



COURSE OUTLINE

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

Course Name: Industry Work Experience

Department Head/Coordinator: Mike Tittel

Effective Date: September 2014

School or Centre:		Department:	
School of Hospitality and Business		Hospitality Management Diploma	
Course History:		Year of Study:	
Revised Course		2nd Year Post-secondary	
Name of Replacing Course (if applicable):	HOSP 2245	Course Number:	HOSP 2380
		Number of Credits:	0.0

Course Pre-requisites (if applicable):

Note: Students must be enrolled in the Hospitality Management Diploma Program when completing and providing proof of their work experience hours (500 hours).

Course Co-requisites (if applicable):

PLAR (Prior Learning Assessment & Recognition)

No Yes (details below):

Course Description:

This course provides students an opportunity to attain 500 hours of work experience required for completion of the Hospitality Management Diploma. Students develop workplace competencies and practice the knowledge and skills learned during classroom study. Students are required to achieve specific industry certifications and attend prescribed hospitality events. This course connects the learner with industry managers and employees and supports students in developing skills that are essential to their future success.

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:

Department Head verification of completion

Course Learning Outcomes:

Successful students will be able to:

1. Apply knowledge and skills learned in the classroom and reflect on workplace performance
2. Acquire and refine knowledge and skills in the workplace
3. Recognize different management skills, styles and behaviours
4. Use industry experience to compete for employment in the hospitality industry
5. Use job search and interview skills in seeking employment
6. Develop a sense of responsibility required in the business world
7. Establish network contacts in the hospitality community
8. Work with an industry mentor

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:
Satisfactory/Unsatisfactory		S (where "S" = 100%)

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%):
Other		FOODSAFE Certificate
Other		Serving It Right Certificate
Other		500 Hours of Industry Work Experience
Participation		Student Engagement Fund Raisers; Interview Week; Industry Events; Rendezvous
-		
-		
Total		

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

Instruction Type	Hours Per Instruction Type	Comments
S - Self-paced		Students provide proof of completion & certification
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. FOODSAFE Certificate - secured through external examiner
2. SERVING IT RIGHT Certificate - mandatory self-study course (BC's Responsible Beverage Service Program)
3. Rendezvous - annual student/industry event sponsored by LinkBC (January)
4. Interview Week - annual student/industry event sponsored by VCC Hospitality Department (February)
5. Industry Events - BC Hospitality Foundation Golf Tournament; LinkBC Case Competition etc.
6. Supervising for Safety - WorkSafe BC (on-line safety training for front line supervisors)
7. 500 Hours of Work Experience - secured while enrolled in the HM Diploma Program
8. World Host Fundamentals - may be taken through World Host; Destinations BC

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):	
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