



Hospitality Management: Dining Room Operations, Specialized Diploma (2020-21 Catalog)

SEMESTER-BY-SEMESTER PROGRAM MAP FOR FULL-TIME STUDENTS

Courses are listed in preferred order of completion

Plans can be modified to fit student needs by adding more semesters

Choose your courses with your Advisor.

Developmental Education Courses (if required)			<input type="checkbox"/>		
<input type="checkbox"/>	ACLS050	Introduction to Academic Literacy	<input type="checkbox"/>	MATH020	Pre-Algebra
<input type="checkbox"/>	ENGL027	Writing Skills Workshop	<input type="checkbox"/>	MATH022	Elementary Algebra
<input type="checkbox"/>			<input type="checkbox"/>	MATH026	Intermediate Algebra

Location: B= BETH, M= MROE, S=SBTH, E= ESTN, D= DIST *subject to change										
complete	Course #	Course Title	Credits	Gen Ed	Fall	Winter	Spring	Summer	Pre-requisites / Co-requisites	
Semester 1	<input type="checkbox"/>	COLS101	College Success	1		B, M, D	----	B, M, D	D	
	<input type="checkbox"/>	HOSP101	Introduction to Hospitality Industry	3		B, M	----	B, M	----	
	<input type="checkbox"/>	HOSP105	Enhancing Guest Service	3		B, M	----	B, M	----	
	<input type="checkbox"/>	FOOD140	Fundamentals of Beer, Wine & Spirits	3		B	----	----	----	
	<input type="checkbox"/>	FOOD110	Food Preparation	4		B	----	----	----	PRE: ServSafe Certification and HOSP101
	<input type="checkbox"/>	HOSP130	Convention Services & Catering	3		B, M	----	B, M	----	PRE or CO: HOSP101 and HOSP105
		Total Semester Credits:	17							
Semester 2	<input type="checkbox"/>	HOSP111	Food & Beverage Management	3		----	----	D	----	
	<input type="checkbox"/>	FOOD250	Dining Room Operations	3		----	----	B	----	PRE: HOSP 101 & 130
	<input type="checkbox"/>	FOOD123	Menu Planning & Food/Beverage Cost Control	3		----	----	B	----	
	<input type="checkbox"/>	HOSP201	Strategic Leadership in Hospitality (D)	3		----	----	B, M	----	PRE: HOSP101 and HOSP105
	<input type="checkbox"/>	HOSP212	Hospitality Financial Reporting	3		----	----	B, M	----	PRE: HOSP101 and HOSP105
		Total Semester Credits:	15							
		Total Degree Credits:	32							

Notes:

- Documentation of certification in ServSafe from the National Restaurant Association must be submitted to the Hospitality Management program prior to enrolling in FOOD110— Food Preparation in the third semester of the program. Certification must remain current throughout the program. Certification courses are available through NCC and other associations and colleges.
- 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.

***It is the student's responsibility to be knowledgeable of NCC graduation requirements and to verify transfer requirements with the 4-year institution. Courses listed on the program map are based upon the assumption that prerequisites and courses taken in previous semesters will be successfully completed**

Program Narrative:

Northampton's Dining Room Operations diploma prepares you to effectively address the guest services and supervisory challenges faced within the various segments of the food and beverage industry. Our graduates are employed in positions such as dining room supervisor, banquet manager, convention services coordinator, catering supervisor or food service manager. The Hospitality Management--Dining Room Operations diploma will encompass broad training in all aspects of restaurant management including front of the house business and supervisory duties and convention services/catering operations. Graduates will be prepared for entry-level management opportunities in fine-dining, full service and quick casual restaurants, institutional food service, hotel food service outlets, country clubs, and a variety of other food service establishments. Other industry opportunities are available with food brokers, distributors, manufacturers, and hospitality associations. 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 dining room operations, convention services and catering operations, food service safety and sanitation, hospitality management and marketing, guest services, and food and beverage management 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:

- Acquire and correctly use general industry information, technical skills, and certifications for employment in the hospitality industry.
- Listen and effectively communicate in a positive, professional, and ethical manner with customers and colleagues of diverse backgrounds.
- Display a professional image, positive attitude, strong work ethic, and recognize your role in the success of the organization where you are employed.
- Read and accurately interpret standard indicators of the organization's financial health.
- Use appropriate technology for written communication, information gathering, and data analysis to facilitate smooth operation of a hospitality organization.
- Demonstrate leadership and supervisory skills, and an appreciation of diversity to support the organization and its goals.
- Use organization and flexibility, as a team, to complete tasks, make decisions, and problem solve in a timely manner.
- Utilize research and problem-solving techniques to employ "out of the box" critical thinking skills in a variety of hospitality situations

Transfer Information:

For more information visits NCC's transfer information for colleges & universities: <http://northampton.edu/academics/academic-advising/transfer-advising/by-school.htm>

The Hospitality Management Program has articulation agreements with the following Universities:

- East Stroudsburg University
- Temple University
- Widener University
- Penn State University—Berks (pending)
- Penn State University—University Park (pending)
- York College of Pennsylvania
- Keystone College

Career Information:

Areas of career opportunities for students completing this program are: Food Service manager, Dining Room Supervisor, Catering supervisor, Convention Services coordinator, Banquet supervisor. Visit the Department Website for additional information on potential