Hospitality Management: Resort Management, Specialized Diploma (2022-2023 Catalog)

Developmental Education Courses *(if required)*		☐ MATH020	Pre-Algebra
☐ ACLS050	Introduction to Academic Literacy	☐ MATH022	Elementary Algebra
☐ ENGL027	Writing Skills Workshop	☐ MATH026	Intermediate Algebra

complete	Course #	Course Title	Credits	Pre-requisites / Co-requisites
Semester 1				
☐	COLS101	College Success	1	
☐	HOSP101	Introduction to the Hospitality Industry	3	
☐	HOSP105	Enhancing Guest Service	3	
		Total Semester Credits:	7	
Semester 2				
☐	HOSP111	Food & Beverage Management	3	
☐	HOTL110	Hospitality Law	3	
		Total Semester Credits:	6	
Semester 3				
☐	HOSP210	Human Resource Management for the Hospitality Industry	3	PRE: HOSP101 and HOSP105
☐	HOSP215	Hospitality Sales & Marketing	3	PRE: HOSP101 and HOSP105
☐	HOTL207	Rooms Division Management	3	PRE: HOSP101
		Total Semester Credits:	9	
Semester 4				
☐	HOSP201	Strategic Leadership in Hospitality (D)	3	PRE: HOSP101 and HOSP105
☐	HOSP212	Hospitality Financial Reporting	3	PRE: HOSP101 and HOSP105
☐	HOTL150	Resort Management	3	
		Total Semester Credits:	9	
		Total Degree Credits	31	

Notes:
HOSP101 and HOSP105 are identified as Milestone courses that must be completed in a student's first year of study, in order to meet prerequisites for additional core Hospitality Management classes.

Program Narrative:
Through our Resort Management diploma program, you'll be prepared to tackle any guest services and managerial challenges faced in the resort, club, food and beverage and hotel operations field. Our graduates are employed in positions such as resort manager, club manager, membership manager, activities manager, recreation manager or lodging manager.

The Resort Management diploma will provide students with the managerial, technical, and operational expertise that is essential to pursuing a career in the resort or club segment of the hospitality industry. The primary focus of the diploma is to provide an educational methodology founded on the basic tenants of guest service, leadership, communication, teamwork and problem solving. The program teaches students basic resort, club and lodging operations, resort specialty subjects, hospitality management and marketing, guest services, food and beverage management, hospitality accounting and finance competencies. Program and course content has been developed with extensive input from the hospitality industry.

Program Learning Outcomes:

Graduates of the program will be able to:
• Identify and apply the knowledge and skills necessary for hospitality and tourism operations
• Demonstrate competence in the communication skills necessary for hospitality and tourism management
• Evaluate leadership principles necessary in the diverse and global hospitality and tourism industry
• Develop and integrate a core set of business skills necessary to successfully operate a hospitality and tourism organization
• Formulate business decisions in hospitality and tourism management

Transfer Information

The Hospitality Management Program has articulation agreements with the following Universities:
◦East Stroudsburg University
◦Temple University
◦Penn State University—Berks
◦Penn State University—University Park
◦York College of Pennsylvania
◦Keystone College

Career Information:
Areas of career opportunities for students completing this program are: Front Office supervisor, Guest Services supervisor, Housekeeping supervisor, Reservation supervisor, Revenue/Accounting assistant, Recreation supervisor, Activities supervisor. Visit the Department Website for additional information on potential career choices.