

Guests Services Specialist Program Roadmap

Use this roadmap to guide your progress and keep you moving toward graduation.

- ☒ **Avoid surprises** – Meet with your advisor each term to monitor your progress and address concerns early.
- ☒ **Review course requirements** – Check course prerequisites, corequisites, and conditions before registering each term to ensure you meet all requirements and stay on track for graduation.
- ☒ **Stay eligible** – Maintain your GPA and complete required courses to remain in good standing.
- ☒ **Graduate on time** – Stay on schedule to avoid delays and excess credit hours that may not be covered by financial aid.

About the Program

Credit Hours: 15 total credit hours. Total hours may vary based on individual academic plan. Prior to enrolling in classes, please meet with an advisor for specific guidance about your individual academic plan.

Application Procedure

- ☐ Immediately upon enrolling and before selecting first semester courses prospective students must be advised by the Program Manager to ensure proper course sequencing.

Not all courses are offered every term. There is a specific order in which many courses must be completed. The recommended sequence is available in a student handout. Students must complete FOS1201 with a grade of C or higher (unless they have completed this course prior to program admission) and pass their ServSafe Managers exam with a passing score of 75% or higher during their first term coursework.

Minimum Grade Requirement(s)

- ☐ A minimum grade of C or higher must be achieved in all Professional coursework.

Stay on Track

Meet the technical certificate graduation requirements:

- ☐ Fulfill all academic requirements for the chosen program of study as outlined in the Florida State College at Jacksonville catalog and curriculum.
- ☐ Earn minimum prescribed semester hours for the chosen program of study with a cumulative grade point average of 2.0 (C) on a 4.0 scale on all courses that apply to the chosen program of study.
- ☐ Complete a minimum of 25 percent of the total hours required for the program in residence at Florida State College at Jacksonville. Credit by examination and credit for prior learning do not count toward this residency requirement.
- ☐ Fulfill all obligations, financial or otherwise, to the College before graduating.

More Information Online

Program Webpage: fscj.edu/program?pcode=6052

Program Catalog Page: catalog.fscj.edu/programs/6052

Sample Roadmap

Term 1: Fall, Spring or Summer

Note: Students must pass their ServSafe Managers exam with a passing score of 70% or higher prior to enrollment in the term 2 courses.

Course	Credits	Course Type	Terms Offered
FOS 1201 – Sanitation and Safety Management	3	Professional	Fall, Spring, Summer
FSS 2300 – Supervision and Personnel Management	3	Professional	Fall, Spring, Summer
HFT 1000 – Introduction to Hospitality Management	3	Professional	Fall, Spring, Summer

Term 2: Spring or Fall

Course	Credits	Course Type	Terms Offered
FSS 1202C – Food Production I	3	Professional	Fall, Spring
FSS 1250C – Dining Room Management	3	Professional	Fall, Spring