

KINGSBOROUGH COMMUNITY COLLEGE
The City University of New York

CURRICULUM TRANSMITTAL COVER PAGE

Department: _____ **Date:** _____

Title Of Course/Degree/Concentration/Certificate: _____

Change(s) Initiated: (Please check)

- | | |
|---|--|
| <input type="checkbox"/> Closing of Degree | <input type="checkbox"/> Change in Degree or Certificate |
| <input type="checkbox"/> Closing of Certificate | <input type="checkbox"/> Change in Degree: Adding Concentration |
| <input type="checkbox"/> New Certificate Proposal | <input type="checkbox"/> Change in Degree: Deleting Concentration |
| <input type="checkbox"/> New Degree Proposal | <input type="checkbox"/> Change in Prerequisite, Corequisite, and/or Pre-/Co-requisite |
| <input type="checkbox"/> New Course | <input type="checkbox"/> Change in Course Designation |
| <input type="checkbox"/> New 82 Course (Pilot Course) | <input type="checkbox"/> Change in Course Description |
| <input type="checkbox"/> Deletion of Course(s) | <input type="checkbox"/> Change in Course Title, Number, Credits and/or Hours |
| | <input type="checkbox"/> Change in Academic Policy |
| | <input type="checkbox"/> Pathways Submission: |
| | <input type="checkbox"/> Life and Physical Science |
| | <input type="checkbox"/> Math and Quantitative Reasoning |
| | <input type="checkbox"/> A. World Cultures and Global Issues |
| | <input type="checkbox"/> B. U.S. Experience in its Diversity |
| | <input type="checkbox"/> C. Creative Expression |
| | <input type="checkbox"/> D. Individual and Society |
| | <input type="checkbox"/> E. Scientific World |
- Change in Program Learning Outcomes
- Other (please describe): _____

PLEASE ATTACH MATERIAL TO ILLUSTRATE AND EXPLAIN ALL CHANGES

DEPARTMENTAL ACTION

Action by Department and/or Departmental Committee, if required:

Date Approved: _____ **Signature, Committee Chairperson:** A. Borgese

If submitted Curriculum Action affects another Department, signature of the affected Department(s) is required:

Date Approved: _____ **Signature, Department Chairperson:** _____

Date Approved: _____ **Signature, Department Chairperson:** _____

Date Approved: _____ **Signature, Department Chairperson:** _____

Date Approved: _____ **Signature, Department Chairperson:** _____

Date Approved: _____ **Signature, Department Chairperson:** _____

I have reviewed the attached material/proposal

Signature, Department Chairperson: A. Borgese

TO: Fall 2022 Curriculum Committee

FROM: Prof. Anthony Borgese, Chair, Department of Tourism and Hospitality,

DATE: 8/1/2022

RE: Change in Degree Requirements – AAS Tourism and Hospitality

The Department of Tourism and Hospitality is proposing a change in degree requirements for the AAS Tourism and Hospitality.

Changes:

1. Under Department Requirements, the **deletion** of TAH 1900 – The Business of Tourism and Hospitality.
2. Under Department Requirements, the **addition** of TAH 400 – Tourism and Hospitality Customer Service
3. Under Department Requirements, change in **course title** (and course description) for TAH 500 – Labor Relations and Customer Service Practices.

Rationale for Changes:

We are making the above changes as follows:

1. We are **deleting** TAH 1900 because of redundancy in its content that is found in other TAH courses required for the degree program and to allow for the inclusion of TAH 400, which includes industry certification from the American Hotel and Lodging Educational Institute (see number 2).
2. We are **adding** a new course, TAH 400 – Tourism and Hospitality Customer Service, as customer service is an essential factor in gaining employment and being successful within the tourism and hospitality industry. The course provides a chance for students to receive an industry-recognized certificate. The ability to gain a professional certification can give a student a competitive advantage within the industry.
3. We are changing the **course title** (and course description) for TAH 500 based on our Advisory Board’s suggestion to separate the topics of Customer Service and Human Resources into two separate courses. The addition of the new customer service course (TAH 400) will address the customer service content, with TAH 500 now fully focusing on Human Resources and Labor Relations. The “Current” and “Updated” course syllabi depict the topics/information that have been deleted and expanded.

These changes are in alignment with the Tourism and Hospitality industry and will provide our students with an advantage as they pursue entry-level positions within the field.

Add/Delete/ Change A.A.S. TOURISM AND HOSPITALITY

HEGIS code: 5011.10

Program Code: 81183

CUNY CORE**CREDITS****REQUIRED CORE:** (4 Courses, 12 Credits):**12**

When Required Core courses are specified for a category, they are strongly suggested and/or required for the major.

ENG 1200 - Composition I

3

ENG 2400 - Composition II

3

± Mathematical & Quantitative Reasoning

3

± Life and Physical Sciences

3

FLEXIBLE CORE: (3 Courses, 9 Credits):**9**

When Flexible Core courses are specified for a category, they are strongly suggested and/or required for the major. Select one (1) course from three (3) Groups A to E for a total of nine (9) credits. Each course must be in a different discipline.

A. World Cultures and Global Issues

B. U.S. Experience In Its Diversity

C. Creative Expression

D. Individual & Society

± E. Scientific World

DEPARTMENT REQUIREMENTS: (9 Courses, 27 Credits):**27****ADD****TAH 400 - Tourism and Hospitality Customer Service****3**

TAH 100 - Introduction to Tourism and Hospitality

3

CHANGE~~TAH 500 - Labor Relations and Customer Service Practices~~ **Human Resources and Labor Relations in Tourism and Hospitality**

3

TAH 1200 - Tourism and Hospitality Entrepreneurship

3

DELETE~~TAH 1900 - The Business of Tourism & Hospitality~~~~03~~

TAH 2500 - Tourism and Hospitality Marketing

3

TAH 3000 - TAH Financial Decision-Making

3

TAH 9096 - The Virtual Enterprise

3

TAH 9250 - Field Experience in Tourism and Hospitality

3

BA 6000 - Introduction to Computer Concepts

3

Select **one** (1) of the following concentrations**FOOD AND BEVERAGE MANAGEMENT CONCENTRATION:** (4 Courses, 12 Credits)

CA 990 - Culinary Concepts

3

TAH 7100 - Introduction to Professional Food Service

3

CA 5000 - Food and Beverage Cost Control

3

CA 6000 - Beverage Management

3

OR**HOTEL MANAGEMENT CONCENTRATION: (4 Courses, 12 Credits)**

TAH 2200 - Front Office Operations	3
TAH 4100 - Meeting and Convention Management	3
TAH 5200 - Hotel Property Management Systems	3
TAH 5500 - Housekeeping Management	3

OR**TOURISM CONCENTRATION: (4 Courses, 12 Credits)**

TAH 200 - Destination Geography	3
TAH 1500 - Cruises and Specialty Markets	3
TAH 1700 - Tourism Technology	3
TAH 6500 - Airport and Aviation Security and Management	3

ELECTIVES: 0 credits sufficient to meet required total of 60 credits **0**

TOTAL CREDITS: 60 **60**

A.A.S. TOURISM AND HOSPITALITY

HEGIS code: 5011.10

Program Code: 81183

CUNY CORE

CREDITS

REQUIRED CORE: (4 Courses, 12 Credits):

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When Required Core courses are specified for a category, they are strongly suggested and/or required for the major.

ENG 1200 - Composition I

3

ENG 2400 - Composition II

3

± Mathematical & Quantitative Reasoning

3

± Life and Physical Sciences

3

FLEXIBLE CORE: (3 Courses, 9 Credits):

9

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A. World Cultures and Global Issues

B. U.S. Experience In Its Diversity

C. Creative Expression

D. Individual & Society

± E. Scientific World

DEPARTMENT REQUIREMENTS: (9 Courses, 27 Credits):

27

TAH 400 - Tourism and Hospitality Customer Service

3

TAH 100 - Introduction to Tourism and Hospitality

3

TAH 500 - Human Resources and Labor Relations in Tourism and Hospitality

3

TAH 1200 - Tourism and Hospitality Entrepreneurship

3

TAH 2500 - Tourism and Hospitality Marketing

3

TAH 3000 - TAH Financial Decision-Making

3

TAH 9096 - The Virtual Enterprise

3

TAH 9250 - Field Experience in Tourism and Hospitality

3

BA 6000 - Introduction to Computer Concepts

3

Select **one** (1) of the following concentrations

FOOD AND BEVERAGE MANAGEMENT CONCENTRATION: (4 Courses, 12 Credits)

CA 990 - Culinary Concepts	3
TAH 7100 - Introduction to Professional Food Service	3
CA 5000 - Food and Beverage Cost Control	3
CA 6000 - Beverage Management	3

OR

HOTEL MANAGEMENT CONCENTRATION: (4 Courses, 12 Credits)

TAH 2200 - Front Office Operations	3
TAH 4100 - Meeting and Convention Management	3
TAH 5200 - Hotel Property Management Systems	3
TAH 5500 - Housekeeping Management	3

OR

TOURISM CONCENTRATION: (4 Courses, 12 Credits)

TAH 200 - Destination Geography	3
TAH 1500 - Cruises and Specialty Markets	3
TAH 1700 - Tourism Technology	3
TAH 6500 - Airport and Aviation Security and Management	3

ELECTIVES: 0 credits sufficient to meet required total of 60 credits **0**

TOTAL CREDITS: 60 **60**

Degree Map: A.A.S. Tourism and Hospitality: Tourism Concentration

Degree Information

Catalog Year: **20XX - 20XX**

Plan: **Tourism & Hospitality AAS**

Sub Plan: **Tourism**

Required Credits: **60**

General Requirements

Req GPA: **2.0**

Req Residential Credits: **30**

Req Liberal Arts Credits: **30**

Req Civic Engagement: **1**

Req Writing Intensive: **1**

1

Session A

COURSE	CRS
ENG 1200	3
TAH 100	3
TAH 500	3
TAH 400 - Tourism and Hospitality Customer Service	3
TAH 1200	3

Session B

COURSE	CRS
MATH & QUANTITATIVE REASONING	3

SEMESTER CRS: 18

2

Session A

COURSE	CRS
ENG 2400	3
TAH 2500	3
TAH 3000	3
TAH 9096	3
BA 6000	3

Session B

COURSE	CRS

SEMESTER CRS: 15

3

Session A

COURSE	CRS
TAH 1500 (Fally Only)	3
TAH 6500 (Fally Only)	3
LIFE & PHYSICAL SCIENCES	3
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

Session B

COURSE	CRS
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

SEMESTER CRS: 15

4

Session A

COURSE	CRS
TAH 1700 (Spring Only)	3
TAH 200 (Spring Only)	3
TAH 9250	3
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

Session B

COURSE	CRS

SEMESTER CRS: 12

NOTE: The term-by-term course sequence takes into account necessary Prerequisites, Corequisites, and Pre-/Co-requisites

NOTE: Select ONE (1) WRITING INTENSIVE course & ONE (1) CIVIC ENGAGEMENT course. Some courses meet BOTH requirements, see CUNYfirst to determine course status

Degree Map: A.A.S. Tourism and Hospitality: Hotel Management Concentration

Degree Information

Catalog Year: 20XX - 20XX

Plan: Tourism & Hospitality AAS

Sub Plan: Hotel Management

Required Credits: 60

General Requirements

Req GPA: 2.0

Req Residential Credits: 30

Req Liberal Arts Credits: 30

Req Civic Engagement: 1

Req Writing Intensive: 1

1

Session A

COURSE	CRS
ENG 1200	3
TAH 100	3
TAH 500	3
TAH 400 - Tourism and Hospitality Customer Service	3
TAH 1200	3

Session B

COURSE	CRS
MATH & QUANTITATIVE REASONING	3

SEMESTER CRS: 18

2

Session A

COURSE	CRS
ENG 2400	3
TAH 2500	3
TAH 3000	3
TAH 9096	3
BA 6000	3

Session B

COURSE	CRS

SEMESTER CRS: 15

3

Session A

COURSE	CRS
TAH 5200 (Fall Only)	3
TAH 4100 (Fall Only)	3
LIFE & PHYSICAL SCIENCES	3
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

Session B

COURSE	CRS
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

SEMESTER CRS: 15

4

Session A

COURSE	CRS
TAH 2200 (Spring Only)	3
TAH 5500 (Spring Only)	3
TAH 9250	3
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

Session B

COURSE	CRS

SEMESTER CRS: 12

NOTE: The term-by-term course sequence takes into account necessary Prerequisites, Corequisites, and Pre-/Co-requisites

NOTE: Select ONE (1) WRITING INTENSIVE course & ONE (1) CIVIC ENGAGEMENT course. Some courses meet BOTH requirements, see CUNYfirst to determine course status

Degree Map: A.A.S. Tourism & Hospitality: Food & Beverage Management Concentration

Degree Information

Catalog Year: 20XX - 20XX

Plan: Tourism & Hospitality AAS

Sub Plan: Food & Beverage Management

Required Credits: 60

General Requirements

Req GPA: 2.0

Req Residential Credits: 30

Req Liberal Arts Credits: 30

Req Civic Engagement: 1

Req Writing Intensive: 1

1

Session A

COURSE	CRS
ENG 1200	3
TAH 100	3
TAH 500	3
TAH 400 - Tourism and Hospitality Customer Service	3
TAH 1200	3

Session B

COURSE	CRS
MATH & QUANTITATIVE REASONING	3

2

Session A

COURSE	CRS
ENG 2400	3
TAH 2500	3
TAH 3000	3
TAH 9096	3
CA 990	3

Session B

COURSE	CRS
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

3

Session A

COURSE	CRS
TAH 7100	3
BA 6000	3
LIFE & PHYSICAL SCIENCES	3
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

Session B

COURSE	CRS

4

Session A

COURSE	CRS
CA 5000	3
CA 6000	3
TAH 9250	3
Choose 1: Flexible Core - One course from Different Group & Different Discipline GROUP A - E	3

Session B

COURSE	CRS

NOTE: The term-by-term course sequence takes into account necessary Prerequisites, Corequisites, and Pre-/Co-requisites

NOTE: Select ONE (1) WRITING INTENSIVE course & ONE (1) CIVIC ENGAGEMENT course. Some courses meet BOTH requirements, see CUNYfirst to determine course status

SEMESTER CRS: 18

SEMESTER CRS: 18

SEMESTER CRS: 12

SEMESTER CRS: 12

Degree Program: Tourism and Hospitality, A.A.S

Catalog Year: 2020 - 2021

Department: Tourism and Hospitality

Course: TAH 400 -Tourism and Hospitality Customer Service

Course Learning Outcomes

Course Learning Outcome	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	PLO 9	PLO 10
Describe the characteristics of a customer service member within the tourism and hospitality industry			X							
Demonstrate the seven levels of Guest Service Gold Tourism Customer Service			X		X					
Solve various customer service issues that occur within the tourism and hospitality industry					X		X			
Take part in role-playing as a customer service representative within the tourism and hospitality industry					X		X			X
Explain the importance of customer service within the tourism and hospitality industry			X							