well as relevant industry problems and issues facing management personnel in the global hospitality markets. Topics include: Business environments, mission statement, corporate and business strategies, evaluation and control. It requires that students to apply functions of management, finance, human resources, and marketing, learn how to engage in planning by examining situations from the perspectives of customer, employee, and management. The ultimate goal is to encourage students to think "out-of-the-box" in order to find innovative solutions that will reshape the hospitality industry and define how the hospitality company of tomorrow will create value. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 3100; MANGMT 3000; 60 credit hours. Restricted to Hospitality Management students during early registration.

HSP_MGMT 4190: Trends in Hospitality Management
To keep abreast of the development that affects current managerial practices, this course is a survey of key trends and critical issues that impact the hospitality industry. Best practices, opportunities and challenges facing the industry will also be discussed. Graded on A-F basis only.

Credit Hours: 1
Prerequisites: HSP_MGMT 1100 and open to Hospitality Management students only

HSP_MGMT 4200: Destination Management
(cross-leveled with HSP_MGMT 7200). An overview of hospitality and tourism destination management using a system approach that integrates a variety of hospitality and tourism organizations and businesses. Destination management will be examined from the perspectives of travelers and destination communities in the context of economic, socio-cultural, and environmental impacts. Optimal planning, development, marketing of destination image and position in the context of the overall management plan will be addressed. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 1100. 60 credit hours. Restricted to HM students during early registration

HSP_MGMT 4280W: Special Events Management - Writing Intensive
Synthesis of theories and a comprehensive guide in understanding, planning, promoting and producing and managing special events. Topics include: Event design, feasibility studies, legal compliance, promotion, safety and security, logistics, staffing, financial control and technology. It is based on a systematic, step-by-step approach to event planning, implementation, and management. This course requires a considerable amount of teamwork. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: HSP_MGMT 3200. Open Hospitality Management senior students only
**HSP_MGMT 4380W: Managing Food Service Businesses - Writing Intensive**
Students explore the market positioning and the management of the student-run food service operation from concept development to execution. Students will apply knowledge gained from marketing, human resources and operational budgeting to develop their themes and execute their meals. Students will hone their problem solving, leadership and interpersonal skills while engaging in team building. Graded on A-F basis only.

**Credit Hours:** 3  
**Prerequisites:** HSP_MGMT 3300. Open to Hospitality Management senior students only

**HSP_MGMT 4400: Hospitality Finance Management**
(cross-leveled with HSP_MGMT 7400). Application of financial principles to the hospitality industry. The focus is to provide students a foundation on how to use numbers and fundamental financial analysis to operate a successful hospitality business. Topics include forecasting, profit and loss statement, balance sheet, capital budgeting, and revenue management related to the hospitality industry. Graded on A-F basis only.

**Credit Hours:** 3  
**Prerequisites:** FINANC 2000; 60 credit hours

**HSP_MGMT 4480W: Advanced Lodging Management - Writing Intensive**
Apply, integrate, and synthesize previously learned knowledge, skills, and experience to solve real problems that the lodging industry faces. Specifically, managerial responsibilities, organizational structures and current trends will be examined. Throughout the class students will develop their professional identity, leadership skills and confidence to participate in the workforce. Graded on A-F basis only.

**Credit Hours:** 3  
**Prerequisites:** HSP_MGMT 3400. Open to Hospitality Management senior students only

**HSP_MGMT 4500: Management and Promotion of Live Entertainment**
Examines the various media used to promote venues, events and live entertainment. Topics include: Artist management, budgets and financial management, insurance, liabilities, contracts and riders, event production and tour scheduling, sport communication, and community relations. In particular, emphasis will be on the use of social media platforms in promotions, public relations, and other revenue generating activities of the industry. The principles of organizational advocacy, press conferences, and crisis communication plans will also be discussed. Graded on A-F basis only.

**Credit Hours:** 3  
**Prerequisites:** HSP_MGMT 1100; 60 credit hours. Restricted to Hospitality Management students during early registration

**HSP_MGMT 4515: The Business of Sport Venue Management**
Focuses on the business aspects of managing athletic and recreational venues. The course examines the management and financial tools that managers use to run their sport venues and businesses. Traditional and innovative methods of revenue acquisition, financial business structure, sponsorship and forecasting processes as it pertains to the effective management of venues and sport organizations are discussed. Graded on A-F basis only.

**Credit Hours:** 3  
**Prerequisites:** HSP_MGMT 2500. Open to Hospitality Management junior and senior students only

**HSP_MGMT 4580W: Sport Venue and Facility Management - Writing Intensive**
Applies previously learned principles and concepts of sport venue management and develop critical planning and organizational skills required of sport venue managers. The course will address three main modules: Security and risk management, the sport venue, and the sport event. The security and risk management module will examine efficient best practices and how they can significantly reduce the occurrence of injury and loss at sports venues and events. The sport venue and event modules will integrate concepts of venue planning, construction and operations; and event conception, planning, execution and reconciliation through case study analysis. Ethical considerations will also be stressed. Graded on A-F basis only.

**Credit Hours:** 3  
**Prerequisites:** HSP_MGMT 3500. Open to Hospitality Management seniors only

**HSP_MGMT 4993: Internship in Hospitality Management**
Students apply concepts and theories from their coursework to practical work experiences in the hospitality industry, under the direction of industry professionals and faculty evaluation. It is the student's responsibility to secure an internship position and all internship experience must have prior approval from his/her advisor. In addition to the field experience, students will develop their problem solving and analytical skills through projects that are operational in nature. Graded on A-F basis only. Enrollment is limited to students who have completed a minimum of 75 credits and completed HSP_MGMT 1100, HSP_MGMT 2190 and one of the courses from students designated emphasis areas: HSP_MGMT 3200, HSP_MGMT 3300, HSP_MGMT 3400 or HSP_MGMT 3500. Enrollment limited to Hospitality Management students with a minimum of 75 credits; HSP_MGMT 1100; HSP_MGMT 2190 and one of the courses from students designated emphasis areas: HSP_MGMT 3200, HSP_MGMT 3300, HSP_MGMT 3400 or HSP_MGMT 3500.

**Credit Hours:** 3  
**Prerequisites:** Instructor's consent required

**HSP_MGMT 7100: Hospitality Human Resources Management**
(cross-leveled with HSP_MGMT 4100). Examines effective management of human resources issues in hospitality businesses. It addresses issues related to managing subordinates through hiring the right person for the position, training properly, evaluating employees' performance accurately and promptly, rewarding good behaviors, and motivating and coaching them. Manpower planning, equal employment practices and employee relations, quality of work life, compensation and reward structure, and how to make sound human resource management decisions will also be discussed. Graded on A-F basis only.

**Credit Hours:** 3  
**Prerequisites:** Instructor's consent
HSP_MGMT 7110: Hospitality and Tourism Marketing
(cross-leveled with HSP_MGMT 4110). Application of a customer-oriented approach to sales and marketing management in hospitality and tourism industry. The marketing techniques available to hospitality businesses are described and evaluated, including service marketing mix, packaging, travel trade, advertising, sales promotion, merchandising, and personal selling. Marketing of hospitality services regarding human factors, consumer demand, planning, professional considerations are also discussed. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: instructor's consent

HSP_MGMT 7180: Strategic Management in the Hospitality Industry
(cross-leveled with HSP_MGMT 4180). Focuses on developing conceptual skills and application of the principles of strategic management in the context of the hospitality industry. It involves handling and analyzing ambiguous facts as well as relevant industry problems and issues facing management personnel in the global hospitality markets. Topics include: Business environments, mission statement, corporate and business strategies, evaluation and control. It requires that students to apply functions of management, finance, human resources, and marketing, learn how to engage in planning by examining situations from the perspectives of customer, employee, and management. The ultimate goal is to encourage students to think "out-of-the-box" in order to find innovative solutions that will reshape the hospitality industry and define how the hospitality company of tomorrow will create value. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: Instructor's consent

HSP_MGMT 7200: Destination Management
(cross-leveled with HSP_MGMT 4200). An overview of hospitality and tourism destination management using a system approach that integrates a variety of hospitality and tourism organizations and businesses. Destination management will be examined from the perspectives of travelers and destination communities in the context of economic, socio-cultural, and environmental impacts. Optimal planning, development, marketing of destination image and position in the context of the overall management plan will be addressed. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: instructor's consent

HSP_MGMT 7400: Hospitality Finance Management
(cross-leveled with HSP_MGMT 4400). Application of financial principles to the hospitality industry. The focus is to provide students a foundation on how to use numbers and fundamental financial analysis to operate a successful hospitality business. Topics include forecasting, profit and loss statement, balance sheet, capital budgeting, and revenue management related to the hospitality industry. Graded on A-F basis only.

Credit Hours: 3
Prerequisites: instructor's consent