



CRUISELINE SECTOR HOSPITALITY LEADERSHIP – CERTIFICATE OF ACHIEVEMENT

Top Code:

1307.00

Linguistic and cultural patterns; how and what people communicate. Designed to aid both domestic and international students in the development of intercultural understanding and communication skills. Techniques to exceed guest expectations with a focus on procedural –and often improvisational–practices to neutralize, recover from, capitalize on, and transition service failure into transformational experiences. Review of historical and trending wine, beer, spirit, and other alcoholic beverages and styles. Elemental mechanics–and influence–of agricole-based beverages on industry practices, safety and liability, appreciation, guest experience, and service.

A Certificate of Achievement is awarded upon completion of all required courses with a grade of C or better.

Program Outcomes

- Use appropriate communication skills and strategies to decrease misunderstanding in a variety of professional and non-professional cross-cultural interactions.
- Describe guest service techniques that increase operational profit.
- Compare and contrast the major, modern styles of wine, beer, and spirits.

Requirements for the Certificate of Achievement

Code	Title	Units
HOSP 005	FUNDAMENTALS OF ENOLOGY, SENSORY EVALUATION, AND BEVERAGE APPRECIATION	3
HOSP 045	GUEST SERVICE MANAGEMENT	3
LING 012	LANGUAGE AND CROSS-CULTURAL COMMUNICATION	3
or ENGL 012	LANGUAGE AND CROSS-CULTURAL COMMUNICATION	
Total Units		9

This Certificate of Achievement is not eligible as a major for an Associate Degree.