Programs available for corporate on-site training.

HOSPITALITY MANAGEMENT CERTIFICATE PROGRAM

DATES: Saturdays, June 18 - Aug. 6, 2016 (No class: July 9, 30)

TIME: 10 a.m. – 4 p.m.

CONTACT HOURS/CEUs: 30/3.0

LOCATION: FAU, College of Business, Boca Raton Campus **FEE:** \$899 (Includes instructional materials, lunch, and parking.) **CONTACT:** Sarah Wilson, 561-297-2366 or sarahwilson@fau.edu

CLICK HERE TO REGISTER



PROGRAM FOCUS

The hospitality and tourism industry is critical to the world, national, state, and regional economy. Between 2009 and 2018, the World Travel & Tourism Council predicts that the nation's third largest industry will support almost 17 million jobs accounting for 11.9% of total employment. Florida Atlantic University's Hospitality Management Certificate Program provides participants with the essential skills and knowledge necessary for career development in this exciting field.

DESIGNED FOR

The program will benefit participants from all segments of the industry, including: hotels, restaurants, cruise lines, theme parks, destination marketing organizations, destination management companies, tour operators, travel agencies (both on line and brick & mortar), private clubs, casinos, resorts, meetings & events, conventions & visitors bureaus, and the like. The participants who would benefit the greatest include:

- Hourly hospitality associates with the desire to move into a supervisory role
- Current hospitality supervisors who have had a single focus role and are seeking to move up within their organization
- Current hospitality professionals who are seeking formal training
- Individuals new to the hospitality field who may already possess a formal education in another discipline

PROGRAM OVERVIEW

This 6-module program covers the core components required for success as hospitality professional.

| WEEK 1 | Management Competencies for |
|------------------|--|
| (6/18) | Hospitality Success |
| WEEK 2 | The Law & You as a Hospitality |
| (6/25) | Supervisor |
| WEEK 3 (7/2) | Analyzing Performance for Hospitality Supervisors, Managers, and Leaders |
| WEEK 4 (7/16) | Basics of Hospitality Marketing and Revenue Management |
| WEEK 5 (7/23) | Meetings & Events Management for the Hospitality Professional |
| WEEK 6 | Excellence in Guest Service – It's All |
| (8/06) | About Our Guests |

CLICK HERE TO LEARN MORE