

FRONT OFFICE MANAGEMENT ITC

Students desiring the Front Office Management Intermediate Technical Certificate for 33 credits through Hospitality Management will receive training specific to hotel/resort front desk management and its operations. Upon completion of this certificate, students will be able to understand, organize, perform, and evaluate the front office functions that are critical to a hotel's success. This Intermediate Technical Certification provides professional technical hands-on instruction combined with up-to-date theory provided by some of the leading experts in the industry. The ITC option begins with the "Semester of Exploration" and completes with an additional 15 credits. This program consists of laboratory-based/theory coursework, providing students with the knowledge needed to enter the workforce, enhance their existing position, and **DO MORE**.

Participation in internships is required by all students.

All Intermediate Technical Certifications in the Hospitality Management program can lead to an Advanced Technical Certification (ATC) or an Associate of Applied Science (AAS) in the program.

Coursework is credited through:

- American Hotel & Lodging Educational Institute
- National Restaurant Association of America
- Idaho Career Technical Education
- Industry Technical Advisory Committee

Upon completion of the Front Office Management (ITC), students will:

- Understand the major responsibilities of a hotel's front office, as well as the cross-culture, management fundamentals, business structures, and ethics
- Understand how a front office manages guest reservations and the hotel's guest cycle
- Demonstrate and summarize the accounting tasks of a hotel's front desk
- Demonstrate proficiency in technological methods and functions of the hotel front office and be able to review the importance of ensuring guest information and data
- Demonstrate communication skills needed in working in the hospitality industry with guests, employees, co-workers, and upper management.
- Understand and address issues and concerns related to safety, security of people, property, and the well-being of the industry
- Develop the ability to supervise and train employees and over-see housekeeping operations
- Passing the ServSafe Certification exam, students will be certified as a "ServSafe Manager" through the National Restaurant Association

List of skill assessments or industry certifications students will be eligible to test for during the program:

- National Restaurant Association of America:
 - ServSafe Manager Certification
- American Hotel & Lodging Educational Institution
 - Supervision in the Hospitality Industry
 - Hospitality Sales & Marketing
 - Hospitality Managerial Accounting
 - Conventions Sales & Service
 - Hospitality Security & Loss
 - Housekeeping Management

General Education Core

Code	Title	Credits
COMM-101	FUNDAMENTALS OF ORAL COMMUNICATION	3.00
ENGL-101	WRITING AND RHETORIC I	3.00
HRPT-185	HUMAN RELATIONS IN ORGANIZATIONS	3.00
or PSYC-101	INTRODUCTION TO GENERAL PSYCHOLOGY	
Total Credits		9.00

Program Requirements

Code	Title	Credits
CULPT-101	CULINARY SKILLS I	3.00
GNBPT-101	BASIC ACCOUNTING	3.00
GNBPT-202	FINANCIAL BUSINESS APPLICATIONS	3.00
HSMPT-101	INTRODUCTION TO HOSPITALITY WITH SERVSAFE CERTIFICATION	3.00
HSMPT-194	INTERNSHIP IN HOSPITALITY MANAGEMENT	3.00
HSMPT-210	FOOD AND BEVERAGE MANAGEMENT	3.00
HSMPT-221	FRONT OFFICE MANAGEMENT	3.00
HSMPT-280	TECHNOLOGY IN HOSPITALITY, TRAVEL & TOURISM	3.00
Completion of a Technical Skills Assessment is required		
Total Credits		24.00