

Hospitality Management

Two Year Associate Degree Programme

Course ID	Course	Theoretical Hours	Practical Hours	Credits
Year One				
BTH101	Introduction to Tourism/Hospitality	45		3
BIM103	Introduction to Management	45		3
BIM104	Introduction to Marketing	45		3
GMS102	Culinary Math	45		3
HAC111	Accommodations I	45		4
FBO145	Bar Operations	30	30	4
DIT101	Information Technology	30	30	3
CHR104	Human Relations	45		3
GCE100	English & Communication	45		3
FHS141	Sanitation, Hygiene & Safety	45		3
BAC105	Accounting I	45		3
GBC101	Business Communication	45		3
HFB110	Food & Beverage I (<i>Food Service / Preparation</i>)	30	30	4
GLS103	Language Studies - French	45		3
GLS104	Language Studies - Spanish	45		3
AWR100	Academic Writing Research			1
Year Two				
RMA111	Room Management IQW	45		3
AWS232	Wines & Spirits	45		3
FBC242	Food, Beverage & Labour Cost control	45		3
EEM222	Event Management	45		3
HAC211	Accommodations II	45		4
EPS220	Entrepreneurship	45		3
EPS221	Entrepreneurship Project	45		3
BEC108	Economics I	45		3
BQC109	Quality Customer Care	45		3
HFB210	Food & Beverage II (<i>Advanced Food Prep / Service</i>)	30	30	4
HHM 113	Hospitality Marketing	30		3
HHA112	Hospitality Accounting	45		3
GCS101	Caribbean Studies	45		3
BHL107	Hospitality Law	45		3
BIT101	Internship		480	6
FMP142	*Menu Planning	45		3
SAM210	*Sites and Attractions Management	45		3
ETG223	*Tour Planning & Operations	45		3
FBM243	*Food & Beverage Management	45		3

**Electives*

BTH101 INTRODUCTION TO TOURISM/HOSPITALITY

This introductory course will review the historical development of the tourism/hospitality industry. The growth, development and trends in the industry will be emphasized and linkages with the economy will be examined. Through interaction with practitioners within the Hospitality Industry, the learner will focus on the critical importance of people to the industry.

BIM103 INTRODUCTION TO MANAGEMENT

This introductory course will provide the student with a general survey of management. The learner will be exposed to the concepts and principles of management. Focus will be on the basic functions of management and its importance to organizations.

BIM104 INTRODUCTION TO MARKETING

This introductory course exposes the student to the basic principles and practices of marketing. Marketing strategies will be examined along with marketing concepts and their application to the industry.

GMS102 CULINARY MATH

This course is designed to teach the culinary student or professional all the tools necessary to manage daily restaurant operations with maximum efficiency and profitability. Math skills are an essential part of the day-to-day job functions of the professional chef and this course presents proven step-by-step methods for understanding food service math concepts and their practical applications in the kitchen

HAC111 ACCOMMODATIONS 1

This course is designed to provide the students with theory and practice relative for proficiency in the Accommodation sector. The learner will focus on all aspects of the relationship between the rooms division and other departments within a lodging operation.

HAC211 ACCOMMODATIONS II

This course introduces the learner to the techniques of professional accommodation administration. Students will become acquainted with management issues of the rooms division, revenue management, security operations, maintenance/engineering and distribution channels.

DIT 101 INFORMATION TECHNOLOGY I

This course is designed to provide the students with knowledge of computer interfaces, software, word processing, spreadsheet, database, information and the internet

BQC109 QUALITY CUSTOMER CARE

This introductory course is designed to sensitize students to the crucial role that quality customer service plays in the success of organizations. The importance of delivering quality customer service consistently will be emphasized. Strategies and techniques designed to maintain and exceed customer expectations and thereby enhance customer value and build customer loyalty will be examined. The role of the service provider and the importance of attitude and professionalism will also be explored.

GEC 100 ENGLISH AND COMMUNICATION

This course aims to enhance students' information gathering and processing skills. It focuses on both the reading and listening skills required for basic research, effective comprehensive and assimilation and summary of information. The course is designed to alert students to the process involved in reading and listening and the strategies that could aid those processes. Students are expected to utilize the available technology as well as all library resources

FHS141 SANITATION, HYGIENE AND SAFETY

This course will provide students with information on basic microbiology, safety, personal hygiene, general handling of food. Local legislation for the food service industry will be examined.

BAC105 ACCOUNTING 1

This course introduces students to the concepts, terminologies and principles of accounting. It gives students knowledge of the analysis of financial statements. Participants will be required to work through the full accounting cycle.

GCS101 CARIBBEAN STUDIES

This course is designed to provide the student with a more profound understanding of the processes that have framed our "Caribbean reality" and how these continue to exert their influence in the 21st century Caribbean impacting not only the economic, social and cultural aspects of the region but also seeks to identify how the proper knowledge and utilization of the aforementioned factors can enhance the region's main industry: tourism

HFB110 FOOD AND BEVERAGE 1 (*Food Service/Food Preparation*)

This course provides the student with a sound basic knowledge of food and beverage preparation and service and the ability to competently perform all practical techniques in a realistic setting. It also gives the student the opportunity to put into practice certain elements and procedures of sanitation and safety.

GLS103 LANGUAGE ARTS – FRENCH I

This course is designed to develop the basic communication skills in the French language by equipping the student with both receptive skills (listening, reading) and the productive skills (speaking, writing) to function in real life situations where the language is used.

BHL107 HOSPITALITY LAW

This course is an introduction course that will focus on hotel and restaurant issues. Court systems, jurisdiction, contracts, negligence and guest relationship as it relates to liability arising from the various segments of the industry.

FBO145 BAR OPERATIONS

This course will introduce students to techniques in the service of beverages. Beverage operations with emphasis on management and operational controls will be examined.

CHR104 HUMAN RELATIONS

This course is designed to develop interpersonal skills; understanding individual differences, problem solving and decision making. It will develop cross cultural relations and diversity, motivational skills and becoming an effective leader. This course is also designed to provide the basic understanding of human behavior in the work place and how it affects him/her in work situations

GBC101 BUSINESS COMMUNICATION:

This course is designed to develop a skill-based approach to, giving, receiving and exchanging information, options or ideas through writing, speech and visual means. It is the discovery of how business differs from personal and social communication. It is the mastering of interpersonal skills such as: Team Work, Business Etiquette, Meeting Productivity, Listening and Nonverbal skills. A key objective is to enhance formal office writing skills such as the layout and format of reports and proposals, letters, business messages, and résumés, it is the crafting of brief messages such as, routine, positive and negative messages and the crafting of messages for the electronic media.

RMA111 ROOM MANAGEMENT - IQW

Building on the skills learned in Information Technology and the theoretical knowledge of Accommodations, this module introduces students to the technique of using E-solutions to manage the guest reservation and registration processes. The module combines the dissemination of theoretical constructs with the practical component of manipulating the property management software.

AWS232 WINES & SPIRITS

This course will focus on wines, spirits, liqueurs and beers. Production methods, service of the product and regions of origin will be examined. This course also involves tasting sessions.

FBC242 FOOD, BEVERAGE AND LABOUR COST CONTROLS

Learners will be introduced to standards and procedures that increase the probability of food and beverage operations in the industry with emphasis on controlling cost and maximizing sales. Purchasing procedures will be examined.

EEM222 EVENTS MANAGEMENT

This course introduces the learner to the methods and techniques utilized in planning, organizing, promoting and delivering major events.

EPS221 ENTREPRENEURSHIP

This introductory course introduces the learner to the operations of small businesses. The essentials of starting a small business from the generation of an idea through the actual operations will be examined.

EPS221 ENTREPRENEURSHIP (Project)

This module builds on the theoretical constructs learned within the Entrepreneurship module. With a mix of theory and practice, the module seeks to offer supervision for students' creation and presentation of a new venture for either social or business purposes.

BEC108 ECONOMICS 1

This course will provide the learner with information on Economic reason, terminology, insight, institutions and policy options. Emphasis will be on real world applications to international economics.

HFB210 FOOD AND BEVERAGE II (*Advanced food service/Advanced Food Preparation*)

This course is designed to introduce the student to **ADVANCED FOOD AND BEVERAGE PREPARATION** and service. Strategies to increase kitchen and dining room efficiency will also be examined.

HHM113 HOSPITALITY MARKETING

This course is designed to assist the student in the development of a firm understanding of the concept of "Services Marketing" and to guide the student in the application of services marketing concepts and techniques to respond to hospitality marketing problems. It addresses the "customer experience" and how to position a service in the market place. The management of the customer portfolio and the pricing and delivery of the service is also addressed.

HHA112 HOSPITALITY ACCOUNTING

This course is designed to acquaint students with the concepts of accounting theory and practices with the specialized requirements of the Hospitality Industry. The nature and purpose of accounting, double entry system, hospitality accounting documents and special journals will be examined.

GLS104 LANGUAGE ARTS – SPANISH

This course is designed to develop the basic communication skills in the Spanish language by equipping the student with both receptive skills (listening, reading) and the productive skills (speaking, writing) to function in real life situations where the language is used.

AWR100 ACADEMIC WRITING RESEARCH

This one day Seminar is designed to introduce students to the skill of writing for academic purposes. It exposes the learner to the art of researching, reporting, and referencing which are to be used throughout their tenure at the Institute.

***FMP142 MENU PLANNING**

The importance of menu planning to a food service operation will be introduced. The methods of developing and compiling a professional menu for the various areas of the food service industry will be examined.

***SAM210 SITES & ATTRACTIONS MANAGEMENT**

This course acquaints students with the principles of management as they relate to the management of facilities and attractions. The process of developing visitor attractions and the issues involved in their management will be examined.

***ETG223 TOUR PLANNING AND OPERATIONS**

This course provides guidelines for planning domestic and foreign itineraries. The programme is intended to facilitate analysis of management strategies, the organization and development of tours, communications strategies, and special interest tourism and visitor impact management. Students will also have the opportunity to expand skills and knowledge acquired in other tourism modules.

***FBM243 FOOD AND BEVERAGE MANAGEMENT**

This course examines practices pertinent to the management of food, beverage, labour, facilities and equipment.

BIT101 INTERNSHIP

Supervised Work Experience is designed to provide the students with business placement commensurate with their chosen career. The placement is 480 hours in duration during which time the students receive at least one visit from the tutor. The student will be allocated a workplace mentor who will ease the students' integration into the organization.