



# GUEST SERVICES SPECIALIST, TECHNICAL CERTIFICATE

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**Program Code:** 6300

**Career Pathway:** Business

**Program Entrance Requirements:** HS Diploma or GED.

**Program Description:** The content of this program is designed to prepare students for further education and careers in the Hospitality & Tourism career cluster.

Course	Title	Credits
CGS1060C	COMPUTER AND INTERNET LITERACY <sup>1</sup>	3.00
HFT2410	FRONT OFFICE SYSTEMS AND PROCEDURES	3.00
HFT2250	HOTEL MANAGEMENT	3.00
HFT2220	ORGANIZATION AND PERSONNEL MANAGEMENT	3.00
MNA1161	INTRODUCTION TO CUSTOMER SERVICE	3.00
<b>Total Credits</b>		<b>15</b>

<sup>1</sup> The Digital Literacy requirement must be met by successfully passing CGS1060C COMPUTER AND INTERNET LITERACY, testing out, or completing a Credit for Prior Learning portfolio. Students who test out are required to take an approved elective.

Students are strongly encouraged to meet with an advisor (<https://students.broward.edu/resources/advising/>) to create a personalized educational plan.