

## **HOSPITALITY ASSISTANT**

Technical Diploma

Program Code: 30-109-1

**Total Credits: 24** 

Through Mid-State's Hospitality Assistant technical diploma program, students develop foundational skills useful in various roles within hospitality and tourism, including a basic understanding of food service operations, hospitality sales and marketing, events planning, management principles, customer service, effective communication, and creative thinking. All courses count toward Mid-State's Hospitality Management associate of applied science (AAS) program. In this program you will gain a real-world, professional perspective on the hospitality industry by participating in an onthe-job hospitality internship. In addition, you will create marketing materials, explore the inner workings of a hospitality-related business, brush up on your communication skills, and achieve your industry recognized ServSafe Manager certification.

Estimated tuition and fees: mstc.edu/programcosts

#### ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit **mstc.edu/advising**.

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This section will be completed when meeting with your academic advisor.

- ☐ FAFSA (www.fafsa.gov)
- ☐ Financial Aid Form(s)

Form(s): \_\_\_\_\_

☐ Follow-Up Appointment:

Where: \_\_\_\_\_

When:\_\_\_ With:

☐ Official Transcripts

- Mid-State Technical College Student Services Assistant 1001 Centerpoint Drive Stevens Point, WI 54481
- Other:\_\_\_\_



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ADAMS CAMPUS 401 North Main Adams, WI 53910 MARSHFIELD CAMPUS 2600 West 5th Street Marshfield, WI 54449 STEVENS POINT CAMPUS 1001 Centerpoint Drive Stevens Point, WI 54481 WISCONSIN RAPIDS CAMPUS

MID-STATE

500 32nd Street North Wisconsin Rapids, WI 54494

## **CAREER PATHWAY • BEGIN AT ANY POINT**







CREDIT FOR PRIOR LEARNING AND EXPERIENCE

#### CREDIT FOR PRIOR LEARNING AND EXPERIENCE

- Certifications and Licenses
- High School Credit
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at mstc.edu/cpl.



#### **COMMUNICATION ESSENTIALS**

Certificate • 9 Credits

For more information and additional opportunities, visit mstc.edu/career-accelerator.



## CUSTOMER RELATIONSHIP PROFESSIONAL

Technical Diploma • 12 Credits

#### **Start Your Career**

- Call Center Agent
- Customer Care Representative
- Customer Service Representative

#### **HOSPITALITY ASSISTANT**

Technical Diploma • 24 Credits

#### **Start Your Career**

- Concierge
- Hotel, Motel, and Resort Desk Clerk
- Host and Hostess



#### **HOSPITALITY MANAGEMENT**

Associate in Applied Science (AAS) • 60-61 Credits

#### **Start Your Career**

- Food and Beverage Director
- · Hospitality and Tourism Coordinator
- Sales and Service Manager



#### **BACHELOR'S DEGREE OPTIONS**

Arizona State University, Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), Northern Michigan University, University of Maryland Global, University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, Western Governors University, and Wisconsin Private-Nonprofit Universities/Colleges.

For more information and additional opportunities, visit mstc.edu/transfer.

# OTHER OPTIONS

#### **RELATED PROGRAMS**

• Culinary Arts • Food Service Assistant

#### **OUTCOMES**

Employers will expect you, as a Hospitality Assistant graduate, to be able to:

- Plan the operations within a hospitality organization.
- Organize hospitality resources to achieve the goals of the organization.

#### **TECHNICAL SKILLS ATTAINMENT**

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers.

#### STUDENT HANDBOOK

Visit **mstc.edu/studenthandbook** to view Mid-State's student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State's Student Code of Conduct, and technology.

#### **GRADUATION REQUIREMENT**

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. (Not counted in the total credit value for this program.) Some students are exempt from this requirement. Please see your program advisor for more information.

## GPS for Student Success 2 10890102 ......1 credit

Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course is recommended to be completed prior to obtaining 12 credits and is a graduation requirement unless you receive an exemption from your program advisor.

#### **ADDITIONAL COURSES AS NEEDED**

The following courses may be recommended or required if the student does not achieve minimum Accuplacer scores.

## College Reading and Writing 1 10831104 ......3 credits

Provides learners with opportunities to develop and expand reading and writing skills to prepare for college-level academic work. Students will employ critical reading strategies to improve comprehension, analysis, and retention of texts. Students will apply the writing process to produce well-developed, coherent, and unified written work.

## Pre-Algebra 10834109 ......3 credits

Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

#### **NOTES:**


#### SAMPLE FULL-TIME CURRICULUM OPTION **Term** 12 credits 10102101 Intro to Business 🗷 3 3 10106106 **Quality Customer Service** 10109101 **Exploring Hospitality** 3 10801198 Speech Z 3 12 credits **Term** 10103106 Microsoft Office Introduction & 10109110 **Room Operations Division** 3 10109160 Hospitality Internship 🗹 2 Sanitation for Foodservice Operations & 10316112 1 10801195 Written Communication & 3 **Total credits 24**

☑ This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at mstc.edu/cpl or contact your advisor for details.

#### Please Note:

- · This program can be completed entirely online.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to **mstc.edu/schedule**.

SAMPLE PART-TIME CURRICULUM OPTION				
<b>Term</b> 10102101 10106106	Intro to Business & Quality Customer Service	6 credits 3 3		
<b>Term</b> 10103106 10801198	Microsoft Office Introduction & Speech &	6 credits 3 3		
<b>Term</b> 10109101 10801195	Exploring Hospitality Written Communication	6 credits 3 3		
<b>Term</b> 10316112 10109110 10109160	Sanitation for Foodservice Operation Room Operations Division Hospitality Internship &	6 credits ons 2 1 3 2		
	Total	credits 24		

MULTIPLE MEASURES			
Multiple Measures Writing (MMW): High school GPA of 2.6 and successful completion of 2.0 credits of high school writing courses with a "C" or better	Multiple Measures Reading (MMR): High school GPA of 2.6 and successful completion of 2.0 credits of high school literature courses with a "C" or better		
Multiple Measures Math 1 (MMM_1): High school GPA of 2.6 and successful completion of 1.0 credits of high school math (Algebra 1 or equivalent) with a "C" or better	Multiple Measures Math 2 (MMM_2): High school GPA of 2.6 and successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better		
Multiple Measures Science 1 (MMS_1): High school GPA of 2.6 and successful completion of 1.0 credits of high school lab science course with a "C" or better	Multiple Measures Science 2 (MMS_2): High school GPA of 2.6 and successful completion of 1.0 credits of high school chemistry with a "C" or better		

Past high school and college transcripts are used in making course placement decisions.

### **COURSE DESCRIPTIONS**

## **Exploring Hospitality**

10109101.....3 credits

Introduces students to the broad field of hospitality management. Typical career areas include foodservice, lodging, travel/tourism, and recreation. The course will explore the industry from historical to contemporary career opportunities.

## Hospitality Internship 🗷

10109160.....2 credits

This course is designed to give the student on-the-job work experience in the hospitality industry. Integrating the theories and techniques learned in previous courses along with specific off-campus occupational experiences allows students to gain a real-world perspective of a segment in the hospitality industry of their choosing. The student will complete academic hours related to the competencies of the course reflecting on their experiential learning. This work will provide resume and job seeking skills, develop a network of contacts, and cultivate career readiness.

### Intro to Business 🗹

10102101.....3 credits

An introduction to what a business is, how it operates, and how it is managed. Students identify forms of ownership and the processes used in production and marketing, finance, personnel, and management in business operations.

## Microsoft Office-Introduction ☑

10103106 ......3 credits

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse, and Windows 10 skills. Students may develop these skills in the Academic Learning Center while concurrently enrolled in this course.

## **Quality Customer Service**

10106106.....3 credits

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

## **Room Operations Division**

10109110.....3 credits

Investigates the organization, performance, evaluation, and interdependency of the rooms division of a lodging facility (front desk, reservations, housekeeping, facilities, and telephone systems) as essential components of operational success and guest satisfaction.

## Sanitation for Foodservice Operations

10316112 ...... 1 credits

Students examine the causes of food-borne illness and apply techniques for preparing, storing, and serving hot and cold foods from a ServSafe® Certified Instructor/
Proctor. Students also examine the role of management and workers related to sanitation regulations and standards. The ServSafe® certification test is administered in this course and students will need to hold this valid certificate for graduation and employment in the culinary industry.

#### Speech 🗷

10801198 ......3 credits

Explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of this course. Includes informative, persuasive, and occasion speech presentations. Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 253 and Writing of 262 or ACT of 21 Reading/19 English or completion of College Reading and Writing 1 10831104 with a "C" or better

### Written Communication 🗷

10801195 ......3 credits

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

Prerequisite: High School GPA of 2.6 and MMW or Accuplacer Writing of 262 or ACT English score of 20 or completion of College Reading and Writing 1 10831104 with a "C" or better