

Occupational Endorsement Certificate in Hospitality

The Occupational Endorsement Certificate in Hospitality provides focused training in hospitality for new-to-industry workers and seasoned professionals looking for an increase in technical and foundational training in hospitality. Career possibilities include front desk agent, night auditor, customer service representative, and hotel or restaurant supervisor.

Admission Requirements

- Complete the Admission Requirements for Occupational Endorsement Certificates (<http://catalog.uaa.alaska.edu/academicpoliciesprocesses/admissions/undergraduate/>).

Special Considerations

- This program includes an internship at an approved hospitality employer near the student's location.

Graduation Requirements

- Complete the General University Requirements for Occupational Endorsement Certificates (<http://catalog.uaa.alaska.edu/undergraduateprograms/oecrequirements/>).
- Complete the following major requirements with a minimum grade of C:

Code	Title	Credits
HA A105	Introduction to Hospitality Administration	3
HA A201	Advanced Hospitality Administration	3
HA A205	Front Desk Operations	3
HA A210	Hotel Facilities and Operations	3
HA A295	Hospitality Administration Internship	3
HA A410	Hospitality Marketing	3
Total		18

A minimum of 18 credits is required for the certificate.

Program Student Learning Outcomes

Students graduating with an Occupational Endorsement Certificate in Hospitality will be able to:

- Apply theories and concepts of guest service;
- Synthesize core concepts in the areas of hospitality management, finance, human resources, marketing, and operations;
- Demonstrate personal and professional standards for ethical decision-making and social behavior;

- Demonstrate successful employability skills, including oral and written communication skills;
- Reflect on educational experience and identify skills needed for post-graduation success.