

MEDICAL SECTOR HOSPITALITY FOOD AND BEVERAGE LEADERSHIP – CERTIFICATE OF ACHIEVEMENT

TOP Code:

1307.00

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. Financial management of food, beverage, labor, supplies, and other costs within a hospitality operation. Overview of structure and financial performance with an emphasis on problem solving and application of cost control techniques to maximize profits while managing expenses.

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

Program Outcomes

- Identify problem solving and solution techniques in realistic hospitality operational situations.
- State and differentiate the major principles behind service vision, design, and the encounter.
- Apply dietary guidelines and current nutrition recommendations.

Requirements for the Certificate of Achievement

| Code | Title | Units |
|--------------------|--|----------|
| HOSP 021 | FOOD, BEVERAGE, AND LABOR COST CONTROL | 3 |
| HOSP 045 | GUEST SERVICE MANAGEMENT | 3 |
| NUTR 011 | HUMAN NUTRITION | 3 |
| Total Units | | 9 |

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