

Hospitality Management:

Hotel

A Two-Year Ontario College Diploma with
Co-operative Education Endorsement

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The Program

The Hospitality Management –Hotel program is designed to enable the graduate to work in all areas of a full service hotel. Students will develop their practical skills using both manual and computerized front office systems and in on-campus restaurants and kitchens.

Their practical skills will be enhanced by such disciplines as accounting, computers, housekeeping, human resources management, financial management, events and convention planning.

Students will complete their studies with an in-depth managerial project.

Content

The academic studies include such disciplines as accounting, computers, cost control, human resources management and marketing.

Students also gain hands-on experience at Fanshawe's casual/fine dining restaurant Saffron's, as well as Olive Oyl's, a popular, fast-paced, on-campus deli.

Outcomes

Graduates will find work in a variety of positions within a hotel from food service to rooms division. Many students will attain positions as management trainees, where they will work in every aspect of the hotel before advancing to managerial positions. Departmental positions include housekeeping, human resources, marketing and public relations, banquets and catering, purchasing and front office.

Skill Levels

Learning Outcomes

- Ensure a high degree of customer satisfaction by providing hospitality services in a professional manner
- Analyze policies, changes and individual roles and their impact within the context of the Canadian Tourism Industry Sector
- Apply human resources management and leadership knowledge and skills to enhance performance as an employee and team member, and to contribute to the management of a hospitality enterprise
- Apply accounting and financial knowledge and skills, including cost control techniques to the operation of a hospitality enterprise
- Contribute to marketing effectively to promote successful operation of a hospitality enterprise
- Assist in ensuring the provision of healthy, safe and well-maintained hospitality environments
- Develop ongoing personal and professional strategies and plans to enhance leadership and management skills for the hospitality industry
- Use computer skills to support the performance of a variety of functions in the hospitality industry
- Perform effectively as an accommodation operation team member

Course Outline

For the official Degree Audit, please see Registrar's Office

Year 1 – Take all of the following Mandatory Courses

Gen Ed.	– take one 3-credit Gen. Ed. elective course
ACCT-3035	Principles of Accounting for Hosp. Industry
TOUR-1005	Tourism Industry – Intro
MKTG-1059	Marketing for Tourism & Hospitality
SANI-1002	Sanitation & Safety
BEVR-1001	Mixology
FDMG-1019	Food & Beverage Service Theory
FDMG-1021	Food & Beverage – Practical
FDMG-1042	Exploring the Kitchen
FDMG-1020	The Menu
DEVL-1039	Career Strategies
HOTL-1003	Guest Relations
GEOG-1005	Exploring the Globe
FDMG-1039	Dining for Professional Success
FDMG-1061	The Big Event
WRIT-1042	Reason & Writing I – Tourism & Hospitality
COMM-3041	Professional Comm. for Tour. & Hosp.
HOTL-1010	Front Desk Theory
HOTL-1011	Front Desk Practical
COOP-1020	Co-operative Education Employment Prep

Year 2 – Take all of the following Mandatory Courses

FDMG-3032	Events Planning
HOTL-3004	Food Beverage & Labour Cost Control
HOSP-3001	Entrepreneurial Insights
HOSP-1009	Facilities Management
HOTL-3008	Hospitality Financial Management
FINA-1027	Personal Finance
HOTL-3010	Sales and Catering
HOTL-3009	Front Office Operations
LAWS-3013	Law & Insurance – Hospitality Industry
MGMT-3026	Hospitality Management Project
HOSP-5001	Hosp. Human Resources Management
HOTL-3011	Revenue Management
BEVR-1010	Wine Discovery

Program Requirements:

- Take one 3-credit General Education (Gen.Ed.) elective Course
- Program Residency
Students must complete a minimum of 20 credits in this program at Fanshawe College to meet the Program Residency requirement and graduate from this program.

Sample Co-op Progression Chart:

Fall Intake			
	Sept - Dec	Jan – Apr	May – Oct 7
Year 1	Acad. 1	Acad. 2	Work Term
	Oct* - Dec	Jan - Mar	
Year 2	Acad. 3	Acad. 4	
*October start date varies year to year			

Winter Intake			
	Jan – Apr	May – Aug	Sept – Oct 7
Year 1	Acad. 1	Acad. 2	Off
	Oct* – Dec	Jan – Apr	May - Thanksgiving
Year 2	Acad. 3	Acad. 4	Work Term
*October start date varies year to year			

Why Should You Hire a Co-op Student?

Many employers feel today's graduates have no concept of the "real" world of work; we are providing this experience in Co-operative Education. Any job that gives the student related background in your business would be suitable.

Eligible employers can claim a tax credit for each qualifying work placement for up to \$3000.

Co-operative Education students are ultimately looking ahead to careers in businesses such as yours. For this reason they are not expecting to simply put in time on the job, but are eager to get involved and make a worthwhile contribution. Participation in co-operative education also gives the employer the opportunity to try out a student's capabilities without obligation or commitment to permanent employment.

This work oriented educational system integrates classroom study and paid, on-the-job work experience, by alternating periods in College with periods of employment by co-operating organizations.

The working experience will ideally increase in difficulty and responsibility as the student progresses academically. However, the College realizes it is often difficult in practice to do this.

It is essential that the work experience be a normal one; that the student be treated like a regular company employee so that a realistic picture of the working environment in that field may be obtained. Perhaps most important is what students gain from the working experience, i.e. an attitude for success and the ability to get along with co-workers at all levels.

