



**Tourism & Hospitality
Management Program Guide**
CIP Code # 52.1905

Standard Occupational Classifications

37-2012.00 - Maids and Housekeeping Cleaners
43-4081.00 - Hotel, Motel, and Resort Desk Clerks
13-1121.00 - Meeting and Convention Planners
11-9081.00 - Lodging Managers

2014 Pennsylvania High Priority Occupations

13-2011 Accountants and Auditors³
35-1012 Supervisor- Food Preparation & Serving Workers³
39-3011 Gaming Dealers³
43-3021 Billing and Posting Clerks³
43-3031 Bookkeeping, Accounting & Auditing Clerks³
43-4051 Customer Service Representatives³

Student Certifications

ECTS Program Completer or Participant
Pennsylvania Skills Certificate
American Hotel and Lodging Association Year I & Year II
American Hotel and Lodging Association Guest Service Gold
National Certified Food Safety Manager examination
Responsible Alcohol Management Program (RAMP)
CareerSafe OSHA 10 Hour General Industry

Industry Accreditation

None at this time

Key: ¹Statewide HPO ²Regional HPO ³Both Statewide and Regional HPO
For more information, go to: <http://online.onetcenter.org/find/family?f=17&g=Go>

Expected Characteristics for Success

People employed in the hospitality field need to be energetic and enjoy working with people. Because this is a human services occupation, personal characteristics of the student must be carefully considered. Students entering this program should possess the following traits:

- Enthusiastic about working with people
- A good communicator
- Positive and energetic
- Dependable
- Honest and ethical
- A problem solver
- Able to work as part of a team
- A self-starter who is able to stay on task
- In school consistently
- Able to read and perform math functions at the 9th grade level

Revision Date: August 2018

Student Supplies Needed

Uniforms:

- Uniform shirts are required. A fitting will take place at ECTS in September of the first year enrolled in the program. Two shirts are required; the cost is approximately \$22.00 each.
- Two pairs of khaki slacks (The student may provide or can be ordered.)
- Cargo, balloon, baggie style, or slacks with excessive length which could pose a safety hazard are not acceptable. Instructor reserves the right to approve slacks.
- Belts are required with the khakis slacks. (Student will provide.)
- Men DO need a dress tie in some areas of the hotel internship.
- Shoes that can be cleaned or wiped off (nothing absorbent)
- Shoes must have backs; “mules” or “clogs” are not acceptable. Non-skid shoes are needed.

Supplies:

- Calculator
- Notebook for organized note taking
- Notebook Paper
- Pen and/or Pencil
- Ruler

Tourism & Hospitality Management Planned Courses

Content Area	Title	Number	Hours
00	Fundamentals of Hospitality Management		
	Intro to Hospitality and Tourism	THM101	15
	Careers in Hospitality	THM102	15
	Communication	THM103	15
	Preparing for a Leadership Career	THM201	30
	Hospitality and Tourism Leadership	THM202	30
	Professional Soft Skills	THM203	15
	Leadership, Employees, Communication	THM204	30
	State Exam Prep and Guest Service Gold	THM205	15
	State Exam Prep and Guest Service Gold	THM301	15
	Leadership Principles	PFS109	7.5
	Leadership Principles	PFS110	7.5
	Business Principles	PFS209	7.5
	Business Principles	PFS211	7.5
	Total Quality Principles	PFS309	7.5
	Total Quality Principles	PFS310	7.5
10	Operations		
	The Guest Cycle	THM111	15
	Guest Experience Cycle	THM112	15
	Financial Processes and the Guest Cycle	THM113	30
	Front Office Operations	THM114	30
	Housekeeping and Laundry	THM115	30
	Facilities Management	THM116	15
	Resort Operations	THM117	15
	Operational Finance	THM118	30
20	Operational Leadership		
	Leadership and the Guest Cycle	THM221	15
	Managing the Guest Experience	THM222	30
	Front Office Leadership	THM223	30
	Managing Housekeeping Operations	THM224	30
	Virtual Business Hotel Management I	THM225	45
	Leadership and Facilities Management	THM321	15
	Human Resources	THM322	15
	Managing Operational Finance	THM323	45
	Virtual Business Hotel Management II	THM324	30
30	The Food Service Operations		
	Food and Beverage Services	THM131	45
	Food and Beverage Leadership	THM331	30
	Managing Banquets and Catered Events	THM332	30
40	Sales and Marketing		
	Marketing and Sales	THM141	45
	Employee Sales Roles	THM341	15

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	Marketing	THM342	45
50	Safety & Security		
	Operational Safety	THM151	45
	Food Safety and Sanitation I	THM251	30
	RAMP Training and Beverage Service I	THM252	15
	Safety and Security	THM351	15
	Food Safety and Sanitation II	THM352	30
	RAMP Training and Beverage Service II	THM353	15
60	Field Experiences		
	Front of the House Internship I	THM161	30
	Front of the House Internship II	THM162	30
	Back of the House Internship I	THM163	30
	Back of the House Internship II	THM164	30
	Back of the House Internship III	THM261	45
	Front of the House Internship III	THM262	45
	Back of the House Internship IV	THM263	45
	Front of the House Internship IV	THM264	30
	Back of the House Internship V	THM361	45
	Front of the House Internship V	THM362	45
	Back of the House Internship VI	THM363	45
	Front of the House Internship VI	THM364	45