



THE **CULINARY** INSTITUTE *of* MICHIGAN®
A DIVISION OF BAKER COLLEGE

BAKER COLLEGE
STUDENT LEARNING OUTCOMES
FBM2710 Hotel Operations Management
3 Semester Hours

Student Learning Outcomes & Enabling Objectives

1. Examine different types hotel operations
 - a. Chain
 - b. Independent
 - c. Boutique
 - d. Luxury
 - e. Upper upscale
 - f. Upscale
 - g. All suite
 - h. Extended stay
 2. Examine the different types of departments that make up a hotel
 - a. Front Office
 - b. Guest services
 - c. Housekeeping
 - d. Food and Beverage
 - e. Engineering and Maintenance
 - f. Accounts and Credits
 - g. Security
 - h. Human Resources
 3. Explore the various types of employment opportunities in hotels
 4. Examine the integral role food and beverage has in the hotel business
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These SLOs are not approved for experiential credit.

Effective: Fall 2020