

About the Program

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.

Program Requirements

This program requires a **minimum of 15 credit hours**. Total program hours may vary based on the student's individual academic plan. This program is **not eligible** for financial aid.

Students in this program are not required to complete math courses unless they are listed as part of the certificate program. If you plan to pursue the degree program in this same field, please note **this certificate articulates directly the Hospitality and Tourism Management (2214) and Culinary Management (2259) (A.S.) degrees**, both of which include a **Mathematical Thinking in Context math pathway**. To learn more about the Hospitality and Tourism Management (A.S.) degree, visit fscj.edu/academics/programs/as/2214. To learn more about the Culinary Management (A.S.) degree, visit fscj.edu/academics/programs/as/2259.

Application Procedure

Students must follow the program application procedure and fulfill all requirements outlined in the college catalog.

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.

Placement Testing

Please meet with an advisor to determine if college placement testing is required. 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 and are also required to take one of two student success strategies courses. For additional information, visit catalog.fscj.edu/academics/developmental-education-programs or speak with an advisor.

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.

Catalog Year

This document is prepared for students with a **2025-26 College Catalog year** who have not tested into developmental education courses. **Students who enter under the 2025-26 catalog** will be assigned to the degree or certificate requirements in effect during the 2025-26 academic year. The student's assigned catalog year will remain in effect as long as the student maintains continuous enrollment. Changes to requirements as mandated by law or by rule of the District Board of Trustees may supersede this provision.

To maintain continuous enrollment, a student must have registration for, and successful completion of, at least one course within a three-term period. After three consecutive terms of no enrollment, the student will be discontinued from the current program of study and will need to apply to FSCJ to reenter under the same program of study. Upon readmission, the student will be assigned to the current catalog of record in the chosen program.

Curriculum

A minimum grade of C or higher must be achieved in all professional coursework.

Sample Roadmap

Terms Offered are subject to change. Please verify course availability at fscj.edu/schedules. Prior to enrolling in classes, please meet with an advisor for specific guidance about your individual academic plan.

Term 1: Summer, Spring or Fall

Before enrolling in your first term classes, **please meet with an advisor** for specific guidance about your academic plan.

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| <input type="checkbox"/> FOS 1201 - Sanitation and Safety Management, Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |
| <input type="checkbox"/> FSS 2300 - Supervision and Personnel Management, Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |
| <input type="checkbox"/> HFT 1000 - Introduction to Hospitality Management, Credit Hours: 3. Terms Offered: Fall, Spring, Summer. | Grade Earned: _____ |

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

Term 2: Fall or Spring

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| <input type="checkbox"/> FSS 1202C - Food Production I, Credit Hours: 3. Terms Offered: Fall, Spring. | Grade Earned: _____ |
| <input type="checkbox"/> FSS 1250C - Dining Room Management, Credit Hours: 3. Terms Offered: Fall, Spring. | Grade Earned: _____ |

Course Requirements

Prerequisites, corequisites, and conditions for any course are subject to change. Students must meet the prerequisite and corequisite requirements of any course at the time the student attempts to register for that course. If you have questions about the prerequisites, corequisites, or conditions for a course, please contact any academic advisor.

Professional Courses

Complete all of the following courses.

FOS 1201 - Sanitation and Safety Management, Credit Hours: 3. **Prerequisite(s)**: None. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.

FSS 1202C - Food Production I, Credit Hours: 3. **Prerequisite(s)**: FOS 1201. **Corequisite(s)**: None. **Conditions**: Students must pass the ServSafe Manager Certification exam prior to enrollment in this course. **Terms Offered**: Fall, Spring.

FSS 1250C - Dining Room Management, Credit Hours: 3. **Prerequisite(s)**: FOS 1201. **Corequisite(s)**: None. **Conditions**: Students must pass the ServSafe Management Certification exam prior to enrollment in this course. This course may involve the use of alcoholic beverages for instructional purposes. Students who are 18 years of age or older may be required to handle, mix, or serve alcohol under the supervision of authorized instructional personnel. Students are not required to taste or consume alcohol and may request a waiver from this requirement. **Terms Offered**: Fall, Spring.

FSS 2300 - Supervision and Personnel Management, Credit Hours: 3. **Prerequisite(s)**: None. **Corequisite(s)**: None. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.

HFT 1000 - Introduction to Hospitality Management, Credit Hours: 3. **Prerequisite(s)**: FOS 1201. **Corequisite(s)**: FOS 1201. **Conditions**: None. **Terms Offered**: Fall, Spring, Summer.