



COURSE OUTLINE

Please save a copy onto your computer before filling in the form

Course Name: Hospitality Computer Applications

Department Head/Coordinator: Michael Tittel

Effective Date: September 2014

School or Centre:		Department:	
School of Hospitality and Business		Hospitality Management Diploma	
Course History:		Year of Study:	
Revised Course		1st Year Post-secondary	
Name of Replacing Course (if applicable):	HOSP 1202	Course Number:	HOSP 1620
		Number of Credits:	3.0

Course Pre-requisites (if applicable):

Course Co-requisites (if applicable):

PLAR (Prior Learning Assessment & Recognition) No Yes (details below):

To learn more about the PLAR pathways for this course review the Hospitality Management Diploma Program Content Guide.

Course Description:

This course provides students opportunities to use MS Office applications such as Windows Explorer, Word, Excel, Access and PowerPoint to perform digital workplace tasks in the hospitality industry. Emphasis is placed on financial and informational applications to produce sales and marketing documents, presentations and financial spreadsheets. Students are required to demonstrate competency by completing assignments using the selected computer software applications.

Note to instructors: An instructional strategy is an approach that an instructor uses to achieve the learning outcomes (e.g., lecture, case study, video, group work).

Instructional Strategies:

Lectures, demonstrations and hands-on computer lab assignments

Course Learning Outcomes:

Successful students will be able to:

1. Use Windows to manage computer files, folders, local and shared drives.
2. Use Word to create, save and edit documents that include text, tables, diagrams and pictures.
3. Use Word to create correspondence documents using Mail Merge and Labels.
4. Build lists, meeting documents, schedules and forms using Word.
5. Produce sales and marketing documents.
6. Design and format long documents.
7. Use PowerPoint to create informative presentations and notes, sales and marketing presentations and persuasive presentations.
8. Collaboratively create and deliver presentations using PowerPoint.
9. Use Excel to produce business forms.
10. Manage accounting records and carry out data analysis using Excel.
11. Build financial reports using Excel.
12. Create charts and graphics using Excel.
13. Design tables and datasheets using Access.
14. Create forms using Access.
15. Query databases using Access.
16. Design reports using Access.

Program Learning Outcomes:

Upon successful completion of the Hospitality Management Diploma, students will be able to:

1. Communicate effectively as hospitality professionals.
2. Demonstrate leadership competencies in the hospitality sector.
3. Evaluate financial information and financial implications related to business decisions to support the goals of a hospitality enterprise.
4. Act in an ethical manner and practice within the legal framework of the industry.
5. Provide responsible and professional food and beverage services.
6. Supervise front-of-the house and back-of-the house hotel and restaurant operations.
7. Manage basic human relations issues within a hospitality setting.
8. Prepare the basis for a marketing plan and communication strategy.
9. Analyze emerging hospitality industry trends and innovations.
10. Describe the role and scope of the tourism industry, the stakeholders, the five sectors of the industry and their economic impact.
11. Employ sustainability decision-making and practices in their work as hospitality professionals.
12. Apply the theoretical principles and practices of guest and customer services in a hospitality setting.
13. Apply critical thinking and problem solving techniques to make sound management decisions and recommendations.

Evaluation/Grading System *(Click on drop down box arrows to see list of options)*

Grading System	Specify if 'Other':	Specify Passing Grade:
Letter Grades		D (50%)

Components and Weighting of the Assessment/Evaluation Plan: *(Click on drop down box arrows to see list of options)*

Type	Percentage	Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%):
Participation	10	Attendance 5%, Class Participation 5%
Assignments	25	Lab Assignments
Quizzes/Tests	20	
Midterm Exam	20	
Final Exam	25	
	Total	100

Learning Environment/Type *(Select all that are used within the course)*

Instruction Type	Hours Per Instruction Type	Comments
B - Lab (Computer, Chemistry...)	45	
Enter Total Hours		

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

Course Topics and Sequence Covered:

1. Computer files, folders, drives management
2. Create and edit long and short documents, (text, pictures, diagrams, etc.)
3. MailMerge, and labels
4. Build lists, meeting documents, schedules and forms, sales and marketing documents etc. using Word
5. Digital presentations, (design and delivery, informative, sales and marketing, persuasive, etc.)
6. Business forms, accounting records, data analysis and financial reports
7. Charts and graphics using Excel
8. Tables, data sheets and forms using Access
9. Databases using Access
10. Reports using Access

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about-vcc/policies/index.cfm>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

Date Approved by Education Council:		Date Approved by VCC Board (if applicable):	
--	--	--	--