

# Department of Hotel, Restaurant & Institutional Management Advisement Handbook

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**Hotel, Restaurant & Institutional Management Program**  
**Faculty and Professional Staff**

Raub Hall  
Trabant University Center (TUC)  
Courtyard Marriott Hotel (CMU)

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**Undergraduate Advising & Academic Services**

102 Purnell Hall

Marcia Rollison, Assistant Dean	831-4369	<a href="mailto:rollison@udel.edu">rollison@udel.edu</a>
Kim Wilson, Academic Advisor	831-4369	<a href="mailto:wkim@udel.edu">wkim@udel.edu</a>

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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 an attempt to help you succeed 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. 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, advisors 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,

Robert R. Nelson, PhD  
HRIM Chair

# Statement of Understanding

I have received and read the Hotel, Restaurant and Institutional Management Advisement Handbook including the letter of welcome and the HRIM 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 and practicum experiences 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.

I do understand that I will be required to purchase professional knives and uniforms for some of the required courses.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name Clearly

\_\_\_\_\_  
Date

## **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 are not permitted.
- No more than one ring per hand.
- Clean-shaven is strongly preferred. If mustaches, goatee, and /or sideburns are worn, they must be closely cropped and neatly groomed.

#### ***Women***

- Gold Name Badge
- Business suit (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
- 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 piercings.
- 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 supplied in HRIM180)

### *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 away from the face and properly restrained above the 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. Must be **clean-shaven** daily prior to attending the lab. Beards, mustaches and goatees are not permitted at any time during the semester. Side burns cannot extend below earlobe and must have a width no more than one half inch. 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 (Prerequisite: HRIM 211 and HRIM325)

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 or blue/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 supplied in HRIM180)
- Pens (2) for Guest's use, black ink with a black, white, silver or gold exterior
- Lined note pad (approx. 4x5) to take orders, black cover
- 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

5" boning 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 four 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 ACCT207.

**Courses:**

HRIM327	Property Engineering	TR	9:30 a.m. - 10:45 a.m.
HRIM380	Management of Lodging Operations	MW	1:00 p.m. - 2:15 p.m.
HRIM382	Managerial Acct & Fin in the Hosp Ind	MW	2:30 p.m. - 3:45 p.m.
HRIM481	Marketing in the Hospitality Industry	TR	11:00 a.m. - 12:15 p.m.
HRIM488	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 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 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 earring 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 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.

## **Judicial Affairs 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:

HRIM180 Introduction to Hospitality;  
HRIM211 Food Principles Lab;  
HRIM325 Quantity Food Production Lab;  
HRIM488 Practicum;  
HRIM489 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 \$6.

## **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 Academic Services, Ms. Kim Wilson, [wkim@udel.edu](mailto:wkim@udel.edu), 831-4369, 102 Purnell Hall, for their freshman and sophomore years. All Honors students, juniors and seniors are advised by Professor Paul Sestak, [sestak@udel.edu](mailto:sestak@udel.edu).

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 Academic Services** <http://www.lerner.udel.edu/advising>
- **HRIM Advisement Handbook**  
<http://www.lerner.udel.edu/departments/hrim/undergrad/advising>
- **Student Information System UDSIS**  
<https://cas.nss.udel.edu/cas/login?service=https://woodenshoe.nss.udel.edu:4480/psp/SAPRD/EMPLOYEE/HRMS/?cmd=login>
- **Academic Calendar**  
<http://www.udel.edu/registrar/cal/main.html>
- **Undergraduate Catalog**  
<http://udcatalog.udel.edu/>
- **Academic Enrichment Services**  
<http://www.aec.udel.edu>
- **Office of Disabilities 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 NSO 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.

### **Core Enhancements**

Hotel, Restaurant, and Institutional Management offers a variety of in-depth elective courses designed to provide students with detailed, industry specific knowledge. HRIM majors are highly encouraged to take advantage of these electives using the free elective credits.

#### **Core Enhancements currently offered on a rotational basis:**

HRIM 140	Information Technology and Services Management
HRIM 144	Hospitality Information Management: Network Systems
HRIM 212	Club Management
HRIM 214	Issues in Tourism Management
HRIM 215	Meeting and Conference Management
HRIM 217	Catering Management
HRIM 219	Hospitality Quality Management
HRIM 238	Service and Delivery Systems
HRIM 267	Mastering Careers in Hospitality
HRIM 313	Principles of Gaming Management
HRIM 314	Hospitality Entrepreneurship & Venture Creation
HRIM 316	Cross Cultural Etiquette and Protocol
HRIM 322	Retail Design & Consumer Behavior
HRIM 330	International Hospitality Operations
HRIM 335	Hospitality Facility Design
HRIM 367	Introduction to Food on Television
HRIM 425	Historic Roadside Architecture

Every effort will be made to teach each of these courses every three semesters, sometimes sooner. This should allow for a class to be offered two separate times during a four-year undergraduate career.

***MBA 4+1+1***

Students interested in the MBA 4+1+1 program are required to complete MATH 221, ECON 151 & 152 and ACCT 207 & 208 in addition to other business and mathematics courses. (For more information, please contact Ms. Kim Wilson – [wkim@udel.edu](mailto:wkim@udel.edu).)

# HOTEL, RESTAURANT AND INSTITUTIONAL MANAGEMENT

**CURRICULUM - Suggested sequence for students admitted as of *September 2010***

<u>First Semester</u>	<u>Credits</u>	<u>Second Semester</u>	<u>Credits</u>
<b><u>FRESHMAN YEAR</u></b>			
Introduction to Hospitality, HRIM 180*	3	Food Principles, HRIM 201*	3
Nutrition Concepts, NTDT 200*	3	Food Principles Lab, HRIM 211*	1
Intro to Microeconomics, ECON 151	3	Intro To Hosp Info Mgt, HRIM 187*	3
MATH 114, 115, 221 or 241	3	Critical Reading & Writing, ENGL 110*	3
Foreign Language	3/4	Intro to Macroeconomics, ECON 152	3
Freshman Experience- UNIV 101**	<u>1</u>	History & Cultural Change Course*	<u>3</u>
	16/17		16
<b><u>SOPHOMORE YEAR</u></b>			
General Psychology, PSYC 100	3	Soc & Beh Science Sociology Course	3
Basic Stat Princ, STAT 200 or MATH 201	3	Beverage Management, HRIM 218*	3
Accounting I, ACCT 207	3	Science	3
Science/Univ Breadth*	3	Hum Elec/Creat Arts & Hum*	3
HRIM230 or COMM212	<u>3</u>	Free Elective	<u>3</u>
	15		15

\*C- or better required in these courses.

\*\*Honors students satisfy the freshman experience requirement with UNIV 100. HESC 135 (if recommended for athletes) also satisfies this requirement.

§Course satisfies the Discovery Learning Experience (DLE).

**JUNIOR YEAR**

**LODGING MODULE**

*(All courses must be taken together)*

Qty Food Service Mgt, HRIM 321*	1	Property Engineering, HRIM 327*	3
Qty Food Service Mgt Lab, HRIM 325*	2	Mgt of Lodging Operations, HRIM 380*	3
Principles of Finance, FINC 311	3	Managerial Acct & Fin, HRIM 382*	3
Hum Res Mgt in Hosp Ind, HRIM480*	3	Marketing/Hospitality Ind HRIM 481*	3
Intro to Marketing, BUAD301	3	HRIM Practicum I, HRIM 488* <sup>\$</sup>	<u>4</u>
Free Elective	<u>3</u>		16
	15		

**SENIOR YEAR**

HRIM Practicum II, HRIM 489*	6	Law of Innkeeping, HRIM 482*	3
Mgt of Food & Bev Operation, HRIM 381*	3	Managing Hosp Info Sys, HRIM 450*	3
Written Comm In Business, ENGL 312	3	Mgt & Org Behavior, BUAD 309	3
Free Elective	<u>2/3</u>	Free Elective	<u>3</u>
	14/15		12

\*C- or better required in these courses.

\*\*Honors students satisfy the freshman experience requirement with UNIV 100. HESC 135 (if recommended for athletes) also satisfies this requirement.

<sup>\$</sup>Course satisfies the Discovery Learning Experience (DLE).

## REQUIREMENTS

### FOR MAJORS IN HOTEL, RESTAURANT AND INSTITUTIONAL MANAGEMENT

(NOTE: All requirements except free electives must be taken for a letter grade. Pass/Fail status courses may only count in free electives.)

#### University Requirements

- ENGL 110 Critical Reading & Writing with a minimum grade of C- (3 credits).
- 3 credits of a Multicultural Course.
- Discovery Learning Experience (fulfilled by the HRIM Practicum I, HRIM 488).
- First-Year Experience (May be satisfied by BUAD 110, UNIV 100, UNIV 101, or HESC 135 if recommended for athletes).
- University Breadth Requirements (12 credits with a minimum grade of C-):  
All students at the University of Delaware are required to take a minimum of 12 credits of University breadth requirements—3 credits each from courses designated as Creative Arts and Humanities, History and Cultural Change, Social and Behavioral Sciences, and Mathematics, Natural Sciences, and Technology. Students must pass these courses with a grade of C- or better. Note that students must take breadth courses from four different subject areas (e.g. the four-letter subject code ACCT, HIST, etc.). Students may not use a course that is cross-listed with a subject area that has already been used to satisfy a university breadth requirement. Students enrolled in a single major may not satisfy the breadth requirement with courses in the subject area of that major (e.g. chemistry majors may not use CHEM courses). Students who are enrolled in more than one major or degree are allowed to meet the University breadth requirement by taking approved breadth courses from within the subject areas of their majors. The requirement may be fulfilled through a course or courses taken to complete other degree requirements, subject to the limitations above; however, credit hours may be counted only once towards the 120-credit hour minimum required for the degree. See the undergraduate catalog at <http://academiccatalog.udel.edu> for the list of course options.

#### 12-13 credits of Humanities

- Foreign Language Elective – choose from Arabic, Chinese, French, German, Greek, Hebrew, Italian, Japanese, Portuguese, Russian, Spanish or Latin (any level) (3-4 credits)
- 3 credits from courses with these prefixes: Art (ART), Art History (ARTH), Communication (COMM) except COMM 212, Comparative Literature (CMLT), English (ENGL) except ENGL 312, a second Foreign Language course, Foreign Languages and Literatures (FLLT), Jewish Studies (JWST), Linguistics (LING), Museum Studies (MSST), Music (MUSC) except credit for participation in instrumental and/or choral organizations, Philosophy (PHIL), Theatre (THEA), WOMS 203, 205, 210, 216, 222, 318, 320, 326, 328, 330, 353, 380, 381, 382, 389, 465, 480, and CSCC 229, 241, 246, 330, 365, 368, 369, 444.
- ENGL 312 Written Communications in Business (3 credits).
- Executive Presentations, HRIM 230 or Oral Communication in Business, COMM 212 (3 credits).

#### 15-16 credits of Sciences and Mathematics

- One of MATH 114, College Mathematics and Statistics, MATH 115 Pre-Calculus, MATH 221 Calculus I, OR MATH 241 Analytic Geometry and Calculus A (3-4 credits).
- STAT 200 Basic Statistical Practice or MATH 201 Statistics I (3 credits).
- NTDT 200 Nutrition Concepts with a minimum grade of C- (3 credits).
- 6 credits from courses with these prefixes: Animal and Food Sciences (ANFS), ANTH 102, 104, 202, Biological Sciences (BISC), Chemistry (CHEM), Computer Science (CISC), Entomology (ENWC), Environmental Science (ENSC), GEOG 101, 152, 220, 230, 235, 236, 250, 255, 320, Geology (GEOL), Marine Studies (MAST), Mathematics (MATH) except MATH 113, 114, 115 and 117, Plant Science (PLSC), Physics (PHYS), PSYC 209, 314, and Science (SCEN). **3 credits of coursework should cross-list with the University Breadth Requirements list of Mathematics, Natural Sciences and Technology (minimum grade C-).**

### 6 credits of Social Sciences

- PSYC 100 General Psychology (3 credits).
- Sociology course (SOCI) chosen from the University Breadth Requirement List for Social and Behavioral Sciences (3 credits).
- Note that a C- is required in either BUAD 301, BUAD 309, ECON 151, ECON 152, PSYC 100, or the SOCI course to also fulfill the Social and Behavioral Sciences University Breadth Requirement.

### 18 credits of Accounting, Business Administration, Economics and Finance

- ACCT 207 Accounting I (3 credits).
- ECON 151 Introduction to Microeconomics (3 credits).
- ECON 152 Introduction to Macroeconomics (3 credits).
- BUAD 301 Introduction to Marketing (3 credits).
- BUAD 309 Mgt. & Org. Behavior (3 credits).
- FINC 311 Principles of Finance (FINC 311).

### 50 credits of Required HRIM Courses (ALL HRIM courses require a minimum grade of C-).

- HRIM 180 Introduction to Hospitality (3 credits)
- HRIM 187 Introduction to Hospitality Information Systems (CISC 101 or MISY 160 may substitute) (3 credits).
- HRIM 201 Food Principles (3 credits)
- HRIM 211 Food Principles Laboratory (1 credit)
- HRIM 218 Beverage Management (3 credits)
- HRIM 321 Quantity Food Service Management (1 credit)
- HRIM 325 Laboratory in Quantity Food Service Management (2 credits)
- HRIM 327 Property Engineering (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 450 Managing Hospitality Information Systems (3 credits)
- HRIM 480 Human Resources Management in the Hospitality Industry (3 credits)
- HRIM 481 Marketing in the Hospitality Industry (3 credits)
- HRIM 482 Law of Innkeeping (3 credits)
- HRIM 488 HRIM Practicum I (4 credits)
- HRIM 489 HRIM Practicum II (6 credits)

### Hospitality-Related Work Experience and Community Service Requirements

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

### Free Electives

In addition, sufficient elective credits must be taken to meet the minimum credits required for the degree with the following restrictions:

- 1) Only two credits of HESC 120 may be counted toward the degree.
- 2) Only four credits of Music ensemble may be counted toward the degree.
- 3) Only four credits of 100-and 200-level AFSC/MLSC courses may be counted toward the degree.

**CHECK SHEET**  
**HOTEL, RESTAURANT AND INSTITUTIONAL MANAGEMENT**  
**For students admitted to the University as of September 2010**

Name \_\_\_\_\_ ID# \_\_\_\_\_

<u>Course</u>	<u>Credits</u>	<u>Grade</u>	<u>Semester</u>	
<u>Humanities</u>				<u>Accounting, Business, Economics &amp; Finance Courses</u>
Foreign Language				ACCT 207 <u>  3  </u> _____
_____	<u>  3/4  </u>	_____	_____	BUAD 301 <u>  3  </u> _____
				BUAD 309 <u>  3  </u> _____
HRIM 230 or	<u>  3  </u>	_____	_____	ECON 151 <u>  3  </u> _____
COMM 212				ECON 152 <u>  3  </u> _____
ENGL 312	<u>  3  </u>	_____	_____	FINC 311 <u>  3  </u> _____
Humanities Elec.				
_____	<u>  3  </u>	_____	_____	<u>HRIM Courses</u>
				*HRIM 180 <u>  3  </u> _____
<u>Sciences/Math</u>				*HRIM 187 <u>  3  </u> _____
MATH 114, 115, 221 or 241				*HRIM 201 <u>  3  </u> _____
_____	<u>  3/4  </u>	_____	_____	*HRIM 211 <u>  1  </u> _____
STAT 200 <u>or</u>	<u>  3  </u>	_____	_____	*HRIM 218 <u>  3  </u> _____
MATH 201				*HRIM 321 <u>  1  </u> _____
				*HRIM 325 <u>  2  </u> _____
*NTDT 200	<u>  3  </u>	_____	_____	*HRIM 327 <u>  3  </u> _____
				*HRIM 380 <u>  3  </u> _____
Sciences:				*HRIM 381 <u>  3  </u> _____
_____	<u>  3  </u>	_____	_____	*HRIM 382 <u>  3  </u> _____
_____	<u>  3  </u>	_____	_____	*HRIM 450 <u>  3  </u> _____
				*HRIM 480 <u>  3  </u> _____
<u>Social Sciences</u>				*HRIM 481 <u>  3  </u> _____
PSYC 100	<u>  3  </u>	_____	_____	*HRIM 482 <u>  3  </u> _____
SOCI _____	<u>  3  </u>	_____	_____	* <sup>\$</sup> HRIM 488 <u>  4  </u> _____
				*HRIM 489 <u>  6  </u> _____
FYE _____	_____	_____	_____	700 Hours Work-Related Experience _____
*ENGL 110	<u>  3  </u>	_____	_____	100 Hours Community Service _____
<u>Free Electives</u>				*C- Minimum Grade Required
_____	_____	_____	_____	
_____	_____	_____	_____	
_____	_____	_____	_____	
_____	_____	_____	_____	
_____	_____	_____	_____	
_____	_____	_____	_____	
_____	_____	_____	_____	

<sup>\$</sup>Course satisfies the Discovery Learning Experience Requirement (DLE)

Special Instructions  
 Complete the University Requirements Check Sheet on the next page.

**TOTAL CREDITS: 120**

## UNIVERSITY REQUIREMENTS CHECK SHEET

*University requirements may also fulfill major requirements; however, credit hours may be counted only once towards the credit hour minimum required for the degree.*

<u>Requirement</u>	<u>Credits</u>	<u>Grade</u>	<u>Semester</u>
1. First-Year Experience Requirement (FYE) (See <a href="http://fye.udel.edu">http://fye.udel.edu</a> for the list of approved FYE courses). Course: _____	_____	_____	_____
2. Writing Requirement (C- minimum grade) ENGL 110	3	_____	_____
3. Multicultural Requirement (3 credits) (this course must be taken for standard grading) Course: _____	3	_____	_____
4. Discovery Learning Experience Requirement (DLE) (3 credits) (See <a href="http://www.ugs.udel.edu/dle">www.ugs.udel.edu/dle</a> for the list of approved DLE courses).  Course(s) _____ _____ _____	_____ _____ _____	_____ _____ _____	_____ _____ _____
5. University Breadth Requirements (12 credits) (C- minimum grade) <b>All students entering the University of Delaware as of Fall 2010</b> are required to take a minimum of 12 credits of University breadth requirements—3 credits each from courses designated as Creative Arts and Humanities, History and Cultural Change, Social and Behavioral Sciences, and Mathematics, Natural Sciences, and Technology. Students must pass these courses with a grade of C- or better. Note that students must take breadth courses from four different subject areas (e.g. the four- letter subject code ACCT, HIST, etc.). Students may not use a course that is cross-listed with a subject area that has already been used to satisfy a university breadth requirement. Students enrolled in a single major may not satisfy the breadth requirement with courses in the subject area of that major (e.g. chemistry majors may not use CHEM courses). Students who are enrolled in more than one major or degree are allowed to meet the University breadth requirement by taking approved breadth courses from within the subject areas of their majors. The requirement may be fulfilled through a course or courses taken to complete other degree requirements, subject to the limitations above; however, credit hours may be counted only once towards the credit hour minimum required for the degree. See the undergraduate catalog at <a href="http://academiccatalog.udel.edu">http://academiccatalog.udel.edu</a> for the list of course options.			
<u>Creative Arts and Humanities (3 credits) (C- minimum grade)</u> Course: _____	3	_____	_____
<u>History and Cultural Change (3 credits) (C- minimum grade)</u> Course: _____	3	_____	_____
<u>Social and Behavioral Sciences (3 credits) (C- minimum grade)</u> Course: _____	3	_____	_____
<u>Mathematics, Natural Sciences, and Technology (3 credits) (C- minimum grade)</u> Course: _____	3	_____	_____



## **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 Chair 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 Academic Services, 102 Purnell 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 Academic Services, (302) 831-4369, to schedule an appointment with the 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 Academic 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**

During the Spring semester of your Junior year, students are required to complete a “Checkout Sheet” and the “Courses-in-Progress Sheet” in **black ink**, then meet with Professor Paul Sestak 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 Academic Services, 102 Purnell 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 their advisor to discuss appropriate placement and progress toward meeting the **700-hour** work requirement.

Please provide information to your advisor regarding your progress in meeting the **700-hour** work experience and **100** hours of community service 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 your advisor and/or department chair to ascertain its community service worthiness.

### **Scholarships**

There are many scholarship opportunities available through companies like ARAMARK, Marriott and hospitality associations. Review our web page for a complete listing of scholarships. E-mail reminders will be sent to students. Also, it is very important to renew applications with the Financial Aid office on a yearly basis to keep your name on the list of students seeking financial aid.

### **GET INVOLVED**

For a list of HRIM student clubs/organizations, please visit:  
([www.lerner.udel.edu/departments/hrim/undergrad/clubs](http://www.lerner.udel.edu/departments/hrim/undergrad/clubs) )

## **Hotel, Restaurant & Institutional Management**

### **Registration Procedures**

HRIM freshman and sophomore majors are advised through the Alfred Lerner College of Business and Economics Office of Undergraduate Advising and Academic Services, Ms. Kim Wilson, (302) 831-4369, [wkim@udel.edu](mailto:wkim@udel.edu), 102 Purnell Hall. All honors students, juniors and seniors are advised by Professor Paul Sestak, [sestak@udel.edu](mailto:sestak@udel.edu). 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](http://www.udel.edu). Choose UDSIS Student; enter your student ID and pin or UDeINet ID and password. Choose Registration and Drop/Add. Please visit [www.udel.edu/registrar](http://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 SkillMod courses. Freshmen are limited to a maximum of 17 credits. Sophomores, juniors and seniors are limited to a maximum of 18 credits. The 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 and sophomores are not permitted to take online courses during the fall and spring semesters.

## **Study Abroad Opportunities**

Please view the University of Delaware's Study Abroad Programs and Information at: [www.udel.edu/studyabroad](http://www.udel.edu/studyabroad)

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

The Hotel, Restaurant and Institutional Management program 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 judicial 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

<b>SSTH Courses</b>	<b>UD Course Equivalencies</b>	<b>Cr</b>
BEVe – Beverages	HRIM 218	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	<u>4</u>
		<b>20</b>

### **Procedures**

1. Students interested in this option should see Dr. Fred DeMicco to discuss the program and to select the appropriate courses for their freshman year at UD.
2. Complete an SSTH application form, available from Dr. DeMicco or the HRIM office at Raub Hall. You should submit the completed application to Dr. DeMicco 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, 102 Purnell Hall, prior to completing the Spring Semester of your freshman year.**