



GUEST SERVICES SPECIALIST, TECHNICAL CERTIFICATE

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 ¹	3
HFT2410	FRONT OFFICE SYSTEMS AND PROCEDURES	3
HFT2250	HOTEL MANAGEMENT	3
HFT2220	ORGANIZATION AND PERSONNEL MANAGEMENT	3
MNA1161	INTRODUCTION TO CUSTOMER SERVICE	3
Total Credits		15

¹ Students must satisfy the Digital Literacy requirement by testing out, completing a Credit for Prior Learning portfolio, or passing CGS1060C (<https://catalog.broward.edu/search/?P=CGS1060C>) COMPUTER AND INTERNET LITERACY. 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.