

HOSPITALITY & RESTAURANT MANAGEMENT

ONE-YEAR CERTIFICATE: HOSPITALITY & RESTAURANT MANAGEMENT – MINIMUM 50 CREDITS

CAREER DESCRIPTION

The Hospitality program at Umpqua Community College is a blend of multiple disciplines into a certificate degree that provides a solid introduction into the exciting opportunities available in the hospitality industry. The hospitality student will explore the financial, marketing, management, communication, customer service and technical skills necessary for success in the industry.

Students will need additional outside work experience in order to qualify for the NRA Manage First Certificate, which is a practical hands on hospitality management program developed by the National Restaurant Association. Upon completion of the certificate, the student will be appropriately prepared for an entry level management position. Career opportunities will include working in food and beverage operations, catering operations, and wineries.

PROGRAM OUTCOMES

Learner outcomes include an understanding of business and financial management associated with hospitality operations. Practical problem solving skills will be explored at the management level including discussion of leadership styles and culture as it applies to the hospitality work place. Human resource operations necessary to a successful operation are identified and effective communication skills are practiced both in the class room and in the learning lab. State and local agencies that regulate the industry are identified and the student will earn the necessary certification for the safe service of food and fermented beverages as developed by the National Restaurant Association (NRA) Serve Safe program.

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Minimum 50 Credits — Recommended Sequence for Students (Students should see an advisor to customize their educational plan.)

SEQUENCE	Fall	Food Service Safety and Sanitation CA 175 2 CR	Hospitality/Restaurant Marketing and Customer Service HRM 178 2 CR	Intro to Windows and PC's CIS 100 3 CR	Professional Selling BA 238 3 CR	Business Math I BA 180 3 CR	CREDITS 13-14
	Winter	Fundamentals of Menu Planning CA 176 2 CR	Responsible Alcohol Service and Bar/Beverage Management HRM 176 2 CR	Accounting for Managers BA 233 4 CR	Sensory Evaluation of Wine VE 202 4 CR		CREDITS 12
	Spring	Restaurant Management/ Human Relations HRM 177 2 CR	Principles of Hospitality/Restaurant Industry Cost Controls HRM 230 3 CR	Customer Service BA 165 3 CR	Computers in Business BA 231 4 CR <i>OR</i> Intro to Computer Information Systems CIS 120 4 CR		CREDITS 12
	Summer	Intro to Expository Writing WR 115 4 CR	Cooperative Work Experience: Culinary Arts CA 280 6 CR	Human Relations for Supervisors SDP 113 3 CR			CREDITS 13

NOTES

Scheduling requirements may prevent all courses from being offered every term. Consultation with an advisor is critical to student's selection of courses.

Please see an advisor for a degree planning worksheet for this program.