

# Management

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## Management Degrees and Certificates

### Management: Academic Subject Certificate

#### Description

The Academic Subject Certificate in Management will provide students with an opportunity to focus their elective studies on acquiring managerial skills. Students interested in exploring management as a possible major at a four-year institution can take these courses while earning their AA degree. Students also will have the opportunity to show potential employers they have basic management skills, improving their chances of moving into supervisory positions. Students holding this certificate will also be able to present themselves as receiving specialized training in management, which will enhance their employment potential and admission into four-year business programs.

#### Program Learning Outcomes

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

- Handle general business operations that require basic math and computer skills.
- Communicate effectively with customers and co-workers in an organizational setting.
- Carry out basic management, accounting and marketing functions in a workplace environment.
- Understand how to train, motivate, and supervise employees/associates to attain the goals of a business.
- Establish and promote a collaborative work environment.
- Work within the ethical, legal, and regulatory parameters on the industry.
- Calculate, compile, and analyze financial records to make prudent business decisions.
- Select, utilize and integrate appropriate current and emerging technologies to support business functions.
- Use verbal, non-verbal, and written communication skill effectively in the business context.
- Interact with internal and external customers in ways that effectively support the work to be accomplished and customer satisfaction.
- Exhibit work behaviors that maximize the opportunity for continued employment and growth within an organization.
- Assist in the design, implementation and continuous assessment of business strategies based on consumer needs and market changes.

#### Required Courses

Item #	Title	Credits
MGT 121	Service Excellence	3

BUS 120	Principles of Business	3
	ACC 124, ACC 201 (Options)	3
	BUS 101, ICS 100, ICS 101 (Options)	3 - 6
MGT 120	Principles of Management	3
MGT 122	Human Relations in Management	3
	Sub-Total Credits	18-21

<b>Total credits:</b>		<b>18-21</b>
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## Management: Associate in Science

### Description

The Associate in Science degree in Management is designed primarily to prepare students for future managerial positions and provides continuing education for current managers.

### Program Learning Outcomes

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

- Apply general business operations that require basic math and computer skills.
- Communicate effectively with customers and co-workers in an organizational setting.
- Carry out basic management, accounting and marketing functions in a workplace environment.
- Demonstrate knowledge of training, motivating, and supervising employees/associates to attain the goals of a business.
- Establish and promote a collaborative work environment.
- Identify the ethical, legal, and regulatory parameters on the industry.
- Calculate, compile, and analyze financial records to make correct business decisions.
- Select, utilize and integrate appropriate current and emerging technologies to support business functions.
- Use verbal, non-verbal, and written communication skill effectively in the business context.
- Describe positive interaction strategies that effectively support the work to be accomplished and customer satisfaction with internal and external customers.
- Describe work behaviors that maximize the opportunity continued employment and growth within an organization.
- Outline key components of the design, implementation and continuous assessment of business strategies based on consumer needs and market changes.

### Contact Information

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### First Semester Requirements

Item #	Title	Credits
ENG 100	Composition I	3
MGT 121	Service Excellence	3
BUS 120	Principles of Business	3
	SP 151 or SP 251	3
	BUS 101 or ICS 101	3

Sub-Total Credits	15
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### Second Semester Requirements

Item #	Title	Credits
MKT 120	Marketing in a Global Economy	3
MGT 124	Human Resource Management	3
	BUS 250 or BUSN 188 or MATH 103 or MATH 115 or higher	3
	ENG 209 OR BUSN 242	3
	Special Electives (AS-MGMT-E2020)	3
	Sub-Total Credits	15

### Third Semester Requirements

Item #	Title	Credits
MGT 120	Principles of Management	3
MGT 122	Human Relations in Management	3
	ACC 124, ACC 201 (Options)	3
	Special Electives (AS-MGMT-E2020)	3
	GE NS Elective (AS-MGMT-E2020)	3
	Sub-Total Credits	15

### Fourth Semester Requirements

Item #	Title	Credits
	ECON 131, ECON 130, ECON 120 (Options)	3
	GE A&H Elective (AS-MGMT-E2020)	3
	Special Electives (AS-MGMT-E2020)	3
	Special Electives (AS-MGMT-E2020)	3
MGT 200	Integrated Topics in Management	3
	Sub-Total Credits	15

<b>Total credits:</b>	<b>60</b>
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## Management: Business Essentials

### Description

Focuses on developing interpersonal communication skills between management and employees and selecting and utilizing word processing, spreadsheet, and presentation software. One of the three required certificates endorsed by the Western Association of Food Chains (WAFC) for its Retail Management Certificate.

### Program Learning Outcomes

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

- Handle general business operations that require computer skills.
- Communicate effectively with customers and coworkers in a workplace setting.

### Required Courses

Item #	Title	Credits
MGT 122	Human Relations in Management	3
	BUS 101, ICS 100, ICS 101 (Options)	3 - 6
	Sub-Total Credits	6-9
<b>Total credits:</b>		<b>6-9</b>

## Management: Business Foundations

### Description

The Business Technology Division offers this program to provide the most critical skills demanded by businesses: customer service, interpersonal skills, and communication. The certificate offers training opportunities for business and students who are currently working in industry as well as for those who wish to apply their skills in immediate employment while pursuing additional college study.

### Program Learning Outcomes

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

- Evaluate and apply decision-making components for successful problem-solving in a workplace to satisfy customer (internal and external) needs.
- Analyze business situations and prescribe appropriate solutions to resolve conflicts.
- Evaluate life-long learning resources available and determine appropriate times to use them.
- Model professional behavior acceptable in a business setting.
- Provide exceptional customer service to attract new customers, retain current customers, and ensure loyal customers.

### Required Courses

Item #	Title	Credits
MGT 121	Service Excellence	3
BUSN 164	Career Success	3
	Sub-Total Credits	6

	<b>Total credits:</b>	<b>6</b>
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## Management: Certificate of Achievement

### Description

The Management Certificate of Achievement will provide students with a "stepping-stone" approach toward their AS in Management degree. The Western Association of Food Chains (WAFC), a non-profit association dedicated to the support of education programs for the food industry, has endorsed completion of this certificate for their program and will be providing scholarships and the WAFC Retail Management certificate to those students who are employed by member organizations and complete this certificate.

### Program Learning Outcomes

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

- Apply basic math and computer skills to solve general business operations issues.
- Communicate effectively with internal and external customers in a workplace setting.
- Analyze management situations to determine the most appropriate management, accounting, and marketing strategies to use.
- Apply strategies to train, motivate, and supervise employees to attain the goals of a business.

### Required Courses

Item #	Title	Credits
MGT 120	Principles of Management	3
MGT 122	Human Relations in Management	3
MGT 124	Human Resource Management	3
MKT 120	Marketing in a Global Economy	3
	ACC 124, ACC 201 (Options)	3
	BUS 101, ICS 100, ICS 101 (Options)	3 - 6
	ENG 100, ENG 209 (Options)	3
	MKT 130 or MGT 121	
	Sub-Total Credits	21-24

	<b>Total credits:</b>	<b>21-24</b>
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## Management: Hospitality & Tourism

### Description

The Hospitality & Tourism Certificate of Competence is designed for those who seek to achieve basic skills and knowledge that will prepare them to find employment in various segments of the hospitality and travel industry, with a focus on lodging. Students selecting the Certificate may have background experience in the field or be seeking a career area. The courses required in the Certificate are applicable to the AS degree in Management.

### Program Learning Outcomes

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

- Assess situations and apply the concepts of hospitality business management to select the best solutions within a hotel and lodging establishment.
- Produce and present effective written and oral communication for the hospitality industry.
- Analyze and articulate perspectives on the travel industry, including the impact local and international events have on industry trends.

### Required Courses

Item #	Title	Credits
MGT 121	Service Excellence	3
	MGT Foreign Language Elective	3 - 4
HOST 101	Introduction to Hospitality and Tourism	3
HOST 152	Front Office Operations	3
HOST 154	Food and Beverage Operations	3
	Sub-Total Credits	15-16
<b>Total credits:</b>		<b>15-16</b>



## Management: Management Essentials

### Description

The Management Essentials Program provides students with management skills and knowledge necessary to advance to various levels of administrative and supervisory positions.

### Program Learning Outcomes

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

- Use computer and other office technology tools to fulfill administrative and supervisory responsibilities.
- Demonstrate positive interpersonal interactions to create and maintain a well-managed medical office or health care unit.
- Communicate effectively in a workplace setting.

### Required Courses

Item #	Title	Credits
MGT 121	Service Excellence	3
BUSN 188	Business Calculations	3
ENG 100	Composition I	3
ENG 209	Business Writing	3
	BUS 101, ICS 100, ICS 101 (Options)	3 - 6
	Sub-Total Credits	15-18
	<b>Total credits:</b>	<b>15-18</b>

## Management: Management Foundations

### Description

Provides insight to practical applications of managerial functions, theories and structures; introduction to accounting theory, and marketing fundamentals. One of the three required certificates endorsed by the Western Association of Food Chains (WAFC) for its Retail Management Certificate.

### Program Learning Outcomes

Upon successful completion of this program, students will be able to:

- Carry out basic management, accounting and marketing functions.

### Required Courses

Item #	Title	Credits
MGT 120	Principles of Management	3
MKT 120	Marketing in a Global Economy	3
MGT 124	Human Resource Management	3
	Sub-Total Credits	9
	<b>Total credits:</b>	<b>9</b>

## Management: Travel Industry Management

### Description

The Academic Subject Certificate in Travel Industry Management is designed to provide a strong foundation for students who plan to earn a bachelor's degree in Travel Industry Management. The Certificate also provides work place business knowledge and skills that may aid students in finding entry-level jobs.

Students planning to transfer to bachelor's degree program in Travel Industry Management should obtain the applicable program requirements sheet for the college or university to which they intend to transfer and see a counselor for academic advising.

### Program Learning Outcomes

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

- Communicate orally, and in writing, at levels that would help students succeed in bachelor's degree travel industry management programs.
- Apply basic computer skills to create documents and produce information to assist with problem solving within the travel industry.
- Utilize logical and analytical problem solving skills to succeed in bachelor's-level travel industry management programs.

### Contact Information

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### Required Courses

Item #	Title	Credits
ENG 100	Composition I	3
	BUS 250 OR MATH 203 OR MATH 241 or higher	3 - 4
	SP 151 or SP 251	3
ECON 130	Principles of Microeconomics	3
HOST 101	Introduction to Hospitality and Tourism	3
	BUS 101 or ICS 101	3
	ACC 124, ACC 125, and ACC 202 OR ACC 201 and ACC 202	6 - 9
	Sub-Total Credits	24-28

**Total credits:**

**24-28**