

GRADUATE PROFILE FOR THE BACHELOR OF INTERNATIONAL HOSPITALITY MANAGEMENT

A graduate of the **Bachelor of International Hospitality Management** will be able to:

- a) Critically analyse and evaluate information from multiple sources to generate insights and inform decision-making. (*Inquiry, Research & Creativity*)
- b) Apply independent reasoning and reflective thinking skills to advance understanding and development. (*Personal & Intellectual Autonomy*)
- c) Demonstrate knowledge of key issues facing hospitality organisations in relation to sustainability and society. (*Knowledge/Understanding*)
- d) Apply skills and techniques to create hospitality experiences and manage hospitality organisations. (*Skills & Application*)
- e) Effectively collaborate within diverse teams and groups to produce and hospitable outcomes. (*Skills & Application*)
- f) Demonstrate an understanding of Te Tiriti o Waitangi principles and their relationship with hospitable practice. (*Knowledge & Understanding; Ethical & Professional Dispositions*)
- g) Demonstrate an understanding of equity, hospitality ethics, professional practice and social responsibility. (*Ethical & Professional Dispositions*)
- h) Communicate professionally and effectively using a range of methods appropriate to a variety of contexts and audiences. (*Communication*)
- i) Plan, implement and complete an applied project. (*Skills & Application; Inquiry, Research & Creativity*)

In addition to achieving the broader outcomes of the **Bachelor International Hospitality Management**, a graduate of the **Hospitality Management major** will be able to:

- a. Interpret financial information for decision making within the hospitality industry. (*Knowledge & Understanding; Skills & Application*)
- b. Align food and beverage operations with organisational goals and apply skills and techniques to manage costs while creating quality customer experiences. (*Knowledge & Understanding; Skills & Application*)
- c. Understand and apply principles of marketing for the development of hospitality products and services. (*Knowledge & Understanding; Skills & Application*)
- d. Demonstrate future orientated thinking to formulate strategic decisions that are in line with the organisational purpose and promote sustainability. (*Knowledge & Understanding; Ethical & Professional Dispositions*)

- e. Develop functioning teams to support the achievement of departmental and organisational objectives. (*Personal & Intellectual Autonomy; Skills & Application; Ethical & Professional Dispositions*)

In addition to achieving the broader outcomes of the **Bachelor of International Hospitality Management**, a graduate of the **Hospitality Enterprise major** will be able to:

- a. Demonstrate an understanding of theoretical and practical dynamics of hospitality leadership (*Personal & Intellectual Autonomy; Knowledge & Understanding; Ethical & Professional Dispositions*)
- b. Apply a human-centred approach to service design to create employee and customer satisfaction and experiences (*Knowledge & Understanding; Ethical & Professional Dispositions*)
- c. Align principles of human behaviour in organisations with a best practice approach to manage diverse individuals and teams (*Knowledge & Understanding; Ethical & Professional Dispositions; Communication*)
- d. Apply principles of innovation and change to enhance stakeholder outcomes (*Inquiry, Research & Creativity; Ethical & Professional Dispositions*)
- e. Analyse and interpreted customer feedback and service reports to enhance guest experience (*Knowledge & Understanding*)