



# **CARIBBEAN TOURISM LEARNING SYSTEM (CTLS)**



## **ASSOCIATE DEGREE IN APPLIED SCIENCE RESORT STUDIES CORE**

**CURRICULUM HANDBOOK**

**2015**



**A COMPONENT OF THE CARIBBEAN TOURISM LEARNING SYSTEM (CTLS)  
COMMONWEALTH OF LEARNING FUNDED PROJECT**

# **CARIBBEAN TOURISM LEARNING SYSTEM (CTLS)**

## **Caribbean Common Core Curriculum**

Prepared by: Consultants  
Mrs. Bernice Critchlow-Earle SCM  
Dr. Iva Dahl

Edited by: CTLS Curriculum Technical Committee

Published by: Caribbean Tourism Human Resource Council  
C/o Caribbean Tourism Organization  
Ground Floor, Baobab Towers  
Warrens, St. Michael  
BARBADOS, West Indies

Telephone: (246) 427-5242  
Fax: (246) 429-3065  
E-mail: [ctobarbados@caribtourism.com](mailto:ctobarbados@caribtourism.com)  
Website: [www.onecaribbean.org](http://www.onecaribbean.org)

Copyright: © Caribbean Tourism Human Resource Council  
All rights reserved. No part of this Curriculum Handbook may be copied or reprinted without the expressed written permission of the publishers.

Date: September 2003

Updated Version: June 2015

### **CTLS PROJECT:**

Project Manager: Mrs. Bonita Morgan,  
Director of Resource Mobilization & Development,  
Caribbean Tourism Organization (CTO)

**Developed and printed with funds from the  
COMMONWEALTH OF LEARNING (COL)**

## **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 RESORT STUDIES CORE**

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

## **PART TWO RESORT STUDIES CORE COURSES**

1	Sites and Attractions Management	1
2	Hospitality Accounting	4
3	Resort Planning and Development	7
4	Events and Conference Management	11
5	Tour Planning and Operations	14
6	Leisure and Recreation Management	17
7	Food and Beverage Service	20
8	Food Preparation 1	26
9	Accommodations 1	32
10	Sanitation, Safety and Hygiene	37

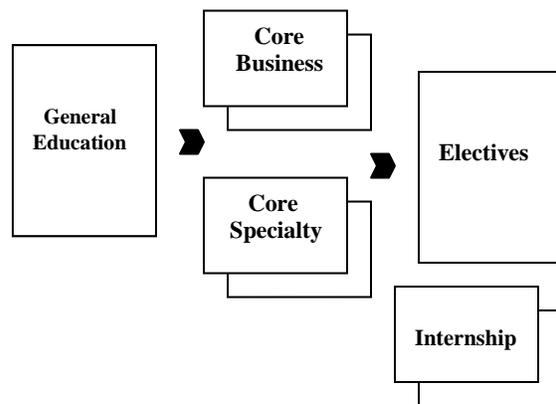
## RESORTS STUDIES CORE

### Specialty Courses/Topic Areas

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

- 1 Sites and Attractions Management
- 2 Hospitality Accounting
- 3 Resort Planning and Development
- 4 Events and Conference Management
- 5 Tour Planning and Operations
- 6 Leisure and Recreation Management
- 7 Food and Beverage Service
- 8 Food Preparation 1
- 9 Accommodations 1
- 10 Sanitation, Safety and 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 Resort 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 Resort 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.

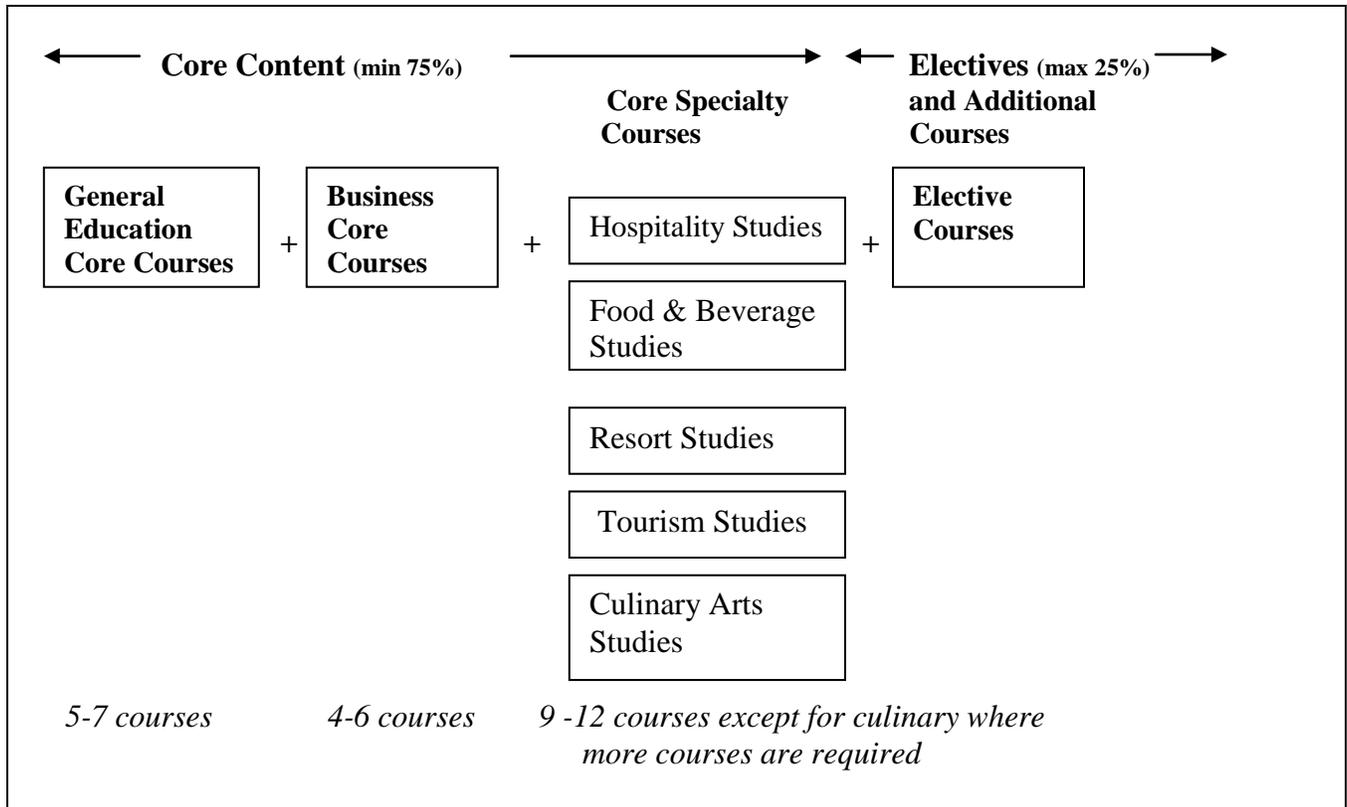
### *Duration of Programme*

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 five (5) 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 25<sup>th</sup> birthday.

## CURRICULUM COURSE STRUCTURE



**RESORT STUDIES (SAMPLE FORMAT)****YEAR 1  
SEMESTER 1**

<b>COURSE CODE</b>	<b>COURSE</b>	<b>T</b>	<b>P</b>	<b>CREDITS</b>
<b><i>CORE BUSINESS</i></b>				
	Introduction to Tourism/Hospitality	45		3
	Introduction to Management	45		3
<b><i>RESORT STUDIES</i></b>				
	Resort Planning and Development	60		4
	Accommodation 1	45	30	4
	Sanitation, Safety and Hygiene	45		3
<b><i>GENERAL EDUCATION</i></b>				
	English & Communication	45		3

**YEAR 1  
SEMESTER 2**

<b><i>CORE BUSINESS</i></b>				
	Accounting 1	45		3
	Micro-Economics	45		3
	Marketing 1	45		3
<b><i>RESORT STUDIES</i></b>				
	Tour Planning & Operations	60		4
	Food and Beverage Service	30	60	4
<b><i>GENERAL EDUCATION</i></b>				
	Caribbean Studies	45		3
	Internship ( <i>Summer Course</i> )		480	6

**RESORT STUDIES (SAMPLE FORMAT)****YEAR 2  
SEMESTER 1**

<b>COURSE CODE</b>	<b>COURSE</b>	<b>T</b>	<b>P</b>	<b>CREDITS</b>
<b><i>CORE BUSINESS</i></b>				
	Hospitality Law	45		3
	Quality Customer Care	45		3
<b><i>RESORT STUDIES</i></b>				
	Events and Conference Management	45		3
	Hospitality Accounting	45		3
<b><i>GENERAL EDUCATION</i></b>				
	Maths and Statistics	45		3
	Language Studies 1	45		3

**YEAR 2  
SEMESTER 2**

<b><i>CORE BUSINESS</i></b>				
	Entrepreneurship	45		3
<b><i>RESORT STUDIES</i></b>				
	Sites and Attractions Management	45		3
	Leisure and Recreation Management	45		3
	(Elective)	45		3
<b><i>GENERAL EDUCATION</i></b>				
	Language Studies 2	45		3

## SYNOPSIS OF COURSES

### **SITES AND ATTRACTIONS MANAGEMENT**

This course acquaints students with the principles of management as they relate to the management of facilities and attractions. The process of developing visitor attractions and the issues involved in their management 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.

### **RESORT PLANNING AND 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.

### **EVENTS AND CONFERENCE MANAGEMENT**

This course introduces the learner to the methods and techniques utilized in planning, organizing, promoting and delivering major events.

### **TOUR PLANNING AND OPERATIONS**

This course provides guidelines for planning domestic and foreign itineraries. The programme is intended to facilitate analysis of management strategies, the organization and development of tours, communications strategies, and special interest tourism and visitor impact management. Students will also have the opportunity to expand skills and knowledge acquired in other tourism modules.

### **LEISURE AND RECREATION MANAGEMENT**

This course provides students with the foundation knowledge required for understanding the mechanics of the leisure service industry. Participants in this course are expected to develop an appreciation for the growing importance of sport, leisure and recreation management in the Caribbean Tourism Environment.

### **FOOD AND BEVERAGE SERVICE**

The learner will be introduced to the technical skills and psychology of service. Theory, concepts and performance will be emphasized. The various types of services, equipment, furniture and service items used will be examined.

### **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.

### **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.

### **FOOD PREPARATION 1**

An introductory course to familiarize the students with the theory and practice of kitchen operations. The student will gain knowledge of kitchen terminology, equipment use and the basic techniques of food preparation.

# 1 SITES & ATTRACTIONS MANAGEMENT

**Prerequisite:** Economics, Marketing, Accounts

**Credits:** 3

## Overview

This course acquaints students with the principles of management as they relate to the management of facilities and attractions. The process of developing visitor attractions and the issues involved in their management will be examined.

## General Objectives

This course is designed to assist students to:

- 1 appreciate the importance of sites and attractions management in the development of the tourism sector
- 2 analyze the day-to-day operations of visitor attractions
- 3 contribute to the promotion of visitor attractions and facilities

## Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 define “attraction” and explain its role in tourism.
- 2 prepare a feasibility study for an attraction.
- 3 prepare a business plan for an attraction
- 4 develop a tourism attraction.
- 5 prepare a marketing plan for an attraction.
- 6 operate an attraction.

## Topics

### 1.0 Introduction

#### Objectives

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

- 1.1 define “sites” and “attractions”

- 1.2 explain the role of sites and attractions in tourism
- 1.3 differentiate between primary and secondary attractions
- 1.4 categorize attractions according to type
- 1.5 classify attractions according to particular variables (location, ownership, catchment area, etc)
- 1.6 name and discuss the main types of impact of attractions (environmental, etc)
- 1.7 discuss the characteristics of an attraction product
- 1.8 delineate the levels of product
- 1.9 outline the product life-cycle
- 1.10 explain the benefits sought from the product
- 1.11 discuss trends in the attraction product
- 1.12 discuss the nature of demand and categorize into the main types
- 1.13 correlate the motivators and determinant factors to the type of attraction
- 1.14 discuss the ways in which markets are segmented.

## Content

- Definition
- Classification
- History
- Visitor attractions in tourism
  - impact
- Attraction:
  - product
  - market

## 2.0 Attractions and the Business Environment

### Objectives

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

- 2.1 describe the main components of the business environment
- 2.2 explain the societal factors that influence the macro-environment political, Economic, Social and Technology (PEST) both on the international and global levels
- 2.3 explain the main components of the micro-environment
- 2.4 discuss quality issues as they relate to the attraction and business environment

**Content**

- The macro environment
- The micro environment
- Issues related to quality

**3.0 Development of Sites and Attractions****Objectives**

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

- 3.1 identify types of development and agents or sectors of development
- 3.2 discuss the motivation for development
- 3.3 discuss the development process
- 3.4 discuss the objectives of a feasibility study
- 3.5 explain each step in the feasibility process
- 3.6 discuss criteria related to the feasibility study (physical, market-related, etc)
- 3.7 discuss potential problems associated with the feasibility study
- 3.8 prepare a feasibility study
- 3.9 analyze the elements of financial viability
- 3.10 evaluate the relevance of break-even analysis to the feasibility study
- 3.11 identify components for success to a project
- 3.12 examine legal steps involved in project management (tendering, etc)
- 3.13 discuss design objectives in development, design constraints and design compromise
- 3.14 discuss the importance of maintaining the integrity of the site and attraction.

**Content**

- Types of development
- Feasibility studies
- Financing
- Design
- Project management

**4.0 Management of Sites and Attractions****Objectives**

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

- 4.1 discuss management styles and approaches “new” and “old”

- 4.2 analyze the factors impacting success from the perspectives of the
  - organization of resources (human, financial, etc)
  - product
  - market
  - management
  - maintenance
- 4.3 discuss factors in visitor attraction marketing
- 4.4 introduce the concept of SWOT analysis
- 4.5 identify the main marketing strategies
- 4.6 examine the issues involved in the HR Management at the tactical and strategic levels
- 4.7 discuss the objectives of financial management from all sectors (private, public)
- 4.8 identify the main functions of budgeting
- 4.9 explain the budgetary process
- 4.10 compare management information systems - internally and externally
- 4.11 identify methods of monitoring performance
- 4.12 discuss financial management factors and tools used in reference to attractions management (credit control, etc)
- 4.13 apply the basic principles to develop a business plan
- 4.14 discuss the objectives and functions of operations management
- 4.15 explain the components and relevance of risk management to operations management
- 4.16 explain the differences in problem solving and crisis management
- 4.17 discuss the competitive advantage and the importance of the visitor experience to operations management
- 4.18 discuss the “greening” of attractions and other environmental considerations
- 4.19 conceptualize an attraction based on principles discussed

**Content**

- Factors impacting success
  - organization of resources
  - the product
  - the market
  - the management
- Marketing an attraction
- Financial management of an attraction
- Operations management
- Human Resources Management

**Instruction Format**

Lectures  
Guest lecturer  
Field Trips  
Case Studies

The Development and Management of Visitor Attractions, John Swarbrooke; published by Butterworth-Heinemann.

Managing Visitor Attractions, 2012, Bruce Prideaux; published by Routledge.

**Assessment and Evaluations**

Two individual term assignments – 20%  
One group assignment – 30%  
Examination – 50%

**Resources**

The Business of Tourism, J Christopher Holloway; published by Longman.

**Recommended Text**

Facilities Management: Theory and Practice; edited by Keith Alexander; published by E & FN Spon (imprint of Chapman and Hall).

**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 HOSPITALITY ACCOUNTING

**Prerequisites:** 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 rationale 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 years 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.

Financial Accounting: An Introduction to Concepts, Methods and Uses, 2012, Roman L Weil, Katherine Schipper & Jennifer Francis; published by Cengage Learning

Financial and Managerial Accounting, 9<sup>th</sup> Edition 2004, Carl S Warren, James M Reeve & Philip E Fess; published by South-Western College

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.

### 3 RESORT PLANNING AND 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 describe the factors that must be taken into consideration when assessing environmental and social impacts.
- 2.6 explain the important factors of sustainability that are necessary for resort development.
- 2.7 explain 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 describe 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 center
  - 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.

Resorts: Management and Operation, 2<sup>nd</sup> Edition 2007, R C Mill; published by Wiley

World of Resorts: From Development to Management, 3<sup>rd</sup> Edition 2010, C Y Gee; published by AH & LA

Resort Development (Development Handbook Series), 2<sup>nd</sup> Edition 2008, Urban Land Institute; published by Urban Land Institute

Marketing and Managing Tourism Destinations 2013, A Morrison; published by Routledge

### **Resources**

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

Hotel Front Office Management, 3<sup>rd</sup> 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.

## 4 EVENTS AND CONFERENCE MANAGEMENT

**Prerequisites:** Accounting 1, Marketing Food and Beverage 1 &11, Entrepreneurship

**Credits:** 3

### Overview

This course introduces the learner to the methods and techniques utilized in planning, organizing, promoting and delivering major events.

### General Objectives

This course is designed to:

- 1 provide an opportunity for the student to develop flexibility and inventiveness in the provision of events services
- 2 develop within the student the capacity to learn by observing and interpreting current industrial practices within events activities
- 3 develop positive attitudes toward quality control systems within events activities
- 4 recognize the importance of implementing dynamic marketing strategies in events management
- 4 enable the student to utilize supervisory skills previously acquired to develop human resource management, negotiation and project skills
- 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 conduct an analysis of a specific event.
- 2 prepare a conference/events plan.
- 3 analyze the resource components required for a given event including physical and human resources.

- 4 apply appropriate management skills and techniques as it relates to the planning, organizing and production of the event.
- 5 apply relevant budget, costing, control and pricing techniques to an event to achieve predetermined financial targets.
- 6 conduct an analysis of the marketing requirements for an event.

### Topics

#### 1.0 The Nature of Major Events

#### Objectives

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

- 1.1 identify a variety of types of events and discuss the varying locations
- 1.2 discuss the purpose, structure and size of varying events
- 1.3 describe the role of various suppliers and contractors
- 1.4 describe and discuss the nature of support services available to the events planner
- 1.5 discuss the role and structure of the organizing committee
- 1.6 outline briefly the legislation relating to Events Management

#### Content

- Function types and locations
- Events, structure, size and objectives
- Supplier and subcontractor roles
- Events sponsor, host or organizer roles
- Support services nature and availability
- Organizing committee
- Legislation

#### 2.0 Project Management Techniques

#### Objectives

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

- 2.1 explain the term “project leadership”
- 2.2 describe the different types of organizational structures relating to events management

**Content**

- Project Leadership
- Organizational structures
- Communication and reporting procedures: banqueting management

**3.0 Negotiation Skills****Objectives**

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

- 3.1 discuss the fundamentals of negotiation
- 3.2 describe a variety of strategies and tactics used when negotiating business

**Content**

- Setting objectives and targets
- Determining strategy and tactics
- Briefing the negotiating team
- Implementing a negotiating strategy

**4.0 Marketing of the Event****Objective**

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

- 4.1 develop a marketing plan for a specific event

**Content**

- Market Research SWOT analysis
- Advertising, promoting and publicity
- Company objectives and marketing strategies

**5.0 Budgeting and Financial Control****Objectives**

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

- 5.1 discuss the risk factors and pricing policies
- 5.2 outline suitable revenue forecasting methods
- 5.3 discuss methods of forecasting expenses
- 5.4 prepare a conference/event budget

- 5.5 demonstrate a system of budgeting and financial control relating to the events management process

**Content**

- Pricing policies
- Risk factors
- Revenue forecasting
- Budgeting, financial control and resource control

**6.0 Promoting the Event****Objectives**

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

- 6.1 identify methods of assessing the competition
- 6.2 discuss methods of targeting the right market
- 6.3 discuss methods of promoting conference/event
- 6.4 develop a sales package for a particular conference or meeting
- 6.5 managing various sales agents.

**Content**

- Assessments
- Market targeting
- Promotion
- Sales packaging
- Sales agents
- Sponsors

**7.0 Ancillary Conference and Convention Activities****Objectives**

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

- 7.1 design and develop a tour package for conference delegates
- 7.2 design and develop an entertainment/recreational package to be included in a conference or meeting
- 7.3 design separate activities for attendees and their guests.

**Content**

- Tour packaging
- Entertainment packaging
- Spousal itinerary

**8.0 Legal and Security Issues****Objectives**

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

- 8.1 explain the legal requirements of an event
- 8.2 identify what approval is required to implement a particular event
- 8.3 identify the types of contracts required between event organisers and other entities
- 8.4 discuss security requirements for event venues - equipment and cash
- 8.5 identify the law enforcement departments that provide security services for various events and conferences

**Content**

- Laws relating to hosting an event
- Agencies that provide approval for the staging of events
- Types and styles of contracts
- Security requirements
- Law Enforcement and Security Agencies that assist with events

**Instruction Format**

Lecture  
Discussion  
Simulation  
Case Studies

**Assessment and Evaluation**

The final grade for this course is determined as follows:

- Participation - 20%
- Team Projects - 45%
- Final Class Project - 35%

**Recommended Text**

Event and Entertainment Marketing, Barry Avrich, Probus Publishing

Event Management in Leisure and Tourism, D C Watt; published by Longman.

Events Management, 3<sup>rd</sup> Edition 2012, G Bowdin (et al) ; published by Routledge

Event Planning: The Ultimate Guide to Successful Meetings, Corporate Events, Fundraising Galas, Conferences, Conventions, Incentives and Other Special Events, 2<sup>nd</sup> Edition 2008, J Allen; published by Wiley

Special Events: A New Generation and the Next Frontier, 6<sup>th</sup> Edition 2010, J Goldblatt; published by Wiley

Professional Event Coordination, 2<sup>nd</sup> Edition 2012, J R Silvers, published by Wiley

**Resources**

Managing Conventions and Group Business, L H Hoyle, D C Dorf and T J A Jones; published by Education Institute a H and M A.

Van Der Wagen, Lynn & Carlos, Brenda R (2005). Events Management for Tourism, Cultural, Business, and Sporting Events. Published by Prentice Hall.

**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 TOUR PLANNING AND OPERATIONS

**Prerequisites:**            **Credits: 4**

### Overview

This course provides guidelines for planning domestic and foreign itineraries. The programme is intended to facilitate analysis of management strategies, the organization and development of tours, communications strategies, and special interest tourism and visitor impact management. Students will also have the opportunity to expand skills and knowledge acquired in other tourism modules.

### General Objectives

This course is designed to enable students to:

- 1     develop an understanding of the creation of the inclusive tour product in the leisure travel market
- 2     develop interactive and communication skills
- 3     examine human behaviour as it relates to the purchase of tours

### Learning Outcomes

Upon completion of this course, the learner will:

- 1     define the key elements of Tour Planning and Operations
- 2     evaluate key management issues and processes at operational stages and at post-production
- 3     define principles of sound financial management in tour operating

### Topics

#### 1.0 Introduction – Defining Who’s Who

#### Objectives

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

- 1.1   distinguish between the role of the Tour

Manager/Director, Tour Guide, and Tour Operator

- 1.2   identify key Service Providers, Companies and their products in the Tour Operating Business
- 1.3   use the Code of Ethics applicable to Tour Operations
- 1.4   identify relevant environmental/health and safety requirements.

#### Content

- The role of the Tour Manager/Director, Tour Guide, Tour Operator
- Service providers, companies and their products
- Code of Ethics
- Environmental/Health and Safety Standards

#### 2.0 Principles of Tour Planning

#### Objectives

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

- 2.1   define the components and types of package tours
- 2.2   discuss the importance of including cultural, historical and man-made attractions in the preparation of a package tour
- 2.3   use a variety of tools for the preparation of routing, time scheduling and itinerary planning
- 2.4   utilize research and reference materials for the preparation of Tour Commentary and Interpretation
- 2.5   speak confidently before large and small audiences

#### Content

- The components and types of package tours
- Initial preparation: the importance of finding cultural, historical and man-made attractions
- Introduction to a variety of tools for planning
- How to develop a time schedule and itinerary
- Commentary/research and reference materials
- Conduct and public speaking

**3.0 Receptive and Incentive Tour Operations****Objectives**

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

- 3.1 identify similarities and differences in local sightseeing for domestic and international operations
- 3.2 describe types of functions, groups handled and services provided for tours
- 3.3 discuss how to handle groups involved in Seminars, Conventions and Incentive Programmes.

**Content**

- Similarities and difference in local sightseeing for domestic and international operations
- Types of functions, groups handled and services provided
- Handling groups involved in Seminars/conventions/incentive programmes

**4.0 People and Situational Handling****Objectives**

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

- 4.1 discuss the motivators for leisure and recreation
- 4.2 explain satisfiers and dis-satisfiers in the Leisure Market
- 4.3 practice problem solving/conflict resolution
- 4.4 identify potential problems and emergencies in the field and methods of handling them.

**Content**

- Why people go on tours – the motivators for leisure and recreation
- Satisfiers and dis-satisfiers in the leisure market
- Problem solving in Conflict resolution
- Potential problems and emergencies
- A guide to finding creative solutions

**5.0 Management Concepts in Tour Planning****Objectives**

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

- 5.1 identify product research for the development and planning of tours
- 5.2 use programme planning and costing for local and international tours
- 5.3 identify information technology and management information systems to improve operational efficiency

**Content**

- Product research and development
- Programme planning and costing for local and international tours
- Use of information technology and management information systems.

**6.0 Key Issues in Service Management Operations****Objectives**

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

- 6.1 develop contractual arrangements with service providers in the transport, destination management, accommodations sectors, etc
- 6.2 deliver and operate services for the customer
- 6.3 implement measures to control quality and customer service.
- 6.4 operate within the required legislative and regulatory frameworks

**Content**

- Development of contractual arrangements with service providers in the transport, destination management, accommodations sectors, etc.
- Negotiation and purchase of services
- Delivering and operating services to the customer
- Controlling quality and customer relations
- Legislative and regulatory frameworks

## 7.0 Financial Management

### Objectives

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

- 7.1 develop strategies for profitability and opportunities for investment and revenue generation
- 7.2 manage international financial transactions

### Content

- Strategies for profitability and opportunities for investment and revenue generation
- Managing international financial transactions.

### Instruction Format

The course will take the form of lectures, interactive discussions and role playing exercises. Local Tour Operators and Travel Agents will be invited to impart knowledge and share experiences.

**Field Workshop 1:** Half day "on site" training at international airport. Visit a group check-in area, do luggage handling. Learn "meet & greet" operations and expedite group clearance. Tour Customs/Immigration area.

**Field Workshop 2:** One-day practical application aboard a motor coach. Learn microphone techniques, giving directions and commentary on Tour.

**Overseas Field Workshop:** Overseas tour allows students to apply the principles taught

- Review tour documents and observe group check-in and boarding procedures
- Seat rotation, group orientation, rest stops, lunch stops, picture stops, safety procedures aboard the coach
- Bus driver/tour client interaction
- Paying for services, hotel check-in and check-out procedures.
- The student will learn how to present material (commentary) that is both interesting and entertaining from observing the instructor and "real life operators."

## Assessment and Evaluation

Students will be assessed on class participation, and course work. In addition students will undertake a major project specifically aimed at practicing and applying Tour Operation and Management skills learnt throughout the duration of the course.

- Class Participation – 15%
- Individual Assignment – 20%
- Group Assignment – 25%
- Major Project – 40%

### Recommended Text

Conducting Tours. Mancini, M. Delmar Publishers/ITP

Essentials of Tour Management; Fay, B., Prentice Hall

Tour Planning and Tour Operations, 2008, D Nigam; published by Shree Pub.

### Resources

The Business of Tour Operations. P Yale; published by Longman.

The Business of Tourism, J C Holloway; published by Longman.

### 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 LEISURE AND RECREATION MANAGEMENT

**Prerequisite:** None    **Credits:** 3

### Overview

This course provides students with the foundation knowledge required for understanding the mechanics of the leisure service industry. Participants in this course are expected to develop an appreciation for the growing importance of sport, leisure and recreation management in the Caribbean Tourism Environment.

### General Objectives

This course is designed to assist students to:

- 1 identify sectors in the Tourism and Sports arena that have a need for qualified individuals with the skills to manage leisure, recreation and sporting services.
- 2 examine the motivations, expectations and satisfaction of participants in leisure.
- 3 become involved in the Leisure and Recreation Industry by undertaking a local project designed to create a Leisure/Recreation/Sport Programme or enhance an existing activity/programme.

### Learning Outcomes

Upon completion of this course, the learner will:

- 1 describe management techniques used in the delivery of leisure, recreation and sport services.
- 2 describe how facilities, programmes and ancillary services for leisure and recreation are developed and managed.
- 3 identify challenges faced in the development and delivery of Leisure and Recreation Programmes.

### Topics

#### 1.0 Introduction

#### Objectives

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

- 1.1 explain stimulants and outcomes of involvement in leisure, recreation and sport activities from a social psychological standpoint
- 1.2 describe, define and identify Leisure and Recreation Services

#### Content

- Basic Leisure Theory – a social-psychological perspective
- Introduction to Recreation and Leisure Services

#### 2.0 Programming for Leisure, Recreation and Sport Services Organizations

#### Objectives

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

- 2.1 design and develop a Leisure, Recreation or Sport Service Programme adhering to the legal principles governing leisure service activities
- 2.2 develop a marketing strategy to promote a Recreational Service/Facility/Programme
- 2.3 evaluate recreation and leisure programmes and services including design, data collection, analysis, and interpretation and reporting of findings.

#### Content

- Programme development theories, programme design concepts
- Marketing, promotion and legislation
- Programme evaluation

**3.0 Administration of Recreation and Leisure Services****Objectives**

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

- 3.1 supervise a small-scale leisure, recreation or sport service activity
- 3.2 analyze and identify financial resources needed to implement marketing strategy and achieve Programme goals
- 3.3 assess the performance of Leisure service compared to programme goals and implement changes for improvement

**Content**

- Management theory applicable to sport and leisure service organizations
- Financial resources needed to operate leisure service facilities and programmes
- Leadership in Recreation and Leisure Services

**4.0 Leisure and Sport Services in the Caribbean****Objectives**

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

- 4.1 explain challenges faced in Leisure and Sports. Specifically illustrate problems faced in the Caribbean arena
- 4.2 examine how Leisure and Recreation Service Providers operate within the framework of Caribbean Environmental and Land Use Policies
- 4.3 recommend and design programmes for the development and management of sporting and leisure activities in the Caribbean.

**Content**

- Special problems in leisure and sport
- Public policy, environmental resources and land use management
- Commercial recreation, eg, focus on cricket, golf, etc

**5.0 Independent Study****Objectives**

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

- 5.1 identify a potential career path in Leisure and Recreation Management
- 5.2 distinguish between opportunities in the Private and Public Sector
- 5.3 identify Specialist Functions in Leisure, Recreation and Sport Services

**Content**

- Select a programme/facility/service in leisure, recreation or sport service management
- Research to develop in-depth understanding of a current problem in recreation in the country/region

**6.0 Career Opportunities and Specialist Functions****Objective**

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

- 6.1 discuss the opportunities and career paths within the tourism/hospitality sector for leisure and recreation

**Content**

- Public Sector Electives: marine and terrestrial, park planning and management, sport services management, youth services
- Private sector: therapeutic recreation, fitness services, pool/spa operation, sport club recreation, outdoor recreation

**Instruction Format**

The course will take the form of lectures, case studies and field trips to leisure, recreation and sporting facilities. Guest speakers from the public and private sectors will be invited to share their experiences with students.

### **Assessment and Evaluation**

Students will be assessed on class participation, and course work. In addition students will undertake a major project aimed at developing a new Leisure/Recreation/Sport Programme or improving an existing one.

### **Recommended Text and Resources**

Recreation and Leisure in Modern Society, Richard Kraus (1997)

The Recreation management handbook, edited by the Institute of Recreation M., London: Spon, 1981.

Leisure and Recreation Management, 5<sup>th</sup> Edition 2005, G Torkildsen; published by Routledge.

Leisure Management: Issues and Applications', CAB International: UK Collins, M.F. and Cooper, I.S.

'Economics of Leisure and Sport' Cooke, A.

The Texts listed were extracted from:

- The Association of Tourism Teachers and Trainers
- Tourism and Hospitality Bibliography

### **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 FOOD AND BEVERAGE SERVICE

**Prerequisite:** None      **Credits:** 4

### Overview

The learner will be introduced to the technical skills and psychology of service. Theory, concepts and performance will be emphasized. The various types of services, equipment, furniture and service items used will be examined.

### General Objectives

This course is designed to:

- 1 expose students to restaurant and bar service
- 2 enhance the students by developing their technical, practical and professional skills to allow them to function with minimum supervision
- 3 upgrade the sales and marketing skills so that the student may competently and confidently give suggestions to customers which will increase the profit base of the operation
- 4 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 identify and describe the various food and beverage service positions
- 2 describe and demonstrate selling skills required in a food and beverage operation.
- 3 perform various service styles.
- 4 identify types and functions of tableware.
- 5 demonstrate the various service techniques and management techniques.
- 6 calculate customer bills
- 7 demonstrate customer-handling skills.
- 8 prepare and present the check and file restaurant summary sheets.
- 9 outline duties and responsibilities of food and beverage service personnel.

### Unit 1 – Basic 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 describe the duties to be carried out by the restaurant staff
- 1.6 compile a job roster
- 1.7 explain 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 explain 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:

- 1.1 define the term “menu”
- 1.2 name the different kinds of menus
- 1.3 explain a variety of menu terms
- 1.4 identify foods that may be cooked to order and indicate the cooking times
- 1.5 identify terms that are used to denote the degree of cooking required.
- 1.6 identify and describe the major points that should be considered when compiling a menu.

**Content**

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

**5.0 Menu Composition****Objectives**

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

- 5.1 classify and describe a variety of dishes and name their accompaniment
- 5.2 identify the necessary equipment for lay-up and service of particular course.
- 5.3 discuss reasons for the sequence of courses, and give examples of smaller menu compositions.
- 5.4 explain the factors affecting the customer’s choice of a meal
- 5.5 identify the courses that form the menu for breakfast, luncheon, dinner and indicate their usual order.

**Content**

- Appetizers
- Soups
- Fish dishes
- Poultry and game
- Vegetables
- Salads
- Sweets
- Cheese
- Fresh fruit.
- After dinner candies.

**6.0 Preparation and Service of Non-Alcoholic Beverage****Objective**

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

- 6.1 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.

## 7.0 Stillroom Preparations

### Objectives

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

- 7.1 describe the correct procedures for preparing pots, pats, and curls of butter
- 7.2 identify a variety of toasts and indicate which dishes they accompany
- 7.3 describe the methods of preparing limes, lemons and oranges for service with tea, etc.
- 7.4 suggest methods of preparing the salt cruet to ensure that the salt flows freely.
- 7.5 define the term “proprietary sauce”.
- 7.6 identify a variety of brands of proprietary sauces
- 7.7 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.

## 8.0 Preparation of the Dining Room for Food Service

### Objectives

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

- 8.1 discuss the procedures for preparing the dining room for service.
- 8.2 illustrate suitable table arrangements for the dining room taking into consideration, the room size, type and style of service and space allocation per person.
- 8.3 select the appropriate table linens
- 8.4 describe the appropriate table linens

- 8.5 explain reasons for the careful handling of linens
- 8.6 discuss methods of bundling linen for the laundry.
- 8.7 identify a variety of napkin folds and suggest when they can be best used
- 8.8 describe the reasons for careful handling of napkins
- 8.9 describe a variety of glasses
- 8.10 discuss the use of table decorations/buffet decorations
- 8.11 identify the appropriate crockery, cutlery and flatware for the service of specific meals and describe their functions.
- 8.12 identify the items required for complete table settings for the service of breakfast, luncheon and dinner

### Content

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

## 9.0 The Service Procedures

### Objectives

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

- 9.1 describe the service procedure
- 9.2 interpret the daily menus
- 9.3 describe a variety of methods of serving rolls
- 9.4 describe methods of preparing water for service.
- 9.5 outline how to take a customer’s order correctly and discuss reasons why orders should be written clearly.
- 9.6 describe clearing techniques of crockery, cutlery and flatware.
- 9.7 discuss a variety of techniques of serving desserts.
- 9.8 discuss methods of serving tea and coffee.
- 9.9 discuss methods of presenting the bill.

**Content**

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

**10.0 Methods of Payment of Bills****Objectives**

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

- 10.1 identify the methods in which customers may pay for their meals
- 10.2 calculate the authorized additional percentages
- 10.3 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

**11.0 Social Skills****Objectives**

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

- 11.1 discuss the social skills that are necessary for the smooth running of the restaurant.
- 11.2 discuss methods of dealing with customer complaints, and unusual situations.

**Content**

- Human relations
- Handling customer complaints

**Unit 2 – Advanced Food Service****Topics****12.0 Gueridon Service****Objective**

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

- 12.1 clear, prepare and light lamp and generally handle the gueridon inside a crowded dining room

**Content**

- Techniques of preparation used in Gueridon service

**13.0 Special Service****Objective**

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

- 13.1 prepare dishes for special occasions

**Content**

- Preparation methods of dishes used for special occasions

**14.0 Flambé****Objectives**

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

- 14.1 set up trolley
- 14.2 prepare and serve a variety of flambe dishes using recipes

**Content**

- The trolley
- Preparation methods of flambé dishes

**15.0 Service****Objectives**

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

- 15.1 Prepare the gueridon and perform the following tasks:
- peel hard fruit
  - peel citrus fruit
  - peel bananas
  - slice and sugar citrus fruit
  - slice and sugar hard fruit
  - prepare honey-dew melon
  - dress fresh fruit salad with liqueur
- 15.2 make and serve correctly salad dressings from the side table and toss and serve salads
- 15.3 carve cold meat from gueridon or buffet in the correct hygienic method and in a manner acceptable to customers.

**Content**

- Preparation of various fruits
- Service and preparation of salads
- Carving
- Sanitation

**16.0 Function and Outdoor Catering****Objectives**

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

- 16.1 set up a variety of buffet table and serve from the buffet
- 16.2 plan, organize and serve at a variety of functions

**Content**

- Techniques used in setting buffet tables
- Service at buffet tables

**17.0 Specialty Liqueurs****Objective**

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

- 17.1 serve liqueurs including some that are flamed

**Content**

- Service methods used for liqueurs

**18.0 Cocktail Parties****Objective**

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

- 18.1 serve a variety of savouries, canapés and hors d'oeuvres at a cocktail party.

**Content**

- Service methods utilized at cocktail parties

**Instruction Format**

Lecture  
Discussion  
Demonstration  
Multi-media presentations

**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**

Food and Beverage Service, 9<sup>th</sup> Edition 2014, D Lillicrap R Dennis and Cousins a John; published by Hodder and Stoughton.

The Waiter and Waitress Training Manual, 4<sup>th</sup> Edition, Sandra J Dahmer, Kurt W Kahl.

Fundamentals of Menu Planning, 2<sup>nd</sup> Edition;  
McVety, Ware and Levesque.

The Theory of Hospitality and Catering, 2011, D  
Foskett & P Paskins, published by Hodder Education

Practical Cookery: 50 Years of Practical Cookery 12<sup>th</sup>  
Edition 2012, J Campbell (et al), published Hodder  
Education

Food and Beverage Service, 9<sup>th</sup> Edition 2014, J  
Cousins, D Lillicrap & S Weekes, published by  
Hodder Education

### Resources

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

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

CTISP Restaurant Server

CTISP Banquet Server

### Videos

Tea: A Revolution Brewing - BBC World News TV  
Documentary – 2014 -  
<https://www.youtube.com/watch?v=aHXkmzikuI4&index=2&list=FL09rnhbNIEKeHNMIuHDr0w>

Preparing the Table for Formal service -  
<https://www.youtube.com/watch?v=5d6BzjhTrZ4&index=5&list=FL09rnhbNIEKeHNMIuHDr0w>

Making Cherries Jubilee at The Edgewater, Madison,  
WI -  
<https://www.youtube.com/watch?v=ckBF7JhKkxw&index=11&list=FL09rnhbNIEKeHNMIuHDr0w>

Bern's Steak House, Caesar salad -  
<https://www.youtube.com/watch?v=ku82HPp4Jmo&index=10&list=FL09rnhbNIEKeHNMIuHDr0w>

Filleting – Dover Sole -  
<https://www.youtube.com/watch?v=62kEY5zv6yc&list=FL09rnhbNIEKeHNMIuHDr0w&index=7>

Crazy chef at Benihana in London, UK -  
<https://www.youtube.com/watch?v=uOfC5vTiAs&index=4&list=FL09rnhbNIEKeHNMIuHDr0w>

### 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 FOOD PREPARATION 1

**Prerequisite:** None      **Credits:** 4

### Overview

An introductory course to familiarize the students with the theory and practice of kitchen operations. The student will gain knowledge of kitchen terminology, equipment use and the basic techniques of food preparation.

### General Objectives

This course is designed to:

- 1 enable students to build confidence and fundamental practical skills in food preparation to acceptable market standards
- 2 develop an awareness of safe working environment and monitoring of safe practices
- 3 finish and critically assess products taking into account, design, colour, flavour and portion control.
- 4 become familiar with up-to-date food legislation affecting production and storage of products.

### Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 prepare a variety of food products and dishes according to world market standards
- 2 describe the principals of heat transfer in the cooking process

### Topics

#### 1.0 Orientation of Kitchen and Related Facilities

#### Objectives

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

- 1.0 identify key personnel of areas

- 1.1 identify the different areas of the kitchen and name their functions
- 1.2 identify and locate storeroom
- 1.3 define the different types of storage facilities
- 1.4 identify dish washing and pot washing area

#### Content

- The Kitchen Brigade
- Kitchen and Store Room orientation

### 2.0 Equipment

#### Objectives

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

- 2.1 identify large and small equipment
- 2.2 select and operate large and small equipment
- 2.3 identify and describe the function of hand tools and utensils
- 2.4 identify measuring devices
- 2.5 practice weighing and measuring techniques
- 2.6 operate dish washing machine
- 2.7 discuss methods of equipment care, cleaning and maintenance
- 2.8 implement equipment care, cleaning and maintenance

#### Content

- Kitchen equipment and utensils
- The care and maintenance of equipment

### 3.0 Kitchen Terminology

#### Objectives

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

- 3.1 define local and French terms
- 3.2 define culinary terms

#### Content

- Local and French culinary terms

**4.0 Maintenance and Handling of Knives****Objectives**

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

- 4.1 identify types of knives with:
  - straight blades
  - serrated edges
- 4.2 identify other cutting tools and related implements
- 4.3 keep knives clean complying with food safety relations
- 4.4 keep knives sharp, using safe sharpening methods
- 4.5 store knives correctly after use
- 4.6 carry out work in an organized, efficient and safe manner
- 4.7 select knives appropriate to the tasks and type of food
- 4.8 use cutting surfaces which are clean and ready to use
- 4.9 handle knives safely
- 4.10 select and purchase knives

**Content**

- Knife identification
- Knife use and care

**5.0 Methods of Cooking****Objectives**

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

- 5.1 describe conduction, convection and radiation
- 5.2 demonstrate the preparation and cooking of selection of dishes illustrating a variety of cooking methods.
- 5.3 define and describe the methods of cookery

**Content**

- Definition of conduction, convection and radiation
- Moist and dry methods of cookery

**6.0 Herbs and Spices****Objectives**

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

- 6.1 recognize commonly used herbs and spices used in food processing
- 6.2 identify common herbs

**Content**

- **Origins and cultivation of herbs and spices**

**7.0 Flavourings****Objectives**

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

- 7.1 describe and list ingredients for Bouquet Garni, Mirepois, Duxelle and Studded onion
- 7.2 demonstrate the use of the basic flavourings

**Content**

- Preparation of basic flavourings

**8.0 Stocks and Soups****Objectives**

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

- 8.1 define white, brown fish stock
- 8.2 prepare, cook and reduce white, brown and fish stock.
- 8.3 define sauces and gravies
- 8.4 identify basic ingredients of the following sauces and define the methods of preparation:
  - brown
  - white
  - blond
  - independent
- 8.5 prepare and serve a variety of sauces and gravies according to established standards
- 8.6 name a variety of derivatives from each basic hot sauce.
- 8.7 discuss the use of convenience sauces

- 8.8 identify the derivatives of Mayonnaise Sauce and Hollandaise Sauce
- 8.9 describe common proprietary sauces and condiments
- 8.10 describe preparation methods and list ingredients of pan gravy and roast gravy
- 8.11 discuss the use of gravy browning and convenience gravies
- 8.12 prepare and serve a variety of cold sauces
- 8.13 identify dehydrated bases
- 8.14 make stock from concentrates
- 8.15 classify, name and prepare a various of soups

**Content**

- Classification of stocks
- Classification of sauces and gravies
- Classification of soups
- The use of convenience stocks, sauces, soups and gravies

**9.0 Breakfast Cookery****Objectives**

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

- 9.1 identify and classify dairy products used in the preparation of breakfast
- 9.2 identify the different methods of cooking dairy products
- 9.3 prepare and serve a selection of egg dishes eg boiled, poached, fried, omelets, scrambled, eggs benedict
- 9.4 prepare and serve a selection of cold and hot cereals
- 9.5 prepare and serve a selection of cold and hot compots
- 9.6 prepare and serve a selection of yoghurts
- 9.7 prepare and serve a selection of local fresh juices
- 9.8 prepare and serve a variety of porridges
- 9.9 identify and classify a variety of cheeses suitable for breakfast service
- 9.10 prepare and serve a range of local and international breakfast dishes including smoked fish, bacon, sausages, ham, pork
- 9.11 prepare and serve a selection of breads, pancakes, breakfast pastries, scones and muffins

**Content**

- Classification of dairy products
- Methods used in the cooking of dairy products
- Egg cookery
- Classification of cereals and methods of making porridge
- Preparation of fruit and compots and yoghurt
- Methods of preparing fish and meats for breakfast
- The presentation of dishes for breakfast

**10.0 Sandwiches****Objectives**

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

- 10.1 identify basic ingredients for bread making
- 10.2 prepare, cook and serve bread and rolls
- 10.3 define the stages of methods of bread making
- 10.4 prepare and serve a variety of sandwiches in accordance with recipe and customer requirements
- 10.5 name the appropriate bread for different kinds of sandwiches.
- 10.6 suggest the appropriate fillings for different kinds of sandwiches
- 10.7 suggest suitable garnishes and presentation methods

**Content**

- Sandwiches
- Basic principles of bread making
- The history of the sandwich
- Classification of sandwiches
- Garnishes and presentation methods of sandwiches

**11.0 Preparation and Service of Simple Appetizers****Objective**

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

- 11.1 prepare and serve a variety of simple appetizers in accordance with recipe and customer requirements:

- simple appetizers
- juices
- fruits
- cold (assorted vegetables)
- hot (quiche, etc)

### Content

- Classification of simple appetizers
- Preparation techniques

### 12.0 Vegetables

#### Objectives

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

- 12.1 prepare, cook and serve fresh, frozen, preserved and pulse vegetables
- 12.2 prepare, cook and serve root, stem, flower, fruit, leaf, pulse, dried and fungi type vegetables
- 12.3 identify the types of vegetables
- 12.4 explain how to handle and store raw and cooked vegetables
- 12.5 explain the method of preparing, cooking and serving all types of vegetables
  - Fresh
  - Frozen
  - Convenience

### Content

- Classification of vegetables
- The use of convenience vegetables
- Storage of vegetables

### 13.0 Fish and Seafood Cookery

#### Objectives

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

- 13.1 classify and describe cuts/whole fish and shell fish suitable for cooking in the following methods: poaching, grilling, baking and frying
- 13.2 prepare a variety of fish dishes using the methods of poaching, grilling, shallow frying and baking.

### Content

- Classification of fish and shellfish
- Cuts of fish
- Methods of cooking fish and shellfish

### 14.0 Meat and Poultry Cookery

#### Objectives

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

- 14.1 define the term meat
- 14.2 identify cuts of meat and offal on blank illustrations of the carcasses of lamb, veal/beef, pork/ham
- 14.3 classify and describe suitable cuts of meat that can be prepared using the following methods stewing, boiling, braising, sautéing
- 14.4 prepare, serve and garnish a variety of meat dishes using the above methods of cookery
- 14.5 define the term poultry
- 14.6 describe, prepare, cook and garnish a variety of poultry dishes popular using the methods of poaching, deep frying, sautéing, roasting

### Content

- Definition of meat
- Cooking methods of meat
- Cuts of meat
  - Veal
  - Beef
  - Lamb
  - Pork
- Definition of offal
- Cooking methods for offal
- Classification of poultry
- Cooking methods of poultry
- Cuts of poultry

### 15.0 Preparation of Desserts

#### Objectives

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

- 15.1 classify and identify the types of desserts
- 15.2 prepare puddings, gelatin desserts, specialty desserts (soufflés, baked alaska, babas)
- 15.3 use convenient desserts

**Content**

- Classification and preparation of desserts
- Convenience desserts

**16.0 Baking Bread and Rolls****Objectives**

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

- 16.1 identify the function and use of ingredients
- 16.2 classify baking products
- 16.3 prepare, proof and bake bread and rolls

**Content**

- Classification of basic breads and doughs
- Preparation techniques for baking breads and rolls

**17.0 Basic Pastry, Cakes and Cookies****Objectives**

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

- 17.1 prepare and bake pastry (short or flaky, sweet, choux, puff)
- 17.2 prepare and bake cakes (butter type, sponge and angel types)
- 17.3 prepare and apply frostings and icings
- 17.4 prepare and bake basic cookies

**Content**

- Classification and preparation of basic pastries
- Preparation of basic sponges
- Preparation of basic frostings and icings
- Basic cookie making techniques

**Instruction Format**

Lecture  
Demonstration  
Practical Food Preparation

**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**

Practical Professional Cookery, 3<sup>rd</sup> Edition, H L Crackwell & R J Kaufmann; published by Thomson Learning.

Theory of Catering, 9<sup>th</sup> Edition, Kinton & Cesarani, Published by Hodder and Stoughton.

The New Professional Chef, 7<sup>th</sup> 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, 2<sup>nd</sup> Edition; McVety, Ware and Levesque.

The Theory of Hospitality and Catering, 12<sup>th</sup> Edition 2011, David Foskett & Patricia Paskins; published by Hodder Education

Practical Cookery: 50 Years of Practical Cookery, 12<sup>th</sup> Edition 2012, John Campbell (et al); published by Hodder Education

**Resources**

New Professional Chef, 7<sup>th</sup> Edition, Editor L G Conway; published by Culinary Institute of America (Van Nostrand Reinhold).

**Equipment**

12 inch Chef's knife  
1 Paring knife  
1 Boning knife  
1 Vegetable Peeler  
1 16 inch Piping Bar  
1 No. 8 Star Tube

1 12 inch Spatula  
1 Pizza Wheel

**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 ACCOMMODATIONS 1

**Prerequisite:** Introduction to the Business of Tourism/Hospitality

**Credits:** 3

### 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. A variety of vacation facility alternatives will also be examined.

### General Objectives

This course is designed 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.
- 14 differentiate between each category of vacation facility alternative

### 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
- 1.4 discuss the various following vacation facility concepts: resorts, apartments, condominium, time sharing, club concept, theme vacations, camp site and caravanning, villas, community/home accommodation
- 1.5 discuss local and international promotional techniques of each vacation facility alternative
- 1.6 list the advantages and disadvantage of each concept to the consumer

#### Content

- Types of hotels
- Types of services
- Methods of classification
- Vacation facility alternatives

**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:

- 8.1 identify and describe different types
- 8.2 demonstrate the use of different types
- 8.3 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, 6<sup>th</sup> Edition,  
Michael L. Kasavana and Richard M. Brooks.

Hotel, Hostel and Hospital Housekeeping, 5<sup>th</sup> Edition,  
Branson and Lennox.

Hotel Front Office Management, 5<sup>th</sup> Edition 2010,  
J A Bardi; published by Wiley

Hotel Housekeeping Operations and Management,  
2<sup>nd</sup> Edition 2011, G Raghubalan; published by  
Oxford

Front Office Management in Hospitality Lodging  
Operations, 2014, M A Casado; published by Create  
Space Independent Pub. Platform

Front Office Operations and Management, 2001, A  
Ismail; published by Cengage Learning

### Resources

Hotel Front Office Management, 3<sup>rd</sup> 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.

## 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. The course will provide students with the opportunity to obtain international certification in this area.

### 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:

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

### Topics

#### 1.0 How Food Handling Practices Cause Foodborne 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 identify 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 identify 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 identify the kinds of organisms found on the human body, that may cause food contamination
- 2.2 illustrate the link between personal hygiene and food safety
- 2.3 demonstrate the principles of personal hygiene appropriate to safe food handling
- 2.4 explain why persons with the following conditions should not be involved in food preparation: fever, diarrhea, upset stomach, nausea, vomiting, sore throat, sinus infection, coughing, sneezing, dizziness

- 2.5 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 identify 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 identify 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 identify 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 describe the diseases that the vectors spread.
- 7.2 explain 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 outline the requirements for the registration and licensing of food premises and vehicles.
- 8.4 identify the legal requirements for the satisfactory layout of food establishment.
- 8.5 identify 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 describe 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 outline 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 describe 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 identify the different types of refuse
- 11.3 explain 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 explain 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 and Southgate, H.

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

Food Safety: A Guide to What You Really Need to Know, J M Hemminger; published in 2000 by Wiley-Blackwell

Principles of Food Sanitation (Food Science Text Series), 5<sup>th</sup> Edition 2006, N Marriott & R B Gravanni, published by Springer

HACCP and Sanitation in Restaurants and Food Service Operations, 2005L Arduser & D R Brown; Atlantic Pub. Group Inc.

#### 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.