

GUEST SERVICES:

Customers, Guests, and Hospitality

A **customer** is a person or organization that buys goods or services from a store or other business.

A **guest** is a person who is invited to visit the home of or take part in a function organized by another.

Hospitality is the art of opening one's home and its comforts to others.

A **home** is a... Hotel, Restaurant, or any business.

Guest Services- Is the process of treating all customers as guests by inviting them into your home and providing them with impeccable hospitality.



GUEST SERVICES: Components

Human Relationship Skills

- Active Listening
- Effective Questioning
- Conflict Management
- Ladder of Accountability
- Providing Positive and Constructive Feedback
- Dr. Jackson's Triple A Concept

Conceptual Skills

- Transformational Leadership
- Strategic/Tactical Planning
- Time Management
- Managing Organizational Change

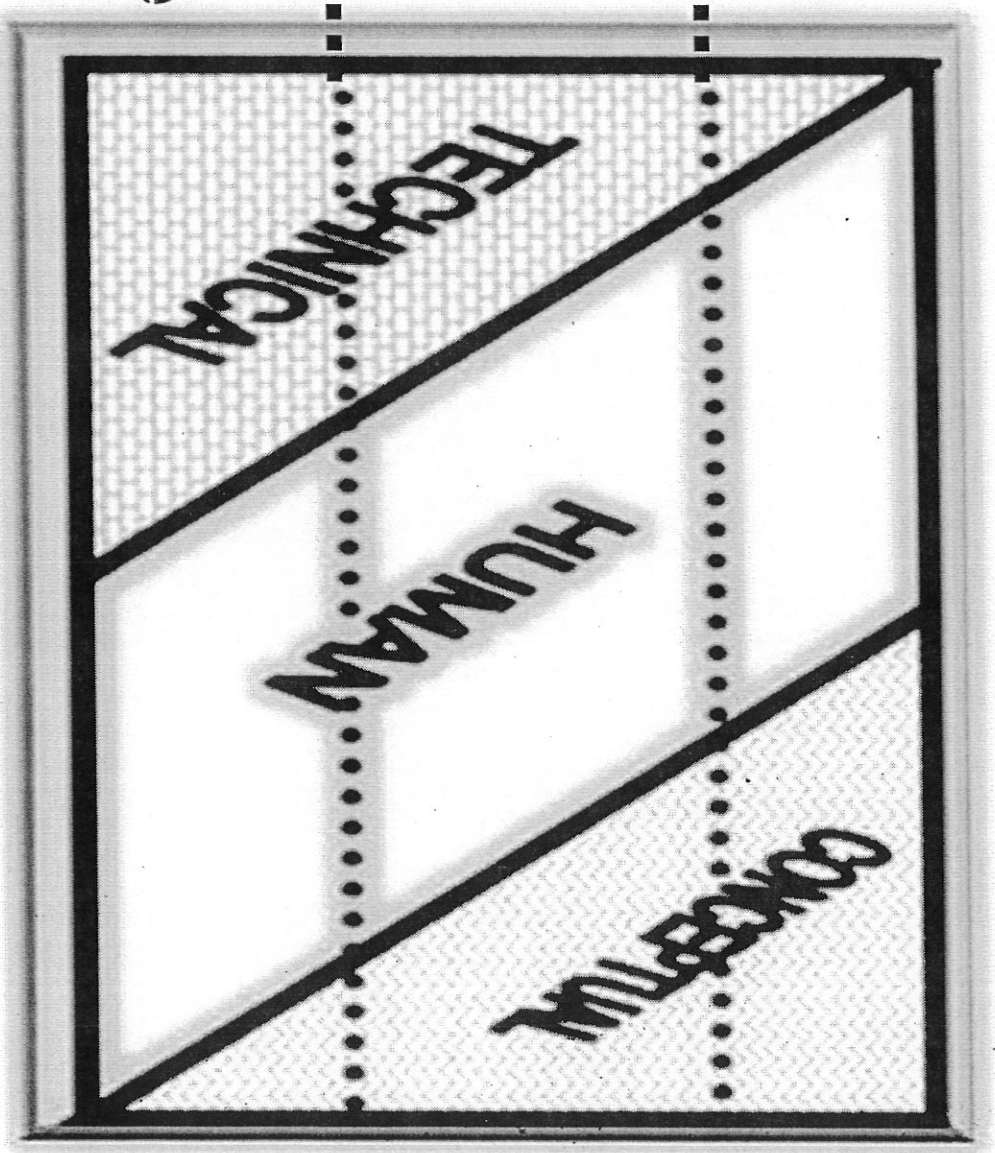


Decision Maker Skills Graph

Upper Management

Management

Line Staff Employee



You Have The Power!

POWERFUL!

FIND SOLUTIONS

OWN IT

ACKNOWLEDGE

REALITY

**DOES NOT MEET
EXPECTATIONS**

MEET

EXPECTATIONS

POWERLESS!

BLAME OTHERS

MAKE EXCUSES

UNCONSCIOUS

Guest Services Proposed Sequence of Courses

Program Proficiencies and/or Prerequisites
Students must demonstrate proficiency in these areas either by placement scores or specific course work.
English 2 Proficiency
Math 2 Proficiency
Reading 2 Proficiency
Term 1
or
BA- 1121 Business English 3 credit hour(s)
HT 1101- Introduction to Tourism 3 credit hour(s)
or
CULN 1100- Introduction to Culinary Skills 3 credit hour(s)
IT 1010- 3 credit hour(s)
ACCT- 1111 3 credit hour(s)
Term 2
HT 2235 -Leadership and Management n the Hospitality Industry 3 credit hour(s)
HT 2201 - Hospitality Operations Management 3 credit hour(s)
BA 1133 - Business Interpersonal Skills 3 credit hours(s)
BA 2222- Principles of Marketing 3 credit hours(s)
Certificate of Completion in Hospitality and Tourism 24-30 credit hour(s)
Program Approved Electives
HT 2232- Event Planning 3 credit hour(s)
HT 1106- Hotel Operations 3 credit hour(s)
HT 1166- Food and Beverage3 credit hour(s)
HT 2215- Purchasing and Cost Controls 3 credit hour(s)
CULN 1112- Cooking Fundamentals 3 credit hour(s)
BA 1101- Introduction to Business3 credit hour(s)
BA 2103- Entrepreneurship and Business Plan Development 6 credit hour(s)