

HOTEL OPERATIONS

Certificate of Achievement

Career/Technical (Major Code: B2993)

Prepares students with the operational and leadership capabilities needed for careers in the lodging industry. Career opportunities include guest service agent, concierge, sales associate, and hotel event associate.

Program Student Learning Outcomes

- Student will explain to a group of employees how to register hotel guests.
- Student will interact with hotel personnel and hotel guests of diverse backgrounds in a collegial and respectful manner.

Gainful Employment

The U.S. Department of Education requires colleges to disclose a variety of information for any financial aid eligible program that “prepares students for gainful employment in a recognized occupation.”

Students who complete this program will have acquired the necessary analytical tools to successfully secure gainful employment in the field of study.

For more information regarding the data provided for this program and what it means to you as a student, please feel free to visit our SWC Gainful Employment website at: www.swccd.edu/gainfulemployment (<http://www.swccd.edu/gainfulemployment/>).

Code	Title	Units
Program Requirements		
HTM 150	INTRODUCTION TO HOSPITALITY AND TOURISM MANAGEMENT	3
HTM 151	HOTEL AND LODGING MANAGEMENT	3
HTM 156	FOOD AND BEVERAGE BUSINESS MANAGEMENT	3
Choose one of the following courses:		3
LDR 150	LEADERSHIP AND SUPERVISION	
BUS 152	HUMAN RELATIONS IN ORGANIZATIONS	
EVNT 154	INTRODUCTION TO EVENT AND CONVENTION PLANNING	
Total Units		12