



# Hotel and Restaurant Management - Diploma

## PLAR Candidate Guide

Prior Learning Assessment and Recognition (PLAR)

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### Prior learning credit options at Saskatchewan Polytechnic

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See [Get Credit for What you Know](#) for important information about all options to get credit for prior learning at Sask Polytech, including PLAR, transfer credit, Canadian Armed Forces credit, and equivalency credit.

### How to navigate this document

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This document contains links to other document sections or webpages. To return to where you were from another section in this document, press the *ALT* key and *left arrow* key at the same time. To return to this webpage from another webpage, close the other webpage or click back on the browser tab for this document.

### Contents of this guide

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This guide contains the following specific PLAR information and tools for this program

- A. [PLAR fees](#)
- B. [PLAR eligibility and options](#)
- C. [Dates when PLAR assessment is available](#)
- D. [Special directions for this program](#)
- E. [PLAR contact person](#)
- F. [Self-rating course outlines](#)

## A. PLAR fees

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Fees for PLAR challenges are set to cover our costs for consultation, assessment, and related administrative tasks. PLAR fees are non-refundable and non-transferrable.

The PLAR fees policy is subject to change for each new academic year. Please see the **Cost** section on the [PLAR webpage](#) for current fee information.

## B. PLAR eligibility and options

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To be eligible for PLAR for courses in this program, you must first apply for admission and be accepted into the program. You must also consult with the [PLAR contact person](#) and be approved for PLAR assessment.

### Course prerequisites and corequisites

Some courses have one or more other courses that must be completed first (prerequisite) or at the same time (corequisite). See [course outlines](#) in this guide to identify any pre- or co-requisites for each course. Discuss with your [PLAR contact person](#) how to deal with courses with corequisites.

### Block assessment

Some programs may assess a cluster of courses together in one block, which may save you time and effort. Ask the [PLAR contact person](#) whether there are any block assessment options in this program.

## C. Dates when PLAR assessment is available

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PLAR assessment for this program is available from Sept 1 to June 15 in each academic year.

**All PLAR assessments must be completed by June 15 of each academic year.**

## D. Special directions for this program

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1. **Review** the [PLAR process and FAQs](#) and the information in this guide.
2. **Self-rate** your learning for each course using the [Course Outlines](#) in this guide.
3. **Consult** with the [PLAR contact person](#) for PLAR approval. Be prepared to provide your resume, course self-ratings (see [section F](#)), and a partially completed [PLAR application](#). If you are approved for PLAR, the contact person will sign your PLAR application and explain next steps.
4. Apply for admission to the program. See [directions](#) for applying.
5. **Register** for PLAR at [Registration/Enrolment Services](#) once you have signed approval on your [PLAR Application Form](#). The PLAR fee will be added to your student account.
6. **Finalize** an assessment plan with your assigned assessor.
7. **Complete** assessment before your PLAR registration expires.

## E. PLAR contact person

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Contact one of the Program Heads below to arrange a consultation **after** you have read this guide and [general PLAR information](#) and rated yourself for each course (see next section). Consultation may be by phone, online, or in person. Be prepared to provide your resume, course self-ratings, and a partially completed [PLAR application](#). If agreement is reached to go ahead with PLAR, the contact person will sign approval on your PLAR application and explain the next steps. Admission to the program is required before you can register for PLAR.

**Dean Hartsook, Program Head**  
Saskatchewan Polytechnic, Saskatoon Campus  
Phone: 306 – 659 – 4060  
Email: [dean.hartsook@saskpolytech.ca](mailto:dean.hartsook@saskpolytech.ca)

## F. Self-rating course outlines

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Clicking on a course code below opens a page where you can rate yourself on the knowledge and skills assessed for PLAR credit. For Arts & Sciences courses, clicking on the course code opens another PLAR guide. The [PLAR contact person](#) for this program will refer you to another person to discuss PLAR for courses delivered by Arts & Sciences or another program/department.

COURSE CODE	COURSE NAME	Delivered by another department/program
<b>Semester 1</b>		
<a href="#">ACCT 191</a>	Accounting	
<a href="#">ASRT 180</a>	Assertiveness Training	
<a href="#">COM 101</a>	Written and Oral Communications	
<a href="#">COMP 174</a>	Introduction to Microsoft Excel 1	<a href="#">Standardized Computer Courses</a>
<a href="#">ECON 280</a>	Basic Food Preparation	
<a href="#">FOOD 108</a>	Basic Food Preparation	
<a href="#">FOOD 172</a>	Customer and Restaurant Service Techniques	
<a href="#">FOOD 194</a>	Purchasing	
<a href="#">HADM 188</a>	Rooms Division Management	
<a href="#">SANT 109</a>	Safe Food Management	
<b>Semester 2</b>		
<a href="#">COOK 197</a>	Short Order Cooking	
<a href="#">FOOD 192</a>	Applied Restaurant Service	

COURSE CODE	COURSE NAME	Delivered by another department/program
<b>Semester 3</b>		
<a href="#">CAPL 150</a>	Hospitality Career Development	
<a href="#">CLTR 100</a>	Diversity	
<a href="#">COMM 291</a>	Interpersonal Communications	
<a href="#">COMP 175</a>	Introduction to Microsoft Excel 2	<a href="#">Standardized Computer Courses</a>
<a href="#">FIN 281</a>	Financial Management	
<a href="#">FOOD 109</a>	Catering	
<a href="#">MGMT 184</a>	Introduction to Management	
<a href="#">SPSY 280</a>	Introductory Psychology	
<b>Semester 4</b>		
<a href="#">BLAW 283</a>	Law in the Hospitality Sector	
<a href="#">FOOD 200</a>	Restaurant Cost Controls & Menu Planning	
<a href="#">MGMT 286</a>	Organizational Behaviour for the Hospitality Industry	
<a href="#">MKTG 270</a>	Sales and Event Management	
<a href="#">MKTG 284</a>	Hospitality Marketing	
<a href="#">PLAN 282</a>	Planning and Layout	
<b>Semester 5</b>		
<a href="#">PRAC 276</a>	Specialization Field Placement	
<b>Semester 6</b>		
<a href="#">BAR 200</a>	Bar, Wine and Spirits	
<a href="#">HADM 184</a>	Revenue and Operations Management	
<a href="#">HR 280</a>	Human Resource Management	
<a href="#">PLAN 286</a>	Wine and Dine Planning	
<a href="#">PROJ 208</a>	Business Plan Development	

COURSE CODE	COURSE NAME	Delivered by another department/program
<a href="#">PROJ 209</a>	Wine and Dine Service	
<a href="#">PROJ 210</a>	Wine and Dine Production	

**ACCT 191 - Accounting**

You will be introduced to fundamental accounting concepts used in business. You will learn to appreciate the value of information presented in an organization's financial statements and will acquire and practice basic bookkeeping and financial statement preparation skills.

**Credit unit(s):** 3.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Explain the primary functions of business, accounting, and professional ethics.			
2. Use financial information in the preparation of financial statements.			
3. Prepare a basic set of accounting records.			
4. Adjust accounts for financial statements.			
5. Prepare classified financial statements.			
6. Distinguish between businesses that sell services and merchandise.			
7. Maintain perpetual inventory records.			
8. Prepare cash records as part of a system of internal control.			
9. Prepare payroll liabilities.			

**ASRT 180 - Assertiveness Training**

You will focus on the cognitive and behavioural aspects of assertiveness. You will examine how you approach conflict. You will also discuss and practice specific techniques for successful conflict management.

**Credit unit(s):** 1.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Describe conflict and conflict resolution styles.			
2. Demonstrate assertive behaviour.			
3. Describe how thinking processes and assertiveness are related.			
4. Describe the use of behavioral rehearsal procedure in assertiveness training.			

## COM 101 - Written and Oral Communications

You will receive instruction and practice in written and oral communication skills needed for the professional workplace. You will review the principles of effective writing, prepare oral presentations, and practice common forms of business communication. Communicating a professional image will be emphasized.

**Credit unit(s):** 2.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Create business correspondence.			
2. Use professional email practices.			
3. Write business reports and proposals.			
4. Deliver oral presentations.			



### COMP 174 - Introduction to Microsoft Excel 1

You will study the basic features of Excel. You will learn to create workbooks, format spreadsheet elements, manipulate multiple worksheets, create simple charts and use simple formulas and functions.

**Credit unit(s):** 1.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b>  <b>Competent:</b> I can apply this outcome without direction or supervision. <b>Learning:</b> I am still learning skills and knowledge to apply this outcome. <b>None:</b> I have no knowledge or experience related to this outcome.	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Create a spreadsheet.			
2. Use basic functions and productivity tools.			
3. Work with multiple worksheets.			
4. Work with multiple worksheets.			

**ECON 280 - Economics**

You will be introduced to Economic Theory. You will study introductory economic concepts, operations of a market (with an examination of demand and supply), and the role of government in a market economy related specifically to the hospitality industry, government in Canada, economic indicators, examination of money and the Canadian banking system. You will also be introduced to microeconomics with particular emphasis on types of competition related to the hospitality industry.

**Credit unit(s):** 2.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<p><b>Competent</b></p>	<p><b>Learning</b></p>	<p><b>None</b></p>
1. Explain the basic concepts of economic theory.			
2. Describe the effects of supply and demand.			
3. Explain the role of government in economics, the operation of supply and demand, and government operation in Canada.			
4. Explain macroeconomic concepts such as unemployment and inflation.			
5. Explain the role of money, banking, and exchange rates.			
6. Describe the organization of an industrialized economy.			

## FOOD 108 - Basic Food Preparation

You will learn how to prepare a variety of foods using the tools, equipment and techniques common to professional kitchens. You will acquire an understanding of the basic culinary terms and cooking principles. You will also learn a safety management system that reduces the risk of injuries occurring on the job.

**Credit unit(s):** 4.0  
**Prerequisites:** SANT 109, SANT 111  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Complete WHMIS Certification.			
2. Perform safety and sanitation practices.			
3. Describe the procedures for using, operating, and maintaining hand tools and equipment.			
4. Perform calculations relating to basic food preparation.			
5. Explain procedures for mise en place.			
6. Prepare hot and cold sandwiches, salads, salad dressings and cold foods.			
7. Prepare stocks, sauces and soups.			
8. Prepare meat and poultry using a variety of cooking techniques.			
9. Prepare rice and other starches.			
10. Control the texture, flavour, colour, and nutritional changes when cooking vegetables.			
11. Use a variety of cooking methods to prepare typical menu items using fish and shellfish.			
12. Prepare a variety of breakfast entrees.			

## FOOD 172 - Customer and Restaurant Service Techniques

You will develop skills in the procedures used in the service of food and beverage. You will have the opportunity to practice customer relations skills as they apply to a service setting.

**Credit unit(s):** 4.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Describe various food and beverage products.			
2. Describe different service styles and sequences.			
3. Identify use of tableware, materials, and equipment.			
4. Apply procedures for service of food and beverage.			
5. Apply techniques for various types of room set-ups.			
6. Identify room management techniques.			
7. Perform table set-up.			
8. Identify the importance of customer service and its impact on the organization.			
9. Identify the importance of your attitudes, skills, expertise, and self- presentation.			
10. Identify the different needs of customers.			
11. Identify strategies on how to handle customer complaints.			

**FOOD 194 - Purchasing**

Your studies will focus on the responsibilities necessary for quantity food purchasing. You will learn about the various food products purchased for use in a food and beverage environment. You will discuss the application of the four-step control process (food purchases, receiving, storage, and inventory management) and gain an understanding of capital purchasing requirements.

**Credit unit(s):** 2.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

Use a checkmark (✓) to rate yourself as follows for each learning outcome		Competent	Learning	None
<b>Competent:</b>	I can apply this outcome without direction or supervision.			
<b>Learning:</b>	I am still learning skills and knowledge to apply this outcome.			
<b>None:</b>	I have no knowledge or experience related to this outcome.			
1.	Explain the need for and the application of specifications.			
2.	Describe basic purchasing management principles.			
3.	Identify purchasing criteria for food, beverage and non-food products.			
4.	Describe common inventory control systems, receiving practices, storage and issuing of supplies.			
5.	Describe various types of meat, fish, seafood, poultry and other food items purchased in a food and beverage operation.			
6.	Explain the process of capital purchasing.			

## HADM 188 - Rooms Division Management

You will study the application of management concepts relating to a hotel’s Rooms Division including: an overview of the front desk and housekeeping departments, the guest cycle, guest services, security issues and procedures, effective inventory management as well as the environmental concerns relating to the Rooms Division. You will train on current industry software (Opera Property Management System) to perform actual operations.

**Credit unit(s):** 4.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Identify the components of the lodging industry and hotel organizations.			
2. Describe the Guest Cycle and Related Rooms Division Functions.			
3. Apply Rooms Division management techniques to plan and evaluate operations.			
4. Describe the important issues in developing and managing security in the lodging industry.			
5. Use hotel software to process guest transactions through the guest cycle.			
6. Describe procedures for effective planning and inventory management.			
7. Describe the environmental concerns that relate to housekeeping operations.			
8. Describe the steps involved properly in cleaning and inspecting guest rooms.			
9. Perform calculations used in Rooms Division management.			

**SANT 109 - Safe Food Management**

You will learn sanitary food handling techniques that reduce the risk of food poisoning. You will develop management skills and tools to foster a culture of food safety.

**Credit unit(s):** 1.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Describe the different types and sources of microorganisms that cause food borne illness.			
2. Describe how to control the growth and spread of microorganisms.			
3. Complete safe food management certification.			

### COOK 197 - Short Order Cooking

You will learn how to prepare and produce a short order menu using the basic cooking principles of grilling, deep fat frying, sautéing and pan frying. You will practice the process of cooking meals to order in a restaurant setting.

**Credit unit(s):** 4.0  
**Prerequisites:** FOOD 108, SANT 109  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
4. Perform safety and sanitation practices in short order cooking.			
5. Perform mis en place according to menu specifications.			
6. Prepare short order breakfast and lunch items according to menu specifications.			
7. Demonstrate portion and quality control.			
8. Display organization and time management skills appropriate to a short order environment.			



**FOOD 192 - Applied Restaurant Service**

You will develop your communication, management and practical food service skills. You will also use a computerized point of sale system.

**Credit unit(s):** 4.0  
**Prerequisites:** FOOD 190 or FOOD 172, SANT 109  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Demonstrate a professional attitude.			
2. Demonstrate various service techniques in a short order environment.			
3. Process customer transactions.			
4. Demonstrate section management.			
5. Demonstrate communication skills required to understand and assist customers.			

### CAPL 150 - Hospitality Career Development

You will discuss the scope, nature and trends of the hospitality industry. You will develop a personal career action plan and the skills necessary to be successful in today's job market. You will visit local hotels and observe operations.

**Credit unit(s):** 3.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Describe the evolution of the hospitality industry.			
2. Identify job opportunities & trends in the industry.			
3. Develop a personal career action plan.			
4. Prepare a resume & cover letter.			
5. Describe the elements of a professional image.			
6. Practice job interview skills.			
7. Prepare reports based on worksite visits.			

## CLTR 100 - Diversity

You will examine the elements of cultural, gender and disability diversity in Canada and the processes that promote inclusion. You will explore elements of Indigenous culture with a view to understanding both historical elements and contemporary issues in Canada. Your studies will also provide opportunities to participate in various cultural practices.

**Credit unit(s):** 3.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Examine the diverse Canadian identity.			
2. Describe diversity and social inequality in Canadian society.			
3. Examine the impact of colonization and treaties on Indigenous peoples.			
4. Examine contemporary realities and resilience of Indigenous people in Canada.			
5. Explore cultural events.			
6. Promote inclusion.			

## COMM 291 - Interpersonal Communications

You will develop employability skills through the study of interpersonal communications theory and applications in the workplace. Learning outcomes include the importance of self-awareness and self-esteem, perception problems, verbal and nonverbal messages, and listening skills, creating positive communication climates and resolving interpersonal conflict.

**Credit unit(s):** 2.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Describe interpersonal communication.			
2. Describe how self-concept and perception affect communication.			
3. Discuss verbal and nonverbal messages.			
4. Discuss factors affecting communication climates.			
5. Apply skills to improve communication.			

## COMP 175 - Introduction to Microsoft Excel 2

You will study the intermediate features of Excel. Using the skills and knowledge you acquired in COMP 174 (Introduction to Excel 1), you will learn to use more advanced spreadsheet functions, create, and modify several chart types, and perform data manipulation.

**Credit unit(s):** 1.0  
**Prerequisites:** COMP 172, COMP 174  
**Corequisites:** none  
**Equivalent course(s):** none

<b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b>  <b>Competent:</b> I can apply this outcome without direction or supervision. <b>Learning:</b> I am still learning skills and knowledge to apply this outcome. <b>None:</b> I have no knowledge or experience related to this outcome.	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Apply advanced formula construction.			
2. Work with charts.			
3. Perform data management.			

## FIN 281 - Financial Management

The course provides an introduction to analyzing and interpreting financial statements for management decision making. You will acquire financial management skills related to the successful management of a small business or department of a larger business.

**Credit unit(s):** 2.0  
**Prerequisites:** ACCT 191  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Solve a comprehensive accounting problem.			
2. Analyze financial statements.			
3. Calculate basic financial ratios.			
4. Calculate prices using the "bottom up" approach.			
5. Determine the components of a mixed cost.			
6. Perform cost volume profit calculations.			
7. Prepare budgets.			

**FOOD 109 - Catering**

You will plan and prepare a catering event. Food presentation, cost control and proper food handling techniques will be emphasized.

**Credit unit(s):** 3.0  
**Prerequisites:** FOOD 108  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Explain the importance of food and catering presentation.			
2. Plan a catered event.			
3. Perform safety and sanitation practices in catering.			
4. Perform calculations used in catering.			
5. Participate in the preparation, set up and service of a catered event.			

## MGMT 184 - Introduction to Management

You will focus on the fundamental principles and concepts related to the field of management. The major components of management including controlling, leading, organizing, planning and staffing will be covered. You will be introduced to the different management styles and skills necessary for success in business today.

**Credit unit(s):** 3.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Describe the process and components of management.			
2. Explain the major developments in management theory.			
3. Explain the human relations skills needed in management.			
4. Explain the planning processes used in management.			
5. Explain the purpose and components of the control function.			
6. Discuss management styles and their applications.			
7. Explain the process of decision making and problem solving.			
8. Identify the components of the staffing function.			



### SPSY 280 - Introductory Psychology

The course provides an introduction to the field of psychology. You will develop an increased awareness of human behaviour. The course content includes a general introduction to psychology, learning, cognition, personality, motivation and personality disorders.

**Credit unit(s):** 2.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Describe the scientific elements of psychology.			
2. Explain learning theories.			
3. Describe the states of consciousness experienced by individuals.			
4. Describe memory processes.			
5. Describe the elements of cognition and intelligence.			
6. Identify types of psychological disorders and their prevalence.			

### BLAW 283 - Law in the Hospitality Sector

You will learn about the Canadian court system, general tort and contract law for business, as well as a focus on liability and risk management for those in the hospitality sector. Your studies will include information on negligence, personal injury, property protection and damage, and responsibilities under the Innkeeper’s Act.

**Credit unit(s):** 4.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Explain the Canadian legal system.			
2. Explain the law of torts.			
3. Explain the law of contracts.			
4. Examine the Inn Keepers Act.			
5. Examine special contracts.			
6. Discuss the liability in the accommodation sector of the hospitality industry.			
7. Discuss the liability associated with the sale and service of alcohol.			
8. Examine the liability associated with the sale and service of food.			
9. Recognize the ways those in the hospitality sector can manage their risk of liability.			

## FOOD 200 - Restaurant Cost Controls & Menu Planning

You will focus on the necessity of establishing and enforcing control systems used by various food and beverage operations. You will learn the value of performing control procedures in a food service operation. You will study the principles of menu planning in conjunction with menu formats and terminology and develop an understanding of the role the menu plays within a food service establishment. You will design menus typically found within the commercial foodservice industry.

**Credit unit(s):** 3.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Define standard costs.			
2. Examine income statements for a food & beverage operation to identify issues.			
3. Discuss the causes and remedies of inventory fluctuations.			
4. Discuss ways an undesirable food cost can be changed.			
5. Explain the importance of revenue control.			
6. Identify market considerations in menu planning.			
7. Identify factors to consider when planning commercial menus.			
8. Identify design considerations for creating commercial menus.			
9. Design a commercial menu.			

## MGMT 286 - Organizational Behaviour for the Hospitality Industry

You will learn the concepts of management, leadership, power, politics, ethics, delegation, and change management.

**Credit unit(s):** 3.0  
**Prerequisites:** MGMT 184  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Describe the role and responsibilities of a supervisor.			
2. Identify the types of power, politics and ethics and their relevance in the hospitality industry.			
3. Discuss organizational culture and culture of hospitality.			
4. Describe motivational techniques.			
5. Discuss your management and leadership style.			
6. Discuss skills for effective delegation.			
7. Discuss the change management process.			

## MKTG 270 - Sales and Event Management

You will learn the principles of planning, organizing, controlling and executing catered functions as well as the criteria for selling to the events market. You will learn how to write convention proposals and train on current industry software, Delphi Sales and Catering Manager.

**Credit unit(s):** 4.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Identify the needs of event buyers.			
2. Explain the scope of today's events market.			
3. Describe the elements of effective event management.			
4. Identify the steps in the sales process.			
5. Write a proposal letter.			
6. Plan a themed catered event.			
7. Execute a themed catered event.			

## MKTG 284 - Hospitality Marketing

You will explore the fundamental principles of marketing as they relate to the tourism and hospitality industry. You will learn how sound marketing management can improve profitability and improve operational effectiveness and efficiency.

**Credit unit(s):** 4.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Describe the service characteristics of hospitality and tourism marketing.			
2. Identify the role of marketing in strategic planning.			
3. Identify the components of the marketing environments.			
4. Identify consumer markets and consumer buying behavior.			
5. Describe marketing research to gather customer information and insights.			
6. Describe the major steps in designing a customer-driven marketing strategy.			
7. Identify the roles played by the major distribution channel intermediaries of the hospitality industry.			
8. Explain the role of pricing in hospitality marketing.			
9. Discuss customer value through advertising, promotions, and public relations.			
10. Explain direct, online, social media and mobile marketing in the hospitality industry.			

**PLAN 282 - Planning and Layout**

You will learn the conceptual approach to planning a facility with customer appeal as the primary goal; including planning guidelines, municipal codes, and interior design for hotels and food service operations. You will redesign a foodservice facility, including researching equipment specifications.

**Credit unit(s):** 2.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Identify the steps involved in the planning process.			
2. Discuss site selection and feasibility studies.			
3. Discuss site selection and feasibility studies.			
4. Identify equipment requirements for a hospitality facility.			
5. Identify guidelines for interior design and atmosphere.			
6. Redesign an existing food service facility.			

### PRAC 276 - Specialization Field Placement

You will be assigned to apply related classroom learning to real world experience in the field of your specialization. Your work experience will complement your academic training.

**Credit unit(s):** 8.0  
**Prerequisites:** FOOD 172  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Demonstrate professionalism in the workplace.			
2. Demonstrate knowledge of supervisory management techniques.			
3. Prepare a learning action plan in conjunction with placement site.			
4. Develop report writing and presentation skills.			
5. Prepare a specialization field placement report.			
6. Deliver an oral presentation based on the specialization of field placement.			



## BAR 200 - Bar, Wine, and Spirits

You will learn about the origin of wine, beer and spirits and the production of alcoholic beverages. You will acquire the knowledge and develop the skills needed to produce and serve quality beverages in a responsible manner. You will put your knowledge to use during the Wine & Dine project.

**Credit unit(s):** 4.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Identify the various categories and production methods of liquor and beer products.			
2. Identify bar setups.			
3. Identify styles of cocktails and alcoholic beverages.			
4. Identify the main varietals and regions of wine.			
5. Describe the methods of wine production.			
6. Describe wine service procedures.			
7. Identify wine profile and palate.			
8. Complete Serve It Right Certification.			

## HADM 184 - Revenue and Operations Management

You will learn to apply operational techniques in the hospitality industry. You will develop skills in room forecasting, rooms division budgeting, pro-forma and labour cost controls, night audit procedures, statistical reports, and financial analysis.

**Credit unit(s):** 3.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Examine the functions of a front office accounting system.			
2. Describe the functions of a night audit.			
3. Calculate operational statistics.			
4. Identify the uses of revenue management in forecasting.			
5. Describe revenue management process.			
6. Perform revenue management calculations.			
7. Prepare computerized budgets and forecast spreadsheets.			

## HR 280 - Human Resource Management

You will focus on the staffing and directing function of management to include human resource planning, recruitment, selection, orientation, training, development, performance appraisals, compensation, discipline, labour relations and legislation.

**Credit unit(s):** 4.0  
**Prerequisites:** MGMT 286  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Describe the responsibilities of human resource management.			
2. Explain the legislated requirements of human resource management.			
3. Discuss recruitment and selection.			
4. Explain orientation and training.			
5. Explain appraising and coaching.			
6. Discuss discipline and termination.			
7. Identify the components of compensation management.			
8. Explain the value of employee benefits.			
9. Identify the components of the Union – Management framework.			

**PLAN 286 - Wine and Dine Planning**

Building on knowledge you have gained in the theoretical courses you will plan and organize the fine dining project including menu development, recipe standardization, food and beverage cost controls and scheduling.

**Credit unit(s):** 3.0  
**Prerequisites:** FOOD 192, FOOD 194, FOOD 172  
**Corequisites:** FOOD 200  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Develop a dining room and bar menu.			
2. Perform food costing and pricing of menus.			
3. Prepare an operating budget.			
4. Develop a procedure manual and training plan for evening dining.			
5. Establish expense and inventory control techniques.			

## PROJ 208 - Business Plan Development

You will work in a group to develop a new business. You will develop your entrepreneurial, team building, communication, problem solving, delegation and human relations skills.

**Credit unit(s):** 4.0  
**Prerequisites:** none  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Create a hospitality business concept designed to attract a specific customer group(s).			
2. Complete a market analysis.			
3. Evaluate location for the hospitality operation.			
4. Develop an advertising and promotional mix schedule.			
5. Develop the required menus.			
6. Develop a human resource plan.			
7. Create a detailed layout of the facility, including equipment specifications.			
8. Explain the principles of design and layout for producing effective promotional materials.			
9. Develop promotional materials.			

**PROJ 209 - Wine and Dine Service**

You will apply your theoretical knowledge to staff and control a full service formal dining room. You will act in various positions and perform duties associated with serving and managing within a dining room environment.

**Credit unit(s):** 4.0  
**Prerequisites:** PLAN 286  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	<b>Competent</b>	<b>Learning</b>	<b>None</b>
1. Demonstrate a professional attitude.			
2. Demonstrate room set-up for fine dining.			
3. Demonstrate fine dining service styles and techniques.			
4. Display effective time management.			
5. Demonstrate reception and hosting skills.			
6. Demonstrate ability to use Point of Sale System.			
7. Manage the Front of the House.			

**PROJ 210 - Wine and Dine Production**

You will receive practical hands-on instruction in all areas of the kitchen related to preparing and serving an a la carte menu.

**Credit unit(s):** 4.0  
**Prerequisites:** COOK 197, PLAN 286  
**Corequisites:** none  
**Equivalent course(s):** none

<p><b>Use a checkmark (✓) to rate yourself as follows for each learning outcome</b></p> <p><b>Competent:</b> I can apply this outcome without direction or supervision.  <b>Learning:</b> I am still learning skills and knowledge to apply this outcome.  <b>None:</b> I have no knowledge or experience related to this outcome.</p>	Competent	Learning	None
1. Perform Mise en Place according to menu specifications.			
2. Prepare appetizers, soups, salads, entrees, and desserts according to recipe specifications.			
3. Demonstrate portion and quality control.			
4. Display organizational and time management skills appropriate to a short order environment.			