



Hospitality Operations Courses

BSNS 1133 – Intro to Entrepreneurship

This course exposes students to the knowledge needed to start their own business from a personal, professional, and emotional perspective. The class provides basic understanding of how to become an entrepreneur, locate opportunities, and why a business plan is an entrepreneur's best friend.

HOSM 1003 – Intro to Hospitality Management

This course introduces the history, opportunities, problems and trends of the hospitality industry. It covers the organization of different sectors of the hospitality industry, including human resources, general business considerations, and management theory.

HOSM 1013 – Front Office Operations

This course establishes a systematic approach to front office operations, detailing the flow of business through the hotel from reservations to checkout. Front office management is placed within the context of the overall operation of the hotel. Methods of handling guest folios, reservations systems, property management systems, and cash controls are discussed.

HOSM 1023 – HR Management & Training

This course prepares students for interviewing, training, and developing employees. It covers management skills (technical, human, and conceptual) and leadership. Topics also include establishment and use of effective training, as well as performance evaluation measures to improve productivity. The emphasis is on staff and customer relations.

HOSM 1033 – Quality & Service Management

This course provides a study and analysis of service delivery systems for the hospitality industry. Particular emphasis will be on implementing a consumer driven, top-down, policy oriented, quality service program. Principles of total quality management (TQM), outcome assessment, and leadership will be integrated throughout the course.

BSNS 2423 – Internship Experience

The student will apply his/her knowledge in a selected career field by working a minimum of 240 hours at a cooperating employer under the supervision of a training sponsor at the employer and a KCC representative.

More information

Paul R. Carlson

Associate Dean, Business & Technology
pcarlson@kcc.edu • 815-802-8858



Kankakee Community College