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Academic Year: 2020-2021

# Hotel Management Technical Diploma

Program Code 301095

Hotel Management careers come with the opportunity to work in a variety of settings. As a graduate of the Hotel Management technical diploma, you will be prepared for careers in hotels, golf/country clubs, ski resorts, assisted living centers, cruise ships, amusement parks and more. Students may secure employment as guest services managers, executive housekeepers, revenue enhancement managers, shift managers or sales managers. The curriculum includes American Hotel and Lodging Association Certifications. Credits from this technical diploma are fully embedded in the Hospitality Management associate degree.

## 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 this technical diploma  apply toward the following associate degree(s):  
. Hospitality Management, 101092

## Requirements for Program Entry

- Completed application.
- High school transcript or equivalent. For a list of equivalents, go to [www.nwtc.edu/gettingstarted](http://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.

## 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.

10-109-114 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.

10-804-134 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

## CURRICULUM

Students following the study plan below will complete the Hotel Management technical diploma in the number of semesters shown.

<b>FIRST SEMESTER</b>	
10-890-101 College 101	1
10-109-114 Hotel Management	3
10-804-134 Mathematical Reasoning	3
10-109-126 Hospitality Finance	3
10-109-127 Hospitality Facilities Mgmt	3
10-104-101 Selling Principles	3
<b>SEMESTER TOTAL</b>	<b>16</b>

**TOTAL CREDITS** **16**

Curriculum Note  
. The credit for 10-890-101, College 101 is an Institutional Requirement for graduation. Consequently, it is not part of the program requirements, but must be passed with a C or better.

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

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)

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

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.

10-104-101 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.

10-109-114 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.

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