

Hospitality and Tourism Operations Management

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Program Details

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International Students

Start Dates	Locations	Availability
2019 September	London - Downtown	● Closed
2020 January	London - Downtown	● Open
2020 May	London - Downtown	● Closed
2020 September	London - Downtown	● Open
2021 January	London - Downtown	● Open

2021 May

London - Downtown

● Open

Program Code

THM1

Academic SchoolSchool of Tourism, Hospitality and Culinary Arts**Program Coordinator:**

Rob Foster

Delivery

Day Time

Full-Time

PathwaysTransfer OpportunitiesStudy & Work Abroad**Credential**

Ontario College Graduate Certificate

Duration

75 weeks

Overview - 2020/2021

Please note: Hospitality and Tourism Operations Management, THM1, is open to international students only.

Designed for university and college graduates seeking a career in the tourism and hospitality sector, this program will focus on applied knowledge in the field of hospitality operations within a global economy, encompassing the planning and management of hospitality businesses of varying size and complexity.

You will apply critical thinking, multitasking, and problem-solving skills in demand by the hospitality industry. Analytical and collaborative problem solving skills will be developed through the use of authentic case studies with leading industry partners and relevant industry technology.

Practical hands-on training will develop your customer service and supervisory skills in our fine dining restaurant **The Chef's Table** and quick service delicatessen Olive Oyle's Deli. You will apply teamwork and leadership skills, create strategies for supervising, motivating employees, and work as a team to achieve the goals and objectives of the hospitality workplace.

Graduates will have developed business and management skills applicable to various hospitality sectors including accommodations, food and beverage, guest services and tourism. You will be equipped with the knowledge and skills required to assume first-line supervisory and management positions in the evolving fast-paced rewarding world of the hospitality industry.

Features and benefits:

Earn while you learn - this program includes a four-month paid work term within the Canadian Hospitality and Tourism industry.

Pathway to Canada - this two-year program may lead to a longer work permit for international students (of up to three years in Canada).

Management experience - this program is unique in that you develop both extensive knowledge of the hospitality and tourism industry as well as a strong skill set in management.

Admission Requirements - 2020/2021

A Two- or Three-Year College Diploma, or a Degree

OR

Acceptable combination of related work experience and post-secondary education as judged by the College to be equivalent to the above*

Note:

- *Applicants may be required to submit a resume and cover letter that includes details of work experience.

English Language Requirements

Applicants whose first language is not English will be required to demonstrate proficiency in English by one of the following methods:

- A Grade 12 College Stream or University Stream English credit from an Ontario Secondary School, or equivalent, depending on the program's Admission Requirements
- Test of English as a Foreign Language (TOEFL) test with a minimum score of 88 for the Internet-based test (iBT), with test results within the last two years
- International English Language Testing System (IELTS) Academic test with an overall score of 6.5 with no score less than 6.0 in any of the four bands, with test results within the last two years.

SDS Program Requirements.

- Canadian Academic English Language (CAEL) test with an overall score of 70 with no score less than 60 in any of the four bands, with test results within the last two years
- Pearson Test of English Academic (PTE) with a minimum score of 59, with test results within the last two years
- A Cambridge English Test (FCE/CAE/CPE) with an overall score on the Cambridge English Scale of 176 with no language skill less than 169, with test results within the last two years

- An English Language Evaluation (ELE) at Fanshawe College with a minimum score of 75% in all sections of the test, with test results within the last two years
- Fanshawe College ESL4/GAP5 students: Minimum grade of 80% in ESL4/GAP5 Level 9 or 75% in ESL4/GAP5 Level 10

Recommended Personal Preparation

- Above average interpersonal skills
- Ability to work successfully in both an independent and team environment
- Keen interest in cultural diversity
- Aptitude for language study
- Above average English, reading, writing and comprehension skills

Applicant Selection Criteria

Where the number of eligible applicants exceeds the available spaces in the program, the Applicant Selection Criteria will be:

1. Achievement in the Admission Requirements

Courses

Hospitality and Tourism Operations Management-2020/2021

Level 1

Take all of the following Mandatory Courses:

PBRL-6004	Internship Preparation 1	2
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This course will stress the essential employability skills needed to begin a professional career in the Hospitality Industry. Throughout this course the student will develop a professional image as it is an integral element to their career success and to the delivery of quality customer service. Each student will develop a personal career portfolio suitable for employment during their internship semester. A wide range of career specific topics will be discussed which will enhance the student's ability to gain successful employment and increase their understanding of the importance of developing a career strategy.

FDMG-6014 Global Perspective of Food & Wine 3

This course will look at wine from an historical perspective and follow the evolution of its creation and development from a simple nutritious beverage to a religious symbol to a commercial success to a global commodity. It will focus on the historically important growing regions and grapes and its path from the old world to the new world and its importance in today's world through a culinary and hospitality lens discussing styles, quality and food pairing from local dishes to world cuisine.

SFTY-1067 Food Safety, Smart Serve & First Aid 1

This course provides students with basic principles of safe food handling, smart serve and first aid. Students will learn current principles and practices of sanitation and safety, government regulations and sanitation codes. Students will also obtain the requirements needed to implement responsible alcohol service. Lastly students will in learning how to deal with common medical emergencies in the work place with emphasis on recognition of the signs and symptoms of medical emergencies and how to create a safer work environment. Upon successful completion of the certification exams, students will receive certification in Safe Food Handling, Smart Serve and First Aid.

COMM-6026 Language of Hosp. Management in Canada 4

This course helps students develop the professional communication skills, both oral and written, needed for the hospitality and tourism industry. Students will analyze hospitality business cases to devise effective communication strategies, and produce a variety of documents using terminology and technology appropriate for their workplaces. Other areas of emphasis will include enhancing cross-cultural interpersonal skills, conducting meetings confidently and competently, and maintaining professional, clear, and timely communication in the fast-paced hospitality industry.

TOUR-6008 Canadian Tourism Industry 3

This course will explore the tourism in Canada with a focus on the economic impact that tourism brings. The course will explore the different sectors of the tourism industry, transportation, accommodations, food and beverage, meetings and events, and attractions. Industry trends will also be explored.

FDMG-1115 Service Intro 5

Food and Beverage Operations are an integral part of the Hospitality and Tourism Industry. This course will introduce students to the operations of a food establishment. Working in the professional dining room students will explore the basics of service, floor plans, product knowledge and health and safety regulations

COMP-6047 Computer Skills 3

The Hospitality professional requires robust computer skills. This course provides students with real-world applications of practical and common skills associated with word processing, presentation and modern spreadsheet programs needed in the hospitality industry. Students will also learn how to work with advanced internet features, social media applications, online collaboration tools and identify security risks and protect their computers from malware and viruses.

Level 2

Take all of the following Mandatory Courses:

FDMG-3048 Service Excellence 3

Students will further develop their teamwork and customer service skills in this course. Taught in the professional dining room students will deliver food and beverage service to enhance the guests experience. A variety of food and beverage formats will be explored as well as adhering to brand image. Students will further develop their service skills and professionalism.

HOSP-5001 Hospitality Human Resources Management 3

The emphasis of this course is to explore the intricacies of the Human Resources Department of a hospitality enterprise, in particular the various acts and legislation governing employers and employees in the province of Ontario. Students will also have an opportunity to explore their own personal management style. Through problem based learning and real life case studies you will explore the avenues to take when handling the numerous demands placed upon supervisors and managers and learn methods of achieving results through responsible supervision and management. We will focus on the importance of employee engagement this course and how positive, progressive management techniques can ensure success at every level of the organization.

HOSP-6004 Accommodations Management 3

The course is designed to give the student in-depth knowledge of the rooms division. Students will analyze the hotel environment in North America, strategies, tactics, key performance indicators, industry reports, and current trends used today to maximize front office revenue. Students will also develop technical skills using a property management software system.

PHIL-6003 Ethics in Hospitality 3

This course explores Business Ethics as it pertains to management functions within the Tourism and Hospitality industry. Important issues will be discussed and analyzed to help managers determine the best decision when faced with ethical dilemmas. Important ethical issues will be discussed and debated each week including moral perspectives related but not limited to honesty, integrity, fair decision-making, leadership quality and a commitment to management excellence.

TOUR-6006 North American Tourism 3

Students will explore, research and Access North American tourist destinations, identify customer needs and develop critical selling skills. Destinations will be analyzed by physical geography, climate, culture, time zones and destination uniqueness. Students will evaluate domestic and international customer travel interests, needs and preferences in order to effectively sell and service the customer.

DEVL-6018 Internship Preparation 2 1

This course continues to build on skills developed in Internship Preparation I. Students will conduct a job search within the hospitality industry. Portfolio development will continue, with a focus on the sales tools required for conducting a successful job search and developing a strategy that includes employer research, the application process, interview techniques and the acceptance process. Also, there will be a review of worker health and safety.

Level 3 - Internship

Take the following Mandatory Course:

PBRL-6010 Internship 14

Internship education is a learning method which allows industry proficient students an opportunity to broaden their professional competencies through ongoing mentorship while on the job. Students employed within the Tourism & Hospitality industry will work for a defined period of time, collaboratively with an Internship Coach and Employer partner. This opportunity will see the student setting specific developmental goals, identifying opportunities for growth, evaluating workplace issues and experiences as they pertain to their personal leadership development.

Level 4

Take all of the following Mandatory Courses:

HOSP-6009	Revenue Management	3
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The Hospitality professional must be able to maximize revenue with space and capacities constraints. Students will explore strategies to effectively manage inventories and prices through various channels of distribution. Using case studies and exploring real-time businesses, students will calculate key performance indicators and analyze industry reports to impact long-term revenue goals.

COMM-6019	Advanced Professional Communication	3
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This course focuses on refining and advancing students workplace communication abilities. The advanced communication documents and strategies covered include presentation skills, research skills, business document writing, meeting and management team strategies, business etiquette, and advanced employment communications. Additionally, students learn about interpersonal and intercultural communication (high/low and monochromic/polychromic context) concepts and strategies.

BEVR-6001	Beverages, Wines & Spirits	3
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In this course students study the history and production process of wine, spirits and beer and learn how to objectively evaluate these products and market them in a hospitality setting. Students will practice pouring, mixing and tasting various beers, wines and spirits. Successful students will gain industry certification from the Wine and Spirit Education Trust (WSET), one of the world's leading providers of wine education?as well as the Prud'homme Beer Certification.

MKTG-6021	Marketing for Hospitality Management	3
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This course is designed to provide students with the skills and knowledge necessary to become an effective manager. Students will explore "organizational behaviour" topics critical to developing effective management skills including but not limited to; motivating staff, building effective teams, managing change in the workplace, performance management, and dealing with diversity. Case studies and exercises will be evaluated to increase students self-confidence and leadership abilities.

MGMT-6104 Sales & Customer Relations 3

Emerging tourism and hospitality professionals must recognize that customer sales and service skills are key to this very competitive industry. In this course, students will cover the key concepts, fundamental skills and techniques needed to manage customer expectations in the tourism and hospitality industry to create customer-focused priorities.

HOSP-6008 Hospitality Law & Risk Management 4

In Hospitality Law & Risk Management, students will learn a basic understanding of the Canadian legal system and how that system relates to the Hospitality Industry in terms of exposure to different types of Risk. In addition to understanding this relationship, students will learn how to identify, prioritize, handle and manage Risk.

TOUR-6007 Attractions & Tourism 3

This course is designed to provide an overview of the areas of the tourism industry that act as tourism generators. The role of events, conferences, attractions, and outdoor adventure and recreation activities will be discussed. This course will also provide information regarding public and private support services that are in place to order to promote the tourism industry.

FDMG-5024 Service Management 3

A manager in the Food and Beverage industry is challenged on a daily basis with demands from customers, staff and owners. This course will assist students to develop their management skill with an emphasis on operational effectiveness. Students will apply their management skills within the "Chef's Table" with a focus on service operations, promotions, purchasing/receiving, inventory control, special events and financial management.

Program Residency

Students Must Complete a Minimum of 23 credits in this program at Fanshawe College to meet the Program Residency requirement and graduate from this program

Careers - 2020/2021

Career Opportunities

Graduates of this program will find employment in a variety of disciplines from the hospitality industry including: Hotels, Resorts, Convention Centers, Restaurants, Tourism Office and Tour Companies. Job titles for potential graduates may include Guest Service Agent, Guest Service Supervisor, Restaurant Supervisor, Reservation Supervisor, Banquet Supervisor, Front Office Supervisor, Food & Beverage Supervisor, Housekeeping Supervisor, Night Auditor, and Sales Coordinator.

More Information - 2020/2021

A Two-Year Ontario College Graduate Certificate Program

Please note: Hospitality and Tourism Operations Management, THM1, is open to international students only.

Program Code: THM1

Campus Code: LCD (LCD - London Downtown)

September/January/May Admission

15 week terms

Academic Calendars available at www.fanshawec.ca/academicdates

Contact

School of Tourism, Hospitality and Culinary Arts: 519-452-4289

Program Description

This two-year Ontario College Graduate Certificate program is designed for university and college graduates seeking a career in the tourism and hospitality sector. The program will focus on applied

knowledge in the field of hospitality operations within a global economy, encompassing the planning and management of all operations involved in hospitality businesses of varying size and complexity.

Learning Outcomes

The graduate has reliably demonstrated the ability to

1. Identify, select and utilize financial management principles, including cost accounting, management accounting, and audit practices and procedures.
2. Select and implement the appropriate management theory and operating practices, including the fundamental principles underlying management planning, organizing, directing and controlling in a service-driven industry.
3. Utilize financial operating and statistical reports to assist in intermediate and long-term decision-making.
4. Assess the adequacy of strategic and operational decisions through the application and analysis of appropriate financial indicators.
5. Develop a sound organizational marketing plan.
6. Develop and implement effective customer relations; manage guest problems with empathy and sensitivity.
7. Select and utilize industry-specific and generic software packages relating to operational planning and management.
8. Contribute effectively to the development and implementation of management procedures for the supervision of employees; identify and use appropriate organizational behaviour principles and motivational or team-building techniques to achieve desired performance.
9. Identify, analyze, and work within relevant government legislation and regulations bearing on the hospitality and tourism industry, including occupational health and safety legislation, employment standards and labour relations, and contract law.
10. Maintain service standards and address business needs in an ethical and socially responsible manner.
11. Develop, implement, and revise strategic operational plans for a department or business.
12. Conduct meetings and make formal presentations employing effective public speaking skills and techniques.

Program Pathways

For information about Program Pathways visit www.fanshawec.ca/programpathways