HOSPITALITY MANAGEMENT

PROGRAM DESCRIPTION

This diploma program focuses on preparing you to work in the hospitality and tourism industries. This program will give you a solid theoretical and practical foundation, in the application of current industry tools, procedures and practices, including basic industry accounting, managing food and beverage services, and front office and house keeping operations.

LEARNING OBJECTIVES

- You will be able to describe how the hospitality industry is structured, organized, and managed
- You will be able to describe all stages of the guest cycle
- You will be able to identify basic management functions
- You will acquire a solid foundation in industry accounting principles and techniques
- You will be able to describe how to enhance value and promote customer loyalty
- You will be able to describe how to provide enhanced security, loss prevention and technology management
- You will be able to describe and apply basic sales and marketing strategies

ADMISSION REQUIREMENTS

- High school graduate, or mature student status (British Columbia 19 years or older)
- Meet minimum English language proficiency requirements.

PROGRAM DURATION

Total instructional hours	940
Total program length (wks)	47

GRADUATION REQUIREMENTS

- Successful completion of all program courses.

CAREER OPPORTUNITIES

This program prepares graduates for careers in a variety of hospitality and tourism positions in hotels, restaurants, resorts, and casinos.

Note: Program graduates who have successfully completed AHLEI exams, will be eligible to receive an AHLEI certificate.

PROGRAM BREAKDOWN

Course Number	Course Name	Hours
ACAD100	Academics Plus	20
HOSP103	Hospitality Today	80
HOSP250	Supervision in the Hospitality Industry	100
HOSP261	Hotel & Restaurant Accounting	80
HOSP281	Hospitality Facilities Management & Design	80
HOSP304	Leadership & Management in the Hospitality Industry	80
HOSP333	Managing Front Office Operations	100
HOSP338	Managing House Keeping Operations	60
HOSP349	Managing Service in Food and Beverage Operations	60
HOSP357	Managing Hospitality Human Resources	60
HOSP387	Security & Loss Prevention Management	60
HOSP468	Managing Technology in the Hospitality Industry	60
HOSP472	Hospitality Sales and Marketing	80
CARE100	Career Planning	20

Course sequencing may vary.
Course descriptions are listed below.

ACAD100 Academics Plus

This course reviews student centric learning strategies and techniques, including goal setting, planning and time management, problem solving, basic writing skills, and the effective use of electronic technologies.

HOSP103 Hospitality Today

This is a survey course introducing students to the organization and structure of hotels, restaurants, clubs, cruise ships, and casino hotels, management practices, business ethics, franchising, contracting, and areas of management responsibility including but not limited to human resources, marketing and sales, and advertising.

HOSP250 Supervision in the Hospitality Industry

This course introduces best practices in employee management, including on boarding, training and motivation, and effective conflict management. The potential positive and negative effects of social media is explored as well as the role of a variety of emerging technologies in managing day to operations.

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HOSP261 Hotel & Restaurant Accounting

Cloud-based technologies are driving how and where financial information is collected, analysed and delivered. This course will introduce the tools, techniques, and practices being used to provide hospitality managers instantaneous feedback on the financial status of their operation allowing them to make timely responsive cost saving product-enhancing decisions.

HOSP281 Hospitality Facilities Management & Design

This course provides students with information they need to know to manage and provide maintenance oversight of the physical plant and facilities of a hotel or restaurant and will learn to work effectively with engineering and maintenance department.

HOSP304 Leadership & Management in the Hospitality Industry

This course provides students with information they need to improve their leadership abilities and develop an understanding of how to manage effectively in a team-based collaborative environment to improve guest service and profitability.

HOSP333 Managing Front Office Operations

This course presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to checkout and account settlement. The course also examines the various elements of effective front office management, paying attention to the planning and evaluation of front office operations and to human resources management.

HOSP338 Managing House Keeping Operations

In a budget and environmentally conscious customer and social media driven environment, housekeeping practices right across the operational spectrum are critical to the success of any hospitality operation. This course introduces 21st century principles of housekeeping management.

HOSP349 Managing Service in Food and Beverage Operations

This course provides students with practical skills and knowledge of effective management of food and beverage operations. Basic service principles are presented while emphasizing the importance of exceeding the expectations of guests.

HOSP357 Managing Hospitality Human Resources

This course presents a systematic approach to human resources management. Contemporary issues and practices will be analyzed, as well as employment laws that impact on the way people are managed.

HOSP387 Security & Loss Prevention Management

The course introduces students to the issues surrounding the need for individualized hotel security programs by examining the policies and procedures and technologies required to ensure guest safety and asset protection. Topics will also explore risk assessment and management, loss prevention, and occupational health and safety regulations.

HOSP468 Managing Technology in the Hospitality Industry

This course provides a comprehensive overview of the information needs of lodging properties and food establishments including point sale, property management, accounting, and security applications and systems. The role of virtual private networks and managing social media will also be explored.

HOSP472 Hospitality Sales and Marketing

This course is designed to provide students with a solid foundation in hospitality sales and marketing focusing on practical sales techniques for selling to a wide variety of targeted markets.

CARE100 Career Planning

This course focuses on providing students with the tools and techniques to develop, enhance and maintain a positive goal oriented portfolio of professional career information using available technologies while also focusing on how to effectively manage their online electronic footprint in their effort to promote their skills sets and create employment opportunities.

Additional Information

Delivery
The program is delivered in English. The program may employ on-site or distance delivery. Work Experience will be delivered on ground in the lower BC mainland.

Assessment
A final grade of 60% is required to a course unless otherwise indicated on a course outline. Generally, assessment will consist of exams, written assignments, presentations, and projects. Final course grades will be given as percentages. Students will be provided with a written evaluation on a regular basis and at least once before 30% of the hours of instruction have been provided.

Textbooks
Textbooks are listed on each course outline and maybe in an electronic or hardcopy format. Students do not have to purchase textbooks from the College.

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Title	Provider
Hospitality Today: An Introduction	AHLEI
Hospitality Sales and Marketing	AHLEI
Managing Hospitality Human Resources	AHLEI
Managing Service in Food and Beverage Operations	AHLEI
Hotel and Restaurant Accounting	AHLEI
Supervision in the Hospitality Industry	AHLEI
Managing Front Office Operations	AHLEI
Managing Housekeeping Operations	AHLEI
Security & Loss Prevention Management	AHLEI
Hospitality Facilities Management and Design	AHLEI
Leadership and Management in the Hospitality Industry	AHLEI
Managing Technology in the Hospitality Industry	AHLEI

Equipment

Computers/software are provided at the College. No other equipment is required.

For distance delivery it will be the responsibility of the student to make sure the necessary hardware/software are available and compatible to complete the program such as Internet connection, up to date web browsers and video conferencing equipment.

Program

From time to time the College may make modifications to course sequencing (class or practicum) and content in order to accommodate program updates. Changes will be effective when made.

Other

For proof of English Language Proficiency please refer to the *Student Handbook.*

Program curriculum has been licensed from the 'American Hotel & Lodging Educational Institute' (AHLEI).

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Student Name (Print: first, last)

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Student Signature

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Date

This program has been approved by the
Private Training Institutions Branch, British Columbia.

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