



PROGRAM OUTLINE

Hospitality Management

PROGRAM DESCRIPTION

This **diploma** program focuses on preparing you to work in a variety of hospitality positions requiring the application of current industry policies, practices, and procedures and tools.

LEARNING OBJECTIVES

Upon completion of the program, students will have demonstrated theoretical knowledge and hands-on skills in teamwork, customer service, front office and housekeeping operations, sales and managing, hospitality accounting and food and beverage management

ADMISSION REQUIREMENTS

- Grade 12 graduate or mature student status (British Columbia, 19 years or older)
- Meet minimum English language proficiency requirements.

PROGRAM DURATION

Total instructional hours	960
Total Co-op hours	0
Total program hours	960
Total program length (weeks)	48

GRADUATION REQUIREMENTS

- Successful completion of all program courses.
- Successful completion of program coop.

CAREER OPPORTUNITIES

Upon successful completion graduates will be able to secure employment in the hospitality industry in a variety of positions, in hotel, restaurant, facilities, convention and food and beverage management.

PROGRAM BREAKDOWN

Course No.		Hours
HOS110	Managing Front Office Operations	60
HOS120	Managing Housekeeping Operations	60
HOS130	Security & Loss Prevention Management	40
HOS140	Managing Technology in the Hospitality Industry	40
BUS300	Business Communication	40

Course No.		Hours
HOS200	Contemporary Club Management	60
HOS210	Revenue Management	40
HOS220	Hospitality Today, An introduction	60
HOS300	Basic Hotel & Restaurant Accounting	40
HOS310	Hospitality Facilities Management & Design	40
HOS230	Hospitality Sales & Marketing	60
HOS240	Convention Management & Service	60
HOS350	Supervision in Hospitality Industry Training	60
HOS400	Managing Beverage Service	60
HOS320	Managing Hospitality Human Resources	60
HOS410	Hospitality Services in the Airline Industry	40
CAP 100	Career Preparation	40
HOS430	Food & Beverage Management	60
HOS440	Leadership & Management in the Hospitality Industry	40

DELIVERY METHODS

- In-class instruction
- Distance education
- Combined delivery (both in-class and distance)

HOS110 Managing Front Office Operations

This course reflects the increased role of technology in front office operations, including e-commerce. The course also outlines strategies and action steps for what to do when technology fails and you have to fall back on manual operations.

HOS120 Managing Housekeeping Operations

This course is designed to provide students with the principles of housekeeping management as they apply to the hospitality industry.



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HOS130 Security & Loss Prevention Management

This course explains the issues surrounding the need for individualized security programs, examines a wide variety of procedures, discusses guest protection and internal security for asset protection, explores risk management and loss prevention issues, and outlines OSHA regulations that apply to lodging properties.

HOS140 Managing Technology in the Hospitality Industry

In this course students learn the basics of purchasing, implementing, maintaining, and effectively managing today's information systems in hospitality. Emphasis is placed on computer literacy topics such as hardware, software, operating systems, data communications, and application software and information systems.

BUS300 Business Communication

This introductory course emphasizes the development of business communication skills, including reading, writing, listening and speaking. Students will write for various purposes and audiences and deliver short presentations to small groups.

HOS200 Contemporary Club Management

This course will give students a basic understanding of private club management. It discusses different types of club ownership and how to form boards and committees. This course is all about managing clubs including marketing, food and beverage management and training for ownership of a private club.

HOS210 Revenue Management

This course will give students a basic understanding of the revenue management process. It addresses the proper use and importance of revenue management in hospitality operations and describes the wide range of elements that must be considered in order to use revenue management effectively.

HOS220 Hospitality Today, An Introduction

This course will give students a comprehensive introduction to the many entities that make up the hospitality industry, as well as an overview of today's hot issues, including ethical challenges and practices and the effect of technology and social media on various aspects of hospitality.

HOS300 Basic Hotel & Restaurant Accounting

This course provides a basis for understanding of hospitality accounting concepts and procedures, the processing of hospitality financial data, and the flow of financial information in the accounting cycle that results in the production of financial statements.

HOS310 Hospitality Facilities Management & Design

This course provides students with information they need to know to manage the physical plant of a hotel or restaurant and how to work effectively with the engineering and maintenance department. Students will learn how technology can streamline operations procedures, how to balance environmental concerns with guest satisfaction, and how to communicate effectively with hotel engineering personnel.

HOS230 Hospitality Sales & Marketing

In a highly competitive hospitality market, it is essential to have an understanding of marketing and sales. This course is designed to provide students with a solid background in hospitality sales and marketing.

HOS240 Convention Management & Service

In this course you will learn how to define the scope and segmentation of the convention and group business market, describe marketing and sales strategies to attract markets with specific needs, and explain techniques to meet those needs as part of meeting and convention service.

HOS350 Supervision in Hospitality Industry Training

This course provides a thorough look at training by addressing how to assess and analyze the training needs of new and established operations; look upon training and development as an investment; use training tools and techniques; train with technology; measure and evaluate training; and use different training techniques when training employees, supervisors, and managers.



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HOS400 Managing Beverage Service

This course lays the groundwork for a basic understanding of beverage service by explaining the beverage service process, describing the types of positions commonly found in beverage operations, and focusing on such beverages as beer, spirits, and wine. Included in the course are instructions on responsible alcohol service, supervisory techniques, and procedures for entry-level beverage service positions.

HOS320 Managing Hospitality Human Resources

This course presents a systematic approach to human resources management in the hospitality industry. Students will analyze contemporary issues and practices, as well as employment laws that have an impact on the way people are managed.

HOS410 Hospitality Services in the Airline Industry

This course introduces students to the service function in airlines. Students learn the basics of in-flight and pre-flight service, the role of flight attendants in the airline industry and how to make a career in airlines.

CAP100 Career Preparation

This course prepares students for their job search by introducing them to interviewing skills, resume writing, cover letters, interview preparation, public speaking and an introduction to general customer service.

HOS430 Food & Beverage Management

In this course students will learn the foundation they need to make smart decisions in food and beverage operations. The course addresses ways in which food and beverage operations have adapted management and operating tactics from other industries, what operations are doing to maintain or improve quality standards while reducing expenses, and how high-tech strategies are being used to give customers greater value for their dining dollars.

HOS440 Leadership & Management in the Hospitality Industry

This course is designed to acquaint students with leadership, management, and quality issues facing today's hospitality industry, including topics in managing organizational change, traditional management roles and styles versus leadership in the twenty-first century, quality management, continuous improvement, power and empowerment, communication skills, goal setting, coaching, high-performance teams, diversity, strategic career planning, and ethics.

Methods of Evaluation

Course grading is indicated on each course outline. Generally assessment will consist of quizzes, exams, and assignments.

Required Course Material

Not all courses may have textbooks. Textbooks are listed on the course outline. Textbooks may not be available through the college.

Equipment

Computer and requisite software are provided at the college. No other equipment is required unless otherwise indicated on the course outline.

Program

Course currency and relevancy may change depending on the requirements of industry. The school may make changes at any time. Changes will be effective when made.

Other

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