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## **Specialized Associate Degree – Office Administration – Administrative Specialist**

**Objective:** This program is designed to produce an administrative specialist professional with a range of computer, communication, organizational, hospitality, marketing, and management skills. The emphasis on executive office skills coupled with hospitality classes will prepare the student for assumption of supervisory or management responsibility within an organization. This multi-disciplined program concentrates on critical thinking and decision-making skills with special emphasis on software, event and meeting planning, marketing, and project and report preparation. A comprehensive 100-hour internship is included in the program. In keeping with the philosophy of the College, the emphasis in this program is placed on marketable skills.

With completion of 1550 hours of core courses, students may continue in the Administrative Specialist program or choose a concentration in Guest Services for the additional 200 hours.

The **Administrative Specialist concentration** prepares the student for a variety of certifications from Microsoft and the Educational Institute of the American Hotel & Lodging Association (EI).

**Certificates:** Microsoft Office Specialist (MCAS) in Word, Excel, Access, and PowerPoint  
Convention Management and Service\*  
Supervision in the Hospitality Industry\*  
Marketing in the Hospitality Industry.

**Certifications:** Certified Guest Service Professional

The **Guest Services concentration** prepares the student to earn the following certificates and certifications from the Educational Institute of the American Hotel & Lodging Association (EI):

**Certificates:** Managing Front Office Operations\*  
Sales and Marketing for the Hospitality Industry\*  
Fundamentals of Destination Management and Marketing  
Spa: A Comprehensive Introduction  
Leadership and Management in the Hospitality Industry\*  
Convention Management and Service\*  
Supervision in the Hospitality Industry\*  
Marketing in the Hospitality Industry.

**Certifications:** Area of Specialization - Hospitality Sales and Marketing  
Certified Guest Service Professional.

Certifications are not required to be employed in the career field or to graduate from the program, but they are highly recommended. Exams may be taken at the on-campus Prometric/VUE Testing Center.

(\**The American Council on Education's College Credit Recommendation Service (ACE CREDIT) has evaluated and recommended college credit for these 5 EI courses. The American Council on Education, the major coordinating body for all the nation's higher education institutions, seeks to provide leadership and a unifying voice on key*

**Empire College**  
**3035 Cleveland Avenue**  
**Santa Rosa, CA 95403**  
**707-546-4000**  
**[www.empcol.edu](http://www.empcol.edu)**

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Business – Law – Technology – Medical

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*higher education issues and to influence public policy through advocacy, research, and program initiatives. ACE CREDIT connects workplace learning with colleges and universities by helping adults gain access to academic credit at colleges and universities for formal courses and examinations taken in the workplace or other settings outside traditional higher education.*

*For the benefit of our students, EI participates in the American Council on Education's (ACE) Transcript Service. The ACE Transcript Service offers a lifelong record for students who have successfully completed our courses that have been reviewed by ACE CREDIT. This service enables adult learners to present a nationally recognized transcript to the college or university of their choice for the potential award of academic credit. For more information, visit the ACE CREDIT Transcript Service website at <http://www.acenet.edu/acecredit>.*

**Expected Educational Outcomes:** Upon completing the Specialized Associate Degree - Office Administration program, students will have demonstrated:

1. A working knowledge of the software utilized in the executive office setting including word processing, spreadsheet, desktop publishing, and presentations.
2. A competence in using language arts to produce professional documents and correspondence.
3. An ability to apply office procedures, bookkeeping, planning, presentation, critical thinking, and management skills in the executive office.
4. An understanding of ethical and professional practices and appropriate business etiquette.
5. An understanding of management concepts, including communication, and human relations principles as they relate with career success and productivity.
6. An understanding of event planning and familiarity with the nature and scope of today's meetings and conventions market.
7. A basic knowledge of grape growing, vocabulary, and wine tasting skills.
8. An ability to provide, express and achieve exceptional service by engaging with guests and creating memorable experiences.
9. An ability to use reference sources available to the travel industry to complete itinerary planning such as: cruise travel, tour packages (both domestic and international), rail travel, hotels, and airline reservations.
10. An understanding of leadership, high-performance teams, employee empowerment, and employee supervision.
11. Administrative Specialist Concentration: An understanding of the advanced software features of Word, Excel, Access, and PowerPoint including Microsoft certification preparation.
12. Guest Services Concentration: A familiarity with sales techniques needed to work in the competitive environment of all areas of the hospitality and tourism industry. The ability to discuss (at entry level) the spa industry including the history and philosophy of spas and industry trends. An understanding of how managers improve their leadership abilities and develop an understanding of high-performance teams, employee empowerment, and supervising employees.

**Specialized (Occupational) Associate Degree** awarded upon successful completion of all graduation requirements.

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## Program Outline: Requirements for Graduation

Class No.	Class Title	Qtr.		Class No.	Class Title	Qtr.	
		Hours	Units			Hours	Units
AC160A	Fundamentals of Accounting IA	25	2.5	HM110	Convention Management	25	2.5
AC16LA	Fundamentals of Accounting IA Lab	25	1.0	HM115	Meeting Planning	25	2.5
AC160B	Fundamentals of Accounting IB	25	2.5	HM135	Event Planning for the Wine Country	25	2.5
AC16LB	Fundamentals of Accounting IB Lab	25	1.0	HM145	Supervision in the Hospitality Industry	25	2.5
BM141	Math Review	25	1.0	HM150	Marketing	25	2.5
BM142	Business Math	25	2.5	HM210	Certified Guest Service Professional	25	2.5
BM143	Financial Math	25	2.5	LG130A	Business Law I	25	2.5
BM195A	10-Key Keypad	25	1.0	LG130B	Business Law II	25	2.5
CM050A	Introduction to the Internet	25	1.0	LG130C	Business Law III	25	2.5
CM127A	Beginning Keyboarding	25	1.0	LG130D	Business Law IV	25	2.5
CM127B	Introduction to Microsoft Word I	25	1.0	MN230A	Corporate Travel Planning	25	2.5
CM127C	Introduction to Microsoft Word II	25	1.0	MN230B	Finance Basics for the Office Professional	25	2.5
CM144A	Beginning MS Word	25	1.0	MN230C	Career Planning and Advancement	25	2.5
CM144B	Intermediate MS Word	25	1.0	MN330A	Professional Development I– Internship	25	0.5
CM166A	Beginning Excel	25	1.0	MN330B	Professional Development II– Internship	25	0.5
CM166B	Intermediate Excel	25	1.0	MN330C	Professional Development III– Internship	25	0.5
CM185A	QuickBooks Pro I	25	1.0	MN330D	Professional Development IV– Internship	25	0.5
CM185B	QuickBooks Pro II	25	1.0	MN331	Professional Portfolio Project	25	1.0
CM186A	Publisher	25	1.0	MN335A	Presentation Skills	25	2.5
CM192A	Microsoft Office Professional: An Overview of Word & Excel	25	1.0	TR137A	Tour Planning	25	2.5
CM192B	Microsoft Office Professional: An Overview of Access and PowerPoint	25	1.0	TY225A	Keyboarding Speed Development I	25	1.0
EN100A	Business English IA - Grammar	25	2.5	TY225B	Keyboarding Speed Development II	25	1.0
EN100B	Business English IB - Grammar	25	2.5				
EN200A	Business English IIA - Punctuation	25	2.5	<b>General Education</b>			
EN200B	Business English IIB - Punctuation	25	2.5	CM100	Computer Literacy	25	2.5
EN300A	Business Correspondence I	25	1.0	EN303A	Management Communications I	25	2.5
EN300B	Business Correspondence II	25	1.0	EN303B	Management Communications II	25	2.5
GB101	Career Transitions	25	2.5	GB200A	Human Relations I	25	2.5
GB132A	Dynamics of the Office Professional	25	2.5	GB200B	Human Relations II	25	2.5
GB132B	Records Management	25	2.5	MA101	Introduction to Algebra	25	2.5
GB132C	Professional Office Communications	25	2.5	PH101A	Ethics in Technology and Society	25	2.5
GB300	Security Practices	25	2.5		Total Core Classes:	1550	114.0
HM105	Introduction to the California Wine Country	25	2.5				

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## Program Outline: Requirements for Graduation

### Administrative Specialist Concentration

Class No.	Class Title	Hours	Qtr. Units
	All Core Classes	1550	114.0
CM310A	Advanced Office: Word and Excel	25	1.0
CM310B	Advanced Office: Access and PowerPoint	25	1.0
CM310C	Post-Advanced Office: Word and Excel	25	1.0
CM310D	Post-Advanced Office: Access and PowerPoint	25	1.0
CM320A	Word Certification Preparation	25	1.0
CM320B	Excel Certification Preparation	25	1.0
CM320C	Access Certification Preparation	25	1.0
CM320D	PowerPoint Certification Preparation	<u>25</u>	<u>1.0</u>
	Program Total:	1750	122.0
	Total Weeks/Quarters		
	Daytime:	70/7	
	Evening:	105/7	

**Keyboarding Speed Requirement:** 50 NWPM

### Guest Services Concentration

Class No.	Class Title	Hours	Qtr. Units
	All Core Classes	1550	114.0
HM140	Tourism in the Hospitality Industry	25	2.5
HM155	Hospitality Case Study	25	2.5
HM200	Spa: A Comprehensive Introduction	25	2.5
HM205	Leadership and Management in the Hospitality Industry	25	2.5
TR138A	Guest Services I	25	2.5
TR138B	Guest Services II	25	1.0
TR146A	Sales for the Wine and Tourism Industries I	25	2.5
TR146B	Sales for the Wine and Tourism Industries II	<u>25</u>	<u>1.0</u>
	Program Total:	1750	131.0
	Total Weeks/Quarters		
	Daytime:	70/7	

**Keyboarding Speed Requirement:** 50 NWPM