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SECTION A

Introduction to the Hospitality Management Faculty and Staff
Welcome to the Penn State School of Hospitality Management

Dear Hospitality Management Majors,

To those of you returning to University Park, welcome back! To those of you arriving in University Park or joining the Hospitality Management major for the first semester, welcome! The hospitality field is a growing, global industry that requires managers and leaders who have the knowledge, skills, and cultural intelligence to succeed. One of the most attractive aspects of hospitality is that it is a profession in which hard work, integrity, and education are rewarded.

In addition, hospitality offers a wide range of professional opportunities for which a diversity of skills are needed. Finding where your special talents are best suited is one way your faculty and advisers can support you during your time on campus. If you have not already done so, be sure to seek out leadership roles and the camaraderie found in the numerous professional clubs and student organizations that the School of Hospitality Management supports (See page 51). Regardless of the time spent on your studies and being engaged in University life, don’t forget to eat right, exercise, and get some rest occasionally!

This year, I will be reaching out to students to meet with me on a regular basis so I can hear directly from you and your fellow hospitality majors how the School – its amazing faculty, staff, and alumni—can better partner with you. Please come see me in the Mateer Building.

Yours in hospitality,

Donna Quadri-Felitti, Ph.D.
Marvin Ashner Director and Associate Professor
Dear Students,

Welcome to Penn State's School of Hospitality Management. We are delighted that you have decided to join us, and pleased that we will have the opportunity to share our enthusiasm about the hospitality industry with you. There are so many opportunities in our School, and in the industry. We are here to help you learn about the industry, to find your niche, and to prepare you for success.

Our curriculum provides exposure to all aspects of the industry, and helps you develop the technical, interpersonal, and analytical skills that you will need in your career. You will graduate prepared to manage every kind of hotel or food service operations, and you also have the opportunity to specialize in real estate or revenue management, in managing meetings and events, casino gaming, clubs, senior living, sales, and consulting. The School offers student organizations focused on every segment of the industry, multiple opportunities to study internationally, ongoing opportunities to network with industry professionals and alumni, and generous scholarships.

Our outstanding faculty and staff are eager to help you along the way. David Rachau (Academic Adviser) is happy to talk with you about your academic options. Maria Kim (Industry and Career Services Coordinator) will help match you with internships and full-time positions following graduation. Brian Black (Director of Hospitality Industry Relations) can help you with industry contacts.

As Professor in Charge of the undergraduate program, it is my responsibility to help you take full advantage of these many opportunities and to make the very most of your time in our School. I am your advocate. Let me know how I can help.

We all look forward to working with you.

Albert “Bart” Bartlett, Ph.D.
Associate Director and Associate Professor
Professor-in-Charge (PIC), Undergraduate Program
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Brian A. Black, Director of Industry and Alumni Relations. B.S. in Hotel, Restaurant and Institutional Management, The Pennsylvania State University. Hospitality experience includes management positions with Hyatt Hotels and Resorts, most recently served as director of sales and marketing. Teaches colloquium in hospitality management.

Devon Bordi, Research Technologist for Center for Food Innovation. B.S. in Recreation, Park, and Tourism Management, The Pennsylvania State University. Managed food studies in the Nutrition Department. Conducts sensory analysis for various food companies. To participate in the Center for Food Innovation’s taste tests, contact Devon at cfitastetesting@gmail.com.


Mandee Davis, Assistant to the Director. Studied Hospitality Management at Penn State University. Current area of study is with Penn State University in Organizational Leadership. Previous career experience was in the hospitality industry with a focus in Human Resources.


Jackie Golas, Special Events Coordinator. A native of Bellefonte, PA, Jackie attended Penn State University and earned her BA in Hotel, Restaurant and Institutional Management in 1997. Upon graduation she moved to Orlando, FL where she worked in the hospitality sector including country clubs, restaurants, and hotels. Jackie came back to Penn State in 2010 as the Special Events Coordinator for the Penn State School of Hospitality Management. She continues in this role as well as teaches courses in meetings and events management and is advisor to Penn State student meetings and events club. Jackie is actively involved with Professional Convention Management Association and Meeting Professionals International.

Jeff Heim, Senior Instructor, Advisor. M.H.R.I.M. with an emphasis in Accounting, The Pennsylvania State University. B.A. in History, The Pennsylvania State University. Teaches courses in Financial Management and Hotel Management; and is one of the school’s academic advisors.

Kim Impellitteri, Research Technologist, Center for Food Innovation. B.S. in Hotel, Restaurant, and Institutional Management, The Pennsylvania State University. Previous experience in restaurant management. Conducts sensory analysis for various food companies. To participate in the Center for Food Innovation’s taste tests, contact Kim at cfitastetesting@gmail.com.


Mitchell Lawson, Instructor. M.B.A. in General Management, Sawyer School of Management at Suffolk University in Boston, MA. R.D., Harper Hospital Dietetic Internship in Detroit, Michigan. B.S. in Science with a concentration in Dietetics, Virginia Polytechnic Institute and State University (Virginia Tech).


Anna S. Mattila, Marriott Professor of Lodging Management and Professor-in-Charge of Graduate Program. Ph.D. in Hotel Administration, Cornell University. M.B.A., University of Hartford. B.S. in Hotel Administration, Cornell University. Teaches hospitality marketing. Research interests focus on services marketing and consumer behavior issues related to the hospitality industry.
Daniel J. Mount, Associate Professor. D.B.A. in International Business, United States International University. M.B.A. in Hotel, Restaurant, and Institutional Management, Michigan State University. B.S. in Finance, Mankato State University. Certified Hotel Administrator. Teaches courses in hotel operations and service management. Research interests include lodging quality, hotel operations, and international hotel operations.

Breffni Noone, Associate Professor. Ph.D., emphasis in Operations Management, Cornell University. M.B.S., emphasis in Business Management, Dublin City University, Ireland. B.Sc., University of Dublin, Ireland. Teaches hospitality decision making and revenue management. Research interests include service operational management with an emphasis in revenue management.

Brenda Oberlin, Undergraduate Program Specialist. A.S. in Legal/Administrative, South Hills School of Business and Technology. Previous experience as Assistant to the Director of the School of Hospitality Management. Collaborates with the Professor-In-Charge of the undergraduate program to improve procedures and maintain the undergraduate responsibilities.

John W. O'Neill, Professor, Director of Center for Hospitality Real Estate Strategy. Ph.D. in Business Administration with concentration in Strategic Management, University of Rhode Island. M.S. in Real Estate with concentration in Valuation and Analysis, New York University. B.S. in Hotel Administration, Cornell University. Teaches real estate, asset management, and strategic management. Research interests include lodging real estate, asset management, strategic management, and branding.

Jennifer Parkes, Graduate Program Specialist. Previous experience in both graduate and undergraduate programs in various units at Penn State. Collaborates with Professor in Charge of the Graduate Program to maintain and improve procedures within the program.


Jean-Pierre Ranjeva, Instructor.  M.B.A. in Finance & Accounting, Johnson Graduate School of Management at Cornell University.  B.S. in Hotel Administration, Cornell University.  Culinary Institute and School of Hotel Administration Degrees, Ecole Hoteliere Jean Drouant (France).

Peter Regopoulos, Senior Instructor.  M.B.A. with concentration in Finance, Rollins College. B.S. in Food Service and Housing Administration, The Pennsylvania State University. Owned and operated Firehouse Subs Restaurants in South Florida. Also served as regional vice president, district manager, dining manager, for ARAMARK. Teaches financial accounting in the hospitality industry.

George Ruth, Senior Instructor.  M.S. in Marketing and Communications, Franklin University, Columbus, Ohio.  B.S. in Hotel, Restaurant and Institutional Management, Indiana University of Pennsylvania.  Teaches in Food Production Management.


Michael J. Tews, Associate Professor.  Ph.D. in Hotel Administration with a specialization in Human Resource Management and Organizational Behavior from Cornell University.  M.S. in Industrial Relations from the London School of Economics. B.S. in Hotel Administration from Cornell University.  Teaches courses in human resources management.  Research interests include employee selection, training, and retention.
**Erin Truesdale, Administrative Assistant.** B.S. in Psychology, Lock Haven University of Pennsylvania. Pursuing an M.S. in Human Resources and Employment Relations from The Pennsylvania State University. Provides general staff and administrative assistance to faculty, staff, and students.

**Hubert Van Hoof, Professor.** Ph.D. in Public Administration, Arizona State University, M.S. in Hospitality Management, University of Houston. M.A. and B.A. in English Language & Literature, University of Nijmegen, The Netherlands. Teaches advanced senior seminar and doctoral seminar. Research interests include current trends in U.S. and international higher education.

**Marja Verbeeten, Teaching Associate Professor and Professor-in-Charge of International Programs.** Ed.D., Northern Arizona University (with emphasis in Education and Educational Leadership). M.H.M., University of Houston. M.A. and B.A. in Comparative Literature and Dutch Language and Literature, University of Nijmegen, The Netherlands. Teaches hospitality managerial accounting. Research interests include leadership issues in the hospitality industry and women’s leadership.


**Mike Zimmerman, Budget/Finance Assistant.** B.A. in Communications, Juniata College, with a focus on sports. Previous experience as a Sports Information Assistant at Colgate University and as an assistant to the Senior Vice President for Finance and Business at Old Main, Penn State University. Responsible for managing the budget and day to day operating expenses for the School of Hospitality Management. Spends most of his time outside of work at the gym, training for marathons, or playing a wide range of sports.
SECTION B

Advising

Information

Dr. O'Neill assisting students in Hospitality Real Estate.

Dr. Bordi in the Center for Food Innovation.

Peter Yersin advising a student with a Theme Dinner menu.
Advising Information

The College of Health and Human Development recognizes the crucial role of advising for undergraduate students and views advising as an important aspect of the professional responsibilities of faculty. The HHD student support center system provides maximum academic support for the students enrolled in the College, as well as for prospective students. On behalf of the Dean’s Office, and the Hospitality Management department, Mr. David Rachau and Mr. Jeff Heim provide consultations for pre-major HM students and HM students regarding:

- World Campus
- Faculty Senate Petitions
- Reinstatement to Degree Status
- Re-enrollment to HM Status
- Leave of Absence
- Withdrawal from the University
- Deferred Grades
- Academic Renewal
- HM Schedule Planning
- Transfer Course Evaluation

Mr. Rachau is available by appointment in 212 Mateer Building to assist with the procedures listed above. Please call 814-865-2156 to schedule an appointment. Mr. Rachau advises all pre-major students with the intentions of declaring the Hospitality Major. Mr. Jeff Heim is available by appointment in 230 Mateer Building, and can assist with many similar issues. Please email Mr. Heim at jeffheim@psu.edu.

Each student, once in the HM major, is assigned a faculty mentor who will assist the student in his/her academic plan of study and with registration for classes. Faculty mentors have a wealth of information to provide about the hospitality industry and can offer guidance on career paths. Faculty mentors also maintain very strong ties to professionals in the hospitality industry and often are able to assist students in finding summer employment, internships, and positions upon graduation. Your faculty mentor is generally the first person you should see in the event you have a question or need advice. You can contact your mentor via phone, e-mail, or visit their office during posted office hours. Your mentor’s name and email address appear on the first page of your HM degree audit.

We strongly recommend that you get to know your faculty mentor. Your mentor is your contact person and it is his/her goal to help you in any way possible.
SECTION C

Hospitality Management Curriculum

Dr. Mount teaching Advanced Hotel Management.

Studies in Europe.

Students working on a group project.
Hospitality Management Program

Vision
We, the Penn State School of Hospitality Management, will be without equal in educating leaders for the dynamic and global hospitality industry.

Mission
The School of Hospitality Management provides outstanding leadership for a global and dynamic hospitality industry. Its programs, research, and service to the profession are at the forefront of hospitality management education, and its faculty, staff, and students bring a new level of proficiency to the hospitality industry. The School inspires all students to pursue excellence in scholarship, exhibit a strong work ethic, and become responsible and ethical hospitality leaders.

Objectives
This major prepares graduates for management and leadership positions in hotels, restaurants, institutions, and in a variety of organizations serving the growing traveling public and hospitality enterprises. The program is designed to give its students a strong, solid foundation in key business and communication essentials, keen problem-solving and analytical skills, and the requisite technical knowledge that will propel them to upper-management and executive positions throughout the evolving hospitality profession. At its core, the program helps prepare students wishing to continue their studies in graduate programs at Penn State and beyond.

The Bachelor of Science (BS) degree program in Hospitality Management allows for students to specialize in an area of interest distinctive to today’s hospitality marketplace, expand their cultural and global perspectives in a variety of study abroad experiences, to minor in a unique Entrepreneurship and Innovation program, and to take advantage of Penn State’s prestigious Schreyer Honors College. A minimum of 120 credits is required.

International Programs
Vision
We, the Penn State School of Hospitality Management, will be educating students to show potential in a global arena.

Mission
The School of Hospitality Management provides many opportunities for students to evolve into global citizens. SHM created a network of global partners and strives to send as many students as possible abroad to increase their global mind set and cultural intelligence. As many as possible teaching staff members will be also be involved with these programs.

Objective
SHM’s International Programs try to offer a range of high-quality opportunities: from a semester long program in Asia, Australia, and Europe, to short faculty-lead programs connected to the degree in Hospitality Management.
Scholarship Support

Scholarships and awards are available annually to qualified students in the School of Hospitality Management. Scholarships qualifications include: academic merit, need, promise, and leadership in the field of hospitality management. Students enrolled in the College of Health and Human Development, and School of Hospitality Management will be considered for scholarships and awards. For more information regarding scholarships exclusive to students in the HM major, please contact Mr. Pete Regopoulos at pcr11@psu.edu. To be eligible for internal scholarships, you must complete the FAFSA application as early as possible. The FAFSA form is available at http://www.fafsa.ed.gov. Some scholarships may require additional information such as resumes, letters of reference, or essays. Other scholarships and awards are available at Penn State. Students should contact the Office of Student Aid in 314 Shields Building (814-865-6301) or on the web at http://studentaid.psu.edu/. Information about national and international competitions, scholarships and awards can be found at the University Fellowships Office, 212 Boucke Building (814-863-8199) or on the web at http://www.ufo.psu.edu.

SHM Honors Program

Outstanding SHM students may be eligible to enter the Schreyer Honors College and participate in Penn State's outstanding honors education. Honors scholars have the opportunity to work closely with a faculty mentor, to study in depth a topic of interest to them, and to develop a flexible program of course work tailored to their interests and future goals. Benefits of membership of the Schreyer Honors College also include priority registration, access to a wide array of honors courses, the ability to honors-option courses, and travel and research support funding.

There are two gates for entry to the program. The first is as an incoming freshman. For more information on entering the Schreyer Honors College as a freshman, see their web site at www.shc.psu.edu/. The second is as a current student through the gateway admission process at the end of freshman or sophomore year. Students with a cumulative GPA of 3.7 or higher are eligible to apply. We strongly encourage interested students with eligible GPAs to discuss the gateway option with the SHM honors advisor, Breffni Noone: bmn2@psu.edu. More information on eligibility and admissions can be found at: https://www.shc.psu.edu/admissions/apply/gateway.cfm
Hospitality Specializations Allow You to Pursue Your Particular Passion

The diversity of segments, disciplines, and strategic management areas in hospitality allows students to follow many different paths to career success in a wide range of hospitality operations and organizations. As such, the HM degree provides for 12 credits of electives that you can use to customize your area of specialization, thereby enhancing your career preparation and employment marketability. With nearly 25 electives courses offered, you can pursue your particular passion and jump start your career success from the classroom. By working with your faculty mentors, advisors, and career services professionals, you can select courses that will match your interests, capitalize on your strengths, and align with your work and internship experiences. These areas of specialization represent the skills and acumen that our Industry Advisory and Alumni boards have verified are the hospitality industry’s greatest talent needs. They reflect the relevant changes in management applications and career prospects and are supported by the expertise of the School of Hospitality Management’s faculty. These specializations include:

- Entrepreneurship/Innovation (also an option as a minor, see page 32)
- Finance/Accounting
- Food and Beverage Management
- Gaming and Casino Management
- Hospitality in Senior Living Services
- Hotel Leadership and Operations
- Human Resource Management
- Lodging Real Estate and Asset Management
- Meetings and Event Management
- Revenue Management
- Sales, Marketing and Social Media

A specialization in Food and Beverage Management might include the elective courses in Wine Appreciation, Bar and Beverage Management, and International Cuisines. A Finance/Accounting specialization might include elective courses in Revenue Management, Hospitality Real Estate, and a course at the Business College.

If you are interested in developing entrepreneurial concepts related to hotels, motels, bed and breakfasts, quick service and/or upscale restaurants, mobile dining such as food trucks, on-line travel agencies or other ventures, you could explore the minor in entrepreneurship and innovation (ENTI Minor), which uses problem-based learning to prepare you to create value (including new products, services, and ventures) and become an agent of positive change. Our unique course of study in this minor allows you to create and develop novel but sound entrepreneurial concepts related to the hospitality industry in such businesses as lodging and food service.
A Hospitality Management degree with a Gaming and Casino Management specialization prepares the student to enter the casino industry with a solid foundation of the segment’s most needed knowledge and skills. The emphasis teaches the fundamentals of casino management regarding controls and game protection, marketing tools unique to the segment, operational know-how, key metrics used to measure gaming profitability, and more. 

Hospitality Management Casino Internship.

Study in a world language is encouraged but not required. A proficiency in a world language at any level is a valuable asset in an increasingly internationalized hospitality field. Students may use up to four credits of foreign language in the Hospitality Management electives area of the curriculum. Beyond this, additional credits are considered useful electives.

We encourage our students to consult with their advisors to discuss their personal and professional interests. Jointly, they will identify a set of appropriate elective courses that combines personal interest, academic challenge, and enhanced career opportunities.
## Degree Requirements

**Hospitality Management (HM) Major**  
Minimum of 120 credits required  
*(Always consult with your advisor when planning schedules)*

### Requirements for the HM Major:

Prescribed Courses in the HM Major *(62 credits)*

<table>
<thead>
<tr>
<th>Course Number and Name</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCTG 211 – Financial &amp; Managerial Acctg for Decision Making</td>
<td>4.0</td>
</tr>
<tr>
<td>ECON 102 (GS) - Introductory Microeconomic Analysis and Policy</td>
<td>3.0</td>
</tr>
<tr>
<td>NUTR 119 – Elementary Foods</td>
<td>3.0</td>
</tr>
<tr>
<td>STAT 200 (GQ) - Elementary Statistics</td>
<td>4.0</td>
</tr>
<tr>
<td>HM 201 - Introduction to Management in the Hospitality Industry</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 202 - Colloquium in Hospitality Management</td>
<td>1.0</td>
</tr>
<tr>
<td>HM 203 – Hospitality Pre-Professional Development Seminar</td>
<td>1.0</td>
</tr>
<tr>
<td>HM 228 – Hospitality Food Safety</td>
<td>1.0</td>
</tr>
<tr>
<td>HM 271 - Introduction to Hospitality Technology</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 290W – Hospitality Managerial Communication</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 329 - Introduction to Food Production and Service</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 330 - Food Production and Service Management</td>
<td>2.0</td>
</tr>
<tr>
<td>HM 335 - Hospitality Financial Accounting</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 336 - Hospitality Managerial Accounting</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 350 (GQ) - Hospitality Decision Making and Information Systems</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 365 (IL) - Organizational Behavior in the Hospitality Industry</td>
<td>3.0</td>
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<tr>
<td>HM 380 - Hotel Management</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 430 - Advanced Food Production and Service Management</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 435 - Financial Management in Hospitality Operations</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 442 - Hospitality Marketing</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 466 (US) - Human Resource Management - Hospitality Industry</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 490W - Strategic Hospitality Management</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 492 - Advanced Professional Seminar in HM</td>
<td>1.0</td>
</tr>
</tbody>
</table>

### Prescribed Courses in the HM Option *(22.5 credits)*

<table>
<thead>
<tr>
<th>Course Number and Name</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>NUTR 100 (GHA) - Contemporary Nutrition Concerns</td>
<td>1.5</td>
</tr>
<tr>
<td>HM 355 – Legal Aspects of the Hospitality Industry</td>
<td>3.0</td>
</tr>
<tr>
<td>HM 480 – Advanced Hotel Management</td>
<td>3.0</td>
</tr>
<tr>
<td>HM Elective</td>
<td>3.0</td>
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<td>HM Elective</td>
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<td>HM Elective</td>
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<td>HM Elective</td>
<td>3.0</td>
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<tr>
<td>(HM Electives can include up to 4-credits of World Language)</td>
<td><strong>22.5</strong></td>
</tr>
</tbody>
</table>
General Education requirements
(45.0 credits, of which 10.5 credits can be double-counted from the Major/Option)

Writing/Speaking Skills (9 credits) (GWS)
ENGL 015 or ENGL 015A or ENGL 030 – Rhetoric and Composition
ENGL 202 (ENGL 202D recommended) – Business Writing
CAS 100 (CAS 100A or 100B or 100C) – Effective Speech

Quantification (6 credits) (GQ)
(STAT 200, HM 350 from the Major)

Natural Sciences (9 credits) (GN)
Any nine credits within the “GN” category

Arts (6 credits) (GA)
Any six credits within the “GA” category

Humanities (6 credits) (GH)
Any six credits within the “GH” category

Social and Behavioral Sciences (6 credits) (GS)
(ECON 102 from the Major), plus
Any three credits within the “GS” category

Health and Physical Activity (3 credits) (GHA)
(NUTR 100 from the Option)
Any 1.5 credits from the “GHA” category

Electives (1 credits)
Any degree-counting credits 1.0

Other Requirements pertaining to General Education

First-Year Seminar (1 cr.) (FYS) ......................... University Park Students
International Cultures (3 cr.) (IL) ....................... (HM 365 from the Major)
United States Cultures (3 cr.) (US) .................... (HM 466 from the Major)
Writing Across the Curriculum (3 cr.) (WAC)........ (HM 490W from the Major)

Overall Credit Breakdown for HM
Major Courses 62.0 cr.
Option Courses 22.5 cr
General Education 34.5 cr.
Electives 1.0 cr.
TOTAL 120.0 cr.
Course Descriptions for Required Courses

HM Courses:

HM 201 -- **Introduction to Management in the Hospitality Industry** (3)

The objectives of this course are to provide an introduction to the hospitality industry, to management practices within the industry, and to the hospitality major. Students have an opportunity to learn about the functions of management; the major components of the hospitality, travel, and tourism industries; trade associations and publications; growth areas and trends; and the need for creative leadership. Main topics typically include: functions of management and functional areas of business segments of the hospitality industry, international business as related to hospitality, services business, the planning process and strategic planning, organization design in hospitality, directing and leading in hospitality, the control process in hospitality, travel and tourism industries hospitality, hotels and lodging, the restaurant business, managed services, leisure and recreation/other hospitality opportunities, beverage management, and management ethics and social responsibility. Prerequisite or concurrent: HM 201.

HM 202 -- **Colloquium in Hospitality Management** (1 per semester/max. of 4)

This course has two primary objectives. First, students have an opportunity to hear from industry leaders. Second, students can determine their career directions, learn about the requirements for success in the industry, and identify career opportunities. The topics for the course vary from semester to semester depending upon the expertise of the distinguished speakers who address the class. However, a common theme is to explore trends in the industry regarding hotels, restaurants, and institutional foodservice. Students may learn about related career opportunities, such as careers with cruise lines, travel agencies, and other sectors in the hospitality and tourism industry.

HM 203 -- **Hospitality Pre-Professional Development Seminar** (1)

The purpose of this course is to provide students with professional development preparation early in the curriculum. This course will help students obtain quality work experience during their college career to best prepare them for post-graduate employment. In particular, this course is designed to prepare students for meeting the major’s work experience requirement. This course will help students understand the connection between college work experience and full-time careers and will impart strategies for conducting a successful job search and making the most out of these work opportunities. Prerequisite or concurrent: HM 201.

HM 228 -- **Hospitality Food Safety** (1)

This course will examine the science associated with preparing and serving food that is safe for consumption with regards to biological, chemical, and physical contamination. Emphasis is on federal regulations associated with HACCP, the U.S. Food Code, and other issues associated with safety of the food supply in the U.S. Case studies help students apply food safety principles to hospitality operations. Students will attain certification in foodservice sanitation by taking the examination administered by the National Restaurant Association.

HM 271 -- **Introduction to Hospitality Technology** (3)

This course is designed to introduce students to the technology used in the hospitality industry and to the concepts of information technology. The objectives are to describe how managers in the hospitality industry use various information technologies to solve problems and make decisions, describe the role of hospitality managers in information system development and management, describe the functions of network and security systems within in hospitality technology systems, explain the role of hospitality information systems, e-commerce, distribution technologies, and social media in strengthening an operation or company’s competitive position, and demonstrate competency in the use of spreadsheet, database and property management system software with skills applicable to the hospitality industry. Prerequisite or concurrent: HM 201.
HM 290—**Hospitality Managerial Communication (3) Writing Across the Curriculum**

The purpose of this writing intensive course is to enhance students' written and oral communication skills for success in managerial careers in the hospitality industry. Given the importance of clear expression in today's workplace, this course will provide students the skills necessary to create a variety of professional communications tailored to address common and critical issues in hospitality management. The course will begin with the basics of managerial communication and will progress to developing increasingly complex written communications and oral presentations. By the end of the course, students will be more articulate writers and confident public speakers to prepare them for their internships and future careers. Prerequisite: A grade of “C” or better in HM 201; ENGL 015, ENGL 030, or ESL 015.

HM 329 -- **Introduction to Food Production and Service (3)**

This course provides students with information on the basic principles of effective food production and service management. The primary focus is the integration of menu planning, recipe writing, including HACCP, and the development and maintenance of quality standards and cost control for both food and labor throughout the foodservice cycle. Students will also be introduced to managing service in the front of the house for foodservice operations. The course is required of HM majors, and is part of the foods sequence, providing knowledge prerequisite for HM 330 and HM 430 in which student prepare and serve food for the public. This course also covers foodservice management competencies required for Nutrition students desiring to obtain a dietetic internship and the RD credential through ADA. Students must complete this course with a C or better before proceeding to the food production classes. Prerequisite or concurrent: HM 228.

HM 330 -- **Food Production and Service Management (2) “The Café Laura Lunch Class”**

This course is designed as the application of foodservice production and service management stressing the integration of management modules with training in employee positions for the quantity production of quality food. The course draws from the students' theoretical background in accounting, management, nutrition, food production and sanitation, and thus integrates these areas into the daily operation of a campus foodservice facility as a living laboratory. Students, working as a management team, coordinate and manage all aspects of the food service laboratory. Students also experience a number of employee work positions in the laboratory. Main topics typically include: critical management decisions in a foodservice operation; evaluation of manager and employee performance, interpersonal and time management skills; procedures to prevent sanitation and safety hazards in a foodservice operation; food production, service, sanitation, and quality assurance techniques typical to foodservice operations; technical responsibilities in the development, production and evaluation of a food service system including sales, recipe production and service, cost control, purchasing, facilities management, personnel management, and financial management; critical thinking and leadership skills; and interaction with guests and accurate evaluation of the guests' dining experience. Students enroll in this course after completing the introductory course in food production and service and a Nutrition course in food preparation. The course is a prerequisite for the advanced food production course. Prerequisite: a grade of "C" or better in HM 228, HM 329, and NUTR 119 or (NUTR 320).

HM 335 -- **Hospitality Financial Accounting (3)**

Basic accounting concepts and practices applicable to hospitality organizations. Prerequisite courses: A grade of “C” or better in ACCTG211. Prerequisite or concurrent: HM 201.
HM 336 -- **Hospitality Managerial Accounting** (3)

Managerial decision-making using accounting data is an integral part of the function of managers in the hospitality industry. The accounting function of the lodging business generates financial data, and managers need to be able to interpret the data, analyze it, and make decisions based on their interpretation and analysis of the data. This course provides the student with the core knowledge needed to understand the kinds of data generated by the financial systems of hospitality operations, prepare budgets, perform variance analysis, and provide control over the financial aspects of the hospitality business.

The content of this course is considered fundamental for anyone in hospitality management and, therefore, is required of all Hospitality Management majors. Prior to this course, students are required to have taken Financial Accounting in the Hospitality Industry. HM 336 is a pre-requisite to Financial Management in Hospitality Operations. Prerequisite: a grade of “C” or better in HM 271 and HM 335.

HM 350 -- **Hospitality Decision Making and Information Systems** (3) (GQ)

This course provides students with the opportunity to apply analytical techniques, Excel-based models, and simulation to the management of operations in the hospitality industry. The overriding goal is to provide students with the skills needed to make effective, data-driven decisions. Key topics include: decision making under certainty and risk, total quality management, process analysis and design, capacity planning, process strategy, project management, principles of revenue management, and forecasting for operations management. Prerequisite courses: a grade of "C" or better in HM 271 and STAT 200.

HM 355 -- **Legal Aspects of the Hospitality Industry** (3)

Laws, courts, and more generally, the legal system, together constitute an integral feature of the environment within which the hospitality industry operates. The objective of this course is to acquaint students with the application of law to hotels, restaurants, and institutional settings. A hospitality manager who understands the law can prevent many legal problems from occurring, including preventing injuries that may lead to lawsuits. Main topics in this course typically include: types of law, judicial structure and trial procedures; conduct of legal research, including use of Web resources; legal duties of innkeepers and guests; negligence and other torts; contract law; civil rights and public accommodations, especially protections from discrimination; guests’ property; regulation and licensing; employment law, especially protections from discrimination; casinos and the law; and food and alcohol service liability. Prerequisite or concurrent: HM 201.

HM 365 -- **Organizational Behavior in the Hospitality Industry** (3) (IL)

Study of individual satisfaction and performance in hospitality organizations. Topics include cultural diversity, motivation, communication, group behavior, and leadership. Prerequisite or concurrent: HM 201.

HM 380 -- **Hotel Management** (3)

This course continues the learning process regarding hotel management and operations that began in HM 201. The course and the text focuses on the responsibilities of the Hotel General Manager. Students gain knowledge that is applicable specifically to hotel operations, and generally to all hospitality industry operations. Prerequisite: a grade of “C” or better in HM 201 and HM 271.
This course is designed to give students an opportunity to gain experience in the wide range of skills and techniques that are normally associated with the duties of a hospitality manager. The skills and techniques that will be emphasized include, but are not limited to, duties involved in the planning, execution and evaluation of full-service, theme oriented ala carte dining. Students are expected to form a marketable theme and then develop, produce and evaluate an authentic dining experience. A successful dining experience is contingent upon both guest satisfaction and the achievement of financial goals. Main topics typically include:

* Research, describe and produce an authentic restaurant environment from a selected theme
* Demonstration of technical responsibilities involved in the development, production and evaluation of a wide range of food service systems including: sales, menu planning, recipe development and evaluation, pricing, purchasing, facilities management, personnel management and financial management
* Operational needs and potential problems in a food and beverage operation during production and service
* Timely and effective managerial problem identification and decision-making abilities
* Interpersonal and teamwork skills both within a management team and with classmates as employees
* Interaction with guests and evaluation of guests' dining experiences

The course is a capstone management class in the foods sequence and is required of all Hospitality Management majors. Students must first complete the introductory food production course. Prerequisite: a grade of “C” or better in HM 330.

**HM 435 -- Financial Management in Hospitality Operations (3)**

Fiscal techniques in the development, management, and control of hospitality establishments. Prerequisite courses: a grade of “C” or better in ECON 102 and HM 336. Prerequisite or concurrent course: HM 350.

**HM 442 -- Hospitality Marketing (3)**

Marketing management in the hospitality industry, including analyzing the market through market research and developing a marketing plan. Prerequisite: a grade of “C” or better in HM 201.

**HM 466 -- Human Resource Management in the Hospitality Industry (3) (US)**

Recruitment, selection, training, performance appraisal, and compensation of hospitality human resources in today's culturally diverse work force. Prerequisite: a grade of “C” or better in HM 201, HM 365.

**HM 480 -- Advanced Hotel Management (3)**

Advanced hotel operations, internal control systems, and service philosophy. Integrates management, departmental operations, law, technology applications, marketing and managerial accounting. Prerequisite: a grade of “C” or better in HM 336 and HM 380.

**HM 490 -- Strategic Hospitality Management (3) Writing Across the Curriculum**

This capstone course integrates previous courses in the curriculum and introduces students to new strategic management concepts. This course adopts a macro perspective by focusing on the total hospitality enterprise and the external competitive environment in which hospitality firms operate. The goal of the course is to develop students’ analytical skills to formulate, implement, and evaluate business strategies. Using a case-based approach, the course emphasizes critical thinking and evidence-based decision making. Prerequisite: a grade of “C” or better in HM 336, HM 365, and HM 442.
HM 492 -- **Advanced Professional Seminar in Hospitality Management (1)**

Course prepares senior HM students to assume leadership positions in the hospitality industry (Focus on careers, leadership, ethics, lifelong learning). Prerequisite: Completion of 1000 hours of hospitality work experience in the hospitality management industry. Prerequisite or concurrent courses: a grade of “C” or better in HM 430, HM 466, and HM 490.

**Supporting and Foundation Courses in the HM Major:**

ACCTG 211 - **Financial and Managerial Accounting for Decision Making (4)** The objective of this course is to introduce students to the discipline of accounting through an introduction to two of accounting's sub-disciplines, financial and managerial accounting. The more specific purpose is to provide students a basic understanding of the role of financial and managerial accounting information in the decisions of capital market participants external to a business enterprise (e.g., stockholders, banks, financial analysts, prospective stockholders), and in the decisions of those who manage business enterprises. Prerequisite: MATH 021 or placement above MATH 021 on ALEKS exam.

ECON 102 – **Introductory Microeconomic Analysis and Policy (3) (GS)** Economics is the study of how people satisfy their wants in the face of limited resources. One way to think about economics is that it is a consistent set of methods and tools that is valuable in analyzing certain types of problems related to decision--making, resource allocation, and the production and distribution of goods and services.

NUTR 100 – **Contemporary Nutrition Concerns (1.5) (GHA)** Interpretation of nutrition principles in relation to contemporary problems in selecting a diet to promote a healthy lifestyle.

NUTR 119 – **Elementary Foods (3)** Basic principles and fundamental processes underlying food preparation.

STAT 200 – **Elementary Statistics (4) (GQ)** Descriptive statistics, frequency distributions, probability, binomial and normal distributions, statistical inference, linear regression, and correlation. Prerequisite course: MATH 021 or placement above MATH 021 on ALEKS exam.

**HM Elective Courses:**

HM 304 -- **Institutional Food Service Management (3)** Institutional food service management systems in the hospitality field. Prerequisite: a grade of “C” or better in HM 201.

HM 306 -- **Hospitality in Senior Living (3)** Introduction to senior living and continuing care retirement communities and related hospitality management career opportunities. Prerequisite: a grade of “C” or better in HM 201.

HM 311 -- **Wine Appreciation (2)** A study of identification of varieties of wine, methods and techniques of viniculture, development of wine lists and wine marketing. Prerequisite: At least 21 years of age.
HM 318 -- **Club Management and Operations (2)** Topics include: 1) The club management industry and career opportunities; 2) Types of clubs that exist in the industry, including structure, organization, and philosophy; 3) The various departments of a successful club including but not limited to: food and beverage, accounting and cost control, human resources, marketing and promotion, catering and banquets, golf operations, tennis operations, aquatics, and fitness facilities; and 4) Management skills required of a club manager: leadership, board relations, general management, service excellence, communications. Prerequisite: a grade of “C” or better in HM 201.

HM 319 -- **Hospitality Facilities Management (3)** This course provides students with information related to hospitality facility design and maintenance. Main topics include principles of facility engineering and maintenance, costs associated with the life cycle of a hospitality facility, role of the manager in the planning and maintenance process, function of the building in service and marketing, impact of building design on guest service and operation, evaluation of building and grounds for compliance with the Americans with Disabilities Act of 1990, role of management in development, planning, and remodeling of food service operations, flow of resources (as exhibited in blueprints). Prerequisite: a grade of “C” or better in HM 201.

HM 384—**Introduction to Meeting and Event Planning (3)** This course provides an overview of the meeting, event, and conference sector of the hospitality industry. Prerequisite or concurrent: a grade of “C” or better in HM 201.

HM 386 -- **Introduction to the Gaming and Casino Industry (3)** This course provides historical and current perspectives on the gaming industry, emphasizing management principles of casino operations, including coordination with traditional hospitality services. Topics include: 1) Introduction to the casino industry-its size, structure, and historical origins; 2) Management issues in a casino hotel as compared with other types of hotels; 3) Roles of hotel managers and food and beverage managers at multiple levels in casino hotels; 4) Model for analyzing casino hotel issues in a rapidly changing industry; 5) Roles of government and regulatory agencies in protecting consumers, the public, communities, and competitors; 6) Differences between social responsible and addictive gambling; and 7) Reliable sources of information about the gaming industry. Prerequisite: a grade of “C” or better in HM 201.

HM 387 -- **Casino Controls (3)** This course is an overview of controls used in casinos including an exploration of complimentary goods (comps) and services and credit. Prerequisite: A grade of “C” or better in HM 201, HM 335, and HM 386. Concurrent HM 388.

HM 388 -- **Gaming Operations Management (3)** Students will learn casino mathematics, game protection, floor layout methods, departmental organizational structure, and performance analysis. Prerequisite: A grade of “C” or better in STAT 200, HM 201, and HM 386.

HM 411 -- **Beverage Management and Wine Selection (3)** This course acquaints students with the successful management of all beverage products associated with the hospitality industry. Topics include: 1) Production; 2) Purchasing; 3) Brand recognition; 4) Marketing and promotion; 5) Financial control; and 6) Responsible alcohol service. Prerequisites: a grade of “C” or better in HM 201.

HM 413 -- **New Product Development for Commercial Foodservice (3)** Students work in the Mateer research kitchen on supervised projects. Prerequisite: a grade of “C” or better in HM 329.

HM 432—**Contemporary Issues in Restaurant Management (3)** A focus on special topics and current events in the restaurant industry. Prerequisites: a grade of “C” or better in HM 201, HM 228, HM 329.
HM 443 – **Sales Planning and Advertising for Hospitality Operations (3)** Hospitality marketing communications issues addressed through semester-long individual projects, including marketing versus selling strategies, industry trends affecting advertising and sales, advertising media, broadcast advertising, public relations, and personal sales. Prerequisite: a grade of “C” or better in HM 442.

HM 471 -- **Evaluation of Hospitality Technology (3)** This course provides students with an understanding of the variety of information technologies used in the hospitality industry. Topics include: 1) The concept of information systems; 2) Components of hospitality information systems at the corporate and operational levels; 3) Analysis and evaluation of hospitality information systems; 4) Process of selecting information systems; and 5) Implementation and maintenance of information systems. Prerequisite: A grade of “C” or better required in HM 271.

HM 481—**Advanced Topics in Hotel Management (3)** This course will focus on advanced topics in hotel management that are of critical importance in a dynamic and ever-changing operating environment. Prerequisite: A grade of “C” or better in HM 380.

HM 482 -- **Hospitality Real Estate (3)** The course focuses on commercial real estate concepts related to the hospitality industry. Prerequisites: A grade of “C” or better in HM 336, HM 380.

HM 483 -- **Revenue Management (3)** Revenue Management (3) Students learn how to effectively implement revenue management strategies and techniques in the hospitality industry. Prerequisite: A grade of “C” or better in HM 350.

HM 484—**Hospitality Entrepreneurship (3)** The course focuses on successfully launching new business ventures in the hospitality industry. Prerequisite: A grade of “C” or better in HM 336.

HM 485—**Advanced Meeting and Event Planning (3)** In this advanced, hands-on course, students will plan and execute actual functions building on content from the introductory course, HM 384. Prerequisites: A “C” or better in HM 201 and HM 384.

HM 486 -- **Casino Marketing (3)** Students will learn marketing techniques for casinos which take into account the external environment, individual consumer choices and ethical considerations. Prerequisites: A grade of “C” or better in HM 387 and HM 388.

HM 487 -- **Casino Operations and Societal Impact of Gaming (3)** Students will learn the organization structure, the organization culture, and the ethical responsibility toward disordered gambling and other social impacts. Prerequisites: A grade of “C” or better in HM 387, HM 388.

HM 495A – **Penn State Hospitality Services Hotel Internship (3)** Supervised on-site observation and participation in each of four major areas of local participating hospitality firms with a weekly seminar session. Prerequisite: Prior approval by course instructor.

HM 495B -- **Penn State Hospitality Services Executive Internship (3)** Students work at the Nittany Lion Inn or the Penn Stater Conference Center Hotel as part of a special assignment. Prerequisite: Selection by Penn State Hospitality Services department head, approval of internship assignment by instructor, minimum overall grade point average of 2.50, and a grade of “C” or better in HM 495A.

HM 495C – **Penn State Housing and Food Service Internship (3)** Supervised on-site observation and participation in diverse areas of Penn State Housing and Food Services with a weekly seminar session. Prerequisite: Employment offer from Penn State Housing and Food Services, approval of internship assignment by instructor, and a minimum overall grade point average of 2.50.

HM 495D -- **External Off-campus Internship (1-6)** Students complete a previously arranged internship off-campus. Prerequisite: Prior approval of proposed assignment by the instructor.

HM 496 -- **Independent Studies (1-18)** Special study planned and completed with an instructor’s prior approval and assistance. Prior approval of study instructor.
HM 497 -- **Special Topics (1-9)** Courses designed and offered as a study in a specially chosen topic.

**Social Media Marketing (3)** This course explores both the theories of social media marketing, engagement and management, and practical application of social media for the hospitality industry. Prerequisite: a grade of “C” or better in HM 201.

**Corporate Social Responsibility (3)** This course examines the role of ethics and corporate social responsibility in the hospitality industry. Prerequisite: a grade of “C” or better in HM 201.

**Hospitality Asset Management (3)** This course covers maximizing the profitability and value of hospitality assets for owners in a cost effective manner. Prerequisite: a grade of “C” or better in HM 201.

**Research Design (3)** Students learn how to perform research projects. Typically taken by HM students of the Schreyer Honors College.

**The Sustainable Fork: Food Systems Decisions for Away-From-Home Eating (3)** This course provides an interdisciplinary perspective of how individuals make food decisions through a systems perspective.

HM 498 – **Special Topics/French Cuisine/Culture (3)** Formal courses given infrequently to explore, in depth, a comparatively narrow subject which may be topical or of special interest.
# Recommended Academic Plan for Hospitality Management (UP)

*1,000 Hours of Hospitality Professional Experience Required by Final Semester*

<table>
<thead>
<tr>
<th>Semester 1</th>
<th>Credits</th>
<th>Semester 2</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>HM 201 Intro. to Management in Hospitality</td>
<td>3</td>
<td>ACCTG 211 Financial and Managerial Accounting</td>
<td>4</td>
</tr>
<tr>
<td>HM 202 Colloquium in Hospitality Management</td>
<td>1</td>
<td>HM 271 Intro. to Computers in Hospitality Mgmt</td>
<td>3</td>
</tr>
<tr>
<td>HM 203 Hosp Pre-Professional Development Seminar</td>
<td>1</td>
<td>355 Legal Aspects of Hospitality Industry</td>
<td>3</td>
</tr>
<tr>
<td>First-Year Seminar (PSU 014 or any FYS)</td>
<td>1</td>
<td>Arts (GA) or Humanities (GH) or Social Sciences (GS)</td>
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</tr>
<tr>
<td>ENGL 015 or 030 (GWS) Composition/Honors Comp.</td>
<td>3</td>
<td>Natural Sciences (GN)</td>
<td>3</td>
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<tr>
<td>Arts (GA) or Humanities (GH) or Social Sciences (GS)</td>
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</tr>
<tr>
<td>Natural Sciences (GN)</td>
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<table>
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<tr>
<th>Semester 3</th>
<th>Credits</th>
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<th>Credits</th>
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<tbody>
<tr>
<td>ECON 102 (GS) Microeconomics</td>
<td>3</td>
<td>HM 290W Hospitality Managerial Communication</td>
<td>3</td>
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<tr>
<td>HM 335 Hospitality Financial Accounting</td>
<td>3</td>
<td>HM 336 Hospitality Managerial Accounting</td>
<td>3</td>
</tr>
<tr>
<td>HM 365 Organizational Behavior in Hospitality Industry</td>
<td>3</td>
<td>HM 380 Hotel Management</td>
<td>3</td>
</tr>
<tr>
<td>HM Elective</td>
<td>3</td>
<td>NUTR 119 Elementary Foods</td>
<td>3</td>
</tr>
<tr>
<td>Natural Science (GN)</td>
<td>3</td>
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<table>
<thead>
<tr>
<th>Semester 5</th>
<th>Credits</th>
<th>Semester 6</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>STAT 200 (GQ) Elementary Statistics or SCM 200</td>
<td>4</td>
<td>HM 330 Food Production and Service Mgmt.</td>
<td>2</td>
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<tr>
<td>HM 228 Hospitality Food Safety</td>
<td>1</td>
<td>HM 350 (GQ) Hosp. Decision Making &amp; Info. Systems</td>
<td>3</td>
</tr>
<tr>
<td>HM 329 Food Production and Service</td>
<td>3</td>
<td>HM 466 Human Resource Management</td>
<td>3</td>
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<tr>
<td>HM 442 Hospitality Marketing</td>
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<td>HM Elective</td>
<td>3</td>
</tr>
<tr>
<td>NUTR 100 (GHA) Contemporary Nutritional Concerns</td>
<td>1.5</td>
<td>Arts (GA) or Humanities (GH) or Social Sciences (GS)</td>
<td>3</td>
</tr>
<tr>
<td>Arts (GA) or Humanities (GH) or Social Sciences (GS)</td>
<td>3</td>
<td>CAS 100 (GWS) Effective Speech</td>
<td>3</td>
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<table>
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<tr>
<th>Semester 7</th>
<th>Credits</th>
<th>Semester 8</th>
<th>Credits</th>
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<tbody>
<tr>
<td>HM 435 Financial Management in Hospitality Operations</td>
<td>3</td>
<td>HM 430 Advanced Food Production/Service Mgmt.</td>
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<td>HM 480 Advanced Hotel Management</td>
<td>3</td>
<td>HM 492 Advanced Professional Seminar in HM</td>
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<td>HM 490 Strategic Hospitality Management</td>
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<td>HM Elective</td>
<td>3</td>
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<tr>
<td>HM Elective</td>
<td>3</td>
<td>HM Elective</td>
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<tr>
<td>Health and Physical Activity (GHA)</td>
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<td>ENGL 202D (GWS) Effective Writing: Business</td>
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</table>

- **Bold type** indicates courses requiring a quality grade of C or better.
- **Italics** indicate courses that satisfy both major and General Education requirements.
- **Bold Italics** indicate courses requiring a quality grade of C or better and that satisfy both major and General Education requirements.
- GWS, GHA, GQ, GN, GA, GH, and GS are codes used to identify General Education requirements.

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SHM Professional Work Experience Requirement — A minimum of 1,000 hours of properly approved and verified hospitality-specific work experience must be completed, beginning with initial college enrollment and prior to taking HM 492 during student’s final semester. Please visit the website for details.

http://hhd.psu.edu/shm/professional-experience-requirement
**Recommended Academic Plan for Hospitality Management (branch campuses)**

*1,000 Hours of Hospitality Professional Experience Required for Major*

<table>
<thead>
<tr>
<th>Semester 1</th>
<th>Credits</th>
<th>Semester 2</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>ENGL 015 or 030 (GWS) Composition/Honors Comp.</td>
<td>3</td>
<td>Natural Sciences (GN)</td>
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<tr>
<td>Humanities (GH)</td>
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<td><em>ECON 102 (GS)</em> Microeconomics</td>
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<tr>
<td>Natural Sciences (GN)</td>
<td>3</td>
<td>Humanities (GH)</td>
<td>3</td>
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<tr>
<td>Social and Behavioral Sciences (GS)</td>
<td>3</td>
<td>Arts (GA)</td>
<td>3</td>
</tr>
<tr>
<td><strong>MATH 021 College Algebra I (if needed based on FTCAP placement exam) Or Arts (GA)</strong></td>
<td>3</td>
<td>Arts (GA) *If needed after semester 1.</td>
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*Summer-Hospitality Professional Work Experience*

<table>
<thead>
<tr>
<th>Semester 3</th>
<th>Credits</th>
<th>Semester 4</th>
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</thead>
<tbody>
<tr>
<td><strong>STAT 200 (GQ)</strong> Elementary Statistics</td>
<td>4</td>
<td><strong>ACCTG 211</strong> Financial and Managerial Accounting</td>
<td>4</td>
</tr>
<tr>
<td>CAS 100 (GWS) Effective Speech</td>
<td>3</td>
<td>ENGL 202D (GWS) Effective Writing: Business</td>
<td>3</td>
</tr>
<tr>
<td>Natural Sciences (GN)</td>
<td>3</td>
<td><strong>NUTR 251 (GHA)</strong> Principles of Nutrition</td>
<td>3</td>
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<td>“Free” Elective</td>
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*Summer-Hospitality Professional Work Experience*

<table>
<thead>
<tr>
<th>Semester 5</th>
<th>Credits</th>
<th>Semester 6</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td><strong>HM 201 Intro. to Management in Hospitality Industry</strong></td>
<td>3</td>
<td><strong>HM 329 Intro to Food Production &amp; Service</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>HM 202 Colloquium in Hospitality Management</strong></td>
<td>1</td>
<td><strong>HM 336 Hospitality Managerial Accounting</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>HM 203 Hospitality Professional Development Seminar</strong></td>
<td>1</td>
<td><strong>HM 350 (GQ) Decision Making and Info. Systems</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>HM 228 Hospitality Food Safety</strong></td>
<td>1</td>
<td><strong>HM 355 Legal Aspects of Hospitality Industry</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>HM 271 Introduction to Hospitality Technology</strong></td>
<td>3</td>
<td><strong>HM 380 Hotel Management</strong></td>
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</tr>
<tr>
<td><strong>HM 335 Hospitality Financial Accounting</strong></td>
<td>3</td>
<td><strong>HM Elective</strong></td>
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</tr>
<tr>
<td><strong>NUTR 119 Elementary Foods</strong></td>
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<td></td>
<td></td>
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<td><strong>Total Credits:</strong></td>
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*Summer-Hospitality Professional Work Experience*

<table>
<thead>
<tr>
<th>Semester 7</th>
<th>Credits</th>
<th>Semester 8</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HM 330 Food Production and Service Mgmt.</strong></td>
<td>2</td>
<td><strong>HM 430 Adv. Food Production/Service Mgmt.</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>HM 365 Organizational Behavior in the Hospitality Industry</strong></td>
<td>3</td>
<td><strong>HM 466 (U.S.) Human Resource Mgmt. in Hosp.</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>HM 435 Financial Management in Hospitality Operations</strong></td>
<td>3</td>
<td><strong>HM 490 Strategic Hospitality Management</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>HM 442 Hospitality Marketing</strong></td>
<td>3</td>
<td><strong>HM 492 Advanced Professional Seminar in Hosp</strong></td>
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<td><strong>HM 480 Advanced Hotel Management</strong></td>
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<td><strong>16</strong></td>
</tr>
</tbody>
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- US, IL, and US;IL are codes used to designate courses that satisfy University United States/International Cultures requirements.
Minor in Entrepreneurship and Innovation (ENTI)

Are you interested in developing entrepreneurial and innovative concepts related to hotels, bed and breakfasts, restaurants, mobile dining such as food trucks, on-line travel agencies or other ventures?

Explore the interdisciplinary Entrepreneurship and Innovation (ENTI) minor, which uses problem-based learning to prepare you to create value (including new products, services, and ventures) and become an agent of positive change. Our unique course of study in the 18-credit minor allows you to create novel but sound entrepreneurial and innovative concepts related to the hospitality industry.

Background Information
The interdisciplinary ENTI Minor (Intercollege Minor in Entrepreneurship & Innovation) has 3 core courses (9 credits): MGMT 215-Entrepreneurial Mindset, ENGR 310-Entrepreneurial Leadership, and MGMT/ENGR/IST 425-New Venture Creation. Students will also select a concentration area (called a cluster) for an additional 9 credits.

The cluster in Hospitality Management (HM) prepares students to create and develop novel but sound entrepreneurial concepts related to the hospitality industry in such businesses as lodging and food service. The minor is also designed to prepare students to be innovators within existing organizations.

Students who complete this cluster develop skills in creating business plans, feasibility studies, competitive analysis, supply and demand analysis, market analysis and financial forecasting. Students in this concentration are expected to include a mix of majors, not only students majoring in hospitality management, thereby enhancing the scope of entrepreneurial exposure.

Preferred Sequence of Courses
The figure below shows the preferred sequence of the ENTI core and HM cluster courses.
Preferred sequence of courses for the Hospitality Management (HM) cluster

For students in the School of Hospitality Management, a suggested sequence of courses is: (1) Hospitality Real Estate, (2) Hospitality Entrepreneurship, and then depending on the student’s area of interest, (3) New Product Development for Commercial Foodservice, Contemporary Issues in Restaurant Management, Revenue Management, Advanced Topics in Hotel Management, or Independent Study in Hospitality Management.

Summary of Hospitality Management Cluster Courses
Students are required to complete either HM 482 or HM 484, and are permitted to complete both HM 482 and HM 484. Students select a total of nine credits from the following courses for the HM cluster.

HM 482/Hospitality Real Estate; Prerequisites: A grade of “C” or better required for HM 336 and HM 380; or instructor approval.

HM 484/Hospitality Entrepreneurship; Prerequisites: A grade of “C” or better required in HM 336 and B A 303 or MKTG 221/301; or instructor approval.

HM 413/New Product Development for Commercial Foodservice; Prerequisite: A grade of “C” or better required in HM 329; or instructor approval.

HM 432/Contemporary Issues in Restaurant Management; Prerequisite; A grade of “C” or better in HM 201, HM 228, and HM 329; or instructor approval.

HM 481/Advanced Topics in Hotel Management; Prerequisite: A grade of “C” or better in HM 380; or instructor approval.

HM 483/Revenue Management; Prerequisite: A grade of “C” or better in HM 350; or instructor approval.

HM 496/Independent Study in Hospitality; No Prerequisites.

Entrepreneurship Article: Penn State President, Dr. Eric Barron
International Programs

The School of Hospitality Management (SHM) has the goal of educating students to become global citizens. SHM has created a network of international academic partnerships and opportunities for students.

There are three ways in which students can study abroad:

1. SHM offers month-long, semester-long, or embedded programs in Italy, Spain, France, the Netherlands, Hong Kong, and Australia. Programs offered through SHM allow the students to complete both major and general education credits.
2. The University Office of Global Programs offers a number of programs that allow students to complete general education credits. Go to: https://global.psu.edu
3. Study abroad credits will only be accepted toward HM degree requirements if they are taken through a Penn State approved program. Credits earned in non-Penn State programs may qualify toward General Education requirements, but not to HM degree requirements. Please make an appointment with the International Programs advisor when you plan to study at a non-PSU program.

Always discuss study abroad interests with your advisor as early as possible in your college experience. For general information about School of Hospitality Management study abroad programs, contact Dr. Marja Verbeeten, mjv13@psu.edu, 814-865-6673, 222 Mateer Building.

SHM International Programs

SHM SEMESTER-LONG PROGRAMS

BOND UNIVERSITY – AUSTRALIA

SHM has established a program with Bond University (http://bond.edu.au/) in Gold Coast, Australia. Bond University is one of the leading business and hospitality management schools in Australia. Their academic calendar is similar to Penn State. All instruction is in English and students take four 4-credit courses that will transfer into the hospitality curriculum at Penn State. It is preferred to attend Bond University in the Fall.
FLORENCE UNIVERSITY OF THE ARTS (APICIUS INTERNATIONAL SCHOOL OF HOSPITALITY)
SHM has established a program with Florence University of the Arts (FUA) which includes the Apicius International School of Hospitality (http://fua.it/). FUA offers a wide selection of courses. Students must take courses from the hospitality management curriculum at Apicius and are allowed to take one course (general education) at FUA. Their academic calendar is similar to Penn State. All instruction is in English and students take five 3-credit courses that will transfer into the hospitality curriculum at Penn State.

UNIVERSITAT de les ILLES BALEARS – MALLORCA SPAIN
SHM has established a program with the Universitat de les Illes Balears in Palma Mallorca Spain. (http://www.uib.eu/) UIB’s Tourism and Hospitality programs ranks 1st in Spain. Their academic calendar is similar to Penn State. Instruction is in English and students take five 3-credit courses (one of these courses is Spanish) that will transfer into the hospitality curriculum at Penn State.

CHINESE UNIVERSITY OF HONG KONG
SHM has established a program with the Chinese University of Hong Kong (CUHK) (http://www.cuhk.edu.hk/english/index.html). CUHK is a comprehensive research-based university, similar to Penn State. The hospitality program at CUHK is top ranked and Hong Kong is a cosmopolitan city with a very diverse population. The instruction is in English and course work will transfer into the hospitality curriculum at Penn State.
SHM FACULTY-LED SHORT PROGRAMS

SUMMER STUDIES IN EUROPE
This is a five-week summer program in Europe, usually offered from early June to mid-July. It is offered in partnership with Oklahoma State University and each university sends approximately 15 students each year. Students will take two courses (International Cuisine and International Hospitality Management) earning six HM elective credits. Courses are taught in English by faculty from Penn State and Oklahoma State. Course time is spent in Florence (Italy) and Maastricht (The Netherlands). There are several open travel dates for students to explore Europe on their own. The HM lead faculty contact for this program is Dr. Bartlett at bartb@psu.edu.

PAUL BOCUSE CULINARY INSTITUTE – LYON, FRANCE
This is a 10-14 day program, usually offered in mid-May. It is a culinary focused program, delivered at the Paul Bocuse Culinary Institute (http://www.lyonhotel-leroyal.com/institut-en.html). Instruction is received from leading French chefs and is either in English or translated from French. Students earn three HM elective (French Cuisine and Culture) credits. The HM lead faculty contact for this program is Mr. Lawson at mtl15@psu.edu.

ONE WEEK ABROAD: HONG KONG & MACAU
A one-credit course is offered that explores the fast-growing hospitality industry in both Hong Kong and its neighbor Macau. Students will gain an insight into the area’s culture as well as the compelling opportunities available in the Asian hospitality industry. Special focus will be directed towards the casino industry in Macau and the hotel and food and beverage operators in Hong Kong. The HM faculty lead for China is Dr. Ahlgren at mba13@psu.edu.

SHM SEMESTER-LONG EMBEDDED PROGRAMS
Embedded programs at Penn State are courses that include a travel abroad component. Penn State students enrolled in embedded programs are required to attend classes at the University Park campus with appropriate travel abroad. Currently, SHM offers a 3-credit embedded course, HM 498A – International Hospitality Management, each spring semester that requires students to travel abroad during the spring break. Students have the option of traveling either to Italy or Spain as part of their course work. Any questions should be directed to Dr. Marja Verbeeten at mjav13@psu.edu.
SCHOLARSHIPS FOR STUDY ABROAD
Travel grants are available through SHM. Students may receive approximately $300 to $500; however, some students have also received full airfare. Scholarships or stipends are not guaranteed. Awards are based on a combination of high academic achievement and financial need. Please contact faculty in charge of your preferred SHM study abroad program for more information.

Additional funding may be available through the University Office of Global Programs. https://global.psu.edu/info/going-abroad/students-abroad/costs-funding-study-abroad

STUDY ABROAD PROGRAMS

Deadlines for Study Abroad applications are as follows:

Fall Semester & Academic Year
Deadline – March 1st

Spring Semester
Deadline – May 1st

Summer Session(s)
Deadline – Feb. 1st

Additional information on these, and other Study Abroad opportunities, can be found on the Global Penn State website. https://global.psu.edu

For further information on studying abroad, please contact Dr. Marja Verbeeten, Professor-In-Charge of International Development, at mjv13@psu.edu.
SECTION D

Professional Experience Requirement
And Placement Information

Professional Experience in Restaurants.

Professional Experience in Hotels.

The Nittany Lion Inn, Penn State University.
A Member of the National Trust Historic Hotels of America.
http://www.nittanylioninn.psu.edu/NittanyLionInn/
Hospitality Professional Experience Requirement

Overview
The School of Hospitality Management’s professional experience requirement prepares students for management-level employment. This requirement is designed to provide students with experience that complements their classroom learning and affords them the opportunity to apply their knowledge in real-world settings. Professional experience provides knowledge about the hospitality industry, the chance to learn new skills, and a means to assess strengths and areas for development.

We encourage students to think carefully about their career goals and plan professional experiences to best prepare them for the job they would like to have at graduation. They are encouraged to consider the following questions:

- What types of professional experience should I pursue now and throughout college to best prepare me for the career path I desire?
- How will future experiences complement and build upon the experience I already have?
- Do my jobs increase in challenge, variety, and responsibility? Is there a progression in the experiences I pursue?

Students with the highest quality experiences are best prepared for post-graduate employment and receive the most competitive job offers. Typically, broader and deeper experiences are preferable. For example, a position in which students rotate through multiple positions and learning opportunities will provide better preparation than any single job. Similarly, a position with supervisory responsibilities will be valued more highly by potential employers.

Each student comes to Penn State with different employment histories. Many students have already gained extensive professional experience that will qualify them for higher-level positions. Students who have limited or no professional experience should expect to begin their employment in lower-level jobs and use these experiences as stepping stones to higher-level opportunities.

Hours Requirements
The School of Hospitality Management requires that each student complete and document a minimum of 1000 hours of appropriate hospitality professional experience. To maximize the quality of your professional experience, the following guidelines apply.

- Students must work in at least two different jobs or internships. They are not required to change companies, but they must have two different jobs or internships should they remain with the same company.
- No single job or internship may count for more than 600 hours.
- Any job or internship where a student works less than 40 hours will not qualify.
- At least 400 hours must be completed within the U.S.
Completion and Documentation Deadlines
Completing and documenting the 1000 hours of hospitality professional experience is a prerequisite for taking HM 492: Advanced Professional Seminar in Hospitality Management during students’ final semester in the School of Hospitality Management.

For each job or internship that a student seeks to qualify, two sources of documentation are required:

1) The employer needs to complete and sign the Employer Professional Experience Verification Form, which details the place of employment, position held, major responsibilities, hours worked, and related information. The employer may alternatively provide a letter with the required information in lieu of completing the form.

2) Students are required to complete the Student Professional Experience Verification Form and provide a pay record or W2 tax form showing their hours worked or earnings.

The Student Records Office in 201K Mateer maintains a professional experience file for each student. Students are responsible for ensuring all materials have been submitted in a timely fashion. Students should submit their documentation as soon as possible after completing their professional experience. However, hours must be documented within four months of the final day of employment.

As indicated above, completing and documenting the 1000-hour requirement is a prerequisite for HM 492: Advanced Professional Seminar in Hospitality Management. Thus, students may not take HM 492 until all professional experience is completed and documented. If students reach their final semester, but have not completed and documented their professional experience, their only alternative may be to take a semester off to complete the requirement. Careful planning of academic courses and professional experiences can avoid this challenge.

Any falsification of hours, signatures, or other submitted materials will be considered a violation of Penn State’s academic integrity policy and will be subject to appropriate disciplinary action.

SHM Definitions

Job: Any paid hospitality work experience in the categories outlined below provides a valuable addition to your resume and can be used to fulfill the professional experience requirement. Full-time or part-time jobs, summer jobs, or jobs worked during the semester, will all qualify.

Internship: A temporary position (typically a summer or one semester) focusing on job training and management preparation. An internship goes beyond a job in providing greater depth and breadth of exposure to different responsibilities. An internship can be rotational, allowing the intern to spend time in multiple departments, or it may be an in-depth experience in just one department.
Externship: Externships are a valuable way to gain exposure to the industry, but will not qualify toward the professional experience requirement. Externships involve job-shadowing a manager or executive, and they are focused on exposure and observation. Externships give students the opportunity to observe managers and operations in different settings and assess how these settings match their interests. Externships typically last from one day to two weeks, often coinciding with fall, winter, or spring break in the school calendar. Externships are typically unpaid.

Examples of Work That Will Qualify

- Hotel operations in any functional department, including rooms division, food and beverage, accounting, engineering, human resource management, marketing, revenue management, and sales.
- Restaurant operations in both back-of-house and front-of-house.
- On-site foodservice when work is in food and beverage operations. Experiences in corporate dining, education, health care, stadiums and arenas, and parks qualify, provided the work is not limited to vending.
- Casinos when work is in rooms division, food and beverage, or gaming activities.
- Clubs when work is in food and beverage operations, member services, or sales.
- Corporate-level jobs and internships with hotel, restaurant, or on-site foodservice companies in any functional area.
- Hospitality consulting, appraisal, asset management, and finance.
- Penn State Hospitality Services and Penn State Housing and Food Service internships.
- Hospitality positions in meeting and event planning.
- Hospitality positions in senior living.

Examples of Work That Will Not Qualify

- Apartment rentals, management, or maintenance.
- Financial services.
- Grocery store cashier, stock, or deli. However, some jobs in prepared foods or catering may be acceptable.
- Hours completed as part of any School of Hospitality Management course (e.g., HM 330, HM 430, and HM 380) or teaching assistantship.
- Non-hospitality club positions, such as lifeguard, golf operations, pro shop, child care, or grounds keeping.
- Non-hospitality work in hotels, such as lifeguard and gift shop.
- Receptionist in a salon or spa.
- Retail sales.
- Volunteer work with a charity, religious group, or student club (e.g., THON and Catering Club).
- Employment completed during high school.

Entry-level jobs, such as dishwashing, bussing tables, and scooping ice cream, may technically qualify. However, such experiences are unlikely to create interest among potential employers for management positions. Everyone must start their experience somewhere, and hard work and determination will typically allow students to quickly advance beyond the most basic jobs. Students are encouraged to secure experiences beyond entry-level positions, particularly as they progress through their college careers. Career services and advisors are here to assist students in their professional employment search.
The final determination of whether a specific employment experience qualifies resides with the School’s Professor-In-Charge of the Undergraduate Program. If students are unsure whether specific experiences will count toward the professional experience requirement, they are encouraged to meet with the Professor-In-Charge prior to accepting and beginning work. It should be noted that only specific opportunities will qualify in clubs, meetings and event planning, and senior living. Students interested in pursuing such opportunities are advised to verify in advance whether an experience will qualify.

Unpaid Experience

The School of Hospitality Management faculty believes that work should be compensated, and documentation of your professional experience is based on providing pay records. Working “off-the-books” or being paid “under-the-table” is illegal. Such work cannot be documented and will not count toward the professional experience requirement.

In certain cases, an unpaid internship, where the focus is truly on the student’s development and learning, may justify investing one’s time without compensation. For these internship hours to qualify, they must be approved in advance with a written documentation in your file. Furthermore, upon completion of the internship, students are required to provide a letter from their supervisor detailing main responsibilities, learning experiences, and hours invested.

Any questions about whether unpaid experience hours will qualify should be directed to the Student Records Office in 201K Mateer, and they should be resolved in advance of beginning the work. The final determination of whether a specific employment experience qualifies resides with the School’s Professor-In-Charge of the Undergraduate Program.

Transfer Students from Other Universities

For transfer students from other universities, a maximum of 400 hours of experience earned during college before enrolling at Penn State will qualify toward the 1000-hour requirement. Documentation of hours worked before enrolling at Penn State must be completed before the last day of students’ first semester in the School of Hospitality Management.

International Students

The same professional experience and documentation requirements apply to international students.

If students hold an F-1 visa and wish to earn credit for hours worked in the U.S., they are eligible for Curricular Practical Training (CPT). Because professional experience is a required part of the School of Management curriculum, CPT is available to F-1 students who have been lawfully enrolled on a full-time basis for one academic year. CPT may be part-time or full-time, and it need not be credit-bearing. To be eligible, students must obtain a written letter of offer from their potential employer and follow the process explained in the link below. Please read this information carefully.
If students wish to complete the professional experience requirement outside of the U.S., they must still complete the documentation requirements and meet the documentation deadlines.

Note: International students with a student visa may work on campus (Penn State Hospitality Services and Penn State Housing and Food Service) irrespective of their visa status.
The School of Hospitality Management requires its students to acquire a minimum of 1000 hours of employment experience in the hospitality industry. For each job you seek to qualify, complete the information below and provide relevant supplemental documentation. Upon completion, return this form to Ms. Brenda Oberlin in The School of Hospitality Management Student Records Office in 201A Mateer.

**STUDENT INFORMATION**

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**COMPANY INFORMATION**

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**YOUR EMPLOYMENT DETAILS**

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<tr>
<th>Start Date</th>
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<th>Total Hours Worked</th>
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**SUPPLEMENTAL DOCUMENTATION**

Affix to this form either a pay record specifying your totals hours worked or W2 tax form showing your total earnings. Indicate which documentation you have provided:
- Pay record
- W2 tax form

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By my signature below, I verify that the information documented on this form is true and accurate. Any falsification of employment or hours will be considered a violation of Penn State’s academic integrity policy and will be subject to appropriate disciplinary action.
The Pennsylvania State University—School of Hospitality Management

EMPLOYER PROFESSIONAL EXPERIENCE VERIFICATION FORM

The School of Hospitality Management requires its students to acquire experience in the hospitality industry prior to graduation. This form is designed to document this experience and should be completed by the student’s supervisor, manager, or a Human Resources representative.

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<th>STUDENT INFORMATION</th>
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<th>COMPANY INFORMATION</th>
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<td>Company Name and Address</td>
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<th>STUDENT’S POSITION DETAILS</th>
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<td>Position Title</td>
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<td>Start Date</td>
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<td>End Date</td>
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<td>Total Hours Worked</td>
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<td>Describe Major Responsibilities (e.g., provide two to three bullet points)</td>
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<th>INDIVIDUAL COMPLETING THIS FORM</th>
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<td>Signature</td>
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<td>Date</td>
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**BUSINESS CARD**
For the individual who has completed this form, please affix a business card below.

**PLEASE RETURN TO:**
Ms. Brenda Oberlin, Undergraduate Program 201A Mateer Building School of Hospitality Management The Pennsylvania State University University Park, PA 16802 tel: 814-867-2170 fax: 814-865-3218 blc20@psu.edu
Internship Information

An internship is a structured program designed by the School and the employer to provide the student with a variety of learning experiences in the hospitality business. Although a formal internship is not required as part of the 1000-hour work experience requirement, qualified students who participate in such a program find it very beneficial in exploring job options and establishing contacts. With faculty advisor approval, an internship may count towards the 1000-hour work experience requirement. Mr. Jeff Heim has responsibility for the School’s internship policies, and is the internship coordinator. He is responsible for ensuring that credit-earning interns are receiving a valuable experience. Students may select from several types of internships:

On-Campus Internships:

HM 495A, Penn State Hospitality Services Hotel Internship, for course credit (3 credit hours) is considered part of a full-time academic load for one complete fifteen week (on average) academic semester. Interns will spend the semester working in a line-level position in one of the two hotels on campus (front desk, housekeeping, maintenance, restaurants, banquets, etc.), while meeting weekly with their supervisors to discuss the week’s issues and educational opportunities. Through HM 495A, a student registers for an internship class in which they will be working at the Nittany Lion Inn or The Penn Stater Hotel and Conference Center for about 15 hours per week, along with a one-hour per week class.

HM 495B, Penn State Hospitality Services Executive Internship, for course credit (3 credit hours), is also considered part of a full-time academic load during a typical fall or spring semester. Similar to HM 495A, except that it involves extensive one-on-one work with a PSHS department head for the semester, developing and implementing a project for the improvement of the department. The time requirement is the same as HM 495A, however there is no weekly class requirement, and students must have already successfully completed HM 495A.

HM 495C, Penn State Housing & Food Service Internship, for course credit (3 credit hours), is also considered part of a full-time academic load during a typical fall or spring semester. This internship is perfect for students interested in non-commercial or institutional food and housing service management. Currently, the program offers a rotational experience through the different aspects of the Penn State dining commons, the Penn State Bakery, and the Bryce Jordan Center event venue including front- and back-of-the-house positions, labor control, purchasing, etc., in addition to a semester project. Work includes approximately 15-20 hours per week, plus a one-hour per week seminar class.
Off-campus internships

HM 495D, External Off Campus Internship, for course credit (3 credit hours) is a full-time academic load for one complete twelve week summer, fall, or spring academic semester. Generally, the internship experience involves forty to fifty (40 to 50) hours of hands-on experience per work week. Any student registered for this course is automatically considered, by the University, a full-time student and is required to only pay for the three (3) credit hours taken for this internship program. The full-time student status, even though the student is taking less than 12 (twelve) credit hours, is by special arrangement with the University Registrar’s Office. As such, any student registered for this course will be able to maintain their full time student status for the purposes of medical insurance, student loan repayment, and any other considerations given students with a full time student status designation. The sites for these internships can be domestic or international. Prior approval by the internship coordinator is required.

- Regular written journal entries, papers, and progress reports are required
- The internship coordinator will visit many of the internship sites during the course of the internship to evaluate the intern’s progress and cooperation of the host company

Non-credit internships

Students can participate in internships without registering for credit, but this relationship is strictly between student and employer. The School of Hospitality Management and Penn State cannot offer any support to the student in such situations if it is not a positive learning experience, nor will the School of Hospitality Management have any control over the experience or structure for the student (or lack thereof) by the host company.

Work Leave

Students may take a leave of absence from Penn State to spend a semester at an industry work experience. The students arrange for the program with the participating hospitality organization. These experiences will count toward the 1000 hour work requirement but have no academic credit. For information on taking a leave of absence, please contact the University registrar, www.registrar.psu.edu.

International Internship Experiences

The School currently sponsors two international internship experiences where we work with internship partners and companies abroad to arrange for internship experiences. One opportunity is at the Marriott Hotel at the Port of Monaco in Monaco and the other opportunity is at the Renaissance Il Ciocco Hotel (owned by State College-based Shaner Hotel Group) in the Tuscany region of Italy. These internship experiences are not for credit and are not rotational internships. Students generally work in one job throughout the internship. These programs will be announced during the year and students will go through an application and selection process for each program. For more information on these programs, contact Dr. Marja Verbeeten, mjv13@psu.edu.
Corporate Recruiting and Placement Guidelines

The School of Hospitality Management maintains strong relationships with the hospitality industry. Faculty members have extensive experience in the industry, and many of them are active in local, state, and national industry associations. The School also maintains close ties to its alumni, many of whom are top executives in the field. The required work experience gives undergraduates valuable exposure to the field and access to potential employers.

The Placement Office provides services to students in all stages of their academic careers - from first-year students to seniors. We encourage you to explore all of the services and resources available to you. Please stop in and familiarize yourself with all that the career center offers.

During the fall and spring semesters, companies interview on campus to fill permanent, summer, or management internship positions. Faculty members are also available to meet with you to discuss career development strategies and assist with resume preparation, networking opportunities, and finding the right summer or permanent job.

Job Search Resources

**Company Days** are designated throughout the semester to give you an opportunity to meet informally with company representatives to discuss job opportunities and learn more about the company. Notice of company days will be by email as well as the electronic message board located in the Mateer Building Lobby.

**Company Information Sessions** are held by company representatives who visit campus to interview students. The company presentation provides the student an opportunity to learn more about the company and to find out as many details as possible before the interview. It is also a great way to break the ice with the recruiter and feel more comfortable when interviewing. The information sessions are required if interviewing.

**On-campus Recruiting** brings companies from various industry/agency segments to campus to interview students for both permanent and summer positions. The recruitment calendar is available on GradLeaders, the School’s electronic scheduling system. Penn State School of Hospitality Management Career Services information is available at [www.shmcareers.psu.edu](http://www.shmcareers.psu.edu). For any specific inquiries regarding career services, please contact Maria Kim, Industry and Career Services Coordinator at mxm523@psu.edu or (814) 865-8426.

**In addition** to the resources and services available to students through the School of Hospitality Management’s Career Placement Center, Career Services located in the Bank of America Career Services Building (865-2377) is there to offer assistance and many other types of resources if you so choose. Visit their Web site at: [www.sa.psu.edu/career/](http://www.sa.psu.edu/career/).
# Corporate Recruiters

Below is a partial listing of companies who visited the University Park campus in past semesters. This list is provided to represent the variety of companies recruiting our graduates.

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<tr>
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<td>Biltmore</td>
<td>LRA by Deloitte</td>
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<td>Bozzuto Group</td>
<td>Mandarin Oriental</td>
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<tr>
<td>Buffalo Wild Wings</td>
<td>Marriott International, Inc.</td>
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<td>Chipotle</td>
<td>Marriott Vacations Worldwide</td>
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<tr>
<td>Clyde’s Restaurant Group</td>
<td>Metz Culinary Management</td>
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<td>Compass Group</td>
<td>MGM Resorts</td>
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<tr>
<td>Darden Restaurants</td>
<td>Milestone Hospitality Management</td>
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<td>Denihan Hospitality</td>
<td>Modus Hotels</td>
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<tr>
<td>Disney College Program</td>
<td>Nemacolin Woodlands Spa and Resort</td>
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<td>Drury Hotels</td>
<td>New Castle Hotels</td>
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<tr>
<td>Eat’n Park Restaurant Group</td>
<td>Ocean Properties</td>
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<td>Ecolab</td>
<td>Panda Express</td>
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<tr>
<td>Elite Cuisine</td>
<td>Pappas Restaurants</td>
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<tr>
<td>Four Seasons Hotels and Resorts</td>
<td>Penn National Gaming</td>
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<tr>
<td>Friends Service for the Aging</td>
<td>Pinstripes</td>
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<tr>
<td>Great American Restaurants</td>
<td>PJW Restaurants</td>
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<tr>
<td>Hersha Hospitality</td>
<td>Potbelly Sandwich Works</td>
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<tr>
<td>Hershey Entertainment and Resorts</td>
<td>Primanti Brothers</td>
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<tr>
<td>Highgate Hotels</td>
<td>PSAV</td>
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<tr>
<td>Hillstone (Houston’s)</td>
<td>Shake Shack</td>
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<tr>
<td>Hilton Worldwide</td>
<td>Shaner Hotel Group</td>
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<td>Hotels Unlimited</td>
<td>Sodexo</td>
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<td>Hyatt Hotels Corporation</td>
<td>Starbucks</td>
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<tr>
<td>Intercontinental Hotel Group (IHG)</td>
<td>Starwood Hotels and Resorts Worldwide</td>
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<td>J. Alexander’s</td>
<td>Trump Hotels</td>
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<td>Jason’s Deli</td>
<td>Union Square Hospitality Group</td>
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<td>Jersey Mike’s</td>
<td>Urgo Hotels</td>
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<td>Kimpton Hotel and Restaurant Group, LLC</td>
<td>Vista Host, Inc.</td>
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<tr>
<td>LaSalle Hotels</td>
<td>Waldorf Astoria</td>
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<td>Lehigh Valley Restaurant Group</td>
<td>Wegmans</td>
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<td>Le Pain Quotidien</td>
<td>White Lodging</td>
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SECTION E

Hospitality Management Student Services

Penn State Hotel and Restaurant Society Event.

Students working on a project in the computer lab.

Students Networking with Alumni.
HM Student Organizations

The School of Hospitality Management student clubs and organizations offer students opportunities to share ideas and experiences in a field that they are passionate about. The students promote and educate others about their subject, experience networking opportunities with people with similar interests, and gain personal growth from their interactions with other students and mentors.

American Hotel & Lodging Association Club

Serving the hospitality industry for nearly a century, the American Hotel & Lodging Association (AH&LA) is the sole national association representing all sectors and stakeholders in the lodging industry, including individual hotel property managers, hotel companies, student and faculty members, and industry suppliers. The student chapter of the AH&LA focuses on the hotel industry and students are encouraged to participate in hotel industry events ranging from local hotel tours to attendance at AH&LA functions at the International Hotel and Restaurant Show. For more information, please contact Dr. Dan Mount (dmount@psu.edu) 227 Mateer Building, 814-863-2675.

Casino Management Club

The Casino Management Club provides members with an introduction and access to the commercial gaming industry. The club is primarily student directed and facilitates trips to major gaming markets like Las Vegas, Nevada and Atlantic City, New Jersey. In addition, the organization helps arrange networking opportunities designed to provide internship as well as career opportunities in the any segments of the integrated casino resort industry. For more information, please contact Dr. Mikael Ahlgren (mba13@psu.edu), 223 Mateer, 814-863-8981.

Club Managers Association of America

This student organization promotes and educates undergraduate and graduate students about the Club Managers Association of American and informs students of employment opportunities at private membership clubs. For more information, please contact the faculty advisors, Dr. Bart Bartlett (bartb@psu.edu), 201F Mateer Building, 814-863-7443 or Ryan Kanaskie (rdk134@psu.edu).

The Elite League of Hospitality in Asia (ELHA)

The ELHA’s mission is to better prepare hospitality students studying in the United States for the fast emerging Asian hospitality marketplace. Through the enhancement of leadership skills, the facilitation of networking and educational opportunities, the ELHA strives to enhance each member’s potential to contribute to the fast emerging Asian hospitality industry. For more information, please contact the faculty advisor, Dr. Mikael Ahlgren (mba@psu.edu), 223 Mateer Building, 814-863-8981, or Dr. Seoki Lee (szl120@psu.edu), 217 Matter Building, 814-863-7442.
Eta Sigma Delta – By invitation only

This HM honor society attempts to develop the professionalism of the individual student in HM and to advance the segment of the industry related to travel, tourism, food and beverage management, and hospitality management. The society fosters the growth of knowledge in the HM field and promotes contact between members of the industry and the student body. Eligibility is based on individual student achievement. For more information, please contact the faculty advisor, Dr. Breffni Noone (bmn2@psu.edu), 215 Mateer Building, 814-865-7128.

Hospitality Finance and Technology Professionals

The Hospitality Finance and Technology Professionals equips the future graduate and manager with the requisite finance and technology insights as well as professional development. Students are provided with cutting edge information and use of today’s technology and financial tools. No student dues are required. For more information, please contact, Paul Kelley (pjk20@psu.edu), 226 Mateer Building, 814-863-3956.

Hotel Sales and Marketing Association

The Hotel Sales and Marketing Association was developed for those HM students interested in marketing sales. One of the great learning experiences that HSMA offers to its members is the “sales blitz.” In a sales blitz, students can actively participate in telemarketing as well as on-site calls. Meetings include guest speakers and discussion of current issues of the field. For more information, please contact the faculty advisor, Dr. David Cranage (dac2@psu.edu), 218 Mateer Building, 814-863-0296, or Dr. Donna Quadri-Felitti (dlq3@psu.edu), 201E Mateer Building, 814-863-0081.

Meetings & Events Club

The PSU Student chapter of PCMA (Professional Convention Management Association) focus is to bring students with an interest in the meeting and event field educational and networking opportunities. Students gain field experience in the club working as “meeting planners” to assist other PSU departments, local organizations and business to plan, execute and evaluate their events. For more information or to get involved, please contact Ms. Jacqueline Golas (jjk146@psu.edu), 201G Mateer Building, 814-865-1854.

National Society of Minorities in Hospitality

This student organization fosters professional networking and diversity among its members at Penn State and the 86 other chapters throughout the country. For more information, please contact Mr. Jeff Heim (jvh4@psu.edu), 230 Mateer Building, 814-865-7990.
**Penn State Hotel and Restaurant Society**

PSHRS is the umbrella student organization in the School of Hospitality Management. All students upon their entry into the program become members and may continue as a member of the alumni chapter of this group upon graduation. The purpose of the organization is to unite and build closer fellowship among the students, alumni, and faculty of the school with the objectives of strengthening all the professions of the program and building the reputation of the school. Student members can be active in any of the committees of the club: education, alumni relations, social, fundraising, and community service. This organization provides trips to the International Hotel-Motel and Restaurant Show in New York and National Restaurant Show in Chicago. This chapter’s affiliation with the national alumni group gives students contacts with outstanding professionals in the field. For more information, please contact the faculty advisors, Mr. Peter Regopoulos (pcr11@psu.edu), 221 Mateer Building, 814-867-2298, or Mr. Jeff Heim (jvh4@psu.edu), 230 Mateer Building, 814-865-7990.

**The Penn State Catering Society**

Student members of The Penn State Catering Society are interested in learning to plan and carry out successful catered events. The student’s growth will include development in the following areas.

- Constructing an effective management team
- One on one customer meetings
- Food product purchasing
- Effective timelines
- Proper event staffing
- Actual service of specific catered events

For more information, please contact the faculty advisor, Ms. Kristi Branstetter (kub23@psu.edu), 814-865-7431, or Mr. Mitchell Lawson (mtl15@psu.edu), 234 Mateer Building, 814-867-3822.

**School of Hospitality Management THON Committee**

The school of Hospitality Management THON Committee is a general organization in the overall Penn State IFC/Panhellenic Dance Marathon. Throughout the year, SHM THON plans and executes fundraising, goes on canning trips, and sends letters asking for donations to help raise money to help fight pediatric cancer. During THON weekend, SHM THON not only cooks meals for the dancers and families, but also has two dancers that stand for 46 hours For The Kids. For more information, please contact the faculty advisor, Ms. Beth Egan (bethegan@psu.edu), 214 Mateer Building, 814-863-7539.
Women’s Leadership Initiative – Applications Accepted

The Women’s Leadership Initiative (WLI) is a College of Health and Human Development program developing leadership skills among undergraduate female students in their junior and senior years. WLI provides opportunities for women students to observe, interact with, and learn from outstanding established leaders, and to facilitate the process of developing philosophies and plans for becoming tomorrow’s leaders. Female students from all academic units in the College of Health and Human Development and of the College of Nursing can participate in this selective leadership development program in their junior year.

The program includes:

- Course Credit Program (2 elective credits)
- Observations of and discussions about leadership in action
- Readings and assignments that foster discussion, reflection, and interaction
- Mentoring by women leaders
- A service experience
- A field trip to interact with leaders in various career fields
- Friday seminars and weekend workshops
- Other special events throughout the year, including orientation/retreat, Kickoff Dinner, and Celebration Luncheon

For more information, please contact your advisor, Dr. Breffni Noone, Associate Professor (bmn2@psu.edu), or Dr. Abby Diehl (agc105@psu.edu). [http://www.hhd.psu.edu/](http://www.hhd.psu.edu/)