

FRONT OFFICE SPECIALIST, CERTIFICATE OF ACHIEVEMENT

Banner Code: 1_CT_HMFO

Control Number: 16884

Financial Aid Eligible

These courses have been recommended by industry to provide essential preparation to supervise and manage within operational areas in a hotel. Courses have been organized to provide understanding of techniques and knowledge necessary in developing effective leadership and decision-making skills and successful communication among all departments contributing to positive guest experiences. The curriculum was developed with guidance from an advisory council of hospitality professionals who rank skills and knowledge required in the hospitality industry. Upon completion of the program there are employment opportunities with competitive salary.

Program Outcome

The outcome for the certificate of achievement is to prepare students for employment within the front office and operational support areas of a hotel.

Review Graduation Requirements (<https://catalog.cccd.edu/orange-coast/graduation-requirements/certificates/#achievementtext>).

Course	Title	Units
HTT A105	Passport to Success	3
HTT A110	Hotel Front Office Operations	3
HTT A118	Hospitality Accounting	3
HTT A130	Cultural Tourism	3
HTT A131	Computer Reservation Systems - SABRE	3
HTT A135	Homeland Security	3
HTT A140	Revenue Management	3
HTT A150	Travel and Tourism Career Development	3
HTT A180	Enhancing Guest Service	3
HTT A185	Interviewing and Professional Development	3
HTT A227	Hotel Internship	4
HTT A240	Hospitality and Toursim Marketing	3
HTT A284	Leadership and Strategic Management	3
HTT A285	Hospitality Operations	3
Total Units		43

Front Office Specialist Suggested Electives

HTT A138 Sharing the Travel Experience
HTT A199 Current Issues in Hospitality, Travel and Tourism
HTT A299 Certified Travel Associate

Program Sequence

These sequences at Orange Coast College are curriculum maps for students to finish all requirements for the certificate. There may be advisories, prerequisites, or time requirements that students need to

consider before following these maps. **Students are advised to meet with an Orange Coast College Counselor for alternate sequencing.**

Some courses in this program may be offered once per academic year.

Course	Title	Units
Year 1		
Semester 1		
HTT A110	Hotel Front Office Operations	3
HTT A130	Cultural Tourism	3
HTT A150	Travel and Tourism Career Development	3
HTT A180	Enhancing Guest Service	3
Units		12
Semester 2		
HTT A118	Hospitality Accounting	3
HTT A131	Computer Reservation Systems - SABRE	3
HTT A135	Homeland Security	3
HTT A140	Revenue Management	3
Units		12
Year 2		
Semester 1		
HTT A105	Passport to Success	3
HTT A240	Hospitality and Toursim Marketing	3
HTT A284	Leadership and Strategic Management	3
Units		9
Semester 2		
HTT A185	Interviewing and Professional Development	3
HTT A227	Hotel Internship	4
HTT A285	Hospitality Operations	3
Units		10
Total Units		43