



Caribbean Tourism Learning System (CTLs)



ASSOCIATE DEGREE IN APPLIED SCIENCE TOURISM 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
Website: www.onecaribbean.org
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- Project Manager: Mrs. Bonita Morgan,
Director of Resource Mobilization & Development,
Caribbean Tourism Organization (CTO)

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THE CARIBBEAN TOURISM HUMAN RESOURCE COUNCIL (CTHRC)

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

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

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

The Caribbean Tourism Learning System (CTLS)

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

The key elements of the Caribbean Tourism Learning System are:

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

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PART TWO TOURISM STUDIES CORE COURSES

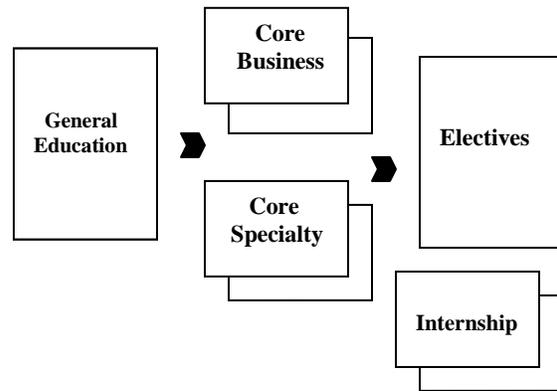
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TOURISM STUDIES CORE

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

- 1 Global Tourism Impacts
- 2 Accommodations 1
- 3 Food Preparation 1
- 4 Food and Beverage Service
- 5 Tourism Planning and Policy
- 6 Resort Planning and Development
- 7 Sustainable Tourism
- 8 Tourism Marketing
- 9 Tourism Product Development
- 10 Hospitality Accounting
- 11 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 Tourism Studies Core are listed. The theory courses are calculated as 15 hours per credit with a minimum of 45 hours of instruction and practical courses are calculated at 30 hours per credit with a maximum of 4-6 credits per course.

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

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

Programme Objectives

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

The programme is designed to:

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

Work Experience

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

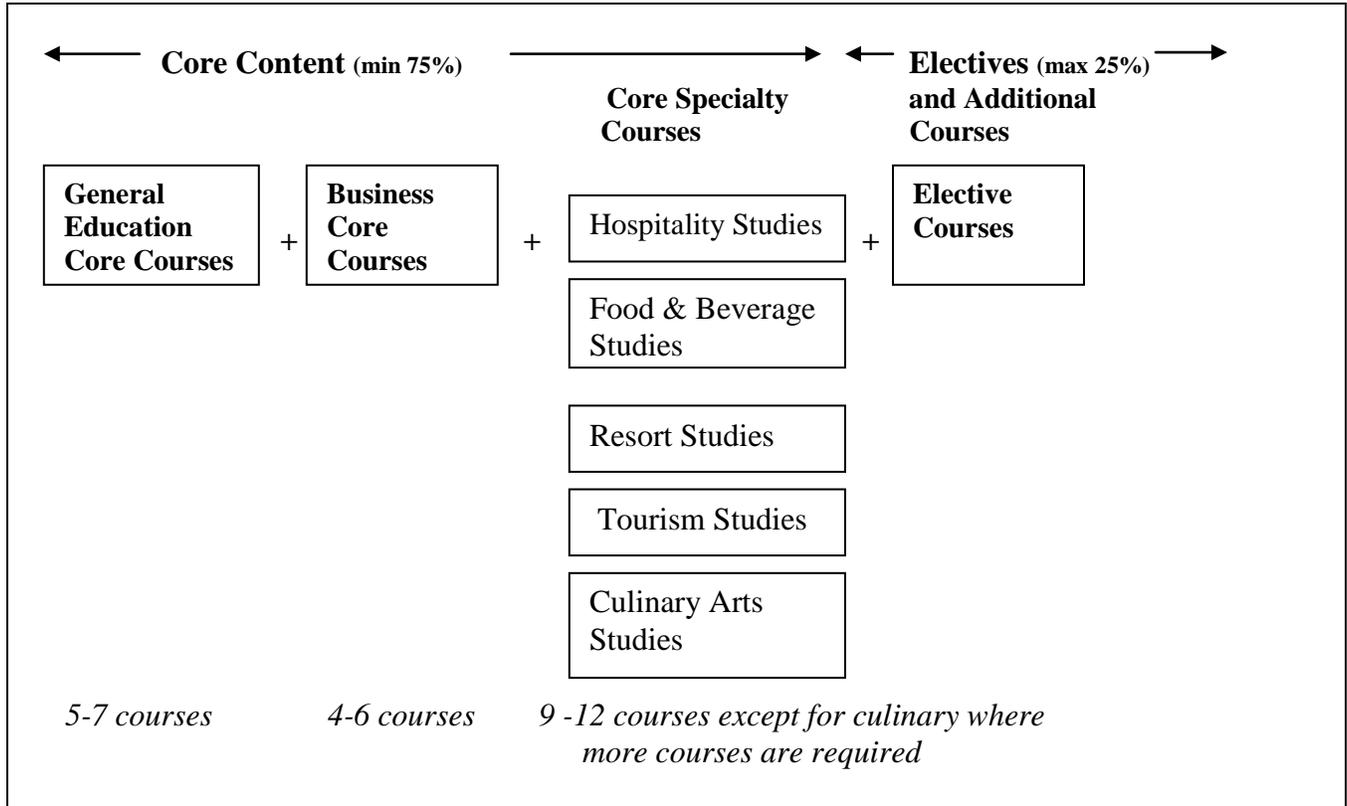
Duration of Programme

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

Entry Requirements

- A minimum of 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 25th birthday.

CURRICULUM COURSE STRUCTURE



TOURISM CORE (SAMPLE FORMAT)**YEAR 1
SEMESTER 1**

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

**YEAR 1
SEMESTER 2**

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

TOURISM CORE (SAMPLE FORMAT)**YEAR 2
SEMESTER 1**

COURSE CODE	COURSE	HOURS		CREDITS
		T	P	
<i>CORE BUSINESS</i>				
	Introduction to Economics	45		3
	Marketing 1	45		3
<i>TOURISM STUDIES</i>				
	Sustainable Tourism	45		3
	Hospitality Accounting	45		3
<i>GENERAL EDUCATION</i>				
	Maths & Statistics	45		3
	Language Studies 1	45		3

**YEAR 2
SEMESTER 2**

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

SYNOPSIS OF COURSES

GLOBAL TOURISM IMPACTS

This course examines positive and negative tourism impacts from a local, regional and global perspective. It highlights the benefits and costs that tourism activities have on host environments, economies and societies, and encourages student discussions to identify tourism-related impacts and understand the nature of these impacts. The course is meant to prepare students for their training in sustainable tourism planning and development which requires a close understanding of the interdependence among various types of tourism-related impacts.

ACCOMMODATIONS 1

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

FOOD 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.

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.

TOURISM PLANNING AND POLICY

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

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.

SUSTAINABLE TOURISM

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

TOURISM MARKETING

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

TOURISM PRODUCT DEVELOPMENT

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

HOSPITALITY ACCOUNTING

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

SANITATION, SAFETY AND HYGIENE

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

1 GLOBAL TOURISM IMPACTS

Prerequisite: None

Credits: 4

Course Description

This course examines positive and negative tourism impacts from a local, regional and global perspective. It highlights the benefits and costs that tourism activities have on host environments, economies and societies, and encourages student discussions to identify tourism-related impacts and understand the nature of these impacts. The course is meant to prepare students for their training in sustainable tourism planning and development which requires a close understanding of the interdependence among various types of tourism-related impacts.

Course Aim

The aim of the Global Tourism Impacts course is to provide students with:

- A framework for studying the interrelations between tourism and the physical, cultural, social, political and economic environments in which travel and tourism takes place
- An understanding of a range of environmental, economic, socio-cultural and political issues and impacts at the local community level, regional level as well as national and international level
- Practical ability to investigate and assess the impact of tourism activity on local communities, Caribbean destinations, and emerging economies in Asia.

Learning Objectives

A student passing this module should be able to:

- Classify the economic, socio-cultural and environmental impacts of tourist activity
- Assess the factors that affect the extent of tourism impacts
- Explain the roles of tourism operators, providers and different stakeholders in the management of impacts

- Conduct research to evaluate the economic, socio-cultural and environmental impacts of tourism on a specific destination
- Determine the measures and controls that may be implemented to reduce the negative and enhance the positive impacts of tourism

Course Content

The course content is organized into six study units with clear learning objectives. These are used to explore global tourism impacts with a focus on specific destinations.

Unit 1: An Introduction to Global Tourism Impacts

- 1.1 Understand key trends and outlook for international tourism
 - a. Meaning, scope and definition of tourism
 - Travel and tourism definitions
 - Basic tourism units (Domestic, Inbound, Outbound)
 - Classification of tourism demand
 - Classification of tourism supply
 - b. Overview of the international travel and tourism industry: UNWTO tourism highlights 2014
 - International tourist patterns
 - World's Top Tourism Destinations
 - Emerging destinations
 - Key trends and outlook
- 1.2 Explain the dimensions of global tourism impacts
 - a. General tourism impact: issues and concepts
 - Factors influencing tourism impacts (positive and negative)
 - Impact dimensions: economic, socio-cultural, environmental
 - Relationship between level of tourism impact and type of tourism
 - Common issues independent of type of tourism

Unit 2: Economic Impacts of Tourism

- 2.1 Understand economic aspects of tourism and its impacts
 - a. Tourism economics
 - Defining the economic contribution of Travel and Tourism
 - Direct economic impacts

- Indirect economic impacts
 - Induced economic impacts
 - b.** Major economic impacts of tourism;
 - Negative economic impacts of tourism
 - Positive economic impacts of tourism
- 2.2** Apply an economic measure for evaluating tourism impacts
- a.** Economic measurement of tourism impacts
 - Importance of measuring economic value and impacts of tourism
 - What do tourism economic impact models measure
 - How is the economic value of tourism measured: tourism multipliers, i.e. types and calculations, tourism satellite accounts
 - Using the results from tourism economic impact studies
 - b.** Case studies on the economic impacts of tourism
 - Economic impact of tourism in developing countries
 - Case study: St Lucia
 - Economic impact of tourism in developed countries
 - Case study: France

Unit 3: Socio-cultural Impacts of Tourism

- 3.1** Describe the socio-cultural impacts of tourism in developing countries and emerging destinations
- a.** The relationship between tourist and host
 - The socio-cultural nature of the host-guest encounter
 - Types of tourists and their social and cultural effects on local communities
 - Tourism and the socio-cultural environment in the Commonwealth Caribbean
 - b.** Major socio-cultural impacts of tourism;
 - Negative socio-cultural impacts of tourism
 - Positive socio-cultural impacts of tourism
- 3.2** Evaluate the positive and negative socio-cultural impacts of tourism on locals and tourists
- a.** Socio-cultural tourism impact assessment
 - Approaches to the study of socio-cultural impacts of tourism

- Methods of measuring socio-cultural impacts
- b.** Case studies on the socio-cultural impacts of tourism
 - Socio-cultural impacts of tourism in newly industrialized countries
 - Case study: Brazil
 - Socio-cultural impacts of tourism in developed countries
 - Case study: Singapore

Unit 4: Environmental Impacts of Tourism

- 4.1** Describe the environmental impacts of tourism in developing countries and emerging destinations
- a.** The relationship between tourism and the environment
 - The scope and meaning of the term 'environment' in tourism
 - The importance of the environment in tourism
 - Dynamics of the tourism environment: the interconnection between resources, destinations, stakeholders, and the visitor experience
 - Environmental carrying capacity, Ecological carrying capacity and Perceptual carrying capacity
 - Tourism and its impact on the environment in the Commonwealth Caribbean
 - b.** Major environmental impacts of tourism;
 - Negative environmental impacts of tourism
 - Positive environmental impacts of tourism
 - Global environmental change associated with tourism
- 4.2** Examine techniques used to measure impacts of tourism on the environment
- a.** Environmental impact assessments
 - Approaches to assessing the environmental impacts of tourism
 - Challenges for conducting EIAs
 - b.** Case studies on the environmental impacts of tourism
 - Environmental impact of tourism in developing countries
 - Case Study: Jamaica
 - Environmental impact of tourism in developed countries

- Case study: Akaroa, New Zealand

Unit 5: Managing Tourism Impacts

- 5.1** Understand the dynamics of managing tourism impacts
- The importance of planning for tourist management
 - The need for tourism impacts monitoring
 - Issues and conflicts associated with managing tourism and visitors
 - Management, stewardship, and corporate social responsibility
- 5.2** Propose strategic management solutions that reduce the negative impacts and increase the benefits of tourism
- Approaches to establishing and managing visitor impacts and activities
 - Key concepts and new methodologies for managing impact: carrying capacity, limits of acceptable change (LAC), visitor impact management (VIM), the tourist area life cycle (TALC), etc.
 - International examples of good practice in managing tourism impacts

Unit 6: Tourism Impact Field Studies

- 5.1 Observe the impacts of tourism in specific areas
- 5.2 Compare and contrast the types and level of tourism impacts of the tourist sites visited

Description

This is comprised of compulsory field trips between weeks three and four of the instructional period to three identified tourist sites in the country.

Required Texts, Publications and Articles

Lincoln University, New Zealand. (2003). Environmental impacts of tourism in Akaroa.

<http://www.lincoln.ac.nz/About-Lincoln-University/outreach/Geography/tourism-impacts/Environmental-impacts-of-tourism-in-Akaroa/>

Mason, P. (2008). *Tourism Impacts, Planning and Management* (Second Edition). ISBN: 978-0-7506-8492-7

USAID|JAMAICA: Environmental Audits for Sustainable Tourism (EAST) Project

http://pdf.usaid.gov/pdf_docs/PDACH399.pdf

WTTC Travel & Tourism Economic Impact 2014 St. Lucia

http://www.wttc.org/site_media/uploads/downloads/st_lucia2014.pdf

WTTC Travel & Tourism Economic Impact 2014 France

http://www.wttc.org/site_media/uploads/downloads/france2014.pdf

WTTC Benchmarking Travel & Tourism in France 2012

http://www.wttc.org/site_media/uploads/downloads/WTTC_Sectors_-_France.pdf

Teo, P. (1994). Assessing socio-cultural impacts: the case of Singapore. *Tourism Management* 15 (2):126-136.

Terrero, L. (2014). Social Impacts of tourism in Brazil. *Global Sustainable Tourism Review (GSTR)*.

GLOBAL TOURISM IMPACTS

NOTES FOR TUTORS - STUDENT REFLECTIONS AND DISCUSSION

Unit 1: An Introduction to Global Tourism Impacts

1. Where does the main tourism activity take place in your country? (rural, coastal, urban area)
2. What is the scale of tourism?
3. Who are the tourists? (domestic, regional, international)
4. What type of activities do tourists engage in? How do their activities affect the country's resources?
5. Is there a 'tourist season' in your country? When is it?

Unit 2: Economic Impacts of Tourism

1. What are the positive and negative economic impacts of tourism in your country or a specific community you know well?
2. Is tourism economically beneficial to the Caribbean? What are the economic impacts of tourism in our region?
3. Are the economic impacts of tourism in the Caribbean different from those in more Developed countries?

Unit 3: Socio-cultural Impacts of Tourism

Student case studies: Tourism and social impacts (One week to prepare and present)

Each group will put together a tourism case study pertaining to Caribbean destination of their choice. The case study content should reflect the course content. Each group will be assigned **one (1)** specific theme: Tourism and gambling, Sex Tourism, Commoditization of the local culture, and the Demonstration Effect.

The assignment will have two components:

1. A concise case study (2 single spaced pages) on a particular destination
2. Each group will present their case study in class (10 minutes per group).

Unit 4: Environmental Impacts of Tourism

1. Which areas of your country are particularly susceptible to environmental impacts of tourism?
2. What are the major types of environmental impacts of tourism in your country?
3. How do environmental impacts on popular Caribbean Islands vary from those on European destinations?

Unit 5: Managing Tourism Impacts

1. Give two examples of how the positive impact of tourism might be maximized.
2. Give two examples of how the negative impact of tourism might be minimized.

Unit 6: Tourism Impacts Field Studies

Prepare a 3000-word report assessing the tourism impacts of **two (2)** of the sites visited.

1. Analyze the tourism impacts on each site based in the indicators taught in this course: Economic, Socio-cultural, and Environmental
2. In your discussion indicate clearly the positive and negative tourism impacts and explain what factors contribute to the existing situation
3. What would you do to maximize the positive tourism impacts and minimize the negative impacts for **each of the sites** you visited?

2 ACCOMMODATIONS 1

Prerequisite: Introduction to the Business of Tourism/Hospitality

Credits: 4

Overview

This course is designed to provide the students with theory and practice relative for proficiency in the Accommodation sector. The learner will focus on all aspects of the relationship between the rooms division and other departments within a lodging operation. 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, 6th Edition, Michael L. Kasavana and Richard M. Brooks.

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

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

Hotel Housekeeping Operations and Management, 2nd 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, 3rd Edition, J a Bardi; published by Wiley and Sons.

Commercial Housekeeping and Maintenance, Jones and Phillips.

Front Office Texts

CTISP Skills for Front Desk Employees

CTISP Guest Room Exceptional Attendant Training

Attendance

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

3 FOOD 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:

- 2 prepare a variety of food products and dishes according to world market standards
- 3 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:

- 1.1 identify key personnel of areas
- 1.2 identify the different areas of the kitchen and name their functions
- 1.3 identify and locate storeroom

- 1.4 define the different types of storage facilities
- 1.5 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

11.0 Vegetables**Objectives**

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

- 11.1 prepare, cook and serve fresh, frozen, preserved and pulse vegetables
- 11.2 prepare, cook and serve root, stem, flower, fruit, leaf, pulse, dried and fungi type vegetables
- 11.3 identify the types of vegetables
- 11.4 explain how to handle and store raw and cooked vegetables
- 11.5 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

12.0 Fish and Seafood Cookery**Objectives**

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

- 12.1 classify and describe cuts/whole fish and shell fish suitable for cooking in the following methods: poaching, grilling, baking and frying
- 12.2 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

13.0 Meat and Poultry Cookery**Objectives**

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

- 13.1 define the term meat
- 13.2 identify cuts of meat and offal on blank illustrations of the carcasses of lamb, veal/beef, pork/ham
- 13.3 classify and describe suitable cuts of meat that can be prepared using the following methods stewing, boiling, braising, sautéing
- 13.4 prepare, serve and garnish a variety of meat dishes using the above methods of cookery
- 13.5 define the term poultry
- 13.6 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

14.0 Preparation of Desserts**Objectives**

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

- 14.1 classify and identify the types of desserts
- 14.2 prepare puddings, gelatin desserts, specialty desserts (soufflés, baked alaska, babas)
- 14.3 use convenient desserts

Content

- Classification and preparation of desserts
- Convenience desserts

15.0 Baking Bread and Rolls**Objectives**

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

- 15.1 identify the function and use of ingredients
- 15.2 classify baking products
- 15.3 prepare, proof and bake bread and rolls

Content

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

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

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

- 16.1 prepare and bake pastry (short or flaky, sweet, choux, puff)
- 16.2 prepare and bake cakes (butter type, sponge and angel types)
- 16.3 prepare and apply frostings and icings
- 16.4 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, 3rd Edition, H L Crackwell & R J Kaufmann; published by Thomson Learning.

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

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

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

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

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

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

Resources

New Professional Chef, 7th 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.

4 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 Protocol and Etiquette Skills**Objectives**

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

- 11.1 discuss the Protocol and Etiquette skills that are necessary for the smooth running of the restaurant/event.

Content

- Protocol and Etiquette Skills

Unit 2 – Advanced Food Service**Topics****12.0 Special Services****Objective**

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

- 12.1 prepare and serve dishes for special occasions
- 12.2 define the terms Butler and White glove service

Content

- Preparation methods of dishes used for special occasions
- Butler service
- White glove service

13.0 Service**Objectives**

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

- 13.1 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
- 13.2 make and serve correctly salad dressings from the side table and toss and serve salads
- 13.3 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

14.0 Gueridon Service**Objective**

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

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

Content

- Techniques of preparation used in Gueridon service

15.0 Flambé**Objectives**

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

- 15.1 set up trolley
15.2 prepare and serve a variety of flambe dishes using recipes

Content

- The trolley
- Preparation methods of flambé dishes

16 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, 9th Edition 2014, D Lillcrap R Dennis and Cousins a John; published by Hodder and Stoughton.

The Waiter and Waitress Training Manual, 4th Edition, Sandra J Dahmer, Kurt W Kahl. Fundamentals of Menu Planning, 2nd 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 12th Edition 2012, J Campbell (et al), published Hodder Education

Food and Beverage Service, 9th Edition 2014, J Cousins, D Lillcrap & 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.

5 TOURISM PLANNING AND POLICY

Prerequisites: Marketing, Economics

Credits: 4

Overview

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

General Objectives

This course is designed to enable students to:

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

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 explain how tourism planning and development interrelate
- 2 describe the institutional arrangements for tourism policy and of government and industry roles and responsibilities in contemporary tourism planning and policy-making

- 3 identify and critically explain the values and interests of stakeholders in tourism policy-making and planning
- 4 critically evaluate tourism policies and plans
- 5 apply strategic management principles to tourism policy and planning in the Caribbean and abroad
- 6 discuss critical issues and procedures in the appraisal of tourism development projects.

Topics

1.0 Tourism and Sustainable Development

Objectives

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

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

Content

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

2.0 Introduction – Tourism Policy and Planning

Objectives

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

- 2.1 define “tourism planning “
- 2.2 critically discuss the institutional arrangements for tourism
- 2.3 identify and explain approaches to tourism planning

2.4 describe contemporary tourism planning issues and concerns

Content

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

3.0 Tourism Planning – A Strategic Approach

Objectives

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

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

Content

- Definitions
- Strategic management processes
- Evaluation methods

4.0 Tourism Planning and Policy for Sustainable Tourism

Objectives

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

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

Content

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

5.0 Tourism Planning and Policy for Rural Areas

Objectives

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

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

Content

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

6.0 Tourism Planning and Policy for Urban Areas

Objectives

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

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

Content

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

Instruction Format

Lectures
Interactive Discussions
Guest Speakers

Assessment and Evaluation

The final grade for this course is determined as follows:

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

The study requires students to:

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

Recommended Text

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

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

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

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

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

Resources

Local Tourism Planning and Policy Documentation

Tourism Planning: Policies, Processes And Relationships, 2nd Edition 2008, C M Hall; published by Pearson Education

Tourism Planning and Policy, 2006, D Dredge, & J Jenkins published by Wiley & Sons

Tourism Impacts: Planning and Management 2nd Edition 2008, P Mason; published by Taylor & Francis

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 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 list the factors that must be taken into consideration when assessing environmental and social impacts.
- 2.6 highlight the important factors of sustainability that are necessary for resort development.
- 2.7 highlight the importance of corporate responsibility and sensitivity with respect to community interests.

Content

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

3.0 The Planning and Development Process**Objectives**

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

- 3.1 recognize the different perspectives of resorts as expressed by private companies and management.
- 3.2 explain the following terms:
 - “composition of a resort”.
 - “master plan”.
 - “environmental impact statement”.
 - “commitment phase of resort planning and development”.
- 3.3 outline five (5) phases of the planning and development process.

Content

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

4.0 Facilities Planning**Objectives**

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

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

Content

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

5.0 Recreational Activities and Facilities**Objectives**

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

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

Content

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

6.0 Front Office Management**Objectives**

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

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

Content

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

7.0 Operations Management**Objectives**

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

- 7.1 discuss the organizational charts of a variety of departments
- 7.2 identify the human resource requirements
- 7.3 discuss the common meal plans offered by resorts
- 7.4 define and discuss merchandising of a variety of food products
- 7.5 develop a range of housekeeping documentation
- 7.6 discuss inventory control methods used in the housekeeping department
- 7.7 describe the role of the Engineering Department
- 7.8 identify factors to be taken into consideration when planning and managing a resort:
 - air conditioning systems
 - ventilation systems
 - refrigeration systems
 - plumbing systems
 - systems for the maintenance of resort equipment and vehicles
- 7.9 identify systems for the maintenance of grounds
- 7.10 describe the function of purchasing within a resort situation
- 7.11 discuss the organization of a resort accounts department
- 7.12 describe methods of solid and liquid waste management, energy conservation and the 3R's (reducing, re-using, recycling)
- 7.13 describe the marketing strategies used.

Content

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

8.0 Security and Safety Issues**Objectives**

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

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

Content

- The Security Programme
 - priorities
 - organizations
 - legal issues

9.0 Managing the Resort Investment**Objectives**

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

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

Content

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

Instruction Format

Lectures
Discussion
Synthesis

Assessment and Evaluation

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

Recommended Text

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

Hotel and Resort Planning and Development, Bohen and Boyd.

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

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

Resort Development (Development Handbook Series) 2nd Edition 2008; Urban Land Institute

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

Resources

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

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

Attendance

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

7 SUSTAINABLE TOURISM

Prerequisites: Introduction to Tourism/Hospitality

Credits: 3

Course Description

Sustainable Tourism is a course which is delivered online or face-to-face and is designed for students who are presently working in the hospitality and tourism industry or who have an interest in doing so in the near future.

It introduces students to concepts of Sustainable Development and Sustainable Tourism. In so doing it provides a background to issues leading to the optimum use of natural, cultural, social and financial resources for the development of tourism on an equitable and self-sustaining basis.

It establishes the association between quality of life within a destination and an efficient and effective management of tourism. It also establishes that tourism is a strategic economic choice for many countries and must be managed in an integrated manner.

This Course is based on the premise that many region's overall competitiveness based on the effective management of natural and human resource to result in a sustainable tourism product. It therefore, focuses on issues and solutions to achieve Sustainable Tourism in Small States, and in particular Small Island Developing States, because they have unique issues.

Additionally, it highlights that developed and developing countries approach Sustainable Tourism from different perspectives because of the unique needs of each country and region and stage of development.

With a focus on the working adult, and preparation for lifelong learning, the course design makes use of experiential learning strategies and promotes critical thinking and cooperative learning skills. These are essential tools for decision making in the work place.

Learning Outcomes

Upon completion of this course the student should be able to:

1. Analyse data and apply critical thinking techniques to different types of data (reports, cases, policy, diagrams/figures, photographs, video) and new information on Sustainable Tourism and to assess the optimum use of natural, cultural, social and financial resources needed for the development of tourism of their country.
2. Judge the potential of the resources required for development of tourism on an equitable and self-sustaining basis in your Region.
3. Demonstrate the principles of Sustainable Tourism and promote its value and goals.
4. Demonstrate a willingness to liaise with the private and public sectors to collect data.
5. Work in cooperative environments with their peer groups.

Topics

1.0 Introduction to Sustainable Tourism

Objectives

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

- 1.1. Explain the concepts 'tourism', 'sustainable development' and 'sustainable tourism'.
- 1.2. Explain tourism.
- 1.3. Explain the concept of genesis of sustainable tourism
- 1.4. Understand the genesis of Small Island Development States in relation to Sustainable Development
- 1.5. Examine the benefits of Sustainable Tourism for Small States.
- 1.6. Review the obstacles to Sustainable Tourism for Small States.
- 1.7. Take a position on sustainable tourism for your own country or region. Identify obstacles to sustainable tourism.

Content

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

- Benefits
- Obstacles

tourism on an equitable and self-sustaining basis in a Caribbean environment.

2.0 The Impact of Tourism

Objectives

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

- 2.1. Define and explain physical, economic, socio-cultural, and ecological impacts of tourism.
- 2.2. Identify tourism impacts on the physical, economic, socio-cultural, and ecological systems in their community.
- 2.3. Identify and discuss the socio-cultural and ecological impacts of tourism on a specific community of their choice.
- 2.4. Illustrate attitudes and behaviours that demonstrate support for sustainable tourism goals.

Content

- Perceptual Impact
- Physical Impact
- Economic Impact
- Socio-cultural Impact
- Ecological Impact
- EIA

3.0 Carrying Capacity as a Management Tool

Objectives

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

- 3.1. Summarize different types of data on capacity and saturation overload (reports, interviews, cases, policy, diagrams /figures, audio) to create a presentation on the topic.
- 3.2. Collect independent research on the topic.
- 3.3. Analyze content on carrying capacity and saturation overload to invent a case study to judge the potential for development of

- 3.4. Apply personal experiences to their learning activities and creation of a cooperative group project.

- 3.5. Demonstrate valuing attitudes that promote Sustainable Tourism goals.

- 3.6. Rate the cooperative skills of peers in a cooperative learning environment to produce a common output.

- 3.7. Demonstrate willingness to share ideas and engage in reflective practice.

- 3.8. Demonstrate accurate management of time to complete a group task.

Content

- Carrying Capacity
- Classification of “carrying capacity”
- Saturation overload

4.0 Scope of Sustainable Tourism

Objectives

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

- 4.1. Discuss the importance of managing resources to influence social economic and aesthetic needs in communities.

- 4.2. Interpret sustainable development reports, such as those produced by the United Nations and its various agencies.

- 4.3. Demonstrate willingness to participate in discussion and share ideas, and engage in reflective practice.

- 4.4. Conduct independent research on one local organization in your destination.

- 4.5. Evaluate the influence of Sustainable Tourism on a specific organization impacted by tourism issues.

- 4.6. Demonstrate in the evaluative positions put forward, valuing attitudes that promote sustainable tourism goals.

Content

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

Instruction Format

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

Assessment and Evaluation

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

Recommended Text and Resources

Atherton, T. (1993). Measuring Sustainable Tourism Development: Problems and Achievements, in *WTO Round Table on Planning for Sustainable Tourism Development 10th General Assembly*. Bali, Indonesia: World Tourism Organization. September 30 - October 9, 1993.

Butler, R.W. "The concept of a tourist area cycle of evolution: implications for the management of resources". *Canadian Geographer*, 24, 5 - 12, 1980.

Bramwell, B, Henry, I., Jackson, G., Prat, A.G., Richards, G. and van der Straaten, J. (Eds). (1996). *Sustainable Tourism Management: Principles*

and Practice. Tilburg, Netherlands: Tilburg University Press.

Bramwell, B. & Lane, B. (1993). Interpretation and Sustainable Tourism: The Potential and the Pitfalls. *Journal of Sustainable Development*, 1 (2) 71 - 80.

Clayton, A. (2002). "Strategies for Sustainable Tourism Development: The Role of the Concept of Carrying Capacity". *Social and Economic Studies*, Vol.51, No.1, University of the West Indies, March 2002. Cohen, E. (1978). "The Impact of Tourism on the Physical Environment" in *Annals of Tourism Research*, 5(2) 215 - 237, 1978.

Conlin, M.V. and Baum, T. (1995). "Island Tourism: An introduction", in *Island Tourism: Management Principles and Practice*, M.V. Conlin and T. Baum (eds.) p.3 - 13. Chichester, U.K: John Wiley & Sons, Inc.

Cooper, C., Fletcher, J., Gilbert, D., Wanhill, S., & Shepherd, R. (1999). *Tourism Principles and Practice*. Essex: Longman

Crick, Anne P. No Plantation Work here. Academia.edu.

Curry, S. (1992). Economic Adjustment Policies and the Hotel Sector in Jamaica in Johnson, P. & Thomas, B. (Eds.) *Perspectives on Tourism Policy*. London: Mansell.

deAlbuquerque, K., and McElroy, J.(1990). Caribbean Small Island Tourism Styles and Sustainable Strategies. *Environmental Management* 16 (5) 610- 616.

Deen, Thalif. "UN Braces for New Breed of Refugees." Inter Press Service. May 23, 2007.

Doxey, G.V. *When enough's enough: the natives are restless in old Niagara*, Heritage Canada, 2(2), 26 - 27, 1976.

Earth Summit '92, (1992). The United Nations Conference on Environment and Development. Rio de Janeiro, New York: United Nations.

Evanson, H. (2008). *Weekend Nation*, Nation Publishing Co., St. Michael, Barbados, p.21, Friday, November 14, 2008.

- Farrell, B. and Runyan, D. (1991). Ecology and Tourism, *Annals of Tourism Research*, 18, 26 - 40, 1991.
- Gartner, W.C. (1996). *Tourism Development, Principles, Processes and Policies*. New York: John Wiley & Sons.
- GLOBE 90 (1990). *Action Strategy for Sustainable Tourism Development*. Vancouver, British Columbia: GLOBE.
- Hayle, Carolyn. (2007). Framework for Sustainable Tourism in the Caribbean. Doctoral Thesis, University of the West Indies, Mona, Jamaica.
- Hayle, Carolyn. 2006. Building Resilience for Tourism in SIDS. Nassau, Bahamas.
- Hayle, Carolyn. 2004. The Role of Community Tourism in National Development. Montego Bay, Jamaica.
- Hayle, Carolyn and Ramjeesingh, Diaram, Wright, Allan. *Tourism Resilience 2011*.
- Holder, J.S. (1988). Patterns and Impact of Tourism on the Environment in the Caribbean, *Tourism Management*, 9(2) 119 - 127, 1988.
- Hunter, C., and Green, H.(1995). *Tourism and the Environment: A Sustainable Relationship?* London/New York: Routledge.
- Inskoop, E. (1987). Environmental Planning for Tourism. *Annals of Tourism Research*, 14(1) 118 - 135, 1987.
- Inskoop, E. (1991). *Tourism Planning: An Integrated and Sustainable Development Approach*. Van Nostrand Reinhold: New York.
- Lippman, G. The World Travel and Tourism Council. Agenda 21 for the Travel and Tourism Industry: Towards Environmentally [Sustainable Development](#). 1995.
- Lickorish, Leonard J (1997). *An Introduction to Tourism*. Burlington, UK: Butterworth-Heinemann.
- Mathieson, A. & Wall, G. (1993). *Tourism: Economic, physical and social impacts*, Essex: Longman.
- Organization of Eastern Caribbean States, Natural Resources Management Unit, An Integrated Approach to Development Planning in the OECS Member States. Toward a Paradigm Shift. Castries, St. Lucia, 1998.
- Owen, E. R., Witt, S. F., & Gammon, S. (1993). Sustainable Tourism Development in Wales: From Theory to Practice. *Tourism Management*, 463- 474.
- Profiling Economic Capacity <http://www.joe.org/joe/2004august/a2.shtml>
- Russell, D., Martin, A. and Wrenford, F. (1996). Striving for Sustainability and Financial Self-Sufficiency: Nelson's Dockyard National Park, Antigua in *Practicing Responsible Tourism: International Case Studies in Tourism Planning, Policy and Development*, edited by Lynn C. Harrison and Winston Husbands, p. 216 - 237. Inc., New York: John Wiley & Sons.
- Sharpley, David and Telfer, R. *Tourism and Development. Concepts and Issues*. (2002)
- Sharpley, David and Telfer, R, *Tourism and Development. Concepts and Issues*. (2nd Edition), Nov. 2014.
- Stonich, S.C., Sorensen, J.H., and Hundt, A. Ethnicity, class and gender in tourism development: The case of the Bay Islands, *Journal of Sustainable Tourism*, 3(1) 1 - 28, London, 1995.
- Swarbrooke, J. (1999). *Sustainable Tourism Management*, Oxon: CABI Publishing.
- United Nations, Earth Summit: Program of Action for small Island States. *Global Conference on the Sustainable Development of Small Island Developing States*. Bridgetown, Barbados, April 26 - May 6, 1994.
- United States Agency for International Development. (1994). *Sustainable Development Strategies*. New York: United States Agency for International Development. *Weekend Nation, Nation Publishing Company*, p.31, Friday, November 14, 2008. St. Michael, Barbados.
- kreag, g. The Impact of Tourism. University of Minnesota.

van Houts, D. A (1992). "Comprehensive Approach of a Quality Tourism Product: The Bermuda Case" *The Tourist Review*, 1, 12 - 19, London.

Vellas, F. and Becherel, L. (1995). *The tourism multiplier, International Tourism*, Macmillan Business: London.

World Commission on Environment and Development, Our Common Future

World Tourism Organization (1983). *Risks of Saturation or Tourist Carrying Capacity Overload in Holiday Destinations*. Madrid: World Tourism Organization,

World Tourism Organization (1993). *Sustainable Tourism Development: Guide for Local Planners*. Madrid: World Tourism Organization.

World Tourism Organization (1994). *National and Regional Tourism Planning: Methodologies and Case Studies*. London: Routledge.

World Tourism Organization (2001). *Guide for Local Authorities on Developing Sustainable Tourism*. Egraf S. A., Madrid: A Tourism and Environment Publication.

Wyer, J. (1988). *The U.K. and Third World Tourism*. Kent: Ten Publication.

On-line Resources:

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

Attendance

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

8 TOURISM MARKETING

Prerequisites: Marketing **Credits:** 3

Overview

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

General Objectives

This course is designed to:

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

Learning Outcomes

Upon successful completion of this course, the learner will:

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

Topics

1.0 Tourism Marketing Perspective

Objectives

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

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

Content

- Issues in Tourism Marketing
- The Tourism Product

2.0 Marketing Research

Objectives

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

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

Content

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

3.0 Tourist Market

Objectives

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

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

Content

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

4.0 Tourism Product Policy**Objectives**

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

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

Content

- Consumer needs and wants
- Behavioural Theory
- Market Segmentation

5.0 Communication**Objectives**

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

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

Content

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

6.0 Distribution Systems**Objectives**

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

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

- 6.5 describe the role of technology in tourism marketing

Content

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

7.0 Advertising**Objectives**

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

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

Content

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

8.0 Sales Promotion**Objectives**

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

- 8.1 develop a sales plan and a training programme for selling by guest/employee contact
- 8.2 describe how to make a sales call and list the advantages
- 8.3 outline the guidelines for developing good media relations
- 8.4 identify the tools for internal selling
- 8.5 follow guidelines for effective telephone selling (incoming and outgoing)
- 8.6 name the different types of agencies that can be used by hospitality sales personnel to

- increase sales and describe the role of tour operators and travel agents and their functions
- 8.7 discuss how to carry out good sales evaluation.

Content

- Sales Planning
- Training Programmes
- Media Relations
- Telephone Sales
- Role and Function of Tour Operators/Travel Agents
- Sales Evaluation

9.0 Public Relations**Objectives**

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

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

Content

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

10.0 Direct Marketing**Objectives**

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

- 10.1 define “direct marketing”
- 10.2 outline the basic principles of direct marketing.
- 10.3 discuss the benefits of direct marketing

Content

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

Instruction Format

Lecture
Discussion
Simulation
Case Studies

Assessment and Evaluation

The final grade for this course is determined as follows:

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

Recommended Text

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

Marketing for Sustainable Tourism; Rebecca Hawkins.

Consumer Behavior, Swarbrooke; a Chanelview Publication.

Marketing for Hospitality and Tourism, 6th Edition 2013, P R Kotler, J T Bowen & J Makens, published by Prentice Hall

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

Strategic Marketing in Tourism Services, 2012, R H Tsiotsou & R E Goldsmith; published by Emerald Group Ltd.

Resources

Marketing and Advertising Journals

Tourism Board Promotional materials

Videos

<https://www.youtube.com/watch?v=biLOOPuAvTY>
https://www.youtube.com/watch?v=P8CDI4_UB6g
<https://www.youtube.com/watch?v=ys7zx1Vc9po>
<https://www.youtube.com/watch?v=mjrguLMxIf0>
<https://www.youtube.com/watch?v=hZLMv5aexto>

Videos that can be used as Case Studies

<https://www.youtube.com/watch?v=kshIWic15yg>
<https://www.youtube.com/watch?v=oqhAnJ4TiEo>

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 TOURISM PRODUCT DEVELOPMENT

Prerequisites: **Credits: 4**

Overview

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

General Objectives

This course is designed to enable students to:

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

Learning Outcomes

This course is designed to enable students to:

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

Topics

1.0 Development of Policies and Strategies

Objectives

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

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

Content

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

2.0 Sources of Demand

Objectives

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

- 1.1 identify niche markets and products.
- 1.2 identify marketing opportunities for niche markets
- 1.3 assess linkages with other sectors
- 1.4 identify expected tourism developments

Content

- Niche Markets and Products
- Linkages
- Forecasting

3.0 Development Plans

Objectives

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

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

3.4 review and critique product development plans

Content

- Tourism Development areas
- Infrastructure
- Tourism Sub-Sectors

4.0 Action Programme**Objectives**

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

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

Content

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

Instruction Format

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

Assessment and Evaluation

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

Recommended Texts and Resources

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

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

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

World Tourism Organisation & European Travel Commission; *Handbook on tourism product development*, 2011; WTO

Charles R Goeldner & J R Brent Ritchie *Tourism: Principles, Practices, Philosophies*, 12 Edition 2011; published by Wiley

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 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 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, 9th 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.

11 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, diarrhoea, 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), 5th 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.