

# HOSPITALITY - HOTEL AND RESORT OPERATIONS MANAGEMENT

**Program:** HHRO

**Credential:** Ontario College Diploma, Co-op

**Delivery:** Full-time

**Work Integrated Learning:** 1 Co-op Work Term

**Length:** 4 Semesters, plus 1 work term

**Duration:** 2 Years

**Effective:** Fall 2023, Winter 2024, Summer 2024

**Location:** Barrie (Fall, Winter and Summer), South Georgian Bay (Fall)

## Description

Imagine an exciting hospitality career working at places such as five-star hotels, luxurious resorts, restaurants, clubs, and cruise lines. Hospitality professionals work with diverse clientele all over the world. Students are immersed in an innovative curriculum taught by faculty with valuable industry expertise. Learning takes place through extensive experiential opportunities including field trips, practical labs, workplace certifications, and study and travel abroad. Emphasis is put on both the food and beverage and rooms divisions of a hotel or resort property, and strategic industry partnerships complement student learning.

## Career Opportunities

Graduates from this program may find positions in the following sectors:

- hotels
- resorts
- clubs
- cruise lines
- restaurants
- attractions
- airlines
- industry suppliers
- ancillary services in health care and education

## Program Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. support an industry and workplace service culture by adopting a positive attitude and professional decorum, accommodating diverse and special needs, and contributing as a team member;
2. deliver customer service and solutions that anticipate, meet and/or exceed individual expectations, as well as organizational expectations, standards and objectives;
3. use marketing concepts, market research, social networks, sales and revenue management strategies, relationship management skills and product knowledge to promote and sell hospitality services, products and guest experiences;
4. apply business and revenue models as well as basic accounting, budgeting, financial and administration skills to support the effective management and operation of a variety of organizations delivering hospitality services and products;

5. comply with relevant organization and workplace systems, processes, policies, standards, legal obligations and regulations, and apply risk management principles, to support and maintain efficient, safe, secure, accessible and healthy hospitality operations;
6. use appropriate technologies to enhance the quality and delivery of hospitality services, products and guest experiences and to measure the effectiveness of hospitality operations;
7. keep current with hospitality trends and issues, and interdependent relationships in the broader tourism industry sectors to improve work performance and guide career development;
8. use leadership, teamwork, conflict and relationship management skills and tools, as well as knowledge of organizational behaviour, labour relations, employment standards and human rights to contribute to a positive work environment;
9. respond to issues and dilemmas arising in the delivery of hospitality services, products and guest experiences by using and promoting ethical behaviour and best practices of corporate social responsibility and environmental sustainability;
10. apply the principles of entrepreneurial thinking into a variety of hospitality industry scenarios and situations;
11. apply knowledge of cultural fluency and awareness in the global community.

## Practical Experience

All co-operative education programs at Georgian contain mandatory work term experiences aligned with program learning outcomes. Co-op work terms are designed to integrate academic learning with work experience, supporting the development of industry specific competencies and employability skills.

Georgian College holds membership with, and endeavours to follow, the co-operative education guidelines set out by the Co-operative Education and Work Integrated Learning Canada (CEWIL) and Experiential and Work-Integrated Ontario (EWO) as supported by the Ministry of Colleges and Universities.

Co-op is facilitated as a supported, competitive job search process. Students are required to complete a Co-op and Career Preparation course scheduled prior to their first co-op work term. Students engage in an active co-op job search that includes applying to positions posted by Co-op Consultants, and personal networking. Co-op work terms are scheduled according to a formal sequence that alternates academic and co-op semesters as shown in the program progression below.

Programs may have additional requirements such as a valid driver's license, strong communication skills, industry specific certifications, and ability to travel. Under exceptional circumstances, a student may be unable to complete the program progression as shown below. Please refer to Georgian College Academic Regulations for details.

International co-op work terms are supported and encouraged, when aligned with program requirements.

Further information on co-op services can be found at [www.GeorgianCollege.ca/co-op](http://www.GeorgianCollege.ca/co-op) (<https://www.georgiancollege.ca/co-op/>)

## Program Progression

The following reflects the planned progression for full-time offerings of the program.

## Fall Intake - Barrie, South Georgian Bay

- **Sem 1:** Fall 2023
- **Sem 2:** Winter 2024
- **Work Term:** Summer 2024
- **Sem 3:** Fall 2024
- **Sem 4:** Winter 2025

## Winter Intake - Barrie

- **Sem 1:** Winter 2024
- **Sem 2:** Summer 2024
- **Sem 3:** Fall 2024
- **Sem 4:** Winter 2025
- **Work Term:** Summer 2025

## Summer Intake - Barrie

- **Sem 1:** Summer 2024
- **Sem 2:** Fall 2024
- **Sem 3:** Winter 2025
- **Work Term:** Summer 2025
- **Sem 4:** Fall 2025

## Articulation

A number of articulation agreements have been negotiated with universities and other institutions across Canada, North America and internationally. These agreements are assessed, revised and updated on a regular basis. Please contact the program co-ordinator for specific details if you are interested in pursuing such an option. Additional information can be found on our website at <https://www.georgiancollege.ca/admissions/credit-transfer/> (<http://www.georgiancollege.ca/admissions/credit-transfer/>)

## Admission Requirements

OSSD or equivalent with

- Grade 12 English (C or U)

Mature students, non-secondary school applicants (19 years or older), and home school applicants may also be considered for admission. Eligibility may be met by applicants who have taken equivalent courses, upgrading, completed their GED, and equivalency testing. For complete details refer to: [www.georgiancollege.ca/admissions/academic-regulations/](http://www.georgiancollege.ca/admissions/academic-regulations/) (<https://www.georgiancollege.ca/admissions/academic-regulations/>)

Applicants who have taken courses from a recognized and accredited post-secondary institution and/or have relevant life/learning experience may also be considered for admission; refer to the Credit for Prior Learning website for details: [www.georgiancollege.ca/admissions/credit-transfer/](http://www.georgiancollege.ca/admissions/credit-transfer/) (<https://www.georgiancollege.ca/admissions/credit-transfer/>)

## Graduation Requirements

- 19 Program Courses
- 2 Communications Courses
- 3 General Education Courses
- 1 Co-op Work Term

## Graduation Eligibility

To graduate from this program, the passing weighted average for promotion through each semester, from year to year, and to graduate is 60%. Additionally, a student must attain a minimum of 50% or a letter grade of P (Pass) or S (Satisfactory) in each course in each semester unless otherwise stated on the course outline.

## Program Tracking

The following reflects the planned course sequence for full-time offerings of the Fall intake of the program. Where more than one intake is offered contact the program co-ordinator for the program tracking.

Semester 1		Hours
Program Courses		
FLIE 1002	Certifications for the Hospitality Industry	28
MATH 1041	Mathematics for Hospitality	28
REAS 3001	Research Methods and Analysis	42
TOUR 1009	Dynamics of Hospitality and Tourism	42
Select 1 additional course from the Program Courses listed below.		84
Communications Course		
Select 1 course from the communications list during registration.		42
General Education Course		
Select 1 course from the general education list during registration.		42
<b>Hours</b>		<b>308</b>
Semester 2		
Program Courses		
ACCT 1013	Accounting Fundamentals	42
COMP 1109	Hospitality Computer Applications	28
MKTG 1000	Introduction to Marketing	42
TOUR 1012	Rooms Division 1	56
Communications Course		
Select 1 additional course from the Program Courses listed below.		84
Select 1 course from the communications list during registration.		42
<b>Hours</b>		<b>294</b>
Semester 3		
Program Courses		
FOSR 2003	Wine, Beer and Spirits	42
FOSR 2008	Food and Beverage Cost Controls	42
TOUR 2036	Rooms Division 2	56
TOUR 2037	Strategic Revenue Management	42
TOUR 2038	Sustainable Hotel and Resort Operations	42
General Education Course		
Select 1 course from the general education list during registration.		42
<b>Hours</b>		<b>266</b>
Semester 4		
Program Courses		
MGMT 2001	Principles of Management	42
MGMT 2003	Human Resources Management	42
TOUR 2039	Sales and Catering	42
TOUR 2040	Hospitality Management Capstone	56
General Education Course		
Select 1 course from the general education list during registration.		42
<b>Hours</b>		<b>224</b>
<b>Total Hours</b>		<b>1092</b>

**Code Title**

### Program Courses

Mandatory program courses, select one course to be taken in Semester 1, the other in Semester 2.

FOSR 1025	Food and Beverage Service
FOSR 1028	Kitchen Theory and Operations

Co-op Work Term		Hours
COOP 1040	Hospitality - Hotel and Resort Co-op Work Term 1	560
<b>Hours</b>		<b>560</b>
<b>Total Hours</b>		<b>560</b>

## Graduation Window

Students unable to adhere to the program duration of two years (as stated above) may take a maximum of four years to complete their credential. After this time, students must be re-admitted into the program, and follow the curriculum in place at the time of re-admission.

**Disclaimer:** *The information in this document is correct at the time of publication. Academic content of programs and courses is revised on an ongoing basis to ensure relevance to changing educational objectives and employment market needs.*

*Program outlines may be subject to change in response to emerging situations, in order to facilitate student achievement of the learning outcomes required for graduation. Components such as courses, progression, coop work terms, placements, internships and other requirements may be delivered differently than published.*