

Master's of Hospitality Administration Degree
William F. Harrah College of Hotel Administration
Program Information

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Introduction

The Master of Hospitality Administration (MHA) program is a self-paced, online degree designed for professionals in the hospitality industry. This 30-credit program includes ten courses: six required courses including a professional paper and four electives. Each year there are five eight-week sessions with at least four class offerings: two required classes and a minimum of two elective.

The degree is usually completed in 18 to 24 months. However, one can complete the degree in one year by taking two courses in each of the five sessions.

As a hospitality professional, you are inevitably busy. To accommodate your needs, registration and other administrative chores have been streamlined. For example, registration and payment for classes may be completed online. A program manager is available to answer any questions and handle administrative details.

Faculty

An important component of the program is the faculty. The William F. Harrah College of Hotel Administration features a faculty with both research and practical experience in all facets of the hospitality industry. Faculty members regularly publish both scholarly and applied research findings and work as consultants to the industry on operational issues and strategies. Faculty members teach classes, serve as advisors, and chair committees for the professional paper.

Admission Requirements

The basic admission requirements and required materials are listed below:

- Undergraduate degree
- Three years of full-time management experience in the hospitality industry
- International Students – satisfactory TOEFL (or equivalent) score and transcript evaluation by NACES-approved agency (see below for details)
- Official transcripts
- Professional Resume
- 500-word Essay/Personal Statement
- Two Letters of Recommendation
- GRE/GMAT NOT required for this program

PLEASE NOTE: With the online application, you may upload unofficial copies of your transcripts or TOEFL scores (international students). However, upon acceptance to the program, those items must be received directly from the educational institution(s) or testing center for final admittance. It is not required that unofficial documents or scores be uploaded – official documents may be sent directly to the Graduate College and Hotel College as indicated below.

1. Submission of completed **online application** found in the upper right-hand column of the Graduate College home page (<http://graduatecollege.unlv.edu/>).
2. **Transcripts** from all post-secondary institutions attended indicating a **baccalaureate degree** from an accredited college or university with an overall undergraduate grade point average of at least 2.75 on a 4.00 scale or at least 3.00 in the last two years of undergraduate work. Official transcripts must be received by both the Graduate College and the Harrah Hotel College, sent directly from the institution(s) to the addresses below.
3. Proof of English proficiency: If you did not receive your baccalaureate degree from a school where English was the language of instruction, you must complete one of the language tests listed below with the minimum score indicated or above:
 - TOEFL:
 - Paper-based Test – 550 (minimum writing score – 58)
 - Computer-based Test – 213 (minimum writing score – 24)
 - Internet-based Test – 80 (minimum writing score 0 21; minimum speaking score-21)
 - Michigan Test: 85% (minimum scores: 40 out of 50 speaking; 40 out of 50 writing)
 - IELTS: 7
 - Pearson English Language Test: 65
4. Evaluation of all foreign credentials or those transcripts from educational institutions outside the United States. When ordering a foreign credential evaluation, please be sure that the grade point average (GPA) is calculated and

included in the evaluation. Foreign credentials must be evaluated on a course-by-course basis by one of the NACES-approved agencies listed below:

- [Josef Silny & Associates](#) (order university course-by-course evaluation, plus GPA)
- [World Education Services](#) (order course-by-course evaluation report, which includes GPA)
- [Evaluation Service, Inc.](#) (order Course & Credit Report, which includes GPA)
- [International Education Research Foundation](#) (order Detail Report, which includes GPA)
- [Educational Credential Evaluators](#) (order course-by-course evaluation report, which includes GPA)

Official evaluations are to be sent from the evaluating agency to both the Graduate College and the Harrah Hotel College Graduate Studies Office.

5. A brief **essay of approximately 500 words** outlining your career goals, how the MHA program fits in with your future plans, and how your hospitality employment background has prepared you for graduate study. You may upload this to the online application, or you may email the essay directly to gael.hancock@unlv.edu.
6. **Résumé with employer references.** (*Three years of full-time experience in management in the hospitality industry is required.*) The resume should clearly indicate job titles, place and date of employment and specific job responsibilities. You may upload this to the online application, or you may email your resume directly to gael.hancock@unlv.edu.
7. **Two letters of recommendation** are required, one from a current or former employer, and one from a college faculty member able to evaluate your success in the program. If you are no longer in touch with faculty members, two letters from employers may suffice.

You may upload contact information for your recommenders, including name, address, phone, and email, as part of your online application. Your contacts will be sent an email with information on how to complete the online recommendation or where to send a mailed submission.

Instead of the above, you may skip this section on the application and have your recommenders mail their letters directly to the Hotel Graduate Studies Office at the address below or email them to gael.hancock@unlv.edu.

8. **Three full years of management/supervisory experience** in the hospitality industry.

9. Payment of **application fee**: \$60 for US residents, \$95 for international students.

Note: Students are NOT required to take the GRE or the GMAT for entry into this program.

Important Information for International Students: Because this program is offered totally online and can be accessed anywhere in the world, UNLV cannot issue an I-20 and you cannot obtain a student visa to come to the United States based upon enrollment in the Master's of Hospitality Administration Program.

Application Deadlines

Deadlines are as follows: Fall, August 1; Spring, December 1; Summer, May 1.

Advisors

Admissions Advisor and Program Manager

Gael D. Hancock

702.895.5430 * 702.895.2713 (fax) * gael.hancock@unlv.edu

Academic Advisor

Gail Sammons, Ph.D.

702.895.4462 * 702.895.2713 (fax) * gail.sammons@unlv.edu

Addresses

Hotel Graduate Studies Office

Wm. F. Harrah College of Hotel Administration

University of Nevada Las Vegas

4505 S. Maryland Parkway, Box 456017

Las Vegas, NV 89154-6017

P: 702-895-3321 F: 702-895-2713

Graduate College

University of Nevada Las Vegas

4505 Maryland Parkway, Box 451017

Las Vegas, NV 89154-1017

P: 702-895-3320 F: 702-895-4180

Degree Requirements

Students must successfully complete 10 three-credit 500- or 600-level courses with a minimum grade point average of 3.0 or "B" in the Master's of Hospitality Administration program in the William F. Harrah College of Hotel Administration. In addition, the candidate must meet the general requirements of the Graduate College.

Required courses are offered twice each year in the rotation shown below. The only exception is the Professional Paper class that is offered in the Fall and Spring for 16 weeks that coincide with the on-campus schedule, and an extended period in the summer.

Fall One (mid-August to first week in October)

MHA 603 Human Resources Management in the Hospitality Industry
MHA 605 Financial Analysis for the Service Industries
MHA 688 Professional Paper

Fall Two (end of October to second week in December)

MHA 635 Research Methodology
MHA 640 Marketing Systems

Spring One (middle of January to first week in March)

MHA 605 Financial Analysis for the Service Industries
MHA 751 Hospitality Service Management
MHA 688 Professional Paper

Spring Two (third week in March to second week in May)

MHA 603 Human Resources Management in the Hospitality Industry
MHA 640 Marketing Systems

Summer (third week in May to second week in July)

MHA 635 Research Methodology
MHA 651 Hospitality Service Management
MHA 688 Professional Paper

The four elective courses may be chosen from a range of offerings related to the hospitality industry. (See class schedule below.) Electives rotate approximately every 18 months. A minimum of two electives will be offered each session.

Class Schedule

It is possible that the schedule below will change. We try very hard to ensure that the courses you are counting on taking are the ones that are offered, but occasionally unforeseen circumstances dictate a change.

2012

Fall One (August 13-October 6)

- MHA 603 Human Resources Management in the Hospitality Industry, Dr. Bob Woods
- MHA 605 Financial Analysis for the Service Industries, Dr. Carola Raab
- MHA 620 Principles & Practices in Food Service Management, Dr. Yen-soon Kim
- MHA 641 Dynamics of Tourism, Dr. Dave Christianson
- MHA 688 Professional Paper, Dr. Jean Hertzman (August 27-December 15)
- MHA 690 Talent Acquisition, (prerequisite MHA 603 Human Resources) Dr. Carl Braunlich

Fall Two (October 22-December 15)

- MHA 616 Principles & Practices in Hospitality Management, Dr. Pat Moreo
- MHA 635 Research Methodology, Dr. Seyhmus Baloglu
- MHA 640 Marketing Systems, Dr. Billy Bai
- MHA 645 Human Dynamics and Organizational Leadership, Mr. Gary Potts

2013**Spring One (January 14-March 9)**

- MHA 604 Hospitality Organizational Behavior Issues, Dr. Bob Wood
- MHA 605 Financial Analysis for the Service Industries, Dr. Karl Mayer
- MHA 626 Sustainability in the Hospitality Industry, Dr. Tom Jones
- MHA 651 Hospitality Service Management, Dr. Rhonda Montgomery
- MHA 688 Professional Paper, Dr. Jean Hertzman (January 22-May 17)

Spring Two (March 25-May 18)

- MHA 603 Human Resources Management in the Hospitality Industry, Dr. Gail Sammons
- MHA 607 Hospitality Cost Control and Activity-Based Costing, Dr. Carola Raab
- MHA 640 Marketing Systems, Instructor TBD
- MHA 646 Essentials of Negotiations in the Hospitality Industry, Dr. Carl Braunlich
- MHA 690 Strategic Management, Dr. Clark Kincaid

Summer (May 28-July 20)

- MHA 538 Fundamentals of Casino Operations, Mr. Gary Waters
- MHA 635 Research Methodology, Dr. Seyhmus Baloglu
- MHA 651 Hospitality Service Management, Dr. Clark Kincaid
- MHA 653 Event Management, Ms. Gael Hancock
- MHA 662 Hospitality Education, Dr. Jean Hertzman
- MHA 688 Professional Paper, Dr. Gail Sammons (May 28-August 17)

Fall One (August 12-October 5)

- MHA 603 Human Resources and Behavior in the Hospitality Industry, Instructor TBD
- MHA 605 Financial Analysis for the Service Industries, Instructor TBD
- MHA 611 Laws of Innkeeping and Food Service, Instructor TBD
- MHA 644 Online Training, Dr. Gail Sammons
- MHA 688 Professional Paper, Dr. Jean Hertzman (August 26-December 14)

Fall Two (October 21-December 14)

- MHA 625 Information Technology, Dr. Mehmet Erdem
- MHA 635 Research Methods, Instructor TBD
- MHA 640 Marketing Systems, Dr. Yen-soon Kim
- MHA 690 Principles and Practices in Club and Golf Settings Management, Dr. Rhonda Montgomery

2014**Spring One (January 13-March 8)**

- MHA 605 Financial Analysis for the Service Industry, Instructor TBD
- MHA 606 Hospitality Revenue Management, Dr. Mehmet Erdem
- MHA 617 Principles & Practices in Convention and Meeting Management, Dr. Curtis Love
- MHA 651 Hospitality Service Management, Dr. Clark Kincaid
- MHA 654 Risk Management, Mr. Bill Werner, J.D.
- MHA 688 Professional Paper, Dr. Jean Hertzman (January 21-May 17)

Spring Two (March 21- May 14)

- MHA 603 Human Resources and Behavior in the Hospitality Industry, Dr. Gail Sammons
- MHA 640 Marketing Systems, Instructor TBD
- MHA 645 Human Dynamics and Organizational Leadership, Mr. Gary Potts
- MHA 690 Talent Acquisition (prerequisite MHA 603 Human Resources), Dr. Carl Braunlich

Summer (May 27-July 19)

- MHA 538 Casino Operations, Dr. Gary Waters
- MHA 626 Sustainability in the Hospitality Industry, Dr. Tom Jones
- MHA 635 Research Methods, Dr. Bo Bernhard
- MHA 651 Hospitality Service Management, Professor TBA
- MHA 653 Event Management, Ms. Gael Hancock
- MHA 688 Professional Paper, (May 27-August 16) Instructor TBA

Course Descriptions**MHA 538 Fundamentals of Casino Operations**

This course provides students with basic casino table games and slot department management operational procedures. It shows the relationship between these departments and other hotel/casino departments. By the end of this course, students will understand state of the art casino operations management methods.

MHA 603 Human Resources Management in the Hospitality Industry (*required*)

Examines the functions of human resource management through readings, cases and applied research with special attention to strategic HR alliances and developing trends.

MHA 604 Hospitality Organizational Behavior Issues

This course focuses on developing management skills through the study and application of theories of human behavior, particularly in service organizations. Areas addressed include: working with/through others, communication, coaching and counseling, providing feedback, goal setting, stress management, creative problem solving, motivation, power, conflict management, group dynamics and developing effective teams.

MHA 605 Financial Analysis for the Service Industries *(required)*

This course uses problems and cases in applying accounting and financial information to aid executive decision making in the hospitality industry.

MHA 606 Hospitality Revenue Management

This course deals with the theory and practice of operational and strategic revenue management policy and problems in the hospitality industry. It briefly examines the critical areas of yield management and revenue maximization in the context of hospitality and tourism industry. Emphasis is placed upon current issues/trends in revenue management systems and the integration of information technology, and human resources for maintaining a better decision support system.

MHA 607 Hospitality Industry Cost Control

This course examines the types and nature of costs in hotels and restaurants, the role of cost control in gaining competitive advantage, the application of food and beverage cost control methods, cost forecasting approaches, cost volume profit analyses, activity-based cost, and an introduction to energy and utility cost control.

MHA 611 Laws of Innkeeping and Food Service

Examines through case studies and discussion the modern application of the laws of innkeeping using a historical perspective.

MHA 616 Principles and Practices in Hospitality Management

This class examines the management techniques employed in hospitality companies. Comparisons, case studies, and selected topics focus on management systems for a variety of public and private operations.

MHA 617 Principles and Practices in Convention and Meeting Management

This course examines the mechanisms and techniques employed in the management of conventions and meetings. Comparisons, case studies and selected topics focus on equity structures, operations, marketing, and systems for a variety of convention and meeting management issues.

MHA 618 Principles of Casino and Gaming Management

Examination of the mechanisms and techniques employed in the management of casino companies. Comparisons, case studies and selected topics focus on organization and department policies, production processes, manpower development, scheduling, and marketing for a variety of operating systems.

MHA 620 Principles and Practices in Food Service Management

Examination of the mechanisms and techniques employed in the management of food service companies. Comparisons, case studies, and selected topics focus on equity structures, operations, multiunits, marketing, and systems for a variety of public and private operations.

MHA 625 Information Technology in the Hospitality Industry

Examines the current level of technology use, explores the potential uses of existing technology, and discusses new technologies in the hospitality industry.

MHA 626 Sustainability in the Hospitality Industry

An examination of sustainability practices in hotels, restaurants, and other hospitality facilities. Topics covered include material use; waste reduction; recycling; water conservation; energy management; site selection and green building design; and indoor environmental quality issues. A special emphasis is placed on certifications and certifying organizations.

MHA 635 Research Methodology *(required)*

Examination of research methods including the scientific method, literature review, sampling, statistics, research design and analytical technique. Prerequisite: six or more credits in the MHA program.

MHA 638 Database Marketing for Hospitality and Tourism

Provides students with a working knowledge of database marketing in the hospitality and tourism industries. Database marketing is an information-driven process of compiling detailed information about customers, leads and prospects and using that information to segment and target individual customers with appropriate sales-oriented materials.

MHA 640 Marketing Systems *(required)*

Development of marketing and advertising systems for hospitality industries based on both the need to create new markets and the need to respond to significant shifts in social and economic patterns.

MHA 641 Dynamics of Tourism

Examines major components of international and domestic tourism systems, including socio-economic effects. Legal and environmental problems, and managerial and planning functions.

MHA 644 Online Training and Development

Concepts, principles and techniques of online training. Emphasizes transfer of knowledge acquisition via online learning. Development of online training programs.

MHA 645 Human Dynamics and Organizational Leadership

Provides students with knowledge, skills and attitudes necessary to undertake leadership responsibilities in complex organizations. Applies concepts and methodologies from social and behavioral sciences in the analysis of leadership behavior in diverse organizational and community settings.

MHA 646 Essentials of Negotiation in the Hospitality Industry

This course explores the major concepts and theories of the psychology of bargaining and negotiation, and the dynamics of interpersonal and inter-group conflict and its resolution. Course concepts will be applied to situations within the hospitality industry.

MHA 647 Intercultural Communication in the Hospitality Industry

Explores communication, culture, and social dynamics internal and external to hospitality organizations within an international context.

MHA 651 Hospitality Service Management *(required)*

Examines service marketing and management concepts relevant to the hospitality industry and explores how these concepts can be applied to service delivery systems in the hospitality industry.

MHA 653 Event Management

This course offers an analysis of the fundamental issues that arise in managing meetings, conferences, and conventions, and the skills, tools, and resources necessary for site selection, program planning and management, exhibits, selection and use of facility, volunteers, and budget management.

MHA 654 Risk Management: Safety and Security in Hospitality and Tourism

Natural disasters, terrorism, fire, boycotts, lawsuits and transportation or utility interruptions can have negative effects on hospitality and tourism. This course addresses preparing for, managing, and recovering from major and minor realized risks. Managing risk using risk management teams, contingency plans, contract language, and insurance will be discussed.

MHA 662 Seminar in Hospitality Education

This course is an overview of the history, organization, and administration of higher education and hospitality management programs, differences between types of degree programs and sources of funding, improving curriculum and instruction for both classroom and distance learning. The course will also investigate the role of faculty members in non-instructional activities.

MHA 688 Professional Paper

NOTE: 690 courses are new courses that are under development and have not been assigned a specific number by the UNLV Curriculum Committee

MHA 690 Math of Casino Gaming

In this course students will examine basic probability problems and explore the probabilities and payouts of standard casino games such as poker, craps, roulette, etc. Slot machine payouts will also be discussed.

MHA 690 Strategic Management

MHA 690 Talent Acquisition

MHA 690 Principles and Practices in Club and Golf Settings Management

MHA 690 Practical Issues in Club and Golf Settings

Program Costs

The estimated cost of the program includes a basic MHA program fee plus standard UNLV fees and tuition. Costs include all books, materials and shipping charges. In the MHA program, two sessions are offered per semester in the Fall and Spring and one during the Summer. The estimated cost is shown below:

Fees and Tuition:

Graduate College Fee (\$264.00/credit)	\$ 792.00
MHA Fee (\$510.00/credit)	1,530.00
Technology Fee (\$7 /credit)	21.00
Graduate Student Services Fee (\$5/credit)	15.00
Distance Education Fee (\$34/credit)	<u>102.00</u>

Total Credit Hour Fees and Tuition **\$2,460.00**

Semester Fees

Graduate Student Association Fee (\$18/semester)	18.00
Students Abroad Scholarship Fund	2.00
Rebel Recycling Fee (\$1/semester)	<u>1.00</u>

Total Per Semester Fees (credits) **21.00**

Basic Cost for One Class **\$2,481.00***

***Please note additional charges and explanations:**

- Nevada residents should add \$173 (Student Life Facilities Fee) per semester if taking four or more credits (two classes or more). Students paying this fee may use the new health and fitness center located on the campus.
- Out-of-state students should add \$359.25 per course (\$119.75 per credit) for non-resident tuition.

- New students will be charged a one-time \$35 new student fee
- Summer class fees are slightly different from those charged in fall and spring.
- All students will be charged a \$72 per semester Student Health Fee. Out-of-state students may have this charge removed from their accounts by contacting Kathy Underwood, acting director of the UNLV Student Health Center. She can be reached by email at Kathy.underwood@unlv.edu. In-state students must pay this fee because they have access to the services provided at the center. Information on those services is available at the following link: <http://healthwellnessandrec.unlv.edu/>: the home page of the Health, Wellness, and Recreation Program at UNLV.
- Fees are subject to change, and additional fees may be added without notice.
- The total costs below include the health fee and the facilities fee for in-state students and the out-of-state tuition for non-resident students.

Number of Classes Per Semester	In-State Student Fees	Out-of- State Students
1	\$2,553.00	\$2,840.25
2	\$5,186.00	\$5,659.50
3	\$7,646.00	\$8,478.75
4	\$10,106.00	\$11,298.00

Additional Information

For more information on fees, please visit the website for Cashiering and Student Accounts (http://cashiering.unlv.edu/fall_fees.html).

Scholarships and Financial Aid

Financial aid is available for this program. Information on scholarships, financial aid, grants and loans may be obtained from the UNLV Financial Aid and Scholarships office at 702.895.3424 (phone), 702.895.1353 (fax), financialaid@unlv.edu or by visiting the following website: <http://finaid.unlv.edu>.