

## Hospitality Management (HOSP)

### Program Outline

PROGRAM IMPLEMENTATION DATE:	May 2018
OUTLINE EFFECTIVE DATE:	May 2022
PROGRAM OUTLINE REVIEW DATE:	September 2027

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#### GENERAL PROGRAM DESCRIPTION:

The Hospitality Management (HOSP) diploma prepares students for dynamic careers in the hospitality industry. This program is focused on regional hospitality industry needs and is enriched by a co-op experience that gives students direct work experience in hospitality operations. Semester schedules are organized to make the most of high-season work opportunities and provide students with the skills and technical knowledge required for success, combining business-focused education with practical hospitality education and experience.

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#### Credentials Granted:

The Hospitality Management diploma program meets all requirements of the BC Provincial Hospitality Management Standardized Core Curriculum.

Diploma students are required to maintain a minimum course grade of C- (55 percent) in all program courses that contribute to the diploma. Students intending to continue into the COTR BBA program are required to maintain a minimum course grade of C (60 percent) and an average course grade of C+ in all program courses that contribute to the BBA.

#### Diploma:

The Hospitality Management diploma offers specialized courses in hospitality and business and is awarded to students who successfully complete the two-year diploma curriculum – a total of 63 credits.

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#### Program Information:

Graduates are prepared for entry-level staff and supervisory roles in the accommodation and food & beverage industries, in either the front- or back-of-house areas of the establishment. Graduates of this program will also be able to ladder into a Hospitality Management or Tourism Management degree program at other universities.

Academic courses combine face-to-face classes with laboratory simulation activities, cooking laboratory sessions and field trips / excursions. These opportunities to apply theory to practice contribute to a high standard of professionalism for graduates entering the hospitality industry.

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**Delivery:** This program is primarily face-to-face classroom instruction, combined with labs, field activities in hospitality settings, and co-op placement.

**COTR Credits:** 63

**Hours for this program:** 1520 hours

**Typical Structure of Instructional Hours:**

Instructional Activity	Duration
Lecture Hours	900
Seminars / Tutorials	
Laboratory / Studio Hours	120
Practicum / Field Experience Hours	500
Other Contact Hours	
<b>Total</b>	<b>1520</b>

**Practicum Hours (if applicable):**

Type of Practicum	Duration
On-the-job Experience	500
Formal Work Experience	
Other	
<b>Total</b>	<b>500</b>

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**Program Outline Author or Contact:**

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Signature

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**APPROVAL SIGNATURES:**

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Department Head Signature

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Valid from: May 2022-September 2027

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Education Council Approval Date

## PROGRAM PREREQUISITES AND TRANSFER CREDIT:

### Admission Requirements:

- Secondary school graduation or equivalent.
- Minimum 65% in either English Studies 12, English First Peoples 12, ENGL 090, or equivalent (refer to Course Equivalency Information on the College website), or successful completion of university-level composition course (e.g., ENGL 100).
- Students for whom English is a second language must meet the English proficiency requirements posted on the college website.
- Recommended: Either Principles of Math 11, Foundations of Math 11, Applications of Math 11, Pre-Calculus Math 11, Statistics 12, Pre-Calculus 12, Calculus 12, MATH 080, or equivalent; or a minimum grade of 65% in either Foundations of Math 12, Geometry 12, or Computer Science 12.
- Basic computing skills are recommended.

### Additional program requirements:

This program uses e-textbooks; all students are supplied with a computer as part of mandatory program fees.

Students will be required to purchase protective clothing, and a selection of small kitchen equipment (e.g., knives) for their HOSP 225 Food Introduction course.

### Flexible Assessment (FA):

Credit can be awarded for one or more courses in this program through FA ☒ Yes ☐ No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

**Transfer Credit:** For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>

Students should also contact an academic advisor at the institution where they want transfer credit.

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## Hospitality Management diploma program:

This program is designed for entry to the workplace or transfer to a degree program after successfully completing two years of study at COTR.

## Year One

<b>Spring Semester</b>	<b>Preparatory Studies and Program Studies</b>	<b>Lecture/Lab</b>
	Required Industry certifications: Food Safe 1, Serving It Right, WHMIS, Occupational First Aid Level 1 and Super Host	
HOSP 115	Food and Beverage Service	(45-15)

<b>Fall Semester</b>		<b>Lecture/Lab</b>
HOSP 110	Rooms Division Management I	(45-15)
COMC 110	Communication for Hospitality Industry	(45-15)
RECR 102	Leadership and Community Participation	(45)
TOUR 111	Introduction to Tourism	(45)
ACCT 263	Financial Accounting for Tourism Majors	(45)

<b>Winter Semester</b>		<b>Lecture/Lab</b>
HOSP 111	Rooms Division Management II	(45-15)
HOSP 145	Employability Skills for Co-op Work Experience	(45)
HOSP 160	Hospitality Human Resources Management	(45)
MKTG 281	Principles of Marketing	(45)
<b>Spring Semester</b>	<b>(compressed)</b>	<b>Lecture/Lab</b>
HOSP 135	Beverage Operations	(45-15)

<b>Summer Semester</b>	<b>Co-op</b>	<b>Work experience</b>
HOSP 150	Industry Work (Co-op work experience)	500 hours

**Total First year = 36 credits plus co-op**

## Year Two

<b>Fall Semester</b>	<b>(late September start)</b>	<b>Lecture/Lab</b>
HOSP 220	Food and Beverage Cost Control	(45-15)
HOSP 230	Principles of Service Management	(45)
ACCT 265	Management Accounting for Non-Accountants	(45)
RECR 220	Event Management	(45)

<b>Winter Semester</b>		<b>Lecture/Lab</b>
HOSP 225	Food Introduction	(45-15)
HOSP 240	Restaurant Operations	(45-15)
HOSP 250	Hospitality Law	(45)
MGMT 216	Organizational Behavior	(45)
MGMT 316	Entrepreneurship and Small Business Management	(45)

**Total Second Year = 27 credits**

**Total Credits: 63**

## COURSE GRADE:

Course grades are assigned as follows:

	A+	A	A-	B+	B	B-	C+	C	C-	D	F
Mark (Percent)	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	< 50

A course grade of "C-" or better is required for credit towards a diploma in Hospitality Management.

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**COURSE DESCRIPTIONS** can be found on the COTR SharePoint site:

<http://www.cotr.bc.ca/CourseOutlines/>

### ACCT 263

This course is designed to teach non-accounting majors to understand the accounting records of a small business and/or to give them the opportunity to use an accounting software program. Concepts, terminology and principles are introduced at a basic level. Topics include revenue and expense recognition, cash vs. accrual accounting, the accounting cycle and analysis of financial statements and other financial information.

### ACCT 265

This course is specifically designed for non-accounting majors. This course studies accounting and finance from a managerial perspective. Topics include profitability analysis, cost volume profit analysis, relevant costing, cost allocation, profit planning and cost management, responsibility accounting, capital investments, financial statement analysis, cash flow statements, sources and forms of financing and working capital management.

### COMC 110

Students will be introduced to written and oral communication skills that focus on professional business correspondence for a variety of audiences and situations as required in the hospitality industry. Through an integration of reading, writing and verbal communication, students will also develop critical thinking skills and analysis of information.

### HOSP 110

This course is an introduction to the accommodation industry within the tourism sector, with specific reference to the Rooms Division Department. The course will familiarize the student with different accommodation types and styles, including branding and quality rating systems. Further exploration focuses on the variety of functional departments in accommodation operations and their interrelationship, including an in-depth study of the Front Office department and their role in the overall guest experience and operational effectiveness.

### HOSP 111

This course focuses on the Housekeeping Department as part of Rooms Division Operations within the accommodation sector. With a focus on the comfort of the guest, provide a clean and pleasant guest experience. Detailed discussions on theoretical principles, technical applications and practical implementations will equip the student to be an effective team member in the Housekeeping Department.

**HOSP 115**

This course is an introduction to the Food and Beverage Service Industry. Students will apply theoretical knowledge by using applicable tools & equipment and practise a variety of food and beverage service styles and techniques. A focus on customer service and interpersonal skills will enable the student to be successful in meeting the expectations of customers. Furthermore, students will gain an understanding of the effect of customer service on the success of a business.

**HOSP 135**

This introductory course explores the tools and equipment needed within a beverage operation. Followed by an in-depth discussion on the characteristics and preparation methods of alcoholic and non-alcoholic beverages including, but not limited to, beer, wine, spirits, coffee and tea. Key concepts in the operation and management of a beverage business will be explored to ensure profitability and success. Students will get practical experience in preparing and serving beverages.

**HOSP 145**

This course is intended to prepare Hospitality Management students for the Canadian workplace as well as co-op work experience as part of a registered co-op course. The course focuses on assessing a student's strengths and areas for improvement, developing of a personal brand, identifying and improving of employability skills, strengthening communication skills, and managing work expectations. Students will familiarize themselves with co-op work experience activities including learning to set goals and objectives, writing work reports and receiving employer evaluations.

**HOSP 150**

The Co-op work placement provides a work-based learning experience and opportunity to students. This work placement will further develop employability competencies and enforce the practices and skills gained during classroom studies. Furthermore this course connects the student with industry practitioners, building employment networks and establishing the foundations of the student's employment history. An effective workplace environment supports students in developing skills which are essential to their future success.

**HOSP 160**

This course will introduce the student to Human Resource Management in the Hospitality Industry and its effect on the success of the hospitality operation. Investigate innovative approaches to Human Resources to recruit and retain the most suitable candidates for the industry. The course focuses on the fundamental theories and practices necessary for success it also investigates current challenges and trends as it relates to employment standards and employee relations.

**HOSP 220**

This course focuses on the principles and procedures involved in effective cost control management for food, beverage and labour in the Hospitality Industry. Students will develop skills in basic control procedures, internal control methods, methods used for cost analysis & cost adjustments as well as interpretation of financial information. The use of applicable computer applications will also be introduced.

**HOSP 225**

This course will give students an introduction to the fundamentals of culinary skills & techniques with a focus on theoretical studies, and the application thereof, in a practical kitchen environment. Students will also expand their knowledge of classic cooking fundamentals and investigate current industry trends. Further explorations will investigate the function and safe use of tools and equipment commonly used in kitchen environments.

**HOSP 230**

This course is designed to provide students with the skills and knowledge to become effective service managers. Topics of discussion include, but are not limited to, delivery of service and designing service, that would meet the needs of customers to result in a return customer and build a client base of return customers.

**HOSP 240**

This course will give students a basic understanding of the management processes involved in food and beverage restaurant operations. Further discussions will familiarize the students with a variety of restaurant concepts, design considerations and product positioning. The students will develop skills in various aspects of food and beverage operations including basic leadership principles, human resources, restaurant marketing, menu planning & execution and cost control.

**HOSP 250**

This course will introduce students to the Canadian Laws with a specific focus on Hospitality Law. The course emphasises potential legal problems and the rights and liabilities in the hospitality industry. Topic discussions include the nature of the relationships between innkeeper & guest, restaurateur & diner, travel agent & traveller, and private host & guest. Further discussions will focus on the Hospitality organizational effectiveness with special reference to business structures, licencing & operation regulations and labour relations.

**MGMT 216**

In this course students can discover and apply concepts to both explain and influence how people and their organizations work. Specific topics include motivation, perception, personality, emotions, communication, team dynamics, decision making, conflict and negotiation, power and organizational politics, leadership, organizational change and development, organization, and culture.

**MGMT 316**

This course introduces the students to the basics of entrepreneurship and small business management. Students gain an understanding of how to establish and manage a small business. An essential part of the course is the students' development of research and analysis skills. The application of the knowledge is demonstrated by the student completing a business plan.

**MKTG 281**

To gain an overview of the marketing process as it applies to marketing products and/or services in public, private and not-for-profit organizations. At the end of the course, the students should understand the four P's of marketing: Price, Place, Promotion and Product, and the interrelationships between marketing and overall business practices. This 45-hour course provides an introduction to other more advanced courses in the College of the Rockies Business program.

**RECR 102**

This course emphasizes leadership in Recreation and Leisure Services and involves an exploration of leadership and effective practice of theories and concepts. Students examine how Recreation and Leisure Services involve community individuals and groups in community organizations. The different leadership methods in organizations, public groups and service organizations are also examined.

**RECR 220**

This course explores and develops ideas and concepts utilizing a linear or cyclical planning model, and focuses on the details required when planning a special event. Emphasis is placed on the planning of events with research into selecting the right event, event themes, site selection, task and responsibility checklists, organizational committee structures, budgeting and finance, advertising and promotion and event administration.

**TOUR 111**

This course is an introduction to the tourism industry and explores its role in the economy. The eight sectors of the tourism industry are examined and factors that have affected the industry over time are analyzed. Students develop a travel destination package to learn the planning process involved in organizing a trip. Students also investigate career paths and consider potential opportunities in this exciting field.