



EDISON STATE  
COLLEGE

## Center for Professional Development

### Hospitality and Spa Operations

Hospitality and Spa Operations provides an understanding of the general and administrative procedures in the hospitality industry particularly spas, restaurants, clubs and hotels. It will equip students with the unique sensitivities required to manage and operate within the increasingly competitive hospitality management market. We will explore how hospitality operations interface with

- housekeeping
- front office
- food and beverage
- sales and marketing
- accounting
- property maintenance
- human resource management and
- information systems
- spa/restaurant services
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Other topics will include:

- promotions
- licensures
- compensation models
- legal, ethical and privacy issues
- hospitality and spa projects
- insurance issues
- billing and software programs
- inventory control and
- client file management

The course will also provide guidelines for optimizing energy efficiency in facility operations including design, energy, and water and waste management.

<b>Dates</b>	TBA
	Tuesday + Thursday 5.30-8.30pm for 9 weeks =54 hrs
	Saturday's (3) 10-4pm visits to hotel/spa operations =18 hrs

**Cost** \$950

**Location:** Edison College, Fort Myers Campus, room to be announced

**Instructor:** TBA

**Seats are limited, so register today!**  
**Advance registration and payment is required**  
**For registration form and information, email [celee@edison.edu](mailto:celee@edison.edu)**  
**OR download from [www.edison.edu/lee/ce](http://www.edison.edu/lee/ce)**