Caribbean Tourism Learning System (CTLS)

ASSOCIATE DEGREE IN APPLIED SCIENCE

TOURISM STUDIES CORE

REVISED CURRICULUM HANDBOOK

2007

A COMPONENT OF THE CARIBBEAN TOURISM LEARNING SYSTEM (CTLS)
CIDA/CPEC/EU FUNDED PROJECT

CARIBBEAN TOURISM LEARNING SYSTEM (CTLS)

CARIBBEAN COMMON CORE CURRICULUM

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THE CARIBBEAN TOURISM HUMAN RESOURCE COUNCIL (CTHRC)

The Caribbean Tourism Organization (CTO) spearheaded the setting up of the Caribbean Tourism Human Resource Council (CTHRC) in 1998 and has undertaken to incorporate the work of this Council into its Human Resource Department. The CTHRC is the regional authority, with the political mandate to set standards for tourism education and training, agree on the programmes and provide the institutional accreditation and programme validation for extra-regional institutions and programmes. It has the authority to direct the course of tourism education and training in the region.

The Council which acts as an umbrella agency for tourism human resource development in the Caribbean, will serve to develop and upgrade its tourism human resources at all levels of the education system, thus ensuring a highly competent tourism workforce, aimed at enhancing the region's overall competitiveness towards the achievement of sustainable tourism development.

The overall goal of the Caribbean Tourism Human Resource Council is to "develop and promote a systematic and coordinated approach to human resources planning, research, education and training in Caribbean tourism to meet the demands of a globally competitive tourism environment".

The Caribbean Tourism Learning System (CTLS)

The CTLS is one that facilitates a strategic and coordinated tourism education and training strategy for the Caribbean. The CTLS aims to raise the level of professionalism of tourism workers to meet international standards and global competitiveness.

The key elements of the Caribbean Tourism Learning System are:

- **Unified core curriculum for different levels of certification at the tertiary level of education**
- **Use of occupational standards linked to the core curriculum**
- **Tourism modules for primary and secondary schools**
- **Public awareness and career awareness at the secondary school level**
- **Exchange programmes for students, industry employees and tourism educators under the Tourism Internship Exchange System (TIES) programme**
- **Student and industry employee mobility throughout the region**
- **Self-regulatory quality assurance systems for public and private sector tourism education and training service providers**
- **Programme articulation to facilitate transfer of credits between institutions**

TABLE OF CONTENTS

PART ONE
INTRODUCTION TO TOURISM STUDIES CORE

Tourism Studies Core	i
Introduction	ii
Curriculum Course Structure	iii
Sample Format	iv
Synopsis of Courses	vi

PART TWO
TOURISM STUDIES CORE COURSES

1	The Tourism System	1
2	Accommodations 1	4
3	Food & Beverage 1	9
4	Tourism Planning and Policy	17
5	Resort Planning & Development	20
6	Sustainable Tourism	24
7	Tourism Marketing	26
8	Tourism Product Development	29
9	Hospitality Accounting	31
10	Sanitation, Safety & Hygiene	34

TOURISM STUDIES CORE

Specialty Core Courses are 3 – Credit (theory) and 4 – 6 Credit Courses (practical) offered along with General Education and Business Core Subjects.

1 The Tourism System

2 Accommodations 1

3 Food & Beverage 1

4 Tourism Planning and Policy

5 Resort Planning & Development

6 Sustainable Tourism

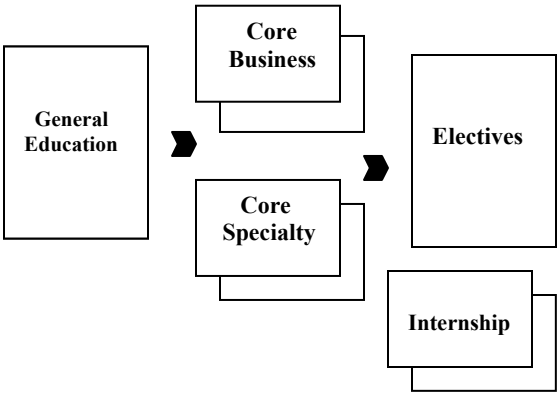
7 Tourism Marketing

8 Tourism Product Development

9 Hospitality Accounting

10 Sanitation, Safety & Hygiene

Common Core Courses



Graduates are prepared for employment at management-trainee positions within the industry and are eligible for transfer into degree programmes.

INTRODUCTION

The Tourism/Hospitality Industry must be staffed at all levels by individuals who are well equipped with the knowledge, skills and appropriate attitudes to satisfy the demands of this dynamic industry.

This global training can best be realized through a dedicated partnership between the specialized educational institutions and the tourism sector. A partnership such as this should effectively garner the requisites of the industry, thereby making it possible to provide students with the essentials to contribute to a prosperous Tourism/Hospitality Industry.

Credit Hours

The learning outcomes for the Tourism Studies Core are listed. The theory courses are calculated as 15 hours per credit with a minimum of 45 hours of instruction and practical courses are calculated at 30 hours per credit with a maximum of 4-6 credits per course.

In addition to general education courses, core business courses and electives agreed to by industry leaders and educators, each Associate Degree programme will offer a range of specialty courses.

It is highly recommends that 80 – 84 credits be considered as the maximum requirement for this Associate Degree.

Programme Objectives

This programme was developed as an important component of the Caribbean Tourism Learning System (CTLS). It addresses the growing need for a common, competency-based curriculum and provides the employers with potential employees who possess a sound theoretical and practical base.

The programme is designed to:

- improve the level of professionalism of an ever changing tourism and hospitality industry.
- educate and train productive and employable people in a global community.
- provide consistent delivery of core content so employers will have realistic expectations of graduates with an Associate Degree in Tourism Studies.
- ensure transferability and articulation with other colleges and universities within the region and where relevant, meet regional occupational standards.

Work Experience

The Associate Degree programmes include a work experience component which allows students to gain practical skills and observe and apply management principles and theories.

Duration of Programme

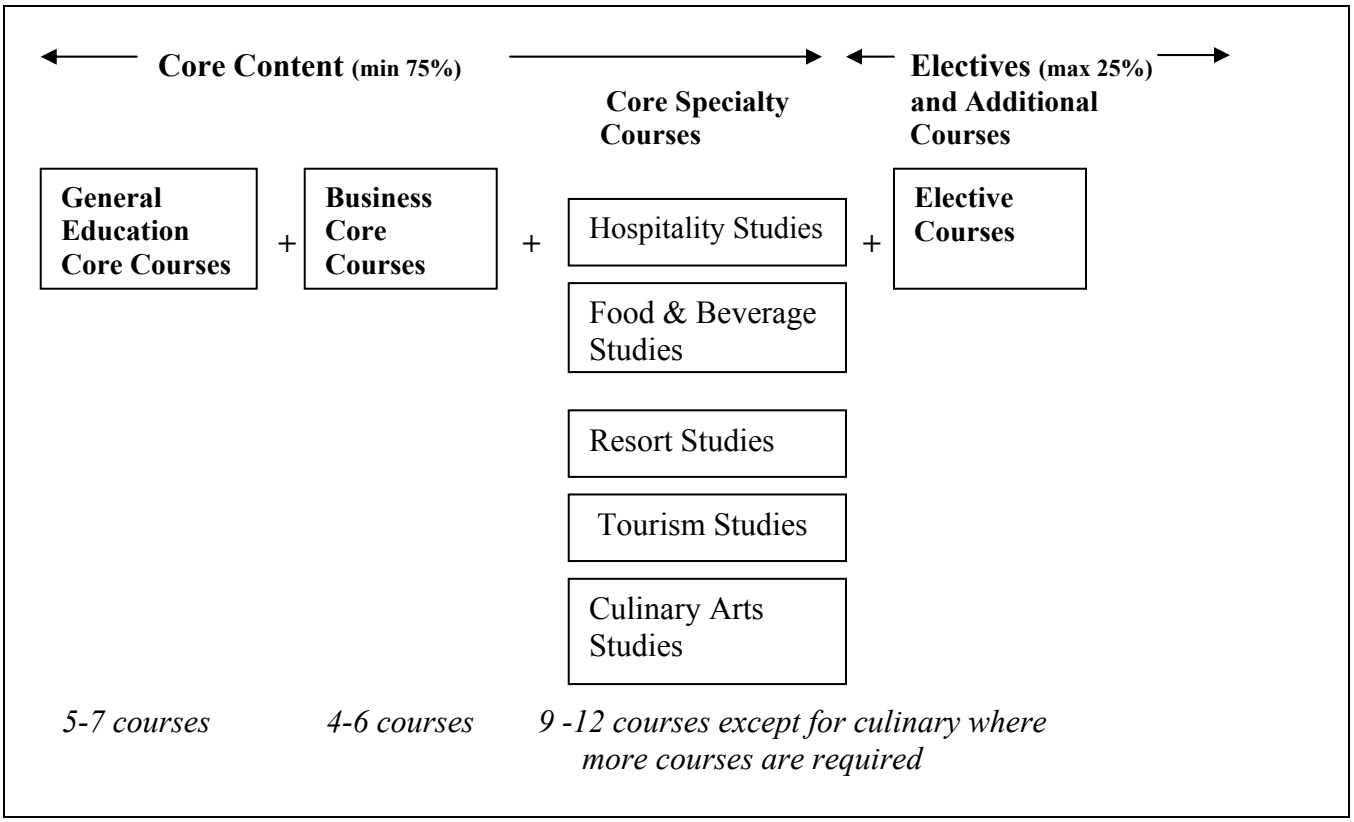
The programmes take two years of full-time study or three years of part-time study. Individual courses can also be offered as continual education courses.

Entry Requirements

- A minimum of four (4) subjects (CSEC) General, grades 1 – 3 or equivalent. A pass in English Language is compulsory.

  or
- Mature student status – a person who has reached his/her 25th birthday.

CURRICULUM COURSE STRUCTURE



TOURISM CORE (SAMPLE FORMAT)

YEAR 1
SEMESTER 1

COURSE CODE	COURSE	HOURS T	HOURS P	CREDITS
	CORE BUSINESS			
	Introduction to Tourism/Hospitality	45		3
	Introduction to Management	45		3
	TOURISM STUDIES			
	The Tourism System	45		3
	Accommodation 1	45	30	4
	Sanitation, Safety and Hygiene	45		3
	GENERAL EDUCATION			
	English & Communication	45		3

YEAR 1
SEMESTER 2

	CORE BUSINESS			
	Accounting 1	45		3
	Information Technology	45		3
	Quality Customer Care	45		3
	TOURISM STUDIES			
	Resort Planning & Development	60		4
	Food and Beverage 1	30	60	4
	GENERAL EDUCATION			
	Caribbean Studies	45		3
	Internship ***(Summer Course)***		480	6

TOURISM CORE (SAMPLE FORMAT)

YEAR 2
SEMESTER 1

COURSE CODE	COURSE	HOURS T	HOURS P	CREDITS
	CORE BUSINESS			
	Micro-Economics	45		3
	Marketing 1	45		3
	TOURISM STUDIES			
	Sustainable Tourism	45		3
	Hospitality Accounting	45		3
	GENERAL EDUCATION			
	Maths & Statistics	45		3
	Language Studies 1	45		3

YEAR 2
SEMESTER 2

	CORE BUSINESS			
	Hospitality Law	45		3
	Entrepreneurship	45		3
	TOURISM STUDIES			
	Tourism Planning & Policy	60		4
	Tourism Marketing	45		3
	Tourism Product Development	45		3
	GENERAL EDUCATION			
	Language Studies 2	45		3

SYNOPSIS OF COURSES

THE TOURISM SYSTEM
This course provides students with the understanding of how the global tourism system operates and provides them with the basic tools and techniques to function effectively within the system. The tourism system comprises generating markets, transit routes, destination and industry.

ACCOMMODATIONS 1
This course is designed to provide the students with theory and practice relative for proficiency in the Accommodation sector. The learner will focus on all aspects of the relationship between the rooms division and other departments within a lodging operation.

FOOD AND BEVERAGE 1
This course provides the student with a sound basic knowledge of food and beverage preparation and service and the ability to competently perform all practical techniques in a realistic setting. It also gives the student the opportunity to put into practice certain elements and procedures of sanitation and safety.

TOURISM POLICY & PLANNING
This course instructs students in the key elements in strategic tourism management, planning and policy-making in the Caribbean Tourism Environment.

RESORT PLANNING & DEVELOPMENT
This course focuses on the uniqueness of resort development, management, and operation. Students will be introduced to resort management principles, and the socio-cultural, economic, and environmental issues involved in resort planning.

SUSTAINABLE TOURISM
This course introduces students to the optimum use of natural, cultural, social and financial resources for national development on an equitable and self sustaining basis.

TOURISM MARKETING
To introduce the role of marketing in the tourism sector and to analyze trends in tourism products and their markets.

TOURISM PRODUCT DEVELOPMENT
This course is designed to explore how the land and sea-based tourism product is developed, enhanced and maintained. Instruments used in the development of the tourism product will be examined.

HOSPITALITY ACCOUNTING
This course is designed to acquaint students with the concepts of accounting theory and practices with the specialized requirements of the Hospitality Industry. The nature and purpose of accounting, double entry system, hospitality accounting documents and special journals will be examined.

SANITATION, SAFETY AND HYGIENE
This course will provide students with information on basic microbiology, safety, personal hygiene, general handling of food. Local legislation for the food service industry will be examined.

1 THE TOURISM SYSTEM

Prerequisite: None **Credits:** 3

Overview

This course provides students with the understanding of how the global tourism system operates and provides them with the basic tools and techniques to function effectively within the system. The tourism system comprises generating markets, transit routes, destination and industry.

General Objectives

This course is designed to assist students to:

1 assess the major factors influencing travel
2 explain international travel patterns and, in so doing, identify the major travel-generating and travel-receiving areas.
3 determine factors which limit or enhance global movement of people
4 discuss main physical and geographical features associated with selected tourism destinations
5 explain the importance of transportation and the travel network to the Tourism Industry
6 discuss issues in Tourism which will affect Future Global Travel Trends

Learning Outcomes

Upon successful completion of this course, learners will:

1 explain the aspects of the tourism system
2 assess the major factors influencing travel
3 explain international travel patterns and, in so doing, identify the major travel-generating and travel-receiving areas.
4 determine the factors which limit or enhance global movement of people
5 discuss main physical and geographical features associated with selected tourism destinations
6 explain the importance of transit routes within the travel network to the Tourism Industry
7 discuss issues in Tourism which will affect Future Global Travel Trends

Topics

1.0 Travel Geography - An Introduction

Objectives

Upon completion of the topic the student will be able to:

1.1 identify different types of Geography by recognizing terminology and references
1.2 describe and define "Travel Geography" using key concepts and terms

Content

- Types of geography
- What is travel geography
- Key definitions, eg, who is a tourist, what is tourism
- Types of tourism

2.0 Generating Markets

Objectives

Upon completion of the topic the student will be able to:

2.1 identify main factors influencing travel and name the most popular countries for travel on the globe
2.2 explain different factors that limit/enhance the geographic movement of people
2.3 explain Motivation Models of Tourist Behavior
2.4 identify main factors which limit and enhance intra-regional and domestic travel.

Content

- The most travelled destinations in the world
- Determinants and deterrents to travel
- Future travel trends and new frontiers

3.0 The Travel Network/Transit Routes

Objectives

Upon completion of the topic the student will be able to:

3.1 evaluate the importance of the travel network for travel & tourism
3.2 identify the major international gateways for travel (hubs)
3.3 identify major international scheduled carriers and charters and their routes
3.4 identify main methods of transportation used to travel from and within specific geographic locations
3.5 evaluate the impact of the travel network on Caribbean tourism.

Content

- Air, land and sea
- Major airlines and airports, seaports
- International agreements to facilitate travel

4.0 Industry Standards

Objectives

Upon completion of the topic the student will be able to:

4.1 explain the need for standards in the management of tourism and how they influence the region's competitiveness (Green Globe, Blue Flag certification systems)
4.2 explain how the tourism sector is managed and regulated at the national and regional level
4.3 identify all aspects of tourism product development at the regional and national level

Content

- What it is – aim of the organization
- What are the issues and how they affect travel
- What are standards and what purpose do they serve

5.0 Current Issues

Objectives

Upon completion of the topic the student will be able to:

5.1 analyze political and economic trends
5.2 discuss major events which impact on global travel and tourism

Content

- 9/11. The Impact
- Political and economic trends
- War in Iraq/SARS/Norwalk Virus/terrorism/HIV/AIDS pandemic

6.0 Future Travel

Objectives

Upon completion of the topic the student will be able to:

6.1 determine main issues that will affect travel in future
6.2 present a reasonable forecast for the future of Caribbean Tourism Destinations based on the above factors

Content

- New frontiers in travel
- WTO top picks for future tourism destinations
- Issues affecting future travel

Instruction Format

The course will take the form of lectures, case studies and interactive discussions relevant to the industry. A guest speaker from the industry and National Tourism Organizations (NTO) etc, will be invited to impart information on recent trends in Global Tourism with specific emphasis on the Caribbean.

Assessment and Evaluation

Students will be assessed on class participation, and coursework which includes a project specifically aimed at identifying major factors related to the tourism system and its impact on the sector.

Assignments (3) – 45%
Project – 25%
Final Examination – 30%

Recommended Text and Resources

Tourism Geography, Davidoff, P.G., Davidoff, D.S., & Eyre, J.D; Englewood Cliffs, NJ: Prentice-Hall, Inc.

Tourism Today: a Geographical Analysis, 2nd Edition. Pearce, D.

Discovering Destinations: a Geography Workbook for Travel and Tourism, 4th Edition; David W. Howell, Niagara University/Prentice Hall

Explorations: Travel Geography and Destination Study, Janice L. Landry, Lucas Travel School-NC; Anna H. Fesmire, Lucas Travel School, North Carolina, Prentice Hall.

Resources

The International Eco-tourism Society www.ecotourism.org.

Conservation International's Eco-travel Center www.ecotour.org/ ecotour.htm.

United Nations Division for Sustainable Tourism www.un.org/esa/ sustdev/tourism.htm.

World Tourism Organization www.world-tourism.org.

Tourism for Tomorrow Awards: http://www.britishairways.com/tourism/

Caribbean Tourism Organization www.onecaribbean.org and www.doitcaribbean.com

World Atlas

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

2 ACCOMMODATIONS 1

Prerequisite: Introduction to Tourism/Hospitality
Credits: 4

Overview

This course is designed to provide the students with theory and practice relative for proficiency in the Accommodation sector. The learner will focus on all aspects of the relationship between the rooms division and other departments within a lodging operation.

General Objectives

This course is designed to assist students to:

1 assess the role and importance of the Rooms Division function within the Hospitality Industry
2 provide the student with a foundation of knowledge and skills applicable to the Front Office and Housekeeping functions within a variety of hotel and catering outlets
3 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, learners will:

1 describe the procedures and equipment used by the Front Office department.
2 apply basic terminology and concepts related to front office operations.
3 describe the function of all the departments in a hotel and the role of the Front Office in their coordination.
4 demonstrate the procedures applicable to the guest cycle from reservation to departure.
5 describe and differentiate types of lodging.
6 Describe the roles and responsibilities of the support department in the accommodation sector.
7 explain the various areas of housekeeping and describe their purpose in the lodging establishment.
8 apply and demonstrate operational techniques for the housekeeping department.
9 formulate a staffing plan for a housekeeping department.
10 describe the interdependence and cooperation between housekeeping and major departments of the lodging establishment.
11 identify and explain strategies and procedures utilized in security in a lodging establishment.
12 explain procedures relative to rooms division.
13 explain the relationship of the engineering department to the housekeeping department.

Unit 1

Topics

1.0 Hotel Classification Methods

Objectives

Upon completion of the topic the student will be able to:

1.1 identify different types of hotels accommodation
1.2 list the various types of services available in hotels
1.3 describe methods of classifying accommodation

Content

- Types of hotels
- Types of services
- Methods of classification

2.0 Organization of the Hotel and Rooms Division

Objectives

Upon completion of the topic the student will be able to:

2.1 explain the function of organizational charts
2.2 create an organizational chart
2.3 explain the terms “back” and “front of the house”
2.4 describe work routines and shifts in the Rooms Division

Content

- Organization chart
- Terminology
- Work routine

3.0 Front Office Systems - Past and Present

Objectives

Upon completion of the topic the student will be able to:

3.1 describe the stages of the guest cycle
3.2 describe various front office systems of operation (manual, semi-automated and computerized)
3.3 describe uses of computer applications in the rooms division

Content

- The guest cycle
- Front Office systems
- Computer applications

4.0 Housekeeping Services as an Integrated Component of the Rooms Division

Objectives

Upon completion of the topic the student will be able to:

4.1 describe what is opening of the house and the importance of Front Office Reports to this function
4.2 describe, daily periodic and spring cleaning
4.3 identify the procedures for cleaning of rooms and public areas
4.4 list the steps of and demonstrate how to carry out turn down service

Content

- Front office reports
- Cleaning schedules
- Turn down service

5.0 Registration/Check-In Procedure

Objectives

Upon completion of the topic the student will be able to:

5.1 describe the preparations required for Registration
5.2 create a registration record
5.3 describe room and rate assignments
5.4 discuss creative registration options
5.5 describe and discuss circumstances and procedure when a guest cannot be accommodated
5.6 describe and demonstrate up-selling techniques
5.7 list special guest requests and describe how they can be fulfilled

Content

- Registration procedures
- Room and rate assignment
- "Walking" a guest
- Up-selling techniques
- Handling guest requests

6.0 The Reservation Procedure

Objectives

Upon completion of the topic the student will be able to:

6.1 describe the two kinds of reservations
6.2 create the reservation record
6.3 describe how to maintain individual and group reservations
6.4 post reservations to the conventional chart

Content

- Types of reservations
- Reservation record
- Group reservation

7.0 Front Office Accounting Methods

Objectives

Upon completion of the topic the student will be able to:

7.1 describe the fundamentals of Front Office accounting
7.2 create and maintain a guest account
7.3 discuss the advantages and disadvantages of manual and Computerized accounts
7.4 describe and demonstrate the use of various methods of settlement

Content

- Front office accounting
- The guest account
- Computer applications
- Methods of settlement

8.0 Guest Checkout and Account Settlement

Objectives

Upon completion of the topic the student will be able to:

8.1 describe the functions of check-out and settlement
8.2 discuss and demonstrate departure procedures
8.3 discuss and describe check-out options
8.4 discuss front office responsibilities for guest checking out with an account balance

Content

- Check-out
- Types of settlement
- Departure procedures
- Account balances

Unit 2

Topics

9.0 Housekeeping Equipment

Objectives

Upon completion of the topic the student will be able to:

9.1 identify and describe different types
9.2 demonstrate the use of different types
9.3 describe the selection and use of different types

Content

- Equipment used in housekeeping
- Selection of equipment

10.0 Cleaning Chemicals

Objectives

Upon completion of the topic the student will be able to:

10.1 identify and describe different types of chemicals
10.2 demonstrate the use of different types of chemicals
10.3 describe the selection and use of different types of cleaning chemicals with regards to Front Office equipment.

Content

- Types of chemicals
- Use of chemicals
- Types of equipment

11.0 Cleaning Procedures

Objective

Upon completion of the topic the student will be able to:

11.1 describe and list the methods of cleaning the various items in the room and public areas (Baths/showers, washbasin, toilet/urinals, windows and mirrors, refrigerators/water fountains, walls, partitions and furniture)

Content

- Cleaning methods

12.0 Wall and Floor Coverings

Objectives

Upon completion of the topic the student will be able to:

12.1 describe the various categories of wall and floor coverage
12.2 discuss the advantages and disadvantages of the different types of wall and floor coverings
12.3 describe the care and maintenance of the various categories of wall and floor coverings

Content

- Categories of wall and floor coverings
- Advantages and disadvantages of using various types of wall and floor coverings
- Care and maintenance techniques

13.0 The Linen Room

Objectives

Upon completion of the topic the student will be able to:

13.1 describe the layout, function and the location of the linen room
13.2 identify types of linen, use and care
13.3 describe the linen cycle (Linen exchange, inventory control, taking linen out of circulation)
13.4 describe the benefits and disadvantages of using On-site vs. Commercial laundry facilities.

Content

- The function and layout of the linen room
- Types of linen
- Use and care of various types of linens
- The linen cycle
- On-site vs commercial laundry facilities

14.0 The Laundry

Objectives

Upon completion of the topic the student will be able to:

14.1 describe the process of laundering
14.2 demonstrate the removal of a variety of stain
14.3 describe the process of handling guest laundry
14.4 describe the dry cleaning process

Content

- The laundering process
- Stain removal
- Guest laundry
- Dry cleaning

15.0 Room Maintenance Procedures

Objectives

Upon completion of the topic the student will be able to:

15.1 describe and demonstrate how to change a light bulb
15.2 describe and demonstrate how to unblock sinks, washbasins and toilets
15.3 describe and demonstrate the use of electricity breakers
15.4 describe the advantages of implementing cost effective environmental practices.

Content

- The light bulb
- Unblocking drains
- Electricity breakers
- Cost effective environmental practices

16.0 Communication Methods

Objectives

Upon completion of the topic the student will be able to:

16.1 describe and list inter-departmental and external communication devices
16.2 describe and demonstrate how to handle guest complaints
16.3 describe and demonstrate professional customer relations.

Content

- Inter-departmental and external communication devices
- Professional customer relations

Instructions Methods

Lecture and discussion
Project and case studies
Simulated exercises
Practical demonstrations
Field trips
Audio Visual Aids

Assessment and Evaluation

- This coursework mark accounts for 60% of the final grade for the course and is distributed as follows:
  - Two term papers - 40%
  - One group assignment - 20%
- The final examination accounts for 40% of the final grade for the course.

Recommended Text

Managing Front Office Operations, 6th Edition, Michael L. Kasavana and Richard M. Brooks.

Hotel, Hostel and Hospital Housekeeping, 5th Edition, Branson and Lennox.

Resources

Hotel Front Office Management, 3rd Edition, J a Bardi; published by Wiley and Sons.

Commercial Housekeeping and Maintenance, Jones and Phillips.

Front Office Texts

CTISP Skills for Front Desk Employees

CTISP Guest Room Exceptional Attendant Training

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

3 FOOD AND BEVERAGE 1

Prerequisite: None **Credits: 4**

Overview

This course provides the student with a sound basic knowledge of food and beverage preparation and service and the ability to competently perform all practical techniques in a realistic setting. It also gives the student the opportunity to put into practice certain elements and procedures of sanitation and safety.

General Objectives

This course is designed to:

1 expose the student to the fundamentals of food and beverage preparation and food service
2 provide a foundation in skills, methods and knowledge for practical events
3 develop an understanding of catering hygiene and safety rules/practices.
4 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon completion of this course, the learner will:

1 describe the various types of food service organizations and their relative staffing structure.
2 explain the responsibilities of food handlers to the customer, management and fellow workers.
3 describe the inter relationship of the Food and Beverage department with other departments within the establishment.
4 identify procedures to be utilized in preventing accidents.
5 explain and demonstrate personal hygiene.
6 describe hygienic method of disposing waste.
7 identify the types and styles of food service.
8 identify large and small equipment in the food service/food preparation and ancillary service areas.
9 describe the function and care of hand tools and equipment.
10 apply safety measures in the use of equipment.
11 demonstrate appropriate cleaning methods and techniques of equipment.
12 define and identify different menus and elements to be considered when designing the menu.
13 identify and demonstrate various food service techniques and cooking methods.

Unit 1 – Food Service

Topics

1.0 Introduction to Food and Beverage Service Operations

Objectives

Upon completion of the topic the student will be able to:

1.1 outline the different types of food service organizations
1.2 describe staffing structures for various establishments
1.3 discuss the qualities of good food service staff and their responsibilities to the customer, management and fellow workers.
1.4 describe the importance of teamwork
1.5 list the duties to be carried out by the restaurant staff.
1.6 compile a job roster
1.7 state the importance of courtesy, tact, patience and good humour in the working situation.
1.8 describe the inter-relationship of the food and beverage department with other departments within the establishment.

Content

- Types of Service Organization
- Staffing
- Duties of the Restaurant Brigade
- Inter-relationship with other Departments

2.0 Types and Styles of Food Service

Objective

Upon completion of the topic the student will be able to:

2.1 describe the types and styles of food service offered by a variety of establishments

Content

- Cafeteria/snacks bars.
- American/Russian/French.
- Combination.
- Hospital and school meals service.

3.0 Equipment

Objectives

Upon completion of the topic the student will be able to:

3.1 identify large and small equipment in the food service and ancillary service areas
3.2 identify and describe the function and care of hand tools and equipment
3.3 list the safety measures that should be taken when using equipment in the food service area
3.4 describe appropriate cleaning procedures for all equipment.

Content

- Large equipment.
- Small equipment.
- Hand tools and utensils.
- Safe equipment usage.
- Care and cleaning of equipment.

4.0 Menu Knowledge

Objectives

Upon completion of the topic the student will be able to:

4.1 define the term "menu"
4.2 name the different kinds of menus
4.3 explain a variety of menu terms
4.4 list foods that may be cooked to order and indicate the cooking times
4.5 identify terms that are used to denote the degree of cooking required.
4.6 list and describe the major points that should be considered when compiling a menu.
4.7 classify and describe a variety of dishes and name their accompaniment
4.8 identify the necessary equipment for lay-up and service of particular course.
4.9 discuss reasons for the sequence of courses, and give examples of smaller menu compositions.
4.10 explain the factors affecting the customer's choice of a meal
4.11 identify the courses that form the menu for breakfast, luncheon, dinner and indicate their usual order.

Content

- Brief history
- Types of menu:
  - table d'hote
  - a la carte
  - special
- Menu terminology
- Factors affecting menu compilation.

5.0 Preparation and Service of Non-alcoholic Beverage

Objective

Upon completion of the topic the student will be able to:

5.1 classify and describe methods of preparation and service of non-alcoholic beverages.

Content

- Tea and variations.
- Coffee and variations.
- Chocolate and malted milk.
- Mineral waters.
  - natural
  - manufactured
- Syrups.
- Fruit juices.
- Squashes.

6.0 Stillroom Preparations

Objectives

Upon completion of the topic the student will be able to:

6.1 describe the correct procedures for preparing pots, pats, and curls of butter
6.2 name a variety of toasts and indicate which dishes they accompany.

6.3 name the methods of preparing limes. Lemons and oranges for service with tea, etc.
6.4 suggest methods of preparing the salt cruet to ensure that the salt flows freely.
6.5 name a variety of brands of proprietary sauces.
6.6 define the term "proprietary sauce".
6.7 classify and name popular jams and jellies and preserves, and indicate the meals in which they will be served.

Content

- Butter
- Toasts and breads
- Milk, sugar (for coffee and tea)
- Sliced lemon and orange
- Condiments
- Proprietary sauces
- Jellies, preserves, etc

7.0 Preparation of the Dining Room for Food Service

Objectives

Upon completion of the topic the student will be able to:

7.1 discuss the procedures for preparing the dining room for service.
7.2 illustrate suitable table arrangements for dining room taking into consideration, the room size, type and style of service and space allocation per person.
7.3 select the appropriate table linens
7.4 state reasons for the careful handling of linens.
7.5 discuss methods of bundling linen for the laundry.
7.6 list a variety of napkin folds and suggest when they can be best used.
7.7 indicate the reasons for careful handling of napkins
7.8 name and describe a variety of glassware
7.9 discuss the use of table decorations.
7.10 identify the appropriate crockery, cutlery and flatware for the service of specific meals and describe their functions.
7.11 list the items required for complete table settings for the service of breakfast, luncheon and dinner.

Content

- Preparation procedures
- Table arrangement
- Linen
- Napkin folds
- Glassware
- Table decorations
- Crockery, cutlery and flatware
- Table settings: breakfast setting; luncheon setting; dinner setting and settings for special occasions

8.0 The Service Procedures

Objectives

Upon completion of the topic the student will be able to:

8.1 describe the service procedure
8.2 interpret the daily menus
8.3 describe a variety of methods of serving rolls
8.4 describe methods of preparing water for service.
8.5 outline how to take a customer's order correctly and discuss reasons why orders should be written clearly.
8.6 describe clearing techniques of crockery, cutlery and flatware.
8.7 discuss a variety of techniques of serving desserts.
8.8 discuss methods of serving tea and coffee.
8.9 discuss methods of presenting the bill.

Content

- Greeting and seating.
- Presentation of the menu.
- Offering of rolls and butter.
- Pouring of water.
- Taking of the order.
- Removing of excess cutlery and flatware (in the case of table d'hote) or placing cutlery and flatware (in the case of a la carte).
- Serving and clearing of all courses up to and including main course.
- Crumbing down.
- Moving dessert cutlery and flatware into position.
- Service of the dessert.
- Service of tea/coffee
- Presentation of the bills.

9.0 Methods of Payment of Bills

Objectives

Upon completion of the topic the student will be able to:

9.1 list the methods by which customers may pay for their meals.
9.2 calculate the authorized additional percentages
9.3 discuss the correct procedures of handling cash, and the correct use of the cash register.

Content

- Vouchers
- Credit cards
- Cash
- Cheques
- Correct handling of cash

10.0 Social Skills

Objectives

Upon completion of the topic the student will be able to:

10.1 discuss the social skills that are necessary for the smooth running of the restaurant.
10.2 discuss methods of dealing with customer complaints, etc.

Content

- Social skills used in restaurants
- Handling customer complaints

Unit 2 – Kitchen Operations

Topics

11.0 Kitchen Design and Layout

Objectives

Upon completion of the topic the student will be able to:

11.1 discuss reasons for positioning of equipment.
11.2 discuss cooking potential of all equipment.
11.3 identify work patterns in relation to equipment.
11.4 describe the need for facilities such as refrigerators, storage, refuse area, receiving area, dish and pot washing areas, etc.

Content

- Positioning equipment
- Work pattern
- Types of equipment

12.0 Identification of Kitchen Equipment - Utensils, Tools

Objectives

Upon completion of the topic the student will be able to:

12.1 discuss the purpose and function of specific types of equipment
12.2 select and operate large and small equipment
12.3 identify and describe the function of hand tools and utensils

Content

- Purpose and function of specific equipment
- Large equipment vs small equipment
- Hand tools and utensils

13.0 Maintenance and Handling of Knives

Objectives

Upon completion of the topic the student will be able to:

13.1 identify types of knives with:
  - straight blades
  - serrated edges
13.2 identify other cutting tools and related implements
13.3 keep knives clean complying with food safety relations
13.4 keep knives sharp, using safe sharpening methods
13.5 store knives correctly after use
13.6 carry out work in an organized, efficient and safe manner
13.7 select knives appropriate to the tasks and type of food
13.8 practice knife drills
13.9 handle knives safely

13.10 select and purchase knives

Content

- Knife identification
- Knife use and care
- Knife drills

14.0 Identification of Basic Food Commodities

Objectives

Upon completion of the topic the student will be able to:

14.1 identify meats: beef, pork lamb, veal, variety meats, offals, cured meats.
14.2 identify poultry.
14.3 identify seafood.
14.4 identify fruits and vegetables.
14.5 identify dry goods products.
14.6 identify dairy products.
14.7 identify spices and herbs.

Content

- Food commodities

15.0 Basic Nutrition

Objectives

Upon completion of the topic the student will be able to:

15.1 define and understand "good nutrition" and "malnutrition".
15.2 discuss basic body requirements and their importance.
15.3 discuss functions and sources of food constituents.
15.4 discuss the importance and role of nutritional and non-nutritional elements.
15.5 discuss preservation of food value in:
- Storage
- Food preparation
- Cookery

15.6 discuss the effects of heat, oxidation, water and alkali on nutritional elements
15.7 discuss factors for maximum conservation of food values.

Content

- Malnutrition
- Basic body requirements
- Functions and sources of food constituents
- Nutritional and non-nutritional elements
- Food value and preservation

16.0 Menu Planning

Objectives

Upon completion of the topic the student will be able to:

16.1 discuss the importance of menu planning
16.2 discuss the essentials of a good menu
16.3 describe planning techniques
16.4 describe menu making rules
16.5 discuss menu Terminology

Content

- Definition of "menu"
- Criteria used in menu planning
- Menu compilation
- Menu terminology

17.0 Stocks, Sauces, Soups and Gravies

Objectives

Upon completion of the topic the student will be able to:

17.1 classify stocks, sauces, soups and gravies
17.2 identify herbs, spices, condiments and flavourings
17.3 prepare and cook meat, poultry, fish and vegetable stocks, sauces, soups and gravies

Content

- Types of stock, sauces, gravies and soups
- Herbs, spices and condiments used in stocks, sauces, gravies and soups
- Methods of preparation of various stocks, sauces, gravies and soups

18.0 Baking Bread and Rolls

Objectives

Upon completion of the topic the student will be able to:

18.1 identify the function and use of ingredients.
18.2 classify baking products
18.3 prepare, proof and bake bread and rolls.

Content

- Function and use of various ingredients in bread and rolls
- Classification of baking products
- Preparation methods of bread and rolls

19.0 Sandwich Preparation

Objectives

Upon completion of the topic the student will be able to:

19.1 classify the difference types of sandwiches.
19.2 prepare sandwich fillings
19.3 prepare hot and cold sandwiches - closed face, open face.
19.4 prepare sandwich garnishes and accompaniments.

Content

- Types of sandwiches
- Preparation methods of hot and cold sandwiches
- Garnishes and accompaniments

20.0 Appetizer Preparation

Objectives

Upon completion of the topic the student will be able to:

20.1 classify appetizers
20.2 prepare and use compound butters
20.3 prepare and present appetizers (canapés, hot Hors d'oeuvres, cold hors d'oeuvres, appetizer salads, cocktails etc.

Content

- Types of appetizers
- Use and preparation of compound butters
- Preparation and presentation of types of appetizers

21.0 Salad Preparation

Objectives

Upon completion of the topic the student will be able to:

21.1 classify and identify the types of salads.
21.2 prepare and serve salads.
21.3 identify types of salad dressings.
21.4 prepare and serve salad dressings.
21.5 prepare and serve fruit salad

Content

- Types of salad dressing
- Preparation method and services of salad dressings
- Garnishes
- Fruit salads

22.0 Preparation, Cooking and Serving of Vegetables

Objectives

Upon completion of the topic the student will be able to:

22.1 identify and classify vegetables.
22.2 identify methods of handling, preparing and storage
22.3 cook and serve fresh, frozen, leafy, root type, flower type and fruit type vegetables.
22.4 preserve and store cooked vegetables

Content

- Types and classification of various vegetables
- Handling, storage and preparation of vegetables
- Preservation and storage of cooked vegetables

23.0 Preparation of Fish and Shellfish

Objectives

Upon completion of the topic the student will be able to:

23.1 identify and classify fish and seafood
23.2 clean, cut, prepare and store fish and seafood
23.3 cook and serve fish and seafood.

Content

- Classifications of fish and other seafood
- Cleaning, cutting and storage of fish and other seafood
- Preparation methods and service of fish and seafood

24.0 Preparation of Meat and Poultry

Objectives

Upon completion of the topic the student will be able to:

24.1 identify the types and cuts of meat
24.2 demonstrate the use of dry heat and moist heat cooking.
24.3 cook and serve meat, poultry, beef, lamb, pork, veal, poultry and organ meats.
24.4 prepare basic dressings.

Content

- Types of cuts and meat
- Dry heat preparation
- Moist heat preparation
- Preparation and service of various meats
- Preparation of basic dressing

25.0 Preparation of Desserts

Objectives

Upon completion of the topic the student will be able to:

25.1 classify and identify the types of desserts
25.2 prepare puddings, gelatine desserts, specialty desserts (soufflés, baked alaska, babas).
25.3 use convenient desserts

Content

- Types and classification of desserts
- Preparation of various desserts

26.0 Portion Control

Objectives

Upon completion of the topic the student will be able to:

26.1 discuss the importance of portion control to overall costs.
26.2 discuss portion control systems and devices.
26.3 describe standard portion sizes.

Content

- Portion control
- Systems and devices that aid portion control
- Standard portion sizes

27.0 Control of Food Waste

Objective

Upon completion of the topic the student will be able to:

27.1 discuss the prevention of waste in:
  - storage
  - preliminary preparation
  - cooking
  - serving
  - the use of meat by-products (i.e. bones, fat, etc.)
  - the use of vegetable trimmings.

Content

- Waste and storage
- Waste and preparation of foods
- By-products
- Vegetable trimmings

Instruction Format

Lectures
Demonstration
Practicum
Video presentation

Assessment and Evaluation

The continuous assessment for this course takes the following form:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Fundamental Principles of Restaurant Cost Control, David B. Pavesic

Theory of Catering, 9th Edition, V C Cesarani and D Foskett; published by Hodder and Stoughton.

Practical Professional Cookery, 3rd Edition, H L Cracknell an R J Kaufmann; published by Thomson Learning.

Food and Beverage Service, 7th Edition, Lillicrap, Cousins and Smith; published by Hodder and Stoughton.

The New Professional Chef, 7th Edition; Linda Glick Conway; published by the Culinary Institute of America, New York, Van Nostrand Reinhold

Food Preparation and Cooking, NVQ Levels 1 and 2; Roy Hayter. London Hotel and Catering Training Company and MacMillan Press Ltd.

Fundamentals of Menu Planning, 2nd Edition; McVety, Ware and Levesque.

Resources

The Bar and Beverage Book, C Katsigris, M Porter and C Thomas; published by Wiley and Sons.

Food and Beverage Operation Cost Control and Systems Management, C Levinson; published by Prentice Hall.

Remarkable Service, Culinary Institute of America; published by Wiley and Sons.

Skills for Success - Line Level Restaurant Server

Food and Beverage Participants Workbook

CTISP Restaurant Server

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

4 TOURISM PLANNING & POLICY

Prerequisites: Marketing, Economics
Credits: 4

Overview

This course instructs students in the key elements in strategic tourism management, planning and policy-making in the Caribbean Tourism Environment.

General Objectives

This course is designed to enable students to:

1 describe the reciprocal relationships between tourism planning and development and the physical, political and socio-economic environments in developed and developing nations.
2 examine in detail the institutional arrangements for tourism policy, and of government and industry roles and responsibilities in tourism planning and policy-making.
3 identify and critically explain the values and interests of stakeholders in tourism policy-making and planning.
4 Develop skills in critically evaluating tourism policies and plans
5 Create an understanding of strategic management principles and their application to tourism policy and planning in the Caribbean and abroad.
6 Discuss critical issues and procedures in the appraisal of tourism development projects.

Learning Outcomes

Upon successful completion of this course, the learner will:

1 explain how tourism planning and development interrelate
2 describe the institutional arrangements for tourism policy and of government and industry roles and responsibilities in contemporary tourism planning and policy-making
3 identify and critically explain the values and interests of stakeholders in tourism policy-making and planning
4 critically evaluate tourism policies and plans
5 apply strategic management principles to tourism policy and planning in the Caribbean and abroad
6 discuss critical issues and procedures in the appraisal of tourism development projects.

Topics

1.0 Tourism and Sustainable Development

Objectives

Upon the completion of these topics the student will be able to:

1.1 define and critically examine the concept of sustainable development
1.2 discuss the relationship between tourism and sustainable development
1.3 discuss the response of the tourism and travel industry to sustainable development
1.4 discuss the relationship between tourism and sustainability, with reference to Caribbean case studies
1.5 distinguish the tourism product from sustainable tourism, which is an approach to the development and management of the sector.

Content

- Sustainable development – the concept
- Tourism and sustainable development
- Tourism and sustainability – Caribbean case studies

2.0 Introduction – Tourism Policy and Planning

Objectives

Upon completion of the topic the student will be able to:

2.1 define "tourism planning "
2.2 critically discuss the institutional arrangements for tourism
2.3 identify and explain approaches to tourism planning
2.4 describe contemporary tourism planning issues and concerns

Content

- Definition of tourism planning
- Approaches to tourism planning
- Tourism planning issues and concerns

3.0 Tourism Planning – a Strategic Approach

Objectives

Upon the completion of these topics the student will be able to:

3.1 define "strategic management"
3.2 critically explain the advantages and disadvantages or difficulties of strategic management
3.3 explain the main principles of strategic management
3.4 describe the process of strategic management
3.5 critically evaluate strategic planning in the context of the tourism industry, and in the context of individual public and private tourism enterprises

Content

- Definitions
- Strategic management processes
- Evaluation methods

4.0 Tourism Planning and Policy for Sustainable Tourism

Objectives

Upon the completion of these topics the student will be able to:

4.1 define appropriate niche markets, festivals and events that support the sustainable development concept
4.2 analyze strategic approaches to community development in a tourism context
4.3 explain and critically analyze environments for tourism/visitor management
4.4 define issues in the development of cultural/heritage tourism.

Content

- Definition and explanation of key concepts such as sustainable tourism, niche markets, community development
- Management of tourism in the community context

5.0 Tourism Planning and Policy for Rural Areas

Objectives

Upon the completion of these topics the student will be able to:

5.1 define "rural tourism" in a Caribbean context
5.2 critically analyze developments leading to the promotion and growth of tourism in rural areas
5.3 describe public policy and planning issues with respect to rural areas
5.4 explain the formulation and implementation of rural tourism strategies

Content

- Definition of Rural tourism – Caribbean perspective vs European/American perspective
- Public policy and planning for rural areas (linkages)
- Growth through linkages with other sectors

6.0 Tourism Planning and Policy for Urban Areas

Objectives

Upon the completion of these topics the student will be able to:

6.1 define "urban tourism" from a Caribbean perspective
6.2 analyze developments leading to the promotion and growth of tourism in urban areas
6.3 assess the impact of growth and development of tourism in urban areas
6.4 describe sources of public policy and planning responses with respect to urban areas
6.5 explain the formulation and implementation of urban tourism strategies

Content

- Perspectives of urban tourism – Caribbean perspective as related to generating markets
- Growth of tourism in urban areas
- Public policy and planning for urban areas

Instruction Format

Lectures
Interactive Discussions
Guest Speakers

Assessment and Evaluation

The final grade for this course is determined as follows:

- Participation - 15%
- Mid-semester exam – teams - 20%
- Team Projects - 25%
- Final Examination - Class Project - 40%

The study requires students to:

- Identify a tourism planning and development issue that has attracted media attention. (For example: a resort development proposal, airport expansion plans or casino development)
- Describe the planning/development issue and its impacts - actual or anticipated
- Explain why the issue selected has attracted media attention
- Identify key stakeholders involved in the development and describe and explain their roles and influences
- Explain what has happened up to a particular point in time (e.g. 1 February, 1996) or in a particular period (say, 1 January, 1974 to 30 June, 1992).

Recommended Text

Ashworth, G.J. and Dietvorst, A.G.J.: 'Tourism and Spatial Transformations: Implications for Policy and Planning' (latest edition)

Briguglio, L. Butler, R. Harrison, D. Filho, W.: 'Sustainable Tourism in Islands and Small States: Case Studies' (latest edition)

Cater, E. and Lowman, G.: 'Ecotourism: a Sustainable Option', Wiley: UK (latest edition)

Wilkinson, Paul. F. 'Tourism Policy and Planning: Case Studies from the Commonwealth Caribbean.' New York: Cognizant Communication Corporation (latest edition)

Sharpley, Richard and Telfer, David: Tourism Development Concepts and Issues: published by Chanel View Publication

Resources

Local Tourism Planning and Policy Documentation

Attendance

Students are encouraged to attend all class sessions, as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

5 RESORT PLANNING & DEVELOPMENT

Prerequisite: Economics, Marketing, Accounts, Accommodations, Food & Beverage
Credits: 4

Overview

This course focuses on the uniqueness of resort development, management, and operation. Students will be introduced to resort management principles, and the socio-cultural, economic, and environmental issues involved in resort planning.

General Objectives

This course is designed to:

1 provide an overview of the resort concept and development and associated issues
2 enable the student to evaluate the economic and social effect of Resorts Management
3 develop the student's ability to analyze and evaluate the nature of resort activities
4 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcome

Upon successful completion of this course, the learner will:

1 define concepts of resort development.

Topics

1.0 Resort Concepts

Objectives

Upon completion of the topic the student will be able to:

1.1 discuss and list the differences between hotel management and resort management.
1.2 discuss and list the differences between resort site management and resort area management
1.3 discuss the complexities of resort management, resort sites and resort areas
1.4 describe the historical development of resorts.
1.5 identify the important factors in contemporary resort management
1.6 explain the term "social tourism" and how it influenced the resort concept.
1.7 explain the resort life cycle.

Content

- Characteristics of Hotel management vs Resort management.
- Resort history

2.0 Factors that Affect Planning and Development

Objectives

Upon completion of the topic the student will be able to:

2.1 discuss the similarities and differences between resort development and urban development.
2.2 discuss the importance of planning as an ongoing process.
2.3 discuss the spending power of tourists and the effect that tourist spending has on the receiving community.
2.4 discuss the challenges of developing an infrastructure capable of sustaining resort operations (eg, appropriate architectural designs, etc)
2.5 list the factors that must be taken into consideration when assessing environmental and social impacts.
2.6 highlight the important factors of sustainability that are necessary for resort development.
2.7 highlight the importance of corporate responsibility and sensitivity with respect to community interests.

Content

- Socio-cultural impact
- Economic impact
- Physical & Environmental impacts

3.0 The Planning and Development Process

Objectives

Upon completion of the topic the student will be able to:

3.1 recognize the different perspectives of resorts as expressed by private companies and management.
3.2 explain the following terms:
- "composition of a resort".
- "master plan".
- "environmental impact statement".
- "commitment phase of resort planning and development".

3.3 outline five (5) phases of the planning and development process.

Content

- The five phases of Resort planning & development
- The role of professional planners

4.0 Facilities Planning

Objectives

Upon completion of the topic the student will be able to:

4.1 discuss three (3) important planning concepts for resort facilities.
4.2 describe the basic elements of a resort.
4.3 discuss the importance of the development of recreational and shopping facilities.
4.4 list four (4) important factors to be taken into consideration when planning entertainment facilities.

Content

- Facilities planning concepts
- Basic elements of a resort complex, site or area
- Facilities for the physically challenged

5.0 Recreational Activities and Facilities

Objectives

Upon completion of the topic the student will be able to:

5.1 discuss the importance of innovation and creativity in the planning and development of recreational facilities.
5.2 discuss various resort themes.
5.3 discuss the importance of creating a mix of recreational facilities.
5.4 discuss the importance of incorporating nature into recreational facilities.

Content

- Golf
- Tennis
- Sailing
- Cricket
- Swimming
- Health Club and Spa Facilities
- Nature Activities

6.0 Front Office Management

Objectives

Upon completion of the topic the student will be able to:

6.1 discuss the elements of the reservation process
6.2 describe a variety of reservation systems
6.3 explain the basic functions of:
- the night audit
- the reception centre
- the check-in/check-out systems
- the concierge

6.4 discuss the important factors in the generation of repeat visitors

Content

- Reservations
- Reception
- Front Office Systems
- Guest Relations and Activities

7.0 Operations Management

Objectives

Upon completion of the topic the student will be able to:

7.1 discuss the organizational charts of a variety of departments
7.2 identify the human resource requirements
7.3 discuss the common meal plans offered by resorts
7.4 define and discuss merchandising of a variety of food products
7.5 develop a range of housekeeping documentation
7.6 discuss inventory control methods used in the housekeeping department
7.7 describe the role of the Engineering Department
7.8 identify factors to be taken into consideration when planning and managing a resort:
- air conditioning systems
- ventilation systems
- refrigeration systems
- plumbing systems
- systems for the maintenance of resort equipment and vehicles

7.9 identify systems for the maintenance of grounds
7.10 describe the function of purchasing within a resort situation
7.11 discuss the organization of a resort accounts department
7.12 describe methods of solid and liquid waste management, energy conservation and the 3R's (reducing, re-using, recycling)
7.13 describe the marketing strategies used.

Content

- Food & Beverage
- Housekeeping and Laundry
- Plant Engineering and Maintenance
- Grounds Maintenance
- Greening and Energy Conservation
- Purchasing
- Accounts
- Marketing strategies

8.0 Security and Safety Issues

Objectives

Upon completion of the topic the student will be able to:

8.1 discuss the role of the security staff and their duties within the organization
8.2 identify the key security challenges within a resort complex
8.3 discuss the range of contemporary security equipment available to resort management

Content

- The Security Programme
  - priorities
  - organizations
  - legal issues

9.0 Managing the Resort Investment

Objectives

Upon completion of the topic the student will be able to:

9.1 identify the levels of profitability planning for a resort
9.2 interpret the basic financial statement prepared by a resort's accounting department
9.3 define "liquidity ratios", "solvency ratios", "profitability ratios", "activity ratios", and "operating ratios"
9.4 describe methods of evaluating capital in investment decisions.

Content

- Profitability planning
- Interpretation of financial statements
- Definitions
- Capital investments

Instruction Format

Lectures
Discussion
Synthesis

Assessment and Evaluation

Two individual assignments – 20%
One group assignment – 20%
Examination – 60%

Recommended Text

Resort Development and Management, Chuck Y Gee; published by Educational Institute of the American Hotel and Motel Association.

Hotel and Resort Planning and Development, Bohen and Boyd.

Resources

Managing Front Office Operations, 6th Edition, M L Kasavana and R M Brooks; published by Education Institute of American Hotel and Motel Association.

Hotel Front Office Management, 3rd Edition, J a Bardi; published by Wiley and Sons.

Attendance

Students are encouraged to attend all class sessions, as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

6 SUSTAINABLE TOURISM

Prerequisites: Introduction to Tourism/Hospitality
Credits: 3

Overview

This course introduces students to the optimum use of natural, cultural, social and financial resources for the development of tourism on an equitable and self-sustaining basis.

General Objectives

This course is designed to assist students to:

1 formulate carrying capacity strategies;
2 identify positive as well as negative impacts of tourism;
3 conceptualize preventive and corrective measures to be put in place;
4 liaise with the private and public sectors;
5 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

1 define "sustainable tourism"
2 identify positive and negative impacts of tourism
3 identify mechanisms to minimize the negative impacts of tourism through sustainable tourism practices
4 determine the importance of public/private sector partnerships and integrated planning

Topics

1.0 Sustainable Tourism Principles

Objectives

Upon completion of the topic the student will be able to:

1.1 discuss the principles of sustainable tourism
1.2 discuss the impacts of traditional forms of tourism
1.3 identify the partnerships needed for sustainable tourism
1.4 discuss the benefits of sustainable tourism
1.5 describe the process for the development of sustainable tourism
1.6 identify obstacles to sustainable tourism.

Content

- Principles of Sustainable Tourism
- Impact of traditional Tourism
- Partners
- Benefits
- Obstacles

2.0 Sustainable Development and Capacity

Objectives

Upon completion of the topic the student will be able to:

2.1 define the concept of carrying capacity in the Caribbean context
2.2 outline the classification of the various forms of carrying capacity
2.3 explain saturation overload problems;
2.4 discuss approaches to carrying capacity in the Caribbean context
2.5 identify studies that have been done on carrying capacity in the region.

Content

- "Carrying capacity"
- Classification of "carrying capacity"
- Saturation overload

3.0 Impacts

Objectives

Upon completion of the topic the student will be able to:

3.1 define "perceptual impacts"
3.2 discuss physical impacts
3.3 analyze economic impacts (positive and negative) of The tourism industry
3.4 determine the socio-cultural impacts of tourism
3.5 examine ecological impacts of tourism to particular areas and communities
3.6 discuss ways to minimize the negative impacts of tourism through sustainable tourism activities

3.7 define what is an environmental impact assessments (EIA)

Content

- perceptual impact
- physical impact
- economic impact
- socio-cultural impact
- ecological impact
- EIA

4.0 Scope of Sustainable Tourism

Objectives

Upon completion of the topic the student will be able to:

4.1 discuss the importance of managing resources to influence social, economic and aesthetic needs in communities
4.2 examine sustainable development reports, such as those produced by the United Nations and its various agencies
4.3 discuss/evaluate the influence of sustainable tourism on other sectors
4.4 examine the financial implications of sustainable tourism
4.5 discuss external influences in shaping sustainable tourism policies
4.6 determine factors that influence consumer choices for sustainable tourism products.

Content

- Resources
- The Human Settlement Report
- The Brundtland Report
- Agenda 21 for the Travel and Tourism Industry: Towards Environmentally Sustainable Development
- Influences of sustainable tourism

Instruction Format

The course will take the form of lectures, case studies, audiovisual presentations and field trips to entities that demonstrate the principles of sustainable tourism.

Assessment and Evaluation

- One (1) in-class group presentation worth 20% (5% for the oral presentation and 15% for the written report)
- A mid-semester test on the first quarter of the course content – 15%. The questions are in the multiple choice, true or false and short-answer formats.
- A final exam on the remaining three-quarters of the course content – Students are given three out of six questions to answer.

Recommended Text and Resources

J. Swarbrooke, Sustainable Tourism Management, CABI Publishing, Oxon, 1998.

Salah Wahab and John J. Pigram, Tourism Development and Growth: the challenge of sustainability, Routledge, London, 1997.

Edward Inskeep, Tourism Planning, an Integrated and Sustainable Development Approach, Van Nostrand Reinhold, New York, 1993.

Professor Anthony Clayton; Carrying Capacity in the Caribbean - Concept Paper.

Rob Harris, Tony Griffin, Peter Williams: Sustainable Tourism – a Global Perspective.

Middleton and Hawkins: Marketing for Sustainable Tourism.

On-line Resources:

Caribbean Tourism Organization (CTO)'s Sustainable Tourism Development Programme's international and regional website links: www.onecaribbean.org/information/categorybrowse.php?categoryid=220

Attendance

Students are encouraged to attend all class sessions, as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

7 TOURISM MARKETING

Prerequisites: Marketing **Credits: 3**

Overview

To introduce the role of marketing in the tourism sector and to analyze trends in tourism products and their markets.

General Objectives

This course is designed to:

1 build on "Introduction to Marketing" and apply the general principles to those used in the tourism sector.
2 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

1 recognize recent product development in response to trends in the main markets
2 examine the types of marketing strategies adopted in the tourist industry and evaluate the effectiveness of these strategies.
3 identify the main sources of statistical information for the tourist industry and recognize the uses of such information.

Topics

1.0 Tourism Marketing Perspective

Objectives

Upon completion of the topic the student will be able to:

1.1 identify issues affecting Tourism Marketing
1.2 discuss the nature of tourism as a product
1.3 recognize recent product developments in response to trends in the main markets.

Content

- Issues in Tourism Marketing
- The Tourism Product

2.0 Marketing Research

Objectives

Upon completion of the topic the student will be able to:

2.1 define "Marketing Research"
2.2 describe a marketing information system
2.3 discuss the importance of scientific research as a basis for effective planning for marketing initiatives
2.4 discuss and describe methods of gathering research information

Content

- Definition
- Market Information Systems
- Scientific Research and Planning
- Research Methods

3.0 Tourist Market

Objectives

Upon completion of the topic the student will be able to:

3.1 identify visitor needs and wants
3.2 apply behavioural theory to the marketing of tourism services
3.3 define "market segmentation" and "niche markets"

Content

- Visitor needs and wants
- Marketing of tourism services
- Market segmentation
- Niche markets

4.0 Tourism Product Policy

Objectives

Upon completion of the topic the student will be able to:

4.1 define "product policy"
4.2 describe the importance of product policy in the marketing plan
4.3 describe the concept of added value

Content

- Consumer needs and wants
- Behavioural Theory
- Market Segmentation

5.0 Communication

Objectives

Upon completion of the topic the student will be able to:

5.1 discuss the role of communications in tourism marketing
5.2 describe the elements of the promotion mix
5.3 discuss strategies for budgeting for tourism marketing

Content

- Communication in Tourism Marketing
- Promotion Mix
- Market Planning
- Added value

6.0 Distribution Systems

Objectives

Upon completion of the topic the student will be able to:

6.1 list the factors affecting the choice of distribution systems.
6.2 describe the role of the tour operator, travel agent, sales representative and internet marketing
6.3 explain the importance of inventory control in relation to the reservation system
6.4 explain what the term "global distribution system" means
6.5 describe the role of technology in tourism marketing

Content

- Distribution Systems and choice
- Tour Operators/Travel Agents and Sales Representatives
- Inventory control and Reservation systems

7.0 Advertising

Objectives

Upon completion of the topic the student will be able to:

7.1 discuss the purpose of advertising
7.2 discuss the importance of tourism advertising
7.3 explain the importance of the choice of media using advertising
7.4 identify the different types of advertising and their advantages and disadvantages
7.5 discuss the importance of collateral material as sales tools
7.6 discuss the effective methods of distribution of collateral material.

Content

- Advertising
- Media choice
- Types of Advertising
- Collateral Material

8.0 Sales Promotion

Objectives

Upon completion of the topic the student will be able to:

8.1 develop a sales plan and a training programme for selling by guest/employee contact
8.2 describe how to make a sales call and list the advantages
8.3 outline the guidelines for developing good media relations
8.4 identify the tools for internal selling
8.5 follow guidelines for effective telephone selling (incoming and outgoing)
8.6 name the different types of agencies that can be used by hospitality sales personnel to increase sales and describe the role of tour operators and travel agents and their functions
8.7 discuss how to carry out good sales evaluation.

Content

- Sales Planning
- Training Programmes
- Media Relations
- Telephone Sales

- Role and Function of Tour Operators/Travel Agents
- Sales Evaluation

9.0 Public Relations

Objectives

Upon completion of the topic the student will be able to:

9.1 describe the term "public relations"
9.2 outline the activities involved in publicity and public relations
9.3 explain how a public relations campaign is developed and executed
9.4 compare public relations with other forms of communication
9.5 describe how to measure success of a public relations campaign

Content

- Definitions
- Publicity and Public Relations
- Execution of Public Relation Campaign
- Evaluation process

10.0 Direct Marketing

Objectives

Upon completion of the topic the student will be able to:

10.1 define "direct marketing"
10.2 outline the basic principles of direct marketing.
10.3 discuss the benefits of direct marketing

Content

- Definition
- Principles of Direct Marketing
- Benefits of Direct Marketing

Instruction Format

Lecture
Discussion
Simulation
Case Studies

Assessment and Evaluation

The final grade for this course is determined as follows:

- Participation - 15%
- Oral and Written Presentations - 45%
- Final class project - 40%

Recommended Text

Marketing for Tourism, 3rd Edition, J Christopher Holloway and Chris Robinson; published by Longman.

Marketing for Sustainable Tourism; Rebecca Hawkins.

Consumer Behavior, Swarbrooke; a Chanelview Publication.

Resources

Marketing and Advertising Journals

Tourism Board Promotional materials

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

8 TOURISM PRODUCT DEVELOPMENT

Prerequisites: **Credits: 4**

Overview

This course is designed to explore how the land and sea-based tourism product is developed, enhanced and maintained. Instruments used in the development of the tourism product will be examined.

General Objectives

This course is designed to enable students to:

1 conceptualize an overall strategy for the product development process;
2 focus on the inter-relationships in the planning of product development and related activities;
3 examine the importance of communities in the product development process;
4 analyze the significance of marketing, promotional, investment activities, and the human resource function in the overall strategic process for product development.
5 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

This course is designed to enable students to:

1 define the tourism product
2 describe the product development process;
3 explain the inter-relationships in planning and development of the product
4 examine the importance of community participation in the product development process
5 analyze the significance of marketing, promotional, investment activities and the human resource function in the overall strategic process for product development.

Topics

1.0 Development of Policies and Strategies

Objectives

Upon completion of the topic the student will be able to:

1.1 assess the state of national tourism;
1.2 review and critique policies and strategies for proposed product developments;
1.3 review national tourism strategies for sustained product enhancement.

Content

- Definition of the product
- Product Development Process
- Planning and Development of the Product
- National Tourism
- Product enhancement

2.0 Sources of Demand

Objectives

Upon completion of the topic the student will be able to:

2.1 identify niche markets and products.
2.2 identify marketing opportunities for niche markets
2.3 assess linkages with other sectors
2.4 identify expected tourism developments

Content

- Niche Markets and Products
- Linkages
- Forecasting

3.0 Development Plans

Objectives

Upon completion of the topic the student will be able to:

3.1 identify tourism development areas
3.2 identify infrastructure needs
3.3 review and discuss coordination of proposals for tourism sub-sectors

3.4 review and critique product development plans

Content

- Tourism Development areas
- Infrastructure
- Tourism Sub-Sectors

4.0 Action Programme

Objectives

Upon completion of the topic the student will be able to:

4.1 evaluate proposed tourism projects;
4.2 develop an action programme for the development of tourism product
  - liaise with appropriate government agencies;
  - develop terms of reference.
  - integrate an action programme.
  - examine regulations and control issues
  - identify standards and research
  - discuss marketing issues
  - discuss human resource factors
  - plan a basic public awareness programme

Content

- Action Programme
- Evaluation
- Government Agencies
- Regulation and Control issues
- Standards
- Market issues
- Human Resource factors
- Public awareness

Instruction Format

Lectures, case studies, student presentations and field trips will be utilized to assist students in grasping the concepts related to the course of study.

Assessment and Evaluation

- One (1) in-class group presentation worth 20% (5% for the oral presentation and 15% for the written report)
- A mid-semester test on the first quarter of the course content – 20%. The questions are in the multiple choice, true or false and short-answer formats.
- A final exam on the remaining three-quarters of the course content – students are given three out of six questions to answer worth 60% of the final mark.

Recommended Texts and Resources

Edward Inskeep, Tourism Planning, an Integrated and Sustainable Development Approach**,** Van Nostrand Reinhold, New York, 1993

Roger Doswell, Tourism, How Effective Management Makes the Difference**,** Butterworth-Heinemann, Oxford

Cooper et al, Tourism Principles and Practice, Longman, Essex

Attendance

Students are encouraged to attend all class sessions, as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

9 HOSPITALITY ACCOUNTING

Perquisites: Accounting 1 **Credits:** 3

Overview

This course is designed to acquaint students with the concepts of accounting theory and practices with the specialized requirements of the Hospitality Industry. The nature and purpose of accounting, double entry system, hospitality accounting documents and special journals will be examined.

General Objectives

This course is designed to:

1 expose students to the financial practices generally used by managers in the hospitality industry
2 introduce the student to the various methods used by management in the decision making process
3 familiarize The student with methods used to control cost within various departments of the organization
4 introduce the student to the overall techniques used in the pricing process of various hospitality products

Learning Outcomes

Upon completion of this course, the learner will:

1 Define the purpose of Internal Control
2 Identify important considerations in pricing.
3 Describe financial practices used by management in the hospitality industry.
4 Discuss the value of a feasibility study.

Topics

1.0 Inventory and Depreciation Methods

Objectives

Upon completion of the topic the student will be able to:

1.1 list and identify the various kinds of inventory, which are found in the Hospitality Industry.
1.2 compile and cost an inventory using all FOUR methods of inventory valuation.
1.3 explain the concept and purpose for the depreciation process in the accounting system.
1.4 evaluate the worth of an asset for specified periods using all four methods of depreciation.

Content

- Inventory Costing systems
  - F.I.F.O
  - L.I.F.O.
  - Specific Identification
  - Average cost
- Depreciation Methods
  - Straight Line
  - Sum of the Years' Digits
  - Unit of Output
  - Double Declining

2.0 Hotel Revenue Accounting and Controls

Objectives

Upon completion of the topic the student will be able to:

2.1 compile a revenue statement and indicate the factors, which contribute to Gross Profit.
2.2 discuss at least four methods of revenue control within the Hospitality Industry.
2.3 compile a list of expenses, which normally occur within the industry, given specified criteria, and indicate their effect on the gross profit margin.

Content

- Revenue Concepts
  - Revenue Accounts
  - Net Revenue
  - Gross profit
- Internal Control for Food and Revenue Sales
  - Credit Cards
  - Guest Checks
  - Guest Charges
  - Front Office Operations
  - Daily Room Reports
  - Housekeepers' Reports
- Hotel Expense Accounting
  - Rooms
  - Food and Beverage
  - Telephone
  - Administrative and General
  - Marketing
  - Human Resources

- Energy Costs
- Fixed Charges
- Cost of food and Beverage Sales
- Payroll and Related Charges

3.0 Accounting for the End of Period Adjustments

Objectives

Upon completion of the topic the student will be able to:

3.1 explain the process of acceptance of payment by credit cards and its entry into the accounting system.
3.2 explain the accounting process for the handling of employees' meals in Food Organizations.
3.3 explain and apply both the perpetual and the periodic methods of inventory taking and show how they are handled in the accounting system.

Content

- Accounting for credit card fees
- Accounting for employees' meals
- Accounting for un-collectible accounts
  - The Allowance Method
  - The Income Statement Approach
  - The Balance Sheet Approach
  - The Direct Charge-Off Method
- The Periodic Inventory Method
  - Perpetual Inventory Method
  - Periodic Inventory Method

4.0 Hotel Financial Statements

Objectives

Upon completion of the topic the student will be able to:

4.1 design a chart of accounts and explain the rational used for the design.
4.2 prepare a departmental financial statement in accordance with the requirements of the uniform system of accounting.
4.3 prepare a cash flow statement and explain the rationale for the statement.
4.4 discuss the purpose of using "notes to the financial statement" and explain their applicability in the financial system.

Content

- The Management Information System
  - The Chart of Accounts
  - Account Numbering Systems
  - Departmental Income Statements
  - Departmental Expenses Statements
  - Schedule to the Financial Statements
  - Notes to the Financial Statements
  - Statement of Cash Flows

5.0 Property and Equipment Accounting

Objectives

Upon completion of the topic the student will be able to:

5.1 explain the accounting process for the handling of the acquisition of land and equipment and other miscellaneous equipment.
5.2 explain and apply the processes of depreciation and amortization within the accounting system, given specified criteria.

Content

- Acquisition Costs
  - Land with building to demolish
  - Land and building for a lump sum
  - Equipment requiring special installation
  - Land Improvements
  - Building Repairs and improvements
  - China, Glassware and Silverware
  - Uniforms and Linen
- Depreciation of Property and Equipment
  - Straight Line Method
  - Declining Balance Method
  - Sum of the year's digits
  - Depreciation of China, Glassware and Silverware
  - Amortization of Leaseholds
  - Disposal of Property and Equipment

Instruction Format

Lectures will form the basis for the presentation of the information.

- Flip Charts and overhead projector will be used to enhance the study and learning processes where the data to be presented proves to be complex.
- Students will actually make their own transactional entries and will be given specified information and data to self-designed ledgers and will also make the appropriate adjustments and compile and produce the appropriate financial statements from their own self designed ledgers.

Assessment and Evaluations

The assessment for this course takes the following form:

- 2 term tests - 25% - one test covers topics done in weeks 1-4 and the other covers topics done in weeks 5-9.
- An individual comprehensive term assignment and graded homework exercises – 15%
- A final exam worth 60%

Recommended Text

Accounting Practices for Hotels, Motels and Restaurants, Paul Dittmer, Bobbs-Merrill.

Understanding Hospitality Accounting I, R Cote; published by Educational Institute of the American Hotel and Motel Association.

Hospitality Management Accounting, Michael Coleman

Resources

Hotel Financial Statements

Industry Statistical Publications

Uniform System of Accounts for Hotels.

Attendance

Students are encouraged to attend all class sessions, as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

10 SANITATION, SAFETY AND HYGIENE

Prerequisite: None **Credits: 3**

Overview

This course will provide students with information on basic microbiology, safety, personal hygiene, general handling of food. Local legislation for the food service industry will be examined.

General Objectives

This course is designed to:

1 present the rules of personal hygiene and the importance of adhering to safety rules and regulations.
2 introduce the causes and prevention of food poisoning and to introduce the requirements of safety in the workplace.
3 introduce local legislation relating to the food service industry

Learning Outcomes

Upon successful completion of this course, the learner will:

1 discuss how contamination of food can occur in a food service establishment.
2 describe the effect and consequences of food borne illness.
3 apply sound practices to prevent the possibility of food poisoning.
4 identify measures/procedures that will reduce or eliminate accidents in food preparation and service areas.

Topics

1.0 How Food Handling Practices Cause Foodbourne Illness

Objectives

Upon completion of the topic the student will be able to:

1.1 explain the concept/idea of food safety to other food handlers/employees/customers
1.2 discuss the types of hazards involved in food preparation
1.3 recognize the challenges to food safety in their particular kind of food business operation
1.4 identify the factors that influence the growth of micro-organisms
1.5 illustrate by simulation/role-play, selected conditions that are associated with hazards in handling food.
1.6 explain what is meant by the "temperature danger zone" in food safety
1.7 relate The kinds of food borne illness that may result from unsafe food handling

Content

- The concept of food safety in the business environment
- The definition of "micro-organism"
- Factors that influence the growth of micro-organisms
- The definition of food borne illness

2.0 How Personal Hygiene Affects Food Safety

Objectives

Upon completion of the topic the student will be able to:

2.1 distinguish between personal health and personal hygiene
2.2 identify the kinds of organisms found on the human body, that may cause food contamination
2.3 illustrate the link between personal hygiene and food safety
2.4 demonstrate the principles of personal hygiene appropriate to safe food handling
2.5 explain why persons with the following conditions should not be involved in food preparation: fever, diarrhoea, upset stomach, nausea, vomiting, sore throat, sinus infection, coughing, sneezing, dizziness
2.6 identify conditions and illnesses that must be reported to the employer or other authorities if the individual is a food handler

Content

- Principles of personal hygiene
- The linkages between personal hygiene and food safety
- Characteristics of food contamination

3.0 Sanitation Practices Relating to Purchasing and Receiving

Objectives

Upon completion of the topic the student will be able to:

3.1 explain the characteristics of safe sources in the context of food safety
3.2 identify safe sources of foods and food products
3.3 adjust receiving schedules in keeping with food safety time:temperature requirements
3.4 state selected characteristics of wholesome foods and food products, by category: fruit & vegetables, canned foods, meats and poultry, eggs, fish, dairy products, dry goods
3.5 explain the safety implications of "critical dates" labelling, specifically the following: "expiry", "use by", "best by", "manufactured on", in keeping with national standards
3.6 determine what changes they need to make to existing practices in order to meet food safety requirements
3.7 participate constructively with employees and health personnel in food inspection activities

Content

- Safe sources of food and food products
- Local food safety standards

4.0 Safe Food Storage Practices

Objectives

Upon completion of the topic the student will be able to:

4.1 explain the meaning of storage in the context of food handling establishments and their supplier.
4.2 illustrate by example the types of food storage and their distinguishing characteristics
4.3 state and maintain safe-zone temperatures for raw and cooked foods
4.4 store chemicals safely in relation to food components and food products
4.5 store food handling equipment and utensils safely
4.6 identify and discuss low cost, efficient storage strategies that are suited to the business operation

Content

- Types of food storage facilities
- Definition of "safe-zone"
- Sanitation of food handling equipment and utensils
- Cost effective storage

5.0 Safe Freezing, Thawing and Reheating

Objectives

Upon completion of the topic the student will be able to:

5.1 distinguish between cooking and reheating
5.2 practice safe reheating
5.3 practice safe methods of thawing
5.4 practice safe freezing
5.5 apply time-temperature principles in practical situations

Content

- Definition of cooking and reheating
- Safe methods of reheating
- Safe methods of thawing
- Safe methods of freezing

6.0 Cleaning and Sanitizing Practices to Promote Food Safety

Objectives

Upon completion of the topic the student will be able to:

6.1 differentiate between cleaning and sanitizing
6.2 explain what is meant by a food contact surface
6.3 identify the types of cleaning agents and sanitizers that may be used safely in a food handling operation
6.4 identify, plan, implement and monitor a basic cleaning schedule which ensures that areas, utensils and equipment are cleaned and sanitized
6.5 clean and sanitize based on the "3 sink principle", using either a 3-compartment sink or a safe alternative
6.6 use cleaning agents and sanitizers safely in the food handling operation
6.7 store cleaning and sanitizing chemicals safely

6.8 store cleaned and sanitized items safely

Content

- Definition of cleaning
- Definition of sanitizing
- Cleaning agents and sanitizers
- Cleaning methods
- Sanitizing methods
- Methods of storing chemicals safely

7.0 Vector Control

Objectives

Upon completion of the topic the student will be able to:

7.1 list the diseases that the vectors spread.
7.2 list the indicators that show the presence of the vectors.
7.3 identify vector control measures.
7.4 explain and demonstrate the safe use of chemicals in vector control.

Content

- Definition of vector
- Methods of identification of vector presence
- Vector control methods

8.0 Legislation (Local and International)

Objectives

Upon completion of the topic the student will be able to:

8.1 differentiate between the Act and the Regulation.
8.2 list the relevant regulations and dates they were enacted.
8.3 state the requirements for the registration and licensing of food premises and vehicles.
8.4 list the legal requirements for the satisfactory layout of food establishment.
8.5 list the penalties for the contravention of the regulations.
8.6 outline the functions of Environmental Health Officers as described in the regulations.

Content

- Environmental health regulations
- The functions of Environmental Health Officers

9.0 Principles of HACCP

Objectives

Upon completion of the topic the student will be able to:

9.1 define HACCP
9.2 state the preparation processes that are involved in selected foods
9.3 create a basic flow diagram/description of selected preparation and serving processes
9.4 demonstrate safe ways of tasting, touching and smelling foods
9.5 identify the types of hazards that may occur in selected preparation and serving processes for a cooked food and a food that is served uncooked
9.6 identify the stages at which these hazards may occur in the processes of preparation and serving
9.7 distinguish between a “control point” and a “critical control point”
9.8 identify the critical control points in a “preparation flow” for a specific finished product typically prepared in the food establishment
9.9 relate preparation and serving practices to selected basic Health Services Regulations.
9.10 discuss the importance of the introduction to the principles of HACCP on the traditional methods of food purchasing, storage and preparation
9.11 describe the role of the local National Standards Institute and the Ministry of Health in implementing the guidelines articulated in HACCP

Content

- Definition of HACCP
- Definition of control point
- Definition of critical control point
- Relationship of HACCP to health regulation
- HACCP vs traditional approach to food preparation and service.

10.0 Food Preservation

Objectives

Upon completion of the topic the student will be able to:

10.1 define "food preservation"
10.2 state three principles of food preservation
10.3 define the term "additive"
10.4 list at least four reasons for preserving food
10.5 discuss at least five methods of food preservation
10.6 define the terms "pasteurization" and "UHT"

Content

- Principles of food preservation
- Reasons for preserving food
- Methods of food preservation

11.0 Refuse/Waste Disposal

Objectives

Upon completion of the topic the student will be able to:

11.1 define the terms "refuse", "rubbish", "garbage" and "waste"
11.2 list the different types of refuse
11.3 state the characteristics/properties of refuse
11.4 discuss the storage of refuse before collection
11.5 identify final disposal sites
11.6 discuss suitable methods of solid and liquid waste disposal and state their advantages
11.7 identify potential hazards of improper waste disposal

Content

- Characteristics and types of refuse
- Storage of refuse
- Refuse disposal methods

12.0 Safety Issues

Objectives

Upon completion of the topic the student will be able to:

12.1 define the local legislation dealing with safety at work
12.2 describe the types of accidents that may occur and indicate the causes
12.3 discuss preventative measures
12.4 establish an accident prevention code

Content

- Local/regional legislation relating to safety at work
- Types of accidents that may occur in the work place
- Development of an accident code policy

13.0 Fires

Objectives

Upon completion of the topic the student will be able to:

13.1 discuss local fire regulations.
13.2 state the types of fire extinguishers that should be used for specific fires.
13.3 demonstrate the correct use of fire extinguishers.
13.4 state procedures to be followed in case of fire.
13.5 recognize the importance of memorizing the emergency fire station number

Content

- Types of fires.
- Causes and prevention.
- Procedure in the handling of fires

14.0 Basic First Aid Techniques (Red Cross)

Objective

Upon completion of the topic the student will be able to:

14.1 describe simple first aid for minor burns, cuts electric shock and drowning casualties, etc.

Content

- Treatment of burns, cuts and electric shocks
- Resuscitation techniques

Instruction Format

Lecture
Discussion
Demonstration
Guest Lecturer
Field trips

Assessment and Evaluation

- Sanitation and Safety
  - one group project – 10%
  - a mid-term test - 15%
- First-Aid
  - three practical assessments - 15%
- Final theory exam (combines the sanitation and safety and first aid components) - 60%

Recommended Text

Applied Food Service Sanitation, National Restaurant Association, Wiley, John & Sons.

Hygiene for Management. London: Highfield Publications, 1998. Springer, Richard A.

Food Poisoning and Food Hygiene. London: Arnold, 1998. Hobbs, Betty C. and Roberts, Diane

Food Hygiene, Health and Safety. London: Longman, 1998. Stretch, A. & Southgate, H.

The Essential Guide to food Hygiene and Safety. Surrey: Eaton Publications, 1997. Aston, Graham and Tiffney, John.

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.