

Assessment Report
HOTEL/RESTAURANT/HOSPITALITY
AAS IN HOSPITALITY MANAGEMENT
AAS IN CATERING AND BANQUET MANAGEMENT

Academic Chair: David Cohen, Associate Professor

Assessment Period: Fall 2011 - Spring 2013

Submitted By: Arthur P. Tolve, Professor, Liaison, LAC

1. INTENDED OUTCOME:

In the Capstone course, HRM 206, Commercial Restaurant Operation, students will be able to plan a menu, develop job descriptions and manage the operation of a dining room and kitchen.

2. GENERAL EDUCATION REQUIREMENTS TO WHICH THE INTENDED OUTCOME RELATE:

1. Written and Oral Communication
Students will communicate effectively in both speech and writing.
4. Technological Competency or Information Literacy
Students will use computer systems or other appropriate forms of technology to achieve educational and personal goals.
8. Global and Cultural Awareness
Students will understand the importance of a global perspective and culturally diverse peoples.
9. Ethical Reasoning and Action
Students will understand ethical issues and situations.

3. SECTIONS OF THE STRATEGIC PLAN TO WHICH THE INTENDED OUTCOME RELATES:

3. We will expand and improve our key programs and processes.
 - 3.1 Renew academic programs and develop new credit and noncredit programs and classes to meet career and workforce needs, the demands of the new economy, and changing demographics.
 - 3.3 Increase the integrity, accuracy and consistency of college information and data.

4. MEANS OF ASSESSMENT:

Students in HRM 206, Commercial Restaurant Operation will be assessed on their Management Day performance.

Greater than 75% of the class will receive at least 75% "satisfactory" ratings on the Manager's Student Food-Service Workers' Evaluation Paperwork.

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ASSESSMENT FORM

COMMERCIAL RESTAURANT OPERATION-HRM-206

INDIRECT GUEST EVALUATION -COMMENTS CARDS

YEAR_____ SEMESTER_____ #OF COMEMNT CARDS_____

RESERVATION ACKNOWLEDGED

YES_____ NO_____

PROMPT, FRIENDLY, SERVICE

YES_____ NO_____

QUALITY OF THE FOOD

EXCELLENT_____ GOOD_____ FAIR_____ POOR_____

***NOTE #'S ARE IN PERCENTAGES**

Greater than 75% of the Student Managers will receive at least 75%
"satisfactory" ratings on their Management Day Portfolios. (Direct Measure)

ASSESSMENT REPORT
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ASSESSMENT FORM-STUDENT MANAGER

COMMERCIAL RESTAURANT OPERATION-HRM-206

DIRECT EVALUATION

**DID MANAGER PERFORM OR HAND IN ALL OF THE
FOLLOWING?**

SUBMIT MENU OUTLINE YES ___ NO ___

RECIPE CARDS YES ___ NO ___

FOOD REQ YES ___ NO ___

FINAL MENU YES ___ NO ___

OPEN UP ROOM PROPERLY YES ___ NO ___

ASSIGN COOKING TASKS YES ___ NO ___

SUBMIT STEAM TABLE LAYOUT YES ___ NO ___

MET WITH DINING ROOM STAFF YES ___ NO ___

COLLECTED ALL FINAL REPORTS YES ___ NO ___

COMPLETED PROFIT/LOSS FORM YES ___ NO ___

CONDUCTED DINING/KITCHEN MEETINGS YES ___ NO ___

All Students will receive at least 50% positive comments on the Customer Comment Card. (Indirect Measure)

5. Summary of Results:

6. Recommendations for improvement: