

Hospitality Administration-Program Mission, Core Values and Learning Outcomes

The Mission of the Hospitality Administration program of Ivy Tech, Indiana's Community College is to offer accessible, affordable, world-class education and adaptive learning. We empower our students to achieve their hospitality related career and transfer aspirations. We embrace the college vision of economic transformation inspired by the education and earnings attainment of our citizens, the vitality of our workforce, and the prosperity of our unique and diverse communities.

Our Core Values:

- Student-Centered
- Outcome-Driven
- Inclusive
- Collaborative
- Trustworthy and Transparent

Goal #1 is Student Success: To engage all students so they successfully launch or expand their careers, or educational opportunities upon certificate or degree completion in Hospitality Management, Culinary Arts, Baking & Pastry Arts, Entrepreneurship, Event Management, Beverage Management or Dietary Management.

Certificates and Degrees in the Hospitality Administration program lead to industry-recognized credentials that elevate student resumes, providing evidence-based outcomes that are verified by third-party certifications from the following Hospitality related accrediting bodies and industry organizations:

- Certified Hospitality Graduate- ACPHA (Accrediting Commission for Programs in Hospitality Administration) <https://www.acpha-cahm.org>
- ServSafe Food Protection Manager Certification-NRAEF (National Restaurant Association Education Foundation) <https://www.servsafe.com>
- ServSafe Alcohol Certification- <https://www.servsafe.com/ServSafe-Alcohol>
- Certified Culinarian-American Culinary Federation Education Foundation- <https://www.acfchefs.org/ACF/Certify/AboutCertification/ACF/Certify/>
- Certified Pastry Culinarian- American Culinary Federation Education Foundation- <https://www.acfchefs.org/ACF/Certify/AboutCertification/ACF/Certify/>
- ManageFirst Professional Designation-National Restaurant Association Education Foundation- <https://managefirst.restaurant.org/>
- Certified Dietary Manager- ANFP (Association of Nutrition and Foodservice Professionals) <https://www.cbdmonline.org/>
- American Hotel & Lodging Association Certifications- <https://www.ahla.com/>
- Cvent (Event) Certification- <https://www.cvent.com/en/cvent-certification>

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Ivy Tech Community College Hospitality Administration Certificate and Degree offerings are comprised of a common body of General Education learning outcomes and Hospitality specific concentration learning outcomes as follows:

- **Hospitality Administration-General Education Program Learning Outcomes:**
 - Demonstrate critical and creative thinking
 - Recognize and understand cultural and individual differences, in terms of both contemporary and historical perspectives
 - Recognize and understand social, political, civic, and environmental responsibilities related to our society
 - Apply basic scientific concepts in a variety of settings
 - Communicate effectively in written, oral and symbolic forms
 - Exhibit quantitative literacy
 - Apply ethical reasoning
 - Demonstrate the acquisition and use of information
- **Hospitality Administration-Hospitality Management Program Learning Outcomes:**
 - **Collaboration:** Demonstrate ability to work effectively as a member of a team and perform duties in an ethical manner in Hospitality operations
 - **Knowledge/Skills:** Demonstrate Hospitality management specific knowledge and skills to achieve operational efficiency and productivity in Hospitality operations
 - **Professionalism:** Demonstrate professional written and oral communication skills along with professional dress and grooming standards in Hospitality operations
 - **Customer Service:** Demonstrate ability to practice concepts of customer service in Hospitality operations
 - **Problem Solving:** Make decisions based on integrating knowledge of functional areas for managing Hospitality operations
- **Hospitality Administration-Culinary Arts Concentration Program Learning Outcomes:**
 - **Collaboration:** Demonstrate ability to work effectively as a member of a team and perform duties in an ethical manner in commercial kitchen operations
 - **Knowledge/Skills:**
 - Practice and demonstrate knowledge and skills required of professional culinarians and apply them to commercial kitchen operations
 - Develop advanced skills in knife, tool and equipment handling and apply principles of food preparation to produce a variety of food products that include Garde Manager, meat and seafood fabrication.
 - Demonstrate classic, contemporary and global cooking techniques in a live operational setting.
 - Apply the fundamentals of baking science with the use and care for equipment normally found in the bakeshop to prepare a variety of products.

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- **Professionalism:** Demonstrate professional written and oral communication skills along with professional dress and grooming standards in Hospitality operations
- **Customer Service:** Demonstrate ability to practice concepts of customer service in Hospitality operations
- **Problem Solving:** Make decisions based on integrating knowledge of functional areas for managing commercial kitchen operations
- **Hospitality Administration-Baking & Pastry Arts Concentration Program Learning Outcomes:**
 - **Collaboration:** Demonstrate ability to work effectively as a member of a team and perform duties in an ethical manner in commercial kitchen operations
 - **Knowledge/Skills:**
 - Practice and demonstrate knowledge and skills required of professional pastry culinarians and apply them to commercial kitchen operations
 - Apply the fundamentals of baking science with the use and care for equipment normally found in the bakeshop to prepare a variety of products.
 - Develop and demonstrate skills in more advanced decorating techniques and more complex preparations of pastry, confections, cakes, specialty cakes, wedding cakes and dessert composition
 - Demonstrate bakery merchandising techniques and strategies for successful bakery operations
 - **Professionalism:** Demonstrate professional written and oral communication skills along with professional dress and grooming standards in Hospitality operations
 - **Customer Service:** Demonstrate ability to practice concepts of customer service in Hospitality operations
 - **Problem Solving:** Make decisions based on integrating knowledge of functional areas for managing commercial kitchen operations