Hotel/Hospitality Management
Program No: 10-109-1
Associate Degree in Applied Science
Degree Completion Time: 5 Terms
Degree completion time may vary based on student scheduling needs and class availability.
2013-2014

LTC
LAKESHORE TECHNICAL COLLEGE

Catalog No.   Class Title   Credit(s)

Term 1

Catalog No.	Class Title	Credit(s)
10104109	Customer Service Techniques	2.00
10105124	Portfolio Introduction	1.00
10109128	Personal Branding	2.00
10109112	Sanitation for Food Service	1.00
10109121	Introduction to Hotel/Hospitality Management	3.00
10801195	Written Communication	3.00
10804123	Math with Business Applications	3.00
	Total	**15.00**

Term 2

Catalog No.	Class Title	Credit(s)
10196191	Supervision	3.00
10104170	Marketing Tourism and Hospitality	3.00
10109113	Food and Beverage Operations	2.00
10109110	Front Office Procedures and Management	3.00
10104128	Leadership and Professionalism	3.00
10801198	Speech OR 10801196 Oral/Interpersonal Communication	3.00
	Total	**17.00**

(Summer)

Catalog No.	Class Title	Credit(s)
10109144	*Hospitality Internship	4.00
	Total	**4.00**

Term 3

Catalog No.	Class Title	Credit(s)
10109111	Housekeeping Management	2.00
10109115	Hospitality Law	3.00
10101158	Hotel/Hospitality Cost Control	2.00
10109120	Facilities Operations and Security	2.00
10809122	Introduction to American Government OR 10806112 Principles of Sustainability	3.00
10809172	Introduction to Diversity Studies Studies or 10-809-196 Intro to Sociology	3.00
	Total	**15.00**

Term 4

Catalog No.	Class Title	Credit(s)
10109127	Portfolio Assessment-Hotel and Hospitality Management	1.00
10101102	Hospitality Accounting	3.00
10109101	Issues in Hotel/Hospitality Management	1.00
1016105	Recruitment & Retention of Employees	3.00
10809195	Economics	3.00
10109122	Hospitality Field Study/Experience	1.00
10809198	Intro to Psychology	3.00
	Total	**15.00**
	Program Total	**66.00**

*Current First Aid/CPR Card Required Prior to Hospitality Internship

Note: Program start dates vary; check with your counselor for details.

Curriculum and program acceptance requirements are subject to change.

About Shared Programs
LTC offers its Hotel/Hospitality Management program in cooperation with Moraine Park Technical College (MPTC), Fond du Lac. As a Hotel/Hospitality Management student you'll:
- Attend live, interactive TV classes sent from LTC to your local technical college.
- Take general studies classes at your local technical college.
- LTC shares its Hotel/Hospitality Management program with Moraine Park Technical College.

About the Program
The associate degree in Hotel/Hospitality Management prepares individuals for a management career in the hotel/hospitality industry. Coursework emphasizes theory and application of skills needed for mid-management and supervisory level of employment in food and lodging facilities. Hotel/hospitality management skills are also applicable to a variety of other hospitality operations which include conference centers, sports and entertainment facilities, front office managers, food and beverage operations, and other careers.

Careers
- General Manager
- Executive Housekeeper
- Front Office Manager
- Food and Beverage Manager
- Guest Services Manager

Admission Steps
- Submit Application and $30 Processing Fee
- Complete an Assessment for Placement (Accuplacer or ACT and Microsoft Skills Check—Word, PowerPoint, Excel)
- Submit Official Transcripts (High School and Other Colleges)
- Meet with Program Advisor
- Complete Functional Ability Statement of Understanding Form

Program Outcomes
You will learn to:
- Demonstrate the principles of hospitality management.
- Provide exemplary customer service.
- Utilize marketing techniques in a hospitality environment.
- Recognize and interpret legal issues relating to the hospitality industry.
- Utilize accounting and costing skills necessary for profitable hospitality operations.
- Demonstrate professionalism and managerial and leadership skills in a diverse hospitality environment.

Approximate Costs
- $132 per credit (resident)
- $198 per credit (out-of-state resident)
- Other fees vary by program (books, supplies, materials, tools, uniforms, health-related exams, etc.)

Functional Abilities
Functional abilities are the basic duties that a student must be able to perform with or without reasonable accommodations. At the postsecondary level, students must meet these requirements, and they cannot be modified.

Placement Scores
Accuplacer/ACT scores will be used to develop your educational plan. Please contact your program counselor/advisor at 920-693-1109.

Divisional Grading Policy
All course work in the Business and Technology Division must be passed with a grade of "C" or better for program graduation.

gotoltc.edu
info@gotoltc.edu

Lakeshore Technical College
1290 North Avenue • Cleveland WI 53015

1.888.GO TO LTC
(1.888.468.6582) • TTY: 920.693.8956

Transfer agreements are available with the following institutions:

Bellevue University
Capella University
Concordia University
Excelsior College
Franklin University
Herzing University

Lakeland College
Ottawa University
Silver Lake College
University of Phoenix
Upper Iowa University
UW-Green Bay

UW-Oshkosh
UW-Stout

IMPORTANT: For more information on these agreements, visit gotoltc.edu/transfer.

10101102 Hospitality Accounting
...provides students with an understanding of the basic structure of accounting in the hospitality area and how to intrepret and understand financial statements to learn some internal controls. Students will learn some bottom-up cost control and some budgeting. The student will recognize the differences in hotel/hospitality accounting and emphasis is placed on analysis and interpretation as well as recording, classifying, and summarizing processes.
COREQUISITE: Microsoft Excel or equivalent and PREREQUISITE: 10109158 Hospitality Cost Control

10101158 Hotel/Hospitality Cost Controls
...applies concepts of controlling costs with emphasis on cost-to-sales relationship. Students calculate the costs of goods, selling price and relative percentages, forecast sales, conduct yield analysis and calculate break-even periods.
COREQUISITE: Microsoft Excel or equivalent and PREREQUISITE: 10804123 Math with Business Applications

10104109 Customer Service Techniques
...assess participants' skills in customer relations, judgment and business development and provides training in connecting with customers, healing customer relationships, and dealing with customer needs.

10104128 Leadership and Professionalism
...prepares the student to accept a leadership role in their chosen occupation and provides opportunities to demonstrate business etiquette and professionalism in a variety of settings.

10104170 Marketing Tourism and Hospitality
...introduces the student to various aspects of tourism, the development and classification of hotel businesses, the hotel and rooms division operation, the duties and responsibilities of the key food and beverage executives, the history and development of the restaurant business, noncommercial food service segments, beverage management and liquor liability, recreation and leisure, the history of gaming entertainment, and the different types of meetings, conventions, and expositions.
COREQUISITE: Microsoft PowerPoint or equivalent

10105124 Portfolio Introduction
...prepares the student to develop a personal and professional portfolio, to identify self-awareness through various self-assessments and apply these results to the workplace and other environments, to write goal statements and understand their value, to develop an individual history of events and achievements, and to identify significant learning experiences throughout the student's life.

10109101 Issues in Hotel/Hospitality Management
...introduces special topics pertinent to the hotel and hospitality industry. Emerging trends in international, national, and local hospitality management are explored and innovative solutions are evaluated.
PREREQUISITE: 10109115 Hospitality Law

10109110 Front Office Procedures and Management
...emphasizes front office techniques and management principles for the organization and operation of the lodging facility. The human and public relations responsibilities of the front office as well as routine procedures are an integral part of the course.

10109111 Housekeeping Management
...investigates the functions of the housekeeping department and the role of managers in operating the department. Students are introduced to requirements for guest satisfaction including room and facility appeal, order, and cleanliness.
PREREQUISITE: 10109110 Front Office Procedures and Management

10109112 Sanitation for Food Service
...develops skills to follow sanitation and hygiene provisions in state codes. The NRA certification test is included.

10109113 Food and Beverage Operations
...introduces and applies principles of menu planning, food preparation, laws and sale of alcoholic beverages. Emphasis is on operaton of a professional food and beverage facility.

10109115 Hospitality Law
...will apply legal practices in hospitality environments including analysis of the impact of U.S. employment laws, the global economy, vendor/supplier contract negotiations, reacting to legal charges, documenting the hiring/firing process, dealing with harassment issues, privacy issues, and summarizing legal issues facing hospitality/culinary employees.
PREREQUISITE: 10801195 Written Communication and 10109121 Introduction to Hotel/Hospitality Management or 10325101 Golf Operation Management

10109120 Facilities and Operations Security
...explores the technical information necessary to establish effective facilities operations. An effective energy management program is discussed. Common mechanical problems and the procedures to correct them are emphasized. Security management to protect guests is emphasized.
PREREQUISITE: 10109110 Front Office Procedures and Management

10109121 Introduction to Hotel/Hospitality Management
...will trace the development of the hotel/motel industry from early inns to modern high-rise and commercial hotels and highway motels. The organization of th hotel, including food and beverage operations, is discussed.
COREQUISITE: Microsoft Word or equivalent

10109122 Hospitality Field Study/Experience
…allows students to examine and apply advanced concepts in hotel and hospitality management. Requires instructor approval to enroll.

10109127 Portfolio Assessment-Hotel and Hospitality Management
...prepares the student to identify what they have learned throughout the program, write career goals, re-examine their resume, research and collect project samples of their achievements, and analyze their achievements within the college core abilities and program outcomes.
PREREQUISITE: 10105124 Portfolio Introduction and 10105126 Career Assessment or 10109128 Hospitality Career Exploration. COREQUISITE: 10109101 Issues in Hotel/Hospitality Management and 10101102HA Hospitality Accounting

10109128 Personal Branding
...allows students to examine and apply advanced concepts in hotel and hospitality management. It requires instructor approval to enroll.
COREQUISITE: 10105124 Portfolio Introduction

10109144 Hospitality Internship
...affords students on-the-job experience while providing instructor and workplace supervision. Students are responsible for seeking and obtaining the internship position with instructor approval. Course requirements include maintaining a log of work activities, identifying and receiving approval from the job supervisor and instructor, and completing a work-related project. Students meet periodically at LTC.
CONDITION: Verification of eligibility by the Instructor

10116105 Recruitment and Retention of Employees
...applies and skills and tools necessary to hire and retain qualified employees. Legal issues, testing, screening, interviewing, selecting and negotiating techniques will be demonstrated and assessed for each learner.

10196191 Supervision
...allows the learner to apply the skills and tools necessary to perform the functions of a frontline leader. Students learn the application of strategies and transition to a contemporary supervisory role including day-to-day operations, controlling, staffing, leadership, problem-solving, team skills, motivation, and training.
COREQUISITE: Microsoft Word skills or equivalent or or CONDITION: 105361 Pharm Svcs Mgmt or 315361 Pharm Tech requirements met

10801195 Written Communication
...teaches the writing process, which includes prewriting, drafting, revising, and editing. Through a variety of writing assignments, the student will analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Keyboarding skills are required for this course. It also develops critical reading and thinking skills through the analysis of a variety of written documents.
PREREQUISITE: 10831103 Intro to College Wrtg or CONDITION: Written Comm Prepared Learner (Accuplacer Wrtg min score of 86 or Equivalent) and COREQUISITE: 10838105 Intro Rdg & Study Skills or CONDITION: Reading Accuplacer min score of 74 or equivalent

10801198 Speech
...explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of the course.
COREQUISITE: 10838105 Intro Reading and Study Skills or CONDITION: Reading accuplcer minimum score of 74 or equivalent

10804123 Math w Business Apps
...covers real numbers, basic operations, linear equations, proportions with one variable, percents, simple interest, compound interest, annuity, apply math concepts to the purchasing/buying process, apply math concepts to the selling process, and basic statistics with business/consumer applications.
PREREQUISITE: Accuplacer Math minimum score of 79 or Equivalent or 10834109 Pre-Algebra and COREQUISITE: 10838105 Intro Reading and Study Skills or CONDITION: Reading accuplcer minimum score of 74 or equivalent

10809122 Introduction to American Government
...introduces American political processes and institutions. It focuses on rights and responsibilities of citizens and the process of participatory democracy. Learners examine the complexity of the separation of powers and checks and balances. It explores the role of the media, interest groups, political parties and public opinion in the political process. It also explores the role of state and national government in our federal system.
COREQUISITE: 10838105 Intro Reading and Study Skills or Accuplacer Reading score of 74 or equivalent

10809172 Introduction to Diversity Studies
...is a course that draws from several disciplines to reaffirm the basic American values of justice and equality by teaching a basic vocabulary, a history of immigration and conquest, principles of transcultural communication, legal liability and value of aesthetic production to increase the probability of respectful encounters among people. In addition to an analysis of majority/minority relations in a multicultural context, the topics of ageism, sexism, gender differences, sexual orientation, the disabled and the American Disability Act (ADA) are explored. Ethnic relations are studied in global and comparative perspectives.
COREQUISITE: 10838105 Intro Reading and Study Skills or Accuplacer Reading score of 74 or equivalent

10809195 Economics
...provides the participant with an overview of how a market-oriented economic system operates, and it surveys the factors which influence national economic policy. Basic concepts and analyses are illustrated by reference to a variety of contemporary problems and public policy issues. Concepts include scarcity, resources, alternative economic systems. growth, supply and demand, monetary and fiscal policy, inflation, unemployment and global economic issues.
COREQUISITE: 10838105 Intro Reading and Study Skills or Accuplacer Reading score of 74 or equivalent

10809198 Intro to Psychology
...introduces students to a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings.
COREQUISITE: 10838105 Intro Reading and Study Skills or Accuplacer Reading score of 74 or equivalent

Revised
9-1-12