M.S. Degree Contacts:

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Web Sites:
University of New Orleans: www.uno.edu
College of Business: http://www.business.uno.edu/
Kabacoff School of HRT: http://www.uno.edu/coba/hrt/index.aspx

THE UNIVERSITY

The University of New Orleans, a member of the Louisiana State University System, is located on the southern shore of Lake Pontchartrain in an attractive residential area that is convenient to the financial, commercial, and port sections of the City of New Orleans. The tract of lakefront property upon which the University is situated is among some of the most scenic and valuable real estate in New Orleans. Adding to the modern academic environment of the University are the educational, cultural, business, and recreational opportunities, which abound in New Orleans.

The University of New Orleans maintains high standards of academic excellence. Both the undergraduate and graduate programs in business fields are accredited by the American Assembly of Collegiate Schools of Business (AACSB).

The University operates three sessions per year (beginning in August, January, and June). The Fall and Spring Semesters meet for approximately 14 weeks; the summer semester for approximately 7 weeks. Occasionally, courses are offered in “mini-sessions” between the Spring and Summer sessions.

COLLEGE OF BUSINESS MISSION STATEMENT

In support of the University of New Orleans’s mission, the College of Business will provide high quality undergraduate and graduate business education, intellectual contributions, and related services that are valued by and will continuously improve the local, regional, and global communities of our stakeholders.
ABOUT THE M.S. PROGRAM

The Master of Science in Hospitality and Tourism Management program is an advanced degree program to better prepare future leaders in the hospitality and tourism industry. It is designed to enhance students' knowledge of the industries that operate under the rubric of global tourism; widen their horizons in regard to unresolved issues in the field; and further develop their analytical abilities and communication skills.

The program prepares students for professional careers in both the private and public sectors of global hospitality and tourism and it also serves as a foundation for more advanced studies.

Students are provided a broad preparation in the important operational aspects of the organizations that comprise the hospitality and tourism industries. Emphasis is placed on the development of problem solving and decision-making abilities as well as the acquisition of basic research skills.

The program will be designed to satisfy the needs of students with undergraduate degrees in any field who want to be better prepared for careers in hospitality and tourism.

For those with degrees other than hospitality and tourism or business administration, a series of foundation courses or their equivalents must be completed before courses for graduate credit can be taken. All, or a part, of the foundation-core course requirements may be fulfilled by courses taken at universities other than the University of New Orleans. Students with undergraduate degrees in hospitality and tourism or business usually have satisfied all, or most, of the foundation course requirements. Also, students may pursue the M.S. Degree on either a full-time basis or a part-time basis.

The entire program can be taken in the evening.

ADMISSION REQUIREMENTS

Admission to the M.S. Program is at the discretion of the College of Business Administration’s Committee on Graduate Admissions and the Dean of the Graduate School. Applicants are normally admitted if they have:

- a baccalaureate degree from an accredited university or equivalent,
- a minimum undergraduate grade point average of 2.5,
- a score of 400 or above on the GMAT.

The GRE may be substituted for the GMAT.

GRE scores of 146 on the verbal section and 140 on the quantitative section are required.

In addition, applicants must have maintained at least a 3.0 GPA (4.0 system) for all graduate work previously taken.

If your education was completed outside of the U.S. or another recognized English-speaking country, you will need to provide proof of English proficiency. The following are measures of English proficiency currently accepted by the Graduate School:

TOEFL: Internet-based test score of 79 total or Computer-based test score of 550 http://www.ets.org/toefl/

IELTS: overall band score of 6.5 http://www.ielts.org/test_takers_information.aspx

PTE: Academic score of 58 http://pearsonpte.com/test-takers/test/

Satisfactory completion of the Intensive English Language Program at UNO http://ielp.uno.edu/

APPLICATIONS FOR GMAT/TOEFL

Call the following numbers or visit the websites for testing information. It is suggested that students familiarize themselves with the tests and prepare adequately before attempting them.

TESTING INFORMATION:

GMAT (call 1-800-GMAT-NOW) - www.mba.com/
APPLICATIONS FOR ADMISSION

Application forms for admissions are available at the Graduate School, Office of Admissions and the College of Business Administration. Graduate Program applications, instructions, deadlines and fees can be obtained at:
http://admissions.uno.edu/

For International students instructions, information, and applications for Undergraduate and Graduate Programs can be obtained at:
http://www.uno.edu/admissions/international/index.aspx

TUITION AND FEES

You can contact us anytime by mail, email or telephone or you can go to the UNO website for any financial information at:
http://www.uno.edu/bursar/TuitionFees/index.aspx

SCHOLARSHIPS

The Kabacoff School offers merit and need based scholarships for qualified applicants who are admitted to the University. Refer to the UNO Graduate School website for scholarships.
http://www.uno.edu/grad/financing-your-education/index.aspx

GRADUATE ASSISTANTSHIPS

A limited number of research assistantships are awarded on a competitive basis to graduate students with outstanding academic credentials. These assistantships involve 20 hours of work per week in the Kabacoff School. Assistantships become available each term as holders of assistantships graduate.

Graduate assistants normally are allowed to enroll in a maximum of twelve semester hours of courses during a Fall or a Spring term. Assistantships usually pay for tuition fees and a small stipend. However, assistantships do not cover the complete cost of attending the University of New Orleans and supplementary funds are necessary. Often Assistantships are not available until after the first semester of study. Applications should be made directly to the College of Business Administration, prior to March 15 for the following Fall semester or at least three months prior to the semester for which you are applying.

FINANCIAL AID

Information regarding other forms of financial aid, particularly student loans, are available from the Student Financial Aid Office, Administration Building, Room 1005, University of New Orleans, LA 70148 or at:
http://www.uno.edu/finaid/

HOUSING

The University of New Orleans operates dormitory facilities for single students who wish to reside on campus and also provides a limited number of married student apartments. Requests for information regarding campus housing should be sent to: Management of Student Housing, University of New Orleans, New Orleans, LA 70148 or visit:
http://housing.uno.edu/

GRADUATE CATALOG AND SCHEDULES

For current Schedule Bulletin of classes and other pertinent information, please contact our website:
http://registrar.uno.edu/bulletin/

For a UNO Catalog that provides full details pertaining to the M.S. Program and the UNO Graduate School, and a description of all courses that can be applied toward the Graduate Curriculum in the M.S go to:
http://www.uno.edu/registrar/catalog/

You can also visit the new student checklist at the following link:
http://www.uno.edu/grad/admitted-students.aspx

FACULTY

The Kabacoff School has a well-qualified and diverse faculty. All of them have worked in the hospitality and tourism industry and are able to bring classes to life with real world experiences. In addition, all full time faculty have their terminal degrees (Ph.D) thus making them both academically and professionally qualified. Faculty have work experience not only in the United States but in many areas of the world including Egypt, India, France, Switzerland and the Virgin Islands among others. For a profile of our faculty visit:
http://www.uno.edu/coba/hrt/faculty.aspx
M.S. Program consists of a minimum of 11 courses and a total of 30 credit hours. The thesis option will require an additional nine credit hours.

COURSES

(....) indicates semester(s) when course is offered

HRT 6001 Survey of the Hospitality and Tourism Industry (Fall, Spring)
This course examines the areas of critical importance in the hotel, restaurant, and tourism industries. Students will be presented with a global knowledge of the industry, individual organizations, and current management trends and issues through the use of case studies. The management of hospitality organizations will be discussed in the context of various management related problems. (3 credits)

HRT 6102 Technology for Hospitality and Tourism Management (Summer)
This course is designed to investigate and present topics, trends, and issues of using technology in the hospitality and tourism industry. The course will focus on technology to manage information and examine the Internet as a management and marketing tool. This is a particularly dynamic area, crucial for the future success of managers, and it will feature presentations and interactions with industry professionals. (3 credits)

HRT 6200 Hospitality and Tourism Operations Analysis (Fall)
Qualitative and quantitative analysis of management/operational problems specific to the hospitality and tourism industry will be used to synthesize knowledge with the more advanced and unique aspects of hospitality/tourism operations. Management theories, marketing principles, financial concepts, and advanced analytical techniques are applied to the hospitality and tourism industry. Readings and case analysis are used to illuminate the diverse segments of the industry. (3 credits)

HRT 6202 - Hospitality and Tourism Research Methods (Spring)
This course is designed to introduce students to the research function using both descriptive and inferential statistics. This course will aid students in understanding the role of information in decision-making and in learning the techniques involved in acquiring information. Students will learn the research process and be able to evaluate the appropriateness of research methodology. (3 credits)

HRT 6203 - Marketing Applications for the Hospitality and Tourism Industry (Spring)
This course is designed as an application of the fundamentals of marketing in hospitality and tourism. It involves understanding that the world around us alters the decisions we make about our product/service, price, distribution, and communications. Emphasis will be on strategic marketing and the development of marketing plans. (3 credits)

HRT 6204 Hospitality and Tourism Internship (All)
This is a supervised internship within the hospitality and tourism industry. This course allows students to undertake experiential learning by working with the sponsoring hospitality or tourism organization to critically examine a major aspect of their operation. (3 credits)

HRT 6205 - Change Management for Hospitality and Tourism (Spring)
This course examines the critical area of change management in a service quality environment. It discusses the components of leadership, change management, and human resource management that have increasingly become recognized as the main drivers of success for all hospitality and tourism organizations. The course sets these components within the quality improvement framework. It further examines the development of the quality movement and the issues of measuring quality within the hospitality and tourism context. (3 credits)

HRT 6207 Work Experience (All)
This course consists of 400 hours of work experience approved in advance by the Graduate Coordinator of the Master of Science program. Formal enrollment must take place no later than the second semester of enrollment in the graduate program. The required hours must be completed over the remaining semesters that the student is enrolled prior to graduation. The Graduate Coordinator can waive the requirement for this work experience for students with significant hospitality work experience. (0 credits)
**HRT 6250 Tourism Destination Development (Summer)**
Planning, development, and marketing of tourism at the destination level, from small communities to cities, regions, or countries. Approaches and guidelines for the integrated and sustainable development of tourism that is coherent with community needs, and for the marketing of tourism destination. The social, environmental, and economic costs and benefits of tourism with their implications for planning and management. This course will require an active participation of the students through the presentation of cases, and the elaboration of tourism development and marketing plans. (3 credits)

**HRT 6300 - Hospitality and Tourism Finance and Revenue Management (Fall)**
This course examines the critical areas of financial management and revenue maximization as applied to the hospitality and tourism industry. Course topics include interpretation and analysis of financial statements, forecasting, budget preparation and analysis, and applications of Cost-Volume-Profit and Yield Management models. Emphasis will be placed upon the integration of financial management with revenue maximization. (3 credits)

**HRT 6301 Hospitality and Tourism Industry Strategic Management (Fall)**
Concepts and formulation of business strategy are analyzed and determined in the framework of the total business environment. Roles and actions of top management and supervisory personnel in developing and implementing policy and strategy are examined in the highly competitive settings of the hospitality and tourism industry. Case studies are utilized to solve problems in the classroom. This course should be taken in the final semester of study and it will draw extensively upon the knowledge and skills acquired throughout the program. Open to M.S. in Hospitality and Tourism Management students only. (3 credits)

**HRT 6491 Independent Study in Hospitality and Tourism Management (Any)**
Prerequisite: consent of department. Readings, weekly or biweekly reports, conferences, and a research paper under the direction of a graduate faculty member are required. (3 credits)

**HRT 6495 Special Topics in Hospitality and Tourism**
An intensive study of selected special topics in hospitality and tourism management. Topics will vary based on contemporary needs as dictated by the discipline as well as the interests of the students and the instructor. (3 credits)

**HRT 7000 Thesis Research (Taken over two semesters)**
Offered each semester. Prerequisite: HRT 6202 and written permission of the department. Students must register for 6 credits of thesis in two sequential semesters. This course must be completed in the last semester of study.

**HRT 7040 Examination or Thesis Only**
Open to students in a thesis program who have only (other than application for degree) the final typing and acceptance by the Graduate School of their thesis or to students in a non-thesis program who have only (other than application for degree) to pass the final examination to complete graduation requirements. (0 credits)

**SPECIAL NOTES:**
1. A grade of C or higher is necessary for any course to be accepted for credit. A C grade is considered below the standard normally expected of a graduate student. The following academic standards apply to course work taken after admission to the Graduate School: a student should maintain a cumulative average of 3.0 in graduate-level work, and at 2.0 in foundation work. A student’s failure to maintain a cumulative average of 3.0 on all graduate-level courses will result in a probationary status. In some probationary cases, a student may be “dropped for failure,” and be required to stay out a major semester (Fall or Spring).

2. As a minimum, a student must present at least 30 semester hours of graduate-level work in courses numbered 6000-level or above. Foundation-core, 4400-level courses do not count for graduate credit. Student must have a cumulative GPA of at least 3.0 on all course work taken to fulfill Graduate Curriculum requirements.
UNIVERSITY OF NEW ORLEANS
MASTER OF SCIENCE IN HOSPITALITY AND TOURISM
MANAGEMENT CURRICULUM

HRT 6001 Survey of the Hospitality and Tourism Industry
HRT 6200 Hospitality and Tourism Operations Analysis
HRT 6202 Hospitality and Tourism Research Methods
HRT 6203 Marketing Applications for the Hospitality and Tourism Industry
HRT 6204 Hospitality and Tourism Internship
HRT 6205 Change Management for Hospitality and Tourism
HRT 6207 Work Experience in Hospitality and Tourism (0 credits)
HRT 6250 Tourism Destination Development
HRT 6300 Hospitality and Tourism Finance and Revenue Management
HRT 6301 Hospitality and Tourism Industry Strategic Management *
HRT 6491 Independent Study in Hospitality and Tourism Management
Or HRT 6102 Technology for Hospitality and Tourism Management
Or HRT 6495 Special Topics in Hospitality and Tourism

Or HRT 7000 Thesis Research (6 credits)**
And Research Methods and Statistics (6 credits)

*HRT 6301 must be taken in one of the last two semesters of study.
**HRT 7000 may only be taken in the final two semesters of study and with approval of the department (three credits in each semester). The written approval form must be completed prior to registration for the first of the two semesters.

Notes:
1) Students choosing the non-thesis option will need a minimum of 30 credit hours to complete the course requirements for the program. Students choosing the thesis option are required to take HRT 7000 (6 credit hours). In addition, students will also need six credits of Statistics/Research Methods for a minimum of 39 credit hours to complete the course requirements for the thesis option.

2) Students without Hospitality and Tourism or Business related undergraduate or graduate degrees will be required to take 9 credit hours of M.S. foundation courses. These are FIN 4400 Principles of Financial Management; MKT 4400 Principles of Marketing; and ACCT 4400 Survey of Financial Accounting.
Students without a Hospitality and Tourism or Business related undergraduate degree or without business experience may be required to take 9 credit hours of M.S. foundation courses. These are FIN 4400 Principles of Financial Management; MKT 4400 Principles of Marketing; ACCT 4400 Survey of Financial Accounting.

**ACCT 4400: Survey of Financial Accounting**

3 credit hours

A user-oriented approach to the fundamentals of financial accounting. Emphasis will be placed on the interpretation of financial information and on the measurement of product costs, as well as the consequences of business decisions. Not open to College of Business undergraduate majors or to graduate Accounting students. This course may not be taken for graduate credit, and it is advisable to take ACCT 4400 before enrolling in FIN 4400.

**FIN 4400: Principles of Financial Mgmt**

3 credit hours

This course introduces students to investment, financing and dividend decisions of business firms, and includes financial decision-making management skills. Not open to business undergraduate majors and not for graduate credit.

NOTE: ACCT 4400 should be taken before FIN 4400

**MKT 4400: Principles of Marketing**

3 credit hours

This course is designed to prepare students without undergraduate business degrees with the skills, knowledge, and vocabulary necessary to successfully enter the M.S. Program. The course consists of the principles of marketing and marketing management skills and takes an application approach to the development of marketing skills and knowledge. Not open to undergraduate business majors and not for graduate credit.

**INTENSIVE ENGLISH LANGUAGE PROGRAM**

The University of New Orleans offers an Intensive English Language Program to improve the English skills of non-native speakers and to introduce them to American culture in preparation for study at a college or university in the United States. For more information contact:

Intensive English Language Program
Metropolitan College
University of New Orleans
New Orleans, LA 70148
Phone: 504-280-5530
Fax: 504-280-7317

[http://ielp.uno.edu/](http://ielp.uno.edu/)