

## Hospitality and Tourism Business Management – Certificate

This certificate prepares students with the skills and knowledge necessary to enter the Hospitality and Tourism Industry and increases opportunities for advancement to mid-management positions. Occupations and their respective O\*NET codes are as follows:

- [Concierges](#) (SOC 39-6012.00)  
Assist patrons at hotel, apartment or office building with personal services. May take messages, arrange or give advice on transportation, business services or entertainment, or monitor guest requests for housekeeping and maintenance.
- [Customer Service Representatives](#) (SOC 43-4051.00)  
Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.
- [First-Line Supervisor/Managers of Housekeepers and Janitorial Workers](#) (SOC 37-1011.00)  
Supervise work activities of cleaning personnel in hotels, hospitals, offices, and other establishments.
- [First-Line Supervisor/Managers of Non Retail Sales Workers](#) (SOC 41-1012.00)  
Directly supervise and coordinate activities of sales workers other than retail sales workers. May perform duties, such as budgeting, accounting, and personnel work, in addition to supervisory duties.
- [First-Line Supervisor/Managers of Personal Service Workers](#) (SOC 39-1021.00)  
Supervise and coordinate activities of personal service workers, such as supervisors of flight attendants, hairdressers, or caddies.
- [First-Line Supervisor/Managers of Food Preparation](#) (SOC 35-1012.00)  
Supervise workers engaged in preparing and serving food.

## QUICK STATS

for Certificate in Hospitality and Tourism Business Management

### Total Cost of Certificate

**\$4,626**

*Note: Includes cost of tuition, books, fees & supplies based on minimum number of credits required to achieve the certificate as a full-time student*

### Typical Cost of Books and Supplies

**\$904**

*Note: Includes books & supplies*

### On-time Graduation Rate

**50%**

*Notes: On-time graduation rate reflected by full-time students; Many WCC students completed certificate on a part-time basis; On-time graduation rate based on less than 10 students earning certificate in 2010-11*

### Job Placement Rate

**100%**

*Note: Job placement rate based on less than 10 students earning certificate in 2010-11*

### Median Student Loan Amounts

#### Stafford Loan Median Loan Debt

**\$0**

#### Private Alternative Median Loan Debt

**\$0**

#### Institution Median Loan Debt

**\$0**

*Note: Median student loan amounts based on less than 10 students earning certificate*

- **Food Service Managers** (SOC 11-9051.00)  
Plan, direct, or coordinate activities of an organization or department that serves food and beverages.
- **Gaming Managers** (SOC 11-9071.00)  
Plan, organize, direct, control, or coordinate gaming operations in a casino. Formulate gaming policies for their area of responsibility.
- **Hotel, Motel, and Resort Desk Clerks** (SOC 43-4081.00)  
Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.
- **Lodging Managers** (SOC 11-9081.00)  
Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations.
- **Meeting and Convention Planners** (SOC 13-1121.00)  
Coordinate activities of staff and convention personnel to make arrangements for group meetings and conventions.
- **Recreation Workers** (SOC 39-9032.00)  
Conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. Organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies, taking into account the needs and interests of individual members.
- **Reservation and Transportation Ticket Agents and Travel Clerks** (SOC 43-4181.00)  
Make and confirm reservations and sell tickets to passengers and for large hotel or motel chains. May check baggage and direct passengers to designated concourse, pier, or track; make reservations, deliver tickets, arrange for visas, contact individuals and groups to inform them of package tours, or provide tourists with travel information, such as points of interest, restaurants, rates, and emergency service.
- **Travel Guides** (SOC 39-6022.00)  
Plan, organize, and conduct long distance cruises, tours, and expeditions for individuals and groups.
- **Travel Agents** (SOC 41-3041.00) Plan and sell transportation and accommodations for travel agency customers. Determine destination, modes of transportation, travel dates, costs, and accommodations required.