

# Required Courses

## Hospitality & Tourism Management Post-Diploma Certificate

<b>TERM 1</b>	
<b>1</b>	<p><b>HAT 1000 - Introduction to Hospitality, Tourism, and Events</b></p> <p>This course is designed to give an introduction to the hospitality and tourism industry and to provide an appreciation of the scale and importance of key industry segments. Analysis of main industry sectors will be explored, and students will develop knowledge of varying elements and the constraints under which organizations operate. Emphasis will be placed on the unique characteristics of creating and maintaining an effective service culture that focuses on developing long-term relationships. Students will participate in selected tourism experiences through field excursions.</p> <p>Students will complete the following certifications as part of the course requirements:</p> <ul style="list-style-type: none"> <li>Emergency First Aid/CPR</li> <li>AGLC ProServe</li> <li>AGLC ProTect</li> <li>Fire Extinguisher Training</li> <li>Safe Travel Planner</li> <li>Workplace Hazardous Materials Information System (WHMIS)</li> </ul>
<b>2</b>	<p><b>HAT 1050 - Front Office Guest Service and Operations</b></p> <p>Students will receive a broad overview of the lodging industry including careers, environmental stewardship, and trends. The course will introduce students to a systematic and guest-centred approach to front office operational procedures. Strategies for providing exceptional guest service at each stage of the guest cycle, and responding effectively to guest concerns will be emphasized. Students will utilize Property Management Software to complete common front desk computerized functions.</p>
<b>3</b>	<p><b>HAT 1112 - Culinary Theory and Production</b></p> <p>Students are introduced to the theory of menu planning, evaluation and design. Students will also be exposed to basic and advanced food preparation techniques, including food storage, pre-preparation, detailed plate presentation, and intricate food combinations. Students must have completed Food Safe, Standard First Aid, and Olds College WHMIS certifications prior to working in the kitchen.</p>

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4	<p><b>HAT 1114 - Restaurant, Banquet and Event Service</b></p> <p>In this course students will examine restaurant, banquet, and event service. They will learn essential elements of food and beverage operations and service techniques. Students will gain experience working as part of a team and practice guest service and technical skills in actual food service settings.</p>
5	<p><b>MGT 1200 - Organizational Behaviour</b></p> <p>Students learn to improve organizational effectiveness through the modification of Organizational Behaviour in a fast-paced, globally competitive and technologically complex environment. Contemporary management trends and practices are examined.</p>
6	<p><b>HAT 2550 - Managing Guest Experiences and Tour Operations</b></p> <p>Crafting compelling guest experiences is critical to the success of organizations within the tourism industry. This course builds upon principles of guest service as they relate to delivering exceptional experiences. Students will explore, challenge, and create strategies that will enhance the guest experience in a variety of industry organizations. Students will learn about tour guiding and tour operations including pre-tour departure preparations, itinerary research and development, costing, guest and supplier relations, and tour commentary. Students will be provided with an opportunity to lead a tour.</p>