



Alfred Lerner College
of Business & Economics

DEPARTMENT OF HOTEL, RESTAURANT
& INSTITUTIONAL MANAGEMENT

Hotel, Restaurant and Institutional Management HRIM Advisement Handbook 2015-2016



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**Department of
Hotel, Restaurant & Institutional Management
Hotel, Restaurant & Institutional Management Major
Advisement Handbook**

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Hotel, Restaurant & Institutional Management Department

Faculty and Professional Staff

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Dear Future Hospitality Professional:

The HRIM faculty and staff welcome you to the Hotel, Restaurant and Institutional Management (HRIM) major at the University of Delaware. We are committed to providing you with the tools and guidance that will enable you to get the most from your college experience. Our HRIM program has a renowned faculty, a staff that is dedicated to student development and some of the best hospitality training facilities in the world. Furthermore, the undergraduate enrollment is capped at one-hundred students per graduating class assuring that every student gets integrated into these training facilities in a meaningful way. As we like to say, ***HRIM is large enough to lead, small enough to care.***

You have an exciting educational opportunity before you. This is especially true when the assets of the HRIM program are combined with the University's wide range of academic, cultural, athletic and social opportunities, along with its beautiful campus and diverse student body. While academics should be a top priority, I encourage you to take full advantage of the developmental opportunities available to you. These include study abroad programs and student club activities.

In addition to welcoming you into our community of scholars, I want to outline some of the expectations we have of our students in regards to professionalism and laboratory supplies. It is our position that your career starts the day you begin the HRIM program, not at graduation. As an HRIM student you will regularly have contact with industry professionals in the classroom, on field trips and at industry events. **We require our students to be professionally dressed and groomed during field trips, industry events and when we host guest speakers.** The exact specifications of our dress code are included in this handbook so that there is no confusion as to what constitutes professional dress and grooming.

This dress code is not meant to impinge on anyone's personal sense of style. Rather, it is to assist you in succeeding in a competitive business where first impressions are so important. The adage that you never get a second chance to make a first impression is undeniable. Research has revealed that men and women who wear tailored, conservative suits of natural fabrics, leather shoes and belts and silk ties (for men) are perceived as brighter and more capable. We want to prepare you to distinguish yourself through your professionalism as well as through your academic achievement.

There are also specific uniforms and supplies required for our laboratory experiences in the Vita Nova Restaurant and the Courtyard Newark at the University of Delaware Hotel. The specifications for these uniforms and supplies are also outlined in this handbook. To be certain that you understand and agree to meet these special requirements of the HRIM program, we ask that you read and sign the *Statement of Understanding* that follows this letter.

This is the beginning of what should be a wonderful and challenging experience. The faculty and staff at the Department of Hotel, Restaurant and Institutional Management are available to assist you. Please take the time to get to know your instructors, advisor and classmates. Get involved in the HRIM student clubs and other campus activities.

Our faculty and staff welcome you to the Department of Hotel, Restaurant and Institutional Management at the University of Delaware!

Sincerely,

A handwritten signature in black ink that reads "Sheryl Kline". The signature is written in a cursive, flowing style.

Sheryl Fried Kline, Ph.D.

Chair



**Alfred Lerner College
of Business & Economics**

DEPARTMENT OF HOTEL, RESTAURANT
& INSTITUTIONAL MANAGEMENT

Statement of Understanding

I understand the Department of Hotel, Restaurant and Institutional Management's requirements for Professional Appearance. I understand that I will be required to observe the requirements when traveling on school field trips, attending classes during a speaker's visit, participating in activities or representing the program. I understand that failure to follow these requirements will result in my not being able to participate in these activities. Also, I understand that my inability to participate may jeopardize my academic success and continuation in the program.

I understand that I will need to make arrangements for transportation to program sponsored activities and events.

Signature

Print Name Clearly

Date

Cell Phone

PROFESSIONAL APPEARANCE and HRIM CODE OF CONDUCT

Students are required to dress professionally and be professionally groomed whenever traveling on school field trips, attending class during a speaker's visit, participating in activities or practicum experiences and when representing the HRIM program. You will not be permitted to go on field trips or attend class sessions with industry speakers if you are not professionally dressed.

Requirements for Professional Appearance

Gentlemen

- Gold name badge
- Business suit (pants and jacket of same material and color)
- Tie
- Pressed dress shirt
- Undergarments should not show through shirt
- Polished closed toe dress shoes with socks (no sneakers, sandals, etc.)
- Short hair, neatly groomed and above the collar, is preferred. Long hair is discouraged and must be neatly groomed and pulled back.
- Earrings and other visible body piercings and tattoos are not permitted.
- No more than one ring per hand.
- Clean-shaven just prior to class is strongly preferred. Side burns cannot extend below the earlobe and the width no more than one-half inch. Beards, mustaches and goatees are not acceptable.

Women

- Gold name badge
- Business suit (no exposed mid-drifts or mini skirts allowed) skirts should be at least to the top of the knee.
- Undergarments should not show through collared shirt/blouse
- Stockings
- Polished closed toe dress shoes (no sneakers, sandals, top-siders or boots)
- Long hair must be neatly groomed and pulled back.
- Only one earring per ear (small) and no visible body piercing or tattoos.
- No more than one ring per hand.

Requirements for Dress & Grooming in Vita Nova:

Kitchen

- **Clean** and **pressed** black and white (or blue and white) checked chef's pants
- **Clean** and **pressed** all white chef's jacket with all buttons (no colored trim or cuffs)
- White, **non-printed** tee shirt under chef's jacket
- Black oxford-style, certified non-slip safety shoes (**NO** sneakers)
- White cotton socks
- Apron (HRIM to supply)
- HRIM name badge (HRIM to supply)
- Chef Hat (HRIM to supply)
- *** Black pants are **NOT** acceptable in the kitchen.

Dining Room

- **Clean** and **pressed** white uniform, collar-down tuxedo shirt – **must** be purchased from Formal Affairs located on Main Street. Undergarments should **not** show through shirt.
- White **non-printed** T-shirt (under tuxedo shirt)
- **Clean** and **pressed** black dress pants (**NO** jeans) – **must** be purchased from Formal Affairs on Main Street.
- Black oxford-style, certified non-slip safety shoes that can be polished to a shine (**NO** sneakers)
- Black dress socks (**No** white socks!)
- Black bow tie – can be purchased from Formal Affairs
- Bistro Apron (HRIM to supply)
- HRIM name badge (HRIM to supply)

Gentlemen Grooming Standards in Vita Nova

- Hair short, neatly groomed and above the collar is preferred. Long hair is **strongly** discouraged and must be neatly groomed, pulled back and properly restrained to above the shirt collar. Earrings and any other visible body piercings are **not** permitted. No more than one ring per hand. A conservative wrist watch is the only item permitted to be worn on the wrist. Clean-shaven just prior to class is strongly preferred. Side burns cannot extend below the earlobe and the width no more than one-half inch. Beards, mustaches and goatees are not acceptable. The growing-in of any beards, mustaches, and/or sideburns **during** the semester will **not** be permitted. Nails must be kept no longer than 1/8 inch in length and nail polish, including clear, is **not** permitted.

Ladies' Grooming Standards in Vita Nova

- Long hair (any hair below the base of the neck) must be neatly groomed and properly restrained above the shirt collar. Hair must also be kept back and away from the face. Earrings and other visible body piercings are **not** permitted. No more than one ring per hand. Only item permitted to be worn on the wrist is a conservative watch. Nails must be kept no longer than 1/8 inch in length and nail polish is **not** permitted.

If you have a religious belief or health issue that does not permit compliance with the above standards, please speak to the Chair of the department.

Senior Practicum - HRIM 489 Requirements (Prerequisites: HRIM 211 and HRIM 325)

1. As part of your final grade, HRIM 489 students will be required to prepare, serve, and clean up a dinner for the HRIM Advisory Board or other special event as indicated by the faculty.
2. All students are required to have a complete Chef's uniform, Dining Room uniform and knife kit.

The **CHEF'S** uniform consists of: (e-mail sent prior to beginning of class regarding purchase information)

An all-white, double-breasted chef's jacket

Black/white checked chef's pants

Black oxford-style, certified non-slip safety shoes (**NO** sneakers)

The **DINING ROOM** uniform consists of:

White uniform collar down tuxedo (studs not required) shirt from Formal Affairs

Black dress pants from Formal Affairs

Black oxford-style, certified non-slip safety shoes, polished to a shine (**NO** sneakers)

Black socks (not white)

Black bow tie

The MEP (Mise en place) Kit:

- Name Badge (HRIM to supply)
- Pens (2) for Guest's use
- Lined note pad (approx. 4x5) to take orders
- Crumber (HRIM to supply)
- SIDE TOWEL (HRIM to supply)
- DABCC Certification Card

The **KNIFE KIT** consists of: (purchased through the Bookstore)

- 8” French/Chef’s knife
- 3” or 4” paring knife
- Secure knife roll/carrier

DABCC Requirements (Delaware Alcoholic Beverage Control Commission)

All HRIM 325 and 489 students are required to attain DABCC certification as credit toward their final grade. Certification must be attained within six weeks of your first day of class. Students will not be allowed to participate in Alcoholic Beverage Training or Service without this card in their possession in the lab. These certification sessions are held in Wilmington. Call the Delaware State Police at (302) 577-5208 for training dates, times and locations.

Lodging Module/Practicum:

In order to enroll in the Lodging Module, you must have completed 60 credits (Junior status) and have passed ACCT 207.

Courses:

HRIM 327	Property Engineering	TR	9:30 a.m. - 10:45 a.m.
HRIM 380	Management of Lodging Operations	MW	1:00 p.m. - 2:15 p.m.
HRIM 382	Managerial Acct & Fin in the Hosp Ind	MW	2:30 p.m. - 3:45 p.m.
HRIM 481	Marketing in the Hospitality Industry	TR	11:00 a.m. - 12:15 p.m.
HRIM 488	HRIM Practicum II		108 contact hours Monday through Sunday and other times as indicated by professor

During one semester at the University of Delaware, students are required to take the Lodging Module, which includes five classes (16 credits). Students will typically take this group of courses during their third (junior) year. The following is a summary of the lodging module and the expectations that the faculty teaching the module have for students.

Students must enroll in all five courses during the same semester. Class times have been selected to allow students opportunities to rotate through the various departments of the Courtyard by Marriott Hotel and the Clayton Hall Conference Center located at the University of Delaware.

Uniform & Grooming

All students are to be in uniform at the start of their scheduled shift. Failure to comply with these guidelines will have an impact on grading for the semester. The guidelines for appropriate attire are as follows:

- Uniform – Clean and neatly pressed. There should be no obvious defects (i.e.; missing buttons, rips, tears, etc.). Blazers should always be on and buttoned when in guest contact areas.

Classroom Attire

Gentlemen

- Gold name badge
- Business pants (no khakis)
- Pressed dress shirt
- Undergarments should not show through shirt
- Polished closed toe dress shoes with socks (no sneakers, sandals, etc.)

Women

- Gold name badge
- Business pants/skirt (no exposed mid-drifts, cleavage or mini skirts allowed)
- Skirts should be at least to the top of the knee
- Undergarments should not show through collared shirt/blouse
- Stockings (nude/flesh tone)
- Polished closed toe dress shoes (no sneakers, sandals, top-siders, boots)

Restaurant

- Men and Women – Navy or black dress pants with white, button-down dress shirt. Apron will be provided. Shoes should be black and have rubber treads. No clogs, mules, slides, sandals or sneakers will be permitted.

Housekeeping and Engineering

- Men and Women – Navy or black casual pants (no jeans or overalls). Shirt will be provided. Shoes should be black in color and should have rubber treads. Clogs, mules, slides, sandals and sneakers are not permitted.

Convention Set-up

- Men and Women – Navy or black casual pants (no jeans or overalls). Casual shirt can be worn as long as it does not have a logo – Polo shirt is preferred. Shoes should be black and have rubber treads. Sandals and sneakers are not permitted.

Hair

- Men – Neatly combed and styled. Length must not exceed back of the shirt collar in the back, middle of the ear on the sides, or past the eyebrows in the front. Sideburns should not extend below a line running from the corner of the mouth to the back of the jaw. Mustaches are permitted, however beards are not. Mustaches must be clean, neatly trimmed and should not extend below the bottom of the upper lip or past the corners of the mouth.
- Women – Neatly combed and styled. Hair colors must complement skin tone and roots should not be of a contrasting color. Wigs are permitted, but should be conservative in style and color.

Nails

- Men – Clean and neatly manicured.
- Women – Clean and neatly manicured. Nail length must be conservative, and nail polish should be of a neutral, unobtrusive color. Nail polish should be un-chipped.

Nametags

- Are considered part of the uniform. Nametags have been provided by the department and should be worn on the left side.

Jewelry

- Men – Men are allowed to wear up to two rings of moderate size, as well as a wristwatch. Neck chains, bracelets and earrings are not permitted.
- Women – Earrings are allowed, but should be kept to one earring per ear. The size of the earring must not exceed that of a quarter. A maximum of three rings of moderate size can be worn. Large rings, long chains, dangling earrings and bracelets should not be worn as they present a safety hazard.

Attendance and Lateness

All employees are expected to be at work on time each and every day. We understand however that there may be circumstances beyond your control that will affect your arrival time. All students are expected to adhere to the following structure:

- Lateness – All lateness will be recorded. Excessive tardiness will affect your performance in the practical training portion of this program. If you are going to be delayed, please call the Front Desk via the hotel's main number. Leave a message with the call-taker, giving your name, your scheduled start time, and your scheduled department. The Front Desk will inform the appropriate manager/trainer.
- Absenteeism – Unexcused absences will affect your performance in the practical training portion of this program. If you are unable to work your scheduled shift, you must call the Front Desk via the hotel's main number. Give your name, scheduled start time, and scheduled department to the call-taker. You should avoid leaving a voicemail on any specific manager's voicemail – always speak with someone to ensure your message gets through to the correct person. You must also adhere to the following:
 - Call at least 4 hours before the start of your scheduled shift if you work AM or PM.
 - Call at least 6 hours before the start of your scheduled shift if you work the Night Audit.

Cash Handling & Alcohol

We want to give the students the best, most comprehensive learning experience, and as such, you will be taught the proper way to handle all monetary transactions. However, students will not be allowed to personally handle any form of money. Instead, your manager or trainer will handle any exchange of monies (i.e., cash, check, credit card, gift certificate, etc.) with your observation and understanding. In addition, students will not serve any alcoholic beverages to guests while on property.

Food & Drink Policy

It is the policy of this hotel that food and drink be consumed only in the Employee Breakroom. At no time should an employee's food or drink be consumed in an exposed Guest Contact Area.

Personal Phone Calls & Cell Phones

Personal phone calls are to be avoided whenever possible. Should you need to make or take a personal phone call, please do so from the Employee Breakroom and limit the length of your call to be less than five minutes. There are to be no personal conversations in any exposed Guest Contact Areas. With the exception of managers, cell phones are to be kept out of the work area at all times. At no time should there be a cell phone present in any Guest Contact Area. Any cell phones found in Guest Contact Areas will be confiscated, and the incident will be reported to the relevant hotel and HRIM personnel.

Loitering

While working, those students who smoke are to do so in the area designated by the hotel. At no time should an employee be smoking in an area that is visible to guests or other business activities. The area designated is the entrance located near the Engineering and Electrical Workshops at the rear of the hotel.

Parking

At no time will a student be permitted to park in the hotel lot while attending class. Students should rely on other methods of transportation, including the University of Delaware Shuttle. Students are permitted to park in the hotel lot when reporting for a scheduled shift. When a student is working and has driven to the hotel, they must report their car's license plate number to the Manager on Duty at the Front Desk. Again, parking will be limited only to students who are working, not attending classes, and will be based on availability.

Student Conduct Offenses

There are a number of situations that could jeopardize the success of the hotel, as well as its individual employees. All employees and students working in the hotel will be held accountable for any of the following offenses:

- Misuse of company property. Examples of this include (but are not limited to):
 - Unauthorized access to guest areas;
 - Solicitation of hotel guests or employees;
 - Damage to furniture or equipment;
 - Theft, etc.
- Reporting to work or class under the influence of drugs or alcohol.
- Consuming alcoholic beverages on hotel premises.
- Harassment or discrimination of any nature (i.e., age, sex, gender, culture, etc.).
- Insubordination or disregard for hotel or HRIM personnel.

- Falsification of hotel records or documents; i.e., Marriott Reward Points.
- Any unauthorized monetary transaction.

In a situation where any of these offenses are observed by another student or hotel employee, manager, or HRIM personnel, disciplinary action will result including hotel documentation and presentation of the issue to the HRIM Department for further investigation. Depending on circumstances, disciplinary action can include a reduction in a student's grade or possible expulsion from the HRIM Practicum.

NOTE: Should there be any changes or additions to the aforementioned policies, students and hotel employees alike will be notified accordingly.

Pagers & Cell Phones

Pagers and cell phones are not permitted in any class at any time. It is extremely distracting to the instructors, as well as other fellow students.

Name Badge

Each student will be issued one free HRIM gold name badge upon enrollment in the HRIM program. This is normally done through *HRIM 180 - Introduction to Hospitality* since freshmen and transfers generally start with this course. The badge is considered a requirement in several courses, including, but not limited to:

HRIM 180 Introduction to Hospitality;
 HRIM 211 Food Principles Lab;
 HRIM 325 Quantity Food Production Lab;
 HRIM 488 Practicum;
 HRIM 489 Practicum II

Instructors will require students to wear their gold name badge on class trips to industry sites, sales blitzes, career fairs, etc. You will be asked to sign a receipt for the original badge.

NOTE: If a replacement badge is needed, it must be ordered in advance by calling the HRIM department office at 831-6077. The replacement fee is \$10.00.

ADVISEMENT INFORMATION

The University of Delaware offers many services to advise and support students. Students are assigned to the Alfred Lerner College of Business & Economics Office of Undergraduate Advising and Career Services, Ms. Kim Wilson, wkim@udel.edu, 831-4369, 103 Lerner Hall for their freshman and sophomore years. Juniors and seniors and all Honors students are advised by Dr. Bob Nelson, 202 Raub Hall, 831-6455.

An HRIM faculty mentor will be available to meet with the student and guide in industry related questions about work, volunteer and internship experiences as well. In addition to the advisor and mentor, the University offers an Internet based Student Information System (UDSIS) where students can manage their scheduling; review their academic progress report, finances and more. Ultimately, the student is responsible for their academic choices. **It is your responsibility to contact your advisor and mentor for academic and career counseling.**

Below please find some helpful advising links:

- **Alfred Lerner College of Business Undergraduate Advising and Career Services**
<http://www.lerner.udel.edu/advising>
- **Student Information System UDSIS**
<http://www.udel.edu/udsis>
- **Academic Calendar**
<http://www.udel.edu/registrar/cal/main.html>
- **Undergraduate Catalog**
<http://academiccatalog.udel.edu/>
- **Office of Academic Enrichment**
<http://www.aec.udel.edu>
- **Office of Disability Support Services**
<http://www.udel.edu/DSS>

Decisions about your course schedule are your prerogative and responsibility; however, we strongly encourage you to seek the advice and counsel of your advisor at all times. In addition to providing valuable information on course sequencing and other academic requirements, your advisor and mentor are here to provide assistance in other areas such as career paths, internship possibilities, student club activities, industry networking, etc. If you are unsure about where to get answers, it is best to begin with your advisor. Since the demand for appointments with your advisor is highest during the pre-registration periods, it is highly recommended that you call early to schedule an appointment regarding questions on scheduling courses.

Course Requirements & Sequencing

The check sheet used during new student orientation and subsequent advisement sessions is a "recommended" sequence of courses. Many of the courses at the University of Delaware have pre- or co-requisites. Scheduling of course time offerings is geared to the "recommended" sequence and deviation from this path may result in time or pre-requisite conflicts or delaying your graduation. These are issues that should be addressed with your advisor.

Special Circumstances to discuss with your Advisor:

Students interested in the MBA 4+1 program are required to complete additional business and mathematics courses beyond the courses required for the degree. (For more information, please contact Ms. Kim Wilson; 302-831-4369.)

HOTEL, RESTAURANT AND INSTITUTIONAL MANAGEMENT
CURRICULUM – Suggested sequence for students admitted as of Fall 2014 – Present

<u>First Semester</u>	<u>Credits</u>	<u>Second Semester</u>	<u>Credits</u>
FRESHMAN YEAR			
Introduction to Hospitality, HRIM 180*	3	Food Principles, HRIM 201*	3
Introduction to Microeconomics, ECON 101^	3	Food Principles Lab, HRIM 211*	1
MATH 114, 115, 221 or 241	3	Intro. To Hosp. Info. Mgt., HRIM 187*	3
Foreign Language	3/4	Critical Reading and Writing, ENGL 110*	3
Basics of Business, BUAD 110 (FYE)&	<u>3</u>	Introduction to Macroeconomics, ECON 103^	3
	15/16	History & Cultural Change Breadth* ¹	<u>3</u>
			16

During the summer, students are encouraged to complete hospitality related work hours as required to graduate.

At the start of the sophomore year, 25 community service hours should be completed and documented at the department office.

<u>First Semester</u>	<u>Credits</u>	<u>Second Semester</u>	<u>Credits</u>
SOPHOMORE YEAR			
Nutrition Concepts, NTDT 200*	3	Introduction to Marketing, BUAD 301^	3
Creative Arts & Humanities Breadth* ¹	3	Qty. Food Service Mgt., HRIM 321*	1
Accounting I, ACCT 207	3	Qty. Food Service Mgt. Lab, HRIM 325*	2
HRIM 230* or COMM 212	3	Basic Stat. Prin., STAT 200 or MATH 201	3
Free Elective (suggested HRIM elective)	<u>3</u>	Free Elective	3
	15	Free Elective	<u>3</u>
			15

During the summer, students are encouraged to complete hospitality related work hours as required to graduate.

At the start of the junior year, 50 community service hours should be completed and documented at the department office.

<u>First Semester</u>	<u>Credits</u>	<u>Second Semester</u>	<u>Credits</u>
JUNIOR YEAR			
Principles of Finance, FINC 311	3	**LODGING MODULE (courses must be taken together)	
Organizational Behavior, BUAD 309^	3	Property Engineering, HRIM 327*	3
Hum. Res. Mgt. in the Hosp. Ind., HRIM 480*	3	Mgt. of Lodging Operations, HRIM 380*	3
Free Elective	3	Managerial Acct. & Finance, HRIM 382*	3
Free Elective	<u>3</u>	Marketing in the Hosp. Ind., HRIM 481*	3
	15	Lodging Mgt. Practicum, HRIM 488 (DLE)* ^s	<u>4</u>
			16

During the summer, students are encouraged to complete hospitality related work hours as required to graduate.

At the start of the senior year, 75 community service hours should be completed and documented at the department office.

<u>First Semester</u>	<u>Credits</u>	<u>Second Semester</u>	<u>Credits</u>
SENIOR YEAR			
Food Service Mgt. Practicum, HRIM 489* ⁺	6	Law of Innkeeping, HRIM 482*	3
Mgt. of Food & Bev. Ops., HRIM 381*	3	Managing Hosp. Info. Systems, HRIM 450*	3
Written Comm. In Business, ENGL 312	3	Free Elective	3
Beverage Management, HRIM 418*	<u>3</u>	Free Elective	<u>3/4</u>
	15		12/13

At the end of the senior year, 700 hospitality-related work hours and 100 community service hours should be completed and documented at the department office.

*C- or better required in these courses.

^C- or better required in one of these courses to also satisfy the Social & Behavioral Sciences University breadth requirement.

&Course satisfies the First-Year Experience (FYE) requirement. Students that matriculated prior to becoming an HRIM major may satisfy this requirement with another course designated as an FYE.

§Course satisfies the Discovery Learning Experience requirement.

¹Course could also satisfy the University Multicultural requirement. See the list of qualifying multicultural courses.

⁺Honors Capstone course

Suggested Hospitality Electives

HRIM 212	Club Management
HRIM 214	Issues in Tourism Management
HRIM 215	Meeting and Conference Planning
HRIM 217	Catering Management
HRIM 313	Principles of Gaming Management
HRIM 314	Hospitality Entrepreneurship
HRIM 316	Cross Cultural Etiquette
HRIM 317	Spa/Wellness Mgt & Entrepreneurship
HRIM 330	International Hospitality Operations
HRIM 346	Travel Internet Marketing
HRIM 355	Ecotourism Entrepreneurship
HRIM 390	Cruise Ship Management
HRIM 425	Historic Roadside Architecture

REQUIREMENTS FOR HOTEL, RESTAURANT AND INSTITUTIONAL MANAGEMENT MAJORS

Note: All requirements except free electives must be taken for standard grading. Pass/fail graded courses may only apply to the free electives.

University Requirements

- ENGL 110 Critical Reading & Writing (C- minimum grade) (3 credits)
- Multicultural Course(s) (3 credits)
Note that it is possible to find a multicultural course that will also satisfy a Creative Arts & Humanities or History & Cultural Change University breadth requirement below.
- University Breadth Requirements (C- minimum grade) (12 credits)
 1. Creative Arts & Humanities
 2. History & Cultural Change
 3. Social & Behavioral Sciences – this requirement may be fulfilled by one of the following courses required for the major, provided a C- minimum grade is earned: ECON 101, ECON 103, BUAD 301, and BUAD 309.
 4. Mathematics, Natural Sciences & Technology – this requirement is automatically fulfilled by NTDT 200 Nutrition Concepts that is required for the major.

Students must take breadth courses from four different subject areas (e.g. the four-letter subject code, CHEM, PHIL, etc.). Students may not use a course that is cross-listed with a subject area that is being used to fulfill another breadth requirement. HRIM students may not use any HRIM courses to satisfy a breadth requirement unless they are pursuing a second major. See the official undergraduate catalog for a list of course options at www.udel.edu/catalog.

- First-Year Experience (FYE) – BUAD 110 Basics of Business (3 credits)
Students that matriculated prior to becoming an HRIM major may satisfy this requirement with another course designated as an FYE. (0-3 credits)

Skills Requirements

- Foreign Language (any language at any level) (3-4 credits)
Choose from Arabic, Chinese, French, German, Greek, Hebrew, Italian, Japanese, Portuguese, Russian, Spanish or Latin.
- ENGL 312 Written Communications in Business (ENGL 312)
- HRIM 230 Executive Presentations or COMM 212 Oral Communication in Business (3 credits).
If HRIM 230 is taken, a C- minimum grade if required.
- MATH 114 College Math and Stat, MATH 115 Pre-Calculus, MATH 221 Calculus I or MATH 241 Analytic Geometry & Calculus A(3 credits)
- STAT 200 Basic Statistical Practice or MATH 201 Statistics I (3 credits)
- NTDT 200 Nutrition Concepts (C- minimum grade) (3 credits)

Accounting, Business Administration, Economics, and Finance Requirements

- ACCT 207 Accounting I (3 credits)
- BUAD 301 Introduction to Marketing (3 credits)
- BUAD 309 Organizational Behavior (3 credits)
- ECON 101 Introduction to Microeconomics (3 credits)
- ECON 103 Introduction to Macroeconomics (3 credits)
- FINC 311 Principles of Finance (3 credits)

Hotel, Restaurant & Institutional Management Requirements (C- minimum grades required)

- HRIM 180 Introduction to Hospitality (3 credits)
- HRIM 187 Introduction to Hospitality Information Management (3 credits)
- HRIM 201 Food Principles (3 credits)
- HRIM 211 Food Principles Laboratory (1 credit)
- HRIM 321 Quantity Food Service Management (1 credit)
- HRIM 325 Quantity Food Service Management Laboratory (2 credits)
- HRIM 327 Property Management (3 credits)
- HRIM 380 Management of Lodging Operations (3 credits)
- HRIM 381 Management of Food and Beverage Operations (3 credits)
- HRIM 382 Managerial Accounting and Finance in the Hospitality Industry (3 credits)
- HRIM 418 Beverage Management (3 credits)
- HRIM 450 Managing Hospitality Information Systems (3 credits)
- HRIM 480 Human Resources Management (3 credits)
- HRIM 481 Marketing in the Hospitality Industry (3 credits)
- HRIM 482 Law of Innkeeping (3 credits)
- HRIM 488 Lodging Management Practicum (4 credits)
HRIM 488 also fulfills the University Discovery Learning Experience (DLE) requirement.
- HRIM 489 Food Service Management Practicum (6 credits)

Free Electives

In addition to the required courses above, sufficient credits must be taken to meet the 120-credit minimum required for the degree with the following restrictions:

- Only two credits of BHAN 120 may apply.
- Only four credits of Music ensemble may apply.
- Only four credits of 100- and 200-level AFSC/MLSC courses may apply.
- HRIM courses taken as free electives require a C- minimum grade.

Hospitality-Related Work Experience and Community Service Requirements

- 700 hours of documented hospitality-related work is required.
- 100 hours of documented community service is required.

HOTEL, RESTAURANT AND INSTITUTIONAL MANAGEMENT CHECK-SHEET

For students admitted to the University of Fall 2015 - Present

Name: _____ ID#: _____

Course	Credit	Grade	Semester	Course	Credits	Grade	Semester
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University Requirements

*ENGL 110 3 _____ _____

Multicultural Course(s)

_____ 3 _____ _____

The Multicultural Course(s) may also satisfy Creative Arts & Humanities (CAH) and/or History & Cultural Change (HCC) breadth requirements below.

Creative Arts & Humanities University Breadth (CAH)

* _____ 3 _____ _____

History & Cultural Change University Breadth (HCC)

* _____ 3 _____ _____

Social & Behavioral Sciences University Breadth

*^ _____ 3 _____ _____

^This requirement may be fulfilled by ECON 101, ECON 103, BUAD 301, and BUAD 309, provided a C- minimum grades is earned.

First-Year Experience

_____ 0-3 _____ _____

Skills Requirements

Foreign Language

_____ 3/4 _____ _____

ENGL 312 3 _____ _____

HRIM 230 or 3 _____ _____

COMM 212

MATH 114, 115, 221 or 241

_____ 3 _____ _____

STAT 200 or MATH 201

_____ 3 _____ _____

*NTDT 200 3 _____ _____

NTDT 200 also satisfies the Mathematics, Natural Sciences & Tech. University breadth requirement.

TOTAL CREDITS: 120

ACCT, BUAD, ECON, and FINC Requirements

ACCT 207 3 _____ _____

^BUAD 301 3 _____ _____

^BUAD 309 3 _____ _____

^ECON 101 3 _____ _____

^ECON 103 3 _____ _____

FINC 311 3 _____ _____

^These courses may also fulfill the Social & Behavioral Sciences University Breadth, provided a C- minimum grade is earned.

HRIM Requirements

*HRIM 180 3 _____ _____

*HRIM 187 3 _____ _____

*HRIM 201 3 _____ _____

*HRIM 211 1 _____ _____

*HRIM 321 1 _____ _____

*HRIM 325 2 _____ _____

*HRIM 327 3 _____ _____

*HRIM 380 3 _____ _____

*HRIM 381 3 _____ _____

*HRIM 382 3 _____ _____

*HRIM 418 3 _____ _____

*HRIM 450 3 _____ _____

*HRIM 480 3 _____ _____

*HRIM 481 3 _____ _____

*HRIM 482 3 _____ _____

*[§]HRIM 488 4 _____ _____

*HRIM 489 6 _____ _____

Free electives

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

_____ _____ _____ _____

700 Hours Hospitality-Related Work Experience _____
100 Hours Community Service _____

[§]Course fulfills the DLE requirement

*C- minimum grade required

POLICIES & PROCEDURES

E-Mail Announcements

Please check your e-mail daily for important career, scholarship, and other HRIM announcements. If you want a position posted or an e-mail sent to all HRIM majors, you must submit it to the Business Administrator for approval.

External Transfer Policies

To be awarded a degree from the University of Delaware, students must complete either their first 90 of 100 credits or the last 30 of 36 credits through the University of Delaware. In addition, a minimum number of UD HRIM courses must be taken before graduation, (HRIM 489 and a combination of 12 HRIM credits).

Credit by Exam

Credit by exam is available for HRIM courses as per University of Delaware guidelines. Students interested in this procedure should contact the Chair.

Grade Requirements/Pass-Fail options

Students must receive a grade of "C-" or better in all required HRIM courses and a grade of "C-" or better in ENGL 110, NTDT 200 and the University breadth requirements. Hotel, Restaurant and Institutional Management students are only permitted to take "free elective" courses as "PASS/FAIL" and should refer to the Undergraduate Catalog for further limitations on the "PASS/FAIL" option.

Independent Study

Students interested in a supervised study experience to pursue a specific academic interest should consider completing an independent study course.

To initiate this process, students must obtain a faculty sponsor. Once a faculty member has agreed to sponsor an independent study, the student must:

1. Meet with the faculty sponsor to complete the "Independent Study Contract."
2. If desired, complete a "Titling Form."

3. HRIM will register the student for the Independent Study. Please see Donna Laws, 104 Raub Hall.
4. The Independent Study Contract will then be forwarded to the Alfred Lerner College of Business and Economics Office of Undergraduate Advising and Career Services, 103 Lerner Hall.

Minors

Students interested in earning a minor in another subject should refer to the Undergraduate Catalog for requirements and application dates. Please see your advisor to discuss how minor courses may also fulfill degree requirements.

Readmission Policy

Students who have been academically dismissed from the University should contact the Alfred Lerner College of Business and Economics Office of Undergraduate Advising and Career Services, (302) 831-4369, to schedule an appointment with the Senior Assistant Dean, Marcia Rollison. Readmission procedures will be discussed during this appointment.

Sophomore Audit

During your sophomore year, the Alfred Lerner College of Business and Economics Office of Undergraduate Advising and Career Services will conduct an audit of your progress toward the degree. You will be notified in writing if you are not “on track” to complete your degree within four years.

Senior Checkout

At least two semesters prior to degree completion, students are required to complete a “*Senior Checkout Sheet*” and the “*Courses-in-Progress Sheet*” in **black ink**, then meet with their faculty advisor for review and signature. Ultimately, it is the student’s responsibility to ensure that all degree requirements have been fulfilled. If questions arise, a student should discuss them with his/her advisor.

Transfer Credit

The University of Delaware permits matriculated students to complete classes at other accredited institutions if prior approval has been obtained. To assure the transfer of credits to the University, a "Transfer Credit" form should be completed ***before*** scheduling a course at another institution. This form may be obtained in the Alfred Lerner Office of Undergraduate Advising and Career Services, 103 Lerner Hall. Students should meet with their advisor to determine if the course will apply to the degree.

Work Requirement

One of the requirements of the Hotel, Restaurant and Institutional Management program is **700 hours** of paid hospitality industry work experience and **100 hours** of community service. The goal of this requirement is to create a strong, experience-filled resume that will assist in career placement upon graduation. In addition to valuable industry training, the work requirement provides opportunities to assess and evaluate the theoretical components presented in the junior and senior level HRIM courses. Any work experiences between high school graduation and matriculation to the University of Delaware are acceptable with proper documentation.

Prior to the work experience, students are encouraged to see a faculty member to discuss appropriate placement and progress toward meeting the **700-hour** work requirement.

Please bring the completed work and volunteer hour forms indicating your progress in meeting the **700-hour** work experience and **100** hours of community service requirement to Raub Hall when completed. Work and community service forms are located online at: <http://www.lerner.udel.edu/departments/hrim/work-and-volunteer-requirement>.

HRIM Community Service

The hospitality industry has a long history of community service and support. It is our intent to expose HRIM students to this vitally important role of the industry through the requirement of 100 hours of community service. Recognizing that there are many interpretations of community service, it is necessary to clarify our definition of community service. By definition, community service includes voluntary activities that are intended to provide aid and support to those in need or for the improvement of the community as a whole. **Activities that specifically benefit you or your organization financially are not acceptable.** Likewise, activities in support of political agenda are not acceptable as community service. Such activities may be laudable, but do not meet our criteria for community service. **To follow are examples of acceptable organizations:**

Animal Shelters

Crisis Centers

Community Dining Rooms

Group Homes

Senior Centers

Homeless Shelters

Food Banks

Religious Aid Groups

Youth Organizations

Medical Support & Assist Groups (hospital)

Disaster Assist Organizations

Municipal Community Organizations

Likewise, the free offering of your time to an endeavor does not automatically qualify as community service. Although admirable, the department recommends that you check with Donna Laws, dlaws@udel.edu to ascertain its community service worthiness.

GET INVOLVED - Clubs

Management has shown that students who get the most out of college are those that are active in student clubs and organizations:

<https://studentcentral.udel.edu/>

AMERICAN HOTEL AND LODGING ASSOCIATION

Goal: Our AHLA student chapter introduces students to the largest organization representing all segments of the U.S. lodging industry, including hotel owners, REITs, chains, franchisees, management companies, independent properties, state hotel associations, and industry suppliers with the goal of starting them on a journey of that will last throughout their careers. AHLA membership provides educational, networking and scholarship opportunities.

Membership: Open to all Hotel, Restaurant and Institutional Management and Hospitality Industry Management majors

Advisor: Dr. Bob Nelson, 202 Raub Hall, 14 West Main Street, 831-6455, bnelson@udel.edu

BAKERS DOZEN

Goal: To teach advanced baking and pastry techniques to interested students. Members are expected to have a general understanding of baking and a desire to learn advanced topics.

Membership: Open to all Hotel, Restaurant and Institutional Management and Hospitality Industry Management majors. Membership is \$20 annually.

Advisor: Sous Chef Debbie Ellingsworth, 255 TUC, 831-0501, de@udel.edu

CLUB MANAGERS ASSOCIATION OF AMERICA (CMAA)

Goals: To inform College and University students about club management as a profession; to make them aware of the career opportunities in club management; and to serve as the liaison between the practicing professionals and the academic community. To provide students with employment opportunities within the club industry by means of part-time employment, work-study internships, and by placement guidance upon graduation.

Membership: Students currently enrolled in the HRIM Department or an individual who is enrolled in a hospitality or related course.

Advisor: Dr. Ali Poorani, 201 Raub Hall, 14 West Main Street, 831-6353, poorani@udel.edu

ETA SIGMA DELTA

Goal: To promote scholarship, leadership and professionalism in the field of hospitality management while providing service to the surrounding community.

Membership: Junior or senior standing, 81st percentile and 3.0 or have demonstrated outstanding contribution in the field of Hotel, Restaurant and Institutional Management.

Advisor: Dr. Joanne Yoo, 209 Raub Hall, 14 West Main Street, 831-6476, jyoo@udel.edu

HOSPITALITY FINANCIAL AND TECHNOLOGY PROFESSIONALS (HFTP)

Goal: The mission of UD-HFTP is to educate and explore the interests of students in the areas of technology and finance in the hospitality industry. For more information or to apply, please visit HFTP website at: <http://www.udhftp.com>

Membership: Open to all Business and Economics students. Membership for both the national and local chapters is free.

Advisor: TBD

HUMANITARIAN HOSPITALITY SOCIETY (HHS)

Goal: The goal of the HHS is to engage the HRIM students in planning, implementing, and evaluating volunteer activities that will contribute significantly to the community while developing their leadership abilities.

Membership: Open to all Business School students

Advisor: Dr. Ali Poorani, 201 Raub Hall, 831-6353, poorani@udel.edu

HOSPITALITY CLUB

Goal: To provide social and educational activities which facilitate interaction between members and industry leaders.

Membership: Hotel, Restaurant and Institutional Management and Hospitality Industry Management majors as well as anyone with a strong interest in the field.

Advisor: Professor Ron Cole, 208 Raub Hall, 14 West Main Street, 831-6514, rpc@udel.edu

HOSPITALITY SALES AND MARKETING ASSOCIATION INTERNATIONAL (HSMIAI)

Goal: Hospitality Sales and Marketing Association (HSMIAI) Club is aimed for students wanting to develop enhanced marketing capabilities for their career. The club provides career development resources and a forum for students to engage in value added marketing activities.

Membership: Open to all Business School students.

Advisor: Dr. Srikanth Beldona, 216 Raub Hall, 14 West Main Street, 831-6192, beldona@udel.edu

NATIONAL SOCIETY OF MINORITIES IN HOSPITALITY

Goal: To promote educational, social and leadership activities as well as build and maintain a working relationship between hospitality professionals and minority students.

Membership: Minority and non-minority management majors in Hospitality Industry Management and Hotel, Restaurant and Institutional Management. Membership for non-hospitality individuals is permitted.

Advisor: Dr. Francis Kwansa, 116 Raub Hall, 14 W. Main Street, 831-6083, kwansa@udel.edu

PUBLIC RELATIONS TEAM/Hotel, Restaurant and Institutional Management

Goal: To promote the Hotel, Restaurant and Institutional Management program to potential majors, parents, corporate recruiters and industry leaders.

Membership: Invited to participate based on recommendations of faculty and chair.

Advisor: Dr. Sheryl Kline, Chair, HRIM, Raub Hall, 14 W. Main Street, 831-6077, skline@udel.edu

PROFESSIONAL CONVENTION AND MEETING ASSOCIATION (PCMA)

Goal: To increase the effectiveness of meetings, conventions and events through education and the promotion of the industry to its membership, the industry, and to the general public. Students are invited to participate in all of the Greater Philadelphia Chapter of PCMA activities, which are designed to help provide greater expertise and efficiency for planning and implementing all types of events.

Membership: Open to all students interested in careers in meeting, event and convention management. The cost for an annual student membership is \$40, which includes a free subscription to CONVENTE, the official journal of PCMA, as well as the Student Scoop (newsletter). Students have meetings on campus and participate with the Greater Philadelphia PCMA Chapter, which provides opportunities for networking and learning about internships and part-time positions. They also attend the national annual conference.

Advisor: Dr. Brian Miller, 211 Raub Hall, 14 West Main Street, 831-6186, blm@udel.edu

Hotel, Restaurant & Institutional Management

Pre-Registration Procedures

HRIM majors are advised through the Alfred Lerner College of Business and Economics Office of Undergraduate Advising and Career Services, Ms. Kim Wilson, (302) 831-4369, wkim@udel.edu, 103 Lerner Hall. Do not wait until the last minute to do your course planning. Registration is completed using the Student Info Systems (UDSIS). Log-on via www.udel.edu. Choose UDSIS Student; enter your student ID and pin or UDeNet ID and password. Choose Registration and Drop/Add. Please visit www.udel.edu/registrar to view an online tutorial.

Course schedules will be available online through your UDSIS account and will continue to be available throughout the semester. Please see your advisor **before** making any changes to your schedule. Refer to the official academic calendar for important deadlines.

Desired Credit Load

This is the TOTAL number of credits you wish to be enrolled in for the semester. Students on probation may not register for more than 12 credit hours (generally four academic courses), excluding military science, physical education activity and SkilMod courses. Freshmen are limited to a maximum of 17 credits. Sophomores, juniors and seniors are limited to a maximum of 18 credits. The Senior Assistant Dean, Marcia Rollison, must approve any requests for an overload. An overload requires a minimum GPA of 3.0. Special circumstances are required for approval.

High Demand Courses for the Spring & Fall Semesters

Many of the courses required for the HRIM program are in high demand during the spring and fall semesters; preference will be given to graduating seniors.

UD Online

See your academic advisor to determine your eligibility to take online courses. Freshmen are not permitted to take online courses during the fall and spring semesters. Sophomores may take online courses during the fall and spring semesters with permission from their advisor.

Study Abroad Opportunities

Please view the University of Delaware's Study Abroad Programs and Information at: www.udel.edu/global

2016 Winter Study Abroad

South Africa

Dr. Francis Kwansa

kwansa@udel.edu

Australia

Dr. Fred DeMicco/Dr. Brian Miller

fdemicco@udel.edu;

blm@udel.edu

Brazil

Dr. Ali Poorani

poorani@udel.edu

2016 Fall Study Abroad

Swiss School of Tourism and Hospitality (SSTH), Chur, Switzerland

Dr. Ali Poorani

poorani@udel.edu

2017 Spring Study Abroad

Tuscany, Italy – SIAF

Dr. Fred DeMicco

fdemicco@udel.edu

Earn a Swiss Diploma as Well as Your Bachelor's Degree by Completing One Regular Semester in Switzerland!

The Department of Hotel, Restaurant and Institutional Management at the University of Delaware together with its partner school, the Swiss School of Tourism and Hospitality (SSTH) in Chur, Switzerland, has an option that will:

- Provide an opportunity for HRIM majors to experience during the fall semester of their sophomore year some of the courses offered by SSTH
- Enable students to receive a Swiss Higher Diploma when they satisfactorily complete both the SSTH courses and their UD-HRIM program
- Allow participants to travel and partake in Swiss and European hospitality

REQUIREMENTS

Enrollment in this program is limited. Therefore, this offering is competitive and selective based on the following requirements:

- Open only to freshmen students
- Earn a minimum of 28 credits at UD with a GPA no lower than 2.5
- Pass UD’s Student Conduct probe
- Complete one of the following:
 - Enroll in the exchange program (depends on the number of students coming from SSTH to study at UD)
 - Take a “leave of absence” from UD for the fall semester of the sophomore year
- Comply with the dress code and standards of SSTH
- Receive a minimum of 5.0 (on a 6.0 grade scale) in the subjects transferred to UD as HRIM or NTDT courses and a 4.5 in the German course

SSTH Courses	UD Course Equivalencies	Cr
BEVe – Beverages	HRIM 418	3
CUTE – Cuisine Theory	HRIM201, NTDT200	6
CUPe – Cuisine Practice	HRIM211, HRIM325	3
FBTe – F& B Service Theory	HRIM321	1
FBPe – F&B Service Practice	HRIM266	3
GER – German I	Language requirement	4

Procedures

1. Students interested in this option should see Professor Ali Poorani to discuss the program and to select the appropriate courses for their freshman year at UD.

2. Complete an SSTH application form, available from Professor Poorani or the HRIM office at Raub Hall. You should submit the completed application to Professor Poorani by the beginning of spring semester of your freshman year. You will receive a letter of acceptance if you are selected to participate by the end of April.
3. SSTH will send an information packet that describes what you must do to obtain your entry permit to study in Switzerland.
4. Accommodation is in an old hotel converted to student housing by SSTH. Meals are also provided in the School Hotel.
5. The 18-week fall semester at SSTH begins in early August and ends in early December.
6. If you are on the exchange program, you will pay tuition to UD at your regular rate for a full-time student. You will pay a deposit, accommodation, food and insurance to SSTH. If you are not on the exchange program, you will be charged the then current SSTH tuition and fees. The amount paid to SSTH includes a deposit, tuition, accommodation and food. Books, uniforms and incidental expenses are in addition to tuition and fees in both the exchange and non-exchange programs.
7. The amount owed to SSTH is due and payable in Swiss Francs at the beginning of August.

NOTE: If you are not on the exchange program, you must complete the required forms to obtain an Academic Leave of Absence with the Assistant Dean's Office, 103 Lerner Hall, prior to completing the Spring Semester of your freshman year.