



Program: Tourism

Generic Employability Skills

- **Communication Skills**
 - understand and speak the language of the trade/occupation
 - listen, read, write and speak effectively in work settings
- **Technical Skills**
 - use technology, tools and information systems effectively
 - access and apply skills required in specific fields
- **Thinking Skills**
 - solve problems and make appropriate decisions
 - understand and solve problems involving mathematics and/or logic
- **Personal Management Skills**
 - display:
 - confidence and self-esteem
 - honesty, integrity and personal ethics
 - positive attitude toward learning and personal health
 - initiative, energy and persistence to get the job done
 - creativity and flexibility
 - accountability for actions taken
 - recognition of and respect for diversity and individual differences
- **Teamwork Skills**
 - keyboard efficiency
 - respect the thoughts and opinions of others in the group
 - use “give and take” to achieve group results
- **Computer Skills**
 - perform tasks requiring knowledge of specific software package (name software)
 - perform complex data or text entry requiring in-depth knowledge of a software package
 - performs tasks using Internet
- **Languages Spoken/ Written Fluently**

Program Specific Skills

- Guest relations
- Multicultural awareness
- Telephone reception
- Hotel front office procedures
- Tourism industry sectors
- Careers in tourism
- Customer service
- World geography/destinations
- International travel
- Meet and greet techniques
- Public relations
- Promotions/marketing
- Giving directions
- Map-reading
- Entry-level industry certification
 - Serving it Right
 - Foodsafe
 - SuperHost Fundamentals
- Information retrieval
- Service Expectations
- Conflict Resolution
- Interpretation (not translation!)
- Food and beverage service
- Plating