

Executive RHM On-line class descriptions

RHM 303: Managing for Quality in the Hospitality Industry (3 credit hours)

This course is designed acquaint students with quality and leadership issues facing today's hospitality industry. Students learn the principles and concepts of continuous improvement, quality service, power and empowerment, communication skills, team management, diversity, and managing organizational change.

RHM 355: Hospitality Industry Training (3 credit hours)

Students learn how to develop, conduct and evaluate one-on-one and group training that will reduce turnover, improve job performance, and help the hospitality organization obtain its operational goals.

RHM 356: Human Resources Management (3 credit hours)

Explains how to meet the requirements of various labor laws affecting employment in the workplace. Explores strategies for attracting a wide range of applicants, minimizing turnover, and reducing productivity losses.

RHM 420: Hospitality Marketing (3 credit hours)

Students learn how to create a sales team with creative, successful sales and marketing programs. Includes discussion on ways to sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners. Writing proficiency is required for a passing grade in this course.

RHM 421: Hospitality Law (3 credit hours)

Student gains an understanding of potential legal problems and how important legal considerations affect the hospitality industry. Legal cases related to the hospitality industry are explored.

RHM 465: Planning and Control for Hospitality Organizations (3 credit hours)

Explores the complexities of planning and controlling food, labor, sales income and cost control. Concepts of strategic planning for hospitality operations are examined.

RHM 474: Managerial Accounting for the Hospitality Industry (3 credit hours)

Students learn how to make effective managerial, business, and operational decision based on a thorough understanding of financial statements. Students identify costs; develop realistic budgets, forecast, and plan cash flow.

RHM 486: Current Issues in Hospitality Management (3-9 credit hours)

Students explore a variety of issues of importance to the effective management of hospitality organizations. Topics vary according to needs of students and issues facing the hospitality industry...

CSM 425: Conflict Resolution (3 credit hours)

A study of the various techniques of conflict resolution in hospitality organizations.