

CUSTOMER EXPERIENCE MANAGEMENT (MINOR)

Resort and Hospitality Administration (B.S.) and Hospitality & Tourism Mgmt (B.S.) majors are not eligible for a minor in Customer Experience Management

Admission Requirements

- Students must meet with a college advisor/student success counselor to declare a minor and review the course requirements.

Program Progression and Additional Graduation Requirements

- A grade of C or higher is required in all courses for the minor.
- A minimum of 12 credits of the minor must be completed at FGCU.
- A minimum of 9 credits must be upper division (3000-4999 level) courses.
- Students desiring certification of a minor and designation on their academic transcript must:
 - Note the minor on the Application for Graduation.
 - Contact a college advisor/student success counselor to certify completion of all course requirements for the declared minor as listed below.

Program Requirements

Code	Title	Credits
Required Courses		(15 credits)
Complete the following:		
HFT 1000	Intro to Hospitality/Tourism	3
HFT 4240	Guest Services Management	3
Complete three from the following:		
FSS 3338C	Food & Beverage Management	3
HFT 3204	Spa Operations & Management	3
HFT 3271	Club Management	3
HFT 3754	Conventions and Meetings Mgt	3
HFT 3757	Principles of Event Management	3
HFT 3802	Catering & Special Events	3
HFT 3806	Restaurant Management	3
HFT 3945	Introductory Hosp Internship	3
HFT 4457	F&B Cost Control	3
HFT 4755	Theme Park & Attractions Mgmt.	3
HFT 4866	Wine Merchandising,Taste &Tech	3
HFT 4894C	Culture, Food and Spirits	3

Total Credits Required: 15