

HOSPITALITY MANAGEMENT (ITC)

Intermediate Technical Certificate

Career-Technical Program

Interest Areas:

Business Admin. and Management

Hospitality Management provides an overview of the various departmental functions within the hospitality and tourism industry. Students will learn skills in general management, customer service, front office and rooms operations, event planning, safety and sanitation, food appreciation, and bar and beverage management and controls. Business ethics and effective communication skills are also emphasized. This one year certificate program offers the basic skills needed to start a career as a Hospitality Manager. Most graduates will enter the field as trainees or supervisors.

Gainful Employment Information (<https://www.nic.edu/programs/ge/99-CC1/Gedt.html>)

Program Website (https://www.nic.edu/programs/viewprogram.aspx?program_id=99)

- Understand and apply the skills and knowledge necessary to work in various entry-level positions in the hospitality industry.
- Understand and discuss the characteristics of the hospitality industry.
- Utilize computer applications and software.
- Demonstrate proficiency in excellent guest services and conflict resolution.
- Function effectively individually and within team structures on various projects and assignments.
- Understand and utilize hospitality terminology with ease.
- Discuss and practice food safety.
- Identify tools common to the food service industry and demonstrate their appropriate use.
- Recognize various cooking principles and terminology.
- Compare various beverages and understand the responsibilities associated with serving alcohol.
- Plan and organize an event or meeting.
- Explain how functional areas within hotel are classified and how the departments interact and rely on each other.

Program Requirements

Course	Title	Credits
Semester 1		
CAOT-165	Productivity Software for Technical Programs	1
HOSP-100	Introduction to Hospitality and Tourism Management	3
HOSP-110	Front Office Procedures	3
HOSP-111	Food Safety and Sanitation	3
HOSP-117	Careers in Hospitality	3
Select one of the following:		3-5
MCTE-101	Technical Mathematics	
GEM 3 - A.A.S. Mathematical Ways of Knowing		
Credits		16-18
Semester 2		
HOSP-102	Guest Focused Service	3
HOSP-215	Bar Beverage Management	3
HOSP-225	Event Planning and Management	3
HOSP-235	Food Appreciation	4
ECTE-100 or ENGL-101	Fundamentals for Writing or English Composition	3
Credits		16
Total Credits		32-34

Course Key



GEM



WCHE



AAS

Institutionally
Designated



Gateway



Milestone

Program Outcomes

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