

**FOOD239 - Food and Beverage Service Theory** Together with the practical environment of FOOD 271 - Food and Beverage Service Practical, the student will also have the opportunity to learn some of the many theoretical components related to the Food and Beverage department of a hospitality business.

**FOOD271 - Food and Beverage - Practical** The course is designed to give the student the opportunity to learn serving skills in a practical environment, through the day-to-day operation of the Divisional Restaurant and Deli/Cafe.

**HOSP200 - Professions in Hospitality** Insightful representation of the hospitality industry. Through a series of guest lectures and profiles of key figures in hospitality management the student will gain appreciation for the many facets of this dynamic industry.

**HOSP300 - Entrepreneurial Insights** This course has been developed to give a hospitality student the basic understanding of what an entrepreneur needs to research and produce to satisfy the needs of business and financial professionals. It will provide a step by step approach, from formulating the first idea and strategically organizing that idea into a professional business portfolio.

**HOSP301 - Hotel Design and Maintenance** In today's multi faceted hotel industry, managers must be diverse in their knowledge and skills. This course will help to identify and outline the many elements of blueprint reading and facility design, and will also introduce the student to the basic functional practices in the day to day upkeep of a hotel property and it's equipment.

**HOTL041 - Dimensions for Hospitality** The hospitality industry is without a doubt one of the strongest, fastest growing industries today. This course is an introduction to that industry and how Tourism affects us all. The students will gain an appreciation for where our industry has come from and what the future has in store. They will also recognize the numerous career opportunities available to them in such areas as Fast Food, Hotels, Luxury Cruise Lines, Resorts, Institutions, Casinos and many more.

**HOTL119 - Customer Relations** This course is designed to create good customer relation skills through the development of effective communication skills in written, verbal and nonverbal forms. They will have an opportunity to improve their team work skills and it will give the student a positive professional attitude towards their chosen career.

**HOTL120 - Purchasing - Hospitality Industry** Designed to give the student a full understanding of the purchase market and to emphasize the importance of a purchasing system and its role in the industry. The student will be able to recognize different methods of grading and government specifications used in the marketing of various products, both food and non-food, and increase the skills required to set-up a purchasing department in a hotel or food service environment.

**HOTL121 - Convention Services** This course is designed to give the student an understanding of the convention and catering business, with special emphasis on sales, organization, and execution of these functions. Since this type of business is usually a strong accessory to the hotel industry, the student will be encouraged to recognize unique opportunities to enhance a property's business capabilities, and potential.

**HOTL122 - Human Resources** The primary objective of this course is to introduce the student to the intricacies of a Human Resources Department with emphasis on the hospitality industry. Focus will be

on the various acts and legislation governing employers and employees in the Province of Ontario.

**HOTL207 - Front Desk Procedures** The course is designed to give the student an in depth knowledge of the operation of the front office department of a hotel operation. The course includes an analysis of the hotel industry and the factors surrounding front office management and the receptionist's role.

**HOTL316 - Food, Beverage and Labour Cost Control** This course is designed to introduce the student to the techniques used in the control of food, beverage and labour costs. The student will be able to calculate all costs and be able to discuss the causes of variances between forecasted figures and actual results. They will have an appreciation for control systems and their implementations within the hospitality industry.

**HOTL317 - Housekeeping** This course is designed to introduce the student to the Housekeeping Department in the hospitality industry. It will cover the role of an executive housekeeper and the areas of concern as they relate to day-to-day operations and maintenance.

**HOTL320 - Front Office Operations** Prerequisite: completion of HOTL207 or HOTL115. Having completed the basic procedures of the Front Desk operation during the first year of the Hotel & Restaurant Program, the student will have the opportunity to put to use their skills using a top of the line computerized front desk program.

**HOTL323 - Hospitality Financial Management** This course will acquaint the student with the principles and practice of financial management in the hospitality industry. Specific subjects covered will include: concepts of internal control, pricing for profitability, management of costs, the cost/volume/profit approach to decision making and the use of budgets as a management tool.

**LAWS415 - Law and Insurance-Hospitality Industry** Designed to give the student a basic understanding of the laws which govern our hospitality industry in Ontario. Also there will be some case studies and examples of actual cases which have been tried in Canada.

**MGMT367 - Management Techniques** First level supervisors and managers are essential to the ongoing success of any hospitality operation. This course will provide the foundation for the ongoing learning process of today's supervisors and managers. Through guest lecturers and class discussions the student will discover how to deal with the numerous demands placed upon them as supervisors, and learn methods of achieving results through responsible supervision and management.

**MKTG314 - Hospitality Marketing** The purpose of this course is to provide hospitality students with an understanding of the basic concepts and processes of hospitality marketing. This developmental procedure will involve customer identification and analysis, product analysis, market research and analysis, and promotional development and analysis, with the end result equating to positive sales growth and ultimately profit.

**MNGE401 - Hospitality Management Project** Hospitality Management Project is a facilitated course whereby the students will cover all aspects of opening and operating either a food-service operation or an accommodations property. They will be responsible for all research, conducting feasibility studies, market analysis and the development of a successful hospitality enterprise.

**NUTR203 - Nutrition** This course will provide the student with a basic understanding of nutrition as it relates to health, food and food preparation, menu planning for various diets and lifestyles. Recipe and menu modification as applied to the hospitality industry.

**SANI105 - Sanitation and Safety** The course is designed to introduce the students to the basic knowledge of food borne diseases and their modes of transmission. Personal hygiene and preventive measures to control food poisoning are explained. The roles of the public Health Department will be covered along with the local Building Codes and the Provincial Fire and Safety Regulations. Focus will be given to the proper sanitizing procedures of equipment, utensils and the proper scheduling in general maintenance and HACCP (Hazard Analysis Critical Control Point).

### Application Procedure

In order to apply for admission to this program an applicant must complete an "Application for Admission to Ontario Colleges of Applied Arts and Technology" form and submit this form to the:  
Ontario College Application Service  
P.O. Box 810, Guelph, Ontario, N1H 6M4  
1-888-892-2228

Application Forms and Applicant Guidebooks are available at Ontario Secondary Schools, at Ontario Colleges of Applied Arts and Technology and at the Ontario College Application Service office.

### Admission to the College

Complete information concerning admission to programs at Fanshawe College may be found in the Central Admission Publication located in Registrar and Student Awards Services, Fanshawe College.

The College reserves the right to make changes in the information in this brochure without prior notice.

The College reserves the right to cancel a program, a program major or option, or a course, and to change the location and term in which programs/courses are offered because of insufficient registrations or for other budgetary reasons.

*This brochure is available in alternative formats, upon request, for persons with disabilities.*

**For further information on admission and registration, contact:**  
Registrar and Student Awards Services, (519) 452-4277

**For further specific program information, contact:**  
Tourism and Hospitality Division, (519) 452-4289

**Fanshawe College**  
**1460 Oxford St. E.**  
**P.O. Box 7005**  
**London, ON, N5Y 5R6**      **www.fanshawec.on.ca**

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# Fanshawe

## COLLEGE

## Hotel Management



  
**FANSHAWE**  
**COLLEGE**

*Community Driven . . .  
Student Focused*

# Hotel Management

A Co-Operative Education Program  
 A Two Year Diploma Program  
 Program Code: HMT1 Campus Code: LC  
 September Admission

This 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 our on-campus restaurants and kitchens. Their practical skills will be enhanced by such disciplines as accounting, computers, housekeeping, human resource management, financial management, events and convention planning. Students will complete their studies with an in-depth managerial project.

Graduates of this program will be granted direct entry to year three of the Bachelor of Applied Management in Hospitality and Tourism at the University of New Brunswick provided that they have earned an average of 70% (B), and taken two economic course requirements.

Graduates of this program have direct transferability of at least 45 credits to the Bachelor of Administration Post-Diploma program and 30 credits to the Bachelor of General Studies Post-Diploma program at Athabasca University.

Graduates of this program may be eligible for admission to the 20-25 course Post-Diploma Bachelor of Management Program at the University of Lethbridge, Alberta.

## Career Opportunities

Graduates will find placements 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, banquet and catering, purchasing and front office.

HMT11	Level 1	Hrs/Wk
ACCT208	Basic Accounting	3.0
COOP114	Co-Op: Learning to Work	1.0
COPT151	Computer Applications Level I	3.0
ENGL163	Writing for Hospitality	2.0
HOTL041	Dimensions for Hospitality	2.0
SANI105	Sanitation and Safety	1.0
<i>Select 1 of the following:</i>		
BEVR136	Mixology	3.0
FOOD239	Food and Beverage Service Theory	1.0
FOOD271	Food and Beverage - Practical	5.0
<i>OR</i>		
FDMG002	Basic Food Preparation - I	5.0
FDMG014	Dining Appreciation	1.0
FDMG201	Food Preparation Theory	4.0
HOTL120	Purchasing - Hospitality Industry	2.0

HMT12	Level 2	Hrs/Wk
ACCT214	Basic Accounting II	2.0
ENGL164	Speaking for Hospitality	2.0
HOSP200	Professions in Hospitality	2.0
HOTL119	Customer Relations	2.0

NUTR203	Nutrition	2.0
<i>Select 1 of the following:</i>		
BEVR136	Mixology	3.0
FOOD239	Food and Beverage Service Theory	1.0
FOOD271	Food and Beverage - Practical	5.0
<i>OR</i>		
FDMG002	Basic Food Preparation - I	5.0
FDMG014	Dining Appreciation	1.0
FDMG201	Food Preparation Theory	4.0
HOTL120	Purchasing - Hospitality Industry	2.0

HMT13	Level 3	Hrs/Wk
COOP314	Co-Op: Working to Learn	18.0
FDMG400	Events Planning and Service	2.0
HOSP300	Entrepreneurial Insights	2.0
HOSP301	Hotel Design and Maintenance	2.0
HOTL122	Human Resources	2.0
HOTL207	Front Desk Procedures	4.0
HOTL316	Food, Beverage and Labour Cost Control	3.0
HOTL317	Housekeeping	2.0
HOTL323	Hospitality Financial Management	2.0
MKTG314	Hospitality Marketing	3.0

HMT14	Level 4	Hrs/Wk
BEVR111	Wines	2.0
FNCE100	Finance I	3.0
HOTL121	Convention Services	2.0
HOTL320	Front Office Operations	3.0
LAWS415	Law and Insurance-Hospitality Industry	2.0
MGMT367	Management Techniques	2.0
MNGE401	Hospitality Management Project	3.0

HMT1A	Level A	Hrs/Wk
COOP314	Co-Op: Working to Learn	18.0

HMT1B	Level B	Hrs/Wk
COOP414	Co-Op: Working to Learn II	35.0

## Program Eligibility Criteria Required Academic Preparation

OSSD with courses at the General Level  
 Or  
 BTSD-Level 4 Certificate  
 Or  
 Ontario High School Equivalency Certificate (GED)  
 Or  
 Mature Applicant with appropriate preparation

## Recommended Academic Preparation

- Grade 12 English
- Grade 12 Mathematics for Technology or Mathematics for Business and Consumers
- French or other foreign language skills
- Accounting
- Courses in Computer Studies and Hospitality Services

## Recommended Personal Preparation

- Develop an interest in food preparation and service by visiting restaurants and hotels.
- Develop an interest in foods and customs of other countries.
- Develop leadership skills.
- The kind of person who enters the field of hospitality should be responsible, personable and should enjoy working with people in

- a challenging industry.
- Employment in the hospitality industry would be an asset.

## Age Requirement

In order to comply with L.L.B.O. regulations, students must be at least 18 years of age by the commencement of Level Two of the program in January.

## Applicant Selection Criteria

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

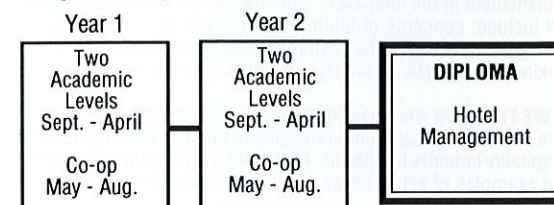
- Preference for Permanent Residents of Ontario.
- Receipt of Application by February 1st.
- Achievement in the required academic preparation.
- Achievement in the recommended academic preparation.

**Note:** It is strongly recommended that applicants complete a Heartsaver Course prior to entering the program.

## Approximate Costs (1999/2000)

Fees for:	Levels 1 & 2	Levels 3 & 4
	\$2486.30	\$2486.30
Books and Supplies:	\$1502.00 plus field trip/site inspections \$100.00	\$581.00 plus optional field trip/site inspections \$100.00

## Program Progression



## Course Descriptions

**ACCT208 - Basic Accounting** An introduction to accounting theory, utilizing an accounting software program. Students will learn to manage sales, accounts receivable, accounts payable, payroll, discounts and returns.

**ACCT214 - Basic Accounting II** This is a continuation of ACCT208, whereby, the student will apply their accounting and software skills using a real-world scenario to maintain a complete accounting of a given company's financial activity.

**BEVR111 - Wines** The student will learn the fundamentals of wine making, including the effects from soils, climate and the geographical location. They will study the history of the world's wine producing regions, and perform sensory evaluations of their wines. The student should be able to competently recommend, open and serve wine to a customer.

**BEVR136 - Mixology** This course is designed to introduce the students to the study of mixology. They will gain an appreciation for the base spirits and their standard cocktails, wines and brewed beverages. The student will also develop the skills needed to mix and

serve these beverages in a licensed establishment under the controls set out by the Liquor Licence Act.

**COOP114 - Co-Op: Learning to Work** The primary focus will be to enhance the student's personal awareness. Students will not only organize their own personal skills portfolio but solicit and use constructive feedback to develop a plan for personal growth. Students will develop the skills needed to attain her/his first COOPERATIVE PLACEMENT.

**COOP314 - Co-Op: Working to Learn** This course builds on the foundation established in COOP114 and the first Cooperative Work Experience. Students will conduct a thorough analysis of the work experience to clarify future initiatives necessary for career success.

**COOP414 - Co-Op: Working to Learn II** Co-operative Education is a learning method which formally integrates academic study with work experience in a co-operating employer organization. This "hands-on" exposure affords the student the opportunity to:

- develop skills in the application of theory to practical work situations
- develop attitudes conducive to effective interpersonal relationships

**COPT151 - Computer Applications Level I** Students will be introduced to software applications used in the workplace. The fundamentals of the Windows NT operating system, Microsoft Word, Microsoft Excel, Internet Explorer, and e-mail are introduced.

**ENGL163 - Writing for Hospitality** ENGL 163 provides the student with theory and practice to develop and improve written communication relevant to the hospitality industry.

**ENGL164 - Speaking for Hospitality** ENGL 164 provides the student with theory and practice to develop and improve oral communication in a variety of contexts relevant to the hospitality industry.

**FDMG002 - Basic Food Preparation - I** The student will be instructed on all the fundamental cooking methods, terms and basic presentation of foods. It is an opportunity to learn the basic cuts and preparation techniques in a proper and professional manner. The student will have ample opportunity to practise knife handling and familiarize themselves with basic kitchen equipment.

**FDMG014 - Dining Appreciation** The Dining appreciation course provides students with the opportunity to dine in a formal setting. Students will learn proper dining behaviour, various cultural customs, and be introduced to various cuisines. The culmination of this course will come to fruition at the semi-annual Culinary Event.

**FDMG201 - Food Preparation Theory** The course will provide the student with a sound knowledge of the basic principals involved in large quantity cooking. They will trace these principals back to French Classical cooking. The changes that have occurred in today's style of Food Service will be discussed.

**FDMG400 - Events Planning and Service** This advanced level course will focus on one or more major gourmet dining events. The student will gain practical experience through the formulation, organization, marketing, costing, preparation and service of these functions.

**FNCE100 - Finance I** A general education course developed to provide students with the fundamentals of personal financial management so that students can make the best use of the financial and human capital resources available to them over their lifetime.