Hospitality Management Diploma

PLAR Candidate Guide

Prior Learning Assessment and Recognition (PLAR)

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Prior learning credit options at Saskatchewan Polytechnic

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

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

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

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B. PLAR eligibility and options

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E. PLAR contact person

F. Self-rating course outlines

A. PLAR fees

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

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.

Field Placement PLAR: To be eligible to PLAR PRAC 276 (Specialization Field Placement), you must be employed in a position approved by your Program Head, for a minimum of 105 hours. You will need to submit an updated resume with a letter of support from your employer/direct supervisor, who will be instrumental in the PLAR assessment process.

C. Dates when PLAR assessment is available

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

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

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.

Kendall Neufeld, Program Head
Saskatchewan Polytechnic, Regina Campus
Phone: 306 – 659 – 4218
Email: kendall.neufeld@saskpolytech.ca

F. Self-rating course outlines

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
Semester 1		
ACCT 191	Accounting	Arts and Sciences
COMM 291	Interpersonal Communications	Arts and Sciences
CUST 101	Customer Service for Hospitality	
ENGL 101	Critical Reading and Writing	Arts and Sciences
FOOD 116	Restaurant Fundamentals	
HADM 100	Hotel Operations	
HOSP 100	Introduction to Hospitality	
HOSP 101	Introduction to Restaurant Service	
MGMT 184	Introduction to Hospitality Management	
SAFE 118	Hospitality Safety	
Semester 2		
CLTR 200	Culture and Diversity	Arts and Sciences
COAP 172	Computer Applications	Arts and Sciences
HADM 188	Rooms Division	
HOSP 102	Applied Restaurant Service	

COURSE CODE	COURSE NAME	Delivered by another department/program
LEAD 101	Leadership for Hospitality	
MGMT 286	Organizational Behaviour for the Hospitality Industry	
MKTG 284	Hospitality Marketing	
PURC 100	Costing and Inventory Management	
Semester 3		
PRAC 276	Hospitality Field Placement	
Semester 4		
ASRT 180	Assertiveness Training	Arts and Sciences
BAR 200	Beverage Management 1	
BCOM 200	Business Writing and Presentations	Arts and Sciences
BLAW 283	Hospitality Law	
CUST 200	Formal Service for Hospitality	
FIN 205	Financial Management for Hospitality	
FOOD 204	Catering	
HADM 184	Revenue Management for Hospitality	
HR 280	Human Resource for Hospitality	
Semester 5		
BAR 201	Beverage Management 2	
HOSP 200	Hospitality Specialization	
MKTG 207	Hospitality Sales	
MKTG 208	Social Media for Hospitality	
PLAN 203	Event Planning and Execution	
PROJ 208	Hospitality Business Development	
PROJ 209	Applied Evening Service	

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): ACCT 122, BUS 182

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
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.			

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): BCOM 103, COMM 112, COMM 195, HUMR 182, HUMR 186, JOBS 190, NEPS 114, NURS 163

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**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.			

CUST 101 - Customer Service for Hospitality

You will develop the skills needed to provide exemplary customer service in all sectors of hospitality and tourism. You will identify and examine methods to build, maintain, and recover relationships with your customers.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Discuss customer service.			
2. Complete Service Best training.			
3. Explain the importance of service culture.			
4. Explain the necessary skills for success in customer service.			
5. Identify the importance of building and maintaining relationships in customer service.			
6. Examine service recovery.			

ENGL 101 - Critical Reading and Writing

You will develop basic skills in critical analysis and effective reading by analyzing and evaluating materials from various disciplines. You will also refine your understanding and practice of the structures of composition by writing a research paper on a topic of your choice using APA-style.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Practice critical writing skills.			
2. Practice critical reading skills.			
3. Demonstrate persuasive writing strategies in the writing process.			
4. Evaluate research publications.			
5. Create a research paper on a chosen topic by applying critical reading, writing and research skills.			
6. Modify a research paper illustrating revision and editing skills.			

FOOD 116 - Restaurant Fundamentals

You will build an essential foundation of knowledge for restaurant management. You will identify restaurant equipment and managerial considerations for planning a commercial menu. You will explain the principles of purchasing management and design a menu.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Identify restaurant equipment and supplies.			
2. Identify managerial factors for planning a commercial menu.			
3. Explain the principles of purchasing management.			
4. Design a menu.			

HADM 100 - Hotel Operations

You will study the operation and management of the key departments of a hotel, including Rooms Division, Food and Beverage, Human Resources, and Financial Management. You will gain understanding of the role and function of these departments and examine hotel ownership as part of a research assignment.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Summarize the responsibilities of a general manager.			
2. Explain the role of Rooms Division.			
3. Explain the role of food and beverage service.			
4. Identify the role of maintenance and personal safety.			
5. Identify the financial aspects of a hotel.			
6. Examine effective Human Resources activities.			
7. Examine the major elements of hotel ownership and franchise agreements.			

HOSP 100 - Introduction to Hospitality

You will study the hospitality, accommodation, and food and beverage service industries. You will examine Indigenous tourism in Canada and the managerial areas of the hospitality industry.

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:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Discuss the hospitality industry.			
2. Describe the accommodation industry.			
3. Describe the food and beverage industry.			
4. Describe industries related to tourism.			
5. Examine Indigenous tourism in Canada.			

HOSP 101 - Introduction to Restaurant Service

You will study the foundations of providing professional restaurant service. You will identify various food types, beverages, materials, and equipment. You will identify correct use of terminology and language in restaurant settings and procedures for service and payment.

Credit unit(s): 0.0
Prerequisites: none
Corequisites: none
Equivalent course(s): none

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Identify food and beverage classifications used in the hospitality industry.			
2. Discuss terminology used in restaurants.			
3. Identify tableware, materials, and equipment used in restaurants.			
4. Identify procedures for food and beverage service.			
5. Identify methods of payment and cash out procedures.			

MGMT 184 - Introduction to Hospitality Management

You will study the fundamental principles and processes in the field of management. You will gain skills in the major components of management including controlling, leading, organizing, planning, and staffing. You will examine a range of management styles and processes of decision-making and problem-solving.

Credit unit(s): 3.0
Prerequisites: none
Corequisites: none
Equivalent course(s): ADMN 126

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

SAFE 118 - Hospitality Safety

You will study common tools, equipment, and safety procedures in a professional kitchen. You will compare operations and etiquette in front and back of house.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Complete a safe food management course.			
2. Complete the Workplace Hazardous Materials Information System (WHIMIS) exam.			
3. Describe the procedures for maintaining and operating kitchen tools and equipment.			

CLTR 200 - Culture and Diversity

Your studies will focus on the many dimensions of culture and approaches to promoting inclusion and innovation. You will explore culture in Canadian society as it pertains to Indigenous and immigrant populations. You will also examine the correlation between culture and diversity.

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:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Discuss how cultural dimensions shape the diversity of Canada.			
2. Discuss the prominent dimensions of culture in Canadian society such as tradition, familial relations, and employment.			
3. Describe the interrelationships produced when the dimensions of various cultures interact.			
4. Describe the dimensions of culture as it relates to Indigenous and immigrant populations.			
5. Discuss the correlation between culture, diversity, and innovation.			

COAP 172 - Computer Applications

You will receive an introduction to computer applications (such as a word processor, spreadsheet and database application). You will also gain knowledge of electronic spreadsheets in detail.

Credit unit(s): 0.0
Prerequisites: none
Corequisites: none
Equivalent course(s): COAP 110, COAP 122

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Perform file management.			
2. Demonstrate an understanding of the purpose and characteristics of a word processing application.			
3. Demonstrate an understanding of the purpose and characteristics of a spreadsheet application.			
4. Use a variety of electronic spreadsheet functions to process information.			
5. Work with multiple worksheets in Microsoft Excel.			
6. Work with charts within Microsoft Excel.			
7. Use Excel to solve advanced numerical problems.			
8. Use Excel database functionality to store and manipulate data.			
9. Describe the purpose of a relational database management system.			

HADM 188 - Rooms Division

You will be introduced to the terminology, operation, and management of the Rooms Division of a hotel. You will use specialized technology to assist in the planning and inventory of rooms operation.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Identify various classifications used in the accommodation industry.			
2. Describe the guest cycle and related rooms division functions.			
3. Perform calculations used in Rooms Division management.			
4. Examine safety and security management in the lodging industry.			
5. Use hotel software.			
6. Demonstrate planning and inventory management.			
7. Develop a checklist for guest room cleaning and inspection.			

HOSP 102 - Applied Restaurant Service

You will identify and demonstrate various service and management techniques for a casual dining restaurant. You will demonstrate point of sale knowledge, a professional attitude, and communication skills with customers and colleagues.

Credit unit(s): 4.0
Prerequisites: HOSP 101
Corequisites: none
Equivalent course(s): FOOD 192

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Identify skills needed for service and management in a casual dining restaurant.			
2. Demonstrate a professional attitude.			
3. Demonstrate point of sale knowledge.			
4. Demonstrate various service techniques in a casual dining restaurant.			
5. Demonstrate communication skills.			

LEAD 101 - Leadership for Hospitality

You will explore foundational leadership theories and concepts and examine how vision, motivation, and communication strategies influence team performance and well-being in the hospitality industry. You will also develop skills in ethical decision-making, empowerment, mental health awareness, and coaching to effectively lead and support diverse teams.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Explain foundational leadership theories and concepts relevant to hospitality management.			
2. Analyze the impact of vision and motivation in leadership roles within the hospitality industry.			
3. Illustrate how values, ethics, and integrity shape leadership decisions and workplace culture.			
4. Discuss the role of empowerment in enhancing leadership effectiveness.			
5. Identify key leadership communication strategies that can improve team performance.			
6. Explain the principles of authority and delegation in leadership for effective performance management and accountability.			
7. Describe leadership strategies for managing change in a hospitality workplace.			
8. Demonstrate the qualities and skills essential for effective leadership coaching and performance improvement.			

MGMT 286 - Organizational Behaviour for the Hospitality

You will study the impact of power, politics, and ethical considerations on organizational structure. You will examine how management, leadership, and values influence work behaviour, performance, and organizational culture. You will gain strategies for change management and conflict management.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Describe the concept of organizational behaviour.			
2. Explain how perceptions, personalities, and emotions shape behaviour.			
3. Discuss Indigenous organizational structures.			
4. Examine how values and attitude influence behaviour.			
5. Examine the process of organizational change, development, and innovation.			
6. Demonstrate how power and organizational politics relate to performance.			
7. Examine conflict management techniques.			
8. Evaluate concepts of social influence and their effects on organizational culture.			

MKTG 284 - Hospitality Marketing

You will study the fundamental principles of marketing as they relate to the tourism and hospitality industry. You will relate marketing research to strategic planning and consumer behaviour. You will examine strategies for customer-driven marketing design and the roles of key intermediaries and hospitality functions for successful marketing environments.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
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. Demonstrate marketing research.			
6. Examine customer-driven marketing strategy design.			
7. Examine roles of major distribution channel intermediaries.			
8. Examine the role of pricing in hospitality marketing.			

PURC 100 - Costing and Inventory Management

You will study the responsibilities related to quantity food purchasing including the principles of purchasing management. You will perform calculation and costing of various products and inventory control systems and examine income statements for a food and beverage operation.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Explain the principles of purchasing management.			
2. Calculate amounts to order.			
3. Perform calculations for an inventory control system.			
4. Perform standard costing.			
5. Examine income statements for a food and beverage operation.			

PRAC 276 - Specialization Field Placement

You will apply related classroom learning to real world experience in the field of your specialization. You will be evaluated by your preceptor as you perform hospitality services and operations. You will demonstrate a professional attitude, flexibility, initiative, critical thinking, and strong communication, interpersonal, and organizational skills. You will demonstrate stress management, attention to detail, and punctuality.

Credit unit(s): 7.0
Prerequisites: none
Corequisites: none
Equivalent course(s): none

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Prepare a learning action plan.			
2. Perform hospitality service.			
3. Demonstrate professional appearance.			
4. Perform hospitality operations.			
5. Demonstrate professional communication.			
6. Demonstrate a professional attitude.			
7. Demonstrate interpersonal skills.			
8. Demonstrate organizational skills.			
9. Demonstrate flexibility.			
10. Demonstrate initiative.			
11. Demonstrate critical thinking.			
12. Demonstrate stress management.			
13. Demonstrate attention to detail.			
14. Demonstrate ability to grasp new concepts.			
15. Demonstrate punctuality.			

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**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.			

BAR 200 – Beverage Management 1

You will study the main varietals of beer, spirits, and wine. You will examine safety and regulations for serving alcohol and complete a Serve it Right certificate.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Identify different types of beer.			
2. Identify different types of spirits.			
3. Identify the main varietals and regions of wine.			
4. Examine rules and regulations around the service of alcohol.			
5. Complete a Serve it Right certificate.			

BCOM 200 - Business Writing and Presentations

You will study business analysis and secondary research techniques to support writing and presentation skills for business applications. You will practice formal writing, collaborative writing, and presentation skills using electronic communication tools.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Summarize text-based and visual sources.			
2. Analyze texts for critical examination of a business.			
3. Produce collaborative documents.			
4. Compose a proposal.			
5. Compose a questionnaire for research purposes.			
6. Compose a formal analytical report.			
7. Prepare a multi-media presentation.			

BLAW 283 - Hospitality Law

You will study the essentials of Canadian hospitality law, including the Canadian court system, the Law of Torts, the Law of Contracts, and the Innkeepers Act. You will examine liability as it relates to the accommodation sector and the service of food and alcohol.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Describe the Canadian legal system.			
2. Explain the Law of Torts.			
3. Explain the Law of Contracts.			
4. Explain the Innkeepers Act.			
5. Examine liability in the accommodation sector.			
6. Examine liability with service of food and alcohol.			

CUST 200 - Formal Service for Hospitality

You will build on your service knowledge and study the specialized materials, procedures, and styles to provide service in a formal dining atmosphere. You will demonstrate formal dining room setup and management.

Credit unit(s): 3.0
Prerequisites: CUST 101
Corequisites: none
Equivalent course(s): none

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Describe various food and beverage products used in formal dining.			
2. Describe service styles and sequences.			
3. Identify uses of tableware, materials, and equipment in formal dining.			
4. Examine techniques of dining room management.			
5. Apply techniques for various formal room set ups.			
6. Demonstrate procedures for formal food and beverage service.			

FIN 205 - Financial Management for Hospitality

You will study Canadian financial markets and their effect on a hospitality business. You will acquire financial management skills related to the successful management of a small business and a department of a larger hospitality operation.

Credit unit(s): 2.0
Prerequisites: none
Corequisites: none
Equivalent course(s): FIN 281

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Describe Canadian financial systems.			
2. Identify the role of financial instruments in business.			
3. Examine financial strategies.			
4. Compare financial management and operational management.			
5. Analyze strategic financial management for the hospitality industry.			

FOOD 204 - Catering

You will plan, set up, and provide service for a catering event. You will study food presentation, cost control, and sanitary food handling techniques.

Credit unit(s): 3.0
Prerequisites: none
Corequisites: none
Equivalent course(s): FOOD 109

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

HADM 184 - Revenue Management for Hospitality

You will study revenue management techniques and processes as applicable to the hospitality industry. You will gain skills in forecasting and analyzing statistical and financial reports to improve business profitability.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Describe revenue management principles in the hospitality business.			
2. Examine the uses of revenue management in forecasting.			
3. Apply historical, current, and future data in forecasting demand.			
4. Examine hospitality revenue management processes.			
5. Analyze the effectiveness of revenue management decisions.			

HR 280 - Human Resources for Hospitality

You will study the function and legislation requirements of Human Resources for planning, recruitment, selection, onboarding, and training of employees in the hospitality sector. You will examine performance management, employee separations, and compensation, and analyze labour relations in a union environment. You will evaluate strategies for health and wellness in the hospitality workplace.

Credit unit(s): 4.0
Prerequisites: none
Corequisites: none
Equivalent course(s): HR 120, HR 281

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Examine the legislated requirements of human resource management.			
2. Examine recruitment and selection.			
3. Examine onboarding and training.			
4. Examine performance management.			
5. Examine employee separations.			
6. Examine the components of compensation management.			
7. Analyze the components of labour relations in a union environment.			
8. Evaluate workplace strategies for mental health.			

BAR 201 - Beverage Management 2

You will study policies and procedures for setting up a bar and serving alcoholic beverages. You will calculate costing and prices for alcoholic beverages and create cocktail recipes and bar menus.

Credit unit(s): 3.0
Prerequisites: BAR 200
Corequisites: none
Equivalent course(s): none

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Develop policies and procedures for bar setup.			
2. Calculate costing and prices for an alcoholic beverage menu.			
3. Create cocktail recipes.			
4. Create bar menus.			
5. Perform alcoholic beverage service.			

HOSP 200 - Hospitality Specialization

You will study the various fields within the hospitality industry. You will examine management of diverse segments of hospitality to support your career choices in the future.

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:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Identify a range of diverse hospitality venues.			
2. Examine unique factors of management for various hospitality venues.			
3. Prepare a presentation.			

MKTG 207 - Hospitality Sales

You will study methods of prospecting, developing, and maintaining relationships with clients. You will study the sales process and compose convention proposal letters.

Credit unit(s): 2.0
Prerequisites: none
Corequisites: none
Equivalent course(s): MKTG 270

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Identify the different types of buyer groups and their specific needs.			
2. Identify the steps in the sales process.			
3. Discuss customer relationship management.			
4. Compose a convention proposal letter.			

MKTG 208 - Social Media for Hospitality

You will study the fundamental principles of social media marketing as they relate to the hospitality industry. You will study consumer behaviour in virtual environments and online relationship strategies. You will develop digital marketing activities and analytics and apply techniques for market segmentation.

Credit unit(s): 3.0
Prerequisites: MKTG 284
Corequisites: none
Equivalent course(s): none

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Examine consumer expectations and behaviour across digital platforms.			
2. Examine strategies for virtual customer relationship management.			
3. Develop digital marketing activities.			
4. Develop digital marketing analytics.			
5. Apply customer market segmentation techniques.			
6. Apply elements of effective digital reputation management.			

PLAN 203 - Event Planning and Execution

You will study the principles of planning, organizing, managing, and executing a catered special event. You will apply previous coursework to plan special events and organize a charity fundraising dinner.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Examine the elements of effective event management.			
2. Develop a theme for an event.			
3. Design a banquet event order and event checklist for a catered event.			
4. Perform the set up and service of a fundraising event.			

PROJ 208 - Hospitality Business Development

You will design a hospitality business concept, including a market analysis, location evaluation, and marketing plan. You will develop a plan for Human Resources and analyze strategies for profitability.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Design a hospitality business concept.			
2. Compose a market analysis.			
3. Evaluate a location for a hospitality operation.			
4. Develop a marketing plan and promotion-mix schedule.			
5. Develop a Human Resources plan.			
6. Evaluate how business decisions affect profitability.			

PROJ 209 - Applied Evening Service

You will gain the skills needed to deliver exceptional service in an upscale dining setting, including menu design, room setup, and premium a la carte service techniques. You will also develop proficiency in using point-of-sale systems, guest experience coordination, and effective time management while maintaining a professional attitude.

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

Use a checkmark (✓) to rate yourself as follows for each learning outcome **Competent:** I can apply this outcome without direction or supervision. **Learning:** I am still learning skills and knowledge to apply this outcome. **None:** I have no knowledge or experience related to this outcome.	**Competent**	**Learning**	**None**
1. Demonstrate a professional attitude.			
2. Design menus, room layouts, and ambiance for an upscale dining experience.			
3. Demonstrate room setup for fine dining.			
4. Demonstrate premium a la carte service techniques in a dining setting.			
5. Use a point-of-sale system.			
6. Demonstrate reception and hosting skills.			
7. Demonstrate effective time management.			