

# ***Certificate Hospitality/Customer Relations***

## **PHILOSOPHY:**

The Hospitality/Customer Relations program will prepare students to work in for-profit and non-profit organizations. Basic skills in customer relations, casino operations, and hospitality will prepare the student to become proficient in working with the general public in both tribal and non-tribal settings.

## **EXPECTED LEARNER OUTCOMES:**

Students will:

1. Develop skills in written and oral communication.
2. Develop necessary skills in the areas of communications and customer service.
3. Develop the skills that are necessary to work at an entry-level position for customer service or hospitality, including positions in retail, hotel, and gaming industries.

## **COURSE REQUIREMENTS:**

<b>GENERAL EDUCATION</b>	
CAPP 120: Introduction to Computer Applications (3 credits)	<b>12 CREDITS</b>
WRIT 101: College Writing I (3 credits)	
NASX 100: Cree Language I (3 credits)	
COMX 111: Intro to Public Speaking (3 credits)	
<b>PROFESSIONAL CORE</b>	
AD 155: Introduction to Addiction Studies (3 credits)	<b>27 CREDITS</b>
BUS 100: Introduction to Business (3 credits)	
BUS 110: Business Math (3 credits)	
BUS 120: Business Communications (3 credits)	
BUS 180: Special Topics--Customer Service/Hospitality Training Internship (3 credits)	
BUS 186: Intro to Customer Relations/Hospitality Management (3 credits)	
BUS 240: Supervision in Hospitality Seminar (3 credits)	
OFAD 212: Records Management (3 credits)	
OFAD 210: Calculator Applications for Business using the ten-key (3 credits)	
<b>TOTAL CREDIT REQUIREMENTS</b>	<b>39 CREDITS</b>