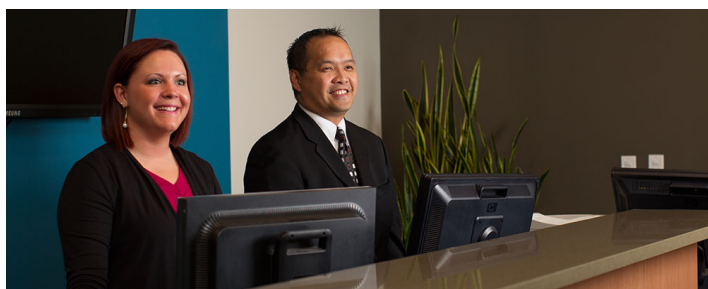


LODGING ROOMS DIVISION, CERTIFICATE OF PROFICIENCY



This program focuses on training the student for Rooms Division positions in the lodging industry. Students will have on-site training at area lodging facilities and will learn to use front desk and other related software. Upon successfully completing the courses, students will be awarded a Rooms Division Certification of Specialization from the American Hotel and Lodging Association. Students complete a practicum that provides the work experience needed to advance and the work experience needed for certification.

Program contact: Learn more

This certificate will be automatically awarded when the certificate requirements are completed. If you do not want to receive the certificate, please notify the Office of the Registrar at RegistrarOffice@tri-c.edu.

Learn more about how certificate credits apply to the related degree.

Program Learning Outcomes

This program is designed to prepare students to demonstrate the following learning outcomes:

1. Read and speak standard English and use basic math skills appropriate to a business environment.
2. Display a professional image, positive attitude, strong work ethic, and recognize your role in the success of the organization where you are employed.
3. Listen and effectively communicate in a positive, professional, and ethical manner with customers and co-workers of diverse backgrounds to create an exemplary hospitality experience.
4. Read and accurately interpret standard indicators of the organization's financial health.
5. Acquire and correctly use general industry information, technical skills, and certifications for employment in the hospitality industry.
6. Use appropriate technology for written communication, information gathering, scheduling, data analysis, forecasting, report generation, and planning to facilitate smooth operation of a hospitality/tourism organization.
7. Use organization and flexibility to complete tasks, make decisions, and problem solve in a timely manner with attention to detail in an unpredictable environment.

Suggested Semester Sequence

First Semester		Credit Hours
HOSP-1010	Introduction to the Hospitality Industry	2
HOSP-1020	Sanitation and Safety	2
HOSP-1040	Customer Service	2
MATH-1xxx	1000-level MATH course or higher	3
Select one of the following:		3
ENG-1010	College Composition I	
ENG-101H	Honors College Composition I	
Select one of the following:		3
IT-1090	Computer Applications	
IT-109H	Honors Computer Applications	
Credit Hours		15
Second Semester		
ACCT-1020	Applied Accounting	3
HOSP-1481	Housekeeping and Facilities Management	3
HOSP-1540	Lodging Operations Lab	1
HOSP-1580	Front Office Operations	2
HOSP-1960	Lodging/Tourism Field Experience	1
HOSP-2400	Hospitality Management and Supervision	3
HOSP-2480	Hospitality Law	3
Credit Hours		16
Total Credit Hours		31