



Hotel, Restaurant, and Tourism Management

Program Handbook

Revised July 2026



Dear HTRM Student,

Welcome to West Georgia Technical College's Hotel, Restaurant, and Tourism Management program. We are thrilled you chose us to help you get from where you are to where you want to be.

As you embark on this new chapter, know that you are entering an exciting and dynamic field that offers limitless opportunities for growth and success. Whether you're interested in hotel management, event planning, restaurant ownership, tourism development, or recreation services, the skills and experiences you will gain through our program will serve as the foundation for a rewarding career in one of the world's most vibrant industries.

Our faculty, staff, and administration are here to support you every step of the way. We are committed to providing you with the tools, resources, and guidance you need to succeed both in the classroom and in the professional world. Throughout your time in the HRTM program, you will have the opportunity to engage in hands-on learning experiences, network with industry professionals, and build relationships that will last long after graduation.

I encourage you to take full advantage of everything WGTC has to offer. Get involved, ask questions, and challenge yourself to push beyond your comfort zone. My number one job is to guide your growth and success, and that starts with your mindset. Be intentional about challenging yourself and reaching out for help, and I promise to be intentional about helping you in every way I can during your time here.

I welcome you again to WGTC and wish you the very best in your journey of growth and success ahead! I look forward to serving you.

A handwritten signature in black ink that reads 'Amber Retsky'. The signature is fluid and cursive, with the first letter 'A' being particularly large and stylized.

Amber Retsky

Hotel, Restaurant, and Tourism Management Program Director

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Introduction

The hospitality industry offers a vast array of opportunities for growth and innovation. With ever-changing technology and shifting consumer preferences, the industry is constantly evolving, presenting new avenues for businesses to explore. The hospitality sector caters to diverse needs and desires of travelers worldwide, from boutique hotels to luxury resorts and from food trucks to Michelin Star restaurants. Whether aspiring to become a renowned travel agent, a skilled hotelier, a savvy theme park marketer, or an experienced event coordinator, the hospitality industry promises rewarding career paths with opportunities for professional development and personal fulfillment.

West Georgia Technical College Mission, Vision, and Core Values

Our Mission: West Georgia Technical College, a unit of the Technical College System of Georgia, serves the communities of Carroll, Coweta, Douglas, Haralson, Heard, Meriwether, and Troup counties, supporting student success, economic development and the community, by providing a skilled workforce, through the delivery of relevant education and training, via high school equivalency, college credit associate degrees, diplomas, and technical certificates of credit, as well as corporate and continuing education opportunities.

Our Vision: West Georgia Technical College will be a model of innovation and excellence in technical education, recognized as an outstanding economic and community partner, and nimble provider of pathways to rewarding careers.

Our Core Values:

- Integrity
- Professionalism
- Student Success
- Academic Excellence

Hotel, Restaurant, and Tourism Management Mission and Vision

Our Mission: West Georgia Technical College's Hotel, Restaurant, Tourism Program serves students, organizations, and the communities of the West Georgia region by focusing curricula on leadership, integrity, professionalism, success, and workforce transfer, as well as providing individualized mentorship to all students, while maintaining a safe and inclusive environment for all.

Our Vision: West Georgia Technical College's Hotel, Restaurant, Tourism Program will improve the economy of the West Georgia region and the well-being of its community members, as well as grow students into well-rounded hospitality leaders.

Academic and Program Advising

Students are typically assigned an academic advisor through WGTC's Academic and Student Support Services in their first year of the program. All academic advisors may be reached via email, telephone, or scheduled office visits. In some cases, students may be directly assigned a faculty advisor.

Faculty advisors are available to advise on all program-specific courses and completion checklists. Students may still meet with their faculty advisor if assigned an academic advisor. Once a faculty advisor is assigned, the student must meet with them at least once per semester prior to registering for the subsequent term. It is the student's responsibility to arrange appointments for both academic and faculty advising.

Attendance

This program offers face-to-face classes only. Interpersonal and group communication skills are integral to hospitality management and thus built into each course's curriculum. Students are expected to attend all classes and arrive on time in proper attire, and failure to do so may impact the student's grade or successful completion of the program. It is the student's obligation to initiate arrangements for makeup work as indicated in each course's syllabus.

Excused Absences: Absences may be considered excused if they are due to medical emergencies, family emergencies, or other unavoidable circumstances. Documentation (e.g., a doctor's note or a death certificate) must be provided to the instructor to verify the reason for the absence.

Unexcused Absences: Any absence not deemed excused will be considered unexcused.

Unexcused absences will have the following consequences:

- First Unexcused Absence: Verbal or emailed warning from the instructor.
- Second Unexcused Absence: Written warning and a potential reduction in grade.
- Third Unexcused Absence: Student may be dropped from the course with a grade of "F" or may face academic penalties at the discretion of the instructor.

Extended Absences: Students who expect to miss multiple classes (such as due to extended illness, family emergency, or other significant life events) must contact their instructor immediately. In such cases, students should also consult with the program director to discuss options, which may include withdrawing from the course or adjusting the course schedule.

Classroom Protocol

1. Professionalism

Respectful Behavior: All students are expected to exhibit respectful behavior towards their peers, instructors, and guests. This includes maintaining a positive attitude, engaging in constructive conversations, and respecting differing opinions.

Professional Appearance: Students should come to class well-groomed and maintaining proper hygiene and appearance. Please see the Dress Code section for further information.

2. Punctuality

Timeliness: Students should arrive on time for all class sessions. Arriving late disrupts the learning environment and may negatively affect the student's grade. If a student is late, they should email the instructor prior to arrival, enter quietly, and take their seat without disturbing the class.

Leaving Early: If a student needs to leave class early, they must notify the instructor before the session begins. Leaving early without prior notice may negatively affect the student's grade.

3. Active Participation

Engagement: Students are expected to actively participate in all class activities, discussions, and group work. Being engaged and contributing to the learning process is crucial for success in this program.

Respect Speakers: When the instructor, your peer, or a guest is speaking, students should put away their technology and any other possible distractions and use active listening skills to show respect toward the speaker.

4. Technology Use

Electronic Devices: Cell phones, tablets, and laptops should be used inside the classroom unless otherwise stated by the instructor. All devices should be set to silent mode to avoid distractions. If a student has an emergency phone call, they should quietly step outside the classroom to take it.

Recording Class Sessions: Students are not permitted to record any class sessions without the instructor's prior consent.

5. Academic Integrity

Honesty in Work: All students are expected to complete their assignments, exams, and project tasks with integrity. Cheating, plagiarism, or any form of academic dishonesty will not be tolerated and may result in disciplinary action, including failure of the assignment or course or dismissal from the program.

Artificial Intelligence (AI): Unless otherwise stated, students may use AI for assistance in assignments and projects. However, students should keep in mind that AI will not give them completed work to submit, and an attempt to submit it can result in a 0 for the assignment grade. Students using AI will need to compile the information they learned and edit it using their own discernment.

6. Communication

Instructor Communication: Students should communicate with their instructors in a professional and respectful manner, whether in person, by email, or through any other channel. Emails should be clear, concise, and include appropriate greetings, closings, and subject lines. All students are expected to send emails from their student account and check their inbox regularly.

Response Time: Students should expect a response to emails within 48 hours, Monday through Friday. Emails sent on weekends may not receive a response until the next business day.

7. Attendance and Absence

Attendance Expectations: Regular attendance is crucial for success in this program. Please refer to the program's attendance policy for specific guidelines on absences, make-up work, and participation.

Absence Notification: If you need to miss a class, notify the instructor ahead of time if possible. It is the student's responsibility to catch up on missed content and complete any assignments.

8. Health and Safety

Respect for Health Guidelines: Students are expected to adhere to any health or safety protocols as outlined by WGTC. In the case of a contagious illness, students should refrain from coming to class or WGTC's campuses.

Emergency Procedures: In the event of an emergency, students should follow the instructor's directions and the college's emergency protocols. Emergency exits and procedures will be reviewed at the beginning of each course.

9. Food and Drink

Food and Drink Policy: Students may bring food or drink to class as long as it does not cause disruption or create a mess. Be mindful of others and clean up any spills or trash. In some situations (e.g., field trips or formal presentations), food and drink may not be allowed.

10. Respect for Class Materials and Facilities

Classroom Equipment: Students should treat all classroom materials, technology, and equipment with care and respect. Students are encouraged to use materials made available in the classroom. Any damage to facilities or equipment should be reported immediately.

Classroom Cleanliness: Students are expected to leave the classroom in the same condition in which they found it. This includes cleaning up any trash, organizing chairs or desks, and ensuring the space is ready for the next group.

Failure to comply with any of the above protocols will result in the following:

First Offense: Verbal or emailed warning from the instructor.

Second Offense: Written warning and a potential reduction in grade.

Third Offense: Student may be dropped from the course with a grade of "F" or may face academic penalties at the discretion of the instructor.

All HRTM policies are in addition to the WGTC Student Code of Conduct. Please see page 83 of the West Georgia Technical College Student Catalog and Handbook.

Dress Code

As part of preparing for a career in hospitality, students should dress appropriately for class. While casual attire is acceptable, students should avoid clothing that is overly casual or inappropriate for a professional setting. In certain circumstances, students may be required to dress in business casual or business professional attire. Each student must have at least one well-fitted business casual outfit and at least one well-fitted business professional outfit.

Please use the figure below as a guideline:

What to Wear	What NOT to Wear
Business Casual Polo Shirts Khaki Pants Button-Down Shirts Loafers Cardigans Knee-Length Skirts Blouses Dress Pants	Pajamas Flip Flops Sweatpants Mini Skirts Sweatshirts Athletic Shorts Hoodies Party Dresses Crop Tops Low-Cut Tops See-Through Clothing Inappropriate Graphic Tees
Business Professional Button-Down Shirts Dress Shoes Blazers Knee-Length Skirts Dress Pants Closed-Toe Pumps Attire should consist of neutral colors.	

In addition to appropriate dress, students are expected to maintain personal hygiene standards, avoid excessive use of perfume/cologne, trim and maintain facial hair, and keep tattoos and piercings from distracting from a professional appearance.

Curriculum Guide and Course Progression

Hotel Restaurant Tourism Management AAS Degree Area I (ENGL 1101) Area II Area III (MATH 1111) Area IV Additional 3 hours of Area I-IV CISM 2201 CUUL 1000 CUUL 1110 HRTM 1100 HRTM 1105 HRTM 1110 HRTM 1130 HRTM 1140	Hotel Restaurant Tourism Management Diploma EMPL 1000 ENGL 1010 MATH 1012 CISM 2201 HRTM 1100 HRTM 1105 HRTM 1110 HRTM 1130 HRTM 1140 HRTM 1150 HRTM 1160 HRTM 1201 HRTM 1210
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HRTM 1150 HRTM 1160 HRTM 1170 HRTM 1201 HRTM 1210 HRTM 1220 HRTM 1230 (Internship)	HRTM 1230 (Internship)
Event Coordinator Certificate HRTM 1150 HRTM 1201 HRTM 1210	Food and Beverage Director Certificate CUUL 1000 CUUL 1110 HRTM 1100 HRTM 1160 HRTM 1220
Hospitality Industry Human Resources Assistant Certificate CISM 2201 HRTM 1130 HRTM 1210 HRTM 1220	Hotel Management Specialist Certificate HRTM 1140 HRTM 1150 HRTM 1201 HRTM 1210 HRTM 1220
Restaurant Manager Certificate CUUL 1110 HRTM 1130 HRTM 1160 HRTM 1210 HRTM 1220	

Spring Start Degree Checklist:

Set the Track, Start the Track, Stay on Track					
Meet with an Advising Coach to Stay on Track. S = Semester; CR = Credit Hours; FA = Fall; SP = Spring; SU = Summer					
✓	Grade	Semester 1	S	CR	Notes & Milestones
		ENGL 1101 Composition and Rhetoric (Area I)	ALL	3	Program Admission
		HRTM 1100 Introduction to Hotel, Restaurant and Tourism	FA SP	3	
		CUUL 1000 Fundamental of Culinary Arts	SP	3	
		CUUL 1110 Culinary Safety and Sanitation	SP	3	
		HRTM 1150 Event Planning	SP	3	
				15	Program Semester Hours
✓	Grade	Semester 2	S	CR	Notes & Milestones
		CISM 2201 Foundations of Computer Applications	ALL	3	
		Area II	ALL	3	List of Area II
		HRTM 1160 Food and Beverage Management	SU	3	
		HRTM 1201 Hospitality Marketing	SU	3	
		HRTM 1210 Hospitality Law	SU	3	
				15	Program Semester Hours

✓	Grade	Semester 3	S	CR	Notes and Milestones
		MATH 1111 College Algebra (Area III)	ALL	3	
		HRTM 1110 Travel Industry and Travel Geography - Americas	FA	3	
		HRTM 1130 Business Etiquette and Communication	FA	3	
		HRTM 1140 Hotel Operations Management	FA	3	
		HRTM 1170 Hospitality Industry Accounting and Financial Analysis	FA	3	
				15	Program Semester Hours
✓	Grade	Semester 4	S	CR	Notes and Milestones
		Area IV Choose One: ARTS 1101 Art Appreciation or MUSC 1101 Music Appreciation or THEA 1101 Theater Appreciation or HUMN 1101 Introduction to Humanities or RELG 1101 World Religions or ENGL 2110 World Literature or ENGL 2130 American Literature or ENGL 2310 English Literature	ALL	3 3 3 3 3 3 3 3	Program Admission Program Admission Program Admission ENGL 1101 with a grade of C or better ENGL 1101 with a grade of C or better ENGL 1101 with a grade of C or better ENGL 1101 with a grade of C or better ENGL 1101 with a grade of C or better
		Additional 3 hours from Area I, II, III or IV	ALL	3	List of Area I, II, III and IV courses
		HRTM 1105 Tourism in Georgia	SP	3	
		HRTM 1220 Supervision and Leadership in the Hospitality Industry	SP	3	
		HRTM 1230 Internship	SP	3	
				15	Program Semester Hours
Always check online at https://www.westgatech.edu/ and meet with your Advising or Faculty Coach to ensure you are viewing the latest and most accurate information.					

Fall Start Degree Checklist:

Set the Track, Start the Track, Stay on Track					
Meet with an Advising Coach to Stay on Track. S = Semester; CR = Credit Hours; FA = Fall; SP = Spring; SU = Summer					
✓	Grade	Semester 1	S	CR	Notes & Milestones
		ENGL 1101 Composition and Rhetoric (Area I)	ALL	3	Program Admission
		CUUL 1000 Fundamental of Culinary Arts	FA	3	
		CUUL 1110 Culinary Safety and Sanitation	FA	3	
		HRTM 1100 Introduction to Hotel, Restaurant and Tourism	FA SP	3	
				12	Program Semester Hours
✓	Grade	Semester 2	S	CR	Notes & Milestones
		CISM 2201 Foundations of Computer Applications	ALL	3	
		Area II	ALL	3	List of Area II
		HRTM 1105 Tourism in Georgia	SP	3	
		HRTM 1150 Event Planning	SP	3	
				12	Program Semester Hours
✓	Grade	Semester 3	S	CR	Notes & Milestones
		MATH 1111 College Algebra (Area III)	ALL	3	
		HRTM 1160 Food and Beverage Management	SU	3	
		HRTM 1201 Hospitality Marketing	SU	3	
		HRTM 1210 Hospitality Law	SU	3	
				12	Program Semester Hours

✓	Grade	Semester 4	S	CR	Notes and Milestones
		HRTM 1110 Travel Industry and Travel Geography - Americas	FA	3	
		HRTM 1130 Business Etiquette and Communication	FA	3	
		HRTM 1140 Hotel Operations Management	FA	3	
		HRTM 1170 Hospitality Industry Accounting and Financial Analysis	FA	3	
				12	Program Semester Hours
✓	Grade	Semester 5	S	CR	Notes and Milestones
		Area IV Choose One: ARTS 1101 Art Appreciation or MUSC 1101 Music Appreciation or THEA 1101 Theater Appreciation or HUMN 1101 Introduction to Humanities or RELG 1101 World Religions or ENGL 2110 World Literature or ENGL 2130 American Literature or ENGL 2310 English Literature	ALL	3 3 3 3 3 3 3 3	Program Admission Program Admission Program Admission ENGL 1101 with a grade of C or better ENGL 1101 with a grade of C or better ENGL 1101 with a grade of C or better ENGL 1101 with a grade of C or better ENGL 1101 with a grade of C or better
		Additional 3 hours from Area I, II, III or IV	ALL	3	List of Area I, II, III and IV courses
		HRTM 1220 Supervision and Leadership in the Hospitality Industry	SP	3	
		HRTM 1230 Internship	SP	3	
				12	Program Semester Hours
Always check online at https://www.westgatech.edu/ and meet with your Advising or Faculty Coach to ensure you are viewing the latest and most accurate information.					

Students in the diploma program or any certificate program should contact their academic or faculty advisor for a personalized checklist.

Course Descriptions

HRTM 1100

Provides the student with an overview of occupations in the hospitality industry. Emphasizes the various segments of each occupation and the interrelated responsibilities for customer service which exist across the hospitality industry. Topics include: development of the hospitality industry, food and beverage services, hotel services, meeting and convention services, management's role in the hospitality industry, and hospitality industry trends.

HRTM 1105

This course focuses on the ways tourism impacts the state of Georgia. Topics include regional, historical, cultural, and culinary tourism; how welcome centers and convention and visitors bureaus market the state; career opportunities within the tourism industry; and the variety of reasons tourists come to Georgia.

HRTM 1110

Introduces students to the importance of the travel agent in the hospitality industry and provides an understanding of international, national, state, major cities and their points of interest to the travel customer. Emphasis is placed on career options, industry trends, travel documents, identifying why people travel and how geography is linked to their needs. Topics include:

terminology, agency operations, travel reference guides, airline industry, other transportation modes, hotels and resorts, individual travel needs, travel and tourism careers, miscellaneous services, geographical and physical aspects of the Americas, and travel regulations and documents needed to travel internationally.

HRTM 1130

This course focuses on professionalism in a variety of business settings. Topics include professional image and conduct at work, telephone etiquette, table manners, oral and written communication skills, and diversity in the hospitality industry.

HRTM 1140

This course focuses on the organization and management of lodging operations. It covers day-to-day operations of each department in a hotel and helps students to understand what seasoned managers do. Emphasis is placed on the rooms division. Topics include corporate structures, departmental responsibilities, hotel services and staff, decision making, and industry trends.

HRTM 1150

This course introduces students to event planning requirements. Topics include fundamentals of event planning; selecting event dates and venues; developing agendas, timelines, budgets, and contracts; marketing events, and facilitating events.

HRTM 1160

Provides students with a study of food and beverage operations and management. Emphasis is placed on the successful operation of a food and beverage establishment. Topics include restaurants, owners, locations, and concepts; business plans, financing, and legal and tax matters; menus, kitchens, and purchasing; restaurant operations and management.

HRTM 1170

This course provides students with the fundamental knowledge to interpret and analyze the key reports and financial statements used daily in the hospitality industry. Focusing on Profit and Loss statements, students learn to use numbers to assess the performance of individual departments and the overall operation. These numbers are the basis for managerial decisions that increase revenues and control costs.

HRTM 1201

Introduces students to marketing techniques associated with hotel/restaurant/tourism fields with emphasis on identifying and satisfying the needs of customers. Topics include: marketing introduction, research and analysis, marketing strategies, marketing plans, social media marketing, branding, positioning, sales and advertising. Because of the constant change in marketing strategies in the hospitality industry, this course will also focus on new marketing techniques that are being used in the hospitality industry.

HRTM 1210

Introduces the student to local, state, federal, and international laws which govern the hospitality industry. Emphasis is placed on creating a workplace where compliance with the law, adherence

to ethical standards, and stressing security and loss prevention are the basis for every decision. Topics include civil law, the structure of hospitality enterprises, government agencies that impact the hospitality industry, preventative legal management, contracts, employee selection and management, duties and obligations to employees and guests, and crisis management.

HRTM 1220

This course focuses on the principles of good supervision and leadership as they apply to day-to-day hospitality operations. Topics include recruiting, selection, orientation, compensation and benefits, motivation, teamwork, coaching, employee training and development, performance standards, discipline, employee assistance programs, health and safety, conflict management, communicating and delegating, and decision making and control.

HRTM 1230 (Internship)

This course introduces students to the application and reinforcement of hotel/restaurant/tourism operational principles in an actual job placement or practicum experience. Students become acquainted with occupational responsibilities through realistic work situations and are provided with insights into management applications on the job. Topics include problem solving, adaptability to the job setting, use of proper interpersonal skills, application of hotel/restaurant/tourism management techniques, and professional development. The occupation-based instruction includes written individualized training plans and written performance evaluations.

Professional Development Requirements

Some occupational courses require a Professional Development Log to be completed. Please refer to the course syllabus for specific professional development requirements, including the minimum number of hours. At least 20% of these hours should be completed in a one-on-one or individual setting, such as mentorship, coaching, or completing a workbook alone. At least another 20% of these hours should be completed in a group setting, such as a workshop, conference, or a face-to-face certification course.

Professional development activities include, but are not limited to, seminars, TED talks, professional development books and workbooks, online courses, certification programs, trainings at work (cannot be specific to your organization), industry trade shows, mentorship, career coaching, community service, job shadowing, networking events, and research projects.

Students will select their own professional development opportunities but will need to receive approval from their instructor. Instructors may choose to send students a list of possible opportunities; in this case, WGTC and the HRTM program are not responsible for any accidents or injuries that occur at the professional development site, and the organization hosting the professional development opportunity is not affiliated with, or a representative of, WGTC or the HRTM program.

Mentorship

All students have the opportunity to apply for mentorship at the beginning of the Fall and Spring semesters. Mentorship is not guaranteed; pairing is contingent upon mentor availability and the student's standing in the program. In order to be eligible for pairing with an industry partner, the student must regularly attend class sessions, have 0 unexcused tardies, and consistently demonstrate WGTC's 10 Work Ethic Characteristics: attendance, character, teamwork, appearance, attitude, productivity, organizational skills, communication, cooperation, and respect. After completing the application, students will receive an email letting them know whether or not they have been paired with a mentor.

Field Trips

Field trips are a crucial part of the hands-on learning process. All field trips are subject to classroom protocol and business casual dress. Some field trips may require professional dress – this will be communicated via Blackboard and email. All students must sign the Field Trip Waiver before each field trip.

In-class field trips are mandatory and will be scheduled during normal class time. These field trips are located within a 30-minute drive of the main LaGrange campus. WGTC is not responsible for field trip transportation. Attendance, punctuality, and participation are expected, as well as all other classroom protocol, and failure to adhere to this will negatively impact the student's grade.

Optional field trips are not attached to a course or grade. They are open to all HRTM students on a first-come, first-served basis. Some of these field trips may require payment, and some will include transportation. Details regarding these field trips will be emailed to students. Classroom protocol must still be followed, and failure to adhere to this may result in dismissal from the program.

Internships and Employment

Internships are required for the diploma and degree programs. During Fall and Spring semesters, students must work at least 10 hours per week. During the Summer semester, students must work at least 20 hours per week. It is highly recommended to complete the internship as a corequisite with HRTM 1220 during the student's final Spring semester prior to graduation.

It is the student's responsibility to find an internship opportunity, get approval from the program director and employer, complete all required paperwork, and enroll in HRTM 1230 Internship **prior** to the first day of the semester.

At the beginning of each semester, students may email their current resume and cover letter to the HRTM program director. These will be sent to the current list of industry partners and advisory committee members for the Hotel, Restaurant, and Tourism Management and Culinary Arts programs. Beyond this, program director(s) and instructor(s) may assist with specific items at the student's request and their own discretion, such as proofreading a resume, helping with preparation for a job interview, or introducing a student to an employer.

All questions or concerns regarding internships and employment should be directed to the HRTM Program Director.

Library and Learning Services

West Georgia Technical College is committed to enhancing academic performance for all students. These resources are available at all campus locations and include learning resource labs, tutoring, academic workshops, online tutorials and academic counseling.

STUDENT SUCCESS SERVICES

Email: wgtcsuccess@westgatech.edu

Phone: 706-756-4678

Services offered to help you be successful: Tutoring Services— we offer face-to-face tutoring on every campus for some subjects.

- Math and Writing Tutoring
- Accounting Tutoring
- Biology Tutoring • Computer Tutoring
- Free Online Tutoring – 24/7 All Subjects through Upswing. Click [here](#) and follow the directions to log in to your account.

Academic Appeals

Any student who wishes to contest a final course grade must follow the formal grade appeal process set forth here. All communication related to the grade appeal, in all steps, will be provided to the student through their student email address.

Step 1: The student must first initiate the formal grade appeal process with the instructor of record. The grade appeal must be received, in writing, no later than 10 instructional days after the start of the semester after the grade was earned. An instructor will have 7 instructional days to research and respond to the grade appeal request, in writing. If the instructor is no longer employed with the college, the student may appeal to the program director/chair or move to step 2 in the process.

Step 2: If the grade appeal is denied, the student may then appeal to the Academic Dean of the school in which the course was taught. The written appeal must state the course in which the grade was received, corresponding semester, the instructor of the class, grade received, reason for the appeal with supporting documentation, and student contact information. This request must be filed with the Academic Dean no later than 5 days after the denial was issued by the instructor of record. The Academic Dean will respond to the student within 10 instructional days of receiving the written request.

Step 3: If the student is not satisfied with the Dean's decision, the student may appeal in writing to the Vice President of Academic Affairs within 5 instructional days of receiving the Dean's decision. The Vice President of Academic Affairs (VPAA) will respond to the student's request within 10 instructional days. The decision of the Vice President for Academic Affairs shall be final.

Please Note: Students in programs or courses with prerequisite requirements must continue the next course(s) in the sequence during the appeal process to avoid losing academic progress. If a failing grade is not overturned, however, they are responsible for all tuition and fees incurred (subject to financial aid policies related to withdrawal). Failure to file an appeal by the stated deadlines above may result in forfeiture of the grade appeal.

Disciplinary Action Process

To be consistent with the type of disciplinary action that a student might encounter once employed, the HRTM program's disciplinary action process is based on a progressive disciplinary model ranging from an Oral Reprimand up to Termination from the Program. This process is intended to address issues of misconduct, including but not limited to insubordination, disrespect of a person(s) or property, and belligerence.

The process is as follows:

1. An Oral Reprimand is a minor infraction of the code of conduct and a written record will be placed in the student's program file. This record will stay on file for the remainder of the program in the event further action is necessary.
2. A Written Warning may be issued if a problem persists (or more problems emerge). The instructor will provide the student with a written warning detailing the objectionable behavior along with the reasonable Corrective Action Plan that outlines the consequences for noncompliance. A copy of the warning will be placed in the student's program file. The student will receive a copy of the written reprimand.
3. A Final Written Warning will be issued if performance does not improve. A copy of the Final Written Warning and previous warnings will be forwarded to the Dean of Academic Affairs. A copy will also be maintained in the student's program file. The student may be restricted from attending class, lab, field, or clinical activities until a Corrective Action Plan can be determined by the Program Director and/or the Dean of Academic Affairs. The student will be informed of the decision within three working days. This action may include termination from the program.
4. Termination Level Offense may be issued in cases where the student has repeatedly shown contempt by violating the code of conduct of the program, dishonoring the reputation of the college, and/or shown disregard of the rules and regulations of a clinical or field affiliate. Termination may be the result of a progressive problem(s) and/or the result of a Termination Level Offense.

Termination Level Offenses include but are not limited to the following:

Sexual Misconduct

Assault/Battery

Theft

Destruction of Property/Vandalism

Cheating (Including Plagiarism)

HRTM Professional Associations

American Hotel and Lodging Association

International Hotel and Restaurant Association

Southeast Tourism Society

National Restaurant Association

American Culinary Federation

American Society of Travel Advisors

U.S. Travel Association

Cruise Lines International Association

National Association for Catering and Events

Hospitality Lawyer

International Association of Venue Managers

International Association of Exhibitions and Events

Wedding Industry Professionals Association

Meeting Planners International

Professional Convention Management Association

Hospitality Financial and Technology Professionals

International Luxury Hotel Association

Sustainable Hospitality Alliance

Destinations International

Association for Flight Attendants – Communications Workers of America (AFA-CWA)

Society of Outdoor Recreation Professionals

Attestation

I, _____ (print full name), have received, read, and understand the policies and procedures of the West Georgia Technical College Hotel, Restaurant, and Tourism Management Program as outlined in the Program Handbook. I also understand that I am responsible for complying with these policies and that a lack of adherence to these policies and procedures may result in disciplinary action by WGTC. I have been given the opportunity to ask questions and seek clarification.

Student's Signature

Date

NOTE: All policies and procedures as stated in this handbook are subject to change at any time at the discretion of the College with due notice to the student. Return signed form to Program Director which will then be placed in your student file.