



# MIDDLESEX COMMUNITY COLLEGE STRATEGIES FOR SUCCESS ADVISING GUIDE: *Hospitality Management Certificate*

The **Hospitality Management Certificate** program is designed to provide skills needed to enter the fields of hotel and restaurant management. Courses focus on specific knowledge needed in the industry, and the cooperative field experience provides students with relevant and useful workplace experience.

Graduates are prepared to enter the growing hospitality industry as entry level associates and supervisors. Although the program is not primarily intended to prepare students to transfer, some students do transfer to associate and bachelor's degree programs in hospitality management. If you are interested in transferring, we recommend that you explore MCC's **Hospitality Management Associate Degree in Business Administration program**.

This advising guide includes information that will help you to explore your academic and career interests and determine whether the **Hospitality Management Certificate** will support your long-term goals.



## EXPLORE YOUR OPTIONS WITH ACADEMIC ADVISING

Throughout each semester, meet with your advisor so that he/she can guide you through a self-exploration process that will help you identify your academic and career interests.

### Beginning of Semester:

\_\_\_ Schedule an appointment to meet with your academic advisor during the first few weeks to discuss future plans and how a **Hospitality Management Certificate** can help you achieve your goals.

\_\_\_ Explore your personal interests by completing Focus2, an online career assessment tool:  
<https://www.middlesex.mass.edu/careerservices/focus2.aspx>

### Mid-Semester:

\_\_\_ Schedule an appointment with academic advisor review your academic progress, Focus2 results and create an academic plan in Degree Works.

### Before Semester Ends:

\_\_\_ Schedule an appointment to discuss and register for the classes you will take the following semester. (Early November for spring, Early April for fall and summer)

\_\_\_ Visit the Academic Career & Transfer Center or call 1-800-818-3434 to schedule an appointment.

## INSIDE THIS GUIDE

- Exploring Your Options
- Personality Inventory
- Career Path
- Transfer Path

## HOSPITALITY MANAGEMENT CERTIFICATE PROGRAM OUTCOMES

Graduates of the Hospitality Certificate Program are prepared to:

- Apply their knowledge regarding the hospitality industry to whatever career track within the industry they pursue and demonstrate the unique professional requirements for a successful career in the hospitality industry;
- Communicate effectively using written, oral and nonverbal techniques, including the use of technology in the gathering and presenting of information;
- Interpret and analyze information in order to engage in critical thinking and problem solving with regard to the business performance of hospitality operations;
- Comprehend the rapid change taking place in the hospitality environment and demonstrate an ability to engage in ongoing professional development.

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### IS THE HOSPITALITY MANAGEMENT PROGRAM THE RIGHT FIT FOR ME?

To decide if the Hospitality Management Certificate is right for you, answer the following questions.

- I enjoy a meeting new people and making conversation.  True  False
- I enjoy traveling.  True  False
- I am always late everywhere I go.  True  False
- I always get my school work done on time.  True  False
- I enjoy being a team player.  True  False
- Having two homework assignments due on the same day stresses me out!  True  False
- I like to make my own schedule.  True  False
- If someone is rude to me, I think it is okay to be rude to them.  True  False
- I enjoy learning about different cultures.  True  False

If you answered true to numbers 1, 2, 4, 5, and 9 then read on!

- Do you want a dynamic work environment?  Yes  No  
Hotels are open around the clock; restaurants may be open early morning, late nights, holidays and weekends. The process of coordinating a wide range of activities, turning a profit, and dealing with guests who sometimes are angry can be stressful.

- Are you a people person?  Yes  No  
The hospitality industry looks to hire individuals who possess people skills and a service orientation. Managers must be reliable and able to get along with many different types of people. Effective communication skills and the ability to organize and direct the work of others are essential for hospitality managers. Those who demonstrate leadership qualities are often sought after for promotion.

- Do you like speaking in front of others?  Yes  No  
Hospitality employees and managers must be good communicators as they deal with customers, employees, and suppliers. They must be able to motivate employees to work as a team. The ability to speak multiple languages is helpful to communicate with staff and patrons.

- Do you like working on a computer?  Yes  No  
Computers are used extensively in this industry. Hotels use it to keep track of guest bills, reservations, room assignments, and events. Restaurants use computers to order food and beverages, track inventory, plan menus and prepare reports. Both industries use computers to track the financial success of their operations.

- Can you stay calm in even the most stressful situations?  Yes  No  
Managers and employees need to be calm, flexible and able to work through emergencies, such as fire or flood, to ensure everyone's safety.

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### IS THE HOSPITALITY MANAGEMENT PROGRAM THE RIGHT FIT FOR ME? (CONT.)

■ **Are you up to the challenge?**

\_\_\_ Yes \_\_\_ No

Work in this industry can be physically demanding. Good health and stamina are important. Both managers and employees must convey self-confidence and respect, so a neat and clean appearance is desired by employers. A passionate attitude towards your profession will be critical to your success in the hospitality industry.



#### **THE CAREER PATH**

The US hotel and motel industry consists of about 40,000 companies that operate about 48,000 properties, with combined annual revenue of about \$100 billion. The US restaurant industry includes about 480,000 restaurants with combined annual revenue of about \$375 billion. Potential places of employment include hotels, restaurants, casinos, cruise ships, meeting and convention centers, country clubs, entertainment and sporting venues, and in hospitality sales departments.

This program prepares students to begin careers in hotel and restaurant management, conference and convention planning, and hospitality sales.

**Career Planning Activities:**

- \_\_\_ Work with career advisor to create resume, cover letter and help improve your interview skills
- \_\_\_ Identify internship and volunteer opportunities in your desired field
- \_\_\_ Attend career workshops and job fairs



#### **THE TRANSFER PATH**

Although the program is not primarily intended as a transfer program, some students do transfer into associate and bachelor's degree programs in hospitality management. MCC offers a Hospitality Associate Degree in Science in Business Administration.

**Transfer Planning Activities:**

- \_\_\_ Work with Advisor to discuss *MassTransfer*, articulations and transfer agreements
- \_\_\_ Visit your selected campus in person. Every college looks good online or in a glossy photo but you can get a better feel when you visit
- \_\_\_ Meet with transfer counselor to identify transfer scholarships
- \_\_\_ Research admissions requirements and deadlines at 4-year colleges and universities

**Area schools with Hospitality Management bachelor's degree programs:**

Salem State University	Newbury College
Lasell College	Mount Ida College
University of Massachusetts Amherst	

**Check out these sites for more information on this exciting field:**

**American Hotel & Motel Lodging Association:**  
[www.ahla.org](http://www.ahla.org)

**Mass Restaurant Association:**  
[www.massrestaurantassoc.org](http://www.massrestaurantassoc.org)

**National Restaurant Association:**  
[www.restaurant.org](http://www.restaurant.org)

**Meeting Planner Association:**  
[www.ampsweb.org](http://www.ampsweb.org)

**Event Planners Association:**  
[www.eventplannersassociation.com](http://www.eventplannersassociation.com)

#### **MCC ADVISING RESOURCES**

**Career Services:**  
<https://www.middlesex.mass.edu/careerservices>

**Transfer Services:**  
<https://www.middlesex.mass.edu/transfer>

**MassTransfer:**  
<https://www.middlesex.mass.edu/transfer/masstransfer.aspx>

**Financial Aid:**  
<https://www.middlesex.mass.edu/financialaid>

**Foundation Scholarships:**  
<https://www.middlesex.mass.edu/foundation/scholarships>

**College Board Match Maker:**  
<https://bigfuture.collegeboard.org/college-search>