

A.A.S. in Tourism & Hospitality

DESCRIPTION OF THE TOURISM & HOSPITALITY PROGRAM

The Associate of Applied Science degree in Tourism & Hospitality is a 60-credit program at Kingsborough Community College designed to provide KCC students with the opportunity to boundless opportunities within the field. As a part of the program, students participate in real-world internship opportunities.

Taught by faculty members with industry experience, students who complete the program are able to demonstrate a current knowledge of products and services offered by various segments of the tourism/hospitality industry; explain how tourism/hospitality products and services are distributed, marketed and sold; recognize the importance of service in the tourism/hospitality; demonstrate a knowledge of destinations (culture, history, geography, food, attractions, etc.); and properly apply the specialized vocabulary used by industry professionals.

Concentrations offered are hotel management, tourism, or food & beverage management.

SKILLS

Communication skills. Travel agents must listen to customers, understand their travel needs, and offer appropriate travel advice and information.

Customer-service skills. When customers need to make last-minute changes in their travel arrangements, travel agents must be able to respond to questions and complaints in a friendly and professional manner.

Business skills. Lodging managers address budget matters and coordinate and supervise workers. Operating a profitable hotel is important—as is the need to motivate and direct the work of employees.

Technology skills. Hotel management and tourism professionals have to be familiar with software programs used in the industry. At KCC, Hotel Management students are trained on the Opera Property Management System and Tourism students learn Sabre GDS. Lodging managers also ensure that the establishment is run efficiently and profitably.

CAREER INFORMATION

Lodging managers ensure that guests have a pleasant experience at an accommodations facility. They also plan, direct, or coordinate activities to ensure that the facility is efficient and profitable.

Travel agents sell transportation, lodging, and admission to entertainment activities to individuals and groups planning trips. They offer advice on destinations, plan trip itineraries, and make travel arrangements for clients.

Food service managers work in restaurants, hotels, school cafeterias, and other establishments where food is prepared and served. They often work evenings, weekends, and holidays. The work may be hectic, and dealing with dissatisfied customers stressful.

EMPLOYMENT OUTLOOK

Employment of lodging managers is projected to grow 18 percent from 2021 to 2031, much faster than the average for all occupations.

Employment of travel agents is projected to grow 20 percent from 2021 to 2031, much faster than the average for all occupations.

Employment of food service managers is projected to grow 10 percent from 2021 to 2031, faster than the average for all occupations.

CAREER PATH

To enter the occupation, lodging managers typically take one of three paths: a high school diploma combined with several years of experience working in a lodging facility, a bachelor's degree in hospitality or hotel management, or an associate degree or certificate in hotel management. The median annual wage for lodging managers was \$59,430 in May 2021.

A high school diploma typically is required for someone to become a travel agent. However, many employers prefer additional formal training. Good communication and computer skills are essential. The median annual wage for travel agents was \$43,810 in May 2021.

Food service managers typically need a high school diploma and several years of work experience in the food service industry. Some receive additional training at community colleges, technical or vocational schools, culinary schools, or 4-year colleges. The median annual wage for food service managers was \$59,440 in May 2021.

CAREER COACH – SEARCH CAREER INFORMATION & CURRENT LOCAL WAGE DATA

<https://kingsborough.emsicc.com/programs/tourism-and-hospitality-aas/190619>

INFORMATION ON HOW TO APPLY: www.cuny.edu/apply or 718-368-4600

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