

ABOUT THE PROGRAM

The associate degree in Hospitality Management prepares individuals for a management career in the hospitality industry. Coursework emphasizes theory and application of skills needed for mid-management and supervisory level of employment in food and lodging facilities. 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

- Plan the operations within a hospitality organization.
- Organize hospitality resources to achieve the goals of the organization.
- Direct individuals and/or processes to meet organizational goals.
- Control hospitality processes/procedures.

CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

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

ADMISSION AND PROGRAM ENROLLMENT STEPS

- Submit online application.
- Submit transcripts (high school & other colleges). NOTE: Official transcripts required for acceptance of transfer credits; Financial Aid may require.
- Complete the online Student Success Questionnaire.
- Schedule a Program Advising Session with your assigned advisor to plan your first semester schedule, review your entire plan of study, discuss the results of the Student Success Questionnaire.

APPROXIMATE COSTS

- \$136.50 per credit tuition (WI resident) plus \$8.10 per credit student activity fee. \$10 per credit online or hybrid fee. Material fee varies depending on course. Other fees vary by program. Visit gotoltc.edu/financial-aid/tuition-and-fees for details.

FINANCIAL AID

This program is eligible for financial aid. Visit gotoltc.edu/Financial-Aid or talk with your Career Coach about how to apply for aid.

CONTACT

LTC Career Coach
 920.693.1162 • CareerCoach@gotoltc.edu

| Catalog No. | Class Title | Credit(s) |
|-----------------|----------------------------------------------------------------|-----------------|
| Term 1 | | |
| 10103121 | Excel - Level 1 | 1 |
| 10103191 | Word - Level 1 | 1 |
| 10104109 | Customer Service Techniques | 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 |
| | | 14 |
| Term 2 | | |
| 10104128 | Leadership and Professionalism | 3 |
| 10104170 | Marketing Tourism and Hospitality | 3 |
| 10109108 | Dining Room and Beverage Service | 2 |
| 10196191 | Supervision | 3 |
| 10109122 | Hospitality Field Study | 2 |
| 10801198 | Speech OR 10801196 Oral/Interpersonal Communication | 3 |
| | | 16 |
| (Summer) | | |
| 10109144 | Hospitality Internship* | 3 |
| | | 3 |
| Term 3 | | |
| 10104125 | Promotion in the Social Media | 3 |
| 10109111 | Housekeeping Management | 2 |
| 10109113 | Food and Beverage Operations | 2 |
| 10109151 | Hospitality Event Planning | 2 |
| 10109158 | Hospitality Cost Controls | 3 |
| 10809172 | Introduction to Diversity Studies OR Introduction to Sociology | 3 |
| | | 15 |
| Term 4 | | |
| 10101102 | Hospitality Accounting | 3 |
| 10109110 | Front Office Procedures and Management | 2 |
| 10109115 | Hospitality Law | 3 |
| 10109150 | Housekeeping Practicum | 1 |
| 10809198 | Introduction to Psychology | 3 |
| | | 12 |
| | | TOTAL 60 |

* Verification of current First Aide/CPR card or proof of having taken 42531416CA class

Curriculum and Program Acceptance requirements are subject to change. Program start dates vary; check with your advisor for details. The tuition and fees are approximate based on 2019-2020 rates and are subject to change prior to the start of the academic year.



CUSTOMER SERVICE TECHNIQUES...assesses participants' skills in customer relations, judgment and business development and provides training in connecting with customers, healing customer relationships, and dealing with customer needs. Course includes opportunity to earn nationally recognized AHLEI certification through additional final exam.

DINING ROOM AND BEVERAGE SERVICE...introduces learners to dining room and beverage service including wine, spirits, beer, mixology, and non-alcoholic drinks. Helps learners refine their customer service and meal delivery skills through the study and application of proper, customer-oriented dining room service environments including etiquette, dining room safety, set-up, American and French table service, and menu knowledge skills. Concepts include histories of table service, psychology of the customer, and service sequence.

EXCEL - LEVEL 1...introduces the student to spreadsheet features such as creating, saving, editing, navigating, formatting worksheets; entering formulas and functions; working with charts; and developing multiple-sheet workbooks.

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. Course includes opportunity to earn nationally recognized AHLEI certification through additional final exam.

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. Course includes opportunity to earn nationally recognized AHLEI certification through additional final exam.

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. PREREQUISITE: 10101158 Hospitality Cost Controls

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.

HOSPITALITY EVENT PLANNING...prepares the learner to manage preplanning activities and execution of events in the hospitality industry, coordinate equipment and facility setup, communicate with outside vendors/suppliers, and conduct follow-up activities. Each student will be required to participate in planning a real-life event and/or assisting an organization through a service learning experience.

HOSPITALITY FIELD STUDY...requires students to complete 144 hours (2 credits) of performing work in a front of house restaurant setting. Incorporates fundamental theories and techniques learned during the first semester. Safety, sanitation, cost control and customer service concepts are applied. Activities may include day, evening, and weekend requirements. CONDITION: Verification of site approval by the instructor.

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. Students will demonstrate TSA through submission of student portfolio. COREQUISITE: 10109121 Introduction to Hotel/Hospitality Mng

HOUSEKEEPING MANAGEMENT...this course 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. Course includes opportunity to earn nationally recognized AHLEI certification through additional final exam.

HOUSEKEEPING PRACTICUM...prepares the learner for relevant experience working in the housekeeping department, and incorporating classroom theory. Students work in the housekeeping department of the participating organization through which they can acquire a log of real-life experiences related to techniques in housekeeping. Activities may include day and evening requirements. COREQUISITE: 10109111 Housekeeping Management

INTRODUCTION TO DIVERSITY STUDIES...introduces learners to the study of diversity from a local to a global environment using a holistic, interdisciplinary approach. Encourages self-exploration and prepares the learner to work in a diverse environment. In addition to an analysis of majority/minority relations in a multicultural context, the primary topics of race, ethnicity, age, gender, class, sexual orientation, disability, religion are explored. COREQUISITE: 10838105 Intro Reading and Study Skills or Reading placement assessment 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.

INTRODUCTION 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. PREREQUISITE: Reading placement assessment equivalent or COREQUISITE: 10838105 Intro to Reading and Study Skills

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.

MATH WITH BUSINESS APPLICATIONS...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 Math placement assessment equivalent and COREQUISITE: 10838105 Intro to Reading and Study Skills or Reading placement assessment equivalent or CONDITION: 610061 Agribusiness/Agronomy Basic program admissions requirements met

PROMOTION IN THE SOCIAL MEDIA CAMPAIGN...provides the student with the understanding of the promotional mix in integrated marketing communications. Students will also explore the role of social media in branding and positioning products. PREREQUISITE: 10104124 Research and Web Analytics or 10104170 Marketing Tourism and Hospitality

SANITATION FOR FOOD SERVICE...provides face to face food safety training, testing and materials to food service managers. The Serv Safe Manager certification test is included and a passing score earns the Serv Safe Food Protection Manager Certification.

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 Reading placement assessment 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.

WORD - LEVEL 1...introduces the student to word processing features such as creating, saving, editing, navigating, and formatting the content of multi-page documents.

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 Writing placement assessment equivalent and COREQUISITE: 10838105 Intro to Rdg & Study Skills or Reading placement assessment equivalent