Five-star careers start here.

Travel and tourism are your passions. Service operations and risk management are your sweet spots. A Hospitality Management Certificate from the School of Business at University of Phoenix can help you get to the front of the line faster to start a rewarding career in hospitality. This certificate program aligns to American Hotel & Lodging Educational Institute (AHLEI®) standards to help you prepare for industry certifications.

If you’re already working in hospitality, you can leverage your own hospitality-related work environment to complete your capstone, or final course, requirements.

Our certificate program prepares graduates for a variety of careers in hospitality, such as:
- Director of front office
- Hotel manager
- Lodging manager
- Front desk manager
- Rooms director
- Bed-and-breakfast innkeeper
- Restaurant manager
- Banquet manager
- Food service supervisor
- Restaurant general manager
- Catering manager
- Casino manager
- Gaming manager
- Food and beverage manager

Learn how to:
- Improve operational efficiency in a hospitality business.
- Manage hospitality operations effectively.
- Provide excellent customer service using the principles of hospitality.
- Address operational challenges in the hospitality sector using critical-thinking skills.

Study a core curriculum that includes:
- Revenue management
- Risk management
- Marketing
- Operations
- Leadership in hospitality

Build business skills in:
- Critical thinking
- Problem-solving
- Communication
- Information utilization
- Collaboration

Visit phoenix.edu/business, or call 800.475.0817 to speak with an Enrollment Representative.
Benefits of being a Phoenix:
- Learn from our dedicated business faculty who average more than 20 years of practical experience in the fields in which they teach.
- Leverage the knowledge and insights of our Alumni Network — more than 938,000 strong — via programs like the Alumni Association’s Alumni Mentor Program and more than 40 ground-based chapters.
- Take classes online, on campus or both — and our 24/7 mobile app helps you stay connected to class on the go.
- Have your prior academic and professional experience evaluated and potentially applied toward your degree.
- Gain the industry skills and knowledge you need to be successful.
- Find student support online and at ground locations nationwide.
- Prepare for your career by using exclusive career resources like our Phoenix Career Guidance System™, our dedicated team of Career Advisors and complimentary career fairs.
- Learn from a program that is built for adult learners and teaches skills applicable to the hospitality industry.

<table>
<thead>
<tr>
<th>Program Requirements</th>
<th>Minimum Credits</th>
</tr>
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<tbody>
<tr>
<td>Core coursework</td>
<td>6</td>
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<tr>
<td>Electives</td>
<td>12</td>
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<td>Total</td>
<td>18</td>
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Coursework includes, but is not limited to:

<table>
<thead>
<tr>
<th>Core Coursework</th>
<th>Elective Courses:</th>
<th>Elective Courses:</th>
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<tbody>
<tr>
<td>HM 370 Hospitality Management</td>
<td>BIS 303 Managing Information Technology in the Hospitality Industry</td>
<td>MGT 455 Risk Management in the Hospitality Industry</td>
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<tr>
<td>HM 475 Hospitality Decision Analysis</td>
<td>ISCOM 386 Service Operations Management</td>
<td>MGT 314 Hospitality Entrepreneurship</td>
</tr>
</tbody>
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For more information about our on-time completion rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/continuing-education/certificate-programs/business-and-management/cert-hpm.html.

Certificate programs are widely available in an online format but generally not available at our campus locations. Please check with a University Enrollment Representative.

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