



HOSPITALITY ASSISTANT

Technical Diploma Program Code: 30-109-1 Total Credits: 24

Through Mid-State's Hospitality Assistant technical diploma program, students develop foundational skills useful in various roles within hospitality and tourism, including a basic understanding of food service operations, hospitality sales and marketing, events planning, management principles, customer service, effective communication, and creative thinking. All courses count toward Mid-State's Hospitality Management associate of applied science (AAS) program. In this program you will gain a real-world, professional perspective on the hospitality industry by participating in an on-the-job hospitality internship. In addition, you will create marketing materials, explore the inner workings of a hospitality-related business, brush up on your communication skills, and achieve your industry recognized ServSafe Manager certification.

Estimated tuition and fees: mstc.edu/programcosts

ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit mstc.edu/advising.

CHECKLIST:

This section will be completed when meeting with your academic advisor.

- FAFSA (www.fafsa.gov)
- Financial Aid Form(s)
Form(s): _____
- Follow-Up Appointment:
Where: _____
When: _____
With: _____
- Official Transcripts
Mid-State Technical College
Student Services Assistant
1001 Centerpoint Drive
Stevens Point, WI 54481
- Other: _____



mstc.edu • 888.575.6782 • TTY: 711



ADAMS CAMPUS
401 North Main
Adams, WI 53910

MARSHFIELD CAMPUS
2600 West 5th Street
Marshfield, WI 54449

STEVENS POINT CAMPUS
1001 Centerpoint Drive
Stevens Point, WI 54481

WISCONSIN RAPIDS CAMPUS
500 32nd Street North
Wisconsin Rapids, WI 54494

CAREER PATHWAY • BEGIN AT ANY POINT

HIGH SCHOOL STUDENT

COLLEGE TRANSFER

RETURNING ADULT

CREDIT FOR PRIOR LEARNING AND EXPERIENCE

CREDIT FOR PRIOR LEARNING AND EXPERIENCE

- Certifications and Licenses
- High School Credit
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at mstc.edu/cpl.

CERTIFICATE

COMMUNICATION ESSENTIALS

Certificate • 9 Credits

For more information and additional opportunities, visit mstc.edu/career-accelerator.

TECHNICAL DIPLOMA

CUSTOMER RELATIONSHIP PROFESSIONAL

Technical Diploma • 12 Credits

Start Your Career

- Call Center Agent
- Customer Care Representative
- Customer Service Representative

HOSPITALITY ASSISTANT

Technical Diploma • 24 Credits

Start Your Career

- Concierge
- Hotel, Motel, and Resort Desk Clerk
- Host and Hostess

ASSOCIATE IN APPLIED SCIENCE (AAS)

HOSPITALITY MANAGEMENT

Associate in Applied Science (AAS) • 60-61 Credits

Start Your Career

- Food and Beverage Director
- Hospitality and Tourism Coordinator
- Sales and Service Manager

BACHELOR'S DEGREE

BACHELOR'S DEGREE OPTIONS

Arizona State University, Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), Northern Michigan University, University of Maryland Global, University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, Western Governors University, and Wisconsin Private-Nonprofit Universities/Colleges.

For more information and additional opportunities, visit mstc.edu/transfer.

OTHER OPTIONS

RELATED PROGRAMS

- Culinary Arts
- Food Service Assistant

SAMPLE FULL-TIME CURRICULUM OPTION

| Term | | 12 credits |
|----------------------|---|------------|
| 10102101 | Intro to Business ☑ | 3 |
| 10106106 | Quality Customer Service | 3 |
| 10109101 | Exploring Hospitality | 3 |
| 10801198 | Speech ☑ | 3 |
| Term | | 12 credits |
| 10103106 | Microsoft Office Introduction ☑ | 3 |
| 10109110 | Room Operations Division | 3 |
| 10109160 | Hospitality Internship ☑ | 2 |
| 10316112 | Sanitation for Foodservice Operations ☑ | 1 |
| 10801195 | Written Communication ☑ | 3 |
| Total credits | | 24 |

SAMPLE PART-TIME CURRICULUM OPTION

| Term | | 6 credits |
|----------------------|---|-----------|
| 10102101 | Intro to Business ☑ | 3 |
| 10106106 | Quality Customer Service | 3 |
| Term | | 6 credits |
| 10103106 | Microsoft Office Introduction ☑ | 3 |
| 10801198 | Speech ☑ | 3 |
| Term | | 6 credits |
| 10109101 | Exploring Hospitality | 3 |
| 10801195 | Written Communication ☑ | 3 |
| Term | | 6 credits |
| 10316112 | Sanitation for Foodservice Operations ☑ | 1 |
| 10109110 | Room Operations Division | 3 |
| 10109160 | Hospitality Internship ☑ | 2 |
| Total credits | | 24 |

☑ This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at mstc.edu/cpl or contact your advisor for details.

Please Note:

- **This program can be completed entirely online.**
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to mstc.edu/schedule.

MULTIPLE MEASURES

Multiple Measures Writing (MMW): High school GPA of 2.6 and successful completion of 2.0 credits of high school writing courses with a "C" or better

Multiple Measures Reading (MMR): High school GPA of 2.6 and successful completion of 2.0 credits of high school literature courses with a "C" or better

Multiple Measures Math 1 (MMM_1): High school GPA of 2.6 and successful completion of 1.0 credits of high school math (Algebra 1 or equivalent) with a "C" or better

Multiple Measures Math 2 (MMM_2): High school GPA of 2.6 and successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better

Multiple Measures Science 1 (MMS_1): High school GPA of 2.6 and successful completion of 1.0 credits of high school lab science course with a "C" or better

Multiple Measures Science 2 (MMS_2): High school GPA of 2.6 and successful completion of 1.0 credits of high school chemistry with a "C" or better

Past high school and college transcripts are used in making course placement decisions.

COURSE DESCRIPTIONS

Exploring Hospitality

10109101.....3 credits

Introduces students to the broad field of hospitality management. Typical career areas include foodservice, lodging, travel/tourism, and recreation. The course will explore the industry from historical to contemporary career opportunities.

Hospitality Internship ☑

10109160.....2 credits

This course is designed to give the student on-the-job work experience in the hospitality industry. Integrating the theories and techniques learned in previous courses along with specific off-campus occupational experiences allows students to gain a real-world perspective of a segment in the hospitality industry of their choosing. The student will complete academic hours related to the competencies of the course reflecting on their experiential learning. This work will provide resume and job seeking skills, develop a network of contacts, and cultivate career readiness.

Intro to Business ☑

10102101.....3 credits

An introduction to what a business is, how it operates, and how it is managed. Students identify forms of ownership and the processes used in production and marketing, finance, personnel, and management in business operations.

Microsoft Office-Introduction ☑

10103106.....3 credits

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse, and Windows 10 skills. Students may develop these skills in the Academic Learning Center while concurrently enrolled in this course.

Quality Customer Service

10106106.....3 credits

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

Room Operations Division

10109110.....3 credits

Investigates the organization, performance, evaluation, and interdependency of the rooms division of a lodging facility (front desk, reservations, housekeeping, facilities, and telephone systems) as essential components of operational success and guest satisfaction.

Sanitation for Foodservice Operations

10316112 1 credits

Students examine the causes of food-borne illness and apply techniques for preparing, storing, and serving hot and cold foods from a ServSafe® Certified Instructor/Proctor. Students also examine the role of management and workers related to sanitation regulations and standards. The ServSafe® certification test is administered in this course and students will need to hold this valid certificate for graduation and employment in the culinary industry.

Speech ☑

108011983 credits

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 this course. Includes informative, persuasive, and occasion speech presentations.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 253 and Writing of 262 or ACT of 21 Reading/19 English or completion of College Reading and Writing 1 10831104 with a "C" or better

Written Communication ☑

108011953 credits

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

Prerequisite: High School GPA of 2.6 and MMW or Accuplacer Writing of 262 or ACT English score of 20 or completion of College Reading and Writing 1 10831104 with a "C" or better