

# HOSPITALITY SERVICE LEADERSHIP – CERTIFICATE OF ACHIEVEMENT

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TOP Code :

1307.00

Overview of structure and financial performances of the hospitality industry; food and lodging, resorts, travel and tourism enterprises, attractions, and related operations. Fundamentals of fermentation, brewing, and distillation with an emphasis on sensory analyses evaluation techniques to define and design product quality, consumer sociocultural preference, and business. Focus on orientation to customer service, cultural/economic trends, career opportunities, foodservice, management, and service operations. Guest service competencies, the service encounter, professionalism, developing and delivering personalized experiences, and creating a service-focused product to increase operating profit and guest satisfaction in the hospitality industry. Influence of globalization and forces affecting industry growth and change. Hospitality foodservice safety and sanitation practices affecting individual operations. Preparation for and certification execution of the Foodservice Manager Examination.

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

## Program Outcomes

- Analyze the social and financial principles of foodservice and hospitality management.
- Identify the essential stages of fermentation, brewing, and distillation.
- Identify the stages in guest experience management that result in transformational service.

## Requirements for the Certificate of Achievement

| Code               | Title  | Units    |
|--------------------|--|----------|
| HOSP 003           | SURVEY OF HOSPITALITY MANAGEMENT AND MANAGER SANITATION AND SAFETY     | 3        |
| HOSP 005           | FUNDAMENTALS OF ENOLOGY, SENSORY EVALUATION, AND BEVERAGE APPRECIATION | 3        |
| HOSP 045           | GUEST SERVICE MANAGEMENT   | 3        |
| <b>Total Units</b> |  | <b>9</b> |

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