

**What Can You Do with an SUU Degree in
Hotel, Resort & Hospitality Mgmt?**

Transferable Skills

- Ability to establish and maintain a customer service culture
- Agility in simultaneously serving employee, corporate, owner, and community audiences
- Capacity to creatively communicate key messages to employees and customers
- Ability to emphasize organization strengths in particular market segments for revenue maximization.
- Talent for effectively utilizing resources to maximize profits
- Professional presentation of self, staff, and product
- Capacity to earn customer’s trust and business

Possible Career Options: Some career opportunities will require advanced study. Hotel, Resort and Hospitality Management majors will want to reflect on their interests, values, personal style & the skills listed above as they consider the following possibilities.

General Manager—limited service lodging	Guest Services Manager
Beverage Manager	Housekeeping Manager
Catering Sales Manager	Human Resource Manager
Convention Services Manager	Manager of Retail Operations
Credit Manager	Meeting Planner
Director of Finance	Night Auditor
Director of Human Resources	Night Manager
Director of Property Operations	Purchasing Director
Director of Rooms Operations	Recreation Manager
Director of Sales and Marketing	Reservations Manager
Event Planner	Restaurant Manager
Executive Housekeeper	Sales Manager
Front Office Manager	Tour Director
Assistant Controller	Travel Agent

Experiential Education: Students majoring in Hotel, Resort and Hospitality Management can gain experience in their chosen field by participating in internships, service learning and/or community service opportunities. Sample potential experiences include:

- Degree requires 750 hours paid work experience
- Walt Disney World College Program offers opportunities for paid internships.
- Participate in Marriott, Aramark, or other paid summer internships.
- Join the Delta Epsilon Chi (DEX) leadership, management, & marketing recognition club.

Hotel, Resort and Hospitality Management: The HRHM curriculum provides students with a solid interdisciplinary foundation in hospitality operations and applied business skills for decision making in the hospitality industry.

Industry and Curriculum Characteristics: The rapidly growing hospitality industry is capital intensive and labor intensive. Hospitality managers are highly visible in the communities in which they operate and are under intense pressure to make a profit. These industry characteristics require managers that can market a service and achieve corporate and owner financial objectives, can lead a highly effective work force in delivering outstanding customer service, and can communicate effectively to customers, employees, owners, corporate officers, and community leaders. Whereas executive positions in the hospitality industry require broad-based skills, the new hospitality graduate must have discipline-specific skills for an entry-level managerial position.

The combination of the core hospitality courses, the work-experience requirement, and the minor requirement prepare students to enter the managerial ranks of the industry and to rapidly progress towards the executive positions. The driving principles that permeate the curriculum are establishing and maintaining a customer service culture while making a profit.

For specific information about the Hotel, Resort and Hospitality Management degree offered at SUU contact:

Emmett D. Steed, Asst. Professor, or Lisa Assante, Asst. Professor, Hotel, Resort and Hospitality Management, steed@suu.edu, (435) 586-5409, BU 308C, or (435) 586-5467, assante@suu.edu, School of Business, Southern Utah University, 351 West Center Street, Cedar City, UT 84720.

Paula Alger, Advisor/Curriculum Coordinator School of Business; BU 303C, 865-8157, alger@suu.edu

Consult the current Southern Utah University General Catalog for specific information on degrees offered, course descriptions, and the requirements to complete the degrees.

Check out SUU's School of Business Department of Management: www.suu.edu/business/mgmt

Additional Resources:

- American Hotel & Lodging Association. www.ahla.com
- National Restaurant Association, www.nationalrestaurantassociation.org
- Occupational Outlook Handbook, Career Services, Sherratt Library, and www.bls.gov/oco
- O.NET Online, Occupational Information: <http://online.onetcenter.org>
- Choices, Computerized Career Planning Program, in Career Services & Open Computer Labs
- The Princeton Review Guide to your Career, Career Services Library
- Ferguson's Careers in Focus: Travel & Hospitality, Career Services Library
- 100 Best Careers for the 21st Century, Chapter 9, Page 237, Career Services Library
- What Can I Do With This Major/Degree? www.suu.edu/ss/career click Career Planning