



**HOTEL & RESTAURANT
M A N A G E M E N T**



**NORTHERN
ARIZONA
UNIVERSITY**

**SCHOOL OF HOTEL & RESTAURANT MANAGEMENT
The W.A. FRANKE SCHOOL OF BUSINESS**

And



PimaCommunityCollege

HOTEL AND RESTAURANT MANAGEMENT PROGRAM

PARTNERSHIP

Student  Blueprint

C/NAU SHRM Director

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The PCC/NAU Student Blueprint is intended to be used as a supplement to the NAU Undergraduate Catalog, which is the official source of information regarding degree requirements. The Student Blueprint concentrates on information otherwise not covered by the NAU Undergraduate Catalog. It should be used in conjunction with advise from your assigned advisor

NAU is and Equal Opportunity/Affirmative Action Institution

Mission Statement

The mission of the School of Hotel and Restaurant Management is to develop students' professional and technical competence in preparation for leadership responsibility in hospitality-related enterprises. The undergraduate degree curriculum is designed to provide intellectual growth, communication skills, ethical awareness, appreciation of values and society, and professional knowledge of the hospitality industry.

Objectives

- Provide individualized attention to students, resulting in high retention and graduation rates.
- Provide educational outreach programs throughout the state of Arizona.
- Provide quality teaching and advising by faculty with extensive educational and industrial experience.
- Link with industry to maximize potential for career opportunities.
- Provide a comprehensive, well-balanced hospitality curriculum that is respected by the hospitality industry and alumni.
- Deliver a full array of educational resources in a conducive learning environment, where high professional and ethical standards are maintained.

To Maintain Good Academic Standing

You must maintain a cumulative GPA of 2.0 in all NAU coursework and 2.25 GPA in all Hospitality Administration core and required support courses: HRM 102 and 202 or ACC 101 and FIN 303 or HA 351.

If either grade point average drops below the minimum, a student is considered to be on **academic probation**. A student placed on academic probation must achieve a minimum grade point average of 2.5 for each subsequent term until the overall grade point average and HRM grade point average again reach at least 2.0 and 2.25, respectively. When these two minimum grade point averages are again reached, the student will be considered in satisfactory academic standing.

Advisement, Admission, and Registration Information

Step # 1 For program information, call NAU/PCC partnership Program in Hotel and Restaurant Management, (520) 206-2299, or Northern Arizona University Statewide Academic Programs (520) 879-7900

Step # 2 If you have already started the program at Pima Community College and are ready to start taking NAU courses, make an appointment with Armando Trujillo, director, at Room C329, Northwest Campus, 7600 N. Shannon Rd., Tucson, AZ 85709-7050, (520) 206-2299.

If you are new to the program and have not taken required prerequisites for upper division courses, make an appointment to see either Armando Trujillo or John Dailey, lead faculty, at Pima Community College, (520) 206-2079.

Step # 3 Complete NAU undergraduate admission application, then take it to the NAU/Tucson Office, 401 N. Bonita Avenue, Tucson, AZ 85709-5090, (520) 879-7900, at least two months before taking NAU courses.

NAU/PCC Faculty – Tucson

Armando Trujillo, Director

Phillip Grant, Adjunct Faculty PCC/NAU

Carlo Buscemi, Adjunct Faculty NAU

Patrick Cray, Adjunct Faculty NAU

(520) 206-2176 Office

John Dailey, Lead Teacher PCC/NAU

Michael Hirsch, Adjunct Faculty PCC/NAU

Kelly Robinson, Adjunct Faculty PCC/NAU

Jennifer Hager, Adjunct Faculty NAU

(520) 206-2100 Fax

NAU Statewide Information

(520) 879-7900, 7970

Patty Diaz, Tucson Area Coordinator

NAU Flagstaff HRM

(928) 523-7334

Barbara Ficker, Secretary

The Hospitality Industry: A Reality Check

The Hospitality industry is the fastest-growing industry in the world and the second largest in the state of Arizona. It offers some of the most exciting and challenging careers you can find. The potential rewards are unlimited, and advancement can be rapid. But like most things in life, excitement and reward do not come without a price. The price in the hospitality industry comes primarily in the form of hard work and varying degrees of sacrifice in your personal life.

Long workweeks tend to be the norm in the hospitality industry. During these extended workweeks, managers are bombarded with problems and expected to perform a variety of tasks, from budgeting to settling a dispute between a customer and an employee.

The hospitality industry is different from other industries, especially those that produce tangible products. Hospitality is people dealing with people. This results in a less standardized product and a less controlled environment. The hospitality industry is in a constant state of making and delivering a product.

Hospitality operations are open long hours to serve the customer. Most lodging operations are open 365 days a year, 24 hours a day. While some smaller motel operations may close their offices during the night or during the off-season, these are exceptions rather than the rule.

In the hospitality industry, you will most likely be working when others are having fun. Weekends and holidays are busy times in restaurants and hotels. Yet it is fair to say that working with hotel and restaurant guests is seldom boring. Every new customer is a new challenge, and you are certainly not chained to a desk.

Perhaps the best formula for having a successful career and leading a happy life is to achieve **balance**. There needs to be a sense of self-fulfillment that comes from doing something beneficial for society. The hospitality industry is a dynamic, exciting, and wonderful place to work. A career in hotel and restaurant management can provide a lifetime of pleasure and satisfaction.

If you...

- Enjoy working with and around people
- Have energy and are willing to meet whatever challenges each day may bring
- Thrive in a fast-paced environment
- Like to wear different “hats” and be flexible
- Are not afraid of hard work, then you belong in the hospitality industry, and **this is the place to begin.**

Pima Community College Associate of Arts Degree for Transfer – AA

This program area prepares students for service in the broad-based hospitality/tourism industry. Tucson's rapid growth affords many opportunities within this industry which encompasses hotels, motels, clubs, food and beverage establishments, and tourist services. Career opportunities are excellent as nearly one out of every six jobs in Arizona is related to the hospitality industry.

The program options are designed to prepare students to enter the hospitality/tourism work force and/or to update people already employed in the industry. The program options include an Associate of Arts Degree for Transfer, Recreation and Tourism Management-Associate of Arts Degree for Transfer and Associate of Applied Science Degrees in Hospitality Management, Travel Industry Operations, and Culinary Arts. The Hospitality Management Degree offers two specialty areas from which the student may choose one of the following options: *Hotel/Resort Management*, and *Food and Beverage Management*. Faculty advisors or counselors in the program area are located at the Northwest Campus.

Entrance Requirements:

Entrance requirements for the Associate of Arts Degree for Transfer are REA 112, WRT 100 or assessment at WRT 101, MAT 122 or assessment at MAT 151, and STU 101.

PCC/NAU Partnership

**Pima Community College
Associate of Arts Degree**

**Northern Arizona University
Bachelor of Science Degree**

Northern Arizona University School of Hotel and Restaurant Management has a partnership agreement with Pima Community College to offer a Bachelor's degree in the Tucson area. A stipulation of this agreement provides a waiver of 12 upper division credit hours for liberal studies providing the student completes the Associate of Arts Degree for Transfer with Pima Community College.

Students interested in the bachelor's degree in Hotel and Restaurant Management should see an NAU advisor or counselor located at the Northwest Campus or Community Campus. State regulations only permit community college students to transfer no more than 64 credit hours from a community college to a four-year institution.

Advantages to the partnership are that Pima Community College students may apply for NAU scholarships once they apply and are admitted to Northern Arizona University, the tuition for the first 64 credit hours are scheduled at the Pima Community rate, and students can complete their entire bachelor's degree in Tucson.

NAU/PCC Partnership

Suggested Curriculum Paths

Option 1 (See Tucson HRM Advisor)

Take a mixture of Hospitality Management and general education courses at Pima Community College and transfer to NAU without completing the AA Degree. This path requires that the student meet NAU's Liberal Studies requirements, which require that twelve (12) credits of Liberal Studies be met by upper division, that is, 300 or 400 level courses.

This path requires that the student take 12 upper division Liberal Studies credits. This path may be attractive to a student that already has a large number of community college credits, or to a student who has several credits from another 4-year institution.

Option 2

Earn the Associate of Arts Degree for Transfer in Hospitality Management at Pima Community College. A stipulation of the partnership agreement between NAU and PCC includes a waiver of 12 upper division credit hours for liberal studies providing the student completes the Associate of Arts degree with Pima Community College.

This path requires that the student complete all liberal studies requirements at Pima. The limit of 64 credit hours that may be transferred from a community college means that students take more general education courses and fewer Hospitality Management courses at Pima. The student would therefore have to take HA 335, Hospitality Law; and HA 345, Hospitality Human Resources Management; from NAU rather than HRM 235 and HRM 245 from Pima.

The Student is ultimately responsible for choosing his or her own classes and program of study, but SHRM strongly recommends that the student make such decisions together with his/her advisor.

NAU B.S. Degree from PCC Partnership Option 2

This plan works well for most Community College students.

Requirements

AGEC A Arizona General Education Curriculum A

English Composition – WRT 101 & WRT 102 or WRT 107 and WRT 108 (for International Students).....	6 hours
Humanities and Fine Arts.....	6 hours
Biological & Physical Sciences.....	8 hours
Mathematics (<i>MAT 142 or higher</i>).....	3 hours
Social and Behavioral Science.....	6 hours
<i>It is recommended that ECN 200 be included in this category.</i>	
Other Requirements Modern Language.....	8 hours
Total ¹	37 hours

Associate of Arts Degree for Transfer

Required Core Courses.....	9 hours
<i>To include HRM 100, 101, 150</i>	
Required Support Courses.....	26 hours
<i>To include ACC 101, CSA 101, CUL 101, CUL 130, ECN 200*, Modern Language* (8 cr hrs), Elective (3-6 cr hrs)</i>	
Total.....	61-64 hours

Major Requirement Hospitality.....

72** hours
These 72 hours include a hospitality administration core, business auxiliary requirements, and specialization requirements

Electives.....

5 hours
You must take sufficient general electives to complete 120 credit hours. We strongly encourage you to take courses that support your area of interest and that focus on cultural awareness and interpersonal and communication skills.

Total.....120-122 hours

* *Satisfied if Completed in AGECE Requirement*

** *Most Hospitality courses taken from Pima Community College satisfy NAU Hospitality Core Requirements. See match*

This plan works for students who are attending Pima Community College and receive their Associate of Arts Degree for transfer.

2008 NAU/PCC Partnership
Suggested Curriculum Path- Option 1 (Liberal Studies Requirements)
BS: Hotel and Restaurant Management from Tucson Campus

First Year											
1 st Semester						2 nd Semester					
<u>PCC</u>		<u>Course</u>		<u>Hr</u>		<u>PCC</u>		<u>Course</u>		<u>Hr</u>	
HRM 100		Into Hosp Industry		3		HRM 150		Exec. Housekeeping I		3	
HRM 101		Front Office Procedures		3		ANT 112		NAU Diversity Req		3	
WRT 101	(1)	Writing		3		WRT 102	(1)	Writing		3	
MAT 142		Topics in College Math		3		Fine Arts		(Aesthetic & Hum Inq)		3	
LANG		Second Language		4		LANG		Second Language		4	
				16					16		
Second Year											
1 st Semester						2 nd Semester					
<u>PCC</u>		<u>Course</u>		<u>Hr</u>		<u>PCC</u>		<u>Course</u>		<u>Hr</u>	
HRM 110		Food Ser. Systems Mgt.		3		HRM 111		Commercial Foods.		3	
CSA 101		Computer Fundamentals		3		ACC 101	(2)	Accounting		3	
Humanities		Humanities Req.		3		HRM Elec		Cooperative Class in HRM		3	
ECN 200	(3)	Micro/Macro Economics		3		ANT 148		NAU Diversity Req		3	
Lab Sci.		Science w/ Lab		4		Lab Sci.		Science w/ Lab		4	
				16					16		
Third Year											
1 st Semester						2 nd Semester					
<u>NAU</u>		<u>Course</u>		<u>Hr</u>		<u>NAU</u>		<u>Course</u>		<u>Hr</u>	
Core	HA 260	Hosp Managerial Accounting		3	Core	HA 390	International Hospitality Operations		3		
Core	HA 270	Hosp Information Technology		3	Core	HA 400	Hosp Sales Management		3		
Core	HA 335	Hospitality Law		3	Core	HA 345	Human Resource Mgt.		3		
Core	HA 315 W	Hosp Leadership Systems		3	Elec	HA 445	Training & Evaluation		3		
BusAux	MGT 303	Concepts in Management		3	BusAux	HA 351	Corporate Finance for Hospitality		3		
				15					15		
Fourth Year											
1 st Semester						2 nd Semester					
<u>NAU</u>		<u>Course</u>		<u>Hr</u>		<u>NAU</u>		<u>Course</u>		<u>Hr</u>	
Core	HA 355	Food & Beverage Cost Control		3	Core	HA 490C	Senior Seminar		3		
Core	HA 365	Hosp Marketing		3	Elec	HA 442	Advanced Food and Beverage		3		
Elec	HA 284	International Travel & Tourism		3	Elec	HA 408	Fieldwork Experience (1-12)		12		
Elec	HA 405	Convention and Group Planning		3	Elec	HA 497	Independent Study (1-6)				
				12					15		

- (1) Must complete WRT 101 and WRT 102 to receive credit for NAU's English Composition requirement.
- (2) Must Complete ACC 101 at PCC to receive credit for ACC 255 at NAU.
- (3) ECN 200 at PCC satisfies the requirement for microeconomics and macroeconomics at NAU.
- (4) Students select Liberal Studies courses, which include 34 hours of lower division (100-200 level) and 12 hours of upper division (300-400 level) from any of the liberal Studies disciplines. Upper division courses may only be taken through NAU. For Liberal Studies courses by discipline, please refer to the NAU catalog under "Liberal Studies Requirements" or the class schedule.

School of Hotel and Restaurant Management

PCC / NAU PARTNERSHIP

AA Degree for Transfer (Option 2)

NAME (LAST, FIRST, M.I.)	PCC I.D. NUMBER	ADVISOR	CATALOG

1. AGECE Category Requirements 35 cr. hrs.

	HRS	GR	SEM	COLLEGE
A. English Composition 6 HRS				
WRT 101	3			PCC
WRT 102	3			PCC
WRT 107	3			PCC
WRT 108	3			PCC
<i>Students take either WRT 101 & WRT 102, or WRT 107 & WRT 108</i>				
B. HUMANITIES and FINE ARTS 6 HRS				
	3			PCC
ANT 148	3			PCC
C. BIOLOGICAL & PHYSICAL SCIENCES 8 HRS				
	3/1			PCC
	3/1			PCC
D. MATHEMATICS 3 HRS				
MAT 142	3			PCC
E. SOCIAL & BEHAVIORAL SCIENCES 3-6 HRS				
ECN 200	3			PCC
ECN 200 fulfills 3 cr. hrs. of this requirement Recommended				
ANT 112	3			PCC
F. Other Requirements MODERN LANGUAGE 8 HRS				
	4			PCC
	4			PCC
TOTAL Credits	34 - 37			
AGECE Completed				

YES _____ NO _____

2. MAJOR REQUIREMENTS NAU 80 HRS

	HRS	GR	SEM	COLLEGE
A. HOSPITALITY ADMINISTRATION CORE 48 HRS				
*HRM 100	{3}	√		PCC
*CSA 101	{3}	√		PCC
*HRM 101	{3}	√		PCC
*HRM 150	{3}	√		PCC
HRM 110	{3}	√		PCC
HRM 111	{3}	√		PCC
HA 260	3			NAU
HA 270	3			NAU
HA 315 W (jr. wrt. req)	3			NAU
HA 335, *HRM 235	3 / {3}			NAU/PCC
HA 340 Req Fall 08	2			NAU
HA 345, *HRM 245	3 / {3}			NAU/PCC
HA 355	3			NAU
HA 365	3			NAU
HA 390	3			NAU
HA 400	3			NAU
HA 490C SR Capstone	3			NAU
B. BUSINESS AUXILIARY COURSES* 12 HRS				
ACC 255, *ACC101	{3}	√		PCC
ECN 200	3			PCC
MGT 303	3			PCC
		√		PCC
FIN 303 or HA 351	3			NAU
<small>* A minimum GPA of 2.25 in all NAU Hospitality Administration Core and Business Auxiliary courses is required by graduation.</small>				
C. MODERN LANGUAGE 8 HRS				
	4	√		PCC
	4	√		PCC
D. ADVISER APPROVED ELECTIVES 12 HRS				
Internship	3 -12			NAU
Independent Study	3 - 6			NAU
HA 401	3			NAU
HA 405	3			NAU
HA 411	3			NAU
HA 442	3			NAU
Total MAJOR Credits 85 - 88				
DEGREE COMPLETION CHECK (TO BE FILLED IN BY ADVISMENT OFFICE)				
AGECE <input type="checkbox"/> Associate of Arts Degree for Transfer <input type="checkbox"/>				
TOTAL HRS (120 MIN) <input type="checkbox"/> C.C. TRANSFER HRS (64 MAX) <input type="checkbox"/>				
TOTAL NAU HRS (30 MIN) <input type="checkbox"/> CUM GPA (MIN 2.00 REQ) <input type="checkbox"/>				
COMBINED HA CORE & BUS AUX GPA (min 2.25 req) <input type="checkbox"/>				
TOTAL UPPER DIVISION HRS (30 MIN) <input type="checkbox"/> NAU HRS (18 MIN) <input type="checkbox"/>				
800 HRS HOSPITALITY WORK EXPERIENCE. <input type="checkbox"/>				

ASSOCIATE of ARTS DEGREE for TRANSFER

G. REQUIRED CORE COURSES				
A grade of "C" or better for Graduation				
HRM 100	3			PCC
HRM 101	3			PCC
HRM 150	3			PCC
H. REQUIRED SUPPORT COURSES				
ACC 101	3			PCC
CSA 101	3			PCC
HRM 110	3			PCC
HRM 111	3			PCC
ECN 200* MAT 092	{3}	√		PCC
SECOND LANG	{8}	√		PCC

NORTHERN ARIZONA UNIVERSITY
SCHOOL OF HOTEL and RESTAURANT MANAGEMENT
CERTIFICATE CHECKLIST

NAME (LAST, FIRST, M.I.)	NAU I.D. NUMBER	ADVISOR

CERTIFICATE IN RESTAURANT MANAGEMENT*

REQUIRED COURSEWORK					
17 HRS					
PREFIX & #	TITLE	HOURS	GRADE	SEM	UNIVERSITY
HA 240	Food Service Systems Management	3			
HA 340	Beverage & Bar Operations	2			
HA 345	Hospitality Human resource Management	3			
HA 355	Food & Beverage Cost Control	3			
HA 442	Advanced Food & Beverage Management	3			

CERTIFICATE IN INTERNATIONAL TOURISM MANAGEMENT*

REQUIRED COURSEWORK					
15 HRS					
PREFIX & #	TITLE	HOURS	GRADE	SEM	UNIVERSITY
9 HOUR CORE					
HA 390	International Hospitality Operations	3			
PL 376	Planning for Sustainable Tourism	3			
PRM 300	Ecotourism	3			
6 HOURS FROM THE FOLLOWING LIST					
HA 270	Hospitality Information Technology II	3			
HA 284	International Travel & Tourism	3			
HA 384	Destination Development	3			
HA 400	Hospitality Sales Management	3			
HA 401	Resort Management	3			
GGR 576**	Geography of Tourism & Recreation	3			
PRM 325	Special Events Planning	3			
PRM 383	Community and Commercial Recreation	3			

** Graduate course. Please consult with the NAU Graduate College for details on how to register.

***SPECIAL NOTES**

All 15 hours of certificate coursework must be completed at NAU. All certificate coursework must be completed with grades of C or better.

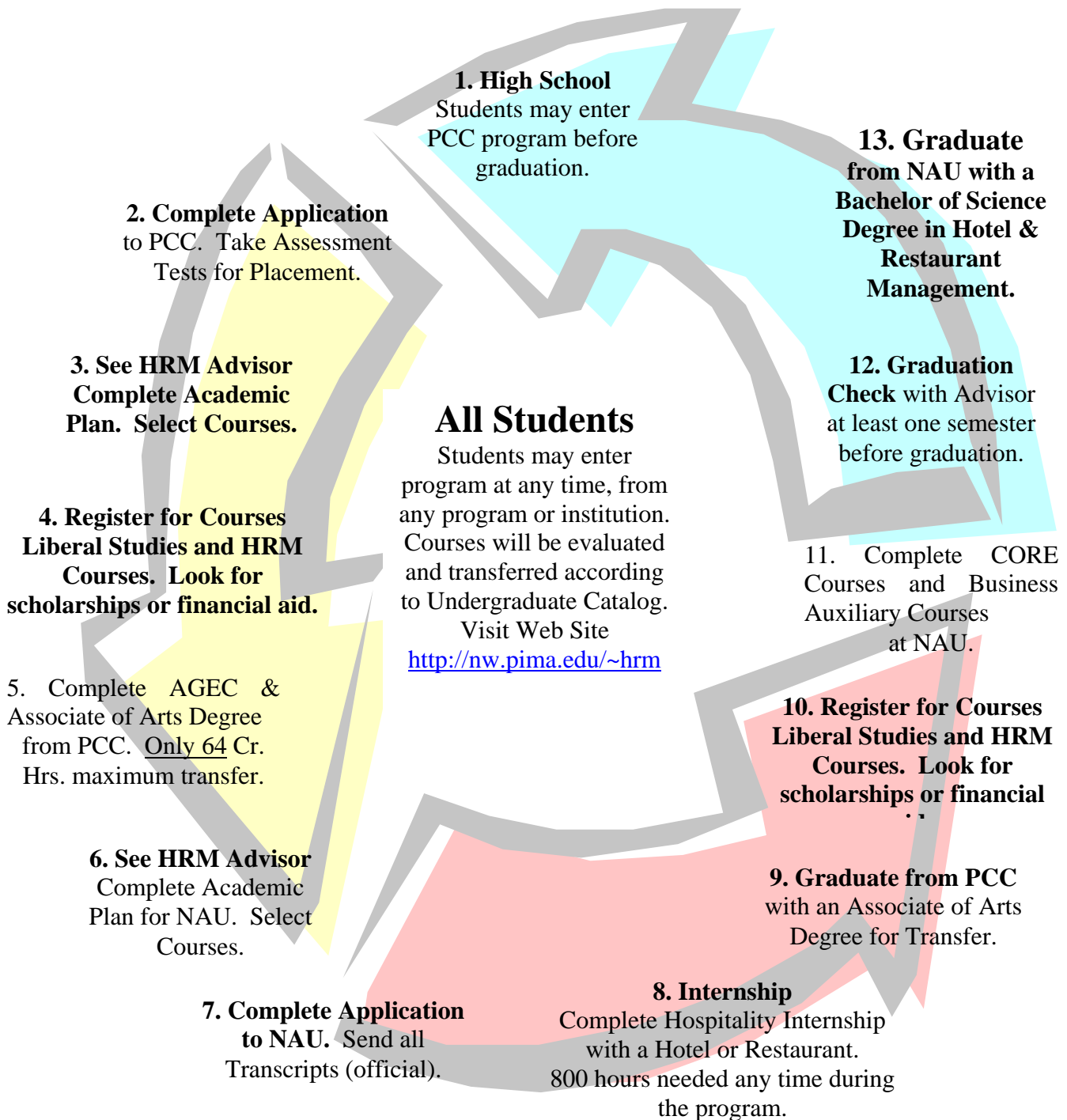
Please be aware that some courses have prerequisites that you must also take. Consult the current NAU Undergraduate Catalog for details.

Some courses may not be offered every semester. Please contact the department that offers the course for more information.

To be awarded a certificate at the completion of your studies, you must submit a certificate application form to the NAU Registrar's Office. Please consult with your advisor for details.

HRM

DEGREE OVERVIEW CYCLE



Pima Community College CORE Course Descriptions

Hotel & Restaurant Management

HRM 100: Introduction to the Hospitality Industry (3)

Overview of the hospitality, travel and tourism industry. Includes hospitality careers, foodservice, restaurant organization, hotels and hotel organization, club organization, meeting industry, management and leadership, human resources, marketing and selling, marketing communications, management companies, franchising, and ethics in hospitality management. *(Formerly HOS 100)*

HRM 101: Front Office Procedures (3)

Principles and procedures for front office operations in hotels and resorts. Includes classification of hotels, hotel organization, front office operations, reservations, registration, front office accounting, check out and statement, night audit, planning and evaluating operations, revenue management, and managing human resources. *(Formerly HOS 101)*

HRM 150: Executive Housekeeping (3)

Principles of housekeeping management. Includes housekeeping techniques, work controls, and security and safety. *(Formerly HOS 150)*

HRM 235: Hospitality Law (3)

Examination of the legal aspects of hospitality management. Includes basic legal principles governing hospitality operation, hotel-guest relationship, hotel's duties to guests and others, laws relating to restaurants, foodservice, and bars, and laws relating to hotel employees and general hotel operations. *[May be taken as HA 335 from NAU] (Formerly HOS 235)*

HRM 245: Hospitality Human Resource Management (3)

Examination of personnel issues. Includes recruitment, selection, orientation, training, wage and benefits, legal issues, and employee appraisal. *[May be taken as HA 345 from NAU] (Formerly HOS 245)*

CUL 101 Principles of Restaurant Operations (3)

Fundamentals of operating and managing small and large restaurants. Includes workstations, food preparation equipment, personnel, sanitation, safety, costs, and food and beverage service. *(Formerly RCF 101)*

CUL 130 Hot Foods I (3)

Introduction to all facets of hot foods. Includes classical stocks, sauces, soups, liaisons: roux and starches, cooking techniques, preparation of vegetables, and butchering. *(Formerly RCF 102)*

ACC 101 Principles of Accounting: Financial (3)

Introduction to accounting as a service activity, analytical discipline, and information system. Includes quantitative information to make decisions, identification of events that characterize economic activity, and the collection and communication of economic activity. Also includes recording accounting data, internal control of assets, measurement and reporting of liabilities and owner's equity. *Prerequisites: Eligible to take MAT 110*

CSA 101 Computer Fundamentals (3)

Overview of computer applications and functions. Includes historical significance of the computer, components of a computer system, spreadsheets, database, and word processing use within a workplace. Also includes advanced office software, office networking, and computer networks for communication and information. *(Formerly CSC 105)*

Northern Arizona University CORE Course Descriptions

Hotel & Restaurant Management

- HA 260: Hospitality Managerial Accounting (3)**
Studies financial statement analysis, asset management, ratio analysis, analytical techniques, and investment decision-making. *Prerequisite(s): ACC 101 and CSA 101*
- HA 270: Hospitality Information Technology II (3)**
Describes the basic functions found in hotel and restaurant management systems and devotes a significant amount of time to learning industry-specific applications. *Prerequisite(s): HA 170*
- HA 315W: Hospitality Leadership Systems (3)**
Theoretical and practical overview of leadership and communication processes that are characteristic of the hospitality industry. This course fulfills NAU's junior-level writing requirement. *Prerequisite(s): WRT 101 and WRT 102*
- HA 335: Hospitality Law (3)**
Common law and its application to the hospitality industry, such as basic contracts, administrative law, government regulations, and legal concerns resulting from the innkeeper/guest relationship. *May be taken as HRM 235 with PCC*
- HA 345: Hospitality Human Resource Management (3)**
Development of human resource management skills; exploration of ethical issues inherent to the hospitality industry.
- HA 355: Food and Beverage Cost Control (3)**
Management of systems and techniques used to control food, beverage, and labor costs in the hospitality industry. *Prerequisite(s): ACC 101 and CSA 101*
- HA 365: Hospitality Marketing (3)**
Marketing objectives and strategies related to consumer demands, marketing planning, and selling methodologies for the hospitality industry.
- HA 390: International Hospitality Operations (3)**
Multinational hospitality operations with emphasis on U.S. corporate planning for overseas operations. *Prerequisite(s): HRM 101 and ECN 200*
- HA 400: Hospitality Sales Management (3)**
Examines sales management and skills methodologies specifically applied to the hospitality industry and its sub-industries. *Prerequisite(s): HA 365*
- HA 490C: Senior Seminar (3)**
Incorporates organizational theory, strategic planning, and simulated problem solving. *Prerequisite: Senior status in HRM and completion of or concurrent enrollment in remaining HA core courses or academic advisor's written approval.*

Pima Community College Elective Course Descriptions

Hotel & Restaurant Management

- HRM 102: Hospitality Financial Accounting I (3)**
Concepts and procedures used in the hospitality financial cycle. Includes accounting theory and practice, business organization, financial statement, chart of accounts, assets, liability, and equity accounts, revenue and expense accounts, effects of business transactions, debits and credits, accounting records, journalizing and posting, month-end accounting process, year-end accounting process, and computer applications. *Prerequisite(s) MAT 082 or equivalent score on the mathematics assessment test.*
- HRM 202: Hospitality Financial Accounting II (3)**
Concepts and procedures used in intermediate hospitality financial accounting cycle. Includes hotel revenue accounting and controls, hotel expense accounting, periodic inventory method, hotel financial statements, analysis of financial statements, statement of cash flows, property and equipment accounting, other non-current asset accounting, inventory accounting process, hospitality payroll accounting, internal control, and selected accounting topics. *Prerequisite(s) MAT 082 or equivalent score on the mathematics assessment test.*
- HRM 104: Hotel Food and Beverage Management (3)**
Hotel food and beverage operations and management. Includes volume food management history, management structures and functions, personnel management, facilities, tools, and equipment, purchasing and storage, beverage management and service, controlling costs/quality assurance, food preparation techniques, sanitation, liability issues, menus and recipes, and food products.
- HRM 120: Meetings and Convention Management I (3)**
Basic principles of the meetings, convention, and trade show industry. Includes types of meetings as a social phenomenon, economic impact, suppliers and servicers to the industry, and the role of the meeting planner.
- HRM 199: Co-op Related Class in HRM (1)**
Co-requisite(s): Concurrent enrollment in 199 Co-op Work. Introduction to Cooperative Education for first-year students (instruction which provides for success in securing and retaining a training job related to subject area). Social and psychological reasons for working, methods of securing employment, preparation of career and job-related objectives and evaluation of student work experience. *Information: may be taken two times for a maximum of two credits.*
- HRM 199W: Co-op Work in HRM (3)**
Co-requisite(s): Concurrent enrollment in 199 Co-op Related Class. A supervised cooperative work program for students in a related occupational area. Teacher-coordinators work with students and their supervisors. Variable credit is available by special arrangement. *Information: May be taken two times for a maximum of sixteen credits.*
- HRM 299: Co-op Related Class in HRM (1)**
Co-requisite(s): Concurrent enrollment in 299 Co-op Work. Introduction to Cooperative Principles of job success. Preparation of job-related objectives, individual progress and advancement on the job, labor relations, role of management, and evaluation of student work experience. Emphasis on attitude adjustment. *Information: may be taken two times for a maximum of two credits.*
- HRM 299W: Co-op Work in HRM (3)**
Co-requisite(s): Concurrent enrollment in 299 Co-op Related Class. A supervised cooperative work program for students in a related occupational area. Teacher-coordinators work with students and their supervisors. Variable credit is available by special arrangement. *Information: May be taken two times for a maximum of sixteen credits.*

Northern Arizona University Course Electives Descriptions

Hotel & Restaurant Management

- HA 284 International Travel and Tourism (3)**
Provides an in-depth examination of international tourism including scope, socioeconomic impact, and tourism development.
- HA 325 Facilities, Equipment, and Layout (1)**
Fundamentals of facilities planning for commercial, institutional, and industrial food service, including planning, layout, and design of production and service areas. *Prerequisite: HA 240 or written approval of academic advisor.*
- HA 340 Beverage and Bar Operations (3)**
Introduces the history of the beverage industry and the production and classification of alcoholic beverages. The sales, service, and control system of the alcoholic beverage industry are also discussed. *Prerequisite: HA 240 or written approval of academic advisor; must be 21 yrs of age or older.*
- HA 351 Corporate Finance for Hospitality Managers (3)**
Examines financial management's role within the hospitality industry and how it maximizes the value of hospitality corporations.
- HA 371 Hospitality Information Technology III (1)**
Technology as a management (versus operations) tool in problem solving at property or corporate levels. Topics include application acquisition. *Prerequisite: HA 270 or consent of academic advisor.*
- HA 384 Destination Development (3)**
Development of the destination tourist attraction with an emphasis on economic, environmental, and sociological factors. *Prerequisite: HA 284*
- HA 399 Modular Learning Experience (1-3)**
In-depth study of an aspect, concept, or problem. May be repeated for up to 6 hours of credit.
- HA 401 Resort Management (3)**
Introduces resort planning, development, and management; special topics include financial and marketing considerations unique to the resort environment.
- HA 405 Convention and Group Planning (3)**
Group business as it relates to hospitality industry sales, planning, and marketing. *Prerequisite: HA 210*
- HA 408 Fieldwork Experience (1-12)**
Supervised field experience in an appropriate agency or organization. Pass-fail only.
- HA 411 Club Management (3)**
Introduces the history, organization, management, and recreation of various private country and city clubs.
- HA 421 Property Systems Design (3)**
Principles and techniques required to successfully analyze, design, plan, and maintain various types of hotel and restaurant facilities.
- HA 435 Hospitality Litigation (3)**
In-depth analysis of the litigation processes both procedurally and substantively as it relates to the hospitality industry. *Prerequisites: HA 335 and academic advisor's consent.*
- HA 442 Advanced Food and Beverage Management (3)**
Development of a business plan and operational procedures for a restaurant operation. *Prerequisites: HA 240 and 335*

HA 445 Training and Evaluation (3)

Applications- based course in how to design, implement, and evaluate training using an instructional design model. *Prerequisite: HA 345*

HA 477 Gaming and Casino Management (3)

History, development, and management of casinos and gaming. Emphasizes environment, operations, regulation, accounting, auditing, and taxation of casinos and gaming operations.

HA 492 International Hospitality Marketing (3)

Marketing to the international traveler industry and public sector. *Prerequisite: HA 365 or academic advisor's written approval.*

HA 494 European Hospitality and Tourism (3)

Introduces the elements of European travel, tourism, and lodging. Emphasizes immersion into hospitality systems. Attention paid to sociopolitical influence. *(Taught concurrently in Europe with HA 495.)*

HA 495 European Food Service Management (3)

In-depth analysis of various European food preparation, food service, and food management practices, focusing on firsthand experience. *(Taught concurrently in Europe with HA 494.)*

HA 497 Independent Study (3)

Individualized approach to selected topics by guided reading and critical evaluation. Areas of study are determined with faculty member. Pass-Fail only

HA 499 Contemporary Developments (1-3)

Examines recent trends and investigations in a selected area of particular major field of study. Letter grade or pass-fail.

-Important Note-

Because NAU will only accept up to 64 hours of transfer credit from a community college, the following courses must be taken through NAU:

HA 260, HA 270, HA 315, HA 355, HA365, HA 390, HA 405, HA 490, FIN 300, 12 hours of advisor approved electives and 12 hours of upper division liberal studies [waived for students who earn the AA degree from Pima Community College (PCC)]

HA 335 and HA 345 should normally be taken from NAU, but under special circumstances may be taken from PCC.

NAU/PCC Hospitality Course Match

Required Core Courses	NAU Course #	Pima Course #
*Introduction to the Hospitality Industry (3)	HA 100	HRM 100 or HOS 100
*Hospitality Information Technology (3)	HA 170	CSA 101, CSC 100, 105,
*Guest Service Management (3)	HA 170	HRM 101 or HOS 101
*Introduction to Property Management (3)	HA 210	HRM 150 or HOS 150
*Food Service Systems Management (3)	HA 240	CUL 101 or RCF 101
Dining Service Management (1)	HA 242	Waived for PCC students
*Commercial Food Lecture & Lab (3)	HA 243/L	CUL 130 or RCF 101
Hospitality Managerial Accounting (3)	HA 260	
Hospitality Information Technology II (3)	HA 270	
Hospitality Leadership Systems (3)	HA 315W	
*Hospitality Law (3)	HA 335	HRM 235 or HOS 235
*Hospitality Human Resource Management (3)	HA 345	HRM 245 or HOS 245
Food and Beverage Cost Control (3)	HA 355	
Hospitality Marketing (3)	HA 365	
International Hospitality Operations (3)	HA 390	
Hospitality Sales Management (3)	HA 400	
Senior Seminar (3)	HA 490 C	
Business Auxiliary Courses Required		
*Principles of Accounting: Financial (3)	ACC 255	ACC 101, (HOS 102 & HOS 202)
*Principles of Economics: Micro (3)	ECO 284	ECN 201
*Principles of Economics: Macro (3)	ECO 285	ECN 202
<i>Pima Community College ECN 200 satisfies ECO 284 & 285</i>		ECN 200
Concepts in Finance (3)	FIN 303 or HA 351	
Corporate Finance for Hospitality Managers (3)		

Electives

Internship (1-12)	HA 408
Independent Study (1-6)	HA 497
Convention and Group Planning (3)	HA 405
Club Management (3)	HA 411
Advanced Food and Beverage Management (3)	HA 442
Gaming and Casino Management (3)	HA 477

* Pima Community College courses substitute for NAU hospitality courses. (Only 64 credit hours transfer to NAU.)
 Note: NAU upper division electives must be added to complete 56 credit hours from a 4-year institution. See advisor.

WHO HAS HIRED NAU/PCC HRM GRADUATES?

ARA School Nutrition Services
ARAMARK Corporation
Arizona Biltmore
Arizona Inn
AZ Beverage Distributing Company
AW Management Corporation
Baker's Square
Bennigan's
Best Western International
Big 4 Restaurants, Incorporated
Bobby McGee's Restaurants
Boston Market
Caesar's Tahoe
Canyon Ranch
Carl's Jr.
Chart House
Chili's Grill and Bar
Coco's Restaurants
Courtyard by Marriott
Denny's, Incorporated
Desert Subway
Disneyland
Doubletree Hotels
Embassy Suites, Incorporated
Famous Dave's Restaurants
Four Seasons Hotels
Furr's Cafeteria
Harveys Resort and Casino
Hilton Hotels Corporation
Hilton El Conquistador Resort & Country Club
The Hotel Group
Houston's Restaurants
Houlihan's Restaurants
InnSuites International
ITT Sheraton Corporation
J. B.'s Restaurants
Kitano Hotels
La Quinta Inns
Loew's Ventana Resort
The Lodge at Ventana
Lyons Restaurants, Incorporated
Main and Main Restaurants
Marriott Corporation
Marie Callendar's Restaurants
Marriott at Starr Pass
Mesa Pavilion Hilton
Miraval
Old Spaghetti Factory
Omni Tucson National Golf Resort & Spa
Peter Piper Pizza
The Pointe Resorts
General Mills/ Red Lobster
Restaura, Inc.
Rusty Pelican Restaurant
S.E. Rykoff
Servico Hotels & Resorts
Sizzler International
Souplantation/Sweet Tomatoes
Sysco Food Service of America
Taco Bell
TGI Fridays, Incorporated
Village Inn Restaurants
Wendy's international, Incorporated
Westward Look Resort
Westin La Paloma
Wyatt's Cafeterias

One-Of-A-Kind Programs

Summer Studies in Switzerland

The Summer Studies Program will be based at Ecole Hoteliere Les Roches (Les Roches Hotel School), located in Bluche, Switzerland, in the heart of the Swiss Alps. Les Roches Hotel School is a member of the internationally respected Swiss Hotel Association. Students from all over the world come to study at Les Roches, making for a truly international environment.

Each student will participate in two three-hour upper-division courses (six hours of HA 499), for which no prerequisites are required. As an additional recognition of the value of this program, each student will receive 400 hours of work experience credit, which may be applied to the graduation requirement of 800 hours. Classes meet from three to four days a week during the five-week program, with the remainder of each week devoted to travel. Learn about Europe—its people, customs, and the nature of the European hospitality industry—while traveling throughout the Continent.

Fieldwork experience (Internship)

Fieldwork Experience is designed to provide qualified students with an opportunity to gain practical experience in a career field in which they have an interest and in which they have received academic training. Students invest one semester (fall, spring, or summer) and work full time on the company's premises. To be eligible for the Fieldwork Experience Program, the student's cumulative GPA must be 2.8 or above, and s/he must have completed a minimum of 61 approved credit hours, which includes the university core of liberal studies and the SHRM core curriculum before being approved for the internship experience.

This Fieldwork Experience provides an extraordinary opportunity for students to “touch their future” with hand-on experience, which often paves the way for jobs within the hospitality industry.

International Exchange Programs

Students at the School of Hotel and Restaurant Management have the possibility of studying abroad for a semester and receive NAU credit for their efforts through the International Exchange Program. The School of Hotel and Restaurant Management has exchange agreements with various institutions in Western Europe who all offer cases in English. The programs are: Leeds Metropolitan University (School of Tourism and Hospitality Management) in Leeds, England; The Netherlands Institute of Tourism and Transport Studies (Department of Tourism) in Breda, The Netherlands; The Groningen Polytechnic (Department of Facility Management) in Groningen, The Netherlands and The Monterrey Institute of Technology, Mazatlán Campus, Mazatlán, Mexico. Depending on the student's interests, s/he can study at any of these institutions, in either spring or fall, and classes taken will count for up to 15 NAU credits. Students are required to have a least a 2.5 GPA when they apply and have sophomore status (30 hours of NAU or transfer credits completed).

Besides the opportunity to study abroad, students can also do an internship in Western Europe or in any other country where the exchange partners have internship positions available and where English is spoken (United Kingdom, The Netherlands, most of Western Europe, Israel, and the Caribbean).

The program not only enables students to study in different social and academic environments, but also gives them the opportunity to live in a different culture and travel all over Europe. The exchange program has been in existence since 1994 and more than 25 HRM majors have studied abroad for a semester since its inception.

Most Frequently Asked Questions about the HRM Program...and their answer

Can I minor in Hotel and Restaurant Management?

No. Hotel and Restaurant Management courses are only open to Hotel and Restaurant management Majors or by special permission.

What is the difference between a degree in HRM and one in business?

For all practical purposes, the HRM degree is a business degree. The difference is that our degree has a concentration and focus in the hospitality industry. If you feel that you want to develop and grow professionally in this industry, this is the place for you.

What is the average starting salary I can expect to earn in the hospitality industry?

The average starting salary of HRM graduates is between \$32,000 and \$35,000 per year. Graduates placed in high cost-of-living locations are generally compensated accordingly.

How do I document my 800 hours of work experience?

Experience in the hospitality industry after high school graduation may be applied toward this requirement. Copies of pay stubs or W2 tax forms that reflect the amount of hours worked must be used as proof of your work experience. Turn your proof into the Advisement Center so it can be placed in your academic file.

Can I take my last semester of classes at a different university and still graduate from NAU?

Twelve of the last 18 hours completed for a Bachelor of Science degree must be taken in residence. In other words, you can only take your last 6 hours elsewhere and still graduate from NAU. However, you may petition to raise the number to 8 hours (applicable in the case of language or science classes, which are 4 hours each instead of 3 hours).

Will I get culinary experience?

Even though you will get hands-on experience on how a kitchen and dining room function and you will be exposed to what it takes to run an efficient operation, your culinary experience will be limited. We are not a cooking or culinary school. Students with a culinary background from a culinary school may transfer their credits to NAU as electives. Transcripts will be evaluated and used to determine placement in the HRM major.

Must I complete my Associate of Arts from PCC before I apply and take classes at NAU?

No, you do not have to complete the AA degree before you apply and take classes from NAU. However, you should complete the AA Degree before you graduate from NAU in order to take advantage of the waiver of 12 upper-division electives by completing the AA Degree from PCC.

I am a culinary student. Can I get a bachelor's degree in HRM from NAU?

Yes, you can. All culinary courses taken will be accepted as elective courses for the HRM degree. NAU courses related to restaurant management and food preparation may be waived depending on your culinary program of study.

I am a high school student. Can I start a HRM program before I graduate from high school?

Yes, you can. By taking the initial Pima CC assessments and registering for Pima courses, you can start your college studies before you graduate from high school. It is advisable to meet with an HRM advisor to plan out your curriculum program.

I am a Pima student; do I need to have scores from the ACT or SAT to enroll at NAU?

No, as a Pima student in good academic standing with grades of "P" or 2.0 or better, you can transfer 64 credit hours to NAU. Your earned G.P.A. from Pima will follow you to NAU.