The Hospitality Management, Associate in Science in Business Administration program combines industry focused coursework with general business and management courses. Industry focused courses, such as Food and Beverage Management and Hotel Management provide specific skills needed in the field. The Cooperative Field Experience is a key component of the program, giving students real industry experience, focused on career development and workplace issues.

This program is designed to prepare students to begin or advance careers in hotel and restaurant management, conference and convention planning, and hospitality sales. Graduates will be prepared to enter the growing hospitality industry as management trainees and in assistant supervisory positions. Although the program is not primarily intended to prepare students for a bachelors degree program, some students do transfer to bachelors degree programs in hospitality management.

This advising guide includes information that will help you to explore your academic and career interests and determine whether the Hospitality Management major will support your long-term goals.

## EXPLORE YOUR OPTIONS WITH ACADEMIC ADVISING

Throughout each semester, meet with your advisor so that he/she can guide you through a self-exploration process that will help you identify your academic and career interests.

**Beginning of Semester:**

- Schedule an appointment to meet with your academic advisor during the first few weeks to discuss future plans and how a Hospitality Management Degree can help you achieve your goals.
- Explore your personal interests by completing Focus2, an online career assessment tool: https://www.middlesex.mass.edu/careerservices/focus2.aspx

**Mid-Semester:**

- Schedule an appointment with academic advisor review your academic progress, Focus2 results and create an academic plan in Degree Works.

**Before Semester Ends:**

- Schedule an appointment to discuss and register for the classes you will take the following semester. (Early November for spring, Early April for fall and summer)
- Visit the Academic Career & Transfer Center or call 1-800-818-3434 to schedule an appointment.

## HOSPITALITY MANAGEMENT, ASSOCIATE IN SCIENCE IN BUSINESS ADMINISTRATION PROGRAM OUTCOMES

Graduates of the program are prepared to:

- Apply their knowledge regarding the hospitality industry to whatever career track within the industry they pursue and demonstrate the unique professional requirements for a successful career in the hospitality industry;
HOSPITALITY MANAGEMENT, ASSOCIATE IN SCIENCE IN BUSINESS ADMINISTRATION PROGRAM OUTCOMES (CONT.)

- Communicate effectively using written, oral and nonverbal techniques, including the use of technology in the gathering and presenting of information;
- Interpret and analyze information in order to engage in critical thinking and problem solving with regard to the business performance of hospitality operations;
- Comprehend how various cultural differences impact the hospitality industry from a local, regional, national and international perspective;
- Work in teams and recognize the meaning of mutual responsibility, so they are prepared to join the diverse workforce of the hospitality industry;
- Comprehend the rapid change taking place in the business environment and demonstrate an ability to engage in ongoing professional development.

HOSPITALITY MANAGEMENT PERSONALITY INVENTORY

Answer true or false to the following statements:
This inventory will allow you to assess whether this major fits your personality traits.

<table>
<thead>
<tr>
<th>#</th>
<th>QUESTION</th>
<th>TRUE</th>
<th>FALSE</th>
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<tbody>
<tr>
<td>1.</td>
<td>I enjoy meeting new people and making conversation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>I enjoy traveling.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>I am always late everywhere I go.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>I always get my school work done on time.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>I enjoy being a team player.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Having two homework assignments due on the same day stresses me out.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>I like to make my own schedule.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>If someone is rude to me, I think it is okay to be rude to them.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>I enjoy learning about different cultures.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Grading the quiz:
- If you answered true to numbers 1, 2, 4, 5, and 9; read on!
IS THE HOSPITALITY MANAGEMENT MAJOR THE RIGHT FIT FOR ME?

- **Do you want a dynamic work environment?**
  - ___Yes ___No
  Hotels are open around the clock, restaurants may be open early morning, late nights, holidays and weekends. The process of coordinating a wide range of activities, turning a profit and dealing with guests who sometimes are angry can be stressful.

- **Are you a people person?**
  - ___Yes ___No
  The hospitality industry looks to hire individuals who possess people skills and a service orientation. Managers must be reliable and able to get along with many different types of people. Effective communication skills and the ability to organize and direct the work of others are essential for hospitality managers. Those who demonstrate leadership qualities are often sought after for promotion.

- **Do you like speaking in front of others?**
  - ___Yes ___No
  Hospitality managers must be good communicators as they deal with customers, employees, and suppliers. They must be able to motivate employees to work as a team. The ability to speak multiple languages is helpful to communicate with staff and patrons.

- **Do you like problem solving?**
  - ___Yes ___No
  Managers must be able to solve problems quickly and concentrate on details. Initiative, good organizational skills, self-discipline, and industry knowledge are essential to success. Every day is unique. New challenges pop up daily and the ability to handle these challenges is a must.

- **Do you like working on a computer?**
  - ___Yes ___No
  Computers are used extensively in this industry. Hotels use it to keep track of guest’s bills, reservations, room assignments and events. Restaurants use computers to order food and beverages, track inventory, plan menus and prepare reports. Both industries use computers to track the financial success of their operations.

- **Can you stay calm in even the most stressful situations?**
  - ___Yes ___No
  Managers need to be calm, flexible and able to work through emergencies, such as fire or flood, to ensure everyone’s safety. Manager’s often experience the pressures of simultaneously coordinating a wide range of activities. When problems occur, it is the manager’s responsibility to resolve them with minimal disruption to customers. The job can be hectic, and dealing with both employees and customers can be stressful.

- **Are you up to the challenge?**
  - ___Yes ___No
  Work in this industry can be physically demanding. Good health and stamina are important. Also managers must convey self-confidence and respect, so a neat and clean appearance is desired by employers. A passionate attitude towards your profession will be critical to your success in the hospitality industry.
THE CAREER PATH

The US hotel and motel industry consists of about 40,000 companies that operate about 48,000 properties, with combined annual revenue of about $100 billion. The US restaurant industry includes about 480,000 restaurants with combined annual revenue of about $375 billion. Potential places of employment include hotels, restaurants, casinos, cruise ships, meeting and convention planning, country clubs, entertainment and sporting venues and hospitality sales.

This program prepares students to begin or advance in careers in hotel and restaurant management, conference and convention planning, and hospitality sales. Graduates enter the growing hospitality industry as management trainees, and in assistant supervisory positions.

Career Planning Activities:
___ Work with advisor to discuss MassTransfer, Articulations and transfer agreements
___ Visit your selected campuses in person. Every college looks good online or in a glossy photo, but you can get a better feel when you visit
___ Meet with transfer counselor to identify transfer scholarships
___ Research admissions requirements and deadlines at 4-year colleges and universities

THE TRANSFER PATH

Although the program is not primarily intended to prepare students to transfer to a bachelor's degree program, some students do transfer to bachelor's degree programs in hospitality management.

Transfer Planning Activities:
___ Work with Advisor to discuss MassTransfer, articulations and transfer agreements
___ Visit your selected campus in person. Every college looks good online or in a glossy photo but you can get a better feel when you visit
___ Meet with transfer counselor to identify transfer scholarships.
___ Research admissions requirements and deadlines at 4-year colleges and universities

Area schools with Hospitality Bachelor’s degree programs:
Salem State University
Lasell College
UMass Amherst
Newbury College
Mount Ida College

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