

# GUEST SERVICES, CERTIFICATE OF COMPLETION

**Banner Code:** 3\_NCK\_GUEST

**Control Number:** 38554

**Not Financial Aid Eligible**

The Guest Services Certificate is provided for students through Special Programs' COAST Program. Classes are taught by Special Programs faculty and mentored by field professionals. Students take a series of courses to receive a COAST Guest Services Certificate.

Special Programs is happy to host this three-semester course of study where enrolled students will learn basic guest services skills. Students will learn entry-level skills and responsibilities required to work in the expansive hotel and resort environments throughout Orange County.

Students graduating with a Guest Services Certificate will be prepared for many entry-level paid employment opportunities within the hospitality industry. These jobs include entry-level positions in the fields of Cottage or Room Attendant, Server, Lobby Attendant, Ticket Attendant, Usher, Bell Person, Doorman, Security and Food Runner.

## Program Level Student Learning Outcomes

Upon completion of this program, students will be able to:

1. Demonstrate skills and experience required to take part in basic guest services activities.
2. Independently recall and perform best practices while participating in work activities alone or with faculty, managers, fellow staff, fellow students and guests.

This award confirms that a student has completed a noncredit program that prepares students to progress in a career path or to take degree-applicable courses.

Course	Title	Hours
<b>Required Core</b>		
Complete the following:		
<b>Semester 1</b>		
SPED C085N	Maintenance Basics	32
SPED C001N	Employability Skills	40
<b>Semester 2</b>		
SPED C086N	Guest Services Basics	40
SPED C002N	Problem-Solving in the Workplace	40
<b>Semester 3</b>		
SPED C087N	Guest Services Vocations	40
SPED C061N	Vocational Preparation and Readiness	16-64
<b>Total Hours</b>		<b>208-256</b>