

HOSPITALITY MANAGEMENT CERTIFICATE PROGRAM EVALUATION

SUMMER 2016



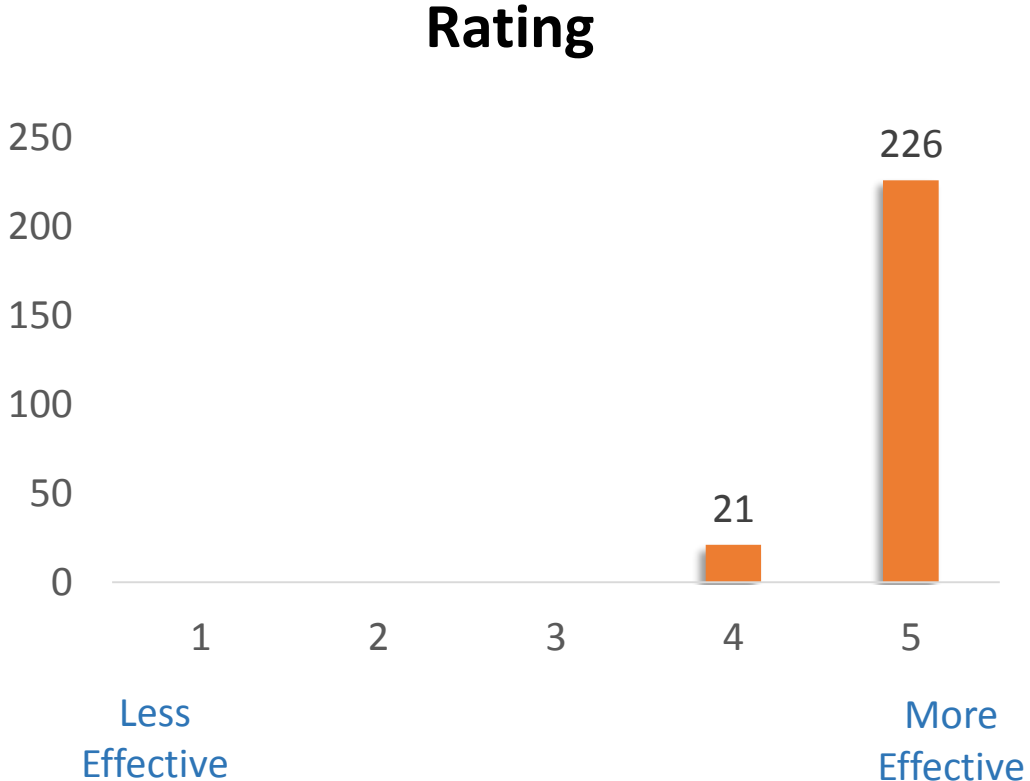
Dr. Peter Ricci

Total Participants: 144

- Week 1 (6/18): Management Competencies for Hospitality Success
- Week 5 (7/23): Meetings & Events Management for the Hospitality Professional
- Week 6 (8/06): Excellence in Guest Service - It's All About Our Guests

Participants Feedback:

- Always a pleasure with Dr. Ricci, very organized. It was never a dull moment. I am thankful for all the ways he keeps things interesting.
- Content was very clear and easy to understand. Used great examples. Very knowledgeable and will to answer all questions.
- Best so far. Very much what I expected. Thank you. He is fantastic.
- Dr. Ricci – by far my favorite instructor so entertaining and full of information. Very knowledgeable and very clear.
- I learned so much in today's lecture, including meetings and different types of them. I now have a grasp of how to handle situations involving meeting planners, groups and events. Another phenomenal lecture by Dr. Ricci.



Weighted Average Rating
4.91/5 (98.2%)

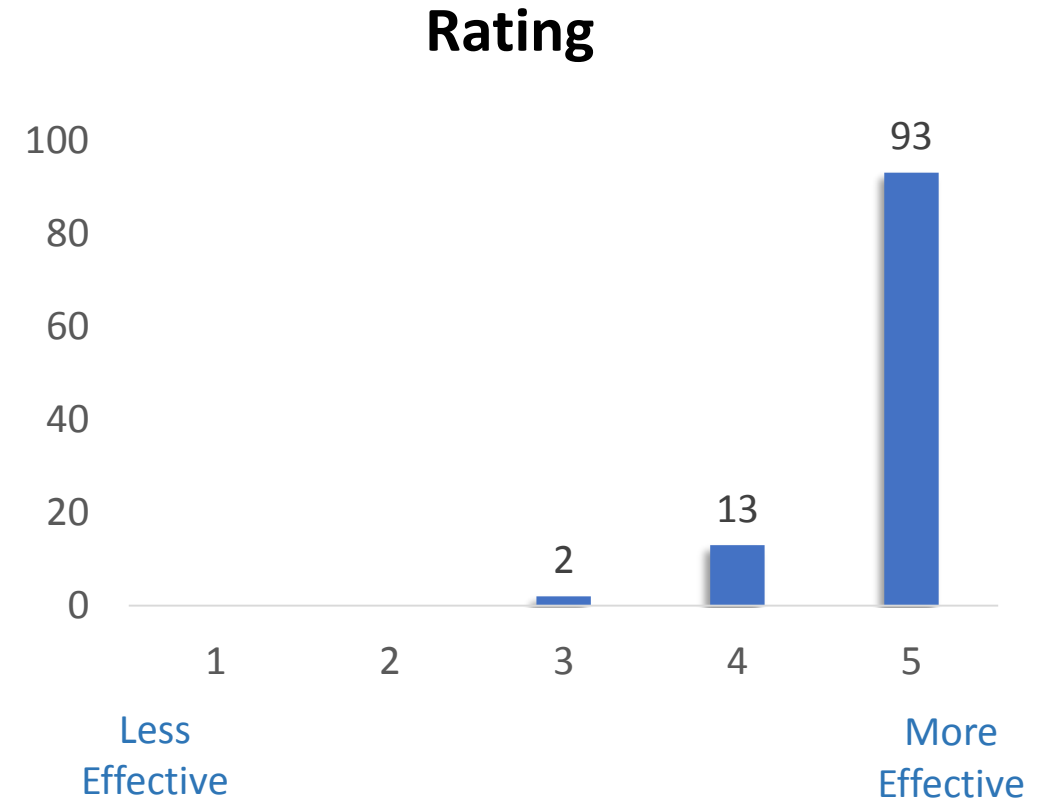
Jeffrey Miller, JD

Total Participants: 54

Week 2 (6/25): The Law & You as a Hospitality Supervisor

Participants Feedback:

- The content was amazing lots of real world examples. He answered all the questions and all the different ways the scenarios could go. It was amazing!
- Great instructor! Gave “real life” examples in a colorful way.
- The content was very clear, organized and appropriate. The objective were clearly outlined and was applicable.
- The information was really great for me to learn about law. These are the materials that get us more familiar with contracts. This instructor was great and very professional and answered my all questions.
- Great class! Effective instructor! Informative and entertaining. Understandable and clear content. I loved the class!



Weighted Average Rating
4.84/5 (96.8%)

Mr. Greg Bohan

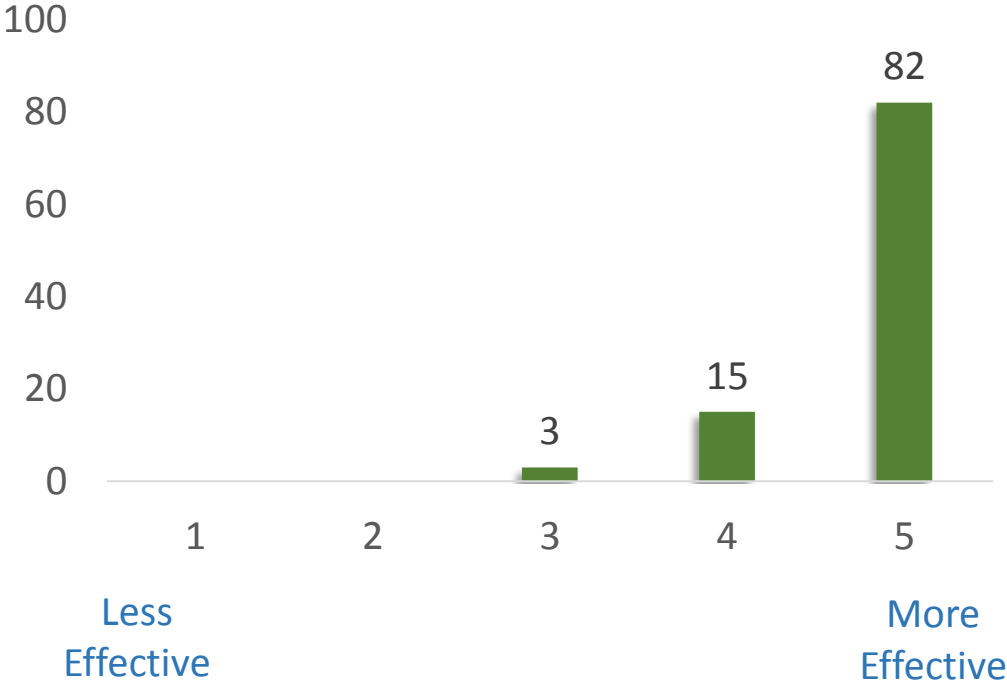
Total Participants: 50

Week 3 (7/2): Analyzing Performance for Hospitality Supervisors, Managers, and Leaders

Participants Feedback:

- I think finance in general is a difficult subject to grasp as well as staying focused during a session with that being said, Greg has an awesome way of making it easy to understand and enjoyable.
- Workload was appropriate and very well organized on excel.
- Material presented in an interesting way. Applicable to our industry.
- A very informative session.
- Greg explained everything great. Questions were answered. He was great.

Rating



Weighted Average Rating
4.79/5 (95.8%)

Dr. Anil Bilgihan

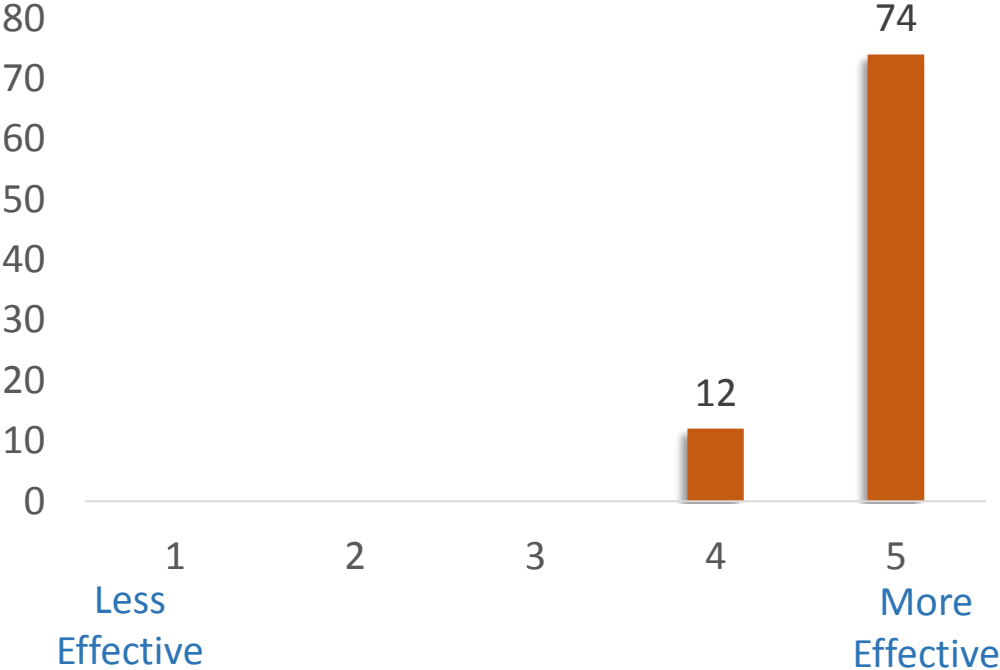
Total Participants: 43

Week 4 (7/16): Basics of Hospitality Marketing and Revenue Management

Participants Feedback:

- Anil was very knowledgeable and made the subject matter & content more interesting.
- Completely enjoyed the session. I learned a lot today. Instructor is very knowledgeable and has a vast experience.
- Very knowledgeable and examples were very clear and informative.
- Dr. Bilgihan presented everything in a fun and understandable way with excellent examples.
- Instructor was amazing very knowledgeable. Considerate to questions and answered each one clearly. It was easy to understand the subject.

Rating



Weighted Average Rating
4.86/5 (97.2%)

Program Testimonials

“It has been a real pleasure being part of this great program. I have graduated 10 years ago and this for me has been a great update and refreshing way to continue my career and feel committed with my job. I will be able to use great tools I didn’t know existed for my career and job. Thank you.” **Hawthorn Suites by Wyndham**

“The Program was very informative. My favorite portion would have to be the customer relations section. Sometimes we get so complacent in our everyday work life and forget to think outside the box and read into clues.” **Eau Palm Beach Resort & Spa**

“I know that taking this program was the stepping stone I need to advance in my career. I’m leaving this class with so much more understanding than any daily life experience could provide. The professors were friendly, knowledgeable and I am convinced to continue my education with FAU.” **Diplomat Beach Resort**

“I entered this program unsure whether I’d like to pursue a career in this field & came out definitely wanting to do it.”
Student Entering PMBA Hospitality Management Program

“This program has provided me with an eye-opening and comprehensive view of hospitality management. It has taught me a lot about the world of management and how to see the bigger picture.” **The Ritz-Carlton**

“I’ve dealt so much with customer service the industry was becoming a bit boring. This program tapped into another side of things (the business side) and I find it intriguing. I think I know in which direction I would like to further my career now!”
Pelican Grand Beach Resort