

HOSPITALITY SERVICES

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 as well as enhancing the skills of individuals currently employed in lodging, gaming, entertainment venues, and restaurants.

Student Learning Outcomes

Successful completers of this program will be able to:

- demonstrate safety and sanitation in the food and lodging industry.
- identify and safely utilize 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.
- demonstrate knowledge of operations relative to the provisions of goods and services in the hospitality foodservice and hotel management industries.
- demonstrate effective written and interpersonal communication skills.
- understand the various career opportunities and options within the hospitality foodservice and hotel industry.
- demonstrate fundamental supervisory responsibilities.

The length of this program is two (2) semesters and one (1) summer term. Tuition and fees will cost approximately \$2,888 and books and supplies will cost approximately \$1,503.

GRADUATION REQUIREMENTS

(Suggested Schedule)

<u>Fall Semester</u>			Credit Hours
HOSP	1023	Safety and Sanitation	3
HOSP	1033	Hospitality Customer Service Relations	3
HOSP	1043	Introduction to Hospitality Operations	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	Supervision Concepts for Hospitality Services	3
HOSP	1113	Principles of Baking	3
BUS	2143	Tech Business Mathematics (or higher-level mathematics course)	3
<u>Summer I Term</u>			
HOSP	1082	Internship in Hospitality Services	2
Exit: Hospitality Services Technical Certificate			35