

# HUMAN RESOURCE HOSPITALITY SPECIALIST, SKILLS COMPETENCY AWARD (SCA)

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## Requirements

### Skills Competency Award Requirements

Complete all department requirements with a "C" or higher or "P" in each course. Candidates for a Skills Competency Award are required to complete at least 20% of the department requirements through SBCC.

Code	Title	Units
<b>Department Requirements</b>		
HM 256	Supervision In The Hospitality Industry	3
HM 257	Hospitality Sales and Marketing	3
HM 259	Training And Development Skills For Hospitality Professionals	3
<b>Total Units</b>		<b>9.00</b>

## Learning Outcomes

1. Demonstrate effective communications, coaching, training, and conflict management.
2. Describe and demonstrate effective hiring, training, and evaluating practices.
3. Describe and demonstrate effective sales and customer service practices.