Area of Interest: Culinary, Hospitality and Tourism

# Hospitality - Hotel and Restaurant Operations Management

Ontario College Diploma

Program Code: 0208X01FWO

2 Years

Ottawa Campus

## Our Program

**Join a growing industry and gain opportunities worldwide.**

The two-year Hospitality - Hotel and Restaurant Operations Management Ontario College Diploma program provides you with specialized managerial skills for the hospitality and tourism industry through a mixture of theory and hands-on classes delivered by industry professionals.

Learn about:

- hotel and restaurant operations

- management skills

- computer applications in hospitality and tourism

- financial management

- marketing

The first year of the program provides introductory industry and business courses to help prepare you for entry-level positions. The second year focuses on developing management skills to help solidify long-term career success in the hospitality and tourism industry.

Experience a variety of restaurant operations-related roles in Restaurant International, Algonquin College`s student-operated restaurant and teaching facility. Some of these classes happen during the evening and weekends, to prepare you for the variety of shift work in the industry.

Students who graduate from this program with a minimum of a B average can further their education by bridging into year three of the Bachelor of Hospitality and Tourism Management (Honours) degree program.

There are a growing number of job opportunities - available both locally and globally - in this dynamic industry. Graduates may find employment in:

- yhe food and beverage industry

- the accommodation sector

- tourism services

- sales and marketing

- transportation

- events and conferences

## SUCCESS FACTORS

This program is well-suited for students who:

- Have good interpersonal skills and enjoy interacting with people.

- Are interested in a career in the hospitality business that is portable throughout the world.

- Seek variety in their daily work and rewarding opportunities and experiences.

- Are looking for career opportunities that allow flexibility to balance work and family life.

## Employment

Graduates may find a wide range of employment opportunities in the global hospitality and tourism industry. Career opportunities may include front desk accommodation, guest service/ housekeeping, sales and marketing, banquets, transportation, food and beverage, attractions, events and conferences, tourism services and golf clubs. After a few years of experience, graduates may pursue supervisory or management positions. Graduates may also pursue further academic endeavours.

## Learning Outcomes

The graduate has reliably demonstrated the ability to:

- Support an industry and workplace service culture by adopting a positive attitude and professional decorum, accommodating diverse and special needs, and contributing as a team member.

- Deliver customer service and solutions that anticipate, meet and/or exceed individual expectations, as well as organizational expectations, standards and objectives.

- Use marketing concepts, market research, social networks, sales and revenue management strategies, relationship management skills and product knowledge to promote and sell hospitality services, products and guest experiences.

- Apply business and revenue models as well as basic accounting, budgeting, financial and administration skills to support the effective management and operation of a variety of organizations delivering hospitality services and products.

- Comply with relevant organization and workplace systems, processes, policies, standards, legal obligations and regulations, and apply risk management principles, to support and maintain efficient, safe, secure, accessible and healthy hospitality operations.

- Use appropriate technologies to enhance the quality and delivery of hospitality services, products and guest experiences and to measure the effectiveness of hospitality operations.

- Keep current with hospitality trends and issues, and interdependent relationships in the broader tourism industry sectors to improve work performance and guide career development.

- Use leadership, teamwork, conflict and relationship management skills and tools, as well as knowledge of organizational behaviour, labour relations, employment standards and human rights to contribute to a positive work environment.

- Respond to issues and dilemmas arising in the delivery of hospitality services, products and guest experiences by using and promoting ethical behaviour and best practices of corporate social responsibility and environmental sustainability.

- Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

## Program of Study

| Level: 01 | Courses | Hours |
|---|---|---|
| ENL1813H | Communications I | 42.0 |
| FOD2200 | Food Preparation Theory | 42.0 |

| HOS2224 | Introduction to Hospitality and Tourism Management | 42.0 |
|---------|---------------------------------------------------|------|
| HOS2229 | Beverage Service Theory | 42.0 |
| HOS2257 | Rooms Division Operations | 42.0 |
| MAT0032 | Hospitality and Tourism Mathematics | 28.0 |
| MKT2235 | Introduction to Hospitality and Tourism Marketing | 42.0 |
| **Level: 02** | **Courses** | **Hours** |
| ACC2238 | Hospitality Accounting I | 42.0 |
| ENL1823H | Communications II | 42.0 |
| HOS2211 | Food and Beverage Cost Control | 56.0 |
| HOS2218 | Customer Management | 28.0 |
| HOS2227 | Rooms Division Automation | 56.0 |
| MKT2245 | Hospitality Marketing II | 42.0 |
| **Core: select in alternate terms** | **Courses** | **Hours** |
| FOD2224 | Kitchen Operations | 49.0 |
| HOS2234 | Restaurant Operations and Theory | 112.0 |
| **Level: 03** | **Courses** | **Hours** |
| ACC2239 | Hospitality Managerial Accounting | 56.0 |
| DAT2236 | Hospitality Management Applications | 56.0 |
| HOS2220 | Menu Planning, Analysis and Design | 42.0 |
| HOS2255 | Wine, Food and Culture | 42.0 |
| **Core: select in alternate terms** | **Courses** | **Hours** |
| FOD2224 | Kitchen Operations | 49.0 |
| HOS2234 | Restaurant Operations and Theory | 112.0 |
| **Choose one from equivalencies:** | **Courses** | **Hours** |
| GED0208 | General Education Elective | 42.0 |
| **Level: 04** | **Courses** | **Hours** |
| HOS2243 | Hotel and Restaurant Management Cases | 56.0 |
| HOS2288 | The Dinner Party | 42.0 |
| LAW2240 | Hospitality Law - Liability and Risk Management | 56.0 |
| MGT2241 | Hospitality Human Resources Management | 56.0 |

**Fees for the 2023/2024 Academic Year**

Tuition and related ancillary fees for this program can be viewed by using the Tuition and Fees Estimator tool at  https://www.algonquincollege.com/fee-estimator .

Further information on fees can be found by visiting the Registrar`s Office website at https://www.algonquincollege.com/ro .

Fees are subject to change.

Additional program related expenses include:

- Books and supplies cost approximately $600 per year and can be purchased from the campus store.

- For more information visit  https://www.algonquincollege.com/coursematerials .

## Admission Requirements for the 2024/2025 Academic Year

### College Eligibility

- Ontario Secondary School Diploma (OSSD) or equivalent. Applicants with an OSSD showing senior English and/or Mathematics courses at the Basic Level, or with Workplace or Open courses, will be tested to determine their eligibility for admission; OR

- Academic and Career Entrance (ACE) certificate; OR

- General Educational Development (GED) certificate; OR

- Mature Student status (19 years of age or older and without a high school diploma at the start of the program). Eligibility may be determined by academic achievement testing for which a fee of $50 (subject to change) will be charged.

### Program Eligibility

- English, Grade 12 (ENG4C or equivalent).

- Mathematics, Grade 11 (MBF3C or equivalent).

- Applicants with international transcripts must provide proof of the subject-specific requirements noted above and may be required to provide proof of language proficiency. Domestic applicants with international transcripts must be evaluated through the International Credential Assessment Service of Canada (ICAS) or World Education Services (WES).

- IELTS-International English Language Testing Service (Academic) Overall band of 6.0 with a minimum of 5.5 in each band; OR TOEFL-Internet-based (iBT)-overall 80, with a minimum of 20 in each component: Reading 20; Listening 20; Speaking 20; Writing 20; OR Duolingo English Test (DET) Overall 110, minimum of 110 in Literacy and no score below 95.

Not sure if you meet all of the requirements? Academic Upgrading may be able to help with that: https://www.algonquincollege.com/access/ .

Should the number of qualified applicants exceed the number of available places, applicants are selected on the basis of their proficiency in English and mathematics.

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## Application Information

**HOSPITALITY - HOTEL AND RESTAURANT OPERATIONS MANAGEMENT**
**Program Code 0208X01FWO**

Applications to full-time day programs must be submitted with official transcripts showing completion of the academic admission requirements through:

ontariocolleges.ca
60 Corporate Court
Guelph, Ontario N1G 5J3
1-888-892-2228

Students currently enrolled in an Ontario secondary school should notify their Guidance Office prior to their online application at  http://www.ontariocolleges.ca/ .

Applications for Fall Term and Winter Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as places are available.

International applicants please visit this link for application process information: https://algonquincollege.force.com/myACint/ .

For further information on the admissions process, contact:

Registrar`s Office
Algonquin College
1385 Woodroffe Ave
Ottawa, ON K2G 1V8
Telephone: 613-727-0002
Toll-free: 1-800-565-4723
TTY: 613-727-7766
Fax: 613-727-7632
Contact:  https://www.algonquincollege.com/ro

## Additional Information

Relevant work experience is a definite career asset. Our industry advisors and employers highly recommend such an inclusion in our program. It enhances both your employability and your educational experience.

This program has a Fall intake and a Winter intake each academic year. The Fall intake follows the standard College 15-week term pattern:
September - December and January - April for two consecutive years. The Winter intake term runs January - April, May - August, September - December and January - April.

## Contact Information

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**Program Coordinator(s)**

- Marc Brennan, [mailto:brennam@algonquincollege.com](mailto:brennam@algonquincollege.com) , 613-727-4723, ext. 2137

## Course Descriptions

### ACC2238 Hospitality Accounting I

A foundation in financial accounting is provided through theory and in-class exercises. Students examine what accounting information is, the accounting cycle, the process of recording transactions, and the preparation and analysis of financial statements.

Prerequisite(s): none
Corerequisite(s):none

### ACC2239 Hospitality Managerial Accounting

Students are introduced to the uniform system of accounts for hotels, motels, clubs and restaurants. Students analyze financial statements, prepare operating and cash budgets, perform breakdown analysis, analyze fixed and variable leases and evaluate capital decisions.

Prerequisite(s): none
Corerequisite(s):none

### DAT2236 Hospitality Management Applications

Students use Microsoft Excel to complete numerous tasks and decision-making processes, including costing, scheduling, budgeting, forecasting and analytical decision making. Interactive tutorials and testing are used to support learning. Hotel and restaurant management simulations reinforce basic Excel skills in a hospitality industry context.

Prerequisite(s): none
Corerequisite(s):none

### ENL1813H Communications I

Communication remains an essential skill sought by employers, regardless of discipline or field of study. Using a practical, vocation-oriented approach, students focus on meeting the requirements of effective communication. Through a combination of lectures, exercises, and independent learning, students practise writing, speaking, reading, listening, locating and documenting information, and using technology to communicate professionally. Students develop and strengthen communication skills that contribute to success in both educational and workplace environments.

Prerequisite(s): none
Corerequisite(s):none

### ENL1823H Communications II

Employers emphasize the need for communication skills that are effective in challenging workplace situations. Using a practical, vocational approach, students refine their writing skills, practise effective verbal communication, apply sound research skills and develop teamwork strategies in order to prepare a competitive package for the job search and interview process, to communicate negative news and persuasive messages using the indirect pattern, to create organized documents supported by research and to present clear oral messages targeted to specific audiences. A combination of lectures, exercises and independent learning activities support students in strengthening the communication skills required for success in educational and workplace environments.

Prerequisite(s): ENL1813H
Corerequisite(s):none

### FOD2200 Food Preparation Theory

Students are provided with basic culinary skills, as well as classic and modern cooking techniques and knowledge. Topics discussed, first in theory, then demonstrated in the kitchen, include vegetable cuts, stocks, sauces and soups, as well as basic meat, poultry, fish and seafood preparations. Proper sanitation and food handling procedures are emphasized. Students are expected to learn and use proper food preparation terminology.

Prerequisite(s): none
Corerequisite(s):none

### FOD2224 Kitchen Operations

Students are introduced to the complexity of a commercial kitchen operation. Students learn to cook in a restaurant environment doing a-la-carte (to order) cooking. Food trends, such as nutrition and current cooking methods are covered as students prepare dishes from standard menu categories: appetizers, soups, salads, entrees (meat, poultry, seafood, vegetarian) and desserts.

Prerequisite(s): FOD2200
Corerequisite(s):none

### GED0208 General Education Elective

Students choose one course, from a group of general education electives, which meets one of the following four theme requirements: Arts in Society, Civic Life, Personal Understanding, and Science and Technology.

Prerequisite(s): none
Corerequisite(s):none

### HOS2211 Food and Beverage Cost Control

A practical foundation in food and beverage operations is provided through theory and in-class exercises. Students are guided through the process of controlling costs in purchasing, receiving, storage and production as they apply to a variety of food and beverage enterprises.

Prerequisite(s): none
Corerequisite(s):none

### HOS2218 Customer Management

Students develop strong customer service management skills and attitudes allowing them to lead competitively in the hospitality and tourism industry. Students also learn how to lead others to anticipate and exceed customer expectations in order to develop customer loyalty and satisfaction in today's competitive marketplace.

Prerequisite(s): none
Corerequisite(s):none

### HOS2220 Menu Planning, Analysis and Design

Principles and concepts of menu planning, menu formats, and layout with regard to a wide variety

of eating habits, tastes and current trends of the dining public are highlighted. Classroom discussions centre on pricing, menu design, merchandising tools, nutritional considerations, profitability, kitchen layout and equipment. Using these concepts, students design a new restaurant with a corresponding, stand-alone menu.

Prerequisite(s): HOS2211
Corerequisite(s):none

### HOS2224 Introduction to Hospitality and Tourism Management

Students are introduced to management concepts and tourism at work in their community and globally. Students gain an understanding of the interaction of all tourism sectors and the variety of work experience potential and entrepreneurial opportunities found in the tourism industry.

Prerequisite(s): none
Corerequisite(s):none

### HOS2227 Rooms Division Automation

Students are provided with hands-on experience in managing the hotel guest cycle. The course builds on concepts covered in the Rooms Division Operations course. Topics include room reservations, guest accounting, rooms management, night audit and revenue management. Learning activities focus on the use of property management system software and also include lectures.

Prerequisite(s): none
Corerequisite(s):none

### HOS2229 Beverage Service Theory

Students learn the practical components of mixing beverages and cocktails. Key topics include bar setup, use and handling of equipment drink categories (methods of mixing), garnish preparation and presentation, as well as beverage service and management. Students attain a high degree of manual dexterity by practising the skill in the Mixology lab.

Prerequisite(s): none
Corerequisite(s):none

### HOS2234 Restaurant Operations and Theory

Hands-on experience in effectively operating a restaurant, including skills in basic and classical table service is provided. Students experience a variety of restaurant operations related roles and are scheduled in Restaurant International, a student-operated teaching facility.

Prerequisite(s): HOS2229
Corerequisite(s):none

### HOS2234 Restaurant Operations and Theory

Hands-on experience in effectively operating a restaurant, including skills in basic and classical table service is provided. Students experience a variety of restaurant operations related roles and are scheduled in Restaurant International, a student-operated teaching facility.

Prerequisite(s): HOS2229
Corerequisite(s):none

### HOS2243 Hotel and Restaurant Management Cases

In the hotel and restaurant industries, situations often arise where diverse ranges of client requirements are encountered. As a supervisor/leader, the ability to react quickly and effectively is essential. Using learning from all program courses, students analyze and problem-solve to provide the best course of action in resolving the various industry-specific scenarios presented. Working as

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part of a team, students participate in short industry case studies, role-playing, discussions and other methods to experience and contextualize learning.

Prerequisite(s): none
Corerequisite(s):none

### HOS2255 Wine, Food and Culture

An understanding of culture can be discovered by exploring eating and drinking customs. Students experience a virtual global tour, exploring culture, history and traditions through the lens of wine and food. Students acquire a sense of the customs of their culture and those of others. Through comparison, observation, discussion, and reflection, students discover something found in all cultures: the importance of food and drink.

Prerequisite(s): none
Corerequisite(s):none

### HOS2257 Rooms Division Operations

A systematic approach to the operations of the rooms division departments in hotels is presented. Through lectures, hotel visits, case studies, and in-class work, students learn the fundamentals of reservations, registration, guest accounting, revenue management, housekeeping management, hotel layout and design, security and the green hotel.

Prerequisite(s): none
Corerequisite(s):none

### HOS2288 The Dinner Party

Table manners are as unique to a culture as the foods they eat - how people eat varies widely from country to country. Participants in this course explore the culture and customs of international dining practices. Through investigation, discussion and reflection, participants have the opportunity to raise their own and each other's awareness and sensitivity to different cultural behaviours and customs. Over scheduled lunches and dinners, participants consider the influence of culture, society, religion, geography and history on dining practices around the world.

Prerequisite(s): none
Corerequisite(s):none

### LAW2240 Hospitality Law - Liability and Risk Management

Students are introduced to the major legal aspects of the hospitality industry, including food-service operations. Students acquire essential information to comply with the law and an understanding of the liabilities and risks associated with the accommodation, food and beverage sectors of the hospitality industry.

Prerequisite(s): none
Corerequisite(s):none

### MAT0032 Hospitality and Tourism Mathematics

For leaders in the Hospitality and Tourism industry, many decisions boil down to an understanding of numbers. Students review essential business mathematics skills, addressing topics such as weight and volume conversions, algebraic equations, ratios, percentages, absolute and relative difference, and simple statistics. Tutorials and practical exercises help students develop knowledge and confidence to solve practical, financial and mathematical challenges encountered in typical business scenarios.

Prerequisite(s): none
Corerequisite(s):none

### MGT2241 Hospitality Human Resources Management

Students explore the complexities of the diverse workforce in the hospitality industry; focus is on the elements of good supervision, human resources practices and leadership. Students learn the functions of planning, leading, organizing, controlling, motivating and communicating in the workplace. Human resources topics include recruitment, discipline, leadership and team building, training, safety in the workplace and labour relations.

Prerequisite(s): none
Corerequisite(s):none

### MKT2235 Introduction to Hospitality and Tourism Marketing

The importance of contemporary marketing skills in today's increasingly competitive and complex marketplace is underlined. Students are shown how to translate ever-changing customer needs into market opportunities by planning, analyzing, researching, objective setting, and using a variety of interrelated marketing strategies. Teams construct a marketing plan for a resort hotel using mind maps. Students work in teams during assessments, case studies and classroom exercises to build a foundation of knowledge and understanding.

Prerequisite(s): none
Corerequisite(s):none

### MKT2245 Hospitality Marketing II

The complex, rapidly shifting world of advertising and promotion in the hospitality industry is introduced. Topics include advertising, sales promotion, publicity, public relations and merchandising. Emphasis is also placed on personal selling skills. Students visit a local resort hotel as part of the course. Teams construct a media plan for a restaurant using mind maps. Students work in teams during assessments, case studies and classroom exercises to build a foundation of knowledge and understanding.

Prerequisite(s): MKT2235
Corerequisite(s):none