



APPRENTICESHIP PROGRAM

Hospitality Management / Hospitality Manager

PROGRAM OUTCOMES:

As a hotel and motel management student, you'll study hotel law, housekeeping management, convention and group business, front office procedures and hospitality management. You'll gain experience with industry front office computer software and have the opportunity for internships with local hotels and motels.

PROGRAM LENGTH:

Years: 2

Diploma hours: 511

AAS hours: 616

A probationary period of 90 days

RELATED TECHNICAL INSTRUCTION (RTI):

Certificate(s), Diploma, AAS Degree

COURSE SPECIALIZATION:

- Hospitality Management

ON-THE-JOB TRAINING (OJT) COMPETENCIES:

- Maintaining regulatory or compliance documentation.
- Maintaining operational records.
- Resolve customer complaints or problems.
- Recruit personnel.
- Schedule product or material transportation.
- Manage organization or project budgets.
- Prepare staff schedules or work assignments.
- Negotiate sales or lease agreements for products or services.



JOB FUNCTIONS:

- Monitor activities of individuals to ensure safety or compliance with rules
- Maintain operational records
- Resolve customer complaints or problems
- Manage organizational or projects budgets
- Prepare staff schedules or work assignments
- Recruit personnel
- Purchase materials, equipment, or other resources
- Collect payments for goods and services

SKILLS:

Critical Thinking, Organization, Problem Solving, Conflict Resolution, Cash Handling, Leadership, Flexibility, Detail-Oriented, Adaptability

