HTT A003N: CAREERS IN HOSPITALITY/TOURISM NONCREDIT

Item	Value
Curriculum Committee Approval Date	09/22/2021
Top Code	130700 - Hospitality
Units	0 Total Units
Hours	12 Total Hours (Lecture Hours 12)
Total Outside of Class Hours	0
Course Credit Status	Noncredit (N)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	Yes; Repeat Limit 99
Grading Policy	P/NP/SP Non-Credit (D)

Course Description

This course provides an introduction and exploration of entry-level jobs in the hospitality/tourism industry. Including job titles, skills needed, and related terminology. Introduction to a wide range of hospitality/tourism careers, including in hotels and resorts, restaurant services, theme parks, tourism, and emerging areas. Noncredit. NOT DEGREE APPLICABLE. Not Transferable.

Course Level Student Learning Outcome(s)

1. Identify skills and education required for employment in the hospitality/tourism industry.
2. Exhibit knowledge of the various career paths available in the hospitality/tourism industry
3. Demonstrate an understanding of the regional employment and educational opportunities available in hospitality/tourism.

Course Objectives

- 1. Identify career areas within various sectors of the hospitality/tourism industry.
- 2. Define industry terminology.
- 3. Identify skills and education needed for specific jobs in the hospitality/tourism industry.
- 4. Review appropriate customer service practices used within the industry
- 5. Identify employability skills that are most useful in the industry

Lecture Content

COURSE CONTENT: LECTURE CONTENT: A. Introduction to the Hospitality/Tourism industry.   1. Hospitality/Tourism Settings   a. Hotels/Resorts/Spas/Casinos   b. Themeparks/Attractions   c. Restaurants   d. Sporting Venues   e. Travel and Recreation   f. Tourism and Event Planning   2. General Positions   a. Customer Service Representative   b. Front Desk Attendant   c. Reservations Clerk   d. Host   e. Sales Representative   f. Marketing Assistant B. Introduction to specific aspects of the industry   1. Food and Beverage Positions   a. Food Prep Positions   b. Host   c. Server/Food Service   d. Banquet Staff   e. Food/Beverage Sales   2. Lodging and Resort Positions   a. Front Desk   b. Housekeeping/Maintenance   c. Concierge   d. Reservations Clerk   e. Group Sales Assistant   f. Marketing/Social Media Assistant   g. Casino Worker   3. Travel and Tourism Positions a. Theme Park Attendant   b. Tour/Travel Guide   c. Meeting Planning Assistant   d. Spa Attendant   e. Transportation/Airlines/Cruises   f. Emerging and Related Positions C. Introduction to Hospitality success skills   1. Communication   2. Collaboration   3. Adaptability   4. Positive   5. Cultural awareness

Method(s) of Instruction

- Enhanced NC Lect (NC1)
- Live Online Enhanced NC Lect (NC9)

Instructional Techniques

Lecture, guest speakers, internet exploration

Reading Assignments

Reading Assignments 2-3 hours per week   Students will read current event articles and complete worksheets.

Writing Assignments

Written assignments relating to hospitality/tourism terminology.

Out-of-class Assignments

Out-of-class Assignments Written assignments providing opportunities for students to explore local hospitality/tourism venues. 2-3 hours per week

Demonstration of Critical Thinking

Matching job skills to a job listing

Required Writing, Problem Solving, Skills Demonstration

Online job search

Eligible Disciplines

Hotel and motel services: Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience.

Other Resources

1. One or more of the above texts are available as OER. When possible, OER texts should be considered by the instructor of record to promote equity and access of necessary course materials.