

Indiana University-Purdue University Fort Wayne

College of Health and Human Services

Department of Consumer and Family Sciences

Hospitality Management
Student Information Manual
Undergraduate Programs



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The University, the College and your department

University Mission statement

Mission

IPFW's mission is to meet the higher education needs of northeast Indiana. We offer a broad range of high-quality [undergraduate](#), [graduate](#), and [continuing education](#) programs that meet regional needs, support excellence in teaching and learning, advance and share knowledge through research and creative endeavor, and work with the community to develop intellectual, cultural, economic, and human resources.

Values

We are committed to excellence in teaching, student learning, research and creative endeavor, and regional development. As such, IPFW values

- the pursuit of knowledge in an environment that encourages free and open inquiry, academic achievement, scholarship, and creativity.
- a strong general education program and baccalaureate framework that emphasize critical thinking, promote lifelong learning, and continue the traditions of the sciences, arts, and humanities.
- a commitment to student access and success that is demonstrated through services and student life programs responsive to individual needs and interests.
- a campus environment that promotes integrity, respect for diversity, responsible citizenship, accountability, sustainability, and continuous improvement.
- the principles of shared governance, civility, and open communication among all groups within the university.
- the traditions of scholarly excellence and public engagement of Indiana University and Purdue University.
- the professional commitment, innovations, and accomplishments of faculty and staff.
- partnership with the community to enhance social, economic, cultural, civic, and intellectual life in the region.

Vision

IPFW will be a nationally recognized university, known for its regional impact and

- the excellence, value, and accessibility of its academic programs.
- an exceptional environment for teaching, learning, and student achievement.
- the scholarly and creative accomplishments of its faculty, students, and staff.
- its contributions to the quality of life of the region.

College of Health and Human Services Mission Statement

The mission of the College of Health and Human Services is to provide the highest quality education to future and current health care and hospitality practitioners by providing a learning environment that supports the development of culturally competent caring, compassionate, and accountable professionals. Our undergraduate and graduate programs prepare graduates that are dedicated to the autonomy, dignity, and diversity of the people they serve.

The College is committed to excellence in teaching, service and scholarship and to the elimination of health disparities in our community. Our graduates will value lifelong learning skills and have a professional work ethics based on professional standards and best practices. The College of Health and Human Services specifically identifies and addresses the ever-changing health and hospitality needs of the community served by the Indiana University- Purdue University Fort Wayne (IPFW) through service, leadership and the development of knowledge.

Department Goals

The Department of Consumer and Family Sciences offers undergraduate programs in Hospitality Management.

These programs goals are set against IPFW's Baccalaureate Framework as follows.

Acquisition of Knowledge:

Graduates will demonstrate:

- Mastery of core skills and competencies that underpin Hospitality Management.
- Ability to use a broad knowledge base that informs judgment and choices in business and personal situations.

Application of Knowledge:

Graduates will demonstrate:

- Integration and application of hospitality management knowledge to professional situations.

Personal and Professional Values:

Graduates will demonstrate:

- The ability to make informed choices within dynamic professional situations that respect ethical principles.
- Application of their role as a leader in promoting ethical behavior in a business environment.

A Sense of Community.

Graduates will demonstrate:

- Application of the value, role, and responsibility of the hospitality industry in a community.

Critical Thinking and Problem Solving:

Graduates will demonstrate:

- The ability to evaluate complex issues and problems in the Hospitality Industry using critical thinking and problem solving skills.

Communication:

Graduates with a Bachelor of Science in Hospitality Management will demonstrate:

- Effective and professional communication in a business environment with staff, superiors, customers, and members of the community using written, oral, and multimedia technology.

Overview

A Warm Welcome to our department

We offer career focused, industry driven, and student centered studies that prepare you for the world's largest and fastest growing industry.

Our faculty bring their strong academic credentials and most important their industry experience to each class. Their teaching is current and lively encouraging you to engage and learn in preparation for a great career in a fast pace industry.

Our students are focused and demanding learners working as a team to achieve high standards that are recognized by our industry.

Our department is committed to working with the support of the industry in keeping the program firmly focused on delivering a valuable education that will ensure that our graduates succeed and develop in their future career.

Our department works in close collaboration with a number of specialized fields of studies to allow our students to gain a wealth of knowledge in a broad but relevant range of subjects. Working within IPFW's Baccalaureate framework we focus on helping our students acquire lifelong skills helping them achieve rewarding personal goals.

Our industry is waiting to see you when you graduate to become a professional in the world's fastest growing, rewarding and exciting industry.

Dr. John C. Niser
Chair of the Department of Consumer and Family Sciences

The hospitality industry

You will be learning a lot about this industry but at this point it is important for you to realize that we use the term "Hospitality Industry" to characterize a wide range of businesses. Hotels, restaurants and tourism are the driving force but the boundaries between leisure, retail, sports, events and club management are being changed every day. Within the next decade some 10% of the world's jobs will be generated by this broad industry offering you a broad range of careers to suit your ambitions and willingness to succeed.

Traditional sectors such as hotels, restaurants, clubs and resorts will continue to offer great job openings, but there are new opportunities in areas such as event planning and leisure management, theme parks and casinos as well as in the areas of health and wellness.

Your job right now is to discover and explore this fascinating industry, we will be asking you to work hard, develop a strong work ethos, leadership skills and team spirit alongside acquiring a broad range of skills and knowledge. When you graduate you will look back and feel pride in your accomplishments but also look forward with the secure feeling that you are ready to perform and become successful.

The Purdue undergraduate studies in Hospitality Management at IPFW

The world's hospitality industry as we know it today was born in America, the development of chains and worldwide expansion started here. Innovations and trends in this industry have all found their roots in the US hotel, restaurant and tourism industry. One major reason for this is that US universities such as Purdue have, over the years, developed very sophisticated programs of study that take full advantage of the broad range of highly specialized faculty and services offered on campus. However our department has added another level of experience by attracting international talent and experience into the faculty.

The undergraduate program we offer is much more than a collection of courses, it is an intentionally designed educational pathway that draws on the best teaching, to allow students to excel and enter their chosen professions with confidence, pride, and preparation.

Our program's success and support with industry is born from close collaborative partnership events such as the well know and appreciated "Dinner Series" and the recently added Holiday Inn at IPFW. These educational opportunities offered to all our students help students better understand the relation between theory and practice as well as showcase our programs high professional standards.

Your opportunity to impact the program

Hospitality majors elect a committee that has a direct impact on important issues that affect the program such as course structure, sequencing, future timetabling and promotional activities. The committee is made from one elected representative from the Freshman and Sophomore classes and two elected representative from the Junior and Senior classes.

Current CFS Committee (Hospitality Club)

Bethany Lofgren
Luke Springer
Renee Endres
Jesse Johnson
Sarah Hughes
Emily Wagner

Industry Advisory Board

President:

Dan O'Connell, CAE (President/CEO Fort Wayne/ Allen County Convention & Visitor Bureau)

Members:

Rob Evans (General Manager Holiday Inn @ IPFW and Memorial Coliseum)
Dawn Nichter (Hall's Guesthouse)
Kelleen Larkey (East Indiana Region representative for State Tourism)
Judy Zehner (Founder of the Johnny Appleseed Festival and Headwaters Festival Park)
Mike Landram (Vice President of Workforce and Business Development for the Chamber of Commerce)
Kevin Croy (General Manager of the Marriott Hotel)
Steve Gard (Owner of Oyster Bar)
Noelle Reith (General Manager of Club Soda)

Program information

Faculty and Staff

Dr. John C. Niser
Chair
Office: Neff Hall; Room 330 B

Dr. John B. Knight
Professor
Office: Neff Hall; Room 330 D

Linda J. Lolkus
Associate Professor
Office: Neff Hall; Room 330A

E. Louise Misegades
Department Secretary
Office: Neff Hall; Room 330
Phone number: 260-481-6562

For an appointment with Dr. John C. Niser please call Louise.

General information

Progression Policy

Professional, mature conduct is expected of all students. Any form of academic or personal misconduct is in direct conflict with professionalism and will result in dismissal from the program in which the student is enrolled. Please refer to the current IPFW Bulletin regarding "Code of Student Rights, Responsibilities, and Conduct."

The College of Health and Human Services chooses the most stringent course of action regarding misconduct. A student dismissed from his or her program will also be dismissed from the College of Health and Human Services.

Following University guidelines, after two years a student who has been expelled from IPFW may petition for readmission to the University, program, and College. This does not assure the student will gain readmission.

Good standing?
College rules that apply?

ACADEMIC DISHONESTY:

Professional, mature conduct is expected of all students. Any form of academic dishonesty is in direct conflict with professionalism and will result in a F grade for the course and dismissal from the program. Please see the College of Health and Human Services rules and also the IPFW student handbook for the university policy regarding academic dishonesty. Our program chooses the most stringent course of action regarding dishonesty - dismissal from the program. NO exceptions. The hospitality profession follows strict codes of ethics and morals.

Please reference Pages 507 and 521-522, Part II in the Indiana University-Purdue University Fort Wayne Undergraduate Bulletin.

Help?

Classes at the Holiday Inn IPFW facility

Why we have classes in our “hotel” facility

Most classes offered by our department are held in our facilities located in the Holiday Inn @ IPFW. There are several important reasons for this. The first is the access we have to the hotel as a teaching resource that will help you better understand and contextualize the concepts and theories we are presenting. The hotel and our teaching facility also offer opportunities for students to engage in what we call Craft Based Learning, the idea here is that we use the “craft” as a base for learning the basics of the business and also learn leadership and organizational skills you need.

Offering classes in the hotel is for you an important opportunity to adopt a professional attitude in your appearance and behavior that will help you understand the industry and its requirements. In turn this will be invaluable in distinguishing you when you are seeking employment.

The Holiday Inn @ IPFW is not a training hotel. It is a real hotel with real guests that is operating a for-profit business. This means you will have some firsthand contact with the real world that makes our program stand out but also requires from you a professional attitude and appearance. For this reason we require all our students to abide by our “dress code and behavior” rules at any time they are present on the hotel complex site and for whatever reason.

Where

The Holiday Inn @ IPFW is situated on Coliseum Blvd. opposite the Coliseum. Access by car from Coliseum Blvd., or by foot from the IPFW campus. A footbridge is under construction that will connect the IPFW campus to the hotel, it is due to open in 2009.

The entrance to the teaching facility is on the left hand side of the building when facing the entrance.

Parking

Students may use the hotel parking lot. There may be special events that would require all the spaces to be reserved in which case you will receive advance warning by mail.

Dress code and behavior in the hotel complex

Dress Code

Professional dress is required for all HTM students when at the IPFW Holiday Inn. There are two dress codes; one for laboratory courses, and one for business dress for non-laboratory courses.

Clothing and shoes must be presentable, and fitting to the person. Clothing must be conservative and tasteful. All clothing must be in good condition, clean, and neatly pressed. Torn clothing is unacceptable. No large logos or prints. Shoes must be conservative, clean and polished. Cultural diversity of dress is accepted.

Jewelry and make-up must be conservative and appropriate for the setting. No more than one earring per ear is allowed. Other visible body piercing is unacceptable. Visible tattoos are unacceptable. Hairstyle and color must be conservative. Fingernails must be clean and neatly trimmed.

Laboratory Course Dress Code

FEMALE	MALE
Casual dark trousers, skirt, or dress Dark jeans	Casual dark trousers Dark jeans
Shirt, blouse, polo shirt, and/or neat T-shirt No sleeveless	Shirt, polo shirt, and/or neat T-shirt No sleeveless
Knife kit chef jacket and cap (purchased when enrolled in FNN 203)	Knife kit chef jacket and cap (purchased when enrolled in FNN 203)
Closed toe, flat shoes adapted for professional non-slip use.	Closed toe, flat shoes adapted for professional non-slip use.

Business Dress Code

FEMALE	MALE
Skirt, dress, or trousers in gray, navy, or black Of appropriate length – neither too short or too long No khakis, jeans, or other denim	Gray, navy, or black trousers No khakis, jeans, or other denim
Blouse, shirt, turtleneck, and/or business appropriate sweater	Collared shirt and/or business appropriate sweater
Discreet stockings or hose	Dark socks to match the trousers and shoes
Conservative, supportive shoes, closed or peep-toe Conservative sandals are acceptable (hose not required) May to September No flip flops	Conservative, supportive, leather shoes – black, dark brown or dark burgundy No flip flops
Jacket recommended but not required	Jacket recommended but not required Tie is optional

Advising

Who is my advisor?

The advising portfolio

Required Materials to make up an Advising Portfolio for your appointment

- From the University Bulletin - Program Description section - print the description of your degree program (major) from the online Bulletin found at <http://bulletin.ipfw.edu/content.php?catoid=8&navoid=170>
- Your copy of your degree bingo sheet showing in-progress courses and completed courses with grades (You should update your copy each semester.).

- From OASIS - print your current unofficial transcript (You should print a new unofficial transcript after receiving grades each semester.).
- Notes from prior advising sessions (if available).
- Your tentative list of courses for the upcoming semester.
- List of questions to ask your advisor about course work, degree requirements, career options, and goals.
- Information about any holds on your registration account.
- From OASIS - print an unofficial degree audit of your work in your major (If you are unfamiliar with this report, instructions for running an unofficial degree audit are included below.).
- If you are a transfer student from another University, include the most recent transcript from each previously attended institution, and your IPFW Student Transfer Credit Evaluation.

Instructions for Running an Unofficial Degree Audit

1. Log onto "myIPFW"
2. Choose Enrollment tab
 - a. Registration Tools
 - b. IPFW Unofficial Degree Evaluation
3. Select the current term
4. Choose curriculum
 - a. For your current curriculum (program)
 - 1) Review Curriculum Information
 - 2) Choose to Generate New Evaluation (at bottom)
 - 3) Click the radio button; choose term, and Generate Request
 - b. For a different curriculum (What-If Analysis)
 - 1) Choose entry term, Continue
 - 2) Choose Program (Curriculum), Continue
 - 3) Choose major, Add More or Submit **
5. Review choice and Generate Request
Review reports
 - a. General Requirements - what applies toward curriculum requirements
 - b. Detail Requirements - what applies and what remains to be done
 - c. Additional Information - what was not used and why

Course sequencing and progression

The current curriculum leaves a great deal of liberty and choices. This has obvious advantages for those trying to combine work and study, however there are also some grave dangers that need to be avoided.

The major pitfall is not following a logical sequence of courses that helps you build your knowledge of the industry in an organized fashion.

Freshman year should be used to build a solid foundation to your degree and complete general education courses in English, Mathematics and Sciences that prepare you for writing, communicating and building numerous skills that are essential for your success. At this stage it is also essential to follow the introduction to hospitality course.

Sophomore year should be used to complete fundamental courses in operational subjects (food and beverage, front office operations, business, sanitation etc.). This year can also be used to complete general education subjects in the arts, such as theatre and courses that help develop critical thinking skills in the humanities.

Junior year should be directed toward completing advanced subjects in management and leadership as well as more advanced general education courses.

Senior year should be used to take elective courses that allow some degree of specialization as well as capstone courses that pull together all the programs knowledge and allow students to develop creative skills and experience.