

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 (<https://catalog.uaa.alaska.edu/academicpoliciesprocesses/admissions/undergraduate/>).
- Placement into MATH A055 (<https://catalog.uaa.alaska.edu/search/?P=MATH%20A055>) or higher and WRTG A111 (<https://catalog.uaa.alaska.edu/search/?P=WRTG%20A111>) or higher. For testing schedule, contact the Testing Center.

Graduation Requirements

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

Code	Title	Credits
CA A101	The Hospitality Industry: Careers, Trends, and Practices	2
HA A105	Introduction to Hospitality Administration	3
HA A301	Advanced Hospitality Administration	3
HA A305	Front Desk Operations	3
HA A401	Hotel Facilities and Operations	3
HA A410	Hospitality Marketing	3
Total		17

A minimum of 17 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