

Resort Management – Two Year Associate Degree

COURSE ID	COURSE	THEORETICAL HOURS	PRACTICAL HOURS	CREDITS
YEAR ONE				
HAC111	ACCOMMODATIONS I	45		4
FHS141	SANITATION, HYGIENE AND SAFETY	45		3
BTH101	INTRODUCTION TO TOURISM/HOSPITALITY	45		3
BAC105	ACCOUNTING I	45		3
BEC108	MICRO-ECONOMICS	45		3
AWR100	ACADEMIC WRITING RESEARCH			1
GLS103	LANGUAGE STUDIES – FRENCH	45		3
GLS104	LANGUAGE STUDIES – SPANISH	45		3
GMS102	MATH AND STATISTICS	45		3
FBO145	BAR OPERATIONS	30	30	3
HFB110	FOOD & BEVERAGE I (FOOD SERVICE)	30	30	4
HFB110	FOOD & BEVERAGE I (FOOD PREPARATION)	30	30	4
BIM103	INTRODUCTION TO MANAGEMENT	45		3
BIM104	INTRODUCTION TO MARKETING	45		3
GEC100	ENGLISH AND COMMUNICATION	45		3
YEAR TWO				
SAM110	SITES AND ATTRACTIONS MANAGEMENT	45		3
DIT101	INFORMATION TECHNOLOGY	45		3
HHA112	HOSPITALITY ACCOUNTING	45		3
RPD101	RESORT PLANNING AND DEVELOPMENT	45		4
EEM222	EVENTS AND CONFERENCE MANAGEMENT	45		3
ETG223	TOUR PLANNING AND OPERATIONS	45		4
LRM101	LEISURE AND RECREATION MANAGEMENT	45		3
EPS220	ENTREPRENEURSHIP	45		3
EPS221	ENTREPRENEURSHIP PROJECT	45		3
BHL107	HOSPITALITY LAW	45		3
RMA111	ROOM MANAGEMENT - IQW	45		3
GCS101	CARIBBEAN STUDIES	45		3
BQC109	QUALITY CUSTOMER CARE	45		3
SAK101	*KNOW MY ISLAND	45		3
CHR104	*HUMAN RESOURCES	45		3
GBC101	*BUSINESS COMMUNICATIONS	45		3
HAC211	*ACCOMMODATIONS II	45		3
BIT101	INTERNSHIP		480	6

**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 MATH AND STATISTICS

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.

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.

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.

EEM222 EVENTS AND CONFERENCE 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 MICRO-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.

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.

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.

RPD101 RESORT PLANNING AND DEVELOPMENT

This course focuses on the uniqueness of resort development, management, and operation. Students will be introduced to resort management principles, and the socio-cultural, economic, and environmental issues involved in resort planning.

LRM101 LEISURE AND RECREATION MANAGEMENT

This course provides students with the foundation knowledge required for understanding the mechanics of the leisure service industry. Participants in this course are expected to develop an appreciation for the growing importance of sport, leisure and recreation management in the Caribbean Tourism Environment.

DIT 101 INFORMATION TECHNOLOGY

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

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.

***SAK101 KNOW MY ISLAND**

This course is designed to sensitize students to the history, culture, landscape, and peculiarities of the twin island nation of Antigua and Barbuda. Moreover, participants will be able to participate in discussions focused on the historical influences of our culture on service provision. Ideally, students thereafter will be able to share with visitors and locals alike the location of important landmarks and historical/cultural features of our islands and to participate in discourse on where we come from, who we are, and why we do the things we do.

***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.

***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

***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.