

**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

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.