HOSPITALITY: HOSPITALITY MANAGEMENT - LEVEL II (CERTIFICATE N0490)

Business Division
Certificate N0490

The Hospitality Management - Level II Certificate prepares students for mid-level or Manager-In-Training positions in the hospitality industry. Students gain practical and management training in: dining room service management, supervision, financial accounting, lodging management, and hospitality law. Students who successfully complete the requirements for this certificate will also be required to complete a minimum of 60 non-paid or 75 paid hours of work experience in the hospitality industry.

Required Courses

Course Prefix	Course Name	Units
Completion of the Hospitality: Hospitality Management - Level I coursework		10
PLUS		
Completion of the Hospitality: Hospitality Management - Level II coursework		9
Total Units		**19**

Course Prefix	Course Name	Units
Hospitality: Hospitality Management - Level I Coursework		
HRM 51	Introduction to Hospitality	3
HRM 59	Introduction to Food and Beverage Management	3
HRM 70	Introduction to Lodging	3
HRM 91	Hospitality Work Experience	1
Total Units		**10**

Course Prefix	Course Name	Units
Hospitality: Hospitality Management - Level II Coursework		
HRM 56	Hospitality Supervision	3
HRM 64	Hospitality Financial Accounting	3
HRM 66	Hospitality Law	3
Total Units		**9**

Program Learning Outcomes:

Upon successful completion of this program, a student will be able to:

- Utilize acquired classroom knowledge and skills to explore job opportunities in the hospitality industry and develop a career portfolio.
- Differentiate between the various styles of service including: American (Pre-plated), English (Family), Russian (Platter), French (Gueridon).
- Identify staffing needs for a hotel Front Desk based on occupancy, level of activity, and budget constraints.
- Establish room rates based on desired profits using the Hubbart formula.
- Conduct an employee: interview, performance evaluation, and apply effective discipline techniques.
- Develop an Income (P&L) Statement for a hospitality operation.
- Analyze a civil case related to the hospitality industry and determine the facts, elements of negligence, possible consequences, and outcomes.

Review Student Learning Outcomes (SLOs) (http://www.mtsac.edu/instruction/outcomes/sloinfo.html) for this program.