



# **MS in Hospitality Business Management Program Policy Statement**

---

University of Delaware  
Lerner College of Business and Economics  
Department of Hospitality and Sport Business Management  
Newark, DE 19716-2712

[https://lerner.udel.edu/programs/masters-  
-programs/hospitality-business-management-ms/](https://lerner.udel.edu/programs/masters-<br/>-programs/hospitality-business-management-ms/)

*The requirements and guidelines stated herein are in effect for students entering the graduate program as of September 1, 2023.*

**PROGRAM POLICY STATEMENT**  
**MASTER OF SCIENCE, HOSPITALITY BUSINESS**  
**MANAGEMENT**  
**UNIVERSITY OF DELAWARE**

*Approved by the University Faculty Senate Graduate Studies Committee April 2012.*

The MS Hospitality Business Management program offers both a Non-Thesis and a Thesis option. The curriculum provides students with a strong foundation in analytical skills for the hospitality industry. The Non-Thesis option has an operational management focus. The Thesis option is research-oriented for those in pursuit of academic careers in the hospitality academy.

Additionally, successful candidates in the Non-Thesis Option who choose to continue their studies and qualify for the MBA at the Lerner College of Business and Economics can complete the dual degree (MS/MBA) with the completion of an additional 30 credits. Students who plan their studies effectively can complete the dual degree in a minimum of two years.

**ADMISSION REQUIREMENTS**

Qualified applicants for admission in the MS Hospitality Business Management program must:

- Supply all information required by the University for admission to a graduate program as stated in the University of Delaware Catalog.
- Hold the equivalent of a 4-year U.S. Bachelor's Degree from an accredited college or university.
- Complete the online application for admission to the MS HSBM program: <http://www.udel.edu/gradoffice/applicants/> and submit official transcripts of all previous academic work
- Submit official results of the Graduate Records Examination (GRE) or the Graduate Management Admissions Test (GMAT).
- Submit a resume a personal statement or essay addressing your professional and academic achievements that will help you succeed in international business.
- Submit three letters of recommendation from faculty and/or employers.
- You may also be required to pass a formal interview. Interviews may be conducted in person or on Skype if necessary.

For applicants whose native language is not English, the department requires an official Test of English as a Foreign Language (TOEFL) score of at least 90 on the Internet-based TOEFL for an applicant to be considered for admission. Also accepted

is a minimum score of 7 on the International English Language Testing System (IELTS) exam. This requirement may be waived if the student has earned a degree from an accredited educational institution in a country where English is the primary language.

The Graduate Conditional Admissions Program (Graduate CAP) provides international students acceptance into the program without the need to take the TOEFL exam. After completing Graduate CAP at the University of Delaware's English Language Institute (ELI), you begin your graduate coursework at Lerner.

Applicants need not have majored in any specific undergraduate field. The following should be considered as *preferred minimum levels* for admission:

- Undergraduate GPA of 3.0 (on a 4.0 scale)
- Strong written and oral communication skills
- Strong and relevant work experience
- Strong analytical and problem-solving skills
- A combined score of 300 on the verbal and quantitative portions of the GRE or a score of 550 or higher on the GMAT.
- Demonstrated intellectual interest to study, collaborate, and participate in knowledge building

All students are expected to have at least two years of work experience, including internships.

**Admission to the graduate program is competitive. Those who meet stated requirements are not guaranteed admission, nor are those who fail to meet all of those requirements necessarily precluded from admission if they offer other appropriate strengths. Admission decisions are made by the MS Hospitality Business Management Program Committee and are based upon a number of factors, including the applicant's GMAT or GRE scores, college transcripts, application essays and letters of recommendation.**

All associated required application documents should be received and ready for review by the application deadlines. The application can be submitted before taking the GRE or GMAT. Indicate on your application the scheduled date of GRE or GMAT exam. However, late exam submission will delay application processing and the admission decision. GRE/GMAT scores of international students have to be in by June 1 for fall semester.

## Fall Admissions

- Admissions decisions are made on a rolling basis.
- To be considered favorably for financial aid, apply by December 15
- International Students – Last date to submit a fall application: June 1
- Domestic Students – Last date to submit a fall application: August 28

## Spring Admissions

We prefer that students enroll in the fall semester. However, depending on the background of the student, we may occasionally admit in spring. Please note that decisions on financial aid are made in the fall semester only.

### **MASTER OF SCIENCE REQUIREMENTS PROGRAM OF STUDY**

A minimum of 30 credits is required for the Master of Science degree

#### **SUGGESTED COURSE SEQUENCE: NON-THESIS OPTION**

<b>FALL</b>		
Hospitality Industry Foundations	HOSP 601	3
Customer Experience Management	HOSP 602	3
Revenue Management in Hospitality	HOSP 687	3
(a) Fundamentals of Analytics OR	BUAD620 OR	3
(b1) Building Emotional Intelligence and Critical Thinking	BUEC601	1
(b2) Communicating, Branding, and Career Networking	BUEC603	1
(b3) Cultural Intelligence in the Hospitality Industry	HOSP625	1
	<b>Total</b>	<b>12</b>
<b>SPRING</b>		
Elective	*****	3
Hospitality Financial Management	HOSP 604	3
Advanced Restaurant Management	HOSP 645	3
Strategic Human Resources in the Hospitality Industry	HOSP 635	3
	<b>Total</b>	<b>12</b>
<b>SUMMER</b>		
Strategic Hospitality Management	HOSP 603	3
Advanced Lodging Practicum	HOSP 644	3
	<b>Total</b>	<b>6</b>
<b>PROGRAM TOTAL</b>		<b>30</b>

### SUGGESTED COURSE SEQUENCE: THESIS OPTION

FALL I		
Hospitality Industry Foundations	HOSP 601	3
Customer Experience Management	HOSP 602	3
Fundamentals of Analytics	BUAD 620	3
	<b>Total</b>	<b>9</b>
SPRING I		
Research Methods in Hospitality	HOSP 848	3
Strategic Human Resources in the Hospitality Industry	HOSP 635	3
Hospitality Financial Management	HOSP 604	3
Advanced Restaurant Management	HOSP 645	3
	<b>Total</b>	<b>12</b>
SUMMER I		
Strategic Hospitality Management	HOSP 603	3
	<b>Total</b>	<b>3</b>
FALL II		
Revenue Management in Hospitality	HOSP 687	3
Elective	**** **	3
Research Methods Elective	**** **	3
	<b>Total</b>	<b>9</b>
SPRING II		
Thesis	HOSP 869	6
	<b>Total</b>	<b>6</b>
<b>PROGRAM TOTAL</b>		<b>39</b>

Suggested Lerner College Electives include, but are not limited to:

- BUAD 640 – Ethical Issues in Domestic and Global Business Environments
- BUAD 611- Globalization and Business
- BUAD 672 – Strategic Leadership and Change
- MISY 650 – Security and Control
- MISY 660 – High Technology Entrepreneurship
- ECON 811 – Microeconomic Theory
- ECON 812 –Macroeconomic Theory
- FINC 650 – Financial Management
- ACCT 604 – Database Design and Implementation
- ACCT 605 Current Issues in Management Information Systems
- ACCT 840 – Contemporary Issues in Accounting

Please note that HOSP 603 is only offered during the Summer 2021 semester and attendance is mandatory.

## **SUMMARY OF GRADUATION REQUIREMENTS**

UD Policy requires a graduate student to complete the MS-HSBM **within 4 consecutive semesters**, beginning at the date of matriculation.

It is the students' responsibility to ensure they have fulfilled all requirements for graduation. Any questions pertaining to completion of requirements can be gained from the Graduate Program Coordinator or Director of Graduate Studies.

### **Grade Requirements**

Graduate students must have a minimum overall cumulative grade point average of 3.0 to be eligible for the degree. All graduate-numbered courses taken with graduate student classification at the University of Delaware are applied to the cumulative index. Credit hours and courses for which the grade is below "C-" do not count toward the degree though the grade is applied to the index.

### **Satisfactory Progress**

Any graduate student who fails to make satisfactory progress toward all degree requirements may be denied permission to continue in the degree program. The Office of Graduate and Professional Education will notify a student in writing when the student is being dismissed for failure to make satisfactory progress in the program and the procedures for the student to appeal the action.

### **Leave of Absence**

Graduate students are expected to be registered in school continuously while matriculated. However, a student may request a leave of absence for medical or professional reasons. Such request must be sent to the Director of Graduate Studies explaining the reason for the request and duration of the proposed leave. The Director of Graduate Studies, in consultation with the Graduate Committee, will forward the committee's recommendation to the Office of Graduate Studies.

### **Degree Awarded**

Students who graduate from this program will receive a Master of Science in Hospitality Business Management. It's a University requirement that graduate students achieve an overall cumulative grade point index of at least 3.0 for

graduation. *For further policies and requirements, it is the student's responsibility to consult the UD Graduate Catalog.*

## **ASSISTANTSHIP INFORMATION**

Merit-based Graduate Assistantships are available for exceptionally qualified full-time applicants. No additional application is required; all full-time students are considered automatically at the time of admission. A Graduate Assistantship is an opportunity to assist faculty in research, teaching and/or outreach activities while earning your degree and to receive compensation (a stipend) and a tuition scholarship in return.

Graduate assistantships (GA) are very competitive and depend on availability of funds within the department from year to year. In order to receive an assistantship, a student must be accepted by the Graduate Office and the Department of HSBM as a full-time matriculated student.

### **Requirements**

The requirements and conditions of assistantship appointments are specifically detailed in the letter offering the assistantship and the continuation of an assistantship beyond the first semester is contingent on attaining and/or maintaining "Full Status," as defined by the Graduate Office, and a GPA of 3.0.

### **Duration of Assistantship**

Assistantships are granted on an annual basis with semester renewal contingent upon satisfactory academic and work performance. Faculty with assigned graduate assistants may conduct performance review (See Appendix 2) of their GAs at the end of each semester and the reviews will be forwarded to the HSBM Director of Graduate Studies. Assistantship will not exceed two years in the Master's program.

### **Hours of Work for an Assistantship**

A student holding a half-time graduate assistant appointment will be expected to work for 10 hours/week, and 20 hours/week for a full-time appointment. GAs are expected to meet with assigned faculty member immediately following appointment to determine work schedule and receive instructions on work assignments. GAs are expected to work during the winter break in addition to the fall and spring semesters.

### **MS Graduate Student Responsibilities**

Read thoroughly:

- Graduate Catalog
- Departmental Graduate Handbook

## **DRESS CODE:**

Our graduate students are preparing to enter the hospitality industry, where many companies require business professional attire. Our program operates in partnership with the Courtyard by Marriott, which has does have a corporate dress code. Therefore, graduate students in our program are required to dress professionally whenever traveling on school field trips, attending class during a guest speaker's visit, attending class in the ALICE classroom, participating in professional activities or practicum experiences, attending faculty seminars or presentations, and any other time you are representing the HSBM Department. **You will not be permitted to go on field trips or attend class sessions with industry speakers if you are not professionally dressed.** If you are unsure of your attire or what is appropriate business dress, please don't hesitate to ask. Each graduate student will be issued one HSBM gold name badge upon enrollment; there will be a fee for replacing the badge if lost or stolen.

- Gold name badge
- Business suit; pants and jacket of same material and color; skirts at least to the top of the knee. Stockings must be worn with skirts.
- Pressed dress shirt; blouses or tops length at least to the waist.
- Undergarments should not show through collared shirt or blouses or tops
- Polished closed-toe dress shoes with socks of same color or stockings. No sneakers, sandals, top-siders or boots.
- Neatly groomed hair. When entering food service preparation areas, long hair must be restrained to comply with federal and state food safety regulations.
- Only one earring per ear (small) and no visible body piercing or tattoos. No more than two rings per hand. Jewelry must be removed when entering food service preparation areas to comply with federal and state food safety regulations.
- Clean-shaven just prior to class is strongly preferred. Sideburns cannot extend below the earlobe and must be no more than one-half inch wide. Beards, mustaches, and goatees are not acceptable. This restriction will be waived in cases of religious requirement or documented health necessity. If this requirement is waived, the student will need to wear sanitary covers in food service preparation areas to comply with federal and state food safety regulations.

## **EFFECTIVE DATE AND NOTIFICATION TO STUDENTS**

The requirements and guidelines stated herein are in effect for students entering the graduate program as of September 1, 2023.

All students applying for admission may download this set of guidelines and information on the Department website.