Hospitality Management: Hotel
A Two-Year Ontario College Diploma with Co-operative Education Endorsement
1001 Fanshawe College Blvd. – Room D1063
London, ON N5Y 5R6
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coop@fanshawec.ca

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

- HOSP-1020 Hotel & Resort Operations
- MATH-1210 Math for Hospitality
- HOTL-1014 Guest Relations
- BEVR-1026 Beer, Wine & Spirits
- DEVL-1049 Career Preparation
- SFTY-1067 Food Safety, Smart Serve & First Aid
- COOP-1020 Co-operative Education Employment Prep
- FDMG-1115 Service Intro
- COMP-1517 Technology for Hospitality
- WRIT-1042 Reason & Writing for Tourism/Hospitality
- ACCT-1104 Accounting Fundamentals
- HOTL-1015 Front Office
- FDMG-1039 Dining for Professional Success
- FDMG-3048 Service Excellence
- MKTG-1059 Marketing for Tourism & Hospitality
- COMM-3080 Comm. for Tourism & Hospitality

Year 2 – Take all of the following Mandatory Courses

- FDMG-5023 Service Leadership
- FINA - 3048 Financial Mgmt. & Analysis
- HOSP-1021 Sustainable Facilities Management
- MGMT-3081 Supervisory Skills
- HOTL-5002 Revenue Management
- ENTP-3001 Entrepreneurial Spirit
- HOTL-3012 Catering & Events
- ECON-3008 Global Economics
- MGMT-3082 Global Hotel Leadership
- PLAN-5001 The Main Event
- LAWS-3058 Law & Risk Management
- HOSP-5001 Hospitality Human Resources Mgmt.
- HOTL-3013 Global & Premium Service

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

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<tr>
<th>Year 1</th>
<th>Sept - Dec</th>
<th>Jan – Apr</th>
<th>May – Aug</th>
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<tbody>
<tr>
<td>Acad. 1</td>
<td>Acad. 2</td>
<td>Work Term</td>
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<thead>
<tr>
<th>Year 2</th>
<th>Sept - Dec</th>
<th>Jan - Mar</th>
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<tbody>
<tr>
<td>Acad. 3</td>
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### Winter Intake

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<th>Year 1</th>
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<th>May – Aug</th>
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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.