

HOST 100 : Career and Customer Service Skills

Credits: 3

Class Hours: 2 lecture and 2 lecture/lab

Recommended: Qualified for ENG 100.

Comments: Prior Learning Assessment credit available for this course.

Description: This course builds and maintains the critical skills and understanding necessary to be a dynamic and successful member of today's rapidly growing service industry. Individuals who work with customers will gain insight into customer behavior and attitudes. Students will develop strategies and skills necessary to create positive relationships encountered in various career situations.

Semester Offered: Fall, Spring

Course Student Learning Outcomes (CSLOs):

1. Apply job search strategies and techniques applicable to the hospitality and tourism industry and other related pathways.
2. Develop strategies that enhance guest satisfaction, exceed expectations, win loyalty, and address service recovery in the hospitality and tourism industry.
3. Create a career path to meet individual goals.
4. Demonstrate professionalism, business etiquette, ethical and value-based behaviors.