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The International
School of Hospitality

Brochure 2012

TISOH

D R E A M S
P A S S I O N S
C A R E E R S





THE INTERNATIONAL SCHOOL OF HOSPITALITY®

2012 TISOH BROCHURE

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OUR MISSION

The International School of Hospitality (TISOH) is a unique school developed to provide practical short-term continuing education and career training programs which enable participants to apply their learning toward personal fulfillment, professional advancement and career development in the hospitality industry. Experience classroom or online courses taught by credentialed professionals, featuring project-based learning with guest speaker panels, site-visits, industry networking opportunities & externships.

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Going to TISOH was one of the most important decisions I ever made. It without a doubt changed the course of my life and allowed me to take firm steps in my career. I leave with much more than I expected, with many ideas, the eagerness to move forward, but above all, with the passion that people within TISOH taught me.

Thank You.



LET YOUR JOURNEY BEGIN

“Choose a job you love and you will never work a day in your life”

Welcome to TISOH and the exciting world of hospitality! Whether you are seeking to enhance your skills or to learn new ones, our school offers the finest continuing education courses that combine industry-centric curriculums with engaging, hands on instruction.

TISOH certificate courses and diploma programs include *event planning, wedding planning, catering, concierge, hotel management, HR, & more.* Let your journey begin with TISOH!

Why TISOH

Industry Recognition

The school is a full academic partner of the American Hotel Lodging Educational Institute. TISOH is well supported by many prestigious industry standards setting associations. These affiliations help enable recognition of the educational credentials you earn from us. No matter where life takes you, the best industry practices you learn will be transferrable everywhere you go.

Top Industry Faculty

Our distinguished industry professional faculty are also certified hospitality educators. Their passion to teach and mentor students stems from their joy in giving back to the profession they love. Besides bringing vast experience, they teach intangibles that only practicing pros are privy to. Whether you are interested in pursuing a traditional career

or starting your own business, you will gain invaluable knowledge.

Online or Classroom

Students choose from two learning formats. Online courses can start anytime while classroom courses have set start dates. Online students can set their own learning pace and enjoy engaging audio-visual lectures complete with narration and a personal instructor. Classroom students from all over the world can experience Las Vegas first hand, the hospitality capital of the world. Take full advantage of a feature packed curriculum that includes site visits, industry speakers and enriching class activities. If the course calls for an externship, both online and classroom students will experience the practicum.

Short-term Learning, Long-term Results

Whether you take TISOH courses as individual certificates or as part of a diploma program, the coursework can be completed in just 5 to 12 weeks, in class or entirely online.

Practical, Hands-On Learning

When we say "hands-on" learning, we really mean it. Immerse yourself in real-world case studies, portfolio projects, site visits, guest speaker panels with inspirational industry leaders, valuable guided networking opportunities, and an externship that brings the TISOH experience full circle. Thanks to our advanced e-learning platform, online students experience these activities in a recorded audio visual format where possible.

Professional Career Development

Instructors with years of HR experience provide one-on-one interview coaching, resume writing assistance and advice to all students. Allow your professional confidence to grow as you gain mastery over course material and we will add the

necessary polish to make you shine above the competition.

Certificate or Diploma: Your Choice

TISOH presently offers nine (9) hospitality courses. Students can take any of these nine courses individually as certificates, or in specific groupings of four courses as diplomas or executive diplomas.

Certificate = 1 course

Diploma / Exec Diploma = 4 courses

To determine which program is right for you (certificate or diploma), refer to the program matrix in the following pages.

Make Connections for the Future

We have all heard the phrase, "it's who you know", so perhaps the most unique takeaways from a TISOH course are the invaluable connections students make with the industry. Right from the start, students are invited to attend industry association events where school instructors and administrators "work the room" with them, making sure that proper introductions are made. Networking continues through every phase of the course, from meeting speaker panelists to building lasting relationships with the faculty. For online students, networking is centered on the strong mentorship relationship with their personal one-on-one instructor.

Lifelong Learning

When our students graduate, they become the newest members of a caring, extended TISOH family. Participate actively in alumni association mixers and personalize your online profile on TISOH's alumni networking website, which maintains an exclusive database of school alums, faculty, affiliates, and industry supporters. Remember, TISOH is about making relationships and friendships that last a career and a lifetime.

Learn more at www.tisoh.com



Industry Partners

The key to TISOH's success as an **award winning** hospitality school is our strong ties with the industry and the associations that represent each sector.

The School is an Academic Partner of the **American Hotel Lodging Educational Institute (AHLEI)** and is proudly supported by the following associations:



NATIONAL ASSOCIATION OF
CATERING EXECUTIVES





In 2010, TISOH was honored with
“Supporting Organization of the Year”
Awarded by the Las Vegas Chapter of NACE
(National Association of Catering Executives)

In 2011, TISOH was honored with
**“Shaping the Future Generation of
Wedding Professionals”**
at the Las Vegas Wedding Awards



TISOH PROGRAMS - AT A GLANCE

EXECUTIVE DIPLOMA / DIPLOMA

EXECUTIVE DIPLOMA IN HOSPITALITY OPERATIONS

Developed to produce highly skilled and well-rounded professionals who demonstrate advanced competency in hospitality operations, the Executive Diploma is offered in four emphases of study, all of which include courses in leadership and human resource management training.

CONFERENCE EMPHASIS

Required Courses: **CMEP / MEC** OR **AFB / HLS / HHR**

3 to 6 months / 315 hr class / 30 hr externship

Tuition: **\$6,970** (or \$314 per month)

EVENT EMPHASIS

Required Courses: **CMEP** OR **WCD / EDP*** / **HLS / HHR**

6 months / 315 hr class / 30 hr externship

Tuition: **\$6,970** (or \$314 per month)

*EDP prerequisite requires CMEP or WCD or 2 yrs documented work experience

HOTEL EMPHASIS

Required Courses: **HOC / AOC / HLS / HHR**

3 to 6 months / 315 hr class / 30 hr externship

Tuition: **\$6,970** (or \$314 per month)

WEDDING EMPHASIS

Required Courses: **WCD / MEC** OR **AFB / HLS / HHR**

3 to 6 months / 315 hr class / 30 hr externship

Tuition: **\$6,970** (or \$314 per month)

DIPLOMA IN HOTEL OPERATIONS

The Diploma is awarded to those who demonstrate a comprehensive competency in hotel operations. Students will receive training in meeting, event and wedding management, guest relations, front desk and housekeeping operations.

Required Courses: **CMEP / WCD / AOC / HOC**

3 to 6 months / 315 hr class / 105 hr externship

Tuition: **\$9,450** (or \$419 per month)

CERTIFICATE COURSES

CONFERENCE MGMT & EVENT PLANNING (CMEP)

Learn meeting & event coordination and management skills. Gain a firm understanding of how the industry operates and knowledge in the designing, planning, coordinating & executing of conferences, conventions, special events & trade shows.

(1) **Evening class:** 12 wks / 90 hr class / 30 hr externship

(2) **FASTtrack class:** 5 wks / 90 hr class / 30 hr externship

(3) **Online:** up to 6 months of 24/7 access

Tuition: **\$2,950** (or \$171 per month)

WEDDING COORDINATION & DESIGN (WCD)

Learn wedding planning, design and management skills. Gain a firm understanding of how the industry operates and knowledge in the designing, planning, coordinating and executing of all types of weddings.

(1) **Evening class:** 12 wks / 90 hr class / 30 hr externship

(2) **FASTtrack class:** 5 wks / 90 hr class / 30 hr externship

(3) **Online:** up to 6 months of 24/7 access

Tuition: **\$2,950** (or \$171 per month)

ART OF CONCIERGE (AOC)

Learn world-class Concierge guest-relations skills and gain an in-depth understanding of the Concierge services position and its role in the industry. Earn a recognized credential that reflects your ability for providing the highest level of guest service.

(1) **Evening class:** 10 wks / 45 hr class / 15 hr externship

(2) **Online:** up to 6 months of 24/7 access

Tuition: **\$1,650** (or \$128 per month)

HOTEL OPERATIONS (HOC)

Gain a comprehensive functional overview of hotel operations with emphasis on front desk & housekeeping departments. Learn essential supervisory and communication skills required for success.

(1) **FASTtrack class:** 5 wks / 90 hr class / 30 hr externship

(2) **Online:** up to 6 months of 24/7 access

Tuition: **\$2,950** (or \$171 per month)





THE INTERNATIONAL SCHOOL
OF HOSPITALITY®

MEETING & EVENT CATERING (MEC)

Learn food & beverage management techniques and tactics designed specifically to help meeting and event professionals deliver maximum value within their clients' on-premise or off-premise catering budgets.

(1) Weekend seminar class: 7 days / 45 hr class

(2) Online: up to 6 months of 24/7 access

Tuition: \$1,650 (or \$128 per month)

EVENT DESIGN & PRODUCTION (EDP)

Learn advanced industry practices and concepts in the design and production of leading-edge special events. Developed specifically for event professionals seeking career advancement, the curriculum closely mirrors the CSEP exam content. Prerequisite required.

(1) Weekend seminar class: 7 days / 45 hr class

(2) Online: up to 6 months of 24/7 access

Tuition: \$1,650 (or \$128 per month)

HOSPITALITY HUMAN RESOURCES (HHR)

Learn fundamental human resource principles and applications specific to the hospitality industry. Students will gain a comprehensive understanding of human resource management & its role in the industry.

(1) Evening class: 12 weeks / 90 hr class

(2) Online: up to 6 months of 24/7 access

Tuition: \$1,800 (or \$142 per month)

HOSPITALITY LEADERSHIP & SUPERVISION (HLS)

Learn essential skills and techniques designed to make hospitality managers more effective leaders and supervisors in the workplace. Gain a better understanding of how your organizational role impacts and relates to your company's mission.

(1) FASTtrack class: 5 weeks / 90 hr class

(2) Online: up to 6 months of 24/7 access

Tuition: \$1,800 (or \$142 per month)

ART OF FOOD & BEVERAGE (AFB)

Learn and update food & beverage selling skills by improving knowledge of world cuisine, beverage pairing, menu planning and more. The Las Vegas National Association of Catering Executives (NACE) sponsors this program and actively participate in curriculum development, planning and execution.

(1) Evening class: 12 weeks / 45 hr class

Tuition: \$1,650 (or \$128 per month)

WE WILL WORK WITH YOU

Affordable payment options

While we do not offer financial aid, TISOH students can take advantage of flexible payment plans as outlined below:

Option #1 Short Term Installments

For certificate courses:

0% interest / 3 months / 6 equal payments

For diploma / executive diplomas:

0% interest / 6 months / 6 equal payments

Option #2 Long Term Financing

For certificate courses: **CMEP / HOC / WCD**

15% interest / \$300 1st payment
\$171 per month x 18 months

For certificate courses: **HLS / HHR**

15% interest / \$300 1st payment
\$142 per month x 12 months

For certificate courses: **AOC / AFB / EDP / MEC**

12% interest / \$300 1st payment
\$128 per month x 12 months

For executive diplomas:

15% interest / \$600 1st payment
\$338 per month x 24 months

For diploma:

15% interest / \$600 1st payment
\$374 per month x 24 months

For more information:
tiso.com/financing.asp

Sample Rate Chart
Financing Application Form

Your ROADMAP to the Hospitality Industry

TISOH Program Matrix

Certificate or Executive Diploma / Diploma

A **Certificate** is a single, stand-alone course

An **Executive Diploma / Diploma** is a grouping of four specific courses

Which option is right for you?



EVENT PLANNING

↓
CMEP: Conference Management & Event Planning
 (Certificate)

or

↓
Executive Diploma in Hospitality Operations Conference Emphasis

↓
Executive Diploma in Hospitality Operations Event Emphasis

↓
Diploma in Hotel Operations

includes:

CMEP (Events)
 MEC (Catering)
 HLS (Leadership)
 HHR (Human Resources)

includes:

CMEP (Events)
 EDP (Production)
 HLS (Leadership)
 HHR (Human Resources)

includes:

CMEP (Events)
 WCD (Wedding)
 HOC (Hotel Ops)
 AOC (Concierge)

WEDDING PLANNING

↓
WCD: Wedding Coordination & Design
 (Certificate)

or

↓
Executive Diploma in Hospitality Operations Wedding Emphasis

↓
Diploma in Hotel Operations

includes:

WCD (Wedding)
 MEC (Catering)
 HLS (Leadership)
 HHR (Human Resources)

includes:

CMEP (Events)
WCD (Wedding)
 HOC (Hotel Ops)
 AOC (Concierge)

ME

↓
Executive Diploma in Hospitality Operations Conference Emphasis

includes:

CMEP (Events)
MEC (Catering)
 HLS (Leadership)
 HHR (Human Resources)

Department of Conference & Event:

CONFERENCE MANAGEMENT & EVENT PLANNING (CMEP)

Learn meeting / event coordination management skills. Gain a firm understanding of how the industry operates and knowledge in the designing, planning, coordinating and executing of meetings, conferences, conventions, special events and trade shows.

EVENT DESIGN & PRODUCTION (EDP)*

Learn advanced industry practices and concepts in the design and production of leading-edge special events. Developed specifically for event pros seeking career advancement, the curriculum closely mirrors the CSEP exam content.

**Prerequisite: CMEP or WCD or two years of documented work experience required*

Department of Catering:

MEETING & EVENT CATERING (MEC)

Learn food & beverage management techniques and tactics designed specifically to help meeting and event professionals deliver maximum value within their clients' on-premise or off-premise catering budgets.

ART OF FOOD & BEVERAGE (AFB)

Learn and update food & beverage selling skills by improving knowledge of world cuisine, beverage pairing, menu planning and more.

The Las Vegas National Association of Catering Executives (NACE) sponsors this course.

Department of Concierge:

ART OF CONCIERGE (AOC)

Learn world-class Concierge guest service skills and gain understanding of Concierge service position and its importance in the hospitality industry.

Les Clefs d'Or "Elite Concierge Keys" industry recognizes and sponsors this course.

OPTION #1: CERTIFICATE COURSES

Focused courses in specific areas of hospitality designed to build competency. Comprehensive and practical, certificates teach specialized knowledge in a short period of time. Choose from nine individual course offerings. Take one or more as needed. Online or classroom.

OPTION #2: EXECUTIVE DIPLOMA & DIPLOMA PROGRAMS

Vocational programs include four specific courses designed to help students begin careers in specific areas of hospitality. Online or classroom.

Executive Diploma in Hospitality Operations (Choose your emphasis: **Conference / Event / Hotel / Wedding**)

Students learn in-depth knowledge of a particular field through two program specific courses and complete additional coursework in hospitality leadership and human resources. The program is designed to prepare graduates to climb the career ladder. Online or classroom.

Diploma in Hotel Operations

Our most comprehensive credential, students learn in-depth knowledge in four key hospitality fields for a solid career foundation. Online or classroom.

CATERING

↓
MEC: Meeting & Event Catering
(Certificate)

or

↓
Diploma in Hospitality Operations
Wedding Emphasis

includes:
WCD (Wedding)
MEC (Catering)
HLS (Leadership)
HHR (Human Resources)

CONCIERGE

↓
AOC: Art of Concierge
(Certificate)

or

↓
Executive Diploma in Hospitality Operations
Hotel Emphasis

includes:
HOC (Hotel Ops)
AOC (Concierge)
HLS (Leadership)
HHR (Human Resources)

HOTEL MANAGEMENT

↓
HOC: Hotel Operations
(Certificate)

or

↓
Executive Diploma in Hospitality Operations
Hotel Emphasis

includes:
HOC (Hotel Ops)
AOC (Concierge)
HLS (Leadership)
HHR (Human Resources)

Department of Hotel Management:

HOTEL OPERATIONS (HOC)

Functional overview of hotel departments with focus on front desk and housekeeping operations including supervisory and communication skills required for success.

This course is offered in partnership with American Hotel & Lodging Educational Institute (AHLEI).

HOSPITALITY LEADERSHIP & SUPERVISION (HLS)

Learn essential management skills and techniques designed to enable upward mobility for hospitality managers, making them more effective leaders and supervisors in the workplace.

This course is offered in partnership with American Hotel & Lodging Educational Institute (AHLEI).

HOSPITALITY HUMAN RESOURCES (HLS)

Learn fundamental human resource principles and applications specific to the hospitality industry. Students will gain a comprehensive understanding of human resource management & its role in the industry.

This course is offered in partnership with American Hotel & Lodging Educational Institute (AHLEI).

Department of Wedding:

WEDDING COORDINATION & DESIGN (WCD)

Learn wedding planning, design and management skills. Gain a firm understanding of how the industry operates and knowledge in the designing, planning, coordinating and executing of all types of weddings, including cultural and traditional ceremonies & receptions.

Classroom Learning

Choose Your Format

Online Learning

A TISOH classroom program starts with a series of spirited live lectures presented by an expert faculty team. Students will experience class activities, case studies, and inspiring industry guest speaker panels. Learning is very practical and hands-on, going beyond the classroom through interactive site visits and back-of-the-house tours. For example, event & wedding planning students will be able to see first-hand how function rooms are set-up at a conference.

Most TISOH classroom programs require an externship, which provides an opportunity to shadow and learn from real professionals in their workplace. Students are also invited to industry association events where the school assists with guided networking to help build valuable new business contacts. Above all, the classroom experience offers numerous opportunities for students to make connections and start friendships.

OUT-OF-STATE STUDENTS:

TISOH recommends our 5 week FASTtrack courses with affordable [housing options](#). [See guide here](#)

INTERNATIONAL STUDENTS:

TISOH welcomes students from around the world!
To learn more about student visas and how to apply:
Visit: tiso.com/intlstudents.asp

A TISOH online program offers the utmost freedom for students who prefer learning at their own pace and schedule. Sharing the same course curriculum, faculty instruction and course requirements as the classroom programs, online students enjoy the added advantage of being able to access course materials 24/7.

Course lecture is engagingly delivered through TISOH's advanced online learning environment, powered by Adobe Connect Pro, which allows for delivery of rich audio / visual content such as fully narrated PowerPoint presentations with nav controls for pausing, rewinding, & forwarding etc. Online students may view these lectures as if sitting in a virtual classroom. Questions can be answered through an email or phone call to their instructor, who is with the student through every step of the learning and mentoring process.

Online students also have access to recorded video content of industry guest speaker panels and are welcome to attend networking events in Las Vegas or come for an externship. The school can also assist in sourcing an externship in the student's home city.

Online learning is highly accessible. Students need only a high speed internet connection and a web browser to have the entire course at their fingertips.



Distinguished industry guest speaker panel



24/7 access to course materials anywhere



Interactive site-visits and back-of-house tours



Navigable audio / visual lecture presentations

TISOH Academic Calendar

2012 Course Schedule

Online courses may start anytime
24/7 access / study at your own pace

DEPARTMENT OF CONFERENCE & EVENT

Conference Management & Event Planning (CMEP)

Jan 23 to Apr 16	12 weeks	M & W / 6:00pm-9:00pm
Mar 19 to Apr 19	5 weeks	M to F / 9:00am-12:00pm
May 21 to Aug 15	12 weeks	M & W / 6:00pm-9:00pm
Jul 16 to Aug 16	5 weeks	M to F / 9:00am-12:00pm
Sept 10 to Dec 5	12 weeks	M & W / 6:00pm-9:00pm
Oct 29 to Dec 4	5 weeks	M to F / 9:00am-12:00pm

Event Design & Production (EDP)

Feb 3 to Apr 19

Weekend 1: Feb 3 (6-9:45pm), 4 (9am to 5:30pm), 5 (9am-5:30pm)
Weekend 2: Mar 9 (6-9:45pm), 10 (9am to 5:30pm), 11 (9am-5:30pm)
Final Evening: Apr 19 (6-9:45pm)

Jun 8 to Aug 16

Weekend 1: Jun 8 (6-9:45pm), 9 (9am to 5:30pm), 10 (9am-5:30pm)
Weekend 2: Jul 13 (6-9:45pm), 14 (9am to 5:30pm), 15 (9am-5:30pm)
Final Evening: Aug 16 (6-9:45pm)

Oct 5 to Nov 29

Weekend 1: Oct 5 (6-9:45pm), 6 (9am to 5:30pm), 7 (9am-5:30pm)
Weekend 2: Nov 2 (6-9:45pm), 3 (9am to 5:30pm), 4 (9am-5:30pm)
Final Evening: Nov 29 (6-9:45pm)

DEPARTMENT OF CATERING

Meeting & Event Catering (MEC)

Feb 3 to Apr 19

Weekend 1: Feb 3 (6-9:45pm), 4 (9am to 5:30pm), 5 (9am-5:30pm)
Weekend 2: Mar 9 (6-9:45pm), 10 (9am to 5:30pm), 11 (9am-5:30pm)
Final Evening: Apr 19 (6-9:45pm)

Jun 8 to Aug 16

Weekend 1: Jun 8 (6-9:45pm), 9 (9am to 5:30pm), 10 (9am-5:30pm)
Weekend 2: Jul 13 (6-9:45pm), 14 (9am to 5:30pm), 15 (9am-5:30pm)
Final Evening: Aug 16 (6-9:45pm)

Oct 5 to Nov 29

Weekend 1: Oct 5 (6-9:45pm), 6 (9am to 5:30pm), 7 (9am-5:30pm)
Weekend 2: Nov 2 (6-9:45pm), 3 (9am to 5:30pm), 4 (9am-5:30pm)
Final Evening: Nov 29 (6-9:45pm)

Art of Food & Beverage (AFB)

Jan 24 to Apr 12	12 weeks	Th / 6:00pm-9:45pm
May 24 to Aug 16	12 weeks	Th / 6:00pm-9:45pm
Sept 13 to Dec 6	12 weeks	Th / 6:00pm-9:45pm

DEPARTMENT OF HOTEL MANAGEMENT

Art of Concierge (AOC)

Jan 24 to Mar 29	10 weeks	T & Th / 6:00pm-8:00pm
May 22 to July 26	10 weeks	T & Th / 6:00pm-8:00pm
Sept 11 to Nov 15	10 weeks	T & Th / 6:00pm-8:00pm

Hospitality Leadership & Supervision (HLS)

Jan 23 to Feb 24	5 weeks	M to F / 9:00am-12:00pm
May 21 to Jun 25	5 weeks	M to F / 9:00am-12:00pm
Sept 10 to Oct 11	5 weeks	M to F / 9:00am-12:00pm

Hospitality Human Resources (HHR)

Jan 24 to Apr 12	12 weeks	T & Th / 6:00pm-9:00pm
May 22 to Aug 16	12 weeks	T & Th / 6:00pm-9:00pm
Sept 11 to Dec 4	12 weeks	T & Th / 6:00pm-9:00pm

Hotel Operations (HOC)

Mar 19 to Apr 19	5 weeks	M to F / 9:00am-12:00pm
Jul 16 to Aug 16	5 weeks	M to F / 9:00am-12:00pm
Sept 10 to Oct 11	5 weeks	M to F / 9:00am-12:00pm

DEPARTMENT OF WEDDING

Wedding Coordination & Design (WCD)

Jan 23 to Apr 16	12 weeks	M & W / 6:00pm-9:00pm
Mar 19 to Apr 19	5 weeks	M to F / 9:00am-12:00pm
May 21 to Aug 15	12 weeks	M & W / 6:00pm-9:00pm
Jul 16 to Aug 16	5 weeks	M to F / 9:00am-12:00pm
Sept 10 to Dec 5	12 weeks	M & W / 6:00pm-9:00pm
Oct 29 to Dec 4	5 weeks	M to F / 9:00am-12:00pm





CMEP

Certificate Course

*the*FACTS

9 quarter credits

90 hr classroom / 30 hr externship

\$2,950 (affordable plans from \$171 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

*the*OPTIONS

5-Week FASTtrack Classroom Program (Daytime)

Classes meet Monday to Friday
from 9am-12pm

12-Week Classroom Program (Evening)

Classes meet Monday & Wednesday
from 6pm-9pm

Online

Start anytime / 24/7 access to course materials / set your own learning pace / personal instructor will follow student through course offering mentorship and guidance

CONFERENCE MANAGEMENT & EVENT PLANNING (CMEP)

*the*CAREER

Meeting and event professionals lead exciting lives. Very few careers provide the sense of satisfaction that event planners enjoy, as they take a client's vision and make them reality, exceeding their expectations every step of the way. These professionals are the creative engine and organizational genius behind successful events, from intimate-scale socials to large-scale conferences and tradeshows. They source and work with vendors that can take each event to the next level. What makes all the magic possible? You do!

US News and World Report identified "Meeting Planner" as one of the top 50 careers to enter in 2011. Are you ready for the challenge? If you are a creative person with multi-tasking skills, and have a passion for design and planning, this may be just the career for you.

*the*COURSE

This course will begin with a comprehensive overview of the meetings and events industry, and in true TISOH fashion, provide students with an insider's look at this multifaceted career. Participants will dive into hands-on portfolio-learning, allowing them to apply what they learn into practice each day by designing and planning a special event of their own from start-to-finish. Graduates will gain a solid set of foundation skills that will provide confidence in addition to a widely recognized credential.

*the*FIT

This course is suitable for both career newcomers and transitioners. Meeting and event professionals seeking to build on or fill gaps in their knowledge base may also want to apply. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

No prior experience or education in this field is required. Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

*the*CURRICULUM

Each detailed TISOH curriculum is custom developed with much care and expertise. We use textbooks to supplement and guide the proprietary learning material presented in each lecture presentation. The real value of the program is reflected in the unsurpassed quality of our faculty and teaching materials.

Graduates of this program will be able to plan, design and execute all types of meetings and special events. Learn how to put together a complete client proposal, create a budget, a production schedule, a timeline, design and decor, work with vendors, pre and post production and much more.

Course Objectives:

- The fundamentals of meeting and event coordination
- Event design and production
- How to select a venue and set-up a meeting space
- How planners approach marketing and sponsorship
- In-depth look at a large range of meetings and events
- Vendor relations and management
- Contracts, budgets and proposals

Key Curriculum Modules:

- Introduction to Meeting and Event Planning
- Site Selection / Room Set-up
- Risk Management
- Finance
- Service Contractors
- Legal Contracts
- Marketing and Sponsorship
- Vendor Selection / Speakers and VIPs
- Working with Suppliers
- Program Design
- "Day in the Life" of an Event Planner
- Food and Beverage / Catering
- Event Principles and Practices
- Community and Special Events
- Design and Decor Elements
- Event Management and Coordination
- Conference Management and Coordination
- Destination Management
- Tradeshow / Exhibits
- Technology and On-Site Management
- Convention Visitors Bureau
- Post Event Production
- Current Issues and Trends





WCD

Certificate Course

*the*FACTS

9 quarter credits

90 hr classroom / 30 hr externship

\$2,950 (affordable plans from \$171 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

*the*OPTIONS

5-Week FASTtrack Classroom Program (Daytime)

Classes meet Monday to Friday
from 9am-12pm

12-Week Classroom Program (Evening)

Classes meet Monday & Wednesday
from 6pm-9pm

Online

Start anytime / 24/7 access to course materials / set your own learning pace / personal instructor will follow student through course offering mentorship and guidance

WEDDING COORDINATION & DESIGN (WCD)

*the*CAREER

Wedding planning is all about making dreams come true. Many dream of being a wedding planner for various reasons. It is an opportunity to be highly creative, to enjoy the unparalleled instant gratification of making someone's day and much more. The ultimate reason though, is to be happy at one's chosen career.

Wedding planners work as independent business owners, at a country club, hotel or banquet venue, or in any company that services the wedding industry. Generally, wedding planners would create their services, do a lot of networking with vendors (such as DJ's, florists, caterers, etc.), become a confidante with their couples, create timelines, production schedules, and handle the myriad of associated details. They are the conductor of the entire event, the one person that everyone turns to and the one leader that makes everything happen. A wedding planner knows all the tricks of the trade and has the connections and training to make magic happen.

*the*COURSE

This course will provide a comprehensive education in wedding coordination and design. Begin with a comprehensive overview of the weddings industry, and in true TISOH fashion, provide students with an insider's look at this multifaceted career. Students will dive into hands-on portfolio-learning, allowing them to apply what they learn into practice each day by designing and coordinating a complete wedding from start-to-finish. Graduates will gain a solid set of foundation skills that will provide confidence in addition to a recognized credential.

*the*FIT

This course is suitable for both career newcomers and transitioners. Wedding professionals seeking to build on or fill gaps in their knowledge base may also want to apply. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

No prior experience or education in this field is required. Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

*the*CURRICULUM

Each detailed TISOH curriculum is custom developed with much care and expertise. We use textbooks to supplement and guide the proprietary learning material presented in each lecture presentation.

Graduates will be able to plan, design & execute all types of weddings from destination to cultural, traditional to non-traditional. Learn how to put together a consultation, complete winning proposals, create a budget, production schedule, timeline, design and decor, work with vendors, pre & post production, and more.

Course Objectives:

- The fundamentals of wedding coordination
- Wedding design and production
- Ceremony and reception planning
- How planners approach marketing and sponsorship
- In-depth look at cultural & religious wedding traditions
- Vendor relations and management
- Menu and beverage planning
- Wedding cakes, attire, and invitations
- Contracts, budgets and proposals

Key Curriculum Modules:

- Introduction to Wedding Coordination and Design
- Wedding Etiquette and Ceremony
- Wedding Celebrations
- Cultural and Religious Traditions
- Destination / Fantasy / Green Weddings
- Budgets, Contracts and Risk Management
- Current Issues and Trends in Wedding
- Staffing and Timeline
- Vendor Selection and Relations
- Venue Selection
- Social Media and Research Development
- Food and Beverage Planning
- Wedding Attire and Care
- Wedding Cake
- Floral and Decorative Elements
- Linen and Table Setting
- Photography and Videography
- Entertainment Planning
- Unique Services and Favors
- Marketing Strategy / Creative Proposal Writing
- Post-Wedding Evaluation





AOC

Certificate Course

*the*FACTS

4.5 quarter credits

45 hr classroom / 15 hr externship

\$1,650 (affordable plans from \$128 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

*the*OPTIONS

10-Week Classroom Program (Evening)

Classes meet Tuesday & Wednesday
from 6pm-8pm

Online

Start anytime / 24/7 access to course materials / set your own learning pace / personal instructor will follow student through course offering mentorship and guidance



ART OF CONCIERGE (AOC)

*the*CAREER

Concierges make the desires and dreams of guests happen. A concierge works to fulfill guest needs and special requests. It can be in a hotel setting or in a variety of different venues providing high level customer service. A concierge is the “keeper of the keys”. The person that knows how to make guest’s desires a reality. Can you imagine how satisfying a feeling that is?

Concierges know where to find information. They develop contacts and relationships in an impossibly varied range. Whether a guest wants tickets to a sold out show, a restaurant reservation, a complex itinerary created or help with surprising his wife with a once in a lifetime experience for their anniversary, a concierge can make it happen. Being a concierge requires, a special set of skills including communication, the ability to know where to find information sources, ethics, management, follow through and more. If you enjoy the ability to satisfy guests, the strength of knowing everything about your city and maintaining the highest level of professionalism possible, a concierge career is for you.

*the*COURSE

This course was created by renowned concierge professionals affiliated with Les Clefs d’Or. Specifically designed to provide a solid set of foundation skills in high level customer relations and concierge service, the course is comprehensive. In addition to providing a recognized credential, graduates gain confidence in beginning or continuing a career in concierge or any customer service function.

*the*FIT

This course is suitable for both career newcomers and transitioners. Concierge or customer service professionals seeking to build on or fill gaps in their knowledge base may also want to apply. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

No prior experience or education in this field is required. Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

*the*CURRICULUM

Each detailed TISOH curriculum is custom developed with much care and expertise. We use textbooks to supplement and guide the proprietary learning material presented in each lecture presentation.

Graduates of this program will understand the concierge profession, know how to perform key job functions and be able to seek out information that guests require in a creative and out-of-the-box manner. Students will also learn critical customer service skills and improve their communication effectiveness.

Course Objectives:

- Introduction to the Concierge industry
- Becoming a Concierge / quality & traits
- Concierge daily operations
- Five Star / Five Diamond training
- Developing a critical eye
- Using outside suppliers
- Concierge etiquette and best practices
- Entertainment & nightlife recommendations
- Concierge management & responsibilities
- Restaurant relationships and recommendations

Key Curriculum Modules:

- History of Concierge Profession
- Professional Development
- Guest Relations Training
- Concierge Knowledge Training
- Concierge Affiliations - Local & National
- Restaurant Relations
- How to make Critical Recommendations
- Concierge Considerations
- Hotel Operations
- Concierge Management and Teamwork
- Do you speak Hospitality?
- Current Trends and Issues
- Best Industry Practices
- Hospitality Risk Management
- Legal Issues in Hospitality
- Entertainment and Nightlife
- Itinerary Planning
- Conflict Resolution
- Stress Management
- Concierge Ethical Responsibilities





HOC

Certificate Course

*the*FACTS

9 quarter credits

90 hr classroom / 30 hr externship

\$2,950 (affordable plans from \$171 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

*the*OPTIONS

5-Week FASTtrack Classroom Program (Daytime)

Classes meet Monday to Friday
from 9am-12pm

Online

Start anytime / 24/7 access to course materials / set your own learning pace / personal instructor will follow student through course offering mentorship and guidance



HOTEL OPERATIONS (HOC)

*the*CAREER

Hotel operations is about teamwork and immense job satisfaction. Hotel operations is all about taking care of guests, delivering top notch service and maintaining the bottom line. It is quite the tightrope! Hotel professionals are people who are committed to guest relations, to going the extra mile to make someone's day, and team players who enjoy the camaraderie of being part of a family that is proud of what they do.

Hotel operations involve knowing how all the different departments come together to form a functioning rooms division of a hotel. Housekeeping is the largest department in terms of team members and therefore involves management skills. Front desk requires communication to skillfully ensure that everything comes together for a guest. If you enjoy feeling as an integral part of a team, helping guests, maintaining a dignified level of professionalism and feeling pride for your work, hotel operations is a career you should consider.

*the*COURSE

This course will provide a comprehensive introduction to the lodging industry. It will also go into detail on the management of the key rooms division departments of front desk and housekeeping. In true TISOH fashion, it will provide students with an insider's look at this multifaceted career. Students will dive into hands-on portfolio-learning, allowing them to apply what they learn into practice each day via comprehensive projects that span the course. Graduates will gain a solid set of foundation skills that will provide confidence in addition to a recognized credential.

*the*FIT

This course is suitable for both career newcomers and transitioners. Lodging professionals seeking to build on or fill gaps in their knowledge base may also want to apply. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

No prior experience or education in this field is required. Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

*the*CURRICULUM

Each detailed TISOH curriculum is custom developed with much care and expertise. We use textbooks to supplement and guide the proprietary learning material presented in each lecture presentation.

Graduates of this program will become well versed in the functional areas of a rooms division of a hotel. With a strong conceptual understanding and detailed knowledge of daily functions, graduates have a leg up on their road to career success.

Course Objectives:

- Introduction to front desk and housekeeping operations
- Introduction to food and beverage operations
- Explore a day in the life of a General Manager
- Explore a day in the life of a Front Office Manager
- Explore a day in the life of a Director of Rooms
- In-depth overview of key hotel operation divisions and
- How they fit together as a corporate whole

Key Curriculum Modules:

- Introduction to the Lodging Industry
- Hotel Development Process
- Branded Distribution
- Art and Science of Opening a Hotel
- Role and Function of a General Manager
- Role and Function of a Front Office Manager
- Role and Function of a Housekeeping Manager
- Front Office Operations: History, Structure, Personnel
- Housekeeping Operations: History, Structure, Personnel
- Food and Beverage Division
- Hotel Marketing and Sales Strategies
- Hotel Public Relations
- Financial Control and Information Management
- Budgeting and Forecasting
- Human Resource Management
- Professional Portfolio Development





MEC

Certificate Course

theFACTS

4.5 quarter credits

45 hr classroom

\$1,650 (affordable plans from \$128 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

theOPTIONS

2-Weekend Seminar Classroom Program

Classes meet:

(x2) Friday 6pm-9:45pm

(x2) Sat & Sun 9am-5:30pm

(x1) Thursday 6pm-9:45pm

Online

Start anytime / 24/7 access to course materials / set your own learning pace / personal instructor will follow student through course offering mentorship and guidance

MEETING & EVENT CATERING (MEC)

theCAREER

Catering for meetings and events is a niche field perfect for planners and those who enjoy culinary careers without being in a kitchen. Meeting, event or wedding planners often lack detailed knowledge in catering, one of the largest budget items. This course is meant to fill that gap. Without prerequisite, students learn on and off premise catering and leave with the confidence and additional knowledge to becoming the best planner they can be.

Also for those interested in catering, this course will teach you how to work with and for the highest budget customers: the planners. Catering is a career option with great flexibility and opportunity to be different, creative and to serve guests in memorable ways.

theCOURSE

This course covers much ground in meeting and event catering, and in true TISOH fashion, provide students with an insider's look at this multifaceted career. From the basics to professional tips, the course is comprehensive. Students will dive into hands-on practical learning, allowing them to apply what they learn into practice each day. Graduates will gain a solid set of foundation skills that will provide confidence in addition to a recognized credential.

theFIT

This course is suitable for both catering career newcomers and transitioners. Meeting and event professionals seeking to build on or fill gaps in their knowledge base may also want to apply. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

No prior experience or education in this field is required. Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

theCURRICULUM

Each TISOH curriculum is custom developed with much care and expertise from the ground up. We use textbooks to supplement and guide the proprietary learning material presented in each PowerPoint. The real value of the program is reflected in the unsurpassed quality of our faculty and teaching materials.

Graduates of this program will be able to plan, design and execute catering events for all types of meetings and special events. Learn how to put together a staffing plan, on and off premise events, room setup, using suppliers, negotiation techniques and much more.

Course Objectives:

- The basics of catering and typical catered events
- On-premise and off-premise catering
- How to set up a room for catering
- How caterers approach staffing
- Catering for low-cost vs. elaborate events, themed events, outdoor events, and more
- Using outside suppliers
- Contracts and negotiating procedures

Key Curriculum Modules:

- Meal & Beverage Functions & Plans
- Room Sets & Layouts
- On- & Off- Premise Catering
- High & Low Budget Events
- Service Contractors
- Outdoor Events
- Shallow Markets
- Cost-Saving Techniques
- Working with Suppliers
- Negotiation Techniques
- Contracts
- Current Issues
- Using Social Media
- Insurance
- Green Events
- Hot Topics and Industry Trends
- Deep Markets
- Risk Liability
- SMERF Market
- Banquet Event Orders
- Audio-Visual
- Breakfast, Lunch, Dinner, Refreshment Breaks





EDP

Certificate Course

theFACTS

4.5 quarter credits

45 hr classroom

\$1,650 (affordable plans from \$128 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

theOPTIONS

2-Weekend Seminar Classroom Program

Classes meet:

(x2) Friday 6pm-9:45pm

(x2) Sat & Sun 9am-5:30pm

(x1) Thursday 6pm-9:45pm

Online

Start anytime / 24/7 access to course materials / set your own learning pace / personal instructor will follow student through course offering mentorship and guidance



EVENT DESIGN & PRODUCTION (EDP)

theCAREER

Event design and production is to take event knowledge to the next level to build competence and credibility. Talking the talk and walking the walk in event is what this course provides. Closely following the CSEP blueprint, planners leave with high level knowledge to plan large scale events. Event planning is one of the most satisfying careers there is for those who enjoy creativity. It also requires practical skills and knowledge one can normally gain only on the job. Those tips and tricks of the trade are featured in this course, taught by actual event planners who share their decades of experience with you.

theCOURSE

This intermediate course provides knowledge and competence in special event design and execution along with the necessary organizational, site, design, production and evaluation strategies. Developed by a highly experienced and credentialed special event producer, this course emphasizes event chronology, balancing corporate objectives, cost ratios, design objectives, vendor management, risk management plans, communications, timelines, production schedules and post-event analysis. In true TISOH fashion, the course provides students with an insider's look at this multifaceted career. Students will dive into hands-on portfolio-learning, allowing them to apply what they learn into practice each day by designing and planning a special event. Graduates will gain a solid set of skills that will provide confidence in addition to credentials.

theFIT

This course requires students to be graduates of either the Conference Management & Event Planning or the Wedding Coordination & Design programs. Alternatively, those with 2 years of relevant documented experience in meetings or special events may apply. Meeting and event professionals seeking to build on or fill gaps in their knowledge base should consider the program. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

theCURRICULUM

Each TISOH curriculum is custom developed with much care and expertise from the ground up. We use textbooks to supplement and guide the proprietary learning material presented in each PowerPoint.

Graduates of this program will gain updated competitive skills having learned the latest trends and techniques in leading edge event design and production.

Course Objectives:

- Develop a core of knowledge featuring the essential elements of special event production
- Comprehend the chronology of event design
- Balancing corporate objectives, cost/retail ratios and design objectives
- Understand the intricacies in vendor management and in working with labor organizations and site contacts
- Development of risk management plans
- Formulating efficient and logical timelines and production schedules
- Developing a multilevel communication strategy for stakeholders
- Critically evaluate event production from the perspectives of ROO, ROI, financial viability and guest satisfaction

Key Curriculum Modules:

- Defining the Event
- Process of Design
- Designing with a Purpose
- Building a Budget
- Risk and Regulations
- Administration & Coordination
- Event Management
- Technical Production
- Proposals and Proposal Writing
- Working Plans
- Technology and On-Site Management
- Convention Visitors Bureau
- Post Event Production
- Current Issues and Trends





HHR

Certificate Course

theFACTS

9 quarter credits

90 hr classroom

\$1,800 (affordable plans from \$142 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

theOPTIONS

12-Week Classroom Program (Evening)

Classes meet Tuesday & Thursday
from 6pm-9pm

Online

Start anytime / 24/7 access to course materials / set your own learning pace / personal instructor will follow student through course offering mentorship and guidance



HOSPITALITY HUMAN RESOURCES (HHR)

theCAREER

Managing people is an essential skill towards career success. This course is built for hospitality professionals to learn the basics of human resources to use to their career advantage. Eventually, hiring and firing, orienting, training team members, designing jobs, managing safety, and all the other HR functions affect the role of managers in some form. Mistakes can be very costly and seriously blemish an otherwise sterling career. This course will provide the foundation that one will not forget. When decisions need to be made down the road, the valuable knowledge gained through the course will prevent expensive errors.

theCOURSE

This course provides a unique understanding of the fundamental human resource principles and applications specific to the hospitality industry. In true TISOH fashion, this course provides students with an insider's viewpoint on how HR affects the day to day work life of every hospitality professional regardless of position or department. Students invariably comment after graduation that this class has profound relevance on their career. Graduates gain a solid set of foundation skills that will provide confidence in addition to a recognized credential.

theFIT

This course is suitable for both career newcomers, transitioners and those seeking a leg up in their career growth. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

No prior experience or education in hospitality is required. Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

theCURRICULUM

Each TISOH curriculum is custom developed with much care and expertise from the ground up. We use textbooks to supplement and guide the proprietary learning material presented in each PowerPoint. The real value of the program is reflected in the unsurpassed quality of our faculty and teaching materials.

Graduates of this program will gain a functional foundation in HR management practices and policies. Successful completion of this course may serve as a valuable credential to a student's resume and provide would-be entrepreneurs with the vital tools for running a business.

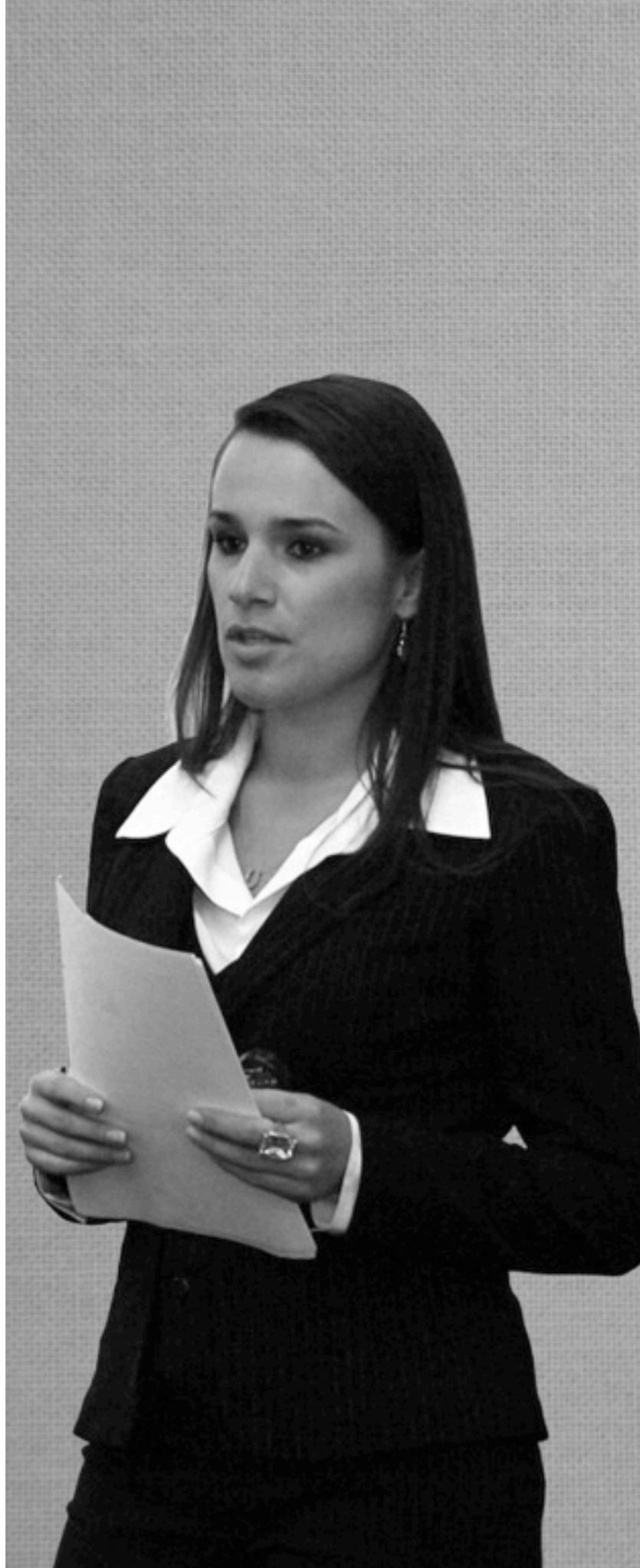
This program is a key component in the Executive Diploma and Diploma programs.

Course Objectives:

- Introduction to the role and function of human resources as it relates to the hospitality industry
- The fundamentals of human resource principles
- Recruitment strategies for the hospitality industry
- Placement for front and back of the house positions
- HR assessment tools for hospitality managers
- How to orient new employees most effectively
- Understanding HR law and abiding by set policies
- Developing employee potential
- Maintaining employee motivation and satisfaction
- Strategies for producing team players
- Importance for strategic HR planning and management

Key Curriculum Modules:

- Industry Introduction
- The Need for Planning
- The Labor Market
- Hospitality Recruitment
- Selecting Front & Back of the House Employees
- HR Law
- Employee Orientation
- Training Needs Assessments
- Hospitality Training Programs
- Developing Cooperative Employees
- Career Planning
- Professional Development
- Happiness, Morale & Job Satisfaction
- Performance Appraisal
- Technology and On-Site Management
- Convention Visitors Bureau
- Post Event Production
- Current Issues and Trends





HLS

Certificate Course

theFACTS

9 quarter credits

90 hr classroom

\$1,800 (affordable plans from \$142 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

theOPTIONS

5-Week FASTtrack Classroom Program (Daytime)

Classes meet Monday to Friday
from 9am-12pm

Online

Start anytime / 24/7 access to course materials / set your own learning pace / personal instructor will follow student through course offering mentorship and guidance



HOSPITALITY LEADERSHIP & SUPERVISION (HLS)

theCAREER

Leadership and supervision skills take you up the career ladder. Hospitality is a people business. It requires the ability to communicate with, work with, and manage team members at all levels. Management and communication are skills that must be learned. Learning via trial and error on the job has effects on one's credibility. This course takes those skills to the classroom, to a non-confrontational and a no-consequence arena for you to explore and learn in your private laboratory. You leave with confidence and knowledge that will serve you well when you least expect it. Do not leave your career to chance. Learn these skills today.

theCOURSE

This course educates students to better relate supervisory responsibilities to the mission of the organization. By analyzing corporate missions and day-by-day responsibilities, students gain valuable decision making and problem solving skills that become invaluable to career progression.

theFIT

This course is suitable for both career newcomers, transitioners and those seeking a leg up in their career growth. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

No prior experience or education in hospitality is required. Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

theCURRICULUM

Each TISOH curriculum is custom developed with much care and expertise from the ground up. We use textbooks to supplement and guide the proprietary learning material presented in each PowerPoint. The real value of the program is reflected in the unsurpassed quality of our faculty and teaching materials.

Graduates of this program will gain essential leadership and management skills that can enable them to progress in their future careers to positions with increasing supervisory responsibilities. Successful completion of this course may serve as a valuable credential to a student's resume and provide would-be entrepreneurs with the vital tools for running a business.

This program is a key component in the Executive Diploma and Diploma programs.

Course Objectives:

- The fundamentals of meeting and event coordination
- Event design and production
- How to select a venue and set-up a meeting space
- How planners approach marketing and sponsorship
- In-depth look at a large range of meetings and events
- Vendor relations and management
- Contracts, budgets and proposals

Key Curriculum Modules:

- Introduction to Meeting and Event Planning
- Site Selection / Room Set-up
- Risk Management
- Finance
- Service Contractors
- Legal Contracts
- Marketing and Sponsorship
- Vendor Selection / Speakers and VIPs
- Working with Suppliers
- Program Design
- "Day in the Life" of an Event Planner
- Food and Beverage / Catering
- Event Principles and Practices
- Community and Special Events
- Design and Decor Elements
- Event Management and Coordination
- Conference Management and Coordination
- Destination Management
- Tradeshow / Exhibits
- Technology and On-Site Management
- Convention Visitors Bureau
- Post Event Production
- Current Issues and Trends





AFB

Certificate Course

theFACTS

4.5 quarter credits

45 hr classroom

\$1,650 (affordable plans from \$128 per month)

\$120 (includes \$30 application fee + \$90 technology fee)

theOPTIONS

12-Week Classroom Program (Evening)

Classes meet Thursday
from 6pm-9:45pm



ART OF FOOD & BEVERAGE (AFC)

theCAREER

Understanding cuisines and menu planning is a skill that will make one stand out. For meeting, event and wedding planners to gain the ability to work and partner with chefs to make menu planning and catering a competitive advantage. Few in meetings, events or weddings can claim to have the skill to know the basics and trends of cuisines and to talk knowledgeably with both clients and chefs. This course will go a long way to capture this unique ability. Having this skill builds confidence, credibility and careers.

theCOURSE

This course is all about exploring international and regional American cuisines with the objective of incorporating them into meeting and event catering menus. Planners and caterers need to meet and exceed client expectations and this course provides another series of ammunition to do so. Students will become comfortable in discussing cuisine trends and be able to suggest menu items that appeal and attract. Students will dive into hands-on practical learning, allowing them to apply what they learn into practice. Graduates will gain a solid set of foundation skills that will provide confidence in addition to a recognized credential.

theFIT

This course is suitable for both career newcomers and transitioners. Meeting and event professionals seeking to build on or fill gaps in their knowledge base may also want to apply. Relocating to Las Vegas? This course can also help you build a network of valuable contacts in addition to training and education. Returning to your home city? Take those essential networking skills with you and keep in touch with the contacts you make nationwide.

No prior experience or education in this field is required. Students must have a High School Diploma, GED or higher education degree. Basic computer proficiency is assumed although one-on-one tech support is freely available to all students.

theCURRICULUM

Each TISOH curriculum is custom developed with much care and expertise from the ground up. We use textbooks to supplement and guide the proprietary learning material presented in each PowerPoint. The real value of the program is reflected in the unsurpassed quality of our faculty and teaching materials.

Graduates of this program will have gained more knowledge of regional and world cuisine, and be able to converse knowledgeably and confidently in the language of food. The course will also provide participants from the F & B world the ins and outs on how to communicate and work with culinary professionals from a catering and event management perspective.

Course Objectives:

- The fundamentals of meeting and event coordination
- Event design and production
- How to select a venue and set-up a meeting space
- How planners approach marketing and sponsorship
- In-depth look at a large range of meetings and events
- Vendor relations and management
- Contracts, budgets and proposals

Key Curriculum Modules:

- Introduction to Meeting and Event Planning
- Site Selection / Room Set-up
- Risk Management
- Finance
- Service Contractors
- Legal Contracts
- Marketing and Sponsorship
- Vendor Selection / Speakers and VIPs
- Working with Suppliers
- Program Design
- "Day in the Life" of an Event Planner
- Food and Beverage / Catering
- Event Principles and Practices
- Community and Special Events
- Design and Decor Elements
- Event Management and Coordination
- Conference Management and Coordination
- Destination Management
- Tradeshow / Exhibits
- Technology and On-Site Management
- Convention Visitors Bureau
- Post Event Production
- Current Issues and Trends



DON'T JUST TAKE OUR WORD FOR IT

"I moved to Las Vegas from the midwest for the Conference Management & Event Planning FASTtrack certificate course. Everyone at TISOH was so welcoming and kind that I was encouraged to do my best work ever. In just 5 weeks I was able to plan a full conference and gain the knowledge & confidence necessary to interview for my dream job! Through the **life-long connections I made at TISOH**, I was placed in the industry in less than 2 weeks after I graduated! Thank you TISOH!" - **Monica**

"My experience with TISOH and their top quality instructors has been exceptional. The faculty are practicing professionals in their fields, have a **genuine interest in your success**, and are uniquely knowledgeable in their various areas of expertise. I have been given a tremendous opportunity to meet with leaders in the hospitality profession and highly recommend the experience to anyone who is serious about their career!" - **Jenny**

"A very rewarding learning experience! TISOH features an exceptional, knowledgeable, & caring group of professionals. The curriculum, industry leader panels, & hands-on externships, are all very focused to help students gain the necessary knowledge & **to open doors**. There is no better way to gather

first-hand exposure to the hospitality field and industry leaders in Las Vegas. I **highly recommend TISOH to anyone seeking to enter or further their career** goals in hospitality." - **Sonia**

"When I moved to Las Vegas I was very confident that I would easily find a job since I had been a successful business woman in Colorado. However, I soon found the competitive job market



tougher than I imagined. Fortunately, I saw an ad for TISOH and signed up for class. Not only did my course **prepare me to enter a new career** with valuable knowledge and the skills needed, it also **gave me the confidence to apply** to the top resorts. I was able to obtain a job within weeks of graduating!" - **Deanna**

"I have changed my life with TISOH! I am well on my way to achieving my career goals thanks to the instructors and staff. All of my classes were taught in a professional yet fun way. TISOH is one of the best kept secrets here in Las Vegas but not for long! I intend to do my best to recommend my program to everyone!" - **Cecilia**

"My studies at TISOH gave me the ability to expand my leadership knowledge and implement the many tools I learned on a day-to-day basis. In addition, TISOH has taught me new ways of managing employees. The **problem solving techniques I learned have helped me build a strong relationship** with everyone that I work with." - **April**

"Thank you to the entire TISOH staff and instructors for the Art of Concierge course! Through your dedication, professionalism and inspiration, I have been able to achieve my goal of becoming a Concierge! From the classroom experience through the externship at the Venetian, this program has been nothing less than 5 stars! For anyone wanting to become a Concierge, this is the program! I wish TISOH continued success in the future. **To sum this experience up in one word: AWESOME!**" - **Dave**

"While attending classes at TISOH, I applied what I had learned to the position I currently held at a local hotel and casino. My co-workers recognized the knowledge I had obtained from each module, and I **soon received the promotion** I was pursuing!" - **Marcia**

"This program has been one of the best experiences of my life, and I will never forget it. **I learned way more than I imagined**. The people I met, like Donnell, Patti, Michele, Cheryl, and Tim showed me why I love this industry. I want to follow in their footsteps because they are so passionate, and I want to do the same thing. Thanks!" - **Dominique**

"Each class! Each site visit! These are **great opportunities to make you love your job even more!!** Thank you!" - **Robert**

"The experience at TISOH gave me a new professional vision, and I want to better myself in many aspects. There was a lot to learn. I have to digest it little by little, but it was a **true pleasure to meet people who love their profession.** I know this changed my life." - **Maria**

"It was an **amazing experience to meet professionals** in the hospitality industry and to get to know how work is done in Las Vegas. I commend TISOH for being so professional. I hope to return in a few years for another program." - **Javier**

"If you are thinking of a career in the hospitality industry, **TISOH is the perfect place to start.** The hands-on externships and practical knowledge I received, helped me to feel prepared and confident while pursuing my career path." - **Sandie**

"I've had a great time at TISOH because I've learned so much about organizing events, and how culture influences a fluid job. **I've met so many wonderful people that opened their hearts, life, and enterprises** in order for us to learn a lot of things about how the market really works. I've learned that the secret to success is to have an excellent team. I've loved this experience and hope to stay in touch!" - **Raquel**

"I was so excited when I heard about TISOH and the courses offered. What a great way to start learning about event and meeting planning. **I would recommend this course** and school to anyone interested in the Hospitality Industry." - **Larry**

"I think that TISOH is a great way to meet new people, establish new

relationships in the industry and, most of all, be around people who love the hospitality industry. What else could you ask for?" - **Cory**

"**TISOH is one of the best kept secrets** here in Las Vegas - but not for long. I intend to do my best to recommend this program to anyone I can. Thank you all so much for your dedication to the education of our future professionals." - **C.D.**

"**I really surpassed my goals in this class.** I've learned much more than I even expected to. Having this knowledge will truly help me to open many doors in the industry." - **Mildred**

"I'm really enjoying this class and I'm learning so much! The **hands on training** is wonderful and it's great that we have all the vendors teaching us as well." - **Juliet**

"**In the current down economy, more Americans than ever have turned to a higher education process (career colleges) that provides them with more than an education, but also real employment possibilities"**

-Robert L. Martin, President
Imagine America Foundation

"**I can't remember the last time I started a job that I was so excited about.** I went into the class as a starting place for a career change and that's exactly what it's helped me do. So a big thanks to your staff for helping me in my new career." - **Sandra**

"Armed with an arsenal of tools, and no user's manual on how to use them, the faculty and course structure at TISOH showed me how to use those tools and apply them in a practical and useful manner that has made me confident in my career as the Events & Marketing Coordinator for Irwin Productions, Inc.! I can successfully take a client through the RFP to the event execution and know that the educational experience from **TISOH helped get to where I am today.** Thank you, TISOH." - **Joel**

"Let me assure you from someone who was sent to 50 to 100 internal and external managerial classes and workshops by Digital Equipment Corporation, I find **TISOH courses are not only worthwhile but well worth the money.**" - **Connie**





THE BEST TEACHERS & MENTORS

Having great industry support and practical curriculums is not enough. The true secret to TISOH's quality programs are the special people that teach and mentor. Our exceptional faculty are comprised of certified hospitality educators that have gone through rigorous instructional training to augment their formidable professional knowledge. Most of all, they truly care about shaping the future generation of hospitality professionals and they bring their passion each day, whether to the classroom or online.

Department of Conferences & Events

Kathy Baldieri CPCE



Kathy is the Director of Catering for Spanish Trails Golf Club. Prior to coming to Las Vegas, she was the Director of Catering for the University of Nebraska at Omaha.

Her event-planning career spans more than 25 years. Kathy holds the credentials of CPCE (Certified Professional Catering Executive). She has served on the Board of Directors for the Las Vegas Chapter of the National Association of Catering Executives for the past three years and holds the position of Past President.

Shirley Fugazzotto CSEP, CHE



Shirley Fugazzotto is owner and creative designer of the Stellar Experience, a boutique Event Design and Production Company, serving corporate clients for the past 7 years in the Las Vegas market. Prior, Shirley held director and management positions in several prestigious Las Vegas properties in Weddings, Catering, Sales, and Convention Center Special Events. Shirley has served on the Board of Directors of the Las Vegas Chapter of the International Special Events Society, and is a Past Present of ISES Las Vegas.

Robyn Hadden MS, CSEP, CHE

Robyn is the Director of Alumni & College Relations for Harrah Hotel College at the University of Nevada, Las



Vegas. She is also an adjunct professor teaching Special Events Management. Robyn is active in the Las Vegas Chapter of the International Special Events Society (ISES), having served on the board and as a past President. She is also a past Western Regional VP of the Las Vegas Chapter.

Patricia Norman CMP, CHE



For more than 20 years, Patricia has been the Director of Meeting and Conference Planning for the National Medical Association. She has served on Convention and Visitor's Bureau advisory boards for Hawaii and Baltimore. She has also been a member of the Multicultural Advisory Board for Hilton Hotels Corporation and served on the Board of Directors for the National Coalition of Black Meeting Planners. Patricia serves on the Advisory Boards for Washington, DC, San Antonio and New Orleans.

Patti Shock CPCE, CHT



Patti is Professor at the Harrah Hotel College at the University of Nevada, Las Vegas. She teaches catering both on-campus and online, and she speaks to industry groups regularly. She has co-authored three books on catering, which are used in colleges and for several industry certifications. Patti has received numerous awards and recognitions, including being named one of the 25 most influential people in the meetings industry by Meeting News. In 2010, she

Department of Catering

James Filtz CPCE, CHE



James, alumni of the Culinary Institute of America, is Convention Services Manager at the Sheraton New York Hotel. He served on the Executive Board of the Las Vegas Chapter

of the National Association of Catering Executives for a several years. In addition to his CPCE credential, he also holds the first-level certification from the Court of Master Sommeliers and is working on certification to become a Certified Sommelier.

Yamel Moises Garza MBA



Yamel has a background in hotel and restaurant Management and an MBA in marketing and international business. She has been teaching at the

Universidad de las Americas, Puebla since 2002 and the Anahuac University, instructing courses in special events, F&B, Etiquette, catering and hospitality.

Her experience in hospitality ranges from serving as Assistant Director of Banquets and Conventions at the Marriott Hotel in Copenhagen to Human Resources Manager at the Le Meridien Dallas.

Michele Polci CPCE, CMP



In her position as director of citywide catering sales for Caesars Entertainment in Las Vegas, Michele oversees the sales effort for all catered events across one

million square feet of banquet and event

space in eight Las Vegas properties: Bally's Las Vegas, Caesars Palace, Flamingo Las Vegas, Harrah's Las Vegas, Imperial Palace, Paris Las Vegas, Planet Hollywood and Rio All-Suite Hotel & Casino. Polci leads a team of 15 sales people who specialize in social and corporate events business.

Committed to the industry, Polci is actively involved in the Las Vegas Chapter of the National Association of Catering Executives (NACE). In July 2007 she was honored by NACE as National Caterer of the Year for her endless enthusiasm, dedication, and extraordinary commitment to the industry. Polci currently serves as national chair for the education and accreditation committee.

Cheryl Sgovio CPCE, CHE



Cheryl Sgovio, CPCE is the Director of Catering and Convention Sales for the Thomas & Mack Center, Cox Pavilion and Sam Boyd Stadium. She is

responsible for booking all private events in the three venues, with combined space of over 150,000 square feet, as well as overseeing all Catering for public events, averaging over 2,300 individual events per year. Cheryl was the founding Vice President, then President of the Las Vegas Chapter of NACE. She recently completed her second term serving on the National Board as Region 5 Vice President.

Department of Hotel Management

Nelandra Anselmo MS, SPHR, CHE

Nelandra Anselmo is a certified Senior Professional in Human Resources (SPHR). She has served as Director of Human Resources with Station Casinos (Fiesta Casino & Hotel) and Cannery



Casino Resorts (Rampart Casino and Cannery Casino & Hotel). With over 15 years of HR experience, she has also held

management-level

positions within other hospitality organizations, such as Coast Casinos, in the areas of employee relations, health and wellness and organizational learning and development.

Nelandra is co-founder of The Life, a coaching and consulting firm that offers human resource consulting services and individual career and transition coaching. In addition to her coaching practice, Nelandra is a licensed marriage and family therapist intern in the state of Nevada and serves on the board of directors of the Family Institute of Nevada.

Tyra Bell-Holland CHE, Les Clefs d'Or



Tyra was formerly the Executive Director of Concierge Services at The Venetian and Palazzo Resort Hotel Casinos in Las Vegas as well as Chef Concierge at The

Venetian Resort Hotel & Casino. With a staff of more than 130 concierges, Tyra directed the largest five star/five diamond concierge department in the city. Tyra also served most recently as the Chef Concierge of the Cosmopolitan Resort of Las Vegas, the newest mega-resort on the Strip.

She currently serves as the Director of Marketing for The ONE Group which includes STK as one of its premier brands. Tyra was formerly the President of the Southern Nevada Hotel Concierge Association (SNHCA).



Department of Hotel Management (continued)

Debbie Brumfield, CHE, Les Clefs d'Or



Debbie is the Chef Concierge of the world famous Caesars Palace in Las Vegas. For 11 years, she was the trainer for Concierge Services at The Venetian & Palazzo Resort Hotel Casinos in Las Vegas. Previously, she was also the Assistant Chef Concierge of the Mandalay Bay Resort in Las Vegas.

Debbie just completed her term as President of the Southern Nevada Hotel Concierge Association (SNHCA) and has held a board position for the past ten years. In January 2008, Debbie received the designation of CHE (Certified Hospitality Educator) from the American Hotel & Lodging Educational Institute. She is a member of the prestigious Les Clefs d'Or USA, the only national association of professional concierges in the United States.

Joel Moore CRDE, CHE



Joel is the Director of Housekeeping for Encore at Wynn Las Vegas. Prior to returning to Las Vegas in 2006, he has held several management positions with such companies as Hyatt, Four Seasons, Inter-Continental, MGM Grand, and Mirage Resorts. His hospitality career in Hotel Operations spans more than 35 years. Joel holds the credentials of CRDE (Certified Rooms Division Executive) and he is a member of the Las Vegas Chapter of IEHA (International Executive Housekeepers Association).

Ellis Norman MBA, CHE



Ellis is the co-founder of Hospitality Experts Consortium, LLC, of which the International School of Hospitality is a subsidiary. For over 25 years, he has taught courses in Human Resource Management and Introduction to Hospitality for Northern Virginia Community College and UNLV. Prior to teaching, he held management positions in food and beverage, human resource management, hospital administration, and hotel management.

Department of Wedding

Brit Bertino CSEP



Brit is a graduate of both the Conference Management & Event Planning and Wedding Coordination & Design Certificate programs at TISOH. She is the Principal of

PowerEvents and Simply Weddings by Brit Bertino. Brit currently sits on the Board of the Las Vegas Chapter of the International Special Events Society (ISES). She is a Certified Special Event Professional. Brit is the 2010 Wedding Wire's Brides Choice Award Winner.

Gabriella Cote CHE



Gabriella is a Convention Services Manager at Caesars Palace. Previously she was a Catering Sales Manager with the Rio All-Suite Hotel and Casino, where she oversaw social functions that included weddings, birthday celebrations, reunions and anniversaries. Gabriella was the Senior Wedding Planner with the Wedding Chapels at the Rio from

2003 to 2005. She has worked as a Special Events Coordinator with the Visiting Nurse Association and Red Cross, organizing fundraising events such as golf tours and black-tie galas.

Michael Testagrossa CPCE, CHE



Michael is the Senior Catering Sales Manager at the JW Marriott Resort, specializing in Weddings and Social events. His role with the JW Marriott

includes meeting with potential brides to discuss venue selection and menu planning. Michael's background includes 15 years of experience in fine-dining restaurants, hotel and offsite catering, and university dining as well as a Bachelor of Science in Hotel and Restaurant Manager from Kansas State University. Michael is the 2009 / 2010 Wedding Professional of Year Winner, as awarded by the Las Vegas Wedding Professionals Association (WPLV).

Rebecca Stebbins CMP, CHE



Rebecca brings a wealth of knowledge and thirteen years of catering, event and wedding planning experience to the TISOH faculty. She has held catering and

event planning positions at eight different corporate entities, including Catering and Conference Manager at the Venetian/Palazzo Resort Hotel Casino and Corporate Sales Manager at the Goodwin Hotel. She is a CMP (Certified Meeting Planner) and member of the Las Vegas Wedding Network. In 2010, she received the designation of CHE (Certified Hospitality Educator) from the American Hotel & Lodging Educational Institute.



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The International School of Hospitality (TISOH) is a unique school developed to provide practical short-term continuing education and career training programs which enable participants to apply their learning toward personal fulfillment, professional advancement and career development in the hospitality industry. Experience classroom or online courses taught by credentialed professionals, featuring project-based learning with guest speaker panels, site-visits, industry networking opportunities & externships.

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