



College of Business



Hospitality and Tourism Management Program

2020 Competitive Guide

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Hospitality & Tourism Management Students, Faculty, Staff & Special Events



National Coalition of Black Meeting Planners 2016- ShaParis Chandler



**Recipient of the Hyatt Hotels Corporation
\$20,000.00 Scholarship Award**



**Hospitality and Tourism Management
2019 Alumni Wall of Fame**

National
Society of
Minorities in
Hospitality

National
Conference

Feb. 2019



Eta Sigma Delta



Hospitality and Tourism Management

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College of Business
Hospitality and Tourism Management

Dear HTM Students (Present and Future):

Hospitality and Tourism Management (HTM) is an exciting and challenging career! The opportunities are unlimited for persons who wish to be of service to others! The opportunities are varied and each job has a set of unique characteristics. You may start your career in one of six broad areas: Lodging, Food Services, Sales, Event Management, Travel, Tourism, and Retail. Within each of these broad categories, an unlimited number of decision-making positions are available.

Hospitality and Tourism Management companies visit the campus during specified career and other days. Many companies are introduced to students during the early years of your education. Recruiters get to know students and provide many internship opportunities. Students also attend the National Society for Minorities in Hospitality (NSMH) Conference where they interview for internship positions and /or permanent positions if they are seniors.

Scholarships may be available for students who are serious about attending college and have the grades substantiate it. Earn, at least a 3.0 GPA you will be able to apply for scholarships. To date, the Program has received funds from the American Hotel and Lodging Foundation, Marriott International, The National Coalition for Black Meeting Planners, Hyatt Corporation, National Restaurant Association, Walt Disney World and the College of Business (COB). Book scholarships may also be available. During the year, other scholarship applications are sent to students. The program faculty and staff will inform students as scholarship applications come in.

Please feel free to come to the Bank of America building (BOA), suite 210 to visit with faculty and staff members. We will be available to assist you in any way possible. Please be prepared to participate with the DSU Chapter of NSMH. You will have the opportunity to develop leadership skills needed for success in the Hospitality and Tourism Management Industry.

We know that your pursuit of a HTM career will be a wise one! Work hard to learn all you can, become an avid reader” and be prepared to manage in good and tough times! Success will be yours!

Sincerely,

HTM Faculty



Mission

Delaware State University is a public, comprehensive, 1890 land-grant institution that offers access and opportunity to diverse populations from Delaware, the nation, and the world. Building on its heritage as a historically black college, the University purposefully integrates the highest standards of excellence in teaching, research, and service in its baccalaureate, master's and doctoral programs. Its commitment to advance science, technology, liberal arts, and the professions produces capable and productive leaders who contribute to the sustainability and economic development of the global community.

Vision

As one of America's most highly respected historically black colleges and universities, Delaware State University will be renowned for a standard of academic excellence that prepares our graduates to become the first choice of employers in a global market and invigorates the economy and culture of Delaware and the Mid-Atlantic Region.

Core Values

"We must heed the call to be more engaged with Delaware and the nation, demonstrating our capacity to be ever more useful and relevant. Our adherence to the core values that we've established is critical for us to actualize our vision."

Dr. Harry L. Williams, Inaugural Address, September 17, 2010

Outreach – We are committed to living out the history and tradition of the land-grant university – openness, accessibility and service to people.

Community – We are a caring community, a place where we support one another and provide our members with a sense of belonging. We respect the rights and dignity of our students, faculty, staff and visitors. We are an educationally purposeful community.

Scholarship – We are committed to providing the highest quality in teaching and research that extends beyond the classroom. As an institution of higher education, we are, by definition, a place for learning. We are a community of scholars.

Diversity – We are an inclusive community that celebrates educational excellence achieved through diversity in all its forms. We believe our diversity enriches and expands our students' educational experience. We are committed to maintaining a diverse learning environment that prepares our graduates for success in a global society.

Integrity – We honor our heritage by being honest and ethical in all our efforts. We do what we say we are going to do. We are trustworthy, reliable and accountable to ourselves and to our community.

Brief History

The State College for Colored Students, now known as Delaware State University, was established May 15, 1891 by the Delaware General Assembly under the provisions of the Morrill Act of 1890 by which land-grant colleges for Blacks came into existence in states maintaining separate educational facilities. Through the conservative and practical planning of the Board of Trustees appointed by Governor Robert J. Reynolds of Delaware, the College was launched upon its mission of education and public service on February 2, 1892. Five courses of study leading to a baccalaureate degree were offered: Agricultural, Chemical, Classical, Engineering, and Scientific. A Preparatory Department was established in 1893 for students who were not qualified to pursue a major course of study upon entrance. A three-year normal course leading to a teacher's certificate was initiated in 1897. The College graduated its first class of degree candidates in May 1898. The normal course of study was extended to four years in 1911 and the Bachelor of Pedagogy degree was awarded to students on satisfactory completion of the curriculum. In 1912, the courses of study were changed to Academic, Agricultural, Mechanic Arts, and Domestic Science. The Bachelor of Pedagogy degree was awarded on completion of the academic curriculum. A certificate of graduation was granted on completion of the other courses of study.

In the 1916 to 1917 school year, the Preparatory Department was phased out, a Model Grade School was established, and a high school diploma was granted on completion of a four-year course of study. In 1923, a Junior College Division was added. Four-year curricula in the Arts and Sciences, Elementary Education, Home Economics, Agriculture, and Industrial Arts were established in 1932. The College graduated the first class of bachelor's degree candidates completing one of these courses of study in June 1934.

In 1944, the College received provisional accreditation by the Middle States Association of Colleges and Schools. In 1947, the name of the institution was changed to "Delaware State College" by legislative action. In November 1949, the Middle States Association revoked the accreditation of the institution. This was a severe blow to the prestige of the College. Strenuous efforts were exerted to maintain the existence of the College and to make it an accredited four-year, land-grant institution. At the end of the 1951-52 school year, the High School Division was discontinued. In April 1957, the College was fully accredited by the Middle States Association of Colleges and Schools. This accreditation was reaffirmed in 1962, 1972, 1982, 1987, 1992, 1997, and 2002. The University also maintains certification of its teacher education programs by the Delaware State Board of Education.

On July 1, 1993, Delaware State College turned another chapter in its history, when then Governor Thomas Carper signed a name change into law, renaming the College to Delaware State University.

The University has grown in stature as a center for teaching, research, and public service. The purpose and objectives of the University have broadened in keeping with changing times. While recognizing its historical heritage, the University provides higher education today for a diverse student population. Academic units are organized into the College of Humanities and Social Sciences, the College of Mathematics, Natural Sciences and Technology, the College of Agriculture and Related Sciences, the College of Education and Sport Sciences, the College of Business, and the College of Health and Public Policy. The University offers 64 undergraduate degrees, 21 masters' degrees, and two doctoral degrees. Degree options include the disciplines of mathematics, natural and social sciences, education, airway sciences, visual and performing arts, management, accounting and finance, agriculture, natural resources, nursing, and others. The University also offers master's degrees in biology, business administration, chemistry, education, physics, social work, plant science and natural resources, and doctorates in Applied Mathematics and Theoretical Physics, and Educational Leadership.

The undergraduate programs in airway science, chemistry, education, nursing, and social work are approved by the Federal Aviation Administration, American Chemical Society, and the National Council for Accreditation of Teacher Education, the National League for Nursing Accreditation Commission and the Commission for Collegiate Nursing Education, and the Council on Social Work Education, respectively.

The underpinning of the growth and development of Delaware State University has been the leadership of eight presidents, including Wesley P. Webb (1891 - 1895); William C. Jason (1895 - 1923); Richard S. Grossley (1923 - 1942); Howard D. Gregg (1942 - 1949); Oscar J. Chapman (1949 - 1951); Maurice E. Thomasson served as acting

president from 1951 to 1953. Jerome H. Holland (1953 - 1960); Luna I. Mishoe (1960 - 1987); and William B. DeLauder (1987 -2003). Allen L. Sessoms became the ninth president of the University on July 1, 2003. He resigned in 2008. Dr. Claiborne Smith became the interim president until Dr. Harry Williams was named the 10th president of Delaware State in 2009. Effective July 1, 2018, the Board of Trustees voted unanimously to appoint Dr. Wilma Mishoe as the 11th President of Delaware State University. Because of their efforts, the University is well positioned to reach new levels of prestige and respect in the new millennium.

Accreditation

Delaware State University, chartered by the State of Delaware, is nationally, regionally, and state accredited or certified by the following accrediting bodies:

National Accreditation

American Chemical Society (Chemistry)
National League for Nursing (Nursing)
Federal Aviation Administration (Airway Science)
Council on Social Work Education (Social Work)
Accreditation Commission for Programs in Hospitality Administration (ACPHA)
The Association to Advance Collegiate Schools of Business (AACSB)

Regional Accreditation

Middle States Association of Colleges and Secondary Schools (University)
Delaware State Department of Education (Teacher Education Program)

National Memberships and Associations

Delaware State University holds membership in the following professional, nationally and internationally prominent organizations:

American Association of Colleges of Teacher Education (AACTE)
American Association of Colleges and Universities (AAC&U)
American Association of State Colleges and Universities (AASCU)
American Association for Higher Education (AAHE)
Council for Hotel, Restaurants and Institutional Educators (CHRIE)
HBCU-HM Consortium for Hospitality Administrators (HBCU-HM)

The College Board

Mid-Eastern Athletic Conference (MEAC)
National Association for Equal Opportunity in Higher Education (NAFEO)
National Association of State Universities and Land Grant Colleges (NASULGC)
National Collegiate Athletic Association (NCAA)

Board of Trustees

The Board of Trustees of Delaware State University is comprised of eleven members, six appointed by the Governor of Delaware and five elected by the trustees. The President of the University and the Governor of the State of Delaware serve as ex-officio members.

The Campus and Facilities

Delaware State University is located in Dover, Delaware, in Kent County, 45 miles south of Wilmington on the Delmarva Peninsula. The campus is adjacent to U. S. Highway 13 and Rt. 1, which provides direct access to Norfolk, Virginia; Salisbury, Maryland; Wilmington, Delaware, Philadelphia, Pennsylvania; and Camden, New Jersey. Other connecting highways in the Dover area provide access to the Chesapeake Bay Bridge; Washington, D. C.; Baltimore, Maryland, and points west. The New York Metropolitan Area can be reached via the Delaware Memorial Bridge and the New Jersey Turnpike, which intersect Highway 13 and Rt. 1 just south of Wilmington. The city of Dover is located on bus routes to major cities. Dover, the capital of Delaware, is a community of approximately 35,000+ people situated in the heart of the Eastern Shore within easy reach of the resort areas of Rehoboth Beach, Delaware; Ocean City, Maryland; and Cape May, New Jersey. Founded in 1703, the city of Dover features many colonial buildings and several historical sites, including the home of John Dickinson, signer of the Declaration of Independence and the Constitution of the United States.

The physical facilities of Delaware State University support the various university programs. Major administrative and academic facilities are listed below.

- Luna I. Mishoe Science Center houses offices, classrooms, and facilities for natural sciences and mathematics.
- William C. Jason Library and Comprehensive Learning Center is the academic hub of the University. It contains a collection of books, periodicals, microfilm, microfiche, and audio and video tapes.
- The Comprehensive Learning Center, which provides various academic support services to students, is also located in this building as well as the Office of the President of the University.
- Education and Humanities Center accommodates the departments of Visual and Performing Arts, English, Foreign Languages and Education. This facility also houses the Child Development Laboratory and the office of the Dean of the College of Arts and Sciences. It is also the site for the University's wide-ranging cultural enrichment programs.
- William W. Baker Center for Agriculture and Natural Resources houses classrooms, laboratories, workshops, and offices of the Department of Agriculture and Natural Resources and the Dean of the School of Agriculture, Natural Resources, Family and Consumer Sciences.
- The Administration Building houses the offices of the President, Provost and Vice President for Academic Affairs, Vice President for Business and Finance, Vice President Student Affairs, Assistant Vice President for Student and Academic Support Services, Executive Director of Admissions, Director of Records and Registration, and the Director of Financial Aid. The building also houses the Vice President of Institutional Advancement which consists of Public Relations, Marketing, and Development. This facility also houses the University's Office of Human Resources.
- Memorial Hall houses the Department of Health and Human Performance and the Department of Intercollegiate Athletics. Among its many features are an indoor swimming pool, two gymnasiums, a dance studio, racquetball and handball courts, faculty offices, classrooms, and laboratories.
- Delaware Hall, renovated in 1987, houses classrooms and the departments of Psychology and Sociology.
- Conrad Hall is one of the University's primary dining facilities, but also serves as a site for various student support services. The University Village is a new dining facility that offers all-you-can-eat style dining.
- John R. Price Business Building houses the Dean of the School of Education and Professional Studies. The Department of Family and Consumer Sciences is also housed in this facility.

- The Bank of America Building, constructed in 1999, houses The College of Business. The Hospitality and Tourism Management Program is housed in the building under the Department of Management.
- Maurice Thomasson Center houses the Office of the Assistant Academic Vice President for Instructional Support as well as the Office of Alumni Affairs.
- The ETV Building houses the departments of History, Political Science, and Philosophy, Nursing and Social Work. The University's Mass Communications program is also housed in this facility. Martin Luther King, Jr. Student Center is the home for the Student Government Association, the Hornet (student newspaper), the Office of Career Planning and Placement and the University Bookstore. Extramural activities for students are also held in the facility.
- Loockerman Hall, built circa 1720, is often referred to as "the birthplace of Delaware State University." Though it has undergone a massive renovation, its architectural integrity has been preserved. It is listed on the National Register of Historic Places.
- Arts Center/Gallery provides a venue for cultural enrichment with various exhibits during the academic year. The gallery, located on the north wing of the William C. Jason Library, traditionally features the works of critically acclaimed artists from the United States and abroad.
- Alumni Stadium is the home of the University's football games. The football program has won or shared five conference championships since 1990. A state-of-the-art Astroturf and lighting for night games have also been recently installed.
- Ulysses S. Washington Cooperative Extension Center houses the University's outreach programs that include youth development, family life education, community resource development and agriculture education.
- The Herbarium houses the most extensive collection of plants that are indigenous to the State of Delaware.

College of Business

HISTORY OF THE COLLEGE OF BUSINESS (COB)

Delaware State College began providing education in the business fields in 1951. Given the limited employment opportunities available to blacks at the time, instruction was limited to the areas of teacher education in business and secretarial science. In 1954, the Department of Economics and Business Administration was established. Under the chairmanship of John R. Price, educational offerings and student enrollment in the business disciplines expanded rapidly. In 1967 the Department of Economics and Business Administration was relocated from the barracks style “T Building” to the new Home Economics and Business Administration building. This building was subsequently named the John R. Price Building in honor of the founder of business education at Delaware State University. In the late 60s, majors in Accounting and Marketing were added to the curriculum.

In 1984 the school began offering graduate education with the establishment of an MBA Program. In 1992, under the interim deanship of Dr. Winston Awadzi, the School of Business and Economics was established. In 1994, Dr. H. James Williams became the first permanent Dean of the School of Business and Economics. In 1997, the name was changed to the College of Business to more accurately reflect its mission. Majors were added in Finance and Banking and Hotel and Restaurant Management. In 1998, the Hotel and Restaurant Management was accredited by ACPHA (Accrediting Commission for Programs in Hospitality Administration). In 2000, the Hotel and Restaurant Management Program was changed to the Hospitality and Tourism Management Program. Dr. H. James Williams was instrumental in establishing the Professional Development program, earning ACBSP accreditation and securing funding for the new “state of the art” MBNA America Building. In December 1999, the College of Business was relocated from the John R. Price Building to its current location.

Dr. Patrick R. Liverpool assumed the deanship in January 2000 with the vision of “preparing a new generation of leaders” and achieving AACSB accreditation. The School experienced significant changes during the five-year period. Both the undergraduate and MBA curricula were revamped. Concentrations such as E-Commerce, Business Economics, and Information Systems were added to the undergraduate curriculum. A five-year \$2.5 million grant was received from MBNA America Bank. An MBNA America endowed professorship was established. Dean Liverpool was the first recipient of the professorship. A 25- member Executive Advisory Council (EAC) and a 12- member Student Advisory Council (SAC) were established. A five-year strategic plan was developed and implemented. The faculty developed and implemented the COB Faculty manual standardizing expectations for faculty intellectual activities and contributions. The Delaware Center for Enterprise Development (DCED) replaced the Entrepreneurship Center as the outreach arm of the COB. The COB Advisement Center (COBAC) was created to streamline student advising and placement activities. New admission and graduation standards were implemented in the fall of 2004. Students are now required to earn a minimum of 2.5 GPA to be admitted to, and to graduate from, the College of Business. The COB Financial Network (COBFN), a simulated financial trading room, was established in the spring of 2005.

Currently, the School employs twenty-two (22) full-time faculty and twelve (12) support personnel, enrolls approximately seven hundred and twenty-five students, and offers three undergraduate majors (including Accounting, Management, and Hospitality & Tourism Management, Aviation Science, Sports Management) and an MBA program. Concentrations under the Management degree include: (1) Business Economics, (2) Finance and Banking, (3) Human Resource Management, (4) Information Systems, (5) and Marketing. The Airway Science Management Department became an integral unit of the School in the spring of 2005.

SUMMARY OF COB PROGRESS

1951	Business Education Began Economics and Business Established
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1968	Accounting Major Established
1984	MBA Established
1992	Department of Business Administration Was Changed to School of Business and Economics
1993	Delaware State College Name Changed to Delaware State University
1997	School of Business and Economics Name Changed to College of Business Hospitality and Tourism Management Program Moved to COB
1997	NCATE Accreditation ACPHA Accreditation
1999	School Moved to MBNA America Building
2000	AACSB Accreditation Pursuit; Continuing Strategic Plan Dr. Patrick Liverpool appointed as Dean of the College of Business
2001	Curriculum Review with Changes
2005	AACSB Candidacy Trading Room Established Dr. Robert Minter appointed as Dean of the College of Business
2006	AACSB Accredited
2011	Dr. Shelton Rhoades appointed as Dean of the College of Business
2013	AACSB Re-Accreditation
2014	Dean Donna Covington was appointed as Dean of the College of Business
2018	Dr. Michael Casson was named dean.

The College of Business offers professional education in several areas of business and management specialization, leading to Bachelor of Science degrees in the following areas:

Accounting

With a concentration in:

- Banking and Finance

Management

With a concentration in:

- General Management
- Human Resource Management
- Management Information Systems
- Marketing
- E-Commerce

Requirements for the Bachelor of Science (B.S.) Degree

To earn the Bachelor of Science degree a student must accomplish the following.

1. Complete the required hours in a degree program with a minimum overall Grade Point Average (GPA) of 2.50 or higher (COB).
2. Complete a minimum of 58 hours in General Education courses, as follows:
 - a. English Composition; Six (6) hours: ENG 101, 102, and Speech; three (3) hours: Speech ENGL 200.
 - b. Mathematics; Six (6) hours: MATH 121 and 125; and three (3) hours of Business Calculus.
 - c. University Seminar; two (2) hours.
 - d. Natural Science; Three (3) hours with lab requirement to be selected from among the following: Astronomy, Biology, Chemistry, Ecology, Geology, Physical Science, and Physics.
 - e. Art/Humanities: Three (6) hours, Select from the following: Art 101, Music 101, African American Music 100, Theater 113, Philosophy 201, Ethics 202, Contemporary Moral Issues 105.
 - f. Global Societies: Three (3) hours:
 - g. Health and Wellness; Two (2) hours: MVSC 121

- h. American History; Select from the following: Three (3) hours: 201, 202, 203, 204.
 - i. Social Science; Three (3) hours.
 - j. Foreign Language; Six (6) hours. (COB)
 - k. Literature; six (3) hours: 201 and 202 or 205 or 206.
3. Complete a Senior Capstone experience.
MGMT 445 Strategic Management

Internships and Cooperative Education Programs

Internship and cooperative education programs are intended to provide on-the-job experiences for participating students. Assignments may occur with business firms, government and not-for-profit agencies, and other institutions. Prior permission from the departmental chairperson is required. While the School encourages students to participate in as many internships as practicable, a student may receive academic credit for no more than two sessions of internship. The College of Business coordinates internship opportunities. The Office of Career Planning and Placement administers all cooperative education programs.

HOSPITALITY AND TOURISM MANAGEMENT PROGRAM

Vision: to offer a premier hospitality and tourism management program that produce competent leaders for the industry.

Students who major in Hospitality and Tourism Management (HTM) are prepared to become management professionals who possess the hospitality, entrepreneurial, and managerial skills necessary to make positive contributions to the industry. Students with this major are prepared to assume entry level management and leadership positions in varied facets of this dynamic industry. HTM requires 31 credit hours of Hospitality and Tourism Management courses and 3 credit hours of Hospitality and Tourism Management electives.

CORE VALUES

- Leadership – Visionary attention to detail, results oriented
- Commitment – Pledging and performing the best
- Integrity – Promoting and producing honesty
- Diversity-inclusive of a global world
- Excellence – Going beyond the call of the day
- Accountability – Assuming responsibility for personal actions

Mission Statement for Hospitality and Tourism Management

The Hospitality Management Program prepares students to become leaders who demonstrate the necessary managerial skills and competencies to make positive contributions to the global hospitality industry”.

HTM Program Learning Outcomes

1. Demonstrate knowledge and application of technology, as well as oral and written communication competencies needed to function in professional hospitality and tourism and other settings.
2. Assess, develop and apply requisite competencies and skills of Hospitality and Tourism Management, to include: accounting and finance, cost controls, event planning and management, food production and restaurant operations, sanitation and safety practices, travel and tourism planning, management/leadership and hospitality law.

3. Analyze, evaluate and solve managerial problems that utilize quantitative reasoning concepts, critical thinking in all sectors of the hospitality and tourism industry in a global and culturally diverse society.
4. Evaluate leadership and ethical decision-making competencies based on standards set by the industry.
5. Evaluate hospitality and tourism management processes, assess results, and employ problem-solving techniques, to improve operating results and guests' satisfaction, as determined by current benchmark data.

6. STRATEGIC GOAL

To design, market program and continuously monitor the curriculum consistent with the needs of the Industry and the community with mechanisms for implementing change as the industry changes.

Characteristics of Students and other Constituents Served by the Hospitality and Tourism Management Program

The HTM students range in ages between 18 and 26. Many of the students are first generation students attending a university. The students aspire to be hired by major hotel chains, restaurants, event management firms or divisions and hospitality accounting entities. More than 65% of the hospitality and tourism management work part-time as they attend school. Many of the students (55%) reside in the State of Delaware. Others are residents of New Jersey, Pennsylvania, New York, Washington, DC, Connecticut and Jamaica.

Graduates of the Hospitality and Tourism Management Program are employed at The Hyatt Hotels, Marriott International, Dover Downs Hotel and Casino, Harrah's, Atlantic City, New Jersey, Washington, DC, Aramark and Sodexo Food Services, Hershey Entertainment, Aramark Connection Services and other service-oriented companies.

Table I	
Course Requirements for Hospitality & Tourism Management	
Course #	Description
HTM-100	Introduction to the Hospitality Industry
HTM-108	Introduction to Tourism Concepts
HTM-207	Sanitation and Safety
HTM-214	Internship I
HTM-311	Food Production Management
HTM-305	Cost Control
HTM-314	Internship II
HTM-345	Restaurant Management
HTM-417	Hospitality Law & Legal Environment
HTM-345	Restaurant Management
HTM-449	Managerial Acct./finance for HTM
HTM-490	Event Planning and Management
HTM Electives	
HTM-210	Hospitality Purchasing
HTM-327	Facilities Design and Maintenance
HTM-405	Supervision in Hospitality
HTM-408	Food Service Systems Management
HTM-415	Catering Management
HTM-418	Club Operations/Beverage Management

HTM-420	Resort and Recreational Management
HTM-425	Tourism and Casino Marketing
HTM-450	Independent Study
HTM-462	Selected Topics
Table II	
Course Requirements for Concentration in Casino Operations Management	
Course #	Description
HTM-100	Introduction to the Hospitality Industry
HTM-108	Introduction to Tourism Concepts
HTM-207	Sanitation and Safety
HTM-214	Internship I
HTM-304	Casino Operations Management
HTM-311	Food Production Management
HTM-345	Restaurant Management
HTM-417	Hospitality Law & Legal Environment
HTM-419	Gaming
HTM-425	Tourism & Casino Marketing

Progression and Retention of Students

Progression of Students

All HTM students enroll in the HTM Program as Pre-Hospitality Management students. Students remain as Pre-Hospitality Management students for two years. A curriculum sheet is given to each student when the student arrives. Each session with the advisor, mentor, and faculty allows the student to review curriculum requirements and overall program requirements. Students are required to apply for admission to the College of Business when each has successfully completed a minimum of 45 credit hours. To be admitted to the COB/HTM Program, students must have an earned GPA of 2.5 and have completed the following courses with a C or better:

College Algebra or Finite Mathematics
 Macroeconomics
 Accounting I
 Microcomputer Applications

An advisor is assigned to all students through the Academic Advising Center. Students also are free to meet with the HTM faculty at will.

Transfer students are also given an advisor. Courses transferred to DSU are evaluated by the Admissions staff and the chair/director/coordinator of the program chosen.

Students who enroll from a school with an articulation agreement are assessed based on courses by the Admissions Office and the Program Chair/Director/Coordinator.

Retention of Students

The retention rate of HTM students ranges from 30-50 %. It is the goal to have a steady rate of a minimum 75 %. Many reasons exist for the low rate; however, the biggest issue is finances. However, approaches to enhance student retention are developed, including researching ways for students to receive more scholarships. Students are encouraged to seek help as soon as they realize they are struggling. In addition to talking to the professor, students may seek help through the Academic Support Center, housed at the William C. Jason Library, rooms 214, A & B. Enhanced program services currently in place include the following:

1. Outreach and Mentoring-Each student may choose to have a mentor as soon as he or she is enrolled. Mentors are selected from college professors, staff and administrators. Mentors volunteer and complete an orientation each year.

2. Advising- Each student is assigned an advisor when enrolled in the college of choice, based on his or her major.
3. Tutoring and Supplemental Instruction-Tutoring services are provided for most subjects. The HTM faculty serves as tutors for struggling students. Sessions are designed around the student's schedule. The HTM office is opened for extended hours in the evening to assist those students who are seeking help. Tutoring and supplemental instruction includes the use of a collaborative approach, rather than providing course lectures.
4. A model to track students is connected to the grading system, known as "Early Warning" systems provide key evidence of struggling students, who are contacted and encouraged to seek help to succeed. Follow-up of the help is the advisor's responsibility and the Staying –on-Course Program advisor.
5. Advising, progress sessions are conducted with HTM students each semester. A minimum of two sessions are completed with each of the HTM students each semester.
6. Students will be asked yearly to participate in focus groups to determine what type of assistance will help retain students. Students are also encouraged to talk to professors, staff and administrators at will about issues they face.

The Institutional Research Office keeps current data, based on enrollment and cohorts for each year. The retention data can be found publicly under Institutional Facts

Delaware State University
College of Business
Criteria for Pre-Business Majors
Effective fall 2012

Admissions Criteria:

1. Admissions to Delaware State University. All freshmen and transfer students admitted to DSU to pursue a degree in one of the business programs or concentrations will be admitted as a pre-business student.
2. The College of Business Advising Center will provide advisement to all students seeking admission to the College of Business.
3. Students are eligible to apply for admission to the College of Business when they have successfully completed a minimum of 45 credit hours. To be admitted to the COB students must hold an overall GPA of 2.5 and have completed the four courses listed below with a C or better.

Course	Course Number	Credits
College Algebra or Finite Math or Calculus	MTSC 121, 125 or MTSC 225	3
Macroeconomics	ECON 201	3
Accounting 1	ACCT 204	3
Microcomputer Applications	MIS 105	3

4. Transfer students who have more than 45 credit hours will submit a transcript for proof of GPA or will have one semester (equivalent to 12 semester credits) in the college of business at DSU to obtain a 2.5 GPA and meet the course requirements.

Admissions Process:

1. When students meet the requirement, an application for admissions must be completed online, printed, and submitted in hard copy along with a copy of student transcript. Application forms are available on the COB website.
2. Students will be notified by letter of their acceptance into the College of Business.
3. Students who do not meet the criteria will have one semester to be in compliance with the requirements. Students will not be permitted to take advanced business courses until the minimum standards are met. Students who are not accepted into the COB will be advised by the COB Advising Center to consider degree programs in other colleges within the University.

Professional HTM Organizations

National Society for Minorities in Hospitality (NSMH)

Professional Convention and Meeting Management Association (PCMA)

International Food Service Executive Association (IFSEA)

HONOR SOCIETY

Eta Sigma Delta (minimum GPA 3.0)

HTM Affiliations

The HTM Program is an affiliate of the American Hotel and Lodging Foundation. This affiliation allows the students to receive scholarships and faculty to design and implement research projects.

2001-2002 Scholarship Recipients

Isolyn Duncan
Tiffany Goodwin
Richard West

2002-2003 Scholarship Recipients

Shelley Dunkley
Tashawna Johnson
Kurtina Robertson
Tiffany Goodwin

2003-2004 Scholarship Recipients

Shelley Dunkley
Tashawna Johnson
Shannon Melvin
Kurtina Robertson

2004-2005 Scholarship Recipients

Sylvia Mwalye
Affia Hinkson

2005-2006 Scholarship Recipients

Osmond Gilkes
Shyrea Jones
Akilah Hill

2006-2007

Vaidra Boston
Osmond Gilkes
Shyrea Jones
Tracey Anderson

2007-2008

Vaidra Boston
Nakeia Thompson
Darrius West

2008-2009

Vaidra Boston
Kelvina Spencer
Darrius West

2009-2010 Scholarship Recipients

Lonnisha Butler
Danielle Springer

2010-2011 Scholarship Recipients

Janae Moore
Lonnisha Butler

2011-2012 Scholarship Recipients

Rachel Meagley

2012-2013 Scholarship Recipients

Trasa Glass
Shelbe Hudson

2014 Scholarship Recipients

Keyla Andrews
Ricquel Talley

2016-Scholarship Recipients

Ricquel Talley
ShaParis Chandler

National Attendance at Hospitality Events

National Society for Minorities in Hospitality**2001 - Miami, Florida**

Daniel Beru
Sean Cobbler
Isolyn Duncan
Carlington Wright

2003 - Boston, Massachusetts

Daniel Beru
Sean Cobbler
Isolyn Duncan
Tashawna Johnson
Peter Ng
April Pettyjohn
Talon Puryear
Kurtina Robertson
Shawn Robinson
Anita Wallace

2005 - Charlotte, North Carolina

Thomas Bolden
Andre Brown
Taliah Davis
Marsha McDonald
Gregory Walker
Zwardie Nelson
Holly Phillips
Jessica Rogers
Tene Scott
Shannon Trammell
Anita Wallace
Candace Wells

2007 - Seattle, Washington

Vaidra Boston
Shyrea Jones
Whitney McMillen

Jennifer Palmore

Jessica Palmore
Jennifer Roberts
DuJuan Scott
Darrius West

2009 - Greensboro, North Carolina

Vaidra Boston
Sheray Dancy
Raven Dixon
Marcel Harmon
Larry Lawrence
Shamay Moore
Deanna Peterson
Kelvina Spencer
Darrius West
Alisa Williams

2011- Atlanta, Georgia

Janae Moore
Uchenna Chukwu
Jose Olivera
Azure Gerald
Lonnisha Butler
Ashlee Brannon

2013-Orlanda FL

Keyla Andrews
Ashley Brannon
Jasmine Anderson
Breyanna Knapp
Ricquel Talley
Jackson Rosembert

2014 - St. Louis, Missouri (Did not attend due to snow)

Cheron Farley
Steven Kirmes
Shanae McFadden
Ricquel Talley

2015 - Pittsburgh, PA

Kara Broadus
Cheron Farley
Steven Kirmes
Alisha Vera
Adam Rinaldi
Ricquel Talley
Babatunde Fakuade

2016-Arlington, VA

Cheron Farley
ShaParis chandler
Ricquel Farley
Alisa Vera
Babatunde Fakuade
Anissa D' Oyen
Kara Broadus
Amber Diallo
Bryan Mowatt
Deoz'A Spriggs
Brianna Thompson
Sequita Scott

2017-Jacksonville, FL

Anissa D'Oyen
Kara Broadus
Taylor Simmons
Nature Brown
Deoz'A Spriggs
Mariah Allen
Cydnee Jones
Alisha Vera
Cheron Farley
Kendall Tubman

2018 Chicago, Illinois

Cheryl Jones
Adam Rinaldi
Cydnee Jones
Alisha Vera
Kendall Tubman
Eysis Elliott
Siarra McKinley
Makayla Montgomery
Janeeka Turner

2019- Atlanta, Georgia

Adrianna Brown
Janeeka Turner
Tiara Gardner
Cyndee Jones
Reginald Giles
Sienna Gooch-Hughes

2020-Houston, Texas

National Coalition of Black Meeting Planners

2000

Fall – Isolyn Duncan, Atlanta Georgia
Spring – Richard West, Tennessee
Fall – Sean Cobbler, Orlando, Florida

2002

Spring – Christopher Grant, Kansas City, Missouri
Fall – Talib-deen Muhammad, San Diego, California

2003

Spring - Tashawna Johnson, Milwaukee, Wisconsin
Fall - Tiffany Goodwin, Dallas Texas

2004

Spring - Anita Wallace, St. Louis, Missouri
Fall - April Caldwell, Hawaii

2005

Spring - Candice Wells
Fall - Holly Phillips, Bahamas

2006

Spring - Akilah Hil, Kentucky
Fall - Dajuan Scott

2007

Spring - Osmond Gilkes, Niagara Falls
Fall - Darius West, Miami, FL

2008

Spring - Kelvina Spencer, Montgomery, AL
Fall - Jennifer Palmore, Washington, DC

2009

Spring - Marcel Harmon, Valley Forge, PA
Fall - Deanna Peterson, Daytona Beach, FL

2010

Fall - Uchenna Chukwu, Canada

2011

Fall - Jackson Rosembert

2012

Fall - Jeffrey Baggart, Atlanta, GA

2013

Fall - Keyla Andrews, Philadelphia, PA

2014

Fall - Keith Burnett

2015

Fall - Ricquel Talley, Newport Beach, California
Cheron Farley, Newport Beach, California

2016

Fall – ShaParis Chandler,

2017

Fall - Kendall Tubman, Oakland, California

2018

2019

Hotel Motel Show

Adrianna Johnson applied for a Hyatt scholarship and won \$20,000.00

2019

Fall - Sienna Gooch-Hughes, New Orleans, LA



COPY

ACCREDITATION COMMISSION FOR PROGRAMS IN HOSPITALITY ADMINISTRATION

January 27, 2014

Cynthia R. Mayo, Ph.D. Director
Hospitality & Tourism Management Program
Delaware State University
1200 N. Dupont Highway
Dover, Delaware 19901

Dear Dr. Mayo;

Thank you for your cooperation during the recent review of your program's Application for continued accreditation by the Accreditation Commission for Programs in Hospitality Administration (ACPHA).

To ensure a comprehensive analysis and balanced review, copies of the school's Self-Study, the site visit Team Report and the program's Response to the Team Report were reviewed by the designated Primary and Secondary Readers. Copies of the school's on-site visit Team Report and the school's Response to the Team Report were provided to all Commissioners in advance of the Commission meeting held on January 25, 2014. The Primary and Secondary Readers also reviewed all Exhibits provided by the program and led the discussion of the file in Executive Session.

I am happy to inform you that the Commission voted to grant re-accreditation to the Hospitality & Tourism Management Program of Delaware State University for a period of seven years (Winter 2014-Winter 2021). Should you have any questions regarding the program's accreditation, please contact Dr. Fenwick at 410-226-5527 or via email at acpha@atlanticbb.net.

The Commission reminds all accredited programs that the process of annual reporting and follow-up on programs and their commitments is an important part of the accreditation process. Maintenance of accredited status is dependent upon the program's continuing compliance with accreditation standards and achievement of its commitment to the communities of interest served. The Annual Report notification will be electronically distributed in November 2014 and the document should be submitted by December 15, 2014 for the Commission review at the Winter 2015 Commission Meeting. The Commission requests that you please include in your annual report an update regarding your progress (developed from the plan of action) for each of the standards not met. Unless otherwise noted, it will be expected that all recommendations will have been accomplished by the submittal of your next annual report.

I extend to you on behalf of the full Commission our congratulations on this significant achievement by your Program.

Sincerely;

Richard F. Ghiselli, Ph.D
Purdue University
Chair of the Commission

Cc: Dr. Alton Thompson, Provost and Vice President for Academic Affairs
Dr. Chittababu Govindarajula, Chair, Department of Business Administration

CONGRATULATIONS!!



The *Hospitality and Tourism Management Program* was granted reaccreditation for a period of seven years (winter 2014 – winter 2021) by the Accreditation Commission for Programs in Hospitality Administration (ACPHA) on January 27.

College of Business
Major: Hospitality & Tourism Management
(HTM)



Freshman Fall Semester			Freshman Spring Semester		
Course	Course Name	Cr	Course	Course Name	Cr
MGMT 191	University Seminar I ¹	1	MGMT 192	University Seminar II ¹	1
MTSC 121	College Algebra ¹	3	MTSC 125	Finite Mathematics	3
MVSC 101	Fitness and Wellness	2	HTM 108	Intro to Tourism Concepts*	3
ENGL 101	English Composition I ¹	3	ENGL 102	English Composition II ¹	3
HTM 100	Introduction to Hospitality & Tourism*	3	xx-xxx	Natural Science Elective	3
HIST xxx	History Elec. 203 or 204	3	MIS 105	Microcomputer Applications	3
Total Credits		15	Total Credits		16
Sophomore Fall Semester			Sophomore Spring Semester		
Course	Course Name	Cr	Course	Course Name	Cr
HTM 207	Sanitation and Safety*	3	MGMT 201	Managerial Communications*	3
ACCT 204	Principles of Accounting I	3	ENGL 201 or ENGL 205-XXX	World Literature I or American Literature	3
MTSC 225	Calculus for Business ¹	3	ACCT 205	Principles of Accounting II	3
ECON 201	Principles of Macroeconomics	3	MGMT 208	Intro to Statistics	3
MGMT 300	Principles of Management	3	ECON 202	Principles of Microeconomics	3
Total Credits		15	HTM 214	Internship I*	1
Total Credits		15	Total Credits		16
Junior Fall Semester			Junior Spring Semester		
Course	Course Name	Cr	Course	Course Name	Cr
ENGL 200	Speech ¹	3	GLST 395	Global Societies ¹	3
HTM 305	Hospitality Cost Control	3	HTM 314	Internship II*	3
HTM 311/345	Food Production	3	PSYC 201	Intro. to General Psychology	3
HTM 355	Lodging Operations Mgmt.	3	HTM 345	Restaurant Management	3
MKT 300	Principles of Marketing	3	XX-XXX	Foreign Language I	3
Total Credits		15	HTM-XXX	HTM Elective	3
Total Credits		15	Total Credits		18
Senior Fall Semester			Senior Spring Semester		
Course	Course Name	Cr	Course	Course Name	Cr
MGMT 325	Organizational Behavior	3	MGMT 445	Strategic Management**	3
MGMT 440	International Management	3	HTM 417	Hospitality Law & Legal Environment*	3
HTM 490	Event Planning and Management*	3	HTM 449	HTM Managerial Finance/Accounting for HTM*	3
HTM xxx	HTM Elective	3	PHIL 101 OR xx-xxx	Critical Thinking OR Foreign Language III	3
XX-XXX	Foreign Language II	3			
Total Credits		15	Total Credits		12

** Senior Capstone

* Writing Intensive Course(s)

¹Must receive a 'C' or better in Gen. Ed. courses

Total Credits: 122

College of Business
Major: Hospitality & Tourism Management
Concentration: Casino Management
(HTM)



Freshman Fall Semester			Freshman Spring Semester		
Course	Course Name	Cr	Course	Course Name	Cr
MGMT 191	University Seminar I ¹	1	MGMT 192	University Seminar II ¹	1
MTSC 121	College Algebra ¹	3	MTSC 125	Finite Mathematics	3
MVSC 101	Fitness and Wellness	2	HTM 108	Intro to Tourism Concepts*	3
ENGL 101	English Composition I ¹	3	ENGL 102	English Composition II ¹	3
HTM 100	Introduction to Hospitality & Tourism*	3	xx-xxx	Natural Science Elective	3
HIST xxx	History Elec. 203 or 204	3	MIS 105	Microcomputer Applications	3
Total Credits		15	Total Credits		16
Sophomore Fall Semester			Sophomore Spring Semester		
Course	Course Name	Cr	Course	Course Name	Cr
HTM 207	Sanitation and Safety*	3	MGMT 201	Managerial Communications*	3
ACCT 204	Principles of Accounting I	3	ENGL 201 or ENGL 205-XXX	World Literature I or American Literature	3
MTSC 225	Calculus for Business ¹	3	ACCT 205	Principles of Accounting II	3
ECON 201	Principles of Macroeconomics	3	MGMT 208	Intro to Statistics	3
MGMT 255	Principles of Management	3	ECON 202	Principles of Microeconomics	3
Total Credits		15	HTM 214	Internship I*	1
Total Credits		15	Total Credits		16
Junior Fall Semester			Junior Spring Semester		
Course	Course Name	Cr	Course	Course Name	Cr
ENGL 200	Speech ¹	3	GLST 395	Global Societies ¹	3
HTM 305	Hospitality Cost Control	3	HTM 304	Casino Operations Mgmt.	3
HTM 311/345	Food Production	3	PSYC 201	Intro. to General Psychology	3
HTM 355	Lodging Operations Mgmt.	3	HTM 425	Casino Marketing	3
MKT 300	Principles of Marketing	3	XX-XXX	Foreign Language I	3
Total Credits		15	HTM-XXX	HTM Elective	3
Total Credits		15	Total Credits		18
Senior Fall Semester			Senior Spring Semester		
Course	Course Name	Cr	Course	Course Name	Cr
MGMT 325	Organizational Behavior	3	MGMT 445	Strategic Management**	3
MGMT 440	International Management	3	HTM 417	Hospitality Law & Legal Environment*	3
HTM 490	Event Planning and Management*	3	HTM 449	HTM Managerial Finance/Accounting for HTM*	3
HTM 419	Gaming Operations	3	PHIL 101 OR XX-XXX	Critical Thinking OR Foreign Language III	3
XX-XXX	Foreign Language II	3			
Total Credits		15	Total Credits		12

** Senior Capstone

* Writing Intensive Course(s)

¹Must receive a 'C' or better in Gen. Ed. courses

Total Credits: 122

**College of Business
Hospitality and Tourism Management
Checklist**



General Education (58 Credit Hours)

Basic Skills (16 Credit Hours)

	Grade
ENGL 101 English Comp I	3____
ENGL 102 English Comp II	3____
ENGL 200 Speech	3____
MVSC 100 Fitness & Wellness	2____
MGMT 191 University Seminar I	1____
MGMT 192 University Seminar II	1____
GLST 395 Global Societies	3____

History (3 Credit Hours)

HIST 203 African American History to 1865 or	3____
HIST 204 African American History from 1865	3____

Literature (3 Credits Hours)

ENGL 201 World Literature I or	3____
ENGL 205 Afro American Literature I	3____

Arts and Humanities (9 Credit Hours)

_____ Foreign Language I	3____
_____ Foreign Language II	3____
PHIL 101 Critical Thinking or	3____
_____ Foreign Language III	3____

Mathematics & Quant. Reasoning (12 Credit Hours)

MTSC 121 College Algebra	3____
MTSC 125 Finite Math	3____
MTSC 225 Business Calculus	3____
MTSC 208 Intro to Statistics	3____

Natural Science Elective w/Lab (3 Credit Hours)

Management (37 Credit Hours)

	Grade
MGMT 201 Managerial Communications	3____
MGMT 300 Principles of Management	3____
MGMT 325 Organizational Behavior	3____
MGMT 440 International Management	3____
MGMT 445 Strategic Management	3____
ACCT 204 Principles of Accounting I	3____
ACCT 205 Principles of Accounting II	3____
MKT 300 Principles of Marketing	3____
MIS 105 Micro Computer Applications	3____

Note:

A grade of "C" or better is required for all COB courses.

**A grade of "C" or better is required for Gen Ed. courses.*

Major Requirements (37 Credit Hours)

HTM 100 Intro to Hospitality Industry	3____
HTM 108 Intro to Tourism Concepts	3____
HTM 207 Sanitation & Safety	3____
HTM 214 Internship I	3____
HTM 305 Hospitality Cost Control	3____
HTM 311 Food Prod. Or Rest. Mgmt.	3____
HTM 314 Internship II	3____
HTM 345 Restaurant Management Lodging	3____
HTM 355 Operations	3____

		3____				
		—	HTM 417	Hosp. Law & Legal Environment	3____	
			HTM 449	Mngrl. Fin. For Hospitality	3____	
			HTM 490	Event Planning & Mgmt.	3____	
			_____	HTM Elective	3____	
Social Sciences (9 Credit Hours)						
PSYC		3____				
201	Intro to General Psychology	—				
ECON		3____				
201	Macroeconomics	—				
ECON		3____				
202	Microeconomics	—				

Total Credits for Degree:
122

Department Minors

Accounting, Management, and Hospitality and Tourism Management majors, as well as, students with a major in the College of Humanities and Social Sciences, College of Mathematics, Natural Sciences and Technology, College of Agriculture and Related Sciences, College of Health and Public Policy, and the College of Education and Sports Sciences may earn a minor in Accounting, Management, Marketing, Finance and Banking, Business Economics, and Hospitality Management by taking the following courses:

MINOR IN BUSINESS ADMINISTRATION

Students may earn a minor in Management by completing 15 credit hours as specified with a grade of “C” or better.

Course #	Course Title	Credits	Prerequisite(s)
MGMT-300	Principles of Marketing	3	Junior Standing
ACCT-201	Accounting I	3	MTSC-121
HRM-320	Human Resource Management	3	Junior Standing, MGMT-205
FIN-300	Managerial Finance	3	FIN-201, FIN-202, ACCT-202 or ACCT-203
MGMT-305	Management Information Systems	3	MGMT-205, MIS-105
	TOTAL	15	

MINOR IN MARKETING

Students may earn a minor in Marketing by completing 12 credit hours as specified with a grade of “C” or better.

Course #	Course Title	Credits	Prerequisite(s)
MKT-300	Principles of Marketing	3	Junior Standing
MKT-412	Supply Chain Management	3	MGMT-205, MKT-300
MKT-315	Marketing Research	3	MGMT-205, MKT-300
MKT-420	International Marketing <i>OR</i>	3	MGMT-205, MKT-300
MKT-490	Marketing Internship	3	Approval of Department Chair
	TOTAL	12	

* Marketing Internship can be used as a substitute for International Marketing.

MINOR IN HOSPITALITY AND TOURISM MANAGEMENT

Students may earn a minor in Hospitality by completing 12 credit hours as specified with a grade of “C” or better.

Course #	Course Title	Credits	Prerequisite(s)
HTM-100	Introduction to Hospitality Industry <i>or</i>	3	None
HTM-108	Introduction to Tourism Concepts		
HTM-207	Sanitation and Safety	3	None
HTM-305	Hospitality Cost Control & Information Systems	3	MTSC 121, MTSC 125
HTM-355	Lodging & Operations Management	3	Junior Standing
HTM	Elective	3	
	TOTAL	12	

MINOR IN MANAGEMENT INFORMATION SYSTEMS (MIS)

Students may earn a minor in MIS by completing 12 credit hours as specified with a grade of “C” or better.

Course #	Course Title	Credits	Prerequisite(s)
MIS-490	System Analysis and Design	3	MGMT-305
MIS-475	Networking & Telecommunications	3	MGMT-305
MGMT-305	Management Information Systems	3	MGMT-205, MIS-105
MIS-xxx	1 – MIS elective	3	See University Catalog
TOTAL		12	

- The MIS elective should be chosen in consultation with the Chair of the Department and approved by the Dean of the College of Business or his/her designee.

MINOR IN HUMAN RESOURCE MANAGEMENT (HRM)

Students may earn a minor in HRM by completing 12 credit hours as specified with a grade of “C” or better.

Course #	Course Title	Credits	Prerequisite(s)
HRM-452	Staffing & Performance Management	3	MGMT-208, HRM-320
HRM-320	Human Resource Management	3	Junior Standing, MGMT-205
HRM-XXX	Selected Topics (HRM)	3	Junior Standing
HRM-440	HR Planning & Information Systems	3	HRM-430, HRM-320
TOTAL		12	

MINOR IN ENTREPRENEURSHIP

Students may earn a minor in Entrepreneurship by completing 12 credit hours as specified with a grade of “C” or better.

Course #	Course Title	Credits	Prerequisite(s)
MGMT-435	Entrepreneurship	3	Junior Standing
MGMT-490	Internship	3	Approval of Department Chair
FIN-424	New Venture Finance & Investment	3	FIN-424 Managerial Finance
MKT-462	New Product Development	3	Junior Standing
TOTAL		12	

NOTE: Outside majors will be required to take all prerequisites that are listed for the minor of choice.

Course Descriptions - Hospitality Management

HOSPITALITY AND TOURISM MANAGEMENT (45)

100. INTRODUCTION TO HOSPITALITY MANAGEMENT. 3:3:0



This course provides students with the basic knowledge and concepts related to all aspects of the hospitality industry including: lodging, marketing, accounting management, event management, food services management, retail and casino management, and emphasizes the tracing of the hospitality industry's growth and development to present day and future trends. Credit, three hours.

108. INTRODUCTION TO TOURISM CONCEPTS. 3:3:0



This course is designed to provide students with knowledge and concepts of tourism and travel development and management that are currently used, given economic conditions of the world. Practical applications related to tourism planning and travel are included to effectively apply the concepts to the hospitality and tourism industry. Credit, three hours.

207. SANITATION AND SAFETY. 3:3:0



This course covers the principles and practices of sanitation and safety, as applied to the entire industry, especially the food industry. Emphasis is placed upon the training of supervisory personnel in sanitation and safety procedures. Students will have an opportunity to apply the concepts in a practical, on-the-job learning experience by implementing self-inspection and training for food service establishments' located on-campus. Successful completion of the course will qualify students for National Institute of the Food Service (NIFI) National Sanitation Certification. Credit, three hours.

214. INTERNSHIP. 1:1:0



This course requires hospitality work experience that introduces students to the challenges faced by managers in the hospitality industry. The course requires that students complete research assignments (to investigate hospitality industry problems), and a minimum of 240 documented work hours. A supervisor's and a self-evaluation are required. The assignments are presented in a portfolio format. Prerequisites: Sophomore status. Credit, one hour.

304. CASINO OPERATIONS MANAGEMENT. 3:3:0-Elective/Required for Casino Management Concentration



This course is designed to provide theoretical, technical, entrepreneurial and financial concepts of designing and operating casino venues to include: slot operations, table games, sports betting, car and horse racing and all associated venues. All influential environments, both external and internal will be explored and evaluated, along with the entertainments and cost structure of operations. Credit, three hours.

305. HOSPITALITY COST CONTROL 3:3:0



This course provides requisite competencies related to the application of cost controls and the development and implementation of systems of controls based on

mission, goals, and objectives of the hospitality operations that are related to foods and beverages, labor, and supplies. An analysis of techniques currently used to generate revenue while controlling cost drivers is emphasized. Prerequisites: Satisfactory completion of all mathematics courses. Credit, three hours.

311. FOOD PRODUCTION MANAGEMENT. 3:1:4



This course addresses the study of food groups, their nutritional value, methods of preparation, presentations, holding, and service techniques. Attention will be given to the application of scientific principles in the preparation of a wide variety of foods. Students will prepare recipes, menus, and production schedules, as well as acquire the ability to recognize properly prepared foods through preparing, tasting, and evaluating foods. Students will also develop an awareness of potential production problems, especially in the areas of sanitation and safety, and how to troubleshoot them. Students plan and operate the University Club as specified. Prerequisite: HTM-207 Credit, three hours.

314. INTERNSHIP II. 3:3:0



Students are required to work a minimum of nine weeks (on a full-time basis) during the summer, fall or spring semester in a supervised work experience. A detailed portfolio with a journal, pictures, documented work hours, evaluations, and solutions to specified situations is required. Students must document work experiences and complete the assignments specified in the Internship Guide. Three hundred and sixty (360) documented hours are required. Students must also be registered for internship during the time they are participating in a work/internship experience. Prerequisites: HTM 214. Credit, three hours.

345. RESTAURANT MANAGEMENT. 3:1:6



This course requires each student to participate as a manager of a full-service restaurant operation. Lectures will include topics relating to the general management of restaurants. These topics will address the issues involved in defining an entrepreneurial service philosophy, improving profit margins, securing adequate supplies, identifying target markets, and planning for organizational growth. Many aspects of production and service in a full-service restaurant will be experienced, discussed, and demonstrated. Prerequisite: Junior status. One lecture and six lab hours. Credit, four hours.

355. LODGING OPERATIONS MANAGEMENT. 3:3:0



This course is an analysis of the historical development of lodging and inn keeping. Principles of operation, and lodging classifications and ratings, as well as, aspects of the interactions between the guest services department, housekeeping, accounting, reservations, food and beverage, and other departments will be studied. Ten (10) hours of work shadowing is required in a lodging setting. Prerequisites: Junior status. Credit, three hours.

405. SUPERVISION IN HOSPITALITY AND TOURISM MANAGEMENT. 3:3:0 ELECTIVE



An analysis of service requirements that predict supervision requirements in the Hospitality and Tourism industry and quantifiable standards are discussed based on the required behavior of supervisors. Aspects of current labor laws, standards of the industry, supervisory assessments, and industry practices are emphasized. Prerequisite: HTM 355 Credit, three hours.

408. FOOD SERVICE SYSTEMS MANAGEMENT. 3:3:0 -ELECTIVE



This course examines the organization, administration, and application of managerial techniques in food service systems. It also addresses production, distribution, selection and storage of food commodities, specification writing, personal training, job analysis, morale, motivation, and computer applications. Credit, three hours.

415. CATERING MANAGEMENT. 3:3:0 ELECTIVE



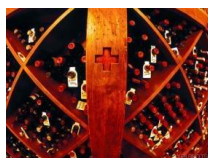
This course explores off-premises and on-premises catering for management and social functions. Other types of catering operations, such as sports and special events, will be explored as well. Topics include the following: organizational structure of catering operations; legal aspects of catering businesses; menu design for special functions and its operational implications; marketing from a caterer's point of view; function planning and management; staff recruitment; training and supervision; and post-event analysis. Prerequisites: HTM 311 Credit, three hours.

417. HOSPITALITY LAW and LEGAL ENVIRONMENT. 3:3:0



An analysis and assessment of laws related to the operation of each of the Hospitality and tourism components. Laws related to human resources, licensure requirements, contract negotiations, civil rights, food and beverage service, inn keeping, and travel are emphasized. Financial systems such as yield management, average daily rate, occupancy rate, and REVPAR are emphasized. Case analysis, forums assessing court cases, and research related to lawmaking are included. Prerequisite: Senior status. Credit, three hours.

418. CLUB OPERATIONS MANAGEMENT. 3:3:0 ELECTIVE



This course includes a detailed study of the classification, production, identification, and service of Clubs with specific emphasis on beverages (including alcohol). Emphasis is placed on the planning, development, operation, and management and profitability of all types of clubs. Participants must be over the age of 21. Prerequisites: HTM 305, HTM 311. Credit, three hours.

419. GAMING. 3:3:0 ELECTIVE/ *Required for Casino Management Concentration*



This course introduces the student to the multi-billion-dollar gaming industry. It includes a historical overview of gaming and examines legal, social, and economic issues within the industry. The course also reviews the various games played in casinos, the current trends, and the most popular casino destinations in the world. Special attention is devoted to the growth of casinos on cruise ships, Indian reservations, and on riverboats in the United States. Participants must be over the age of 21. Three lectures per week. Prerequisites: ACCT 201 Credit, three hours.

420. RESORT AND RECREATIONAL MANAGEMENT. 3:3:0 ELECTIVE



The course emphasizes a comprehensive approach to the operations of resort and recreational properties. Beginning with historical development, details are presented in planning, development, financial investment management, and marketing that deal with the unique nature of the resort business. The course also examines the future and the

impact of the condominium concept, time sharing, technological changes, and the increased cost of energy and transportation. Prerequisite: Senior status. Credit, three hours.

425. TOURISM AND CASINO MARKETING. 3:3:0 ELECTIVE/ *Required for Casino Management Concentration*



This course is designed to help students prepare for ownership or management positions, develop an understanding of casino, tourism, and hospitality, and use the marketing principles applicable across the hospitality industry. Marketing strategies of service firms from various service industries will be evaluated. These include hotels, restaurants, health care, travel, tourism, casinos, and airlines. New marketing approaches uniquely applicable to the hospitality industry will be covered. Prerequisites: HTM 304, MKT 300 Credit, three hours.

449. HTM MANAGERIAL ACCOUNTING AND FINANCE. 3:3:0



This course prepares students to make effective managerial business and operational decisions thorough the analyses of financial statements and the numbers that affect daily hospitality property functions. Students emerge with the know-how that will enable them to set realistic financial goals, protect a property's assets, and control costs. This course includes budget forecasting, the statement of cash flows, budgeting using the latest uniform system of accounts for hotels and restaurants, and a managerial accounting practice set. Prerequisites: ACCT-202, ACCT-203, HTM-210, and HTM-305. Credit, three hours.

450. INDEPENDENT STUDY. 3:3:0



This course provides an opportunity for students to participate in special research projects or to study contemporary issues in Hospitality and Tourism Management. Areas of study focus on current issues and trends the industry must address: lodging, foodservices, event management, travel, retail, and other components of business activities. Prerequisite: Permission of departmental chairperson. Credit, one to three hours.

462. SELECTED TOPICS. 3:3:0



hours.

This course is an in-depth study of a topic of current interest in the Hospitality and Tourism Management areas. Topics of students' interest are evaluated and researched. Papers may be developed based on the research for presentation during Honor's Week. Students may wish to conduct research or pursue topics of interest not covered in HTM courses. Prerequisite: Senior standing. Credit, three

490. EVENT PLANNING AND MANAGEMENT. 3:3:0



This course is designed to provide students with aspects of event planning. Special emphasis is placed on marketing, planning, costing, executing, and evaluating of events. Students will learn basic components of meeting/event setups, travel and lodging, and transportation information. Based on client and guest needs, a plan of development will be designed employing business and profitability skills. Prerequisite: HTM 305, HTM 311 Senior standing. Credit, three hours

Letter Grades: What Do They Mean?

Grades and the grading process are always important topics of discussion for students, faculty members and the University. As faculty we strive to provide quality education, instruction and direction, while attempting to maintain a level of understanding among students. One of the most misunderstood concepts is that of grading.

Students, on the one hand, want {and feel a need for} high grades. Faculty and administrators, on the other hand, want to ensure that students are treated equally and fairly, receive grades that are indicative of his/her work and understanding of the course materials and ensure a certain standard within the University itself. When a faculty member issues all A's for example, this standard is compromised for both the University and the student body.

To that end, the following guidelines will be employed during the conduct of this course. Please use this "checklist" to perform a self-evaluation of your participation, course work and material understanding. It has been my experience that students who genuinely evaluate themselves from an objective point of view find that their honest assessment will prevail and even coincide with mine. However, should you disagree with my weekly grade summary (a weekly assessment of your progress), please check yourself against the following criteria and contact me immediately so we can discuss any differences that may arise in this grading process.

"A" includes:

- ✓ I participated MEANINGFULLY at least 5 days out of 7 each week.
- ✓ I did all the reading.
- ✓ All assignments were submitted on time and were well thought out.
- ✓ I responded insightfully to the comments of my classmates.
- ✓ I contributed some original ideas – provoking discussion.
- ✓ I found myself thinking more deeply and at times offered some different insights.
- ✓ I have already used some of these ideas at work.
- ✓ I feel VERY GOOD about my efforts and my results.
- ✓ My feedback from others was not as strong as it could have been.
- ✓ I did the work assigned but the work did not quite represent a model.
- ✓ My punctuation, spelling and grammar were ABOVE AVERAGE.

"B" includes:

- ✓ I did ALMOST all the reading.
- ✓ All assignments were well done as asked. Nothing extra.
- ✓ I made some comments and got somewhat involved in discussions.
- ✓ I'm going to think more about some things and apply them to work.
- ✓ I feel like I could have done more – but what I did was more than satisfactory.
- ✓ I know I more than fulfilled the course requirements.
- ✓ My work is good – even Above Average.
- ✓ My punctuation, spelling and grammar were at least College level.

"B-" includes:

- ✓ I did MOST of the reading.

- ✓ I made some comments, but I did not get really involved in a lot of discussions.
- ✓ I feel like I could have done more – but what I did was satisfactory.
- ✓ I feel as if I'm a little more than just AVERAGE.
- ✓ My punctuation, spelling and grammar were AVERAGE.

“C+” includes:

- ✓ I made a showing and got through, but I really did not put forth my best effort in this course, neither in the reading nor the responding. Ethically, it's only fair that I just get a grade that is AVERAGE.
- ✓ My punctuation, spelling and grammar need some improvement.

“C” includes:

- ✓ Well, honestly, I just did what I had to do to complete this course.
- ✓ All requirements were just met.

“C-“includes:

- ✓ PLEASE pass me...I did not really do the work as I should have, I was late a lot; I participated rarely – but I did do what I could to pass this class.

Graduates

THE FOLLOWING IS A LIST OF GRADUATES OF THE HOSPITALITY AND TOURISM MANAGEMENT PROGRAM AT DELAWARE STATE UNIVERSITY

1991

Yolanda Ryner

1992

Michele Webb Wright
 Demetria Toulson

1993

Charles Carey
 Dionne Perkins
 Craig Johnson
 Jason Rivers
 Denise Tadlock
 Octavia Robinson

1994

Necol Evans
 Freeman Harris
 Keith Mackey
 Terrance McCauley
 Robin Price
 Angela Proctor
 Lisa Randall
 Jermaine Young

1995

Sharon Gibbs
 Lasean Shelton
 William Price
 Antoine Morris
 Faye Clarke
 Devin King
 Inus Parker

1996

Nadine Pressley
 Shelby Davis
 Wayne Witherspoon
 C. Brandon Wilson
 Michael Wyatt
 Herbert Anderson
 Angela Frett
 Jason Jeffers

1997

Gina Dill
 Derrick Hunter

Mary Lynn Cartanza
 Tracey Roselle
 Kimberly Postell
 Joseph Witherspoon

1998

Niambi Fairfax
 Derrid Graham
 Chad Hastings
 Cedric Jones
 Alexandra Lopez
 Judia Peavy
 Erik Robinson
 Lisa Wikert

1999

Lynette R. Crisden
 James Andrew Dinnall, Jr.
 Ingrid M. John
 Francis Jules Mouelle-Dipanda
 Stephanie Danielle Overton
 Monique L. Stafford
 Aaron A. Wright

2000

Veronica M. Barber
 Maurice K. Everett
 Barbara J. Goode
 Robin R. Greenhow
 Rasheed A. Jackson
 Christina Jones
 Bobby J. Mack, Jr.
 Khalid J. Pickering
 Ean Rose

2001

Tawanda Mackey
 Carlington Wright*

2002

Jamar Batchelor
 Isolyn Duncan - B.S. & MBA
 Christopher Grant
 Rashawn Packwood
 Richard West

2003

Ellis Ackah
 Daniel Beru
 Sean Cobbler
 Sheree Hardy
 April Pettyjohn

2004

LaPrincess Allen
 Shelly Dunkley
 Tiffany Goodwin
 Talid-Deen Muhammad
 Peter Ng

2005

Taliah Davis
 Tashawna Johnson
 Ernest Hudson
 Kurtina Robertson-B.S. & MBA
 Shawn Robinson
 Darlene Walls
 Anita Wallace

2006

Thomas Bolden
 Versailles Bryant (*minor*)
 Jamar Little
 Sylvia Mwalye
 Zwardie Nelson
 Gregory Pierre

2007

Andrew Gachiya
 Akilah Hill
 Affia Hinkson
 Marsha McDonald
 Jessica Rogers
 Troy Roundtree
 DuJuan Scott
 Sharonda Smith
 Shannon Trammell

2008

Youn Bang

April Caldwell
Osmond Gilkes
James Pannell
Holly Phillips

2009

Harvey Anderson
Vaidra Boston
Jennifer Palmore
Jessica Palmore
Kelvina Spencer
Darrius West

2010

Raveen Dixon
Jenelle Green
Marcel Harmon
Deanna Peterson
Danielle Springer
Alisa Williams

2011

Lonnisha Butler
Uchenna Chukwu
Opeyemi Kolawole
Whitney McMillon
Electa Wright

2012

Jessica Barnes
Marquis Blake
Azure Gerald
Elisa Herrman
Heather Knight
Janae Moore
Amiya Mosley
Jasmine Pittman
Lanisha Sutton

2013

Jasmine Anderson
Ashlee Brannon
Trasa Glass
Shelbe Hudson
Dominique Williams
Tiffani Johnson
Lisa Wikert
Gregory Pierre
Candice Wells
R. Darrell Wilson

2014

Keyla Andrews

Rachel Meagley
Shanae McFadden
Samantha Whaley

2015

Jeffrey Baggett
Keith Burnett
Lillian Carter
Travis Jones
Steven Kirmes
Ashton McNair

2016

Breanna Crooks
Ricquel Talley

2017

Keyahna Blanford
Kara Broadus
ShaParis Chandler
Anissa D'Oyen
Cheron Farley
Yeraldin Isham
Deoz'A Spriggs
Jennifer Nicole Roberts

2018

Maya Dunston
Eysis Erika Elliott
Siarra McKinley
Makayla Montgomery
Adam H. Rinaldi
Taylor Armoni Simons
Kendall Elon Tubman
Alisha N. Vera
Emanuel Hitch
Cheryl Jones

2019

Nature H.M. Browne*
Tiara Garner
Reginald V. Giles
Cydnee Jones

2020

Adrianna Brown
Bryan Mowatt
Emanuel Hitch

Alycia Gatling
Miriah Allen
Arianna Johnson

*Has not completed requirements for graduation.

HTM Graduates-Where are they? (Partial List)

2019

Tiara Garner	Aramark	Delaware
Reginald V. Giles		
Cyndee Jones	Drury Hotel Management Program	Georgia

2018

Maya Dunston	Bahama Breeze – Darden	
Eysis Erika Elliott	Bank	New York
Siarra McKinle		
Makayla Montgomery	Culinary School	New York
Adam Rinaldi		
Taylor Armoni Simons	Marriot Residence Inn	
Kendall Elon Tubman	Marriot Management Program	Georgia
Alisha N. Vera	Averon Events, Corporate Trainer	Delaware
Emanuel Hitch	DuPont Country Club	Delaware
Cheryl Jones	Aramark	Delaware

2017

Keyahna Blanford	Grad School	
Kara Broadus	Time and Basil Marketing Firm	Maryland
ShaParis Chandler	Warwick Hotel-Front desk	Philadelphia Rittenhouse Square
Anissa D'Oyen		New York
Cheron Farley	Carowinds Amusement Park, Operations Manager	Charlotte, North Carolina
Yeraldin Isham		
Deoz'A Spriggs	Grad School	Dover, DE

2016

Breanna Crooks	Aramark	Albany, GA
Ricquel Talley	Grad School	Pennsylvania

2015

Keith Burnett	Hershey Entertainment	Hershey, PA
Jeffrey Baggett	Aramark	Washington, DC
Saquan Burnett	Drury Hotel	Washington, DC
Lillian Carter	Retail Services	New York
Steven Kirmes		Dover, DE
Travis Jones	Real Estate/Resort	Rehobeth Beach, DE

2014

Keyla Andrews	MGM	Washington, DC
Rachael Meagley	Convention Services and Research Coordinator	Spokane, Washington
Shanae McFadden	Event Management	Maryland
Samantha Whaley	Marriott	Dover, DE

2013

Shelbe Hudson		
Jasmine Anderson	Discover	Dover, DE

2012

Marquis Blake	Culinary School	Scottsdale, AZ
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Azure Gerald
Jasmine Pittman

Aramark
Famous Dave's

Dover, DE
Newark, DE

2011

Uchenna Chukwu
Opeyemi Kolawole
Whitney McMillon
Electa Wright

Hyatt Regency Capitol Hill
Hotel
Department of Education
Mortuary Affairs Specialist

Washington, DC
Africa
Delaware
Dover Air Force Base

2010

Raven Dixon
Marcel Harmon
Deanna Peterson
Alisa Williams

Graduate School
Hotel
Hotel
City of Philadelphia

Delaware
Delaware
Pennsylvania
Pennsylvania

2009

Harvey Anderson
Vaidra Boston
Jennifer Palmore
Kelvina Spencer

Marriott -JW
Sodexo School Services
Wa-Wa Mgmt. Trainee
Marriott Hotels

Washington DC
New Jersey
Maryland
Maryland

2008

Youn Bang
April Caldwell
Osmond Gilkes
James Pannell

Graduate School
Delaware State University
MGM at Foxwood's Resort
Marriott Hotels

Delaware
Connecticut
Washington, DC

2007

Marsha McDonald
Duluan Scott

Purdue Inspectors
Marriott Hotels

Delaware
Pennsylvania

2006

Akilah Hill
Zwardie Nelson
Gregory Pierre
Tene Scott

Hyatt Hotels
Food Service Manager
Entrepreneur
Purdue Inspector

Washington, DC
New Jersey
Florida
Delaware

2005

Taliah Davis
Ernest Hudson
Tashawna Johnson
Darlene Walls
Anita Wallace
Shawn Robinson

Marriott Hotels
Family & Consumer Science
Wal-Mart
Dover Downs
Real Estate
Retail

Maryland
Newark, DE
Atlanta, GA
Dover, DE
New York, NY
Delaware