

Program Information

Hotel and Hospitality Services

2024/2025

Program Overview	Develop the knowledge and skills you need for a range of career opportunities in Canada’s booming tourism sector— from front desk to housekeeping, food and beverage service to line cook duties—as well as an introduction to management training to position you for future career advancement. Emerit training, which was developed and tested by tourism sector employees, employers, and educators from across Canada, ensures students meet internationally recognized standards of their profession; a work practicum allows you to test and refine your skills in a real workplace; and your participation in MITT’s Bridging to Work workshops ensures you bring a solid foundation of employability and essential skills to any career you pursue.
Area of Study	Human Services
Credential	Certificate
Program Length	1 Year Full time (10 months)
Delivery	
Work-Integrated Learning	7-week practicum
Open to International Students	Yes

CIP Code	N/A
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Career Outcomes

- Front desk agent
- Food and beverage or banquet server
- Housekeeping attendant
- Bartender
- Banquet captain
- Host/hostess
- Manager
- Supervisor
- Team lead
- Customer service representative
- Travel agent
- Tourist guide

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	38 hours

	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.	
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	38 hours

	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.	
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 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.	39 hours
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	39 hours

	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 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	39 hours

	for Smart Choices Certificate is offered. (Smart Choices – Bev 1)	
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 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.	77 hours
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 hospitality sector present students with practical examples of and applications for the principles and concepts studied in this course.	39 hours
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,	77 hours

	launching and evaluating a new venture. Case studies taken from the hospitality industry provide students with opportunities to apply knowledge of successful entrepreneurship.	
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 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.	77 hours
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	245 hours



	was relevant to their individual placements.	
Hospitality Capstone 1 (HOSP-190)	The capstone course gives students the opportunity to further develop their industry knowledge, technical abilities, and transferable work skills. Students will work on various assignments and projects in preparation for employment in the hospitality industry. This course includes an applied project that empowers students to explore a hospitality and tourism topic that is of interest to them.	245 hours