

Program Information

Hospitality Management

2024/2025

Program Overview	This intensive, two-year diploma is tailored to hospitality services professionals looking to take their next career step as supervisors or managers and provides a practical approach to business training rooted in leadership theory, hands-on training, and professional work exposure. Explore a curriculum built directly with industry to meet their needs and deepen your knowledge in a variety of topics including: tourism, food and beverage management, the guest experience, hotel operations, marketing and digital media, and live hospitality and event planning. Complement your in-class knowledge with the real-world experiences and a solid foundation in employability and essential skills through a pair of work practicum rotations and participation in MITT's Bridging to Work workshops.
Area of Study	Human Services
Credential	Diploma
Program Length	2 Years Full time (20 months)
Delivery	
Work-Integrated Learning	21-week practicum

Open to International Students	Yes
CIP Code	N/A

Career Outcomes

- Front desk supervisor or manager
- Sales and marketing coordinator
- Housekeeping supervisor or manager
- Events manager
- Marketing manager
- Food and beverage manager or supplier
- Business owner

All Courses

Course Name	Description	Hours
Principles of Service Sector Management (HOSP-010)	Students hoping to launch a successful career in hospitality management must have a grounding in the fundamental theory of service management. This course not only provides students with the theory and principles of good service management, but also a conceptual framework that is directly applicable to the hospitality and tourism industries. Topics include the development of service, the nature of service, service vision and design, service failure and recovery, and management of employees. To better understand the application of these principles, students analyze case studies of best practices.	38 hours

Introduction to Tourism and Hospitality (HOSP-020)	This course provides students with a foundational overview of the tourism and hospitality industries, while focusing on the role of management within the industry. Students learn the key sectors within the tourism and hospitality industries and their interconnections, as well as the principles of and effective strategies for promoting hospitality services. Professionalism as it pertains to supervisors and managers within tourism and hospitality is also explored.	38 hours
Business Software Applications (HOSP-040)	This course introduces students to the basic functions and use of Microsoft (MS) software applications such as Excel, OneDrive, Outlook, PowerPoint, Word and commonly encountered internet browsers, search engines, research databases, and source citing. Students explore using these programs and are given opportunities to showcase and prepare projects using each. Topics include software familiarity, software efficiency, meeting arrangements, organizational skills and professionalism.	38 hours
Business Communications (HOSP-030)	This course is an introduction to the essential business skills required to be successful in the Canadian hospitality workplace. Students will practice developing successful written messages and effective oral communication. Students will also create and improve upon their own cover letter and resumé documents to use in their job search process.	38 hours

Business Math Essentials (HOSP-050)	In this course, students are introduced to the fundamentals of Business Math. Students become familiar with the foundational principles of Statistics, Finance, and Accounting by learning to work with data sets, interest rates, and basic financial statements. Students learn to apply these business concepts in the real world scenarios, thereby furthering their understanding and knowledge of practical business decision making models, and building a foundation for Financial, and Managerial Accounting courses.	38 hours
Beverages 1 - Beer, Wine & Spirits (HOSP -070)	In this course, students are introduced to the fundamentals of Business Math. Students become familiar with the foundational principles of Statistics, Finance, and Accounting by learning to work with data sets, interest rates, and basic financial statements. Students learn to apply these business concepts in the real world scenarios, thereby furthering their understanding and knowledge of practical business decision making models, and building a foundation for Financial, and Managerial Accounting courses.	38 hours
Lodging Operations and Property Management (HM - 190)	This course provides students with the foundational knowledge and skills of lodging operations and property management, examining different types of establishments and their organizational structure. Students learn about key departments, such as front desk, food and beverage operations, housekeeping, sales and marketing, and	39 hours

	maintenance, as well as their function, staff and staff responsibilities, and intradepartmental connections within the larger establishment. Students also explore issues and trends related to managing and staffing these establishments, in addition to career paths and opportunities within these establishments.	
Food Service 1 – Kitchen (HOSP – 080)	This course covers the knowledge and skills needed for organizing, preparing, assembling and presenting hot and cold food to order for individual and banquet customers, under the direction of a kitchen manager. The importance of having a proper ‘mise en place’ and proper knife skills will be developed on. This course also emphasizes on professionalism, legislation and policies, safety practices, kitchen operations, preparation, and cooking in a working kitchen. Training for the Food Handler’s Certificate is offered.	39 hours
Recreation and Entertainment (HOSP –090)	In this course students are introduced to the recreation and entertainment sector in the tourism industry. This course provides students with the basic skills and knowledge that is required to be successful to work in various types of recreation and entertainment areas. The course explores the various subsectors and the growing trends in the hospitality industry. Students learn how to plan activities for businesses and how to provide entertainment for the Canadian tourist. During the course, emphasis is placed on visiting attractions that fall	39 hours

	within the sector to offer students experience in a variety of operational related roles.	
Customer Service (HOSP – 060)	What often sets businesses apart in the increasingly competitive hospitality sector is exceptional customer service. In this course, students learn what providing top-quality customer service entails and develop the skills needed to deliver it: problem solving, critical workplace, and communication skills. Students are also introduced to the strategies needed to manage customer service effectively.	38 hours
Beverages 2 – Service (HOSP – 100)	This course provides students with the essential skills needed to be successful in beverage service operations. This course covers the training required for organizing, preparing, assembling, and presenting beverages in a beverage establishment and in a banquet event setting. Wine service and wine presentation will be discussed and practiced. This course also emphasizes on professionalism, serving techniques, legislation and policies, safety practices and responsible alcohol serving. Training for Smart Choices Certificate is offered. (Smart Choices – Bev 1)	39 hours
Lodging Services (Front/House/Guest Services) (HOSP – 110)	This course provides students with the foundational knowledge and skills of lodging services and operations. Students learn about the 2 key departments in the accommodation industry and their functions – front desk and housekeeping - as well as their	77 hours

	function, staff and staff responsibilities, and intradepartmental connections within the larger establishment. Students also explore issues and trends related to managing and staffing these establishments, in addition to career paths and opportunities within these establishments.	
Food Service 2 - Restaurants & Banquets (HOSP – 120)	This course will introduce students how restaurants and banquet services operate. Students will examine various types of restaurants, menus, guest and guest profiles. As well, students will have the opportunity to practice restaurant steps in services, duties and responsibilities. In this course, students will also learn the basic functions of a banquet environment. Students will gain practical knowledge in menus, food and beverage functions, floor plans, and styles of services. Elements of exceptional dining service will be practiced in our food and beverage facility to ensure students are prepared to work in restaurants and banquets in a hospitality setting.	39 hours
Budgeting and Transaction Management (HOSP –130)	This course provides students with the foundational knowledge and skills in budgeting and transaction management for hospitality and tourism industries from a Canadian perspective. Students learn how to manage the budgets of different departments, manage typical transactions, including end-of day, and operate point-of-sale systems. Topics also include risk management and theft controls. Case studies from the	39 hours

	hospitality sector present students with practical examples of and applications for the principles and concepts studied in this course.	
Marketing and Digital Media Practices (HOSP – 140)	In this increasingly digital world, managers in the hospitality industry need a solid understanding of digital marketing. This course introduces students to the role of digital media in the marketing of products and services in the hospitality industry. Topics include today's market environment, customer attitudes and behaviour, digital marketing and the influence of social media, and challenges and trends.	39 hours
Hospitality Entrepreneurship (HOSP –150)	Many people dream of starting their own hospitality business, and though exciting, such an undertaking requires vision, planning and hard work. This course introduces students to the basics of entrepreneurship, particularly as it pertains to the hospitality sector. Students learn the theoretical concepts and principles of entrepreneurship as well as the practical processes of researching, planning, financing, launching and evaluating a new venture. Case studies taken from the hospitality industry provide students with opportunities to apply knowledge of successful entrepreneurship.	77 hours
Leadership and Organizational Culture (HOSP – 160)	In this course students are introduced to various leadership and organization theories. This course provides students with the basic knowledge that is	77 hours

	required to be an effective and a successful leader and team player in various kinds of organizational settings. The course explores areas such as work politics, task oriented and people oriented leadership styles and various leader and team management models. Emphasis is given on students being able to recognize and relate to the various leadership styles that they have experienced at their workplace and use the knowledge gained from this course to further their leadership and team management skills.	
Hospitality Practicum 1 (HOSP-180)	Practicum gives students the opportunity to put into practice and develop further the knowledge and skills they have acquired throughout the year, in a real-world context. Depending on students' personal interests and site availability, students are placed at a variety of hospitality establishments, all of which are well known within the industry for their quality service and customer care. At the end of the practicum placement, students will share presentations focused on a key hospitality area or concept addressed in Year 1 courses that was relevant to their individual placements.	245 hours
Trends and Issues in Global Tourism (HM-230)	Tourism is a dynamic industry, susceptible to economic, political and social change. This course provides students with a basic understanding of the current themes and issues in tourism as well as the knowledge and skills to identify current and anticipate	42 hours

	future trends. Topics include the development of tourism, e-tourism, economic and social impacts of tourism, health and safety challenges for tourism, managing tourism, and major developments in the tourism industry.	
Managing the Guest Experience (HM-250)	In this course, students learn the various components of providing and managing excellent customer service, including understanding customer expectations, building customer relationships, developing and maintaining a service culture, promoting customer service, and using market research and technology effectively. Through the analysis of case studies, students learn how these principles are applied to create real-life customer experiences that are meaningful and successful.	42 hours
Managerial Accounting (HM-270)	Students are introduced to the basics of accounting as they apply to the hospitality industry. Students become familiar with the principles of managerial accounting as well as the responsibilities and tasks of the business's bookkeeper and accountant. Students learn costing methods as they pertain to labour costs, food costs and other key costs in running a hospitality business. In addition, students study the accounting tasks and related financial documents of the different departments, such as budgets, accounts, reports and cash flow statements.	62 hours
Brand Management (HM-280)	In the increasingly competitive and dynamic hospitality industry, the brand is	42 hours

	essential to success. This course introduces students to the basics of brand management, while focusing on real-world examples from and applications to the hospitality industry. This course examines historical contexts of branding, branding strategies and positioning, marketing and the use of social media, and current issues and opportunities for hospitality branding.	
Strategic Hotel Management (HM-290)	This course introduces students to the strategic management concepts and principles from a hospitality context. Students learn the strategic thinking and planning processes, as well as the process of developing a strategic direction for hotel management to achieve organizational goals. Case studies from the hospitality industry help students understand how to plan, implement and evaluate strategic choices.	62 hours
Legality and Risk Management in Hospitality (HM-320)	This course provides an overview of Canadian law as it pertains to the hospitality industry. Topics include the Canadian legal system, the Charter of Human Rights, contracts, liability and risk, protection of guests and property, and the role of the manager. Specific legal considerations in various sectors, such as accommodation, restaurant and beverage sectors, are also discussed. Students examine case studies in order to apply their knowledge of hospitality law and to develop managerial skills.	42 hours

Managing Teams in Diverse Environments (HM-310)	Managers in the hospitality industry can expect to lead a variety of diverse teams, each with its own purposes, needs and challenges. Good leaders need to be flexible, responsive and adaptive to diverse teams. This course explores the concept of diversity, as well as how diversity impacts behaviour and attitudes in workplace teams. Topics also include team functioning; clarifying a team's goals, structure and approach; building strong connections; managing conflict; and new ways of leading teams. A particular focus is the multicultural diversity of and intercultural communication for teams in the hospitality industry.	42 hours
Hospitality Human Resource Management (HM-300)	The greatest asset of a company is its workforce, and this is particularly true within the hospitality industry, which is built primarily on creating good customer/employee relationships. So a basic understanding of human resources is essential to the hospitality manager. This course provides students with the basic knowledge and skills pertaining to HR in the hospitality sector and introduces students to key HR concepts, such as recruitment, hiring, training, compensation and benefits, and performance management.	42 hours
Dynamic Communication Skills (HM-260)	This course helps students develop their presentation and workplace communication skills for entry into the hospitality sectors. Emphasis is on the communication skills used for collaboration with colleagues and clients	62 hours

	in the workplace. Students also study cross-cultural communication and client/service provider experiences.	
Food and Beverage Management (HM-240)	This course introduces students to the industry principles, practices and techniques needed by food service management professionals. Students study and apply the basics of menu creation, food and beverage cost controls, liability issues, and strategic planning for food and beverage operations.	63 hours
Integrated Events Management (HM-330)	This capstone course gives students an opportunity to demonstrate, synthesize and apply their newly acquired knowledge and skills in this program by engaging in a real-life integrated events management project. This course integrates learning from the various hospitality management courses and draws upon students' professional and personal experiences.	77 hours
Hospitality Practicum 2 (HOSP-280)	The final practicum gives students the opportunity to synthesize and apply the knowledge and skills they have acquired throughout the program, in a real-world context. Depending on students' personal interests and site availability, students are placed at a variety of hospitality establishments, all of which are well known within the industry for their quality service and customer care. During this practicum, students are given opportunities and expected to demonstrate managerial competencies as relevant to the hospitality industry.	490 hours

