

HOSPITALITY SPECIALIST

Overview

Hospitality Specialist Technical Diploma

Program Code: 31-109-4

For more information: wctc.edu/hospitality-specialist (<http://www.wctc.edu/hospitality-specialist/>)

The leisure and hospitality industry includes full-service hotels and resorts, fine-dining restaurants, bed and breakfast inns, cruise ships, casinos, and theme and amusement parks. Those working in this industry train to work in various areas such as lodging, event planning, operations and more. In this program, focus on supervision, budgeting, marketing and purchasing skills.

The minimum required course grades and program grade point average (GPA) for students under this catalog are:

Core Courses = C

General Studies Courses = C

Program GPA = 2.0

This WCTC program prepares students to obtain the required licensure to be employed/practice in the state of Wisconsin. The College does not guarantee its curriculum matches the requirements for preparation, examinations, or licensure for other states.

Learning Outcomes

Program Outcomes

1. Distinguish the varying components of the hospitality industry.
2. Apply business concepts to the industry.
3. Communicate as a hospitality professional.

Critical Life Skills

To help our students prepare for success in a workplace and society that is **increasingly global, multi-cultural, and collaborative**, all students are given opportunities to develop and demonstrate Critical Life Skills, both in and out of the classroom. The following Critical Life Skills are learning outcomes for WCTC students.

- **Communication:** Demonstrate appropriate communication.
- **Critical Thinking/Problem Solving:** Demonstrate critical thinking skills to analyze situations and solve problems.
- **Relationships:** Demonstrate effective interpersonal skills.
- **Self-management:** Demonstrate responsible and respectful behavior.

Required Courses

Listed below are the required courses for the program. To view the recommended sequence for taking courses click on the plan of study tab(s) above. See your Academic Advisor to design a full-time or part-time plan that works for you!

View your **Program Matrix** to find out when each course will be offered (term and time of day).

Code	Title	Credits
Core Courses		
109-101	Study of Hospitality	2
109-104	Hospitality Security	2
Approved Substitute: 196-104		
109-115	Front Office Management	3
109-121	Restaurant Operations Mgmt	4
109-125	Hospitality Law & Liability	3
Approved Substitute: 102-160		
109-135	Food/Bvrage/Labor Cost Control	3
109-155	Employee Relation & Leadership	3
109-157	Hospitality Mgt Internship	1
314-131	Culinary for Bakers	2
Approved Substitute: 316-100		
316-110	Applied Food Service Sanitatn	1
General Studies		
804-123	Math w Business Apps	3
Approved Substitutes: 804-107 OR 804-115 OR 804-116 OR 804-118 OR 804-195 OR 804-198		
890-108	Employment Success	1
Total Credits		28

Full-time Plan

First Year

Fall Term 1		Credits
314-131	Culinary for Bakers <small>This course will run 16 weeks.</small>	2
109-101	Study of Hospitality	2
316-110	Applied Food Service Sanitatn	1
890-108	Employment Success	1
Credits		6

Fall Term 2

109-104	Hospitality Security	2
109-155	Employee Relation & Leadership	3
804-123	Math w Business Apps	3
Credits		8

Spring Term 1

109-157	Hospitality Mgt Internship <small>This course will run 16 weeks.</small>	1
109-115	Front Office Management	3
109-135	Food/Bvrage/Labor Cost Control	3
Credits		7

Spring Term 2

109-121	Restaurant Operations Mgmt	4
109-125	Hospitality Law & Liability	3
Credits		7
Total Credits		28