HOSPITALITY LEADERSHIP AND OPERATIONAL PERFORMANCE (MS)

The Master of Science in Hospitality Leadership and Operational Performance combines critical business theories and skills with innovative hospitality leadership practices. The unique curriculum addresses current trends in the industry, providing you with a necessary skill set focusing on customer relationship management and service delivery. This degree program is designed for career-changers seeking entry into the hospitality industry and industry professionals with a strong desire to enhance their knowledge and skills.

Program Features
Through the MS in Hospitality Leadership and Operational Performance program, you will be exposed to:

- Business courses and concepts that specifically apply to the hospitality industry, including finance, marketing and management strategies
- Cutting-edge hospitality technologies
- Data analysis and financial metrics concepts
- A service leadership foundation and how it relates to the guest experience

Program Requirements

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Quarter Hours</th>
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<tbody>
<tr>
<td>HSP 502</td>
<td>MANAGING THE GUEST/EMPLOYEE EXPERIENCE</td>
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<tr>
<td>HSP 503</td>
<td>ADVANCED HOSPITALITY LEADERSHIP AND PERFORMANCE</td>
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Elective Requirements (3 courses)
Choose any graduate course in economics, management and marketing and any 700 to 799 course in Hospitality Leadership and Operational Performance.

Degree Requirements

- Satisfactory completion of the college residency requirement.
- Satisfactory completion of the 12 required courses, or their substitutes as approved by the Director of the School of Hospitality Leadership.
- All courses for credit toward the degree must be completed within six calendar years after the candidate’s first term of enrollment in the Kellstadt Graduate School of Business. After a lapse of six years a course is expired. An expired course is not acceptable for the purpose of satisfaction of degree requirements and is not applicable to the degree.

Learning Outcomes
Students will be able to:

- Develop an understanding of key hospitality operational performance metrics found in the hospitality industry and apply them to various service delivery and financial return components.
- Apply hospitality principles of service leadership and innovation in the guest experience through a conceptual understanding of operational policies/procedures, financial benchmarks, and service delivery.
- Evaluate and comprehend hospitality technology systems and articulate complex service system framework and financial data collection processes commonly used in the industry.
- Acquire business, employee relations and hospitality specific skills that are broad, deep and necessary to fulfill their professional goals.

Degree Requirements

Course Requirements
Students complete the MS in Hospitality Leadership and Operational Performance by taking the following 12 courses for a total of 48 credits: