

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.

<input checked="" type="checkbox"/> Task
<input type="checkbox"/> Explore career resources at fscj.edu/student-services/career-development .
<input type="checkbox"/> Meet with your advisor each term.
<input type="checkbox"/> Satisfy the technical certificate graduation requirements.

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 orpeter.sukalo@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

<input checked="" type="checkbox"/>	Course: Course Title	Credit Hours	Terms Offered
<input type="checkbox"/>	FOS 1201: Sanitation and Safety Management	3	All
<input type="checkbox"/>	FSS 2300: Supervision and Personnel Management	3	Spring

Term 2

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

<input checked="" type="checkbox"/>	Course: Course Title	Credit Hours	Terms Offered
<input type="checkbox"/>	FSS 1250C: Dining Room Management	3	Fall, Spring
<input type="checkbox"/>	FSS 1202C: Food Production I	3	Fall, Spring
<input type="checkbox"/>	HFT 1000: Introduction to Hospitality Management	3	All

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