



HERITAGE COMMUNITY COLLEGE  
VESTRI POSTERUS SATUS HIC

## Program Outline

### Hospitality Management Diploma

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<b>Brief Program Description</b>	The Hospitality Management Diploma program provides essential training for a variety of roles in accommodation, travel, tourism, and related hospitality services. Students will learn industry best practices and build experience in hotel management through theoretical and practical learning.
<b>NOC Code</b>	0632 (Accommodation service managers) 6513 (Food and beverage servers)
<b>Career Occupation* (if applicable)</b>	Upon completion of the program, graduates are qualified to work in occupations listed below: <ul style="list-style-type: none"><li>● Bed and breakfast operator</li><li>● Front desk manager - accommodation services</li><li>● Guest-house operator</li><li>● Hotel assistant manager</li><li>● Hotel director</li><li>● Hotel manager</li><li>● Motel manager</li><li>● Reservations manager<ul style="list-style-type: none"><li>● Seasonal resort manager</li></ul></li><li>● Ski resort manager</li><li>● Tourist home operator</li><li>● Hotel guest services agent</li><li>● Hotel front desk clerk</li><li>● Night clerk/auditor<ul style="list-style-type: none"><li>● Hotel reservations clerk</li></ul></li><li>● Room clerk</li><li>● Banquet captain/server</li><li>● Captain waiter/waitress</li><li>● Chief wine steward</li><li>● Cocktail waiter/waitress<ul style="list-style-type: none"><li>● Food and beverage server</li></ul></li><li>● Formal service server</li><li>● Room attendant</li></ul>



## Hospitality Management Diploma

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### Admission Requirements\*

#### General Admission Requirements

All students must provide proof of Grade 12/GED or equivalent.

#### English Language Proficiency Admission Requirements

International students must provide proof of English language proficiency through one of the following measures:

- Minimum 50% in English 12 or 67% in Communications 12.
- Minimum 50% in post-secondary level English or Communications coursework.
- Successful completion of a standardized language proficiency test at or above ONE of the following standards:
  - Canadian Language Benchmark (CLB) 6
  - IELTS 5.5 with no band lower than 5
  - TOEFL iBT score of 46
  - Cambridge English: Advanced (CAE) score of 162
  - Pearson Test of English (PTE-A) score of 45.4
  - Versant English Placement Test (VEPT) score of 46

### Learning Objectives\*

**Upon completion of this program the successful student will have reliably demonstrated the ability to:**

The Hospitality Management Diploma program prepares graduates for positions in hotels, motels, resorts, banquet halls, restaurants, and similar establishments with fundamental knowledge of various operational areas of a hotel and food and beverage operations. Graduates will be prepared for supervisory or management trainee positions at a property, beginning a managerial path. Graduates will understand how to:

- Explain the structure of hotels, restaurants, casinos, cruise lines, and clubs including information on



HERITAGE COMMUNITY COLLEGE  
VESTRI POSTERUS SATUS HIC

## Program Outline

### Hospitality Management Diploma

---

franchising, management contracts, business ethics, human resources, marketing, and much more.

- Explain up to date processes used in the food and beverage operations including multi-unit management and focus on technology applications as they apply to food and beverage operations.
- Develop effective supervision and management skills that are essential to success in the hospitality industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques. Resources on creating a professional development plan for student's hospitality career can help set the direction for future educational and professional endeavors.
- Develop a solid understanding of hotel and restaurant accounting procedures, with a focus on the computerized accounting used in today's hospitality accounting situations. Students learn about taxation of business income, the role of governmental agencies, and how to read and analyze financial statements.
- Increase front office efficiency and help sales grow. Topics include revenue management and the latest technology applications. Students learn how front office activities and functions affect other departments and how to manage the front office to ensure the property's goals are met.
- Manage housekeeping department from the big picture of hiring and retaining quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel.
- Get a solid grounding in hospitality technology and the management of information systems including applications for all functional areas, including reservations, rooms, food and beverage, sales and



## Hospitality Management Diploma

---

event management, and accounting. Also, the basics of purchasing, implementing, maintaining, and managing today's information systems. Students also explore systems security and maintenance, e-commerce, and hospitality careers in information technology.

- Build a top-flight sales team with creative, successful sales and marketing programs that really work. In addition, how to sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners.
- Successfully sell to groups, and how to service their business after the sale.
- Improve leadership abilities and develop an understanding of high-performance teams and employee empowerment. Including how to put quality management tools into action to enhance guest service and increase profitability.
- Understand the employment lifecycle and including recruitment, diversity and inclusion, and professional development as well as the most current workplace laws.
- Be Informed about the security issues and practices that affect properties every day. Including the physical security of the property, asset protection, guest protection, security equipment, emergency management and procedures, OSHA requirements, and more.

### **Method(s) of Evaluation\***

Students will be assessed through online tests, computer-based tasks, and assignments. After each lesson there will be a quiz, which needs to be completed and submitted for marking. At the end of each course will be a final exam. Students need to achieve a minimum of 60% mark to pass the course. This method of continual assessment ensures that your instructor can consistently monitor your progress and provide you with assistance throughout the duration of the course.



HERITAGE COMMUNITY COLLEGE  
VESTRI POSTERUS SATUS HIC

## Program Outline

### Hospitality Management Diploma

---

<b>Completion Requirements*</b>	<p>Students will be required to complete 100 hrs. of work experience. To qualify for work experience, students are required to maintain a minimum 60% grade average or higher for each and a minimum attendance of 85%.</p> <p>85% of classes must be attended to achieve competency for this qualification.</p> <p>Minimum 60% for each course is required for graduation.</p>
<b>Program Duration</b>	780 hours (including 100 Practicum Hours) ( <i>Synchronous</i> ) 34 weeks (coursework) + 4 weeks (Practicum)
<b>Homework Hours</b>	2-3 hrs/day. This is only an approximate figure and is dependent upon how much time the student can dedicate to the studies and how well he/she grasps the learning concepts in the course material. ( <i>Asynchronous</i> )
<b>Delivery Method(s)</b>	<p><i>Indicate how the program is delivered</i></p> <p><input type="checkbox"/> <i>In-class instruction: 100% hours of instruction delivered in a classroom or other setting, where instructors share the same physical space as students. In-class instruction will be provided to students who lack access to WIFI, laptops, and equipment required to take distance education.</i></p> <p><input type="checkbox"/> <i>Distance education: 100% hours of instruction, excluding work experience hours, if applicable, delivered remotely from a BC location. Students who lack access to WIFI, laptop, or equipment required to take distance education will be provided access to WIFI and computers and will be required to take in-class sessions.</i></p> <p><input checked="" type="checkbox"/> <i>Combined delivery (both in-class and distance): Instruction provided through a combination of in-class</i></p>



## Hospitality Management Diploma

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*and distance delivery. Program may include a work experience component (in-person).*

**If distance delivery is indicated**, the distance delivery method is:

- Synchronous, meaning students attend classes virtually in 'real time' with instructors and classmates. (4 hours per day)
- Asynchronous, meaning students and instructors do not meet in 'real time'. There is no live video lecture portion of the program. Students in a program or course that is delivered asynchronously may move through assignments at their own pace, supported by online resources such as recorded lectures, reading material, assignments and discussion groups. (2-3 hours per day) **(Homework)**
- Combination of both synchronous and asynchronous. Program delivery is % synchronous (class hours - 4 hours per day) and % (homework - 2-3 hours per day) asynchronous.

**If combined delivery is indicated**, see the Course List below for a description of courses in the program that are delivered in-person, and whether the distance delivery portion is synchronous, asynchronous, or, if both, the percentage of each.

**Required course materials.**

- List of textbooks are listed within each course outline.
- In-class instruction will be provided to students who lack access to WIFI, laptops, and equipment required to take distance education.
- Students who lack access to WIFI, laptop, or equipment required to take distance education will be provided access to WIFI and computers and will be required to take in-class sessions



HERITAGE COMMUNITY COLLEGE  
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## Program Outline

### Hospitality Management Diploma

---

#### Program Organization\*

List the titles of the courses in this program in the order they are provided and the hours of instruction allotted to each. If the program is offered by combined delivery, identify the Delivery Method for each course. If the program is offered by either distance or combined delivery and is offered through a combination of synchronous and asynchronous delivery, identify in the Delivery Method Description which courses are synchronous versus asynchronous. The method of Delivery Method column can be removed if the program is delivered through only one method, and any distance courses are all either synchronous or asynchronous.

For programs with work experience component(s) list the duration in hours of each work experience component of the program. List the work experience element in the order in which it is provided along with the other courses in the program.

Title of Course/Work Experience Component* (in order of delivery)	# of Hours of Instruction *	Delivery Method (In-class, Distance, or Combined)	Distance/Combined Delivery Description (Synchronous or Asynchronous)
Hospitality Today	40	Combined	Synchronous
Management of Food and Beverage Operations	40	Combined	Synchronous
Hospitality Supervision	40	Combined	Synchronous
Hotel and Restaurant Accounting	40	Combined	Synchronous
Managing Front Office Operations	80	Combined	Synchronous
Managing Housekeeping Operations	40	Combined	Synchronous
Managing Technology in the Hospitality Industry	40	Combined	Synchronous
Hospitality Sales and Marketing	80	Combined	Synchronous
Convention Management and Service	80	Combined	Synchronous
Leadership and Management in the Hospitality Industry	40	Combined	Synchronous
Managing Hospitality Human Resources	80	Combined	Synchronous



Hospitality Management Diploma

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Security and Loss Prevention Management	40	Combined	Synchronous
Career Employment and Strategies	40	Combined	Synchronous
<b>Industry Work Experience</b>			
Work Experience (Practicum)	100		
Total	780		