

Hospitality Management

Diploma

Program Objective

Hotel and Tourism Management is diverse and global in nature and one of the growing industries around the world. The Hotel and Tourism Management Studies program is designed to prepare students for careers in the fast-paced, rewarding, and challenging world of hospitality management. The program appeals to individuals who are charismatic, outgoing, capable, and energetic. Its objective is to produce qualified graduates who are ready to work in hotels and other accommodation services at a supervisory level and in tourism industry. Students will gain a broad range of management and operational skills and practical tools that will assist them in addressing situations that may arise within a hospitality/tourism/service environment. The program provides the skills to progress to higher-level positions, given the proper combination of skills, experience, personal attributes, and additional training. This program provides students with:

- Managerial skills to manage all physical aspects of a hotel, restaurant, or hospitality property including front office, housekeeping, and food service operations and different aspects of tourism
- Supervisory and communication skills essential for effective leadership
- Techniques to develop and maintain high-performance teams
- Strategies to manage human resources and maximize staff productivity striving to exceed guest and tourists expectations
- Purchasing strategies and techniques
- Operational capacity for computer systems, such as hardware, software, and generic applications, as well as computer-based property management systems
- Marketing strategies to employ in the hospitality and tourism industries

Method of Delivery

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators.
- Hotel and Tourism Management courses are instructor-led

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available to qualified students.

Graduation requirements:

Students must achieve a 75% program average to obtain a diploma.

Personal Attributes Required

To be successful as a Hospitality Service Supervisor, individuals must possess the ability to:

- Learn new skills and knowledge
- Formulate decisions and exercise good judgment
- Build working relationships to achieve goals
- Efficiently manage time and stress
- Work collaboratively and effectively as part of a team
- Use listening and interpersonal skills
- Be self-motivated, energetic, confident, and creative
- Be tactful and communicate effectively both verbally and writing with people from all walks of life
- Be detail oriented
- Be resourceful
- Effectively plan and organize job tasks to delegate to employees

Career Opportunities

Graduates of this program are employed by service establishments throughout the public and private sectors. Careers that correspond with the skills learned in this program include:

- Hospitality Manager
- Banquet Manager
- Food and Beverages Services Manager
- Restaurant Manager
- Catering and Conference Services Manager
- Hotel Clerk Supervisor
- Reservations Supervisor
- Theatre Attendants Supervisor
- Tourist Guide
- Tourist Advisor
- Guide Operator

Part time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.


Academy of Learning

C A R E E R C O L L E G E

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instruction.

Full time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Duties and Responsibilities

Supervisors manage and co-ordinate the activities of entertainment, tourism, accommodation, food service workers, and other service workers not elsewhere classified. Specific job duties vary with education and experience and may include:

- Coordinating, assigning and reviewing the work of hotel, motel and other accommodation services clerks, theatre ushers and attendants, reservation clerks, sport and recreation club workers, commissionaires, and other service workers not elsewhere classified
- Establishing work schedules and procedures and coordinating activities with other work units or departments
- Resolving work-related problems and preparing and submitting progress and other reports
- Hiring and training staff in job duties, safety procedures and company policies (may perform the same duties as workers supervised)
- Requisitioning supplies and materials
- Ensuring the smooth operation of computer systems, equipment and machinery and arranging for maintenance and repair work
- Plan and coordinator different aspects of tourist program and entertainment

Competencies upon Completion

Core Courses

- **Operating Systems**
Basic level of proficiency in a Windows operating system

- **Word Processing**
Basic level of proficiency in Microsoft Word
- **Hospitality**
Hospitality Supervision, Facilities Management, Food and Beverage Management, Housekeeping Management, Food Safe, First Aid/CPR, WHMIS, Convention Management, Food and Beverage Service, Leadership Management in Hospitality, Tourism and Hospitality, Security and Loss Prevention, Hotel Computer Systems, Hotel Accounting, Front Office Procedures, and Hospitality Sales and Marketing
- **Job Readiness/Employability Skills**
Job Search and Résumé Writing and Thought Patterns for a Successful Career