



Hospitality Management

62-credit Associate of Applied Science Degree

www.wctc.edu/hospitality-mgmt

Customer service skills are paramount to those working in the hospitality industry. Those who are detail oriented and have a positive attitude will be successful in this type of work. If you are a good communicator, team player and have superior problem-solving skills, a career in this field may be right for you.

About This Program

Those in the hospitality industry know the importance of a warm, welcoming reception and the friendly treatment of guests. The vast industry encompasses management careers in full-service resorts, fine-dining restaurants, cruise ships and more. Develop skills in supervision, budgeting, marketing and purchasing as related to the hospitality industry, including food service, lodging and tourism.



Career Salaries

Salary data not available

Salary range estimates based on wages for related occupations in Waukesha County as reported by Economic Modeling Specialists International (EMSI). Individual wages may vary based on experience, industry, location and specific job requirements.



Potential Careers

Front Desk Supervisor
Banquet/Catering Manager
Special Event Supervisor
Concierge
Guest Services Supervisor
Restaurant Manager

What Makes This Program Unique

- Hospitality and Culinary students gain valuable experience at WCTC's training restaurant, The Classic Room and The Classic Bistro.
- International study tour opportunities and internships are available. In the past, students have traveled to Italy, France, England and Germany.
- The Hospitality, Baking and Culinary Club promotes professionalism among members, develops and uses resources and talents to increase members' knowledge of the hospitality/culinary industry, and improves human relations through club and industry interaction.



PROGRAM CODE 10-109-2

CORE COURSES

Credits

101-105	Accounting Fundamentals	3
104-102	Marketing Principles	3
109-101	Study of Hospitality	2
109-121	Restaurant Operations Mgmt	4
109-125	Hospitality Law & Liability	3
109-130	Lodging Operations	3
109-135	Food/Bverage/Labor Cost Control	3
109-150	Hotel Sales and Revenue Mgmt	3
109-155	Employee Relation & Leadership	3
109-157	Hospitality Mgt Internship	1
109-159	Events Planning	3
109-160	Catering Operations	3
196-125	Management of Customer Service	3
196-164	Recruitment and Staffing	3
196-165	Employee Train and Develop	3
314-131	Culinary for Bakers	2
316-110	Applied Food Service Sanitatin	1

GENERAL STUDIES

801-136	English Composition 1	3
801-196	Oral/Interpersonal Comm	3
804-123	Math w Business Apps	3
809-195	Economics	3
809-199	Psychology of Human Relations	3
890-108	Employment Success	1

