

Hospitality Services

Student Learning Outcomes

Successful completers of this program will be able to:

- identify hospitality as the act of generously providing care to those in need and relating understanding through community service.
- demonstrate safety and sanitation in the food and lodging industry by identifying, maintaining, and safely utilizing commercial tools and equipment
- demonstrate the skills and behaviors required during customer involvement to analyze, judge and act in ways that contribute to customer satisfaction.
- exhibit knowledge of operations relative to the provisions of goods and services in the hospitality, foodservice, and hotel management industries.
- compile effective written communications and demonstrate interpersonal communication skills that exemplify knowledge of fundamental management skills and responsibilities.

Program Description

The Hospitality Skills certificate of proficiency provides students with the basic knowledge needed for entry-level employment in food-service and lodging industries. Upon completion of the HOSP 1023 Safety and Sanitation course students will be prepared to earn the ServSafe™ national certification. The Hospitality Services certificate of proficiency can be earned in one semester.

The Hospitality Services program is designed to provide individuals with the knowledge, skills, and technical ability appropriate for employment in a wide variety of positions in the hospitality industry. This program includes supervised internships with work-related experiences to simulate realistic problems and opportunities. Students may seek careers in the field of hotel and restaurant management, tourism, or guest services. This program prepares students for entry-level positions in the hospitality industry and can enhance the skills of individuals currently employed in lodging, gaming, entertainment venues, and restaurants.

The length of this program is two (2) semesters and one (1) summer term. The program costs are approximately \$3,800 for tuition and fees and approximately \$1,700 for books and supplies.

GRADUATION REQUIREMENTS

(Suggested Schedule)

		<u>Fall Semester</u>	<u>Credit Hours</u>
HOSP	1023	Safety and Sanitation	3
HOSP	1033	Hospitality Customer Service Relations	3
HOSP	1013	Hospitality, Travel, and Tourism	3
HOSP	1093	Culinary Fundamentals	3
BUS	2003	Tech Business English (or higher-level composition course)	3
CFA	1103	Tech Computer Fundamentals (or higher-level computer course)	3
		Exit: Hospitality Skills Certificate of Proficiency	18
		<u>Spring Semester</u>	
HOSP	1103	Culinary Preparation and Presentation	3
HOSP	1063	Principles of Lodging Operations	3
HOSP	1073	Hospitality Management	3
HOSP	1113	Principles of Baking	3
MAT	1203	Tech Mathematics (or higher-level mathematics course)	3
		<u>Summer I Term</u>	
HOSP	1082	Internship in Hospitality Services	2
COM	1102	Employability Skills/Ethics	
		Exit: Hospitality Services Technical Certificate	37