BUSINESS CAREER PROGRAM – HOSPITALITY LEADERSHIP CONCENTRATION

The Hospitality Leadership Concentration of the Business Career Program prepares students for a career in hospitality management that focuses on different segments of the industry, which include hotels, restaurants, gaming, and event planning. Students will also have the opportunity to develop industry specific leadership and strategic management skills. They will be exposed to approaches in effective staff training and development which is critical for the quality of guest experience.

Hybrid schedules available

⧗ PROGRAM LENGTH

44 Weeks
*54 Credit Hours

$ PROGRAM COSTS

Tuition: $1,350 per quarter
Course Materials Fee: $180 per quarter
Supply Fee: $40 per quarter

Total: $1,570 per quarter

Tuition: $5,400 per year
Course Materials Fee: $720 per year
Supply Fee: $160 per year

Total: $6,280 per year

✔ EXTERNSHIP*

Externship can only be taken once a student has successfully earned 12 credits

* ADDITIONAL OPTIONAL COURSES FOR UP TO 9 MAXIMUM CREDITS

COMPUTER SYSTEMS INSTITUTE

800.684.6884
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COURSES

- **Fundamentals of Hospitality Leadership**
  12 Qtr. Credit Hours / 11 Weeks

- **Hospitality Management Strategy**
  12 Qtr. Credit Hours / 11 Weeks

- **Hospitality Business Training and Development**
  12 Qtr. Credit Hours / 11 Weeks

- **Managing Guest Experience**
  12 Qtr. Credit Hours / 11 Weeks

- **Business Professional Externship**
  3 Qtr. Credit Hours / 6 Seminar Hours / 84 Externship Hours

- **Cross-Cultural Management Fundamentals**
  3 Qtr. Credit Hours / 5 Weeks

- **Introduction to Small Business Management**
  3 Qtr. Credit Hours / 5 Weeks

EXTERNSHIP INFORMATION

EXTERNSHIP OBJECTIVES

- Examine the foundations of hospitality leadership processes, concepts and principles.
- Apply ethical values in the decision-making process.
- Be introduced to leadership strategies that management teams use in the industry
- Diagnose, analyze and resolve hospitality-related cases.
- Plan and implement phases for hospitality training processes.
- Explore strategies to deliver effective training.
- Familiarize with different types of professional development programs for the hospitality industry.
- Be introduced to the principles of guest experience, quality assurance and guest/ staff interface.
- Explore concepts of service, service delivery and service recovery.

JOB TITLES

- Banquet Supervisor
- Business Operations Specialist (in Hospitality Industry)
- Concierge
- Conference Services
- Customer Service Supervisor
- Event Planner/Coordinator
- Food Service Assistant/Manager/ Coordinator
- Front Desk Assistant Manager/Coordinator (in Hospitality Industry)
- Gaming Services Associate
- Guest Services Associate
- Lodging Supervisor
- Resort Supervisor
- Salon Manager
- Travel Agency Supervisor