

HOSPITALITY (109)

109-100. Intro to Hospitality Industry. (2 Credits)

Identify line and management positions, and analyze the types of people who are employed in the food service, lodging and tourism industries.

Explore the relationship between professionals and the customers they serve.

Prerequisites: (831-103 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer ESL Language Use with a score of 103 and Accuplacer ESL Sentence Mean with a score of 103 or Accuplacer Sentence Skills82 or ACT-English with a score of 17 or ASSET-Writing Skills with a score of 41 or Completed Intro College Wrtg or COMPASS/ESL - Grammar with a score of 90 or COMPASS-Writing Skills with a score of 59 or College Proficiency - Writing or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Writing with a score of 250 or TABE-11 A Language with a score of 631 or TABE Advanced Language with a score of 11.0 or TABE-12 A Language with a score of 631) and (838-105 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer Reading Comp70 or Accuplacer ESL Reading with a score of 103 or ACT-Reading with a score of 17 or ASSET-Reading Skills with a score of 40 or Completed Intro College Wrtg or COMPASS/ESL - Reading with a score of 90 or COMPASS-Reading Skills with a score of 75 or College Proficiency - Reading or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Reading with a score of 248 or TABE-11 A Reading with a score of 617 or TABE Advanced Reading with a score of 11.0 or TABE-12 A Reading with a score of 617)

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=100>)

109-101. Study of Hospitality. (2 Credits)

The course combines objectives of other courses required in the Hotel and Restaurant Management Program. The goal is to observe industry businesses utilizing related course content. Students will study actual working conditions and observe various styles of management while broadening their knowledge of the various types of food, beverage, lodging and tourism-related businesses.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=101>)

109-104. Hospitality Security. (2 Credits)

An overview of safety and security systems within the hospitality industry including: Facilities, Guests and Guests Property, Invitees, Licensees, Trespassers, and Employees. Topics include Security Systems and procedures, personnel (HR), active shooter training, property access, Federal State and Local Codes, OSHA, insurance and other regulatory agencies.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=104>)

109-105. Prchsng for Hspitality Indstry. (2 Credits)

Explore the decision-making process used in purchasing goods and services, and explore the formulation of product specifications and standards.

Prerequisites: (831-103 with a minimum grade of C or 838-101 with a minimum grade of C or Accuplacer ESL Sentence Mean with a score of 103 and Accuplacer ESL Language Use with a score of 103 or Accuplacer Sentence Skills82 or ACT-English with a score of 17 or ASSET-Writing Skills with a score of 41 or Completed Intro College Wrtg or COMPASS/ESL - Grammar with a score of 165 or COMPASS-Writing Skills or College Proficiency - Writing with a score of 90 or GED Language Arts-2014 Series with a score of 59 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Writing with a score of 250 or TABE-11 A Language with a score of 631 or TABE Advanced Language with a score of 11.0 or TABE-12 A Language with a score of 631) and (838-105 with a minimum grade of C or 838-101 with a minimum grade of C or Accuplacer Reading Comp with a score of 70 or Accuplacer ESL Reading with a score of 103 or ACT-Reading with a score of 17 or ASSET-Reading Skills with a score of 40 or Completed Intro College Wrtg or COMPASS/ESL - Reading with a score of 90 or COMPASS-Reading Skills with a score of 75 or College Proficiency - Reading or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Reading with a score of 248 or TABE-11 A Reading with a score of 617 or TABE Advanced Reading with a score of 11 or TABE-12 A Reading with a score of 617) See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=105>)

109-106. Housekeeping Mgmt. (2 Credits)

Explore the organization, performance and evaluation of the rooms division of a lodging facility, with an emphasis on housekeeping operations. Learn how communication with other departments is essential to organizational success and guest satisfaction. Explore case studies and participate in an experiential learning activity in hotel housekeeping operations.

Prerequisites: 109-101 (may be taken concurrently) with a minimum grade of C

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=106>)

109-115. Front Office Management. (3 Credits)

Investigate the organization, performance and evaluation of the rooms division of a lodging facility, with an emphasis on front office operations. Learn why communicating with other departments is essential to operational success and guest satisfaction. Explore case studies and participate in an experiential learning activity in hotel front office operations.

Prerequisites: (831-103 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer ESL Language Use with a score of 103 and Accuplacer ESL Sentence Mean with a score of 103 or Accuplacer Sentence Skills⁸² or ACT-English with a score of 17 or ASSET-Writing Skills with a score of 41 or Completed Intro College Wrtg or COMPASS/ESL - Grammar with a score of 90 or COMPASS-Writing Skills with a score of 59 or College Proficiency - Writing or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Writing with a score of 250 or TABE-11 A Language with a score of 631 or TABE Advanced Language with a score of 11.0 or TABE-12 A Language with a score of 631) and (838-105 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer Reading Comp⁷⁰ or Accuplacer ESL Reading with a score of 103 or ACT-Reading with a score of 17 or ASSET-Reading Skills with a score of 40 or Completed Intro College Wrtg or COMPASS/ESL - Reading with a score of 90 or COMPASS-Reading Skills with a score of 75 or College Proficiency - Reading or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Reading with a score of 248 or TABE-11 A Reading with a score of 617 or TABE Advanced Reading with a score of 11.0 or TABE-12 A Reading with a score of 617)

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=115>)

109-121. Restaurant Operations Mgmt. (4 Credits)

Apply and examine management principles while operating an on-campus dining room and bar. In particular, explore those concepts related to planning, service, menu design and cost control.

Prerequisites: 316-110 (may be taken concurrently) with a minimum grade of C

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=121>)

109-125. Hospitality Law & Liability. (3 Credits)

Analyze the laws applicable to the ownership and operation of lodging, food service, beverage or other establishments in hospitality.

Prerequisites: (831-103 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer ESL Language Use with a score of 103 and Accuplacer ESL Sentence Mean with a score of 103 or Accuplacer Sentence Skills⁸² or ACT-English with a score of 17 or ASSET-Writing Skills with a score of 41 or Completed Intro College Wrtg or COMPASS/ESL - Grammar with a score of 90 or COMPASS-Writing Skills with a score of 59 or College Proficiency - Writing or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Writing with a score of 250 or TABE-11 A Language with a score of 631 or TABE Advanced Language with a score of 11.0 or TABE-12 A Language with a score of 631) and (838-105 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer Reading Comp with a score of 70 or Accuplacer ESL Reading with a score of 103 or ACT-Reading with a score of 17 or ASSET-Reading Skills with a score of 40 or Completed Intro College Wrtg or COMPASS/ESL - Reading with a score of 90 or COMPASS-Reading Skills with a score of 75 or College Proficiency - Reading or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Reading with a score of 248 or TABE-11 A Reading with a score of 617 or TABE Advanced Reading with a score of 11 or TABE-12 A Reading with a score of 617) See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=125>)

109-130. Lodging Operations. (3 Credits)

Investigate the organization and operations of lodging facilities and each department within hotels. Learn about interrelated lodging departments and how essential communication is in lodging operations within and between departments and with guests. Explore how technology benefits guests and hotels. Assess guest satisfaction and the relationship between price and value. Compare and contrast front line, supervisory and management roles/functions within hotels.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=130>)

109-135. Food/Bvrage/Labor Cost Control. (3 Credits)

Study the financial systems and controls required to efficiently operate a hospitality facility and to handle product and labor costs. Analyze operating costs and their relationship to different types of services.

Prerequisites: 804-123 with a minimum grade of C

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=135>)

109-140. Facility Maintenance Mgmt. (2 Credits)

Explore the organization and management of facilities by studying personal planning, work scheduling and preventive maintenance. Gain a basic knowledge of heating and air conditioning, and learn to troubleshoot problems in equipment found in the food service and lodging industries.

Prerequisites: (831-103 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer ESL Sentence Mean with a score of 103 and Accuplacer ESL Language Use with a score of 103 or Accuplacer Sentence Skills82 or ACT-English with a score of 17 or ASSET-Writing Skills with a score of 41 or Completed Intro College Wrtg or COMPASS/ESL - Grammar with a score of 90 or COMPASS-Writing Skills with a score of 59 or College Proficiency - Writing or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Writing with a score of 250 or TABE-11 A Language with a score of 631 or TABE Advanced Language with a score of 11.0 or TABE-12 A Language with a score of 631) and (838-105 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer Reading Comp with a score of 70 or Accuplacer ESL Reading with a score of 103 or ACT-Reading with a score of 17 or ASSET-Reading Skills with a score of 40 or Completed Intro College Wrtg or COMPASS/ESL - Reading with a score of 90 or COMPASS-Reading Skills with a score of 75 or College Proficiency - Reading or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Reading with a score of 248 or TABE-11 A Reading with a score of 617 or TABE Advanced Reading with a score of 11 or TABE-12 A Reading with a score of 617) See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=140>)

109-150. Hotel Sales and Revenue Mgmt. (3 Credits)

Analyze the theories, principles and techniques of hospitality sales and how they apply to the hotel industry. Learn how hospitality and tourism managers can make strategic, proactive decisions to maximize their revenues in a cost-effective way. Consider the challenges that come with fixed product supply and varying customer demand. Explore the time-sensitive nature of a service-based product, and learn to focus your attention on maximizing revenue.

Prerequisites: (831-103 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer ESL Sentence Mean with a score of 103 and Accuplacer ESL Language Use with a score of 103 or Accuplacer Sentence Skills82 or ACT-English with a score of 17 or ASSET-Writing Skills with a score of 41 or Completed Intro College Wrtg or COMPASS/ESL - Grammar with a score of 90 or COMPASS-Writing Skills with a score of 59 or College Proficiency - Writing or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Writing with a score of 250 or TABE-11 A Language with a score of 631 or TABE Advanced Language with a score of 11.0 or TABE-12 A Language with a score of 631) and (838-105 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer Reading Comp with a score of 70 or Accuplacer ESL Reading with a score of 103 or ACT-Reading with a score of 17 or ASSET-Reading Skills with a score of 40 or Completed Intro College Wrtg or COMPASS/ESL - Reading with a score of 90 or COMPASS-Reading Skills with a score of 75 or College Proficiency - Reading or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Reading with a score of 248 or TABE-11 A Reading with a score of 617 or TABE Advanced Reading with a score of 11 or TABE-12 A Reading with a score of 617) See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=150>)

109-151. Internship - Hospitality Mgmt. (3 Credits)

Gain work experience designed to help students develop technical competencies and interpersonal relationships. Discuss workplace situations and problems during weekly seminars.

Prerequisites: Approval of Co-op Ed Office

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=151>)

109-155. Employee Relation & Leadership. (3 Credits)

Examine the relationships that an employer has with employees and customers. Define the setting in which these relationships exist by understanding the concept of total quality management (TQM). Discuss what employers can do to cause a positive effect on these relationships and how to measure the success of these efforts.

Prerequisites: (831-103 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer ESL Sentence Mean with a score of 103 and Accuplacer ESL Language Use with a score of 103 or Accuplacer Sentence Skills82 or ACT-English with a score of 17 or ASSET-Writing Skills with a score of 41 or Completed Intro College Wrtg or COMPASS/ESL - Grammar with a score of 90 or COMPASS-Writing Skills with a score of 59 or College Proficiency - Writing or Next-Gen Accuplacer Writing with a score of 250 or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or TABE-11 A Language with a score of 631 or TABE Advanced Language with a score of 11.0 or TABE-12 A Language with a score of 631) and (838-105 with a minimum grade of C or 838-101 (may be taken concurrently) with a minimum grade of C or Accuplacer Reading Comp with a score of 70 or Accuplacer ESL Reading with a score of 103 or ACT-Reading with a score of 17 or ASSET-Reading Skills with a score of 40 or Completed Intro College Wrtg or COMPASS/ESL - Reading with a score of 90 or COMPASS-Reading Skills with a score of 75 or College Proficiency - Reading or GED Language Arts-2014 Series with a score of 165 or High School GPA 2.60 or Higher or Next-Gen Accuplacer Reading with a score of 248 or TABE-11 A Reading with a score of 617 or TABE Advanced Reading with a score of 11 or TABE-12 A Reading with a score of 617) See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=155>)

109-157. Internship - Hospitality Mgt. (1 Credit)

The Hospitality Internship experience provides valuable work experience specific to the Hospitality student major. Our primary focus is to give students a broader educational experience through work. The WCTC instructor/coordinator will work closely with the work site supervisor toward common educational objectives and goals. This course is specifically geared towards student success in the Hospitality career fields. To complete an internship, WCTC must first verify that students have met the prerequisites. Please contact the Career Connections Department at 262.695.7848 or internshipdepartment@wctc.edu for assistance.

Prerequisites: Approval of Co-op Ed Office

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=157>)

109-158. Internship - Hospitality Mgt. (2 Credits)

Gain a broader educational experience through work in this hospitality internship experience. Your instructor/coordinator will work closely with the worksite supervisor toward common educational objectives and goals. To complete an internship, please contact Career Connections at 262.695.7848 or internshipdepartment@wctc.edu to verify that you have met the prerequisites.

Prerequisites: Approval of Co-op Ed Office

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=158>)

109-159. Events Planning. (3 Credits)

Explore components of the event planning industry. Explore careers, facilities, technology and sustainability. Examine corporate, government and social events, as well as tradeshow and exhibitions. Plan a special event and a meeting from start to finish.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=159>)

109-160. Catering Operations. (3 Credits)

Learn to plan entire events, and explore different methods of performing food service in various situations. Study all aspects of event planning, including menus, booking, contracts and personnel. Demonstrate knowledge while planning and serving a special event.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=160>)

109-164. Event Mgmt Process I. (3 Credits)

Explore in detail the steps of meeting and event management in this foundation course. Students will work through the four phases of event management: Research, Planning, Implementation and Post Activities, then dive into the specific requirements of an event professional.

Topics include initial meetings, objectives, stakeholders, budget, site selection, negotiations, marketing, timelines, vendor selection, staffing and documentation.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=164>)

109-170. Bar Management. (2 Credits)

Develop knowledge and mechanical ability in the area of beverage service and management. Marketing, serving mechanics; pricing psychology; inventory control and purchasing; equipment; wine, beer and spirit knowledge; accounting systems and legal regulations; staff and customer relations area also covered.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=170>)

109-183. Destination Geography. (2 Credits)

Study the most sought after travel destinations of the world. Discover what makes a destination appealing and marketable.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=183>)

109-418. Mixology 24 Hours. (0.6 Credits)

Learn to prepare popular mixed drinks served in bars and restaurants. Focus on proper workstation setup, etiquette, money handling, suggestive selling, handling problem customers and sanitation. Recreate a work situation using actual bar equipment and role-playing exercises. This course includes the Responsible Beverage Service course, which meets the state requirements for certification related to selling and serving alcoholic products. A required course manual will be provided for students at the start of class.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=418>)

109-420. Lodging Operations. (1.8 Credits)

Explore lodging operations, including the service industry and its trends; housekeeping, front office and reservation systems; price/value/guest experience; technology; sanitation and COVID-19 response; employment and interviewing; hotel security and safety; reservation systems and guest check-in/check-out.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=420>)

109-421. Dining and Bar Operations. (3.2 Credits)

Explore dining operations and guest service, including service and setting styles, floor layout and management, scheduling, job positions, handling reservations, order entry and delivery systems including POS and touchpad, bar equipment and operations, cash and charge card management, event planning and organization. This course culminates in the operation of the Classic Room training facility.

See sections of this course (<http://www.wctc.edu/academics/programs-courses/course-search/course-search-listing.php?code=109&num=421>)