

**Descriptions—History
of
Courses**

810. Seminar in Early American History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of early America. Major interpretations and research methods. Topics vary.
QA: HST 821

811. Seminar in 19th Century U.S. History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of nineteenth century United States. Major interpretations and research methods. Topics vary.
QA: HST 822

812. Seminar in 20th Century U.S. History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of twentieth century United States. Major interpretations and research methods. Topics vary.
QA: HST 823

813. Race and Poverty in Cities: A Historical Perspective
Fall, Spring. 3(3-0)
Poverty, racism, and racial conflict. Promotion of racial justice and unity, in American cities. Attitudes, policies and programs during the 20th century.
QA: HST 843

815. Historiography of Europe to 1870
Fall, Spring. 3(3-0)
The development of historical thinking, historical studies, and historical scholarship of Europe through the Franco-Prussian War.
QA: HST 865A

816. Historiography of Europe since 1870
Fall, Spring. 3(3-0)
Readings organized around themes and genres of historical inquiry into late nineteenth and twentieth century European history.
QA: HST 865B, HST 865C

820. Seminar in Ancient History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of the ancient world. Major interpretations and research methods. Topics vary.
QA: HST 852

821. Seminar in Medieval History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of medieval Europe. Major interpretations and research methods. Topics vary.
QA: HST 853

822. Seminar in Early Modern European History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of Europe from 1500-1800. Major interpretations and research methods. Topics vary.
QA: HST 863

823. Seminar in Modern European History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of Europe after 1800. Major interpretations and research methods. Topics vary.
QA: HST 864

824. Seminar in Russian History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of Russia. Major interpretations and research methods. Periods and topics vary.
QA: HST 867

830. Seminar in African History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of Africa. Major interpretations and research methods. Periods and topics vary.
QA: HST 894

831. Seminar in Latin American History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of Latin America. Major interpretations and research methods. Periods and topics vary.
QA: HST 819

832. Seminar in Japanese History
Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of Japan. Major interpretations and research methods. Periods and topics vary.
QA: HST 897

833. Seminar in Chinese History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of China. Major interpretations and research methods. Periods and topics vary.
QA: HST 897

840. Seminar in the History of International Relations
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
International relations since the French and Industrial Revolutions. Major interpretations and research methods. Topics vary.
QA: HST 873

848. Seminar in British History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of Britain. Major interpretations and research methods. Topics vary.
QA: HST 848

850. Seminar in Comparative History
Fall, Spring. 3(3-0) A student may earn a maximum of 12 credits in all enrollments for this course.
Comparative themes or problems from different cultures and countries. Major interpretations and research methods.

860. Seminar in Women's History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Political, social, and economic history of women. Major interpretations and research findings. Topics vary.

870. Seminar in African-American History
Fall, Spring. 3(3-0) A student may earn a maximum of 15 credits in all enrollments for this course.
Social, political, economic, and cultural topics emphasizing the intersection of race, class, and gender. Periods and topics vary.

890. Independent Study
Fall, Spring, Summer. 1 to 3 credits. A student may earn a maximum of 6 credits in all enrollments for this course.
R: Approval of department.
Special projects, directed reading, and research arranged by an individual graduate student and a faculty member in areas supplementing regular course offerings.
QA: HST 898

898. Master's Research
Fall, Spring, Summer. 1 to 3 credits. A student may earn a maximum of 3 credits in all enrollments for this course.
R: Approval of department.
Directed research in support of Plan B master's degree requirements.

899. Master's Thesis Research
Fall, Spring, Summer. 1 to 6 credits. A student may earn a maximum of 6 credits in all enrollments for this course.
R: Open only to graduate students in the Department of History. Approval of department.
Directed research in partial fulfillment of Plan A master's degree requirements.
QA: HST 899

901. Advanced Research Seminar in History
Fall, Spring. 3(3-0) A student may earn a maximum of 9 credits in all enrollments for this course.
Current issues of professional importance. Innovative research topics and techniques.
QA: HST 901A, HST 901B, HST 901C

990. Independent Study
Fall, Spring, Summer. 1 to 4 credits. A student may earn a maximum of 9 credits in all enrollments for this course.
R: Open only to doctoral students. Approval of department.
Special projects, directed reading, and research arranged by an individual doctoral student and a faculty member in areas supplementing the regular course offerings.

999. Doctoral Dissertation Research
Fall, Spring, Summer. 1 to 6 credits. A student may earn a maximum of 24 credits in all enrollments for this course.
R: Open only to doctoral students in the Department of History. Approval of department.
QA: HST 999

HORTICULTURE HRT
Department of Horticulture
College of Agriculture and Natural Resources

100. Horticulture: Plants and People
Spring. 3(2-2)
R: Not open to junior or senior Horticulture majors.
Functional uses of plants: aesthetics, food, industry, recreation. Growing and using horticultural plants. Consumer and environmental issues related to horticulture in daily living.

201. Principles of Horticulture I
Fall. 3(3-0)
P: BOT 105 or BS 110 or BS 111 or concurrently.
Contributions of horticulture to society. Geography of horticulture. Effects of environment on horticultural plants. Cultivar and clone selection. Seed production, germination, transplant production and stand establishment. Field trips required.
QP: BOT 205 or BS 210 or BS 211 or BS 212 QA: HRT 201, HRT 221

201L. Principles of Horticulture I Laboratory
Fall. 1(0-3)
P: HRT 201 or concurrently.
Growing and handling plants. Measurement of environmental factors affecting plant growth. Identification of selected horticultural species.
QP: BOT 205 or BS 210 or BS 211 or BS 212 QA: HRT 201, HRT 221

202. Principles of Horticulture II
Spring. 3(3-0)
P: HRT 201.
Asexual propagation. Control of vegetative growth, flowering, and fruit growth. Horticultural practices used to grow, harvest, and market crops, including sustainable agriculture. Field trips required.
QP: HRT 201 QA: HRT 201, HRT 221

- 202L. Principles of Horticulture II Laboratory**
Spring, 1(0-3)
P: HRT 202 or concurrently.
Asexual propagation techniques. Pruning and training. Soils and soil media. Moisture and water relations. Fertilization practices. Use of growth regulators. Pest management.
QP: HRT 201 QA: HRT 201, HRT 221
- 211. Ornamental Trees and Narrow-Leaved Evergreens**
Fall, 3(2-3)
Identification, adaptation, evaluation, management, and landscape uses of trees, deciduous shrubs, narrow-leaved evergreens, and woody vines.
QA: HRT 211
- 212. Ornamental Flowering Shrubs and Broad-Leaved Evergreens**
Spring, 3(2-3)
Identification, adaptation, evaluation, management, and landscape uses of flowering trees, deciduous shrubs, broad-leaved evergreens, woody vines and ground covers.
QA: HRT 212
- 221. Greenhouse Structures and Management**
Fall, 3(3-0)
Planning and operation of a commercial greenhouse. Structures, coverings, heating, cooling, ventilation, irrigation, fertilization, root media, and pest control. Field trips required.
QA: HRT 205
- 225A. Basic Floral Design**
Spring, 2(1-2)
Principles and mechanics of floral design. Line and mass designs, symmetrical and asymmetrical designs. Contemporary techniques. Flower identification. Retail pricing. Laboratory fee required. First half of semester.
QA: HRT 242
- 225B. Advanced Floral Design**
Spring, 2(1-2)
P: HRT 225A or concurrently.
Marketing, selling, and designing flowers for weddings, funerals, and other special events. Identification, handling, and design use of fresh flowers and other materials. Laboratory fee required. Second half of semester.
QA: HRT 242
- 310. Nursery Management**
Fall, 3(2-3)
P: HRT 202, HRT 211, HRT 212; MTH 110 or MTH 116. R: Not open to freshmen and sophomores.
Management practices applied to wholesale and retail nursery production and marketing. Field trip required.
QP: HRT 201, HRT 211, HRT 212 QA: HRT 440
- 311. Landscape Design and Management Specifications**
Spring, 4(2-4) Interdepartmental with Landscape Architecture.
P: HRT 211; HRT 212 or concurrently.
Landscape design techniques, spatial organization, plant selection, plant and site interaction. Relationship between design, construction and maintenance. Preparation of planting and maintenance specifications. Cost estimation.
QP: HRT 211, HRT 212 QA: HRT 327
- 322. Floriculture Crop Production I**
Fall, 3(1-4)
P: HRT 202.
Commercial production of floriculture greenhouse crops with emphasis on flowering and potted foliage plants and on seed germination. Field trips required.
QP: HRT 205 QA: HRT 434, HRT 209, HRT 208, HRT 435
- 323. Floriculture Crop Production II**
Spring, 3(1-4)
P: HRT 322.
Commercial production of bedding plants and cut flowers. Finishing procedures for selected potted plant crops. Field trips required.
QP: HRT 205 QA: HRT 208, HRT 434, HRT 435
- 325. Floral Distribution and Marketing**
Spring, 3(2-2)
P: HRT 322.
Business operations of wholesale and retail floral outlets. Identification, care, and handling of commercial cut flowers and foliage. Field trips required.
QP: HRT 201 QA: HRT 248
- 330. Commercial Fruit Production**
Fall, 4(3-2)
P: BOT 301, HRT 202. R: Not open to freshmen and sophomores.
Commercial aspects of tree and small fruit production. Apples, cherries, peaches, grapes, blueberries, brambles and strawberries. Field trips required.
QP: HRT 201, HRT 221, BOT 301 QA: HRT 319, HRT 320
- 394A. Retail Florist Practicum**
Fall, Spring, Summer, 1 to 3 credits. A student may earn a maximum of 6 credits in all enrollments for this course.
P: HRT 202, HRT 225B. R: Open only to juniors and seniors. Approval of department and application required. Maximum of 8 credits may be earned in HRT 394A and HRT 490.
Customer relations. Floral design, flower buying, holiday planning. Advertising, display. Financial recordkeeping. Flower care and handling.
QP: HRT 242 QA: HRT 332
- 421. Physiology of Plants in Controlled Environments**
Fall, 3(3-0)
P: BOT 301, HRT 201 or HRT 221. R: Not open to freshmen and sophomores.
Physiological responses of plants to light, temperature, and gases in controlled environments. Flowering and vegetative growth. Characteristics of natural and artificial lighting sources.
QP: HRT 205, BOT 301 QA: HRT 417, HRT 434
- 431. Reproductive Physiology of Tree Fruits**
Spring of odd-numbered years, 2(2-0)
P: HRT 330 or concurrently. R: Not open to freshmen and sophomores.
Physiology of flowering and fruiting in tree fruits: manipulation by cultural practices and growth regulators.
QP: HRT 320, BOT 301 QA: HRT 412
- 440. Warm Season Vegetables: Physiology and Production**
Spring of odd-numbered years, 3(2-3)
P: BOT 301 or concurrently; HRT 202. R: Not open to freshmen and sophomores.
Warm season vegetables emphasizing botany, physiology, growth, development, and commercial production. Fresh market and processing industries. Field trips required.
QP: HRT 201, BOT 301 QA: HRT 452
- 442. Cool Season Vegetables: Physiology and Production**
Fall of even-numbered years, 3(2-3)
P: BOT 301 or concurrently; HRT 202. R: Not open to freshmen and sophomores.
Cool season vegetables emphasizing botany, physiology, growth, development and commercial production. Fresh market and processing industries. Field trips required.
QP: HRT 201, BOT 301 QA: HRT 456
- 460. World Vegetable Crops**
Spring of even-numbered years, 3(3-0)
P: BOT 105 or BS 110. R: Not open to freshmen and sophomores.
Importance of vegetables in human nutrition, income generation, and international development. Unique cultural and climatic requirements for production and marketing of vegetables grown worldwide.
QP: HRT 201 or BS 110 or BOT 205 QA: HRT 460
- 462. Tropical and Subtropical Fruits**
Fall of even-numbered years, 2(2-0)
P: BOT 105 or BS 110. R: Not open to freshmen and sophomores.
Climatic requirements, botany, morphology, production practices, uses, and economic and cultural importance.
QP: HRT 201 or BOT 205 QA: HRT 462
- 480. Woody Plant Physiology**
Spring, 3(3-0) Interdepartmental with Forestry.
P: BOT 301. R: Not open to freshmen and sophomores.
Physiology of carbon utilization. Effects of water, temperature, nutrition, and light on apical, vegetative, and reproductive growth of woody plants.
QP: BOT 301 QA: HRT 411
- 482. Handling and Storage of Horticultural Crops**
Fall of odd-numbered years, 3(2-3)
P: BOT 105 or BS 110. R: Not open to freshmen and sophomores.
Biological principles involved in quality maintenance of horticultural products. Control of deterioration during harvesting, handling, transport, and storage. Field trip required.
QP: BOT 205 or BS 210 QA: HRT 416
- 486. Biotechnology in Agriculture: Applications and Ethical Issues**
Spring of odd-numbered years, 3(3-0) Interdepartmental with Philosophy, Crop and Soil Sciences, and Forestry.
P: BS 111 or BOT 105. R: Not open to freshmen and sophomores.
Current and future roles of biotechnology in agriculture: scientific basis, applications. Environmental, social, and ethical concerns.
QP: BOT 205 or BS 211 QA: HRT 486
- 488. Horticultural Management**
Spring, 3(2-2)
P: HRT 202; EC 201 or EC 202; one 300 or 400 level HRT course. R: Open only to seniors in Horticulture.
Integration of physiological, genetic, economic and production principles to develop a horticultural business plan. Management techniques. Environmental impacts of business and production practices.
QP: HRT 201, HRT 221, EC 201 or EC 202
- 490. Independent Study in Horticulture**
Fall, Spring, Summer, 1 to 2 credits. A student may earn a maximum of 6 credits in all enrollments for this course.
P: HRT 202. R: Approval of department; application required.
Independent study of horticulture on a field, laboratory or library research program of special interest to the student.
QP: HRT 201, HRT 221 QA: HRT 330
- 491. Selected Topics in Horticulture**
Fall, Spring, 1 to 3 credits. A student may earn a maximum of 6 credits in all enrollments for this course.
P: HRT 202. R: Not open to freshmen and sophomores.
Selected topics in horticulture of current interest and importance.
QA: HRT 331
- 801. Research Procedures in Plant Science**
Spring, 3(2-2)
P: STT 422.
Applications of epistemology and logic in plant science research. Classical research methods. Hypotheses. Analysis of laboratory, storage, greenhouse, and field experiments.
QA: HRT 801
- 802. Growth and Development of Horticultural Crops**
Spring of odd-numbered years, 3(2-2)
Physiology of grafting, juvenility, flowering, fruiting, senescence, bud and seed dormancy, apical dominance of horticultural crops.
QA: HRT 808
- 803. Postharvest Physiology**
Spring of even-numbered years, 3(2-2)
Physiology, biochemistry and molecular biology of maturation, ripening and senescence of harvested horticultural crops.
QA: HRT 825

**Descriptions—Horticulture
of
Courses**

- 819. Advanced Plant Breeding**
Fall. 3(3-0) Interdepartmental with Crop and Soil Sciences, and Forestry.
P: CSS 450, STT 422.
Genetic expectations resulting from breeding strategies with cross- and self-pollinated crop plants. Germplasm collections, mapping populations, and modifications of reproductive biology useful for crop improvement.
QA: HRT 819
- 836. Plant Evolution and the Origin of Crop Species**
Fall of even-numbered years. 3(3-0) Interdepartmental with Crop and Soil Sciences, and Forestry.
P: CSS 350.
Cultural and biological aspects of the evolution of domestic plants. origin and diversity of cultivated plants.
QA: HRT 836
- 891A. Selected Topics in Horticulture**
Fall, Spring, Summer. 1 to 3 credits. A student may earn a maximum of 6 credits in all enrollments for this course.
R: Open only to graduate students in Horticulture. Approval of department.
Selected topics in horticultural science of current interest and importance.
QA: HRT 831
- 891B. Selected Topics in Plant Breeding and Genetics**
Fall, Spring, Summer. 1 to 2 credits. A student may earn a maximum of 6 credits in all enrollments for this course. Interdepartmental with Crop and Soil Sciences, and Forestry.
R: Open only to graduate students in Plant Breeding and Genetics or Genetics. Approval of department.
Selected topics in plant breeding.
QA: HRT 815
- 892. Plant Breeding and Genetics Seminar**
Fall, Spring, Summer. 1(1-0) A student may earn a maximum of 8 credits in all enrollments for this course. Interdepartmental with Crop and Soil Sciences, and Forestry.
Experience in review, organization, oral presentation, and analysis of research.
QA: HRT 814
- 898. Master's Research**
Fall, Spring, Summer. 1 to 6 credits. A student may earn a maximum of 6 credits in all enrollments for this course.
R: Approval of department.
Master's degree Plan B project.
- 899. Master's Thesis Research**
Fall, Spring, Summer. 1 to 10 credits. A student may earn a maximum of 99 credits in all enrollments for this course.
R: Open only to graduate students in Horticulture.
QA: HRT 899
- 999. Doctoral Dissertation Research**
Fall, Spring, Summer. 1 to 24 credits. A student may earn a maximum of 99 credits in all enrollments for this course.
R: Open only to Ph.D. students in Horticulture.
QA: HRT 999

**HOTEL, RESTAURANT AND
INSTITUTIONAL
MANAGEMENT** HRI

**Department of Hotel, Restaurant and Institutional Management
The Eli Broad College of Business
and The Eli Broad Graduate
School of Management**

- 200. Introduction to the Hospitality Industry**
Fall. 3(3-0)
R: Open only to freshmen and sophomores or approval of school. Open only to students in the College of Business or in programs for which HRI 200 is a catalog-listed requirement.
Survey of all sectors, segments and disciplines of the hospitality and tourism industries. Topics include impact of travel and tourism, hospitality trends, and overview of accounting, marketing, and sales.
QA: HRI 102
- 237. Management of Lodging Facilities**
Spring. 3(3-0)
P: HRI 200, one ISP course. R: Open only to freshmen, sophomores and juniors in Hotel, Restaurant and Institutional Management or students in programs for which HRI 237 is a catalog-listed requirement.
Operational departments and logical functions in the operation of various types of lodging properties. Planning and control of physical, mechanical, and electrical systems.
QP: HRI 102 QA: HRI 237, HRI 235
- 265. Quality Food Management**
Spring. 3(3-0)
P: HRI 200, one ISB course. R: Open only to sophomores and juniors in Hotel, Restaurant and Institutional Management.
Standards of microbiology, sanitation, nutrition, and other quality issues in food management. Chemical, health, and workplace standards. Management of product quality and costs.
QP: HRI 102 QA: HRI 265
- 302. Hospitality Managerial Accounting**
Fall, Spring. 3(3-0)
P: ACC 201; CPS 100 or CPS 130; HRI 200; STT 315 or concurrently. R: Open only to juniors and seniors in the School of Hotel, Restaurant and Institutional Management.
Principles of managerial accounting applied to hospitality enterprises. Topics include financial statements, forecasting methods, internal control, and accounting ethics.
QP: ACC 201, STT 315, HRI 102, CPS 115 or CPS 100 QA: HRI 203
- 307. Organizational Behavior in the Hospitality Industry**
Spring. 3(3-0)
P: ML 300, MGT 302; HRI 237. R: Open only to juniors and seniors in the School of Hotel, Restaurant and Institutional Management or students in programs for which HRI 307 is a catalog-listed requirement.
Human resource management and interpersonal skills in the hospitality industry. Focus on managing in a culturally diverse workplace.
QP: MGT 302, HRI 237, ML 300 or HRI 375 QA: HRI 307
- 337. Hospitality Information Systems**
Fall. 3(3-0)
P: HRI 237; CPS 100 or CPS 130. R: Open only to majors in Hotel and Restaurant Management.
Technology for gathering, analyzing, storing and communicating information within the hospitality industry.
QP: HRI 237, HRI 203, EC 201 QA: HRI 337
- 345. Quantity Food Production Systems**
Fall, Spring. 3(1-4)
P: HRI 265. R: Open only to juniors and seniors in Hotel, Restaurant and Institutional Management.
Organization of food and beverage operations. Product knowledge, especially purchasing, storing, preparing and production in food service operations. Menu development and recipe management.
QP: HRI 265 QA: HRI 345
- 353. Professional Work Experience I**
Fall, Spring, Summer. 1(1-0)
P: HRI 200. R: Open only to majors in the School of Hotel, Restaurant and Institutional Management.
Work and training in hospitality management and supervision. Written report detailing work experience.
QP: HRI 102 QA: HRI 252
- 454. Professional Work Experience II**
Fall, Spring, Summer. 1(1-0)
P: HRI 353. R: Open only to juniors and seniors in the School of Hotel, Restaurant and Institutional Management.
Professional workplace experience involving planning, controlling, staffing, and organizing. Professionally written reports detailing experiences required.
QP: HRI 102, HRI 252 QA: HRI 353
- 473. Hospitality Industry Research**
Fall, Spring. 3(3-0)
P: HRI 337, STT 315. R: Open only to seniors in Hotel, Restaurant and Institutional Management. Not open to students with credit in ML 317.
Strategies and techniques for obtaining, analyzing, evaluating, and reporting relevant research data.
QP: HRI 337, STT 315 QA: HRI 473
- 475. Innovations in Hospitality Marketing**
Fall, Spring. 3(3-0)
P: ML 300, HRI 307; HRI 473 or concurrently. R: Open only to seniors in the School of Hotel, Restaurant and Institutional Management or students in programs for which HRI 475 is a catalog-listed requirement.
Marketing of hospitality industry products and concepts, amid global competition and culturally diverse markets and workforces.
QP: HRI 307, HRI 375 or ML 300, HRI 473 or CONCURRENTLY QA: HRI 475
- 482. Hospitality Managerial Finance**
Fall, Spring, Summer. 3(3-0)
P: FI 311. R: Open only to seniors in the School of Hotel, Restaurant and Institutional Management.
Cash flow determination and management. Strategies for financing hospitality ventures and expansion. Determining financial viability of proposed and existing operations.
QP: HRI 203, FI 391 QA: HRI 392
- 485. Advanced Foodservice Management**
Fall, Spring, Summer. 3(1-4)
P: HRI 302, HRI 307, HRI 345. R: Open only to seniors in Hotel, Restaurant and Institutional Management.
Beverage management and dining room service. Guest relations and current management topics. Emphasis on foodservice team projects.
QP: HRI 203, HRI 307, HRI 345 QA: HRI 435
- 489. Policy Issues in Hospitality Management**
Fall, Spring. 3(3-0)
P: HRI 482, HRI 454. R: Open only to seniors in Hotel, Restaurant and Institutional Management. Not open to students with credit in MGT 409.
Management problems and issues in the hospitality industry. Focus on decision-making models. Case study analysis, discussion and written reports.
QP: HRI 353, HRI 392 QA: HRI 490
- 490. Independent Study**
Fall, Spring, Summer. 1 to 3 credits.
R: Open only to majors in the School of Hotel, Restaurant and Institutional Management. Approval of school.
Supervised research in hospitality management and operations.
QA: HRI 499
- 491. Current Topics in Hospitality Industry**
Spring. 3(3-0)
P: HRI 307. R: Open only to seniors in Hotel, Restaurant and Institutional Management.
Emerging topics or issues confronting the hospitality service industry.
QP: HRI 307 QA: HRI 495