

Hotel and Restaurant Management

68-credit Associate of Applied Science Degree

About the Program

Study the principles of supervision, budgeting, marketing and purchasing as related to the hospitality industry including food service, lodging and tourism. Event planning, restaurant operations management, leadership skills, customer/employee relations and food/beverage/labor cost controls are a few of the topics students will study. Opportunities also exist to take part in international study tours and internships to further broaden knowledge and experiences in the hotel and restaurant management field.

Potential Job Titles

- Front Desk Supervisor
- Events Coordinator
- Dining Room Manager
- Food and Banquet Coordinator
- Guest Services Supervisor
- Reservation Manager
- Assistant Manager; Hotel, Restaurant, Private Clubs

Credit Transfer

Credits earned in the Hotel and Restaurant Management program may be transferable to institutions offering baccalaureate degrees. Visit www.wctc.edu/transfer for specific information. Since the details of credit transfers change from time to time, be sure to contact the intended college or university to verify credit transferability.

Admission Process

- Fill out a WCTC application
- Send \$30 non-refundable application fee
- Send high school transcript or GED/HSED
- Send any previous college transcripts
- Complete Skills Assessment test (COMPASS)
- Begin pursuing Financial Aid options

For more information, call 262.691.5200.

Required Courses	Credits
First Semester	
107-007 Introduction to Microsoft Word	1+
107-008 Intro to Microsoft Excel	1+
109-100 Intro to Hospitality Industry	2
109-165 Study of Hospitality Operations	2
801-195 Written Communication	3+
804-123 Math with Business Applications	3+
809-196 Introduction to Sociology	3+
Total semester credits	15
Second Semester	
109-105 Purchasing for Hospitality Industry	2
109-115 Rooms Division Management	3
196-104 Leadership Skills	2
801-196 Oral/Interpersonal Communication	3+
809-195 Economics	3+
809-199 Psychology of Human Relations	3
Total semester credits	16
Summer Term	
109-151 Internship - Hospitality Mgmt	3
Total semester credits	3
Third Semester	
109-121 Restaurant Operations Mgmt	4
109-125 Hospitality Law & Liability	3
109-140 Facility Maintenance Mgmt	2
109-155 Customer & Employee Relations	3
809-166 Intro to Ethics: Theory & App or 809-172 Race Ethnic & Diversity	3
Elective	2
Total semester credits	17
Fourth Semester	
101-106 Hotel/Restaurant Accounting	2
109-135 Food/Beverage/Labor Cost Control	3
109-150 Marketing & Sales for Hospitality	3
109-160 Catering Operations	3
316-106 Kitchen Operations	3
802-167 Spanish for Hospitality Industry	1
Elective	2
Total semester credits	17
+ Proficiency exam available	
<i>Curriculum is current as of catalog printing. The most current curriculum requirements for graduation will be provided upon admission to program, or review at www.wctc.edu.</i>	

**Hotel and Restaurant Management
Required Courses**

101-106 Hotel/Restaurant Accounting 2
Review the accounting process, and become familiar with specific accounting applications and reports used in the hospitality industry.

107-007 Introduction to Microsoft Word 1
Get acquainted with the fundamentals of word processing and the use of microcomputer hardware and software. Become a proficient user of Microsoft Word.

107-008 Intro to Microsoft Excel 1
Explore the fundamental concepts of spreadsheets while becoming a proficient user of Microsoft Excel.
Prerequisites: 107-007 Introduction to Microsoft Word (or concurrent)

109-100 Intro to Hospitality Industry 2
Identify line and management positions, and analyze the types of people who are employed in the food service, lodging, and tourism industries. Explore the relationship between professionals and the customers they serve.

109-105 Prchsng for Hspitality Indstry 2
Explore the decision-making process used in purchasing goods and services, and explore the formulation of product specifications and standards.
Prerequisites: 109-100 Intro to Hospitality Industry (or concurrent)

109-115 Rooms Division Management 3
Study guest needs, reservation systems, housekeeping procedures, and front office operations while learning how to organize, operate, and manage a hotel/motel rooms division.

109-121 Restaurant Operations Mgmt 4
Apply and examine management principles while operating an on-campus dining room and bar. In particular, explore those concepts related to planning, service, menu design, and cost control.

109-125 Hospitality Law & Liability 3
Analyze the laws applicable to the ownership and operation of lodging, food service, beverage, or other establishments in hospitality.

109-135 Food/Bvrage/Labor Cost Control 3
Study the financial systems and controls required to efficiently operate a hospitality facility and to handle product and labor costs. Analyze operating costs and their relationship to different types of services.
Prerequisites: 109-105 Prchsng for Hspitality Indstry (or concurrent)

109-140 Facility Maintenance Mgmt 2
Explore the organization and management of facilities by studying personal planning, work scheduling, and preventive maintenance. Gain a basic knowledge of heating and air conditioning, and learn to troubleshoot problems in equipment found in the food service and lodging industries.

109-150 Mktg & Sales for Hspitality 3
Analyze the theories, principles, and techniques of hospitality marketing and sales and their applications within the industry. Explore the coordination of all hospitality departments to assure successful marketing.

109-151 Internship - Hospitality Mgmt 3
Gain work experience designed to help students develop technical competencies and interpersonal relationships. Discuss workplace situations and problems during weekly seminars.
Prerequisites: Approval of Co-op Ed Office

109-155 Customer & Employee Relations 3
Examine the relationships that an employer has with employees and customers. Define the setting in which these relationships exist by understanding the concept of total quality management (TQM). Discuss what employers can do to cause a positive effect on these relationships and how to measure the success of these efforts.

109-160 Catering Operations 3
Learn to plan entire events, and explore different methods of performing food service in various situations. Study all aspects of event planning, including menus, booking, contracts, and personnel. Demonstrate knowledge while planning and serving a special event.

109-165 Study of Hospitality Operatns 2
Observe actual working conditions in food, beverage, and lodging establishments. Apply learned principles of management.
Prerequisites: 109-100 Intro to Hospitality Industry (or concurrent)

196-104 Leadership Skills 2
Get to know what motivates people, and learn how to plan, manage, and communicate effectively. Develop a consistent personal leadership style that fits the work environment.

316-106 Kitchen Operations 3
Learn the basics of using standard kitchen equipment, cooking methods, and sanitation practices. Take part in planning and preparing a banquet, including making decisions about marketing, costing, purchasing, and service.
Prerequisites: 109-105 Prchsng for Hspitality Indstry or 109-121 Restaurant Operations Mgmt and 109-150 Mktg & Sales for Hspitality (or concurrent) and 109-135 Food/Bvrage/Labor Cost Control (or concurrent)

801-195 Written Communication 3
Study and practice the transfer of information, ideas, and experiences in written form through reports, letters, memoranda, and other documents. Gain proficiency in the areas of organization, clarity, accuracy, and directness.
Prerequisites: COMPASS-Writing Skills or ACT-English or ASSET-Writing Skills or Accuplacer Sentence Skills or TABE Advanced Language or 831-103 Intro to College Writing or 851-771 Writing-Program Readiness

801-196 Oral/Interpersonal Comm 3
Practice the necessary skills for effective speech delivery, listening, assertiveness, conflict resolution, teamwork, and general interpersonal communication.

802-167 Span for Hospitality Industry 1
Explore the language skills of general communication in Spanish within a context of diversity and cultural awareness during this course for those in the field of hotels, restaurants, and tourism. Develop a Spanish vocabulary applicable to kitchen work, cooking, restaurant service, front desk work, and basic tourism questions.

804-123 Math w Business Apps 3
Develop an understanding of real numbers, basic operations, linear equations, proportions with one variable, percents, simple interest, compound interest, annuity, apply math concepts to the purchasing/buying process, apply math concepts to the selling process, and basic statistics with business/consumer applications.

809-166 Intro to Ethics: Theory & App 3
Gain a basic understanding of the theoretical foundations of ethical thought. Diverse ethical perspectives will be used to analyze and compare relevant issues. Critically evaluate individual, social and/or professional standards of behavior, and apply a systematic decision-making process to these situations.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading

809-172 Race Ethnic & Diversity 3
Race, Ethnic, and Diversity is a course that draws from several disciplines to reaffirm the basic American values of justice and equality by teaching a basic vocabulary, a history of immigration and conquest, principles of transcultural communication, legal liability and the value of aesthetic production to increase the probability of respectful encounters among people. In addition to an analysis of majority/minority relations in a multicultural context, the topics of ageism, sexism, gender differences, sexual orientation, the disabled and the American Disability Act (ADA) are explored. Ethnic relations are studied in global and comparative perspectives.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading

809-195 Economics 3
Discuss the major institutions and principles that underlie the contemporary American economic system, and consider topics such as the free enterprise system, supply and demand, circular flow, government involvement, the Federal Reserve System, economic growth and development, the effects of international trade, comparative economic systems, and global economics.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading

809-196 Introduction to Sociology 3
Learn the basic concepts of sociology: culture, socialization, social stratification, multiculturalism, and the five institutions, including family, government, economics, religion, and education. Other topics include demography, deviance, technology, environment, social issues, social change, social organization, and workplace issues.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading

809-199 Psychology of Human Relations 3
Examine the principles of interaction as applied to human relations at home and on the job. Explore topics such, as self concept personality development, learning, motivation, emotions, stress, human relations processes, and special relationships.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehensi or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading

Elective Options
109-152 International Study Tour
109-153 Norwegian Cruise Study
109-170 Bar Management
317-102 Menu Planning and Design

Any course at the associate degree level will meet the elective requirement.