

HOSPITALITY SERVICES

Program Description

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 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 program provides students the opportunity to earn a certificate of proficiency in Hospitality Skills in one semester. Students can earn a Technical Certificate in Hospitality Services in two semesters and one summer term. Students who wish to earn an Associate of Applied Science degree in Hospitality and Tourism can do so in the two-year program. Students will also be eligible to earn the Associate of Applied Science degree in General Technology during this two-year period.

The length of this program is two (2) semesters and one (1) summer term.

Student Learning Outcomes

Successful completers of this program will be able to:

- 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.

GRADUATION REQUIREMENTS

(Suggested Schedule)

			<u>Fall Semester</u>	<u>Credit Hours</u>
	HOSP	10202	Safety and Sanitation	2
	HOSP	10303	Customer Service Relations	3
	HOSP	10103	Hospitality, Travel and Tourism	3
	HOSP	10904	Culinary Fundamentals	4
	BUSI	20093	Tech Business English	3
			Exit: Hospitality Skills Certificate of Proficiency	15
 <u>Spring Semester</u>				
	HOSP	11003	Culinary Preparation and Presentation	3
	HOSP	10603	Principles of Lodging Operations	3
	HOSP	11103	Principles of Baking	3
	CPSI	11083	Tech Computer Fundamentals	3
	MATH	12073	Technical Mathematics	3
	COMM	11052	Employability Skills/Ethics	2
 <u>Summer I Term</u>				
	HOSP	10802	Internship in Hospitality Services	2
			Exit: Hospitality Services Technical Certificate	34