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. This is a nine credit program with all credits transferrable towards an associate degree.

This advising guide includes information that will help you to explore your academic and career interests and determine whether the Travel Management Certificate major 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 Travel Services 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.

**TRAVEL MANAGEMENT CERTIFICATE PROGRAM OUTCOMES**

Graduates of the 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.
Answer the following questions:

- I enjoy meeting new people and making conversation. ___True ___False
- I enjoy travelling. ___True ___False
- I enjoyed geography classes in high school. ___True ___False
- I always get my school work done on time. ___True ___False
- I like to make my own schedule. ___True ___False
- I enjoy learning about different cultures. ___True ___False
- I enjoy working on a computer. ___True ___False

If you answered true to 3 or more of the above questions, read on!

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**IS THE TRAVEL MANAGEMENT CERTIFICATE THE RIGHT FIT FOR ME?**

To decide if the Travel Management Certificate is right for you, answer the following questions:

- **Are you a people person?** ___Yes ___No
  The travel industry looks to hire individuals who possess people skills and who have a service orientation. You must be reliable and able to get along with many different types of people. Effective communication skills are a must!

- **Do you like working on a computer?** ___Yes ___No
  Computers are used extensively in the travel industry. Travel agents must be able to use online reservation systems for booking as well as to “surf” the internet for venue and location comparisons and information.

- **Can you stay calm in even the most stressful situations?** ___Yes ___No
  Are you prepared to handle a hotel crisis for a client traveling in Europe? A variety of situations can arise, and you must be prepared to help your clients resolve their issues, wherever, whenever!

- **Do you enjoy learning about new destinations and cultures?** ___Yes ___No
  Travel agents must be knowledgeable regarding any destination their clients might be interested in.

If you answered yes to all the above questions, then you should be an Early Childhood Education Certificate major!
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.

The possibilities in the travel and tourism industry are endless. Employment options include Agency based travel agent (such as AAA Travel), home based travel agent, Online agencies (such as Priceline or TripAdvisor), Tour operator, corporate travel positions, convention and visitor bureau positions.

Career Planning Activities:
___ Work with advisor to discuss MassTransfer, Articulations and transfer agreements
___ Visit your selected campuses 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

THE TRANSFER PATH
Although the program is not primarily intended as a transfer program, some students do transfer into associate's and bachelor’s degree programs in hospitality management. MCC offers a Hospitality Associate’s Degree in Science in Business Administration. This degree program is available on both our Lowell and Bedford campuses.

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 Bachelor’s degree programs:
Salem State University
Lasell College
UMass Amherst
Newbury College
Mount Ida College

Sponsored by the Title III grant: Strategies for Success: Increasing Achievement, Persistence, Retention and Engagement, 2008-2013.