



# HOSPITALITY ASSISTANT

## Technical Diploma Program Code: 30-109-1 Total Credits: 24

Through Mid-State's Hospitality Assistant technical diploma program, students develop foundational skills useful in various roles within hospitality and tourism, including a basic understanding of food service operations, hospitality sales and marketing, events planning, management principles, customer service, effective communication, and creative thinking. All courses count toward Mid-State's Hospitality Management associate of applied science (AAS) program. In this program you will gain a real-world, professional perspective on the hospitality industry by participating in an on-the-job hospitality internship. In addition, you will create marketing materials, explore the inner workings of a hospitality-related business, brush up on your communication skills, and achieve your industry recognized ServSafe Manager certification.

**Estimated tuition and fees:** [mstc.edu/programcosts](http://mstc.edu/programcosts)

### ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit [mstc.edu/advising](http://mstc.edu/advising).

#### CHECKLIST:

This section will be completed when meeting with your academic advisor.

- FAFSA ([www.fafsa.gov](http://www.fafsa.gov))
- Financial Aid Form(s)  
Form(s): \_\_\_\_\_
- Follow-Up Appointment:  
Where: \_\_\_\_\_  
When: \_\_\_\_\_  
With: \_\_\_\_\_
- Official Transcripts  
Mid-State Technical College  
Student Services Assistant  
1001 Centerpoint Drive  
Stevens Point, WI 54481
- Other: \_\_\_\_\_  
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**ADAMS CAMPUS**  
401 North Main  
Adams, WI 53910

**MARSHFIELD CAMPUS**  
2600 West 5th Street  
Marshfield, WI 54449

**STEVENS POINT CAMPUS**  
1001 Centerpoint Drive  
Stevens Point, WI 54481

**WISCONSIN RAPIDS CAMPUS**  
500 32nd Street North  
Wisconsin Rapids, WI 54494

# CAREER PATHWAY • BEGIN AT ANY POINT

HIGH SCHOOL STUDENT

COLLEGE TRANSFER

RETURNING ADULT

## CREDIT FOR PRIOR LEARNING AND EXPERIENCE

### CREDIT FOR PRIOR LEARNING AND EXPERIENCE

- Certifications and Licenses
- High School Credit
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at [mstc.edu/cpl](https://mstc.edu/cpl).

## CERTIFICATE

### COMMUNICATION ESSENTIALS

Certificate • 9 Credits

For more information and additional opportunities, visit [mstc.edu/career-accelerator](https://mstc.edu/career-accelerator).

## TECHNICAL DIPLOMA

### CUSTOMER RELATIONSHIP PROFESSIONAL

Technical Diploma • 12 Credits

#### Start Your Career

- Call Center Agent
- Customer Care Representative
- Customer Service Representative

### HOSPITALITY ASSISTANT

Technical Diploma • 24 Credits

#### Start Your Career

- Concierge
- Hotel, Motel, and Resort Desk Clerk
- Host and Hostess

## ASSOCIATE IN APPLIED SCIENCE (AAS)

### HOSPITALITY MANAGEMENT

Associate in Applied Science (AAS) • 60-61 Credits

#### Start Your Career

- Food and Beverage Director
- Hospitality and Tourism Coordinator
- Sales and Service Manager

## BACHELOR'S DEGREE

### BACHELOR'S DEGREE OPTIONS

Arizona State University, Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), Northern Michigan University, University of Maryland Global, University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, Western Governors University, and Wisconsin Private-Nonprofit Universities/Colleges.

For more information and additional opportunities, visit [mstc.edu/transfer](https://mstc.edu/transfer).

## OTHER OPTIONS

### RELATED PROGRAMS

- Culinary Arts
- Food Service Assistant

**PROGRAM OUTCOMES**

Employers will expect you, as a Hospitality Assistant graduate, to be able to:

- Plan the operations within a hospitality organization.
- Organize hospitality resources to achieve the goals of the organization.

**TECHNICAL SKILLS ATTAINMENT**

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure program outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers.

**STUDENT HANDBOOK**

Visit **mstc.edu/studenthandbook** to view Mid-State’s student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State’s Student Code of Conduct, and technology.

**GRADUATION REQUIREMENT**

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. (Not counted in the total credit value for this program.) Some students are exempt from this requirement. Please see your program advisor for more information.

**GPS for Student Success** ✓**10890102 ..... 1 credit**

Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course is recommended to be completed prior to obtaining 12 credits and is a graduation requirement unless you receive an exemption from your program advisor.

**ADDITIONAL COURSES AS NEEDED**

The following courses may be recommended or required if the student does not achieve minimum Accuplacer scores.

**College Reading and Writing 1****10831104 ..... 3 credits**

Provides learners with opportunities to develop and expand reading and writing skills to prepare for college-level academic work. Students will employ critical reading strategies to improve comprehension, analysis, and retention of texts. Students will apply the writing process to produce well-developed, coherent, and unified written work.

**Pre-Algebra****10834109 ..... 3 credits**

Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

**NOTES:**


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## SAMPLE FULL-TIME CURRICULUM OPTION

Term		12 credits
10102101	Intro to Business ☑	3
10106106	Quality Customer Service	3
10109101	Exploring Hospitality	3
10801198	Speech ☑	3
Term		12 credits
10103106	Microsoft Office Introduction ☑	3
10109110	Room Operations Division	3
10109160	Hospitality Internship ☑	2
10316112	Sanitation for Foodservice Operations ☑	1
10801195	Written Communication ☑	3
<b>Total credits</b>		<b>24</b>

## SAMPLE PART-TIME CURRICULUM OPTION

Term		6 credits
10102101	Intro to Business ☑	3
10106106	Quality Customer Service	3
Term		6 credits
10103106	Microsoft Office Introduction ☑	3
10801198	Speech ☑	3
Term		6 credits
10109101	Exploring Hospitality	3
10801195	Written Communication ☑	3
Term		6 credits
10316112	Sanitation for Foodservice Operations ☑	1
10109110	Room Operations Division	3
10109160	Hospitality Internship ☑	2
<b>Total credits</b>		<b>24</b>

☑ This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at [mstc.edu/cpl](http://mstc.edu/cpl) or contact your advisor for details.

Please Note:

- **This program can be completed entirely online.**
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to [mstc.edu/schedule](http://mstc.edu/schedule).

### MULTIPLE MEASURES

**Multiple Measures Writing (MMW):** High school GPA of 2.6 and successful completion of 2.0 credits of high school writing courses with a "C" or better

**Multiple Measures Reading (MMR):** High school GPA of 2.6 and successful completion of 2.0 credits of high school literature courses with a "C" or better

**Multiple Measures Math 1 (MMM\_1):** High school GPA of 2.6 and successful completion of 1.0 credits of high school math (Algebra 1 or equivalent) with a "C" or better

**Multiple Measures Math 2 (MMM\_2):** High school GPA of 2.6 and successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better

**Multiple Measures Science 1 (MMS\_1):** High school GPA of 2.6 and successful completion of 1.0 credits of high school lab science course with a "C" or better

**Multiple Measures Science 2 (MMS\_2):** High school GPA of 2.6 and successful completion of 1.0 credits of high school chemistry with a "C" or better

*Past high school and college transcripts are used in making course placement decisions.*

# COURSE DESCRIPTIONS

## Exploring Hospitality

**10109101.....3 credits**

Introduces students to the broad field of hospitality management. Typical career areas include foodservice, lodging, travel/tourism, and recreation. The course will explore the industry from historical to contemporary career opportunities.

## Hospitality Internship ☑

**10109160.....2 credits**

This course is designed to give the student on-the-job work experience in the hospitality industry. Integrating the theories and techniques learned in previous courses along with specific off-campus occupational experiences allows students to gain a real-world perspective of a segment in the hospitality industry of their choosing. The student will complete academic hours related to the competencies of the course reflecting on their experiential learning. This work will provide resume and job seeking skills, develop a network of contacts, and cultivate career readiness.

## Intro to Business ☑

**10102101.....3 credits**

An introduction to what a business is, how it operates, and how it is managed. Students identify forms of ownership and the processes used in production and marketing, finance, personnel, and management in business operations.

## Microsoft Office-Introduction ☑

**10103106.....3 credits**

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse, and Windows 10 skills. Students may develop these skills in the Academic Learning Center while concurrently enrolled in this course.

## Quality Customer Service

**10106106.....3 credits**

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

## Room Operations Division

**10109110.....3 credits**

Investigates the organization, performance, evaluation, and interdependency of the rooms division of a lodging facility (front desk, reservations, housekeeping, facilities, and telephone systems) as essential components of operational success and guest satisfaction.

## Sanitation for Foodservice Operations

**10316112 ..... 1 credits**

Students examine the causes of food-borne illness and apply techniques for preparing, storing, and serving hot and cold foods from a ServSafe® Certified Instructor/Proctor. Students also examine the role of management and workers related to sanitation regulations and standards. The ServSafe® certification test is administered in this course and students will need to hold this valid certificate for graduation and employment in the culinary industry.

## Speech ☑

**10801198 .....3 credits**

Explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of this course. Includes informative, persuasive, and occasion speech presentations.

*Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 253 and Writing of 262 or ACT of 21 Reading/19 English or completion of College Reading and Writing 1 10831104 with a "C" or better*

## Written Communication ☑

**10801195 .....3 credits**

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

*Prerequisite: High School GPA of 2.6 and MMW or Accuplacer Writing of 262 or ACT English score of 20 or completion of College Reading and Writing 1 10831104 with a "C" or better*