Hospitality and Tourism Learning Outcomes

Goal 1. Communicate effectively and professionally

Outcome 1.1 Students will recognize and use industry terms correctly
Outcome 1.2 Students will demonstrate the ability to speak effectively
Outcome 1.3 Students will produce professionally written communication
Outcome 1.4 Students will demonstrate ability to use technology appropriately to support communication

Goal 2. Demonstrate leadership skills

Outcome 2.1 Students will develop leadership skills through group activities in class and experiential learning activities with leadership opportunities
Outcome 2.2 Students will build confidence in their ability to make decisions
Outcome 2.3 Students will collaborate with community stakeholders, including students, alumni, industry, and community partners
Outcome 2.4 Students will establish critical thinking and reasoning skills through working interdependently in team settings

Goal 3. Demonstrate problem-solving skills

Outcome 3.1 Students will identify challenges and issues that arise in the hospitality and tourism industry.
Outcome 3.2 Students will construct workable solutions to problems that arise.
Outcome 3.3 Students will demonstrate ability to provide excellent customer service while managing issues with clients