

HOSPITALITY SPECIALIST

Technical Diploma

Program Code: 31-109-4

Total Credits: 27

Through Mid-State's Hospitality Specialist technical diploma program, students develop foundational skills useful in various roles within hospitality and tourism, including a basic understanding of food service operations, hospitality sales and marketing, event planning, management principles, customer service, effective communication, and creative thinking. All courses count toward Mid-State's Hospitality Management associate of applied science (AAS) program. In this program you will gain a real-world, professional perspective on the hospitality industry by participating in an on-the-job hospitality internship. In addition, you will create marketing materials, explore the inner workings of a hospitality-related business, brush up on your communication skills, and achieve your industry-recognized ServSafe Manager certification.

To learn more about this program, visit mstc.edu/programs.

ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715-422-5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit mstc.edu/advising.

NEW STUDENT CHECKLIST

Complete the following steps to prepare for your New Student Advising appointment with your academic advisor:

- Submit a Mid-State application at mstc.edu/apply.
- Send official transcripts to:
Mid-State Technical College
Student Services
500 32nd Street North
Wisconsin Rapids, WI 54494
- Complete the Free Application for Federal Student Aid (FAFSA) at fafsa.gov. Mid-State's Financial Aid team is available to assist with your FAFSA application and to answer your financial aid questions. Contact Financial Aid or schedule an appointment at mstc.edu/financial-aid.
- Set up student MyCampus account at mstc.edu/mycampus-assistance.
- Schedule a New Student Advising appointment at mstc.edu/advising.

mstc.edu • 888-575-6782 • TTY: 711



Adams Campus • Marshfield Campus • Stevens Point Downtown Campus • Wisconsin Rapids Campus • Virtual Campus • AMETA® Center

Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President - Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715-422-5325 • AAEO@mstc.edu. 3/2026-AC

CAREER PATHWAY



Career pathways help you build your education step by step. Each stage offers one or more credentials that are recognized by employers and lead to real jobs—and you can keep building toward your career goals as you go.

Begin at any point.

Prior Learning

Credit for Prior Learning

- Certifications and Licenses
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at mstc.edu/cpl.

High School Credit

- High School Dual Credit
- Mid-State Fast Track

Learn about High School Credit at mstc.edu/dc.

Certificate

- Communication Essentials (9 Credits)

Technical Diploma

- Customer Relationship Professional (13 Credits)
Start Your Career: Account Representative, Call Center Agent, Client Services Specialist, Customer Service Representative
- Hospitality Specialist (27 Credits)
Start Your Career: Customer Service Representative, Food & Beverage Server, Host and Hostess, Hotel/Resort Front Desk Representative

Associate Degree

- Hospitality Management (61-62 Credits)
Start Your Career: Event Coordinator, Hospitality and Tourism Coordinator, Hotel Supervisor, Restaurant/Food & Beverage Supervisor, Sales and Service Manager

Bachelor's Degree

For those interested in continuing their education, Mid-State offers transfer guides with various four-year colleges and universities. For more information, visit mstc.edu/transfer.

Other Options

Related Programs: Culinary Arts, Culinary Production Line Cook

OUTCOMES

Employers will expect you, as a Hospitality Specialist graduate, to be able to:

- Distinguish the varying components of the hospitality industry.
- Apply business concepts to the industry.
- Communicate as a hospitality professional.

TECHNICAL SKILLS ATTAINMENT

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers. Faculty will let students know when and how the TSA is being assessed in the program.

STUDENT HANDBOOK

Visit mstc.edu/studenthandbook to view Mid-State's student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State's Student Code of Conduct, and technology.

GRADUATION REQUIREMENT

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. Some students are exempt from this requirement. Please see your academic advisor for more information.

ADDITIONAL COURSES AS NEEDED

The following courses may be recommended or required if the student does not achieve minimum placement scores.

College Reading and Writing 1

10831104

3 credits

Provides learners with opportunities to develop and expand reading and writing skills to prepare for college-level academic work. Students will employ critical reading strategies to improve comprehension, analysis, and retention of texts. Students will apply the writing process to produce well-developed, coherent, and unified written work.

Pre-Algebra

10834109

3 credits

Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

MULTIPLE MEASURES

Students can place into courses using high school GPA and completed classes. Placement can be determined in the following ways:

- **Multiple Measures Writing (MMW)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school writing courses with a "C" or better
- **Multiple Measures Reading (MMR)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school literature courses with a "C" or better
- **Multiple Measures Math 1 (MMM_1)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school math (Algebra 1 or equivalent) with a "C" or better
- **Multiple Measures Math 2 (MMM_2)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better
- **Multiple Measures Science 1 (MMS_1)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school lab science course with a "C" or better
- **Multiple Measures Science 2 (MMS_2)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school chemistry with a "C" or better

Past high school and college transcripts are used in making course placement decisions.

SAMPLE FULL-TIME CURRICULUM OPTION

Hospitality Specialist • 27 Total Credits

Term 14 Credits	Course Number	Course Name	CPL	Credits
	10102101	Introduction to Business	Yes	3
	10102231	Business Networking	No	1
	10106106	Quality Customer Service	Yes	3
	10109101	Exploring Hospitality	No	3
	10801196	Oral/Interpersonal Communication	Yes	3
	10890102	GPS for Student Success	Yes	1

Term 13 Credits	Course Number	Course Name	CPL	Credits
	10102230	Business Communities	No	1
	10103106	Microsoft Office-Introduction	Yes	3
	10109110	Room Operations Division	No	3
	10109160	Hospitality Internship	Yes	2
	10316112	Sanitation for Foodservice Operations	Yes	1
	10801195	Written Communication	Yes	3

Please Note

- Credit for Prior Learning (CPL) options are available for some courses. You can visit mstc.edu/cpl or contact your academic advisor for details.
- This program can be completed entirely online.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to mstc.edu/schedule.
- Get the latest updates online at mstc.edu.

SAMPLE PART-TIME CURRICULUM OPTION

Hospitality Specialist • 27 Total Credits

Term 8 Credits	Course Number	Course Name	CPL	Credits
	10102231	Business Networking	No	1
	10106106	Quality Customer Service	Yes	3
	10109101	Exploring Hospitality	No	3
	10890102	GPS for Student Success	Yes	1

Term 6 Credits	Course Number	Course Name	CPL	Credits
	10103106	Microsoft Office-Introduction	Yes	3
	10801196	Oral/Interpersonal Communication	Yes	3

Term 6 Credits	Course Number	Course Name	CPL	Credits
	10102101	Introduction to Business	Yes	3
	10801195	Written Communication	Yes	3

Term 7 Credits	Course Number	Course Name	CPL	Credits
	10102230	Business Communities	No	1
	10316112	Sanitation for Foodservice Operations	Yes	1
	10109110	Room Operations Division	No	3
	10109160	Hospitality Internship	Yes	2

Business Communities

10102230

1 credit

This course provides students with a comprehensive understanding of how different business communities operate, how they contribute to economic ecosystems, and how learners can participate effectively. This course will explore the dynamics, structures, and strategies involved in various professional associations, including local, global, industry-specific, and online communities.

Business Networking

10102231

1 credit

This course will equip students with the knowledge, strategies, and practical techniques to build, nurture, and leverage professional relationships for personal and organizational success. Through a combination of classroom instruction, interactive exercises, and simulated practice, this course will empower students to enhance their networking abilities, expand their professional circles, and create valuable connections.

Exploring Hospitality

10109101

3 credits

Introduces students to the broad field of hospitality management. Typical career areas include foodservice, lodging, travel/tourism, and recreation. The course will explore the industry from historical to contemporary career opportunities.

GPS for Student Success

10890102

1 credit

Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course is recommended to be completed prior to obtaining 12 credits and is a graduation requirement unless you receive an exemption from your program advisor.

Hospitality Internship

10109160

2 credits

This course is designed to give the student on-the-job work experience in the hospitality industry. Integrating the theories and techniques learned in previous courses along with specific off-campus occupational experiences allows students to gain a real-world perspective of a segment in the hospitality industry of their choosing. The student will complete academic hours related to the competencies of the course reflecting on their experiential learning. This work will provide resume and job seeking skills, develop a network of contacts, and cultivate career readiness.

Introduction to Business

10102101

3 credits

An introduction to what a business is, how it operates, and how it is managed. Students identify forms of ownership and the processes used in production and marketing, finance, personnel, and management in business operations.

Microsoft Office-Introduction

10103106

3 credits

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse, and Windows 11 skills. Students may develop these skills in the Academic Learning Center while concurrently enrolled in this course.

Oral/Interpersonal Communication

10801196

3 credits

Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 236 and Writing of 237 or ACT of 15 Reading/16 English or College Reading and Writing with a C or better

Quality Customer Service

10106106

3 credits

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

Room Operations Division

10109110

3 credits

Investigates the organization, performance, evaluation, and interdependency of the rooms division of a lodging facility (front desk, reservations, housekeeping, facilities, and telephone systems) as essential components of operational success and guest satisfaction.

Sanitation for Foodservice Operations

10316112

1 credit

Students examine the causes of food-borne illness and apply techniques for preparing, storing, and serving hot and cold foods from a ServSafe® Certified Instructor/Proctor. Students also examine the role of management and workers related to sanitation regulations and standards. The ServSafe® certification test is administered in this course and students will need to hold this valid certificate for graduation and employment in the culinary industry.

Written Communication

10801195

3 credits

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

Prerequisite: High School GPA of 2.6 and MMW or Accuplacer Writing of 262 or ACT English score of 20 or completion of College Reading and Writing 1 10831104 with a "C" or better