

## **Hospitality Management Certificate Program Learning Outcomes**

1. Apply basic critical thinking skills as necessary to effectively function as an employer or entrepreneur in the hospitality field.
2. Apply various techniques common to the delivery of hospitality services industry (marketing, meeting planning, hotel operations and food and beverage management).
3. Communicate effectively in a variety of modes, utilizing technology as appropriate.
4. Discuss in depth various current events and future trends (including sustainability) related to the hospitality industry.
5. Interpret basic financial statements used in the tourism and hospitality field.
6. Demonstrate customer service skills appropriate to the hospitality field.