



# TRAVEL SERVICES MANAGEMENT • Certificate

LOWELL CAMPUS - DAY

✓	COURSE #	COURSE TITLE	CREDITS	PREREQUISITES
___	BUS 105	Keyboarding or	3	ENG 060 or higher placement
___	CAP ___	Computer Applications Elective*		
___	BUS 140	Sales Principles	3	ENG 060 or higher placement
___	BUS 141	E-Commerce Marketing or		
___	BUS ___	Business Elective	3	
___	BUS 190	Tourism Geography	3	Eligible for ENG 101
___	BUS 191	Travel Services Management	3	
___	BUS 192	Conference and Convention Planning	3	
___	BUS 213	Business Communications	3	ENG101
___	BUS 214	Cooperative Field Experience I	3	Completion of at least 12 credits in the student's degree or certificate program with a minimum GPA of 2.0 or higher and eligible for ENG101
___	ENG 101	English Composition I	3	C- in ENG 071 or eligible for ENG 101 and placement above or successful completion of ENG 060
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\*Must be above CAP 100

### Program Description:

The Travel Services Management Certificate program provides students with entry-level skills and knowledge of the travel services industry. It includes hands-on training in industry-standard computerized travel reservations systems. The Cooperative Field Experience is a key component of the program, giving students real industry experience and a related course focused on career development and workplace issues.

### Career and Transfer Outlook:

Graduates of the program find entry-level employment in travel agencies, airline reservation offices and corporate travel departments. Most of the coursework completed as part of the Travel Services Management Certificate applies to the Hospitality Management Associate in Science degree program. Many students who complete the certificate continue on in a part-time or full-time basis to complete the associate degree.

### Helpful Hints:

Students are encouraged to begin taking courses aimed at completing their English requirement immediately upon entering the college. Also, students who place into reading courses on the college placement test should complete that requirement without delay.

### Program Outcomes:

Graduates of the Travel Services Certificate program are prepared to:

- Explain and apply travel and tourism knowledge to whatever career track within the industry they pursue and demonstrate the unique professional requirements for a successful career in the travel industry;
- Demonstrate knowledge of computer applications software, including travel reservations software, word, spreadsheets and presentation software skills;
- Communicate effectively using written, oral and nonverbal techniques, including the use of technology in the gathering and presentation of information;
- Interpret and analyze information in order to engage in critical thinking and problem solving with regard to the performance of travel and tourism operations.