



**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