



# **COLLEGE OF HOSPITALITY**

2020-2021 | STUDENT HANDBOOK

**UNLV** | HARRAH COLLEGE  
OF HOSPITALITY



# Vision

Our vision is to pioneer the advancement of global hospitality through innovative education, research, and service.

# Mission

To fulfill our vision and achieve our top initiatives, our mission is to: deliver resources, and experiences that empower student, educator, and alumni success; engage in cutting-edge research that advances knowledge and moves industry forward; ensure our curriculum is responsive to the ever-changing needs of our constituents; and be the model of exceptional service to our college, university, and community.

# Core Values

We will lead with our core values of being inclusive, driven, empowering, and adaptive.



# Welcome!

The UNLV William F. Harrah College of Hospitality is home to future leaders striving to learn the art, business, and science of hospitality. Located in the heart of the hotel, gaming, and tourism industries, the College of Hospitality is uniquely positioned to offer students the real-world skills they need to succeed in the dynamic field of hospitality.

From our humble start in 1967 as a small department in the business school to our current position as a global force in hospitality, we have flourished on a steady diet of determination and heart.

Our College is not just training industry professionals, but creating hospitality leaders! Our commitment to you is to provide unparalleled opportunities in the world's greatest hospitality laboratory, Las Vegas!



# Topics Index

The purpose of this handbook is to help students acclimate to UNLV and the College of Hospitality degree program.

## WELCOME

Harrah College of Hospitality Vision and Mission.....	2
Welcome .....	3

## UNLV

### Basics

About UNLV.....	5
Diversity and Inclusion .....	5
Equal Opportunity.....	5
Getting Around.....	6
Parking .....	6
IT Help.....	6
University Student Support Resource Links .....	7

## WILLIAM F. HARRAH COLLEGE OF HOSPITALITY

### About Our College

Welcome from Dean Stowe Shoemaker .....	8
College History.....	9
College Highlights.....	9
Undergraduate Program Organizational Structure .....	9

### Hospitality Degree

Degree Information .....	10
Concentration Options .....	10
Badging.....	10
Curriculum Overview.....	11
Program Goals.....	14

### Knowledge, Skills, and Dispositions

Defined.....	15
Year One .....	15
Year Two .....	15
Year Three.....	16
Year Four .....	17

### Student Resources

Hospitality College Student Support Resource Links....	18
Bob Boughner Center for Career & Alumni Services....	18
Hospitality Advising Center .....	19
Hospitality Advising Center - Policies.....	19
UNLV Library Services .....	20
Scholarships.....	21
Student Engagement: Hospitality Organizations .....	21
Student Engagement: Hospitality College Mentor Program.....	22

### Code of Conduct

Professionalism and Expectations .....	23
Appearance .....	23
Communications.....	23
Electronic Devices .....	23
Classroom Policies .....	23
Group Work.....	23
Title IX .....	24
Classroom, Grade, and Instructor Concerns .....	24

# UNLV Basics

## ABOUT UNLV

At UNLV, we are proud to be Diverse, Daring, and Different. Our Rebel mission is to promote community well-being and individual achievement through education, research, scholarship, creative activities, and clinical services.

Since the first classes in 1957, UNLV has undergone an amazing transformation. From a dusty outpost on the south edge of town to a thriving urban research institution earning in 2019 the prestigious Carnegie R1 designation, the gold standard for university research metrics.

UNLV is accredited by the Northwest Commission on Colleges and Universities and takes pride in producing accomplished graduates who are well prepared to enter the workforce or to continue their education in graduate and professional programs. Our commitment to national and international communities ensures that our research and educational programs engage both traditional and innovative areas of study and global concerns.

UNLV is committed to and driven by these shared values that guide our decision making:

- High expectations for student learning and success;
- Discovery through research, scholarship, and creative activity;
- Nurturing equity, diversity, and inclusiveness that promotes respect, support, and empowerment;
- Social, environmental, and economic sustainability;
- Strong, reciprocal, and interdependent relationships between UNLV and the region around us;
- An entrepreneurial, innovative, and unconventional spirit.

## DIVERSITY AND INCLUSION

As an institution of higher learning, UNLV represents a rich diversity of human beings among its faculty, staff, and students and is committed to aspiring to maintain a campus environment that values diversity. Accordingly, the university supports understanding and appreciation of all members of its community.

## EQUAL OPPORTUNITY

UNLV is committed to and will provide equality of educational and employment opportunity for all persons regardless of race, sex, age, color, national origin, ethnicity, creed, religion, disability, sexual orientation, gender, marital status, pregnancy, veteran status, or political affiliation – except where sex, age, or ability represent bona fide educational or employment qualifications or where marital or veteran status are statutorily defined eligibility criteria for federal or state benefit programs. Inquiries concerning compliance with federal or state laws prohibiting such discrimination should be directed to the Office of Diversity Initiatives, Flora Dungan Humanities Building (702-895-5580).

UNLV is dedicated to the equality of educational opportunity and the creation and maintenance of a campus environment free of barriers that discriminate against individuals with disabilities. Equality in access is achieved through reasonable classroom accommodations and reasonable adaptation of examination and evaluation procedures.



# UNLV Basics

## Important Links Resources available to help you from day one to graduation.



### GETTING AROUND

Our 330-acre campus may seem overwhelming at first. Access the campus map link below to find your classes, activities, resources, and more.

 [CAMPUS MAPS](#)

### PARKING

UNLV has three parking garages and over 25 lots surrounding campus. With the exception of Lot S – known as the Free Lot (corner of Harmon and Swenson), all other campus parking requires a permit or meter payment. Access the parking link below to learn about parking, permits, and meter options.

 [PARKING](#)

### IT HELP

If you're having challenges with logging into UNLV, getting your e-mail or ACE account information, accessing WebCampus, don't wait. Access the IT Help Desk link below to learn about services provided, hours of operation, in-person assistance locations, phone support, and online service requests.

 [IT HELP](#)

### UNLV LIBRARIES

UNLV Libraries participate in the articulation and assessment of student learning. UNLV Libraries have infrastructure to discover, access, and use information resources to create new knowledge; expert library faculty who are liaisons to academic programs; online research communities for content created at UNLV; and events and public displays that showcase UNLV research and creative activity.

 [UNLV LIBRARIES](#)





# UNLV Basics

## UNLV Student Support Resource Links

Resources available to help you from day one to graduation.

<b>ACADEMIC POLICIES</b>	Learn About Different Policies and Terms Helpful During Your Studies at UNLV
<b>ACADEMIC SUCCESS CENTER</b>	Coaching, Tutoring, and Supplemental Instruction
<b>CASHIERING OFFICE</b>	Assistance with Student Financial Accounts
<b>COUNSELING AND PSYCHOLOGICAL SERVICES</b>	Assist in Working Through Problems Commonly Experienced by College Students of All Ages and Backgrounds
<b>DISABILITY RESOURCE CENTER</b>	Supporting Students with Disabilities
<b>ENGLISH LANGUAGE CENTER</b>	Providing Transition from ESL Classes to Academic Study
<b>FINANCIAL AID AND SCHOLARSHIP</b>	Supports Higher-Education Access by Providing Financial Aid to Eligible Students
<b>GRADUATION</b>	Graduation Information and Application
<b>HEALTH CENTER</b>	Treatment for Injuries/Illnesses, Immunizations, Lab, and Pharmacy Conveniently Located On-Campus
<b>THE INTERSECTION</b>	One-Stop Resource for UNLV's Diverse Student Body
<b>MATH TUTORING</b>	Tutoring Support for Math Courses
<b>OFFICE OF INTERNATIONAL STUDENTS AND SCHOLARS</b>	Assists International Students Make a Smooth Transition to UNLV
<b>RECREATIONAL SERVICES</b>	Fitness, Intramural Sports, Aquatics, Outdoor Adventures/Equipment
<b>REGISTRAR</b>	Student Records Support
<b>VETERAN SERVICES</b>	Help Student Veterans and Active Duty Military Successfully Navigate Academics
<b>WRITING CENTER</b>	Provide Writing Learning, Teaching, and Support

# About our College



All of us at the Harrah College of Hospitality feel a great sense of pride. We are grateful to our students, alumni, and industry partners for exemplifying our shared commitment to the future of hospitality education.

As we transition into the next decade, we are committed to reimagining our role in hospitality education under the college's Hospitality 2025 initiative. This involves bringing in voices from across academia and the industry to identify the current and future shifts in theory and practice that need to be reflected in modern hospitality curriculum. We are prepared to go above and beyond traditional hospitality programs by staying at the forefront of industry innovation and demand while providing our students with the latest skills that will place them at the top of hiring lists and endure success in their first, second, and third jobs. In simple terms: we want to own hospitality and not just be a business school with hospitality examples.

As one of the world's premier hospitality schools, the Harrah College of Hospitality will continue to work with hospitality leaders to keep getting it right for the industry and for you – our student!

Stowe Shoemaker, Ph.D.

Dean, College of Hospitality



# About our College

## COLLEGE HISTORY

UNLV's hotel management program began in 1967 as part of the Business College and in 1969 was formally established as the College of Hotel Administration. In 1989, the college was officially named for the gaming pioneer, William F. Harrah. In 2017, 50 years after our program began, the college officially changed its name to the College of Hospitality embracing all sectors of hospitality including gaming, lodging, entertainment, restaurants, golf, tourism, and hotel development.

With the generous support of industry partners, Hospitality Hall opened in 2018. Spacious common areas, advanced technology, and flexible classrooms provide the ideal setting for students to master both the theoretical and practical elements of the hospitality industry. Special features of this 93,500 square foot facility including state-of-the-art kitchen, student-run café, PGA Golf Management learning center, and function space overlooking the Las Vegas Strip.

## COLLEGE HIGHLIGHTS

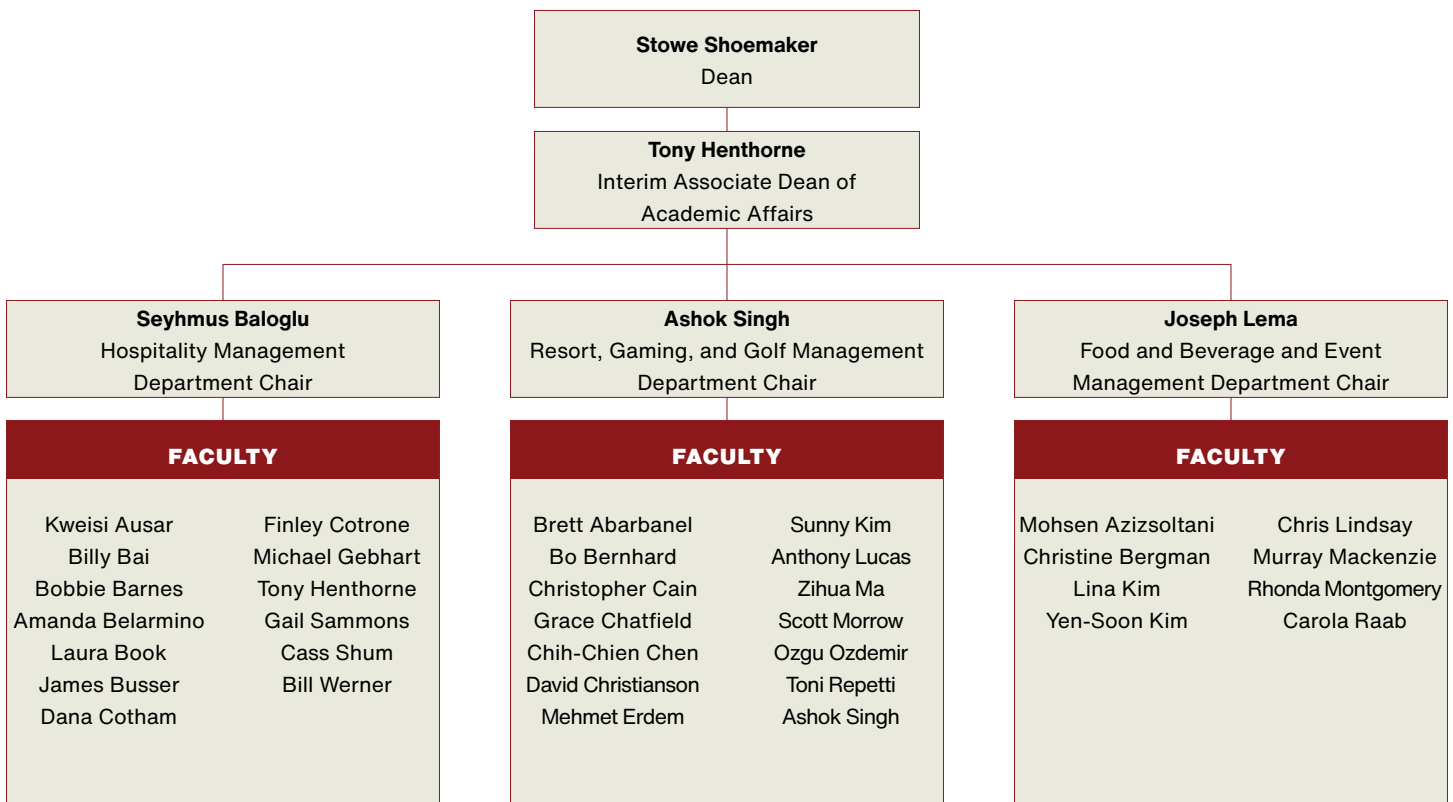
The College of Hospitality provides students an opportunity to study hospitality management in one of the world's leading hospitality-focused settings.

We believe that partnering with industry is key to our students' success. Each year the college organizes nearly 600 internships, welcomes more than 100 national hospitality brands for recruitment events, and pairs an average of 175 industry mentors with students. These crucial relationships provide students with an applied educational foundation and help build careers.

## UNDERGRADUATE PROGRAM ORGANIZATIONAL STRUCTURE

The College of Hospitality has over 80 full-time faculty and staff members and close to 40 adjunct faculty (part-time instructors) here to support your educational journey. Access the link below for the college's faculty and staff directory.

 [FACULTY AND STAFF DIRECTORY](#)



# Hospitality Degree

## Degree Information

### **BACHELOR OF SCIENCE**

#### **HOSPITALITY MANAGEMENT MAJOR**

The Hospitality Management Major offers a broad educational approach to a leadership career in the hospitality industry. The four years of study transitions students through employee levels from individual contributor to managerial leader.

The program provides a varied course of study. In addition to the university's general education requirements, students take classes specific to the industry including an introduction to hospitality, human resources management, organizational behavior, guest experience, law, operations management, leadership, and ethics. Students also study cost control, revenue management, career development, financial accounting, and strategic management. The inclusion of 30 elective credits allows students to customize their educational experience based on personal and professional interests.

Rounding out the curriculum are senior-level capstone classes where students apply managerial and leadership skills learned in the classroom and through work experience in the hospitality industry. This approach offers prospective employers a well-rounded graduate who understands day-to-day operations, has the ability to contribute to strategic planning, and can adapt to a multitude of positions. With this expansive knowledge base, students will be ready to be considered for numerous career opportunities upon graduation.

### **AREAS OF CONCENTRATION**

Students who wish to specialize in a particular segment of the hospitality industry can declare a concentration to focus their studies in that field. Concentration courses replace the Hospitality College electives in the Hospitality Management Major and must be completed with a grade of C or better. An internship and work experience specific to the area of concentration is strongly advised to enhance the student's career opportunities.

#### **EVENT DESIGN AND MANAGEMENT CONCENTRATION**

The objective of the Event Design and Management Concentration is to provide general knowledge and skills needed by event professionals. Students will gain experience in using their imagination and critical thinking skills to design original event experiences. This concentration is targeted not only to those who will work in the

traditional event industry, but also to those who are considering careers in the entertainment, sports, or tourism industries.

#### **GAMING MANAGEMENT CONCENTRATION**

The objectives of the gaming concentration is to provide general management knowledge and skills associated with the gaming industry. Students will gain experience in aspects of gaming management. The gaming concentration is targeted not only to those who will work in actual casino operations, but also to students who are thinking about careers in gaming regulations and control, accounting, or as suppliers who will serve the casino industry.

#### **HOSPITALITY BEVERAGE MANAGEMENT CONCENTRATION**

The objective of the beverage focused concentration is to provide general management knowledge and skills required to be successful in the beverage industry. Students will gain experience in all aspects of managing beverage operations, both those that are stand-alone and those within other hospitality venues. This concentration is targeted not only to those who will work in beverage operations such as bars, but also to students who are thinking about careers in other related businesses such as nightclubs, wineries, breweries, beverage distributors, and cafes.

#### **HUMAN RESOURCES**

The objective of the human resources concentration is to provide general knowledge and skills needed by HR professionals. Students will gain experience in all aspects of human resources, such as labor relations, training, and ethics for the industry. This concentration is targeted to those interested in HR as a career track in any sector of the hospitality industry.

#### **INNOVATIVE RESTAURANT MANAGEMENT CONCENTRATION**

The objective of the restaurant focused concentration is to provide general management knowledge and skills associated with the foodservice industry. Students will gain experience in all aspects of managing a restaurant. This concentration is targeted not only to those who will work in restaurant operations, but also to students who are thinking about careers in other foodservice operations such as institutional foodservice, in-flight catering, and food suppliers.

#### **PGA GOLF MANAGEMENT CONCENTRATION**

The PGA Golf Management Concentration provides students with the academic knowledge and experience necessary for a career in the golf industry. The program will provide a challenging and comprehensive academic experience, preparing students to successfully meet all requirements to obtain Professional Golf Association Membership. Admission to this concentration requires admission to the university plus a verified golf handicap of 12 or less.

# Hospitality Degree

## BADGING

Badging provides validated evidence of an earned skill or knowledge piece. In addition to required classes, the following badges will be earned during your program provided free to you by UNLV Libraries:

## COMPUTER APPLICATIONS

- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Word

## CURRICULUM OVERVIEW

The Hospitality profession is an intensely human enterprise that is built upon an orientation of service to others. Those who wish to be successful in this exciting career field must possess an essential blend of knowledge, skills, and dispositions that underpin this fascinating profession. The curriculum and extracurricular activities offered by the UNLV College of Hospitality are carefully designed to engage and inspire students to acquire the essential attributes necessary to be prepared for life-long career advancement and satisfaction.

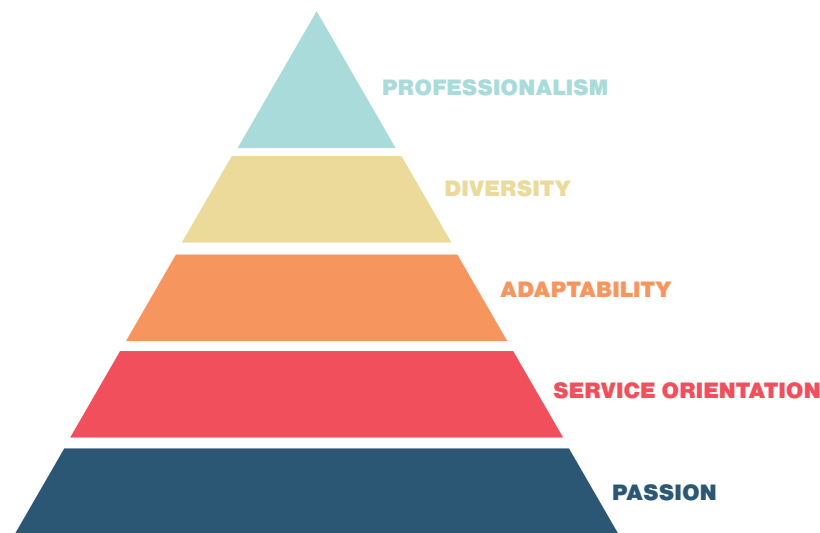
## KNOWLEDGE

The operations management of hotels, resorts or other hospitality-related businesses cannot be successful and sustainable without a deeper knowledge of the triple bottom line of our profession: (1) people, (2) profit, and (3) the planet. Graduates must assure quality experiences for the people they serve, but must do so profitably, and with earth-sustaining practices as well. The “theory of the triple bottom line” will be weaved throughout our curriculum comingled with the legal and ethical practices that guide and support the hospitality industry.

**PEOPLE:** Graduates of the UNLV College of Hospitality will develop the capacity to successfully manage organizations’ people, business strategies, and time in ways that deliver an unparalleled guest experience. They will learn how to effectively manage both employees and customer expectations in a variety of hospitality operations. The curriculum will deliver a graduate who knows what it means to be “global citizens.” They will understand how the dynamics of culture, politics, and socioeconomic realities impact business operations.

**PROFIT:** Graduates will be able to effectively manage the financial resources of a hospitality organization to maximize its stakeholders’ interests. Graduates will also learn and apply the principles and practices of analysis, including revenue generation and cost control measures.

**PLANET:** The curriculum will engage students in maximizing current technologies and help pioneer future technological advancements in hospitality organizations. Graduates will have direct experience with general business technologies in addition to industry specific technologies that are used regularly within hospitality operations that not only enhance the experience for people, but increase profitability in ways that are sustainable over time and earth-preserving. This will require that graduates be able to research industry issues and make effective business decisions and to continuously improve their organization. The goal of these decisions is to achieve success in all three dimensions important to the hospitality industry: people, profit, and planet.





# Hospitality Degree

## SKILLS

The UNLV College of Hospitality is an applied professional degree program that prepares students to enter the hospitality workforce with industry-required competencies. The revised Core Curriculum focuses on candidates developing the skills essential for success in the profession. The skills to be learned, mastered, and applied to real-world experiences fall into four domains:

**ANALYSIS:** Current and future business environments require managers to be able to analyze financial and operational data. A Hospitality graduate who can analyze data and “tell its story” to a variety of audiences will be able to manage a successful operation through increased efficiency and profitability. To achieve this, Hospitality graduates will be proficient with software packages including Excel and selected software packages and applications related to their discipline.

**RELEVANT SERVICE/INTERPERSONAL SKILLS:** Service and interpersonal skills are essential at all organizational levels within the hospitality industry. Specific skills include listening for understanding, time management, professional etiquette, and attention to detail. Additionally, higher-level skills, such as emotional intelligence, social intelligence, problem solving, conflict resolution, critical thinking, and making meaningful contributions to a team are critical to career success.

### EFFECTIVE MANAGEMENT/LEADERSHIP SKILLS:

Development of management and leadership skills are critical for career advancement and provide a solid foundation for UNLV graduates to become future leaders in the hospitality industry. Skills in this area include team management, developing individuals and teams, cross-functional coordination, delegating, assessing, coaching/counseling, role modeling, managing change, negotiating, and having skills in hospitality operations.

**BUSINESS COMMUNICATION:** One of the major managerial functions is effectively communicating with a wide range of audiences, from the front-line employee up through the executive boardroom. To achieve this, students should demonstrate information literacy, the ability to prioritize tasks effectively, and correct identification of their audience. The student will be proficient at written, verbal, and non-verbal communication for diverse situations and clearly convey their intended message. Students should also be proficient in preparing and presenting professional presentations.

## DISPOSITIONS

Foundational to a career in Hospitality is a personal internal orientation toward doing one's best to serve the needs of clients, guests, members, customers and colleagues in industries such as food services, lodging, events, tourism, golf or gaming. The faculty, staff, and administration of the UNLV Harrah College of Hospitality are committed to developing and sharpening the inherent and essential dispositions of our students.

At the heart of hospitality is a desire to be of service to others. The successful hospitality employee must be willing to lead with a service heart. This person understands that a life of service to others is both rewarding and meaningful. The responsibility of hospitality professionals is to enhance lives and communities through the provision of quality experiences. In order to understand the role and importance of service in hospitality, it is vital to first understand the ways in which the hospitality profession supports the major life events of others.

- When people want to make new friends, or spend time with old friends, they come to us.
- When people want to celebrate important events in their lives, such as marriage, they come to us.
- When people want to hold informative and innovative meetings with colleagues, they come to us.
- When people want to engage in activities that challenge their skills, they come to us.
- When families want to be together to share enjoyable experiences, they come to us.
- When people want to restore and refresh themselves, they come to us.

Industry professionals must have energy, vitality, and a commitment to creating quality experiences for others. The personal dispositions required to succeed in this exciting profession are: having a passion for the work; possess a service orientation; being adaptive to rapidly changing conditions; valuing diversity; and having the self-awareness and integrity required to act with professionalism in the field of hospitality.



# Hospitality Degree

If we think about hospitality dispositions as a pyramid, at the base of this pyramid is passion. A passion for service, a passion for experiences, and a passion for people. This is a personal disposition that the College cannot directly engrain within students, but through the experiences provided in the curriculum, can help reinforce or in some cases help lead students to the realization that their passion lies elsewhere. That, too, is being of service to the hospitality industry.

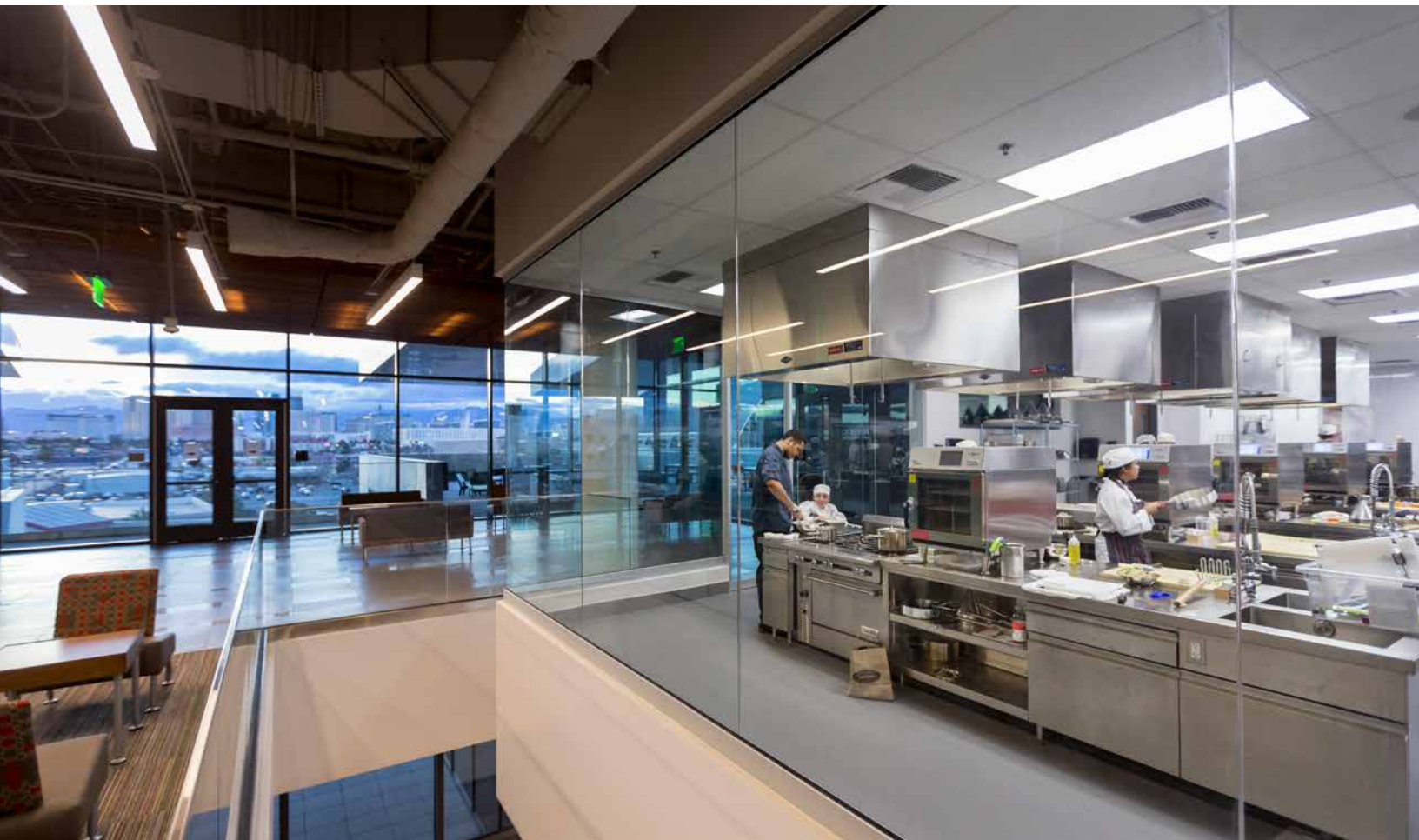
Working with people is most often enjoyable and satisfying, yet at times also challenging. People might be demanding or unpredictable. Having a 'service orientation' and empathy toward others is an essential disposition for success in the field of hospitality. Practitioners in the profession must be able to see the viewpoint of another, so the person feels "heard" and have their needs addressed. The desire to understand the needs of another is critical to taking ownership to improve the experience for clients, colleagues, and other stakeholders – evidence of a service orientation.

Having empathy and taking ownership leads to the next step on the pyramid – a willingness and ability to adapt to novel situations. The adaptable professional has a deeply ingrained curiosity about what

people need, the ability to flexibly change based on that individual's needs, while remaining positive and constructive. This ability to adapt to constant change includes responding to local and global changes with the heart of a social and environmental steward, as well as the mind of a leader of successful hospitality organizations.

Openness to new experiences enables hospitality professionals to embrace diversity, in its many manifestations. The hospitality industry, both employees and guests, reflect the diversity of our world. Being self-aware, curious, and empathetic leads to respect and an embracing of diversity so important in the hospitality industry.

The pinnacle of the pyramid is professionalism. Professionalism is commonly thought of as attitudes and behaviors that adhere to a workplace code of conduct. Professionals in hospitality perform with integrity and excellence while making ethical choices and taking pride in their work. Successful hospitality professionals also have a high level of self-awareness that keeps them engaged in learning and improving their leadership skills and contributing to the tri focus on people, profit, and planet!





# Hospitality Degree

## Program Goals

By the completion of your Bachelor of Science degree, you will be able to:

### DEMONSTRATE EFFECTIVE ORAL, WRITTEN AND VISUAL COMMUNICATION

- Communicate effectively in written, spoken, visual and digital modes to different audiences (e.g. industry leaders, employees, employers, faculty and peers).

### DEVELOP KNOWLEDGE OF THE GLOBAL AND MULTICULTURAL HOSPITALITY INDUSTRY

- Respond to diverse perspectives (personal identity, age, ability, religion, race, gender, and ethnicity) in American and international contexts.

### UNDERSTAND ISSUES IN ETHICS, DIVERSITY, AND INCLUSION

- Design a sustainable component or practice for a hospitality business (hotel, F&B, gaming, meetings, events, etc...)
- Examine various concepts and theories of ethics in the hospitality industry.
- Function effectively in diverse groups.

### APPLY CRITICAL THINKING TO MANAGEMENT PROBLEMS

- Interpret industry-related problems and their causes, generate alternative solutions, and arrive at reasoned conclusions.
- Analyze financial, marketing, and operational results and outcomes for hospitality operations.
- Analyze, understand, and solve human resource problems and challenges.
- Demonstrate effective management techniques in hospitality operations (hotel, F&B, gaming, meetings, events, etc.).

### EVALUATE CRITICAL MANAGEMENT CONCEPTS

- Apply a core body of hospitality specific knowledge to management situations.
- Manage all forms of capital (e.g., human, financial) in an ethical and sustainable way.
- Develop an understanding of customer segments and key marketing concepts, and apply this knowledge to increase revenue and brand value.
- Effectively identify and assess the legal risks associated with common hospitality business practices and events and identify appropriate risk management techniques and employment practices to minimize those risks.



# KSD Expectations

## Knowledge, Skills, and Dispositions (KSD) Defined

The College of Hospitality program of study is structured to build the Knowledge, Skills, and Dispositions (KSD) needed to be successful within the hospitality industry. Note that each year builds on the previous year ensuring continuous development throughout the program.

**K**nowledge is the grasping of concepts, principles & information

**S**kill is an ability that can be demonstrated

**D**isposition is a personal inclination or attribute

### YEAR ONE

By the end of your first year, you will be able to:

#### KNOWLEDGE

- Define the role of the individual in the team environment
- Define time management

#### SKILLS

- Show basic organization skills
- Demonstrate capable digital communication by starting an on-line portfolio
- Be on time to class and all other obligations
- Demonstrate an understanding and practice of self-motivation
- Practice personal accountability
- Demonstrate ability to manage own time
- Engage in active listening leading to understanding and problem solving

### DISPOSITIONS

- Invest in the service experience within the hospitality industry
- Demonstrate the attitude of a willing learner
- Demonstrate personal pride

### YEAR TWO

By the end of your second year, you will be able to:

#### KNOWLEDGE

- Correctly use the most common terminology in hospitality
- Understand cultural difference in nonverbal communication
- Describe sustainability and its role in the overall business strategy of hospitality operations
- Understand how culture effects tastes
- Learn a broad range of hospitality technologies
- Understand the art of listening in a team environment
- Recognize how other cultures influence views and beliefs
- Understand the differences among diverse cultures and backgrounds
- Discuss social and ethical issues related to digital communication
- Develop information literacy skills to determine author, trustworthy news, opinion, scholarly, etc.
- Describe patterns or relationships written and visual information

#### SKILLS

- Analyze which types of tourist activities fit with physical geography types
- Communicate with confidence and clarity
- Summarize ideas in writing
- Demonstrate business communication skills (memos, correspondence, etc.)
- Communicate information in a presentation format.
- Demonstrate critical thinking in problem solving
- Organize and plan work loads
- Utilize a variety of time management methods
- Select and/or use appropriate genres for a variety of purposes, situations, and audiences

# KSD Expectations

## YEAR TWO (CONTINUED)

- Articulate alternative points of view using respectful language and body language in a team environment
- Demonstrate skills for planning, scheduling, and prioritizing work
- Communicate with confidence and clarity

## DISPOSITIONS

- Actively choose to seek alternate perspectives and reframe situations
- Choose a mature response to conflict
- Actively seek feedback and respond in a constructive manner
- Practice empathy
- Conduct oneself in an ethical manner
- Practice accountability for lack of attention to detail in assignments
- Behave within the parameters of the professional code of conduct
- Control nonverbal indicators when communicating
- Practice the art of listening first before responding or solving
- Demonstrate caring for people, profit and planet
- Openness to change
- Conduct oneself in an ethical manner
- Practice appropriate attire in business settings
- Demonstrate personal/professional accountability
- Show respect and equity to others
- Practice appropriate nonverbal cues
- Demonstrate professional etiquette
- Identify one's own ethnocentric and religion-centric beliefs and behaviors
- Demonstrate a curiosity across cultures and consider cross-cultural values
- Take ownership and responsibility over learning goals
- Choose to create work that is consistent, accurate, and complete

## YEAR THREE

By the end of your third year, you will be able to:

## KNOWLEDGE

- Distinguish between proactive and reactive adjustments
- Understand the challenges of self-assessment
- Understand various legal ramifications of social media use in the workplace

## SKILLS

- Apply business ethics to management
- Evaluate data from several sources and recommend options
- Assess team accountability and task completion
- Demonstrate delegation of duties in teams
- Manage the team environment
- Empower others to perform delegated tasks
- Manage project deadlines in a group
- Utilize peer assessment within a team
- Practice group accountability
- Examine sustainability principles when making business decisions
- Evaluate conflict situations from multiple perspectives
- Communicate effectively in various settings and contexts including using digital technology
- Utilize business writing skills to be concise, to the point, and informative
- Demonstrate ability to gather information and apply it to persuade or articulate one's own point of view
- Determine the strengths/ weaknesses of individuals on a team
- Demonstrate the ability to synthesize information
- Develop open lines of communication
- Answer questions effectively
- Engage individual strengths in teaming
- Evaluate the needed information to solve problems and answer business related questions
- Make a reasoned argument
- Follow up appropriately
- Meet deadlines
- Demonstrate situational leadership traits
- Communicate effectively while considering cultural and religious differences

# KSD Expectations

## YEAR THREE (CONTINUED)

- Illustrate asking good questions rather than give answers
- Utilize the major operating systems that are most common in hospitality
- Evaluate the outcome of a solution
- Identify cultural differences in conflict situations

## DISPOSITIONS

- Adapt when emergencies occur that affect your plan
- Demonstrate basic social intelligence competencies
- Exhibit self-directed behaviors
- Analyze and evaluate alternative points of view
- Demonstrate focus and energy to deliver excellence
- Interact appropriately with people from different cultural, social, ethnic, and demographic backgrounds
- Assess Emotional Intelligence
- Regulate emotion and mindfulness to sustain empathy and compassion
- Demonstrate situational leadership traits
- Relate effectively to guests from various regions of the globe
- Exhibit ability to be creative and innovative
- Hold self and others accountable from an ethical/integrity perspective
- Be invested in the service experience in the hospitality industry
- Model fundamental leadership behaviors including empathy, adapting to change, effective listening/coaching, and clear vision, delegation, communication, and decision-making

## YEAR FOUR

By the end of your fourth year, you will be able to:

## KNOWLEDGE

- Understand holistically the hospitality environment.

## SKILLS

- Demonstrate proactive planning (contingency, trends, etc.)
- Evaluate team situations and ensure results are measurable
- Improve time management techniques to avoid common mistakes and pitfalls
- Recommend service options in diverse locations

## DISPOSITIONS

- Seek feedback and respond in a constructive manner
- Assess emotion regulation and mindfulness to sustain empathy and compassion
- Defend differences and negotiate a shared understanding
- Model team leadership through collaboration and accountability
- Sensitive to cultural differences in diverse locations



# Student Resources

## IMPORTANT LINKS

Below are links to degree-related information and resources,

### HOSPITALITY COLLEGE E-MAIL LIST

A MUST for all Hospitality College students who want the most up-to-date information on...

- Full-time, Part-time, Volunteer, and Temporary Job Opportunities
- Employer Information Sessions and Recruitment Events
- Internship and Management Opportunities
- College Announcements

### HOSPITALITY COLLEGE E-MAIL LIST REGISTRATION

### INTERNSHIP

Learn about internship requirements and deadlines and access required forms.

### INTERNSHIP INFORMATION AND FORMS

### WORK EXPERIENCE

Learn more about the degree's work experience requirement and access required forms.

### WORK EXPERIENCE INFORMATION AND FORMS

### SOCIAL MEDIA

Be in the know. Actively engage in the college's social media platforms.

### FACEBOOK

### TWITTER

### INSTAGRAM

### LINKEDIN

## BOB BOUGHNER CENTER FOR CAREER & ALUMNI SERVICES

The Bob Boughner Alumni and Career Center team is dedicated to assisting students with employment in school and career-tracked roles after graduation.

- Have your resume and cover letter reviewed.
- Explore career options and prepare for interviews.
- Have your work experience hours processed.
- Have your internship approved for academic credit (HMD 450).
- Receive CPT recommendations (F-1 students).
- Learn about hospitality brands and career opportunities at employer career tables and information sessions.
- Attend a variety of recruitment events including job fairs and mixers.
- Participate in a variety of development and networking opportunities with Hospitality College Alumni!

Once you graduate, you instantly will join an elite group of alumni and become part of a vibrant and growing network.

## Connect with the Bob Boughner Center

HOSPITALITY HALL  
FIRST FLOOR - ROOM 128

### Student Walk-ins:

Monday – Thursday | 8 a.m. to 5 p.m.

Friday | 8 a.m. to 4 p.m.

E-mail questions and form submissions to:  
boughnercareerservices@unlv.edu

# Student Resources

## HOSPITALITY ADVISING CENTER

The advisors in the Hospitality Advising Center are available to assist students in developing and implementing an academic plan designed to meet each student's educational and career goals.

If you are a new student and not sure where to begin, this page will help you plan your "To-Do List":

### NEW STUDENT ADVISING RESOURCES

## Connect with Hospitality Advising Center

HOSPITALITY HALL  
FIRST FLOOR - SUITE 110

**Hours of Operation:**  
Monday – Friday | 8 a.m. to 5 p.m.

Phone: (702) 895-3616  
[hospitality.advising@unlv.edu](mailto:hospitality.advising@unlv.edu)

## HOSPITALITY ADVISING CENTER - POLICIES

### APPOINTMENTS

Students should meet with their academic advisor at least once per year. With your advisor, you will explore your academic and career goals, learn about University policies and procedures, and connect with the many resources and opportunities the Harrah College of Hospitality has to offer.

Students are not assigned an academic advisor, though requests to meet with a specific advisor are welcomed. To schedule an advising appointment, please visit the Hospitality Advising Center on the first floor of Hospitality Hall in suite 110 or by calling our front desk at (702) 895-3616.

A photo I.D. is required to be presented at the front desk in order to be checked in for your appointment.

### DROP-IN HOURS

Drop-In Hours are generally reserved for quick questions and are intended for brief guidance. You will see the advisor on duty, which may or may not be your preferred advisor, and that advisor sees students on a first-come, first-served basis. Contact the advising center to verify availability as hours are subject to change

### CANCELLATION OF APPOINTMENTS\*

We recognize situations arise that may create a need to reschedule or cancel your appointment. A two (2) hour minimum prior-notification, is requested. However, a twenty-four (24) hour cancellation request is preferred. Should an advisor need to cancel an appointment with less than two (2) hour prior-notification, you will be contacted via phone and email.

If you need to cancel an appointment, please do so by calling the front desk at (702) 895-3616 or via email at [hospitality.advising@unlv.edu](mailto:hospitality.advising@unlv.edu) (rescheduling of appointments can only be done via phone). If you do not cancel the appointment and do not show up, it will be recorded as a "no show" by your academic advisor.

### NO-SHOW POLICY\*

During peak advising periods, appointment times are premium. If you do not notify the Hospitality Advising Center at least two (2) hours in advance that you are unable to keep the appointment, your absence will be noted as a "no-show." After two no-shows, you will NOT be able to schedule an appointment for the remainder of the semester.

### LATE-SHOW POLICY\*

In an effort to provide you the service and assistance you need during an appointment, you may not be more than five (5) minutes

# Student Resources

late to your scheduled appointment. Should you be more than five (5) minutes late, your appointment will be marked as a no-show and you may request to be rescheduled for another date.

## COURSE PERMISSIONS\*

If you are unable to register for an undergraduate course offered by the Harrah College of Hospitality (prefixed FAB, GAM, HMD, or TCA) and have met the prerequisite(s) for the course, please submit a Course Permissions Request Form found on the Hospitality Advising Center's website.

Requests are processed in the order they are received. It could take up to 3 business days to obtain permission to enroll. You will receive an email confirmation to your Rebelmail account, once your course permission has been processed.

For all other University courses outside of Hospitality, you may need to contact the designated college representative to obtain permission.

*\* These policies are not meant to be punitive, but to be fair and equitable to all students.*

## COURSE REGISTRATION

Consider meeting with your academic advisor to discuss your academic requirements and degree progress. Check your MyUNLV Student Center for the following:

- Enrollment Date - determine when you can register for classes.
- Holds - any holds that may prevent you from registering for classes.
- Class Details - click on the classes you are searching. Class details will then list pre-requisites, class components, any additional fees and other important details.

Registration for each semester typically occurs during the following months.

- April for the Fall semester
- November for Spring semester
- March for Summer semester

## LATE REGISTRATION

Permission to enroll in a course past the first week of a semester will require the completion of the Late Registration Form. You can obtain a copy of the form by visiting the Hospitality Advising Center. Access to the course will only be granted if you have completed all

prerequisites and the section you wish to enroll in has not met its enrollment capacity.

**NOTE:** Advisors will assist students in academic planning, however, students are responsible for their own academic progress and understanding of required policies and deadlines.

## UNLV LIBRARIES

Lateka Grays is the Librarian for the College of Hospitality. She is the subject specialist to assist you with:

- Focusing on a research topic.
- Identifying the best resources for your research in order to improve the quality of your assignments.
- Quickly and efficiently searching hospitality-related resources.
- Learning about the latest tools to format and organize your research.
- Discovering the newest services and resources offered through the UNLV Libraries.

## Connect with the Hospitality Librarian

HOSPITALITY HALL  
SECOND FLOOR - OFFICE 251

**Student Walk-Ins:**  
Every Monday

8 a.m. to 11 a.m. | 2 p.m. to 5 p.m.

SCHEDULE AN APPOINTMENT AT  
🔗 [BIT.LY/LATEKA](https://bit.ly/LATEKA)

Phone: (702) 895-2203  
[hospitality.advising@unlv.edu](mailto:hospitality.advising@unlv.edu)



# Student Resources

## SCHOLARSHIPS

The William F. Harrah College of Hospitality offers more than 30 scholarships available to students pursuing a degree within the college. The scholarships awarded may vary from year to year based upon continued funding.

Scholarships are awarded based upon factors established by the private donor, the Harrah College of Hospitality, and UNLV such as; GPA, concentrations, financial need, ethnicity, in-state residency, class rank, and gender. Additional scholarship opportunities can be found by visiting the:

 [UNLV FINANCIAL AID WEBPAGE.](#)

## ENGAGEMENT: STUDENT ORGANIZATIONS

Networking, learning, socializing, contributing — participation in an industry-related club or association is one way to stay connected. The Harrah College of Hospitality supports a variety of student organizations, many of which are nationally affiliated, and all provide unique opportunities to hone your interests and learn more about specific aspects of the hospitality industry.

New members are always welcome, including undergraduate and graduate students. See a complete list of Hospitality College student organizations and involvement details at:

 [STUDENT ORGANIZATION PAGE](#)

## Application Process

For scholarship consideration, enrolled Hospitality students must complete the following on an annual basis:

**Hospitality College  
Scholarship Application**

Deadline to Complete for Priority  
Consideration: December 1

**FAFSA Application**

## Hospitality Student Organizations

American Hotel and Lodging Association

Association Representing Koreans

Chinese Students and Scholars Association

Epicurean Society

Eta Sigma Delta

Hospitality Financial & Technology Professionals

Hospitality Sales and Marketing

Association International

Human Resources Student Organization

National Society of Minorities in Hospitality

# Student Resources

## Engagement: Hospitality College Mentor Program

The William F. Harrah College of Hospitality's Mentor Program is an educational experience intended to accelerate the readiness of hospitality students as they prepare for employment after graduation. Students are chosen to participate through an application process.

Once selected, a mentor will be paired with a hospitality student whose interest matches the mentor's profession for one academic year.

As a student, your responsibilities during the program include:

- Communicating with your mentor on a regular basis. Remember, the mentor is taking time out of his/her busy schedule to help you.
- Educating your mentor about the Hospitality College, UNLV campus, and classes you are taking.
- Dedicating enough time to the program to ensure success.

### HOW TO BECOME A HOSPITALITY COLLEGE MENTEE

#### REQUIREMENTS:

- UNLV Hospitality College student
- Juniors, seniors, or graduates only
- Minimum 3.0 GPA

#### BENEFITS:

- Insight into the real world
- Exposure to new perspectives
- Opportunity to network with local industry professionals

#### APPLY:

Learn more and download the online application at

 [UNLV.EDU/HOSPITALITY/MENTOR](https://unlv.edu/hospitality/mentor)

# Code of Conduct

**R**ecognize your role in the learning process

**E**arn respect through character, focus, & hard work

**B**e on time for classes prepared for the day's activities

**E**ngage in development and networking opportunities

**L**ead and inspire others

**S**elect sustainability choices to preserve resources

## APPEARANCE

During your time at UNLV, you will have the opportunity to interact with a range of hospitality professionals and industry experts. These interactions will be both inside and outside of the classroom. Take advantage of these learning and networking opportunities by maintaining an appearance standard that represents your future career goals.

## PROFESSIONALISM AND EXPECTATIONS

Once you join the College of Hospitality, you are expected to behave as a hospitality professional. Our Code of Conduct indicates respect for self, others, the building, the learning process, and your degree.

## COMMUNICATIONS

Clear communication serves as persuasive evidence of your competence, personality, and professional style. When communicating with fellow students, professors, and industry professionals, make sure to:

- Use your UNLV address
- Start with a formal salutation
- Lead with a clear subject line
- Be clear, polite, and succinct
- Provide contact information
- End with a thank you

## ELECTRONIC DEVICES

Each professor determines his/her policy on electronic devices (phones, laptops, tablets). Devices can be a distraction to all members of the class and are an impediment to learning. As such, you are encouraged to minimize distractions by not accessing your devices during class.

## CLASSROOM POLICIES

Professors have varying rules regarding classroom procedures including attendance, exam/assignment make-ups, and academic integrity. Review each class syllabus carefully to make sure you understand the requirements for each class. It is a college policy that classroom attendance is required on the first day for in-person classes and within the first two days for on-line class unless otherwise discussed with the instructor in advance.

## GROUP WORK

As a Hospitality College student, you will have the opportunity to work with others during a variety of group projects. As a future hospitality professional, you are expected to:

- Have respect for your fellow group members
- Communicate so group members have an understanding of the project goals.
- Ensure all group members contribute equally





# Code of Conduct

## TITLE IX INFORMATION

Title IX of the Education Amendments of 1972 prohibits discrimination based on the gender for both students and employees of an educational institution receiving federal financial assistance. Sex discrimination includes sexual harassment, sexual violence (including, but not limited to, sexual assault, domestic violence, dating violence, and stalking), and/or discrimination related to pregnancy.

Consistent with these mandates, the University of Nevada, Las Vegas prohibits discrimination in all programs and activities, including employment based on sex or gender. If you or someone you know has been harassed, assaulted, or subjected to discrimination based on gender, you can report it by contacting the UNLV Office of Compliance at 702-895-4055 or fill out an on-line form and submit it directly to the office. Available resources at the:

### OFFICE OF COMPLIANCE WEBPAGE

Disclosure to UNLV employees, faculty, and instructors (including graduate assistants) of sexual harassment and sexual discrimination occurring on campus, in a UNLV-sponsored program, or involving a campus visitor or a UNLV student or employee, is NOT confidential under Title IX. UNLV employees, faculty, and instructors (including graduate assistants) must forward such reports, including names and circumstances, to the UNLV Office of Compliance.

## CLASSROOM, GRADE, OR INSTRUCTOR CONCERNS

If you have a concern regarding final grade, assignment grades, classroom policies, curriculum, or the instructor, please follow the steps below.

### STEP ONE

Student will try to arrive at an acceptable resolution with the faculty member in question.

### STEP TWO

If no acceptable resolution is reached in Step One, the student will meet with the faculty members faculty chair (please see. Pg. 9 for list). If the instructor is a part-time instructor, please see Step Three.

### STEP THREE

If no acceptable resolution is reached in Step Two, the student will meet with the Executive Associate Director of Academic Affairs. At the discretion of the Executive Associate Director of Academic Affairs, the Dean may also be consulted.

### STEP FOUR

If no acceptable resolution is reached in Step Three, the student may [file a grievance](#) with the University.

UNLV