

HOSPITALITY – HOTEL OPERATIONS

The Hotel Operations Certificate of Training program is designed to prepare students/employees to become successful supervisors in the hotel industry. The purpose of the Hotel Operations Certificate is to prepare students to go into supervision roles at the front desk, bell staff, guest services, concierge, and housekeeping departments.

Learning Outcomes: Upon successful completion of the program, students will be able to:

- Create an environment that is customer service and employee centric in a hotel setting.
- Set and prioritize goals to increase hotel productivity (Occupancy Rate, Revenue per Available Room).
- Demonstrate an ability to accurately assess knowledge, skills, and abilities in relationship to educational, career, and/or personal goals.

Certificate of Training

Certificate Requirements	Units
HOSP 51 Introduction to the Hospitality Industry	3
HOSP 52 Guest Services Management	3
HOSP 55 Lodging Operations	3
HOSP 56 Hospitality Sales and Marketing	1.5
HOSP 63 Hospitality Supervision	1.5
HOSP 64 Customer Service	3
HOSP 66 Practices in Hospitality	1
COOP 91.21 Hospitality Work Experience <i>(Students will be placed in a job situation for experience.)</i>	1
TOTAL CERTIFICATE OF TRAINING UNITS	17