

International Hospitality Management

Diploma

Program Objective

Hospitality is diverse and global in nature and one of the growing industries around the world. The International Hospitality Management Diploma is designed to prepare students for careers in the fast-paced, rewarding, and challenging world of hospitality management. The program appeals to individuals who are charismatic, outgoing, capable, and energetic. Its objective is to produce qualified graduates who are ready to work in hotels and other accommodation services at a supervisory level. Students will gain a broad range of management and operational skills and practical tools that will assist them in addressing situations that may arise within a hospitality/service environment. The program provides the skills to progress to higher-level positions, given the proper combination of skills, experience, personal attributes, and additional training. This program provides students with:

- Managerial skills to manage all physical aspects of a hotel, restaurant, or hospitality property including front office, housekeeping, and food service operations
- Supervisory and communication skills essential for effective leadership
- Techniques to develop and maintain high-performance teams
- Strategies to manage human resources and maximize staff productivity striving to exceed guest expectations
- Purchasing strategies and techniques
- Operational capacity for computer systems, such as hardware, software, and generic applications, as well as computer-based property management systems
- Marketing strategies to employ in the hospitality industry

Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements:

Students must also achieve a 75% program average to earn their International Hospitality Management Diploma. In addition, students will receive the internationally recognized Hospitality Management Diploma from the American Hotel & Lodging Association's Education Institute and certificates of specialization in Rooms Division and Human Resources Management.

Career Opportunities

Graduates of this program are employed by service establishments throughout the public and private sectors. Careers that correspond with the skills learned in this program include:

- Hospitality Manager
- Banquet Manager
- Food and Beverages Services Manager
- Restaurant Manager
- Catering and Conference Services Manager
- Hotel Clerk Supervisor
- Reservations Supervisor
- Theatre Attendants Supervisor

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.



Duties and Responsibilities

Supervisors manage and co-ordinate the activities of entertainment, accommodation, food service workers, and other service workers not elsewhere classified. Specific job duties vary with education and experience and may include:

- Coordinating, assigning and reviewing the work of hotel, motel and other accommodation services clerks, theatre ushers and attendants, reservation clerks, sport and recreation club workers, commissionaires, and other service workers not elsewhere classified
- Establishing work schedules and procedures and coordinating activities with other work units or departments
- Resolving work-related problems and preparing and submitting progress and other reports
- Hiring and training staff in job duties, safety procedures and company policies (may perform the same duties as workers supervised)
- Requisitioning supplies and materials
- Ensuring the smooth operation of computer systems, equipment and machinery and arranging for maintenance and repair work

Required Skills and Personal Attributes

To be successful as a Hospitality Service Supervisor, individuals must possess the ability to:

- Learn new skills and knowledge
- Formulate decisions and exercise good judgment
- Build working relationships to achieve goals
- Efficiently manage time and stress
- Work collaboratively and effectively as part of a team
- Use listening and interpersonal skills
- Be self-motivated, energetic, confident, and creative
- Be tactful and communicate effectively both verbally and writing with people from all walks of life
- Be detail oriented
- Be resourceful
- Have a good memory
- Effectively plan and organize job tasks to delegate to employees

Competencies upon Completion

Core Courses

- **Keyboarding**
Minimum 10 words per minute (WPD)
- **Operating Systems**
Basic level of proficiency in a Windows operating system
- **Word Processing**
Basic level of proficiency in Microsoft Word
- **Spreadsheet**
Basic level of proficiency in Microsoft Excel
- **Office Skills**
Personal Computer Fundamentals for End Users, basic level of proficiency in Microsoft Outlook, and Internet Fundamentals
- **Business Skills**
Business Verbal Communication, Conference and Event Management, Business Correspondence level 1, and Customer Service
- **Hospitality**
Supervision in the Hospitality Industry, Hospitality Facilities Management and Design, Managing Front Office Operations, Housekeeping Management, Managing Hospitality Human Resources, Purchasing for Food Service Operations, Fundamentals of Destination Management and Marketing, Leadership and Management in the Hospitality Industry, Managing Technology in the Hospitality Industry, Managing Service Food and Beverage Operations, Marketing in the Hospitality Industry, and Basic Hotel and Restaurant Accounting
- **Job Readiness/Employability Skills**
Job Search and Résumé Writing