

Skills, Tasks and Results Training (START), T.D.

Technical Diploma
41 Credit Hours/615 Clock Hours



GOODWILL TECHNICAL
COLLEGE

STUDENT ID: _____

CATALOG YEAR _____

STUDENT NAME: _____

The START program provides students with knowledge and competencies required to obtain entry level employment in hotel and food and beverage operations.

Program Learning Outcomes

Students who successfully complete the START program will be able to:

1. Demonstrate professional behavior and competencies in customer service.
2. Identify basic food and sanitation standards required in restaurant and food service operations.
3. Apply knowledge of financial management to operations related to hospitality and customer service.
4. Explain how to gain customer commitment and close a sale.
5. Describe and demonstrate of key tasks in various hospitality occupations.

Required Course in Major

Required grade of 'C' or higher

COURSE	COURSE TITLE	SEM	YEAR	GRADE	CLOCK HOURS	CREDIT HOURS
COLL 101	College Success Skills				15	1
CLIT 001	Introduction to Computer Literacy				30	2
BMAT 101	Basic Math Refresher				45	3
CRTK 101	Introduction to Critical Thinking				45	3
ACCT 101	Introduction to Bookkeeping				45	3
BMGT 101	Introduction to Entrepreneurship				45	3
WPDV 101	Workplace Diversity				45	3
CSSF 101	Customer Service and Sales Fundamentals <i>Pre-Requisite: CLIT 001</i>				30	2
HOSP 101	Introduction to Hospitality				45	3
HOSP 102	Rooms Division <i>Pre- and/or Co-Requisite: HOSP 101</i>				60	4
BMGT 105	Business Communications				45	3
KEYB 101	Keyboarding and Mouse Skills				30	2
HOSP 103	Food and Beverage Division <i>Pre- and/or Co-Requisite: HOSP 101 and HOSP 102</i>				60	4
MOWC 101	Microsoft Office Word				45	3
JOBS 100	Job Seeking Skills				30	2