Curriculum Action Request (CAR) Form
COURSE (New Course, Course Modification, Five Year Review)   Curriculum Proposal # _____

University of Hawai'i Maui College   *(for CURCOM use only)*

1. Curriculum Action

☐ New Course   ☑ Course Modification   ☐ Five Year Review

2. Proposer

Lorelle Peros

3. Department

☐ Allied Health   ☑ Business & Hospitality   ☐ Career & Tech Education

☐ English   ☐ Humanities   ☐ Social Science

☐ Science/Tech/Eng/Math

4. Course Alpha

HOST

5. Course Number

100

6. Course Title

Career & Customer Service Skills

7. If this is a course modification or a five year review, please check the curriculum items being modified.

☐ 1. Course Alpha	☐ 2. Course Number	☑ 3. Course Title
☑ 4. Credits	☑ 5. Contact Hours	☑ 6. Course Description
☐ 7. Prerequisites	☐ 8. Corequisites	☐ 9. Rec Prep
☐ 10. Cross-list w other course	☐ 13. Grading Method	☐ 14. Repeatable for credit?
☐ 15. SLOs	☐ 16. Course Competencies	☑ 17. Content & Timeline
☐ 18. PLOs	☐ 19. CASLOs	☐ 21. Method of Delivery
☑ 22. Text and Materials	☐ 23. Maximum Enrollment	☐ 29. Course Designation
☑ 31. Catalog Modification		
☐ Other		

8. Proposed Semester

Fall 2015

9. Effective Semester (1 Year from Proposed Semester)

Fall 2016

University of Hawaii Maui College
HOST 100 - Career & Customer Service Skills

1. **Course Alpha.**

   HOST

2. **Course Number.**

   100

3. **Course Title/Catalog Title.**

   Career & Customer Service Skills

4. **Number of Credits.**

   3

5. **Contact Hours/Type.**

   - Hour lecture (3)

6. **Course Description.**

   Focuses on the strategies and skills related to career success and customer satisfaction in the Hospitality & Tourism industry.

7. **Pre-Requisites.**

   ENG 19 with grade C or better or placement at least ENG 22, or consent.

8. **Co-requisites.**

   None

9. **Recommended Preparation.**

   None

10. **Is this a cross-listed course?**

    NO

11. **Reason for Proposal. Why is this course being proposed or modified? This question requires specific information as part of the explanation.**

    This course is being modified to align with the UHCC Hospitality & Tourism (HOST) Program Coordinator's Council (PCC) system-wide articulation agreement for common core courses in the HOST program. The name of the course is being changed from Hospitality Internship I to Career and Customer Service Skills, the course description is being modified, contact hours will be increased to 3 instead of 2, and grading will be changed from CR/NC to Standard Grading.

12. **Effective Semester and Year.**

13. Grading Method. What grading methods may be used for this course?

- Standard (Letter,Cr/NCr,Audit) (0)

14. Is this course repeatable for credit? How often can this course be counted toward a degree or certificate?

NO

15. Course Student Learning Outcomes (SLOs).

Course SLO/Competency	Analyze job requirements and how they align with personal traits for a career in hospitality and tourism (Ho'okipa, Laulima, Alaka'i).	Apply career search techniques to find, interview for, and succeed in careers in the hospitality industry (Ho'okipa, Laulima, Alaka'i, 'Ike loa, Kuleana).	Analyze and discuss the impact and significance of quality service within the hospitality and tourism industry (Ho'okipa, Laulima, Alaka'i, Kuleana).
Identify and demonstrate skills essential for successful employment in leadership positions in the hospitality industry through the values of Ho'okipa (hospitality), Laulima (teamwork), and Alaka'i (leadership).	☑	☑	☑
Demonstrate the skills of a lifelong learner through the values of 'Ike loa (learning to learn) and Kuleana (civic responsibility).	☑	☑	☑

Course SLO/PSLO	Identify and demonstrate skills essential for successful employment in leadership positions in the hospitality industry through the values of Ho'okipa (hospitality), Laulima (teamwork), and Alaka'i (leadership).	Demonstrate the skills of a lifelong learner through the values of 'Ike loa (learning to learn) and Kuleana (civic responsibility).
Identify and demonstrate skills essential for successful employment in leadership positions in the hospitality industry through the values of Ho'okipa (hospitality), Laulima (teamwork), and Alaka'i (leadership).	☑	☑
Demonstrate the skills of a lifelong learner through the values of 'Ike loa (learning to learn) and Kuleana (civic responsibility).	☑	☑

16. Course Competencies.

Competency
Analyze job requirements and how they align with personal traits for a career in hospitality and tourism (Ho'okipa, Laulima, Alaka'i).
Apply career search techniques to find, interview for, and succeed in careers in the hospitality industry (Ho'okipa, Laulima, Alaka'i, 'Ike loa, Kuleana).
Analyze and discuss the impact and significance of quality service within the hospitality and tourism industry (Ho'okipa, Laulima, Alaka'i, Kuleana).

17. Recommended Course Content and Timeline. The course content facilitates the course competencies. Course content may be organized by weeks, units, topics or the like.

Self-assessment and Career Exploration (4 weeks)
Self-assessment tests (Myers-Briggs, Social Style Profile, etc.)
Inventory of values, skills, abilities
Career paths
Hospitality & Tourism occupations
Industry management personnel

Goals - short and long term
Internships and career opportunities in the hospitality industry

Job Search and Interviews (5-6 weeks)
Pre-interview process (application process (written application and online), resume, cover letter)
Career portfolio (electronic)
Employer research sources
Interview strategies
Types of Interviews (one-on-one, panel, telephone, online, behavior-based, etc.)
Appropriate workplace manners and etiquette
Behavior-based interview strategies
Mock interview with industry leader
Post-interview process (follow up letter)

Guest Service Standards (5 weeks)
Impact and significance of service within the hospitality and tourism industry
Service culture
Customer-centric service
Effective customer service strategies
Service issues and service recovery

Networking (1-2 weeks)
Informational interview with industry leader
Participation in professional development opportunities, community events, or Service Learning

18. Program Learning Outcomes.

Program SLO
Identify and demonstrate skills essential for successful employment in leadership positions in the hospitality industry through the values of Ho`okipa (hospitality), Laulima (teamwork), and Alaka`i (leadership).
Demonstrate the skills of a lifelong learner through the values of `Ike loa (learning to learn) and Kuleana (civic responsibility).

19. College-wide Academic Student Learning Outcomes (CASLOs).

	Creativity - Able to express originality through a variety of forms.
☑	**Critical Thinking** - Apply critical thinking skills to effectively address the challenges and solve problems. ☑ Preparatory Level
	Information Retrieval and Technology - Access, evaluate, and utilize information effectively, ethically, and responsibly.
☑	**Oral Communication** - Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes. ☑ Preparatory Level
	Quantitative Reasoning - Synthesize and articulate information using appropriate mathematical methods to solve problems of quantative reasoning accurately and appropriately.
☑	**Written Communication** - Write effectively to convey ideas that meet the needs of specific audiences and purposes. ☑ Preparatory Level

20. Linking.

21. Method(s) of delivery appropriate for this course.

- Cable TV (0)

- Classroom/Lab (0)
- HITS/Interactive TV (0)
- Hybrid (0)
- Online (0)

22. Text and Materials, Reference Materials, and Auxiliary Materials.

- Lydia Anderson & Sandra Bolt. Professionalism: Skills in the Workplace. 3rd. Prentice Hall, 2013, 978-0-13-262466-4.

23. Maximum enrollment.

24

24. Particular room type requirement. Is this course restricted to particular room type?

YES
Computer lab

25. Special scheduling considerations. Are there special scheduling considerations for this course?

NO

26. Are special or additional resources needed for this course?

No.

27. Does this course require special fees to be paid for by students?

NO

28. Does this course change the number of required credit hours in a degree or certificate?

Yes, however, although this class is being modified from 2 to 3 credits (and thus should reflect an increase in credits in the Certificate of Achievement), overall, the required credits for the Certificate of Achievement will be reduced from 35 to 30 credits due to other course modifications within the HOST program map.

29. Course designation(s) for the Liberal Arts A.A. degree and/or for the college's other associate degrees.

Degree	Program	Category
Associate in Arts:		LE - Elective
AS:		
AAS:	Hospitality and Tourism	PR - Program Requirement
BAS:		
Developmental/Remedial:		

30. Course designation(s) for other colleges in the UH system.

KapCC: HOST 100 Career & Customer Service Skills
HawCC: HOST100 Career & Customer Service Skills
KauCC: HOST 125 Exceptional Guest Service and BUSN 166 Professional Employment Preparation
Leeward CC: MGT 121 Customer Service and BUSN 166 Professional Employment Preparation

31. Indicate the year and page # of UHMC catalog referred to. For new or modified courses, please indicate

the catalog pages that need to be modified and provide a sheet outlining those changes.

UHMC 2015-2016 General Catalog pp. 47, 123.

32. College-wide Academic Student Learner Outcomes (CASLOs).

Standard 1 - Written Communication Write effectively to convey ideas that meet the needs of specific audiences and purposes.	
Outcome 1.1 - Use writing to discover and articulate ideas.	1
Outcome 1.2 - Identify and analyze the audience and purpose for any intended communication.	2
Outcome 1.3 - Choose language, style, and organization appropriate to particular purposes and audiences.	2
Outcome 1.4 - Gather information and document sources appropriately.	2
Outcome 1.5 - Express a main idea as a thesis, hypothesis, or other appropriate statement.	0
Outcome 1.6 - Develop a main idea clearly and concisely with appropriate content.	0
Outcome 1.7 - Demonstrate a mastery of the conventions of writing, including grammar, spelling, and mechanics.	2
Outcome 1.8 - Demonstrate proficiency in revision and editing.	2
Outcome 1.9 - Develop a personal voice in written communication.	2
Standard 2 - Quantitative Reasoning Synthesize and articulate information using appropriate mathematical methods to solve problems of quantative reasoning accurately and appropriately.	
Outcome 2.1 - Apply numeric, graphic, and symbolic skills and other forms of quantitative reasoning accurately and appropriately.	0
Outcome 2.2 - Demonstrate mastery of mathematical concepts, skills, and applications, using technology when appropriate.	0
Outcome 2.3 - Communicate clearly and concisely the methods and results of quantitative problem solving.	0
Outcome 2.4 - Formulate and test hypotheses using numerical experimentation.	0
Outcome 2.5 - Define quantitative issues and problems, gather relevant information, analyze that information, and present results.	0
Outcome 2.6 - Assess the validity of statistical conclusions.	0
Standard 3 - Information Retrieval and Technology. Access, evaluate, and utilize information effectively, ethically, and responsibly.	
Outcome 3.1 - Use print and electronic information technology ethically and responsibly.	1
Outcome 3.2 - Demonstrate knowledge of basic vocabulary, concepts, and operations of information retrieval and technology.	1
Outcome 3.3 - Recognize, identify, and define an information need.	1
Outcome 3.4 - Access and retrieve information through print and electronic media, evaluating the accuracy and authenticity of that information.	1
Outcome 3.5 - Create, manage, organize, and communicate information through electronic media.	2
Outcome 3.6 - Recognize changing technologies and make informed choices about their appropriateness and use.	0
Standard 4 - Oral Communication Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes.	
Outcome 4.1 - Identify and analyze the audience and purpose of any intended communication.	2
Outcome 4.2 - Gather, evaluate, select, and organize information for the communication.	2
Outcome 4.3 - Use language, techniques, and strategies appropriate to the audience and occasion.	2
Outcome 4.4 - Speak clearly and confidently, using the voice, volume, tone, and articulation appropriate to the audience and occasion.	2
Outcome 4.5 - Summarize, analyze, and evaluate oral communications and ask coherent questions as needed.	1
Outcome 4.6 - Use competent oral expression to initiate and sustain discussions.	2
Standard 5 - Critical Thinking Apply critical thinking skills to effectively address the challenges and solve problems.	
Outcome 5.1 - Identify and state problems, issues, arguments, and questions contained in a body of information.	1

Outcome 5.2 - Identify and analyze assumptions and underlying points of view relating to an issue or problem.	2
Outcome 5.3 - Formulate research questions that require descriptive and explanatory analyses.	1
Outcome 5.4 - Recognize and understand multiple modes of inquiry, including investigative methods based on observation and analysis.	2
Outcome 5.5 - Evaluate a problem, distinguishing between relevant and irrelevant facts, opinions, assumptions, issues, values, and biases through the use of appropriate evidence.	2
Outcome 5.6 - Apply problem-solving techniques and skills, including the rules of logic and logical sequence.	2
Outcome 5.7 - Synthesize information from various sources, drawing appropriate conclusions.	2
Outcome 5.8 - Communicate clearly and concisely the methods and results of logical reasoning.	1
Outcome 5.9 - Reflect upon and evaluate their thought processes, value system, and world views in comparison to those of others.	0
Standard 6 - Creativity Able to express originality through a variety of forms.	
Outcome 6.1: Generate responses to problems and challenges through intuition and non-linear thinking.	1
Outcome 6.2: Explore diverse approaches to solving a problem or addressing a challenge.	2
Outcome 6.3: Sustain engagement in activities without a preconceived purpose.	0
Outcome 6.4: Apply creative principles to discover and express new ideas.	0
Outcome 6.5: Demonstrate the ability to trust and follow one's instincts in the absence of external direction	2
Outcome 6.6: Build upon or adapt the ideas of others to create novel expressions or new solutions.	0

33. Additional Information