

Dakota County Technical College

SMGT 1685: Hospitality and Tourism Guest Services

A. COURSE DESCRIPTION

Credits: 2

Lecture Hours/Week: 2

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Hospitality and tourism customers experience satisfaction when the combination of positive product AND service exist. In this course students will learn listening techniques and customer service skills. Hospitality and tourism case studies, tapes and other media give students first-hand experience in providing quality guest services. Problem solving is an important element of the curriculum. Prerequisite: None.

B. COURSE EFFECTIVE DATES: 08/25/2008 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

None

D. LEARNING OUTCOMES (General)

None

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted