

HOSPITALITY AND TOURISM MANAGEMENT CERTIFICATE

Program code: HTMG-CC

Location: Manchester, Naugatuck Valley, Norwalk

Program Description

Students will be exposed to a broad range of subjects covering the inter-related areas of the tourism industry, both by means of theoretical and practical work within the college, and by internships in recognized hotels, restaurants, or related institutions, as an integral part of the program. The objective is to train students to a level of all-around competence in the varied operations of the hospitality industry by confronting students with the contemporary issues and challenges that face the industry and by developing their abilities to initiate and manage change and to produce a solid foundation on which a future management career may be built. Graduates will be prepared to embark upon their careers with confidence, armed with the knowledge, the basic experience and the interpersonal skills that will allow them to succeed in the hotel-tourism industry.

Learning Outcomes

Upon successful completion of all Hospitality & Tourism Management certificate requirements, graduates will:

1. **Professionalism:** Summarize basic principles and concepts of the hospitality industry with its varied career tracks, and apply personal skills, including but not limited to adherence to accepted professional standards and codes of conduct.
2. **Leadership:** Develop and meet the highest standards of professionalism and ethical standards of behavior in management.
3. **Teamwork:** Recognize the importance of working groups, mutual responsibility, and diversity of thought to effective outcomes.
4. **Culinary Skills:** Analyze theory and techniques skills of food preparation and presentation.
5. **Safety and Sanitation:** Safely operate commercial kitchen equipment in an efficient manner and apply safety and environmental sanitation standards of foodservice operations to obtain a ServSafe® certificate.
6. **Service:** Analyze methods of service and management principles for all hospitality operations and learn beverage service through varied styles and menu offerings.
7. **Technology:** Apply technology to food service and hospitality operations.
8. **Customer Relations:** Recognize and value the importance of the hospitality consumer, their needs, experience, and diversity, in both the operational and strategic context.
9. **Critical Thinking:** Demonstrate creativity and sound thinking in solving management problems.
10. **Sales and Marketing:** Differentiate styles of marketing, sales analysis, and planning for the hospitality industry.
11. **Human Resource:** Analyze how human resources practices can support an organization's strategic and operational objectives and enhance long-term performance maximizing individual and group performance.

12. **Intercultural Awareness:** Comprehend how various cultural differences impact the hospitality industry from a local, regional, national, and international perspective.
13. **Communication:** Communicate effectively using written, oral, and nonverbal techniques in the gathering and presenting of information in hospitality enterprises
14. **Cooperative Experience:** Transfer knowledge and apply skills in a performance environment to demonstrate the unique professional requirements necessary for a successful career in the hospitality industry.

Certificate Requirements

Code	Title	Credits
Required Courses		
HOSP 1101	Principles of Food Preparation	3
HOSP 1109	Food Safety Certification	1
HOSP 1135	Service Management	3
HOSP 2242	Hotel Management	3
HOSP 2233	Hospitality Human Resources Management	3
HOSP 2237	Hospitality Marketing	3
HOSP 2238	Customer Relationship Management	3
HOSP 1141	Principles of Tourism and Travel	3
HOSP 2244	Meetings, Conventions and Special Events Management	3
HOSP 2294	Cooperative Education/Work Experience	3
Total Credits		28

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