

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.

PROGRAM OUTCOMES

- 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.

ADMISSIONS STEPS

- Work with Admissions Specialist to:
 - Submit Application and \$30 Fee
 - Complete an Assessment for Placement (Accuplacer or ACT)
 - Submit Official Transcripts (High School and Other Colleges)
- Meet with Program Advisor/Counselor to Discuss Program Details

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.) Visit gotoltc.edu/payingforcollege for details.

PLACEMENT SCORES

Accuplacer/ACT scores will be used to develop your educational plan. Contact your program advisor/counselor for details.

SPECIAL NOTE

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 and take general studies classes at your local technical college.

CAREER & EDUCATION ADVANCEMENT OPPORTUNITIES

LTC credits transfer to over 30 universities. For more information visit gotoltc.edu/transfer.

CONTACT

Tanya Boettcher, Admissions Specialist
920.693.1280 • tanya.boettcher@gotoltc.edu

Catalog No.	Class Title	Credit(s)
Term 1		
10104109	Customer Service Techniques	2
10105124	Portfolio Introduction	1
10109128	Hospitality Personal Branding	2
10109112	Sanitation for Food Service	1
10109121	Introduction to Hotel/Hospitality Management	3
10801195	Written Communication OR 10801136 English Composition 1	3
10804123	Math with Business Applications	3
15		
Term 2		
10196191	Supervision	3
10104170	Marketing Tourism and Hospitality	3
10109113	Food and Beverage Operations	2
10109110	Front Office Procedures and Management	3
10104128	Leadership and Professionalism	3
10801198	Speech OR 108091196 Oral/Interpersonal Communication	3
17		
Summer		
10109144	Hospitality Internship	4
4		
Term 3		
10109111	Housekeeping Management	2
10109115	Hospitality Law	3
10101158	Hotel/Hospitality Cost Control	2
10109120	Facilities Operations and Security	2
10809122	Introduction to American Government OR 10806112 Principles of Sustainability	3
10809172	Introduction to Diversity Studies OR 10-809-196 Intro to Sociology	3
15		
Term 4		
10109127	Portfolio Assessment-Hotel and Hospitality Management	1
10101102	Hospitality Accounting	3
10109101	Issues in Hotel/Hospitality Management	1
10116105	Recruitment & Retention of Employees	3
10809195	Economics	3
10109122	Hospitality Field Study/Experience	1
10809198	Intro to Psychology	3
15		
		TOTAL 66

Curriculum and Program Acceptance requirements are subject to change. Program start dates vary; check with your advisor/counselor for details.



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.

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 equivalent

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

FOOD AND BEVERAGE OPERATIONS ...introduces and applies principles of menu planning, food preparation, laws and sale of alcoholic beverages. Emphasis is on operation of a professional food and beverage facility.

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.

HOSPITALITY ACCOUNTING ...provides students with an understanding of the basic structure of accounting in the hospitality area and how to interpret 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: 10101158 Hospitality Cost Control

HOSPITALITY FIELD STUDY/EXPERIENCE ...allows students to examine and apply advanced concepts in hotel and hospitality management. Requires instructor approval to enroll.

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

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. COREQUISITE: 10109121 Introduction to Hotel/Hospitality Management or 10325101 Golf Operation Management

HOSPITALITY PERSONAL BRANDING ...focuses on the importance of developing a strong brand identity for yourself as a professional. As a prospective employee, you are constantly selling yourself from how you talk, walk, dress, your facial expressions, and your body language; people are always forming impressions of you. In this course, you will develop a professional resume, cover letter, practice interview skills, and learn the role of social media in career development. COREQUISITE: 10105124 Portfolio Introduction

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

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

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 equivalent

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.

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 equivalent

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 the hotel, including food and beverage operations, is discussed. COREQUISITE: Microsoft Word or equivalent

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

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.

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

MATH WITH 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: 10834109 Pre-Algebra or equivalent and COREQUISITE: 10838105 Intro Reading and Study Skills or equivalent

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 10109128 Hospitality Personal Branding and COREQUISITE: 10109101 Issues in Hotel/Hospitality Management and 10101102 Hospitality Accounting

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.

RECRUITMENT & 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.

SANITATION FOR FOOD SERVICE ...develops skills to follow sanitation and hygiene provisions in state codes. The NRA certification test is included.

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 equivalent

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

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 equivalent and COREQUISITE: 10838105 Intro Rdg & Study Skills or equivalent