M.S. in Hospitality

Learning Outcomes

Graduates will:

- 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.

- Be able to 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.

- Have the ability to 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.