



**RUSS EDWARDS
SCHOOL**
Agriculture & Environment

HOSPITALITY BUSINESS MANAGEMENT

ELIGIBLE FOR
**FINANCIAL AID
& AWARDS**
assiniboine.net/financialaid

2-YEAR
DIPLOMA

If the idea of hosting a memorable event, helping others have a fantastic experience or planning the perfect party fills you with excitement, you should prepare for a career in the ever-changing, fast-paced hospitality industry!

PROGRAM LEARNING OUTCOMES

- » Deliver customer service and solutions that anticipate, meet and/or exceed individual expectations, as well as organizational expectations, standards, and objectives.
- » Employ food and beverage management skills and principles in the delivery of hospitality operations.
- » Apply relationship management skills and product knowledge to promote and sell hospitality services, products, and guest experiences.
- » Comply with relevant organization and workplace systems, processes, policies, standards, legal obligations, and regulations, and apply risk management principles, to support and maintain efficient, safe, secure, accessible and healthy hospitality operations.
- » Use appropriate technologies to manage and enhance the quality and delivery of hospitality services and products.
- » Show a continual desire to keep current with hospitality trends and issues, and interdependent relationships in the broader tourism industry sectors to improve work performance and guide career development.
- » Use leadership, teamwork, conflict and relationship management skills and tools, as well as knowledge of organizational behaviour, labour relations, employment standards and human rights to contribute to a positive work environment.
- » Respond to issues and dilemmas arising in the delivery of hospitality services, products and guest experiences by using and promoting ethical behaviour and best practices of corporate social responsibility and environmental sustainability.
- » Support the business management of a variety of hospitality operations to foster an engaging work environment that reflects service excellence.
- » Contribute to the development of marketing strategies and plans that promote the successful operation of a hospitality service business.
- » Support human resources operations including planning, recruitment and selection, and performance management.
- » Use graphic design, internet, and web fundamentals to support marketing initiatives and develop a web presence.

For a full list of program learning outcomes, visit assiniboine.net/hospitality



Campus/Delivery Options
North Hill campus



Available Intakes
September



Work Integrated Learning
N/A

This program is a good fit if you would enjoy...

- ✓ Developing business acumen in financial management, strategic planning, marketing strategies, and organizational skills to drive success
- ✓ Leadership roles that require team management, conflict resolution, and communication skills
- ✓ Being outgoing and having a lot of social interaction with others, including guests and patrons
- ✓ Finding satisfaction in providing a high level of customer service
- ✓ Working in a fast-paced environment
- ✓ Being part of the restaurant, hotel, tourism, and attractions environment

EXPECTATIONS

Program & Industry

- » Work in shifts, schedules, and conditions that are unique to the industry.
- » Be outgoing and people-oriented.
- » Resolve conflict and meet customer concerns or needs.
- » Be reliable, punctual, and regularly attend work.
- » Listen to directions and act on them accordingly.

CAREER OPPORTUNITIES

Hotel manager • restaurant manager • food and beverage manager • hospitality operations manager • resort manager
event manager • banquet manager • spa manager
conference services manager

ADMISSION REQUIREMENTS

- » A complete Manitoba Grade 12 or equivalent
- » Consumer/Essential Mathematics 40S or equivalent
- » IELTS score of 6.5 with no subscore of less than 6.0
- » Age restriction: Must be 18 years of age by program start date

NEXT STEPS

Confidence in the career path you choose to embark on is key, and selecting the right program for you is the first step. At Assiniboine, we offer an opportunity to explore and experience a program before applying.

SPEND A DAY WITH US

Our Spend a Day program runs from November to March for most programs. When you spend a day at Assiniboine, we partner you with a current student in the program of your choice and you will have the opportunity to:

- » Participate in classroom activities
- » Experience college life
- » Explore all of our helpful services for students
- » Meet current college students and instructors
- » Enjoy a free lunch on us!

ATTEND AN ONLINE INFO SESSION

Our free, live online information sessions give you the inside scoop on our college, the program you're interested in and life at Assiniboine. Register in advance and from the comfort of your own home, log in to learn what Assiniboine has to offer.

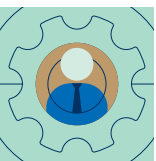
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STILL NOT SURE?

Contact our recruitment team to arrange a campus tour or an appointment to discuss your career options.

APPLY TODAY

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ASSINIBOINE
COMMUNITY COLLEGE