



Hospitality Specialist

28-credit Technical Diploma

www.wctc.edu/hospitality-specialist

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

The leisure and hospitality industry includes full-service hotels and resorts, fine-dining restaurants, bed and breakfast inns, cruise ships, casinos, and theme and amusement parks. Those working in this industry train to work in various areas such as lodging, event planning, operations and more. In this program, focus on supervision, budgeting, marketing and purchasing skills.



Career Salaries

\$21,100 – \$31,300 annually

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
- Event Planner
- Dining Room Manager
- Guest Services Supervisor
- Reservation Manager

What Makes This Program Unique

- International study tour opportunities and internships are available. In the past, students have traveled to Italy, France, England and Germany.
- Alongside this technical diploma, you'll earn the ServSafe Food Production Manager certification. If you already hold this certification, you will be given Advanced Standing credit.
- Hospitality and Culinary students gain valuable experience at WCTC's training restaurant, The Classic Room and The Classic Bistro.



PROGRAM CODE 31-109-4

CORE COURSES

Credits

109-101	Study of Hospitality	2
109-104	Hospitality Security	2
109-115	Front Office Management	3
109-121	Restaurant Operations Mgmt	4
109-125	Hospitality Law & Liability	3
109-135	Food/Bvrage/Labor Cost Control	3
109-155	Employee Relation & Leadership	3
109-157	Hospitality Mgt Internship	1
314-131	Culinary for Bakers	2
316-110	Applied Food Service Sanitatr	1

GENERAL STUDIES

804-123	Math w Business Apps	3
890-108	Employment Success	1

