



Tourism and Hospitality Program
Student Learning Outcome Mapping
Course (CLO), Program (PLO), Institutional (ILO)

Program Description: This program is designed to provide students with technical knowledge, skills and proper work habits/attitudes necessary for employment in this field. The program prepares students to work and advance in their careers in positions or management in the areas of Tour Services, Food and Beverage Operations, Hotel Operations, and Hospitality Management.

Program Learning Outcomes	Institutional Learning Outcomes
<ol style="list-style-type: none"> 1. Career Search: Students will identify career paths and positions leading to his/her choice of major in the tourism and industry. (Food & Beverage, Hotel Management, Hotel Operations, and Tour Services) 2. Work Ethics: Students will recognize, understand, and practice all aspects of workplace performance; will be involved in performing individual tasks, managing a range of different tasks, responding to contingencies or breakdowns, and dealing with responsibilities of the workplace, including working with others; and be able to apply relevant skills, knowledge, and attitudes consistently—such skills are learned over time and are required in the workplace environment. 3. Communication Skills: Students will demonstrate an understanding of importance of excellent customer service skills; describe communication process, and the skills required to interact and communicate effectively with customers. 4. Safety & Security: Students will be able to identify and describe the Occupational Health and Safety Act (OSHA) regulations and demonstrate safety practices. 5. Application: Students will practice and demonstrate knowledge and skills of accommodations with hoteliers, catering and hosting meetings, functions, and events. Students will also plan and design tours based on nature, culture, and historical activities in Palau for tourists. 	<ol style="list-style-type: none"> 1. Critical Thinking and Problem Solving: Analyze and solve problems by using informed judgment based on evidence, sound reasoning, and/or creativity to differentiate facts from opinions and to specify solutions and their consequences. 2. Communication: Effectively communicate, both orally and in writing, thoughts in a clear, well-organized manner to persuade, inform and/or convey ideas in academic, work, family and community settings. 3. Quantitative and Technological Competence: Use mathematical skills appropriate to our technological society by analyzing and solving problems that are quantitative in nature and use technology for informational, academic, personal and professional needs. 4. Diversity: Understand and appreciate differences in cultures and behaviors between the self and others by demonstrating respect, honesty, fairness, and ethical principles in both personal and professional life. 5. Civic Responsibility: Apply the principles of civility and morality to situations in the contexts of a healthy family, work, community, environment and world. 6. Aesthetics: Apply numerous means of inquiry to experience and appreciate the values of arts and nature.

PLO-ILO Mapping

PLOs	ILOs					
	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
PLO 1	X	X	X	X	X	X
PLO 2	X	X	X	X	X	X
PLO 3	X	X	X	X	X	X
PLO 4	X	X	X	X	X	X
PLO 5	X	X	X	X	X	X

CLO-PLO-ILO Mapping

TH 100 - Introduction to Tourism and Hospitality

This course will provide a general overview into the tourism and hospitality industry. The students will explore different segments of tourism and hospitality including lodging, restaurant and services, and convention management. It will examine and compare careers and operational areas in the hospitality industry. This course will also examine the relationship between the hospitality industry and the community around it. This may include employment in supporting industries, the impact on infrastructure and the pressures on the natural environment.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Define and give examples of various forms of tourism.	X	X	X		X		X	X		X		
2. Define and give examples of hospitality in its varied forms.	X	X	X		X		X	X		X		
3. Chart the organizational structure of hotels, restaurants, and tour based companies.	X	X	X		X		X	X		X		
4. Examine the relationship of the industry with the community around it.	X	X	X		X		X	X		X		
5. Set goals for his/her future with consideration of the tourism industry and its employment opportunities.		X	X		X		X	X		X		

TH 101 - Food Production and Sanitation

This course will study the basics in food preparation, storage, and sanitation. Students will learn the basics in preparing menus featuring breakfast, lunch and dinner entrees. The proper service of these menus will be demonstrated. Menu planning, costing, and catering will be addressed.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Laboratory: Maintain and clean laboratory room premises and receive and store laboratory supplies.		X		X	X	X	X	X	X		
2. Safe Food Handling Practices: Demonstrate personal hygiene, and sanitation procedures to prevent the spread of food borne pathogens.		X		X	X	X	X	X	X		
3. Menus: Organize and prepare balanced menus for breakfast, lunch and dinner, 5-course meals and buffets. Apply "Mise en Place" in food preparation.		X		X	X	X	X	X	X		
4. Hot Food: Demonstrate proficiency in hot food preparation and presentation.	X				X	X	X	X	X		
5. Cold Food: Demonstrate proficiency in cold food preparation and presentation.		X		X	X	X	X	X	X		
6. Hot and Cold Desserts: Demonstrate proficiency with dessert preparations and presentation.		X		X	X	X	X	X	X		

TH 104 - Open Water Dive

This course is designed to introduce the students to the aquatic world, specifically to the sport of scuba diving. The student will learn the theoretical knowledge necessary for safe diving and will achieve mastery of the required skills and techniques in open water. It is performance based whereby students must demonstrate mastery of each step before proceeding to the next step. For all “in water” portions of the course, there is no grading system as practice continues until mastery is achieved.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Plan and conduct safe scuba dives based on a sound knowledge.		X		X	X		X	X	X			
2. Demonstrate mastery of all basic scuba diving techniques in confined water setting and late on in open water.		X		X	X		X	X	X			

TH 110 - Tour Guiding and Travel Planning

This course covers the basic principles and information of tour guiding, tour packaging and travel plans. It will expose students to environmental concerns, cultural product diversity, and safety factors on land and at sea. In addition to carrying out a successful tour, students will also develop and arrange a tour package and tour itineraries. Segments of the course will help students set up rooms, flights and other means of transportation services for the purpose of contributing to memorable business/leisure activities.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Identify and explain the basic principles, guidelines and techniques of tour guiding that guides need to gather/collect information to plan, create package and guide tours.		X	X	X	X		X	X		X		
2. Identify and explain environmental concerns, for which guides follow to preserve, conserve and protect environment including historical and cultural sites.		X	X	X	X		X	X		X		
3. Identify and discuss common needs of travelers and offer such needs to ensure guests/visitors satisfactions.		X	X	X	X		X	X		X		
4. General profile listing of characteristics of a great tour guide, duties, and tasks of a guide and the basic communication skills needed to succeed in guiding.		X	X	X	X		X	X		X		
5. Develop, organize and effectively conduct a guided tour including the four (4) main parts of a tour and use important skills for each component or part.		X	X	X	X		X	X		X		

TH 115 - Interpersonal Relations and Customer Service

A look into how people interact with each other and the factors that influence individual preferences will take place. The relationships between the customer and the business entity will be discussed. Customer expectations and dealing with a difficult guest likewise will be covered. The basics of good customer service will be presented along with problem-solving techniques. The students will participate in field observations/studies.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Describe customers and identify factors that could influence customer service.			X		X		X	X		X		
2. Identify and discuss the basic needs and expectations of a customer(s).			X		X		X	X		X		
3. Identify and discuss skills for success involved in the relationship between customer and business organization.		X	X		X		X	X		X		
4. Describe signs of difficult customer encounters and how to handle them effectively.		X	X		X		X	X		X		
5. Identify and discuss basic principle of good customer service.			X		X		X	X		X		

TH 118 - Baking

The course will cover the skills necessary for work in the pastry department of a hotel or restaurant. The basics in preparing bread, pastries, and fine desserts will be presented and practiced.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Basic Baking Measurement, Substitution and Conversion: Weigh and measure ingredients accurately, substitute ingredients needed in standard recipe and memorize and understand table of equivalents.	X		X		X	X	X	X	X		
2. Ingredients and Temperature: Demonstrate the techniques in mixing basic ingredients with correct temperature.		X	X	X	X	X	X	X	X		
3. Cookies, Biscuits and Muffins: Plan, prepare and bake different types of cookies, biscuits and muffins.		X	X	X	X	X	X	X	X		
4. Pie crust, Filling and Topping: Plan, prepare, bake and explain the standard quality for pie shell, filling and topping.		X	X	X	X	X	X	X	X		
5. Bread: Demonstrate proficiency with basic lean and sweet dough preparation.		X	X	X	X	X	X	X	X		
6. Cakes and Icings: Demonstrate proficiency in cakes and icings preparation and cutting guides for cakes.		X	X	X	X	X	X	X	X		

TH 201 - Dining Room and Beverage Operations

Study of the principles and practices of dining room service and beverage operations. Dining operations include the study of service techniques and procedures used in most dining rooms. Bar operations include the study of product knowledge, the service of drinks, bar set-up, and basic mixology. The course content also includes menu planning techniques, loss prevention, and legal issues. Grooming, hygiene, interpersonal communications, and work skills will be discussed.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Identify sources of information about the restaurant, both beverage operation and dining room operation.	X	X	X		X		X	X	X	X		
2. Demonstrate, maintain, follow food safety and sanitation procedures, appropriate personal hygiene and presentation.	X	X	X	X	X		X	X	X	X		
3. Menus – Plan and prepare menus for breakfast, lunch, dinner, buffets and apply “Mise en Place” in food preparation.	X	X	X	X	X		X	X	X	X		
4. Prepare Dining Room for service.	X	X	X	X	X		X	X	X	X		
5. Welcome guests, customers and takes and process orders.	X	X	X	X	X		X	X	X	X		
6. CLO 6 -Serve and clear food and beverages. Legal issues in serving alcoholic beverages to minor must be emphasized.	X	X	X	X	X		X	X	X	X		

TH 206 - Advanced Open Water Dive

This course is designed to refine and strengthen developed skills and techniques introduced in the Open Water Course with respect to five (5) different diving situations. The students will learn the theoretical knowledge necessary for each specific type of dive and will achieve mastery of the required skills and techniques for Advance Open Water Dive.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Explain and apply deep diving knowledge and skills.					X		X	X		X		
2. Explain and practice underwater navigation techniques.					X		X	X		X		
3. Explain drift diving knowledge and practice drift diving techniques relevant to diving conditions in Palau.					X		X	X		X		
4. Discuss wreck diving knowledge and demonstrate its skills and techniques.				X	X		X	X		X		
5. Explain night knowledge and practice its skills.		X	X	X	X		X	X	X		X	

TH 210 - Housekeeping Management

This course presents a systematic approach to managing housekeeping operations in the hospitality industry. The various areas of responsibility will be presented with both managerial and technical skills demonstrated and practiced.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Define the scope of the lodging industry, asses the vital role the housekeeping department plays in the success of all lodging establishments, identify various classifications of products, types of ownership and explain how these product types and ownership structures affect housekeeping operations.	X	X			X		X	X		X		
2. Diagram the organizational chart of housekeeping department and thoroughly explain the hierarchy of the property, the chain of command and career paths.	X	X			X		X	X		X		
3. Identify and describe the performance outcomes, skills and knowledge required to prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment.		X	X	X	X		X	X		X		
4. Identify and describe the performance outcomes, skills, and knowledge required to launder lines and guest clothes.		X	X	X	X		X	X		X		
5. Identify and define key roles and responsibilities of the Professional Housekeeper.		X	X	X	X		X	X		X		

TH 215 - Front Office Operations

This course will be a practical guide to the operations of the front of the hotel and the hospitality accounting practices. Reservations, check in, check out, and night auditor functions will be covered through role play, case studies, and practical applications. Both manual and computer reservations and front desk operations will be presented.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Explain the functions and roles of the front office operations			X		X	X	X	X	X		
2. Identify/Explain the reservations process			X		X	X	X	X	X		
3. Explain guest service and rate structures		X	X	X	X	X	X	X	X		
4. Discuss the hotel revenue cycle		X	X		X	X	X	X	X		
5. Describe the night audit including duties		X	X		X	X	X	X	X		
6. Discuss technology and the effectiveness of integrated communications systems in solving front office operations.		X	X		X	X	X	X	X		

TH 217 - Hotel Security and Facilities Management

This course will present security strategies that protect employees and guests and help prevent potential lawsuits. The fundamentals of hospitality law will be presented. It will also cover major facility systems and ways to streamline operations and address environmental concerns. The organization and management of workforce will be discussed along with resource conservation practices.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Identify and explain the key issues in developing and setting up a security program that would include liaison with law enforcement, security staffing, and elements of training and legal concepts regarding societal concerns.		X				X	X		X		
2. Identify critical elements of concerns related to physical security perimeter control equipment, guestroom security and discuss security procedures that all staff follows.			X	X	X	X	X		X		
3. Explain standard operating procedures (SOP) covering guest concerns like key and keycard control, surveillance and access control procedures, patrols, unauthorized persons, safe deposit box, in-room safe, lost and found.		X		X	X	X	X		X		
4. Identify and discuss all natural and human threats and develop comprehensive emergency plan of action in case such threats occur for example bombs and bomb threats, fire, typhoons, floods, earthquakes, blackouts, robberies, medical, and/or terrorism.		X	X	X	X	X	X		X		

5. List and describe departmental responsibilities to guest, to employees, and for asset protection, protection of funds, and media relations including safety issues in the swimming pool, health, fitness services, and security reports and records.		X	X	X	X		X	X		X	
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TH 218 - Food and Beverage Cost Control and Purchasing

This course covers the principles and procedures involved in an effective control and purchasing system, including standard determination, the operating budget, cost volume profit analysis, income and cost control, menu pricing, purchasing, labor cost control and computer application.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Explain the importance of control in the management system its purpose and applications of standard costs and the use of standard cost, tools, with emphasis on management resources and management process.		X			X	X	X	X	X		
2. Discuss the methods of estimating allowable food and beverage costs based on forecasted sales level and recognized the importance of the menu as both a control and marketing tool with emphasis on menu engineering analysis.		X			X	X	X	X	X		
3. Apply principles and procedures in purchasing and receiving processes and recognized the need to incorporate quality requirements in purchasing and receiving activities such as: <ul style="list-style-type: none"> a. Suppliers selection b. Quality standard c. Ordering system d. Receiving procedures e. Security concerns 		X	X	X	X	X	X	X	X		

<p>4. Discuss the importance of storage and issuing procedure with emphasis on the following:</p> <ul style="list-style-type: none"> a. Goals of effective storage and issuing controls. b. Physical and perpetual inventory system. c. Accurate inventory records keeping system. d. Security concerns in the storage area. 		X	X	X	X		X	X	X	X	
<p>5. Calculate cost of sales using the standard formula and identify sources of information for each component of the formula.</p>		X			X		X	X	X	X	
<p>6. Discuss the factors that affect work performance and examine the labor control process from the employee perspective with emphasis on staffing, recruitment, selection and training.</p>	X						X	X	X	X	

TH 219 - Human Resources Management

The course will follow the process of recruitment, training, advancement, disciplinary actions, and termination of employees. It will investigate laws that apply regarding hiring and employment in the hospitality industry. The requirements regarding expatriate workers and working permits will be discussed. A study into benefits, contracts, and employee handbooks will help the students understand the relationship between the business entity and its employees.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Study, discuss and compare the ROP labor laws to that of USA Civil Rights Laws. In addition, identify and understand techniques that businesses and hospitality industry follow to hire foreign or guest workers.		X	X		X	X	X		X	X	
2. Explain the importance of Job analysis and Job design, and describe the process of planning, recruiting, selecting, orienting and socializing new employees.		X	X		X	X	X		X	X	
3. Identify and explain the importance of employee training, incentive and benefits disciplinary methods and termination policy.		X	X		X	X	X		X	X	
4. Identify and describe performance appraisals, its functions, characteristics of effective appraisals, pitfalls to avoid, methods used in appraisals, and legal issues relating to performance appraisals.		X	X		X	X	X		X	X	
5. Review and compare Standard Operating Procedures (SOP), which guide the establishment and staff to accomplish their goals and improve attitudes toward work and each other.		X		X	X	X	X		X	X	

TH 220 - Marketing

Basic marketing concepts will be covered including market segments, demographics, and promotion. The various instruments of marketing will be presented. The specific challenges of marketing to the world, nation, and community will be discussed with regard to the tourism and hospitality industry.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Define marketing and describe the marketing process.			X		X		X	X	X	X		
2. Describe the marketplace and consumers and conduct market research.			X		X		X	X	X	X		
3. Design a customer-driven marketing strategy and mix.		X	X		X		X	X	X	X		
4. Develop and communicate customer value.		X	X		X		X	X	X	X		
5. Demonstrate the ability to apply the marketing theory to practical applications.		X	X		X		X	X	X	X		

TH 222 - Managing for Quality in the Hospitality Industry

This course covers the fundamentals of management and their applications. The business organization, governing, and organizational environments will be investigated. The various roles that a manager fills will be explored. An introduction to organizational behavior will also be presented.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Identify and describe the principles for Managing Guest Experience.		X	X		X	X	X		X		
2. Use the principles learned to guide in diagramming hospitality organization, setting the scene and examine staffing guide and training including motivation and empowerment.		X	X		X	X	X		X		
3. Identify and describe effective communication skills and how important they are in managing and delivering quality products and service excellence to guest.		X	X	X	X	X	X		X		
4. Define the hospitality culture and discuss the impacts it will have on the employees', operations and atmosphere of work where everyone serves.		X	X	X	X	X	X		X		

TH 223 - Internship-F & B

This course provides the student with practical training in the tourism and hospitality industry. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a private firm in order to learn through actual experience.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Demonstrate proper employee behaviors and work habits.	X	X	X	X	X	X	X	X	X	X	X
2. Perform tourism and hospitality food and beverage industry tasks as assigned by a site supervisor.	X	X	X	X	X	X	X	X	X	X	X

TH 224 - Internship-Hotel Operations

This course provides the student with practical training in the tourism and hospitality industry. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a private firm in order to learn through actual experience.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Demonstrate proper employee behaviors and work habits.	X	X	X	X	X	X	X	X	X	X	X
2. Perform tourism and hospitality hotel operations industry tasks as assigned by a site supervisor.	X	X	X	X	X	X	X	X	X	X	X

TH 225 - Internship-Tour Services

This course provides the student with practical training in the tourism and hospitality industry. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a private firm in order to learn through actual experience.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Demonstrate proper employee behaviors and work habits.	X	X	X	X	X	X	X	X	X	X	X
2. Perform tourism and hospitality tour services industry tasks as assigned by a site supervisor.	X	X	X	X	X	X	X	X	X	X	X

TH 226 - Internship-Tour Services

This course provides the student with practical training in the tourism and hospitality industry. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a private firm in order to learn through actual experience.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Demonstrate proper employee behaviors and work habits.	X	X	X	X	X		X	X	X	X	X	X
2. Perform tourism and hospitality tour services industry tasks as assigned by a site supervisor.	X	X	X	X	X		X	X	X	X	X	X

TH 227 - Internship-Hospitality Management

This course provides the student with practical training in the tourism and hospitality industry. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a private firm in order to learn through actual experience.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Demonstrate proper employee behaviors and work habits.	X	X	X	X	X		X	X	X	X	X	X
2. Perform tourism and hospitality - hospitality management industry tasks as assigned by a site supervisor.	X	X	X	X	X		X	X	X	X	X	X