

HOSPITALITY MANAGEMENT CO-OP DIPLOMA



Empower your career



CORNERSTONE
International Community College of Canada



YOUR SUCCESS OUR PRIORITY

Hospitality Management Co-op Diploma Program

Curriculum Overview

The Hospitality Management Co-op Diploma introduces aspects of the tourism and hospitality industry which are essential for those looking to move into supervisory and management positions. This program is a combination of several months classroom study and several months of co-op work experience.

As a student, you will learn the concepts and techniques related to hotel and restaurant operations, international marketing, food preparation and service, financial analysis, accounting, front and back office operations and intercultural team dynamics.

“ *Success seems to be connected with action.
Successful people keep moving.* ”

Conrad Hilton

Co-op work term Overview

The co-op work term is essential to develop well rounded students. By working directly in a hospitality or tourism organization (hotel, restaurant, casino, winery, etc.), students will have the opportunity to learn practical skills that complement their academic learning. This will ground the theories they have studied and enriched their knowledge, broaden their career network and given them much needed industry experience.

96%

Student

Employment

rate within 30 days of completion



As a graduate, you will be prepared to reliably demonstrate the following:

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 foundations cost control, revenue management, and other financial knowledge and skills to the operation of a hospitality enterprise.

Contribute to marketing and sales effectiveness to promote successful operation of a hospitality enterprise.

Adapt to various and changing technologies, systems, and computer applications for the hospitality industry.



Admission requirements

1. High School Graduation or equivalent; or 18 years of age.
2. Applications must successfully pass English language proficiency based on one of the following:
 - TOEFL PBT – 513; CBT – 183; IBT – 65;
 - IELTS – 5.5;
 - Cornerstone Placement Test – Level 5 or equivalent.*

* Test based on the Placement and Evaluation Package (Interchange Third Edition and Passages Second Edition from Cambridge University Press, 2008)



Students may study ESL courses prior to starting the program

Program options

According to the length of the program, we offer three diploma options with additional ESL courses to help you achieve the minimum required level or just to improve your English.

Students receive one certificate from AH&LA for every course completed. The Room Division Specialization Certificate will be granted to those completing the two year program.



1 Year Canadian Experience

You also have the chance to enjoy the 1 Year Canadian Experience Combo with the aim to improve your English and have an international work experience in Vancouver by combining 4 months of ESL and an 8 month Hospitality Management Diploma.



* After completion of the 4 months ESL training student is responsible for obtaining the minimum required English level to enter the Diploma program





Course Code	Course Name	Start Date 2017	Start Date 2018
338	Managing housekeeping operations	Jan 3, 2017	Jan 2, 2018
468	Managing technology in the hospitality industry	Jan 30, 2017	Jan 29, 2018
387	Security and loss prevention management	Feb 27, 2017	Feb 26, 2018
428	International hotels: development and management	Apr 3, 2017	Apr 3, 2018
333	Managing front office operations	May 1, 2017	Apr 30, 2018
472	Hospitality sales and marketing	May 29, 2017	May 28, 2018
357	Managing hospitality human resources	Jul 4, 2017	Jul 3, 2018
103	Hospitality today: an introduction	Jul 31, 2017	Jul 30, 2018
241	Management of food and beverage operations	Aug 28, 2017	Sep 4, 2018
261	Basic hotel and restaurant accounting	Sep 25, 2017	Oct 1, 2018
250	Supervision in the hospitality industry	Oct 23, 2017	Oct 29, 2018
281	Hospitality facilities management and design	Nov 20, 2017	Nov 26, 2018

* Courses are consecutive and students will begin the course based on the start date. Individual courses can be taken as short term certificates

American Hotel & Lodging Educational Institute (AHLEI)

AHLEI is the global leader in hospitality training and hotel management certification. Our Hospitality Management Co-op Diploma utilizes textbooks and digital material recognized by America Hotel & Lodging Association (AH&LA) to enhance the hospitality learning experience. Upon completing the program, students can obtain certificates and diplomas from AHLEI recognized in 54 countries, which offer students increased opportunities to work globally.





Program curriculum

103 Hospitality today: an introduction

This course takes a management perspective in explaining the organization and structure of hotels, restaurants, casinos, cruise lines, and clubs. It includes information on franchising, management contracts, business ethics, human resources, marketing and much more. By using charts, exhibits, hospitality industry statistics, and website listings provide useful information that can be applied on the job.

250 Supervision in the hospitality industry

This course teaches the skills that can help you develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques. Resources on creating a professional development plan for your hospitality career can help you set the direction for future educational and professional endeavors.

281 Hospitality facilities Management and design

Learn how to handle today's engineering and maintenance concerns. This course covers all major facility systems, including food service equipment and design. Non-engineers can learn how to understand and speak the language of suppliers and maintenance/ engineering staff. You'll also learn techniques to reduce expenses and increase efficiency, and learn how the latest technology can streamline operations.

241 Management of food & beverage operations

Get the foundation you need to make smart decisions in food and beverage operations. This course shows how to provide guests the highest priority as all details of the food and beverage operation are planned, implemented, and evaluated. You'll learn how to build business through effective marketing strategies, how to satisfy the food-quality and nutritional demands of guests, and how to increase profits by maximizing service, productivity, and technology.

261 Hotel and restaurant accounting

This is a foundational, introductory accounting course. You need no prior accounting experience to take this course. This course will help you develop a solid understanding of hotel and restaurant accounting procedures, with a focus on the computerized accounting used in today's hospitality accounting situations. You'll learn about taxation of business income, the role of governmental agencies, and how to read and analyze financial statements.

333 Managing front office operations

Increase front office efficiency and help sales grow with the knowledge and skills gained from this course. Topics include revenue management and the latest technology applications. This course shows how front office activities and functions affect other departments and focuses on how to manage the front office to ensure your property's goals are met. Case studies and real-world examples present a practical industry focus.



338 Managing housekeeping operations

No property can be profitable without clean rooms and efficient housekeeping operations. Learn what it takes to manage this important department. This course provides a thorough overview, from the big picture of hiring and retaining a quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel. Practical information from industry experts makes the contents of this course immediately applicable to your job situation.

357 Managing hospitality human resources

Hospitality is a people industry, and this course shows how to manage the important human resources who provide services within a hospitality operation. You'll learn how to fulfill the requirements of U.S. Employment and workplace laws, and discover the latest strategies for attracting employees, minimizing turnover, and maximizing productivity.

387 Security and loss prevention management

Security is one of the top concerns in today's hospitality industry. This course provides the background you need to be informed about the security issues and practices that affect your property every day. Topics include the physical security of the property, asset protection, guest protection, security equipment, emergency management and procedures, OSA requirements, and more. Exhibits, sample forms and documents, and links to safety and security web sites make this course practical and relevant.

428 International hotels: development and management

Learn about the global hospitality industry from both a development and management perspective. You'll explore current trends; international policies affecting travel, tourism, and hospitality development; consumer demographics; and developments that have changed the context of global hotel operations.

468 Managing technology in the hospitality industry

This course provides a solid grounding in hospitality technology and the management of information systems. Content includes applications for all functional areas, including reservations, rooms, food and beverage, sales and event management, and accounting. You'll learn the basics of purchasing, implementing, maintaining, and managing today's information systems. This course also explores systems security and maintenance, e-commerce, and hospitality careers in information technology.

472 Hospitality sales and marketing

Discover how to build a top-flight sales team with creative, successful sales and marketing programs that really work. This course shows how to sell rooms and food beverage services to business and leisure travelers, travel agents, and meeting planners. Industry professionals provide tips on marketing strategies that work, how concepts presented in the course are applied in today's industry.