HOSPITALITY MANAGEMENT (ITC)

Interm 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.

Contact Information:
Physical Education, Dance, and Resort/Recreation Management Division
Winton Hall, Room 132
Phone: (208) 769-3409
Program Website (https://www.nic.edu/hospitality/)

Program Outcomes

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

1. Identify the skills necessary to work in various entry-level positions, industry specific terminology, guest services standards, conflict resolution methods and the distinctive characteristics of the hospitality industry.
2. Demonstrate the ability to use current technology and various computer applications relevant to hospitality industry.
3. Discuss and compare tools common to the food service industry, cooking principles, various beverage and the methods of serving them.
4. Plan and organize an event or meeting.
5. Describe how functional areas within hotels are classified and how the departments interact and rely on each other.
6. Demonstrate effective communication skills by meeting deadlines and following instructions individually and cooperatively within team structures on various projects and assignments.
7. Recognize the risks and responsibilities associated with serving alcohol and food safety.

Program Requirements

Course	Title	Credits
Semester 1		
CAOT-165	Productivity Software for Technical Programs	1
HOSP-100	Introduction to Hospitality and Tourism	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

ENGL-101
   or ENGL-101P
	Writing and Rhetoric I
	   or Writing and Rhetoric I
		3

	Credits	**16**
	Total Credits	**32-34**

Course Key

GEM	AAS Institutionally Designated	Gateway	Milestone