

## 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

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			
	Sept - Dec	Jan – Apr	May – Aug
Year 1	Acad. 1	Acad. 2	Work Term
	Sept - Dec	Jan - Mar	
Year 2	Acad. 3	Acad. 4	

Winter Intake			
	Jan – Apr	May – Aug	Sept – Dec
Year 1	Acad. 1	Acad. 2	Work Term
	Jan - Apr	May - Aug	
Year 2	Acad. 3	Acad. 4	

### 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.