



HOLMES
INSTITUTE



TORONTO

Diploma in Hospitality Operations Co-op

- *Professional Success*
- *Practical, Work-Related Courses*
- *International Work Experience*
- *Business Communication Skills*
- *Earn While You Learn with Co-op*

Welcome to Holmes

Holmes Institute was established in 1963 and has over 50 years of experience and expertise in delivering post-secondary education to both domestic and international students.



Diploma in Hospitality Operations Co-op

The Diploma in Hospitality Operations is a practical, one-year program comprising 6 months' classroom study with 6 months' paid co-op.

Students have the opportunity to incorporate their classroom and lab theory into real work situations.

Upon successfully completing their class work, students will put to practice their skills in a wide variety of hospitality settings including hotels, resorts, restaurants, convention centres and tourism offices.





Core Modules (Classroom)

Duration: 24 weeks, 20 hours/week, 480 hours

* Students are allowed to work up to 20 hours/week during their full time study.

Careers in Hospitality Operations

Introduction to the various sectors, products and careers available in the hospitality industry, and related work place legislation. Students learn time management, personal development, and working effectively in teams in equal-opportunity environments.

Customer Service Strategies

Professional and personalized customer service; identifying and meeting customers' expectations, conflict resolution, dealing effectively with complaints, forming effective customer relationships, communication skills.

Food and Beverage Studies

Understanding and evaluating organizational menu options, providing advice and information on menu selection to customers, providing food and beverage service, extending product knowledge of food, beverage and cuisine.

Accounting for Hospitality Operations

Introduction to basic accounting and business math skills, accepting and processing cash and other forms of payments for services, reconciling payments received, maintaining financial records and interpreting financial information, and using reports to monitor financial business information.

Management in Hospitality Operations

Effective monitoring of work flow and rosters with wage and budget constraints, working effectively in teams, leadership, planning and managing operational functions, preparing, managing, chairing meetings and organizing minutes, presentation techniques, implementing and managing change.

Human Resource Essentials

Understanding strategic human resources applied to the hospitality industry, introduction to the traditional functions of human resource management, and overview of the skills necessary to manage effectively human resources within the hospitality sector.

Front Office Operations

Introduction to operation and responsibilities of hotel front office, including front desk, guest check in, check out, relevant computer software, general customer service during guest stay, relevant accounting operations, maintaining proper guest security information.

Marketing for Hospitality

Profiling target markets/market segments in accordance with a marketing plan to develop market positioning strategies, employing various media strategies to enhance results, analyzing external and internal business environments, and developing strategic marketing plans for products and services in the hospitality industry.



Co-op Program

Duration: 24 weeks, 480 hours

(20 hours co-op + 20 hours work)

* Students are allowed to work up to 40 hours/week during their Co-op program.

Students can commence the Co-op program once they have successfully completed and passed the 8 core classroom modules.

- The college will organize the paid co-op portion of the program.
- Students will practise and demonstrate their hospitality operations skills from their classes in real life workplace settings.
- Students will meet real-life clients in the field.
- Students will develop new contacts and networks.
- Students will take on and develop multiple roles in the industry.
- Students will develop self-confidence, excellent communication skills and their own style in the field.
- Students will be assigned a supervisor to assess and sign-off on co-op competencies.



Admission Requirements

- 18 years minimum
- Completed high school diploma or higher post-secondary level qualification
- English language: IELTS 4.5 or equivalent (CEFR B1)

Fees and Scholarships:

Course fees and scholarship opportunities are listed on the Holmes Institute Enrolment Form and are available on our website at www.holmesedu.ca.



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For all enquiries, information and enrolment details

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NB. The course information published in this guide may be subject to change. Please visit our website for the most up-to date information.

'Cum Propriis Suis Alis Volat'

- Fly with your own wings