State-Approved (Chapter 74)
Program Overview

Hospitality Management

Hospitality Management combines the business, customer service, and creative aspects of the food, beverage, and hotel industries.

What Students Learn & Do

Hospitality Management provides extensive, hands-on preparation for jobs in the hospitality field–including food and beverage services and the hotel industry. Students learn best practices related to health and safety, sanitation, customer service, sales and marketing, menu planning, restaurant management, banquet and catering services, operation of travel destinations, reserving and managing rooms, housekeeping, security, and facilities management.

Through classroom learning and supervised work experiences, students learn business fundamentals related to managing expenses, marketing, and sales as well as operational procedures such as employee management and inventory management.

Graduates of Hospitality Management programs are required to meet the same high academic standards as their peers in other high school programs. These standards are set by the State of Massachusetts. This program also reinforces aspects of mathematics and English Language Arts, among other areas.

Licenses & Certifications

Programs will prepare students to earn industry-recognized credentials, and typically students will be able to complete one or more before they graduate from high school.

- First Aid / CPR / AED A
- American Hotel and Lodging Association Lodging Management Program
- Health Communications, Inc. TIPS
- National Restaurant Association: Pro-Start, ServSafe Alcohol, ServSafe Food Safety
- MA Allergen Training Program Certification
- OSHA 10 hour - General

Options After High School

State-Approved (Chapter 74) programs provide precise training needed for entry-level employment. Here are some possible career opportunities in Hospitality Management.

High School Diploma

- Reservation Agent
- Cruise Entertainment Host
- Hotel Front Desk Associate
- Restaurant Server

Additional Training or Associate Degree

- Dining Room Manager
- Hotel Front Desk Manager
- Resort Sales Coordinator

Bachelor's Degree (4 Years of College)

- Casino Promotions and Marketing Manager
- Hotel General Manager/ Owner
- Spa and Wellness Director
- Sales Manager

Questions to Ask a Program You Are Considering

1. **What workplace experiences do you offer to students - at school, or with an employer?**
2. **What are some common next steps for graduates of this program and how do you support them to get there?**

Learn about the differences between State-Approved (Chapter 74) and Local programs:
http://www.doe.mass.edu/ccte/cvte/cte-families/state-vs-local.html