

The Rosen College of Hospitality Management at the University of Central Florida

Learning Outcomes that correspond with our three pillars of excellence:
Professionalism, Leadership & Service

Leadership

- ⦿ Students will model ethical decision making skills through the use of writing.
- ⦿ Students will use writing to demonstrate an understanding of the application of the service-profit chain.

Professionalism

- ⦿ Students will use writing to demonstrate effective communication.
- ⦿ Students will use writing to demonstrate comprehension of the foundation/knowledge of hospitality and tourism management

Service

- ⦿ Students will use writing to develop critical thinking skills & effective problem solving.
- ⦿ Students will compose guest-service communication strategies in practical situations.