



Printed: 10/18/2019

Academic Year: 2020-2021

Hospitality Management Associate Degree

Program Code 101092

If you are interested in travel, lodging, and dining - and you thrive in fast-paced environments - you have countless career opportunities in the hospitality industry. As a graduate of the Hospitality Management associate degree, you will be prepared for mid-management positions in hotels, restaurants, food service departments, golf/country clubs, ski resorts, private catering, assisted living centers, tourism bus lines, universities, cruise ships, and more. You may secure employment as a front office manager, food/beverage manager, executive housekeeper, revenue enhancement manager, building superintendent, or a sales manager (to name just some of the many careers in this exciting industry!) The curriculum includes American Hotel and Lodging Association Certifications.

Locations

Offered at the Green Bay campus.
For information: (920) 498-5444.
Toll-free: (888) 385-6982.

This program is fully eligible for financial aid.

Follow Your Path

All credits from the following technical diploma(s) apply toward this associate degree:

- . Hotel Management, 301095
- . Restaurant Management, 301096



Requirements for Program Entry

- Completed application.
- High school transcript or equivalent. For a list of equivalents, go to www.nwtc.edu/gettingstarted.
- To be admitted to this program, learners must achieve a prior cumulative high school or college grade point average of 2.6 or higher OR a satisfactory academic skills assessment score. College grade point average must be based on 15 credits or more. To learn more about starting this program, please contact an academic advisor at (920) 498-5444 or (888) 385-6982.

CURRICULUM

Students following the study plan below will complete the Hospitality Management associate degree in the number of semesters shown.

FIRST SEMESTER

10-890-101 College 101	1
10-102-158 Business Principles	3
10-104-110 Marketing Principles	3
10-801-136 English Composition 1	3
10-103-121 Micro: Word-Intro	1
10-103-131 Micro: Excel-Intro	1
10-109-114 Hotel Management	3
SEMESTER TOTAL	15

SECOND SEMESTER

10-109-126 Hospitality Finance	3
10-105-101 Career Planning	1
10-801-196 Oral/Interpersonal Comm	3
10-102-150 Business Law	3
10-804-134 Mathematical Reasoning	3
10-196-191 Supervision	3
SEMESTER TOTAL	16

THIRD SEMESTER

10-101-190 Accounting-QuickBooks	1
10-316-118 Principles of Sanitation	1
10-316-126 Catering	2
10-109-168 Restaurant Management	3
10-109-127 Hospitality Facilities Mgmt	3
10-105-103 Career Preparation	1
10-809-195 Economics	3
10-809-166 Intro to Ethics: Theory & App	3
SEMESTER TOTAL	17

FOURTH SEMESTER

10-102-160 Global Business Mgmt	3
10-104-101 Selling Principles	3
10-109-199 Hospitality Career Experience	2
10-809-172 Intro to Diversity Studies	3
10-809-198 Intro to Psychology	3
SEMESTER TOTAL	14

TOTAL CREDITS

62

Curriculum Note

*The credit for 10-890-101, College 101 is an Institutional Requirement for graduation. Consequently, it is not part of the program credit requirement.

10-109-114

Hotel Management is typically offered in the fall. Meet with your academic advisor to discuss

options

10-109-127

Hospitality Facilities Management is typically offered in the fall. Meet with your academic advisor to discuss

options

10-109-126

Hospitality Finance is typically offered in the spring. Meet with your academic advisor to discuss

options

Course Descriptions

10-890-101 COLLEGE 101 ...Students will utilize digital tools and resources to assess, explore, practice, apply, and evaluate both employability and learning skills. By establishing NWTC cultural values as hallmarks of success in academic, career, and personal settings the course encourages reflective, personalized development of a growth mindset and emphasizes the importance of making wise choices. To maximize the return on investment, students should take this course in their first semester as it identifies key expectations (hidden rules) of higher learning and professional employment.

10-102-158 BUSINESS PRINCIPLES ...economics and business; global business; ethics and social responsibility; types of business ownership; entrepreneurship; role of management: operations management; human resources; marketing; managing financial resources and legal issues impacting business.

10-104-110 MARKETING PRINCIPLES ...marketing management, market segmentation, market research, consumer behavior, product decisions and management of distribution, pricing, promotional decisions for strategy planning.

10-801-136 ENGLISH COMPOSITION 1 ...learners develop knowledge/skills in planning, organizing, writing, editing. Students will also analyze audience/purpose, use elements of research, format documents using standard guidelines, and develop critical reading skills. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills greater/equal to 75; OR ACT Rdg score greater/equal to 16 AND Eng greater/equal to 18; OR preparatory courses-contact academic advisor at 920-498-5444)

10-103-121 MICRO: WORD-INTRODUCTION ...word processing basics including creating, revising, formatting, printing; sections, tabs, multiple-page numbering; manipulating text; creating headers/footers; creating/formatting tables, graphics; and merging documents.

10-103-131 MICRO: EXCEL-INTRODUCTION ...creating a worksheet, enhancing worksheet appearance, moving and copying data, using formulas and functions, creating charts and using clip art. Windows experience improves success; consider 10-103-111, Windows/Computer Basics.

10-109-114 HOTEL MANAGEMENT ...lodging classification, ownership/affiliation, hotel/front office organization, equipment, reservations, registration, guest services, guest accounting, credit monitoring, check-out/settlement, night audit, management functions, room statistics, yield management, staffing.

10-109-126 HOSPITALITY FINANCE ...purchasing/receiving controls, storing/issuing controls, production controls, monitoring activities, sales controls, beverage controls, labor controls and financial statements.

10-105-101 CAREER PLANNING ...experiential learning introduction. Learn how personal branding allows candidates to differentiate themselves from the competition through appearance, personality, and marketing competency. Career portfolio introduced. (Corequisite: 10-890-101, College 101)

10-801-196 ORAL/INTERPERSONAL COMMUNICATION ...the communication process, perception and self-concept, language, listening, nonverbal communication, interpersonal relationships, communication in groups and public communication; prepare and deliver an oral presentation. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills score greater/equal to 60; OR ACT Rdg score greater/equal to 16 AND English score greater/equal to 16; OR preparatory course-contact an academic advisor at 920-498-5444)

10-102-150 BUSINESS LAW ...common law contracts and sales contracts: formation, interpretation, performance, and discharge; the law of agency; corporations; and introduction to the American legal system: criminal and tort law, and global business issues.

10-804-134 MATHEMATICAL REASONING ...This course provides an alternative pathway to earning credit for a college level liberal arts mathematics course. All college students, regardless of their college major, need to be able to make reasonable decisions about fiscal, environmental, and health issues that require quantitative reasoning skills. An activity based approach is used to explore numerical relationships, graphs, proportional relationships, algebraic reasoning, and problem solving using linear, exponential and other mathematical models. Students will develop conceptual and procedural tools that support the use of key mathematical concepts in a variety of contexts. This course is not designed for Science, Technology, Engineering, or Math (STEM) students and/or others who require calculus. (Prerequisite: Accuplacer Arithmetic score greater/equal to 65 AND Reading score greater/equal to 50; OR ACT Math score greater/equal to 15 AND ACT Reading score greater/equal to 15; OR prep courses-contact an academic advisor 920-498-5444)

10-196-191 SUPERVISION ...front-line leadership including setting goals, planning, delegation, controlling, communication, motivation, problem solving, and conflict management.

10-101-190 ACCOUNTING-QUICKBOOKS ...an introductory course in using QuickBooks to create vendor/employee accounts, invoices, budgets, profit/loss statements, balance sheets, A/R, A/P, journals, graphs.

10-316-118 PRINCIPLES OF SANITATION ...food service sanitation principles of contamination/food borne illness with National Restaurant Association ServSafe Certification testing included. (Prerequisite: Acceptance in Culinary Specialist technical diploma or Restaurant Management technical diploma or Hospitality Management associate degree).

10-316-126 CATERING ...an overview of catering including pricing, hiring/managing staff, marketing, planning successful events, preparing safe/attractive food as well as managing the event. (Prerequisite: Acceptance in Culinary Specialist technical diploma or

Restaurant Management technical diploma or Hospitality Management associate degree).

10-109-168 RESTAURANT MANAGEMENT ...food/beverage industry, product classifications, responsible service; bar/kitchen equipment/organization; maintaining clean/sanitary facilities; staffing, training, supervising food/beverage employees; promotions planning; budgeting/cost controls of food/beverage operations.

10-109-127 HOSPITALITY FACILITIES MGMT ...staffing housekeeping operations, facilities safety and security, cleaning routines, material selection, laundry operations, controlling costs in housekeeping and maintenance departments, facility systems and design.

10-105-103 CAREER PREPARATION ...create professional resume and cover letter, prepare for interviews, understand interviewing techniques, participate in a mock interview. (Prerequisites: 10-105-101, Career Planning; 10-801-136, English Composition 1)

10-809-195 ECONOMICS ...scarcity, resources, alternative economic systems, growth, supply and demand, monetary and fiscal policy, inflation, unemployment, and global economic issues. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills greater/equal to 60; OR ACT Rdg score greater/equal to 16 AND English greater/equal to 15; OR 10-831-107, College Reading and Writing with a B or better)

10-809-166 INTRO TO ETHICS: THEORY & APP ...basic understanding of theoretical foundations of ethical thought; analyze/compare relevant issues using diverse ethical perspectives; critically evaluate individual, social/professional standards of behavior--applying a systematic decision-making process. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills greater/equal to 60; OR ACT Rdg score greater/equal to 16 AND English greater/equal to 15; OR 10-831-107, College Reading and Writing with a B or better)

10-102-160 GLOBAL BUSINESS MANAGEMENT ...globalization, cultural environment, global trade environment, politics and law, economic integration, global trade and investment theories, exporting, global human resource management, corporate social responsibility.

10-104-101 SELLING PRINCIPLES ...selling as a career; success factors in selling; personality development; product knowledge; and the sales process involving preparation, approach, presentation-demonstration, handling objections, and closing the sale successfully.

10-109-199 HOSPITALITY CAREER EXPERIENCE ...students can select any hands on experience related to: Internship, Field Research, Service Learning, Capstone, Industry Related or International Experience. Instructor approval required. (Prerequisite: 10-105-103, Career Preparation)

10-809-172 INTRO TO DIVERSITY STUDIES...basic American values of justice and equality by teaching vocabulary, history of immigration/conquest, transcultural communication, legal liability, multicultural majority/minority relations, ageism, sexism, gender, sexual orientation, the disabled/ADA. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills greater/equal to 60; OR ACT Rdg score greater/equal to 16 AND English greater/equal to 15; OR 10-831-107, College Reading and Writing with a B or better)

10-809-198 INTRODUCTION TO PSYCHOLOGY ...survey of theoretical foundations of human behavior such as sensation and perception, motivation, emotions, learning, personality, psychological disorders, therapy, stress, and human diversity in personal, social and vocational settings. (Prerequisite: Cumulative GPA of 2.6 or greater OR satisfactory reading and writing assessment scores OR 10-831-107, College Reading and Writing 1 with "B" or better OR Corequisite: 10-831-102, English Comp Prep)

10-109-114 HOTEL MANAGEMENT ...lodging classification, ownership/affiliation, hotel/front office organization, equipment, reservations, registration, guest services, guest accounting, credit monitoring, check-out/settlement, night audit, management functions, room statistics, yield management, staffing.

10-109-127 HOSPITALITY FACILITIES MGMT ...staffing housekeeping operations, facilities safety and security, cleaning routines, material selection, laundry operations, controlling costs in housekeeping and maintenance departments, facility systems and design.

10-109-126 HOSPITALITY FINANCE ...purchasing/receiving controls, storing/issuing controls, production controls, monitoring activities, sales controls, beverage controls, labor controls and financial statements.