



HOSPITALITY OPERATIONS MANAGEMENT

DESCRIPTION

The program's mission is to develop Supervisors and Middle Managers in the hospitality industry. The program's aim is to prepare students to lead the future through a combination of theory and practice.

LEARNING OUTCOMES

Upon completion of the program, students will be able to:

- Describe the functional areas in a hotel and explain the principles factors influence them.
- Perform activities associated with setting up, monitoring, controlling, marketing and improving hospitality services to meet industry requirements.
- Demonstrate the operations performed within the hospitality industry.
- Apply problem-solving skills to provide customer service and to improve interpersonal skills at workplace.

*** This program has been accredited by the Cyprus Quality Assurance Agency (CYQAA) on 20th May 2021 (Ref. Number: 07.14.242.006).**



CAREER OPPORTUNITIES

The continuous thriving of the hotel and catering industry is consistently one of the leading job creators in Cyprus and the majority of European countries. The program Hospitality Operations Management of Mesoyios College helps to prepare professionals to start their own business, start a franchise business or hold a supervisory/managerial role in a hotel, restaurant, bars, clubs, dining facilities, resort, or places, such as companies, nursing homes, colleges and universities.

The hotel industry basically affects every industry, and the well trained and educated professionals in the field of Hospitality Operations Management, Food and Beverage Management, Front Office Management and Rooms Division Management are in great demand today. This number is expected to increase dramatically over the next few years and soon after the global financial crisis that slowly began to show signs of recovery.

PROGRAM STRUCTURE

DEGREE REQUIREMENTS

Hospitality Major Requirements	Min: 30	Max: 30 ECTS
Business Requirements	Min: 30	Max: 30 ECTS
Direction Requirements: 1. Food and Beverage Service Specialization 2. Room Division Specialization	Min: 36	Max: 36 ECTS
English Language Requirements	Min: 06	Max: 06 ECTS
Social Science and Liberal Arts Requirements	Min: 06	Max: 06 ECTS
Business Electives	Min: 00	Max: 06 ECTS
Computer Electives	Min: 00	Max: 06 ECTS
Hospitality Electives	Min: 00	Max: 06 ECTS
Foreign Language Electives	Min: 00	Max: 12 ECTS
General Electives	Min: 12	
Total ECTS to Graduate:	120	

HOSPITALITY MAJOR REQUIREMENTS	Min: 30	Max: 30 ECTS	ECTS
HOS100 - Introduction to Hospitality Industry			6
TOU100 - Dimensions of Tourism			6
HOS104 - Delivery Customer Experience			6
HOS304 - Strategic Hospitality Management			6
HOS303 - Corporate Sustainability in the Hospitality industry			6

BUSINESS REQUIREMENTS	Min: 30	Max: 30 ECTS	ECTS
ACC103 - Financial Accounting I			6
BUS101 - Business and Professional Communication			6
HRM100 - Human Resources Management			6
MKT401 - Strategic Marketing			6



MKT200 - Consumer Behavior	6
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FOOD AND BEVERAGE SERVICE SPECIALIZATION REQUIREMENTS		ECTS
	Min: 36	Max: 36 ECTS
HOS101 - Food and Beverage Management		6
HOS201 - Wines and Spirits		6
HOS305 - Menu Planning and Development		6
HOS301 - Food and Beverage Cost Control		6
HOS203 - Bar Management		6
HOS202 - Restaurant Operations Management		6

ROOM DIVISION SPECIALIZATION REQUIREMENTS		ECTS
	Min: 36	Max: 36 ECTS
HOS102 - Front Office Operations		6
HOS103 - Tour Operators and Hospitality Management		6
BUS202 - Sales Management		6
HOS200 - Housekeeping Management		6
HOS204 - Hotel Facilities Management		6
COM200 - Hospitality Information Systems		6

ENGLISH LANGUAGE REQUIREMENTS		ECTS
	Min: 06	Max: 06 ECTS
ENG101 - English for Academic Purposes		6

SOCIAL SCIENCE AND LIBERAL ARTS REQUIREMENTS		ECTS
	Min: 06	Max: 06 ECTS
SOC100 - Business Ethics		6

BUSINESS ELECTIVES		ECTS
	Min: 00	Max: 06 ECTS
BUS301 - Total Quality Management		6

COMPUTER ELECTIVES		ECTS
	Min: 00	Max: 06 ECTS
COM100 - Business Computing		6

HOSPITALITY ELECTIVES		ECTS
	Min: 00	Max: 06 ECTS
HOS205 - Sanitation and Safety		6
HOS210 - Internship I		6



FOREIGN LANGUAGE ELECTIVES	Min: 00	Max: 12 ECTS	ECTS
GRE100 - Greek Language and Culture I			6
GRE102 - Greek Language and Culture II			6
RUS100 - Russian Language and Culture I			6
RUS102 - Russian Language and Culture II			6
ENG100 - EFL I (English as a Foreign Language)			6
ENG102 - EFL II (English as a Foreign Language)			6

PATHWAY TO GLION

After comparing and matching the curriculum of the two institutions, Glion Institute of Higher Education recognizes a combination of subject courses from the **two-year** program of **Hospitality Operations Management (Diploma)**.

Upon completion of the Diploma and proof of a 6.0 IELTS or two years of all English education, students have the opportunity to continue with semesters 4, 5 (24 week internship*), 6 and 7 for the award of the **BBA in International Hospitality Business at Glion**.

PATHWAY TO LES ROCHESES

After comparing and matching the curriculum of the two institutions, Les Roches recognizes a combination of subject courses from the **two-year** program of **Hospitality Operations Management (Diploma)**.

Upon completion of the Higher Diploma and proof of a 6.0 IELTS or two years of all English education, students have the opportunity to continue with semesters 4, 5 (24 week internship*), 6 and 7 for the award of the **BBA in Global Hospitality Management at Les Roches**.

* Paid internship (guaranteed placement by Glion or Les Roches) in esteemed luxury hotels and great potential for a full employment after internship and an international career in hospitality industry around the world.

