

CERTIFICATE OF ACHIEVEMENT

The Concierge Management Certificate program is designed to provide students with the skills and knowledge needed to become a professional concierge. The curriculum is designed to teach students basic skill sets required for entry level positions as a Concierge.

STUDENT LEARNING OUTCOMES - Graduates of this program will have the opportunity to:

- Demonstrate knowledge of Concierge Management Operations.
- Demonstrate ability to operate the Concierge Assistant software program.
- Demonstrate ability to communicate effectively with team members and guests.
- Demonstrate knowledge of human relations and customer service skills.
- Demonstrate knowledge of cultural awareness and diversity.

GENERAL EDUCATION REQUIREMENTS (3 Credits):

	CR	SEMESTER
COMMUNICATIONS: BUS 108, COM 101, 102, 215, ENG 100, 101, 102, 107, 113, 114, 205, JOUR 102, THTR 105	3-5	_____

SPECIAL PROGRAM REQUIREMENTS (30 Credits):

	CR	SEMESTER
FAB 271 Wine Appreciation	3	_____
HMD 203 Front-Office Operations	3	_____
TCA 100B Concierge Management - Business Operations and Customer Service	3	_____
TCA 101B Concierge Assistant - Computer Operations	3	_____
TCA 110 Introduction to the Convention Industry	3	_____
TCA 141 Travel and Tourism I	3	_____
TCA 200 Airlines Reservations	3	_____
TCA 241 Travel and Tourism II	3	_____
TCA 251 Tourism and Convention Externship	3	_____

Plus 3 credits from the following:

CHI 101B Conversational Chinese I	3	_____
FREN 101B Conversational French I	3	_____
GER 101B Conversational German I	3	_____
ITAL 101B Conversational Italian I	3	_____
JPN 101B Conversational Japanese I	3	_____
KOR 101B Conversational Korean I	3	_____
SPAN 101B Basics of Spanish I	3	_____

Computation included in TCA 100B

Human Relations included in TCA 141

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Total Credits

Students may elect to graduate using the degree requirements in effect at the time of matriculation, or when they declared or changed major or the current catalog. If a program is official after a student has matriculated, the student may choose the degree requirements of the new program. In no case may a student use a catalog which is more than six years old at the time of graduation.