

Concierge Management

CERTIFICATE OF ACHIEVEMENT (CoA)

REQUIRED CREDITS: 30

DEGREE CODE: HMDCON-CT

DESCRIPTION

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

- Demonstrate knowledge of Concierge Management Operations.
- Demonstrate ability to operate the fundamentals of Concierge 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.

PLEASE NOTE - The courses listed below may require a prerequisite or corequisite. Read course descriptions before registering for classes. All MATH and ENG courses numbered 01-99 must be completed before reaching 30 total college-level credits. No course under 100-level counts toward degree completion.

GENERAL EDUCATION REQUIREMENTS (3 CREDITS)

COMMUNICATIONS (3-5 credits)

BUS 108; COM 101, 102, 215; ENG 100, 101, 102, 107, 113, 114, 205; JOUR 102; THTR 105

SPECIAL PROGRAM REQUIREMENTS (27 CREDITS)

CORE REQUIREMENTS (24 credits)

| | | |
|----------|---|---|
| FAB 271 | Wine Appreciation | 3 |
| TCA 100B | Concierge Management - Business Operations and Customer Service | 3 |
| TCA 101B | Concierge Software Applications and 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 |

ELECTIVES (choose 3 credits)

| | | |
|-----------|---------------------------|---|
| 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

FULL-TIME STUDENT DEGREE PLAN

Plan can be modified to fit the needs of part-time students by adding more semesters.

| FIRST SEMESTER | Credits |
|--|----------------|
| Complete Communications (see courses this page) | 3-5 |
| TCA 100B Concierge Management Business Operations and Customer Service | 3 |
| TCA 101B Concierge Software Applications and Operations | 3 |
| TCA 141 Travel and Tourism I | 3 |
| TCA 241 Travel and Tourism II | 3 |
| TOTAL CREDITS | 15-17 |
| | |
| SECOND SEMESTER | Credits |
| FAB 271 Wine Appreciation ¹ | 3 |
| TCA 110 Introduction to the Convention Industry | 3 |
| TCA 200 Airlines Reservations | 3 |
| TCA 251 Tourism and Convention Industry | 3 |
| Complete Electives (see courses this page) | 3 |
| TOTAL CREDITS | 15 |
| DEGREE PLAN TOTAL CREDITS | 30-32 |

¹Minimum age for enrollment is 21

- NOTE**
- Course numbers with the “B” suffix may be non-transferable for a NSHE baccalaureate degree.
 - Course numbers with the “H” suffix are designated Honors-level courses and can be used to fulfill equivalent general education requirements. For more information visit www.csn.edu/honors.
 - In no case, may one course be used to meet more than one requirement except for the Values and Diversity general education requirement (only AA, AS, and AB degrees) which may be used to fulfill the corresponding general education or emphasis requirement.
 - 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.

