

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 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.

**GENERAL EDUCATION REQUIREMENTS (3 Credits):**

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

**Plus 3 credits from the following:**

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

Computation included in TCA 100B

Human Relations included in TCA 141

**NOTE:** Courses with a B suffix (example - XYZ 123B) may be non-transferable for a NSHE baccalaureate degree.

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**33**  
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.

**Guided Pathway  
Certificate of Achievement (CA) - Concierge Management  
33 - Credits**

<b>First Semester</b>	<b>Requirement</b>	<b>Credit Hours</b>	<b>Term</b>
TCA 100B	Concierge management – Business Operations and Customer Service – online only	<b>3</b>	
TCA 101B	TCA 101B Computer Operations – “Go Concierge” software -online only	<b>3</b>	
TCA 141	TCA 141 Travel and Tourism I	<b>3</b>	
TCA 241	TCA 241 Travel and Tourism II	<b>3</b>	
Communications - Elective	Bus 108, Com 101, 102, 215, Eng 100, 101, 102, 107, 113, 114, 205, JOUR 102, THTR 105	<b>3</b>	
	<b>TOTAL</b>	<b>15</b>	
<b>Second Semester</b>	<b>Requirement</b>	<b>Credit Hours</b>	<b>Term</b>
TCA 110	Introduction to the Convention Industry	<b>3</b>	
TCA 200	Airline Reservations	<b>3</b>	
FAB 271	Wine Appreciation – 16 week class	<b>3</b>	
HMD 203	Front Office Operations – 16 week class	<b>3</b>	
Special Program Elective	CHI 101B Conversational Chinese I FREN 101B Conversational French I GER 101B Conversational German I ITAL 101 B Conversational Italian I JPN 101 B Conversational Japanese I KOR 101 B Conversational Korean I SPAN 101B Conversational Spanish I	<b>3</b>	
TCA 251	Tourism and Convention Externship	<b>3</b>	
	<b>TOTAL</b>	<b>18</b>	
	<b>CERTIFICATE TOTAL</b>	<b>33</b>	

NOTE: Each 8 week Concierge Management course is designed to be stand-alone. In other words, each course is independent so courses may be combined, or taken separately in any order.