

KINGSBOROUGH COMMUNITY COLLEGE
The City University of New York

CURRICULUM TRANSMITTAL COVER PAGE

Department: Tourism + Hospitality Date: 9/15/16

Title Of Course Or Degree: Tourism + Hospitality, TAH500

Change(s) Initiated: (Please check)

- | | |
|---------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Closing of Degree | <input type="checkbox"/> Change in Degree or Certificate Requirements |
| <input type="checkbox"/> Closing of Certificate | <input type="checkbox"/> Change in Degree Requirements (adding concentration) |
| <input type="checkbox"/> New Certificate Proposal | <input checked="" type="checkbox"/> Change in Pre/Co-Requisite |
| <input type="checkbox"/> New Degree Proposal | <input type="checkbox"/> Change in Course Designation |
| <input type="checkbox"/> New Course | <input type="checkbox"/> Change in Course Description |
| <input type="checkbox"/> New 82 Course | <input type="checkbox"/> Change in Course Title, Numbers Credit and/or Hour |
| <input type="checkbox"/> Deletion of Course | <input type="checkbox"/> Change in Academic Policy |
| | <input type="checkbox"/> Pathways Submission: |
| | <input type="checkbox"/> Life and Physical Science |
| | <input type="checkbox"/> Math and Quantitative Reasoning |
| | <input type="checkbox"/> A. World Cultures and Global Issues |
| | <input type="checkbox"/> B. U.S. Experience in its Diversity |
| | <input type="checkbox"/> C. Creative Expression |
| | <input type="checkbox"/> D. Individual and Society |
| | <input type="checkbox"/> E. Scientific World |

Other (please describe): _____

PLEASE ATTACH MATERIAL TO ILLUSTRATE AND EXPLAIN ALL CHANGES

DEPARTMENTAL ACTION

Action by Department and/or Departmental Committee, if required:

Date Approved: 9/15/16 Signature, Committee Chairperson: ABongal

I have reviewed the attached material/proposal

Signature, Department Chairperson: ABongal

From:

TAH 500 – LABOR RELATIONS AND CUSTOMER SERVICE PRACTICES (3 crs. 3 hrs.) Labor and training topics within tourism and hospitality organizations. Terminology and best practices of the industry are explored. Relationship between employee and customer, and employee and management are examined. A survey of customer service techniques common to the industry is conducted.

Pre/Corequisite: TAH 100

To:

TAH 500 – LABOR RELATIONS AND CUSTOMER SERVICE PRACTICES (3 crs. 3 hrs.) Labor and training topics within tourism and hospitality organizations. Terminology and best practices of the industry are explored. Relationship between employee and customer, and employee and management are examined. A survey of customer service techniques common to the industry is conducted.

Pre/Corequisite: TAH 100 *OR* BA 1100

Rationale:

Currently, TAH 500 only has a pre/co-requisite of TAH 100. We would like to change the pre/co-requisite to TAH 100 *OR* BA 1100 for TAH 500. Expanding the prerequisite to include BA 1100 will allow Business Administration majors to take TAH 500 as an elective option within their major.