

# Certificate of Training

## Hospitality Supervision Certificate

### Program Outcomes:

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

- Communicate effectively with co-workers and customers, both orally and in writing.
- Assess a situation and make decisions or solve problems to result in a positive outcome.
- Set and prioritize behavior goals which will increase productivity and customer services, using available resources.
- Deal positively with change and help manage organizational change when appropriate.
- Use team-based leadership skills (i.e., delegating, prioritizing) that acknowledges the input of individuals who are doing the job.
- Recognize and resolve employee conflict and difficult behavior, using appropriate resources.
- Value diversity and create trust and respect in interpersonal relationships.
- Understand and apply EEO, sexual harassment and other legal policies fairly and honestly.
- Handle personal stress and maintain self-confidence in the face of criticism.
- Maintain a balance between personal and work life.

The **Hospitality Supervision** program is designed to prepare students/employees to become successful supervisors in a hospitality-related environment.

FACS 56 Life Management	3
HOSP 63 Hospitality Supervision	1.5
HOSP 64 Customer Service	1
HOSP 65 Legal Issues in Hospitality	.5
HOSP 67 Accounting for Hosp. Managers	1
SPCH 1 Introduction to Public Speaking	3
OR	
SPCH 2 Small Group Communication	3
<b>TOTAL UNITS</b>	<b>10</b>

Not all courses are offered every semester. Students are encouraged to consult with counselors and instructors about their educational goals and career aspirations so that appropriate classes may be recommended. Course descriptions are available at [www.mpc.edu](http://www.mpc.edu) and in the MPC Catalog.

**Upon successful completion of these courses (grade C or higher), student is eligible to apply for Certificate of Training in Hospitality Supervision from the Family and Consumer Science Department Chair.**



## MONTEREY PENINSULA COLLEGE

*"Monterey Peninsula College is committed to fostering student learning and success by providing excellence in instructional programs, facilities, and services to support the goals of students pursuing transfer, career, basic skills, and life-long learning opportunities. Through these efforts MPC seeks to enhance the intellectual, cultural, and economic vitality of our diverse community."*

### APPLICATION PROCEDURE

For information about the Hospitality Program and the enrollment procedure, contact:

**Counseling Department  
Monterey Peninsula College  
980 Fremont Street  
Monterey, California 93940  
Phone: (831) 646-4020  
[www.mpc.edu](http://www.mpc.edu)**

For more information about the Hospitality Supervision certificate contact:

**Life Science Division  
Monterey Peninsula College  
(831) 646-4125  
FAX (831) 645-1353**

Monterey Peninsula College  
980 Fremont Street  
Monterey, CA 93940-4799

# Fast Track: Hospitality Supervision



**980 Fremont Street  
Monterey, CA 93940-4799  
[www.mpc.edu](http://www.mpc.edu)**



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