The Technical Certificate (T.C.) in Guests Services Specialist educates, trains, and develops students for career-oriented positions as cooks and managers in the dynamic foodservice and hospitality industries.

Application Procedure
Students must follow the application procedure outlined in the current College Catalog.

Articulation
This certificate articulates directly into the Hospitality and Tourism Management (2214) and Culinary Management (2259) (A.S.) degrees. Contact an advisor to determine the career education path that is best for you.

Important for You to Know
This academic roadmap does not include developmental education courses in reading, writing, and/or mathematics that you may be required to take. Students who place into developmental education courses are required to complete designated developmental education courses with a grade of C or higher regardless of program of study. In addition, it does not include MAT 1033: Intermediate Algebra, which, for many students, is a prerequisite course for MAC 1105.

Advising
(904) 633-8129 or kasey.anderson@fscj.edu.

Sample Roadmap
This roadmap provides general guidance about required courses. For specific guidance about your individual academic degree plan, please see an advisor. Also refer to the College Catalog and class schedules for additional information. **Full-time students will refer to the term-by-term recommendations**, and **part-time students will take courses in the order listed**.

A minimum grade of C or higher must be achieved in all professional courses. Additionally, students must complete FOS 1201 with a grade of C or higher during their first term coursework.

**Term 1**

<table>
<thead>
<tr>
<th>☑ Task</th>
<th>Course: Course Title</th>
<th>Credit Hours</th>
<th>Terms Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>FOS 1201: Sanitation and Safety Management</td>
<td>3</td>
<td>All</td>
</tr>
<tr>
<td>☑</td>
<td>FSS 2300: Supervision and Personnel Management</td>
<td>3</td>
<td>Spring</td>
</tr>
</tbody>
</table>

**Term 2**

Note: Students must pass the ServSafe Management Certification exam prior to enrollment in the following courses.

<table>
<thead>
<tr>
<th>☑ Task</th>
<th>Course: Course Title</th>
<th>Credit Hours</th>
<th>Terms Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>FSS 1250C: Dining Room Management</td>
<td>3</td>
<td>Fall, Spring</td>
</tr>
<tr>
<td>☑</td>
<td>FSS 1202C: Food Production I</td>
<td>3</td>
<td>Fall, Spring</td>
</tr>
<tr>
<td>☑</td>
<td>HFT 1000: Introduction to Hospitality Management</td>
<td>3</td>
<td>All</td>
</tr>
</tbody>
</table>

**Total Program Credit Hours**
The Guests Services Specialist T.C. program requires a minimum of 15 credit hours. Total program hours may vary based on the student's individual degree plan. Please see an advisor for individual guidance.

**Program Learning Outcomes**
Upon completing this program, students will be able to demonstrate proficiency in the following program learning outcomes:

- Identify the organization and function of the hospitality industry
- Develop and control basic sanitation programs
- Demonstrate leadership and supervisory skills
- Perform communication activities
- Identify terminology unique to the food and beverage industry
- Manage guest interactions