

## Customer Service in Hospitality Certificate *Hotel 208*

- ◆ Effective management of customer services
- ◆ Critique and improve customer service delivery systems
- ◆ Understand and apply employee empowerment principles
- ◆ Demonstrate customer service skills
- ◆ Analyze customer service successes and failures for best practices
- ◆ Service recovery
- ◆ Dealing with the difficult guest



## Event/Meeting Conference Planning Certificate *Hotel 209*

- ◆ Planning and time-lining events
- ◆ Budgeting
- ◆ Site selection
- ◆ Food and beverage operations
- ◆ Marketing
- ◆ Contracts
- ◆ Support services: Audio visual, computer, and communications
- ◆ Ancillary services

## Front Office Certificate *Hotel 218*

- ◆ Guest reservations and registration processes
- ◆ Front desk customer service and problem resolution
- ◆ Manual and computerized check-in and check-out systems
- ◆ Guest accounting functions
- ◆ Guest safety and security
- ◆ Night audit
- ◆ Interaction and support for other departments
- ◆ Workplace skills, requirements, and dressing for success
- ◆ Interpersonal communications



## Food and Beverage Management Certificate *Hotel 237*

- ◆ Managing production and sourcing operations
- ◆ Managing, motivating, and leading internal customers
- ◆ Menu development and costing
- ◆ Control principles
- ◆ Revenue forecasting and inventory controls
- ◆ Internal and external marketing

## Casino Management Certificate *Hotel 278*

- ◆ Nature of casino operations
- ◆ Control Procedures
- ◆ Interdepartmental requirements and processes
- ◆ Hierarchical structures in casino setting
- ◆ Customer service requirements
- ◆ Marketing casino products and services
- ◆ Service recovery and the angry guest
- ◆ Accounting processes

