Hospitality - Hotel and Restaurant Operations Management

Ontario College Diploma

Program Code: 0208X01FWO

2 Years

Ottawa Campus

Our Program

Join a growing industry and gain opportunities worldwide.

The two-year Hospitality - Hotel and Restaurant Operations Management Ontario College Diploma program provides you with specialized managerial skills for the hospitality and tourism industry through a mixture of theory and hands-on classes delivered by industry professionals.

Learn about:

- hotel and restaurant operations

- management skills

- computer applications in hospitality and tourism

- financial management

- marketing

The first year of the program provides introductory industry and business courses to help prepare you for entry-level positions. The second year focuses on developing management skills to help solidify long-term career success in the hospitality and tourism industry.

Experience a variety of restaurant operations-related roles in Restaurant International, Algonquin College's student-operated restaurant and teaching facility. Some of these classes happen during the evening and weekends, to prepare you for the variety of shift work in the industry.

Students who graduate from this program with a minimum C- average (62%) can enter into Level 05 (Year 3) of the Algonquin College Bachelor of Hospitality and Tourism Management degree.

There are a growing number of job opportunities - available both locally and globally - in this dynamic industry. Graduates may find employment in:

- food and beverage industry

- accommodation sector

- tourism services

- sales and marketing

- transportation

- events and conferences

Employment

Graduates may find employment as a front desk services agent, front desk supervisor, hotel night auditor, guest services agent, guest services supervisor, reservations agent, housekeeping supervisor, food and beverage server or food and beverage supervisor.

After a few years of experience, graduates may pursue supervisory or management positions. Graduates may also choose to pursue further academic qualifications.

Learning Outcomes

The graduate has reliably demonstrated the ability to:

- Support an industry and workplace service culture by adopting a positive attitude and professional decorum, accommodating diverse and special needs, and contributing as a team member.

- Deliver customer service and solutions that anticipate, meet and/or exceed individual expectations, as well as organizational expectations, standards and objectives.

- Use marketing concepts, market research, social networks, sales and revenue management strategies, relationship management skills and product knowledge to promote and sell hospitality services, products and guest experiences.

- Apply business and revenue models as well as basic accounting, budgeting, financial and administration skills to support the effective management and operation of a variety of organizations delivering hospitality services and products.

- 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 enhance the quality and delivery of hospitality services, products and guest experiences and to measure the effectiveness of hospitality operations.

- 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.

- Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

Program of Study

Level: 01	Courses	Hours
ENL1813H	Communications I	42.0
FOD2103	Sanitation and Safety Training	14.0
FOD2200	Hospitality Food Preparation	42.0
HOS2224	Introduction to Hospitality and Tourism Management	42.0
HOS2229	Beverage Service Theory	42.0
HOS2241	Introduction to Food and Beverage Service	28.0
HOS2257	Rooms Division Operations	42.0
MAT0032	Hospitality and Tourism Mathematics	28.0
Level: 02	Courses	Hours

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ACC2248	Hospitality & Tourism Accounting	42.0
ENL1823H	Communications II	42.0
FOD2224	Kitchen Operations	49.0
HOS2227	Rooms Division Automation	56.0
HOS2242	Restaurant Practicum	56.0
MKT2235	Introduction to Hospitality & Tourism Marketing	42.0
Choose one from equivalencies:	**Courses**	**Hours**
GED0208	General Education Elective	42.0
Level: 03	**Courses**	**Hours**
DAT2256	Hospitality And Tourism Management Applications	42.0
ACC2249	Hospitality Managerial Accounting	42.0
HOS2211	Food and Beverage Cost Control	56.0
MGT2256	Hospitality And Tourism Human Resources Management	42.0
MKT2245	Hospitality Marketing	42.0
Choose one from equivalencies:	**Courses**	**Hours**
GED0208	General Education Elective	42.0
Level: 04	**Courses**	**Hours**
HOS2220	Menu Planning, Analysis and Design	42.0
HOS2253	Hotel And Restaurant Management Cases	42.0
HOS2267	Hotel Operations	42.0
HOS2268	Customer Management	42.0
HOS2270	Hospitality Career Planning	28.0
LAW2243	Hospitality Liability & Risk Management	42.00
Choose one from equivalencies:	**Courses**	**Hours**
GED0208	General Education Elective	42.0

Fees for the 2025/2026 Academic Year

Tuition and related ancillary fees for this program can be viewed by using the Tuition and Fees Estimator tool at https://www.algonquincollege.com/ro/pay/fee-estimator/

Further information on fees can be found by visiting the Registrar's Office website at https://www.algonquincollege.com/ro/

Fees are subject to change.

Additional program related expenses include:

- Books and supplies cost approximately $600 per year and can be purchased from the campus store.

- For more information visit https://www.algonquincollege.com/coursematerials/

Admission Requirements for the 2026/2027 Academic Year

College Eligibility

- Ontario Secondary School Diploma (OSSD) or equivalent;

- Mature Student status (19 years of age or older and without a high school diploma at the start of the program). Eligibility may be determined by academic achievement testing, for which a fee will be charged.

Program Eligibility

- English, Grade 12 (ENG4C or equivalent).

- Mathematics, Grade 11 (MBF3C or equivalent).

- Applicants with international transcripts must provide proof of the subject specific requirements noted above and may be required to provide proof of language proficiency. Domestic applicants with international transcripts must be evaluated through the International Credential Assessment Service of Canada (ICAS) or World Education Services (WES).

- IELTS-International English Language Testing Service (Academic) Overall band of 6.0 with a minimum of 5.5 in each band OR TOEFL-Internet-based (iBT)-overall 80, with a minimum of 20 in each component: Reading 20; Listening 20; Speaking 20; Writing 20; OR Duolingo English Test (DET) Overall 110, minimum of 110 in Literacy and no score below 95.

Should the number of qualified applicants exceed the number of available places, applicants are selected on the basis of their proficiency in English and mathematics.

Admission Requirements for 2025/2026 Academic Year

College Eligibility

- Ontario Secondary School Diploma (OSSD) or equivalent. Applicants with an OSSD showing senior English and/or Mathematics courses at the Basic Level, or with Workplace or Open courses, will be tested to determine their eligibility for admission; OR

- Academic and Career Entrance (ACE) certificate; OR

- General Educational Development (GED) certificate; OR

- Mature Student status (19 years of age or older and without a high school diploma at the start of the program). Eligibility may be determined by academic achievement testing for which a fee will be charged.

Program Eligibility

- English, Grade 12 (ENG4C or equivalent).

- Mathematics, Grade 11 (MBF3C or equivalent).

- Applicants with international transcripts must provide proof of the subject-specific requirements noted above and may be required to provide proof of language proficiency. Domestic applicants with international transcripts must be evaluated through the International Credential Assessment Service of Canada (ICAS) or World Education Services (WES).

- IELTS-International English Language Testing Service (Academic) Overall band of 6.0 with a minimum of 5.5 in each band; OR TOEFL-Internet-based (iBT)-overall 80, with a minimum of 20 in each component: Reading 20; Listening 20; Speaking 20; Writing 20; OR Duolingo English Test (DET) Overall 110, minimum of 110 in Literacy and no score below 95.

Not sure if you meet all of the requirements? Academic Upgrading may be able to help with that:

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https://www.algonquincollege.com/access/ .

Should the number of qualified applicants exceed the number of available places, applicants are selected on the basis of their proficiency in English and mathematics.

Application Information

HOSPITALITY - HOTEL AND RESTAURANT OPERATIONS MANAGEMENT
Program Code 0208X01FWO

Applications to full-time day programs must be submitted with official transcripts showing completion of the academic admission requirements through:

 https://www.ontariocolleges.ca/en
60 Corporate Court
Guelph, Ontario
N1G 5J3
1-888-892-2228

Students currently enrolled in an Ontario secondary school should notify their Guidance Office prior to their online application at https://www.ontariocolleges.ca/en

Applications for Fall Term and Winter Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as places are available.

International applicants please visit this link for application process information:
https://algonquincollege.my.site.com/myac360/s/self-registration-page

For further information on the admissions process, contact:

Registrar's Office
Algonquin College
1385 Woodroffe Ave
Ottawa, ON K2G 1V8
Contact: https://www.algonquincollege.com/ro/

Additional Information

This program has a Fall intake and a Winter intake each academic year.
The Fall intake follows the standard College 15-week term pattern: September to December and January to April for two consecutive years. The Winter intake term runs January to April, May to August, September to December and January to April.

Contact Information

Program Coordinator(s)

 - Marc Brennan, mailto:brennam@algonquincollege.com , 613-727-4723, ext. 2137

Course Descriptions

ACC2248 Hospitality & Tourism Accounting

An awareness of fundamental financial accounting principles and the accounting cycle are central to understanding of how organizations manage their financial operations. Students use fundamental approaches to outline and analyze financial statements. Students differentiate between types of ownership and how they are approached from an accounting perspective. Real-world transactions and financial statements are used to investigate how accounting can be approached by hospitality and tourism businesses.

Prerequisite(s): none
Corerequisite(s):none

ACC2249 Hospitality Managerial Accounting

The ability to use financial statement analyses to make informed management decisions is a sought-after skill in any organization. Students explore advanced managerial accounting approaches such as cost-volume-profit analysis, pricing, forecasting, and budgeting. Through hands on practice exercises using anonymous, real-world industry-specific financial statements, students develop fundamental managerial accounting knowledge and skills.

Prerequisite(s): ACC2248
Corerequisite(s):none

DAT2256 Hospitality And Tourism Management Applications

A spreadsheet application`s ability to automate mathematical calculations has ensured it is one of the most popular types of business applications in hospitality and tourism businesses. Students produce and format professional spreadsheets that include basic and complex mathematical formulas. Through hands-on activities, students develop skills to transform data into charts and tables to summarize, analyze, manipulate, and communicate spreadsheet data for a variety of audiences.

Prerequisite(s): none
Corerequisite(s):none

ENL1813H Communications I

Communication remains an essential skill sought by employers, regardless of discipline or field of study. Using a practical, vocation-oriented approach, students focus on meeting the requirements of effective communication. Through a combination of lectures, exercises, and independent learning, students practise writing, speaking, reading, listening, locating and documenting information, and using technology to communicate professionally. Students develop and strengthen communication skills that contribute to success in both educational and workplace environments.

Prerequisite(s): none
Corerequisite(s):none

ENL1823H Communications II

Employers emphasize the need for communication skills that are effective in challenging workplace situations. Using a practical, vocational approach, students refine their writing skills, practise effective verbal communication, apply sound research skills and develop teamwork strategies in order to prepare a competitive package for the job search and interview process, to communicate negative news and persuasive messages using the indirect pattern, to create organized documents supported by research and to present clear oral messages targeted to specific audiences. A combination of lectures, exercises and independent learning activities support students in strengthening the communication skills required for success in educational and workplace environments.

Prerequisite(s): ENL1813H
Corerequisite(s):none

FOD2103 Sanitation and Safety Training

An awareness of key regulations and requirements is a necessity to be equipped for the hands-on and practical components of a career in the food service industry. Students are certified in a variety of industry-related food handling training, and Canadian sanitation and safety regulations and procedures, in addition to harassment training. Hands-on experiential components prepare students for real-world culinary and food service occupations.

Prerequisite(s): none
Corerequisite(s):none

FOD2200 Hospitality Food Preparation

Foundational knowledge and skills of applied food production is integral to developing a holistic

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understanding of the food and beverage sector within the hospitality industry. Emphasis is on perfecting basic cutting skills, cooking methods and recipe assembly. In an industry-standard kitchen lab, students participate in food production while developing fundamental knife handling skills, culinary techniques and safe handling procedures.

Prerequisite(s): none
Corerequisite(s):none

FOD2224 Kitchen Operations

Commercial kitchen operations are complex environments that require knowledge and skills that support planning, organization, execution, and management of self and others. Students use standardized recipes to support the development of consistent, industry-quality product and service in a timely manner. Through individual and teamwork, students prepare restaurant-quality food based on the Canada Food Guide, food sustainability, cultural considerations, dietary choice and allergen management.

Prerequisite(s): FOD2200
Corerequisite(s):none

GED0208 General Education Elective

Students choose one course, from a group of general education electives, which meets one of the following five theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, Personal Understanding, and Science & Technology.

Prerequisite(s): none
Corerequisite(s):none

GED0208 General Education Elective

Students choose one course, from a group of general education electives, which meets one of the following five theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, Personal Understanding, and Science & Technology.

Prerequisite(s): none
Corerequisite(s):none

GED0208 General Education Elective

Students choose one course, from a group of general education electives, which meets one of the following five theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, Personal Understanding, and Science & Technology.

Prerequisite(s): none
Corerequisite(s):none

HOS2211 Food and Beverage Cost Control

Controlling expenses in hospitality is paramount to financial success. Students explore topics, such as purchasing, receiving, storing, issuing, budgeting, menu pricing, and labour cost control with emphasis on food and beverage operations. Various principles and procedures used to control and reduce costs are examined using practical examples and applications.

Prerequisite(s): none
Corerequisite(s):none

HOS2220 Menu Planning, Analysis and Design

A well-crafted menu can directly impact the overall success of a food and beverage operation. Topics include pricing, merchandising tools, nutritional considerations, profitability, kitchen layout and equipment. Students explore the principles, concepts, and customization of menu designs for

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specific target markets. Consolidating knowledge and skills from functional areas such as marketing, cost control, and restaurant operations, students design a restaurant concept with a corresponding, stand-alone menu.

Prerequisite(s): HOS2211
Corerequisite(s):none

HOS2224 Introduction to Hospitality and Tourism Management

The hospitality and tourism industry includes diverse and interconnected sectors. Students examine fundamental principles of management within the industry and how these principles open doors to many entrepreneurial and professional pathways. Interactive learning experiences serve as an initial step for students to recognize and explore the varied roles and potential career trajectories in this rapidly growing industry.

Prerequisite(s): none
Corerequisite(s):none

HOS2227 Rooms Division Automation

Property management systems are used to facilitate the basic operations of accommodations-related businesses. Students explore tools to support processes such as room reservations, guest accounting, rooms management, and night audit. Students use industry-recognized property management system software to build foundational skills to support workplace readiness.

Prerequisite(s): none
Corerequisite(s):none

HOS2229 Beverage Service Theory

Beverage knowledge and practical skills are used to enhance the customer experience in the hospitality industry. Students develop product knowledge of various alcoholic and non-alcoholic beverages, and ingredients. The responsible service of alcohol is explored. Through hands-on experience, students strengthen their ability to mix and serve beverages.

Prerequisite(s): none
Corerequisite(s):none

HOS2241 Introduction to Food and Beverage Service

One of the largest sources of income and employment opportunities in the hospitality industry is food and beverage operations. Students explore strategies to leverage interpersonal communication skills and industry-recognized technology to support customer service excellence. Steps of service and industry standards are examined as ways to maintain the quality and consistency of customer experiences. Students investigate ways to apply sustainable business practices to promote customer-centric sales and service. Through role play, case study, and hands-on practice, students practice various facets of food and beverage operations to prepare for work in a dining room setting.

Prerequisite(s): none
Corerequisite(s):none

HOS2242 Restaurant Practicum

The quality of service in a food and beverage operation is a key component of the guest experience in the hospitality industry. Students explore ways to leverage professional communication skills, industry standards, and technology to meet and exceed customer needs and expectations. Through experience in the hands-on restaurant learning lab students build transferrable skills within an interdisciplinary, team-oriented, food and beverage service environment.

Prerequisite(s): HOS2241
Corerequisite(s):none

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HOS2253 Hotel And Restaurant Management Cases

In the hotel and restaurant industries, situations often arise where diverse ranges of client requirements are encountered and timely, client-centred responses are expected. Bringing together knowledge and skills from various functional areas, students analyze and problem-solve to provide evidence-informed recommendations to resolve various industry-specific scenarios. Working as part of a team, students participate in industry case studies, role-playing, discussions, and other methods to develop skills for responding to common industry-related scenarios.

Prerequisite(s): none
Corerequisite(s):none

HOS2257 Rooms Division Operations

A foundational knowledge of front office operations, guest services, and key performance indicators in a hotel are critical to ensuring operational efficiency and guest satisfaction. Students explore an overview of hotel operations and the responsibilities of front office departments, including the guest registration process and guest accounting. Students examine key performance indicators, sustainability practices, and their impact on hotel operations. Through applied activities using real-world examples, students develop foundational knowledge of hotel operations.

Prerequisite(s): none
Corerequisite(s):none

HOS2267 Hotel Operations

Hotel operations managers address complex operational challenges to optimize performance in a competitive hospitality industry. Students explore hotel operations including topics related to housekeeping management, revenue optimization, and risk management. Through hands-on experience with real-life scenarios students develop knowledge and skills to analyze various hotel operations to recommend opportunities for improvement.

Prerequisite(s): none
Corerequisite(s):none

HOS2268 Customer Management

Customer service management forms the foundation of delivering quality hospitality products and services for current, future and prospective guests. Students explore customer relationship management strategies to promote sales, customer retention and brand loyalty. Emphasis is placed on communication, problem-solving, and customer-centered decision-making. Through case studies, discussions and role-play activities, students apply customer management skills to real-world scenarios in the hospitality industry.

Prerequisite(s): none
Corerequisite(s):none

HOS2270 Hospitality Career Planning

Goal-setting and life-long learning are key factors in achieving personal and professional success. Students explore various employment options and professional development opportunities in hospitality to strengthen their professional capabilities and readiness for industry. Through self-reflection, in-class discussions, and industry networking, students develop strategies to identify areas of interest and related opportunities to support/pursue their career goals.

Prerequisite(s): none
Corerequisite(s):none

LAW2243 Hospitality Liability & Risk Management

A fundamental understanding of legal requirements and ethical standards are necessary to inform

practices that prevent and mitigate organizational risks and liability in the hospitality industry. Students explore industry-specific contracts, torts, and risk management practices through case studies and discussion.

Prerequisite(s): none
Corerequisite(s):none

MAT0032 Hospitality and Tourism Mathematics

As future managers or leaders, a solid grasp of business mathematics is crucial for informed decision-making. Students build essential business mathematics skills, addressing topics such as weight and volume conversions, algebraic equations, ratios, percentages, absolute and relative differences, and simple statistics. Through industry-related practical exercises, students develop knowledge and confidence to solve typical financial and mathematical problems encountered in the dynamic environments of hospitality and tourism businesses.

Prerequisite(s): none
Corerequisite(s):none

MGT2256 Hospitality And Tourism Human Resources Management

A comprehensive understanding of human resources management is essential to the recruitment, hiring, training, development, and retention of individuals in any industry. Students develop an understanding of job analysis and job descriptions and the role they play in human resources management. Through case study, guest lectures and role play, students examine foundational human resources management concepts within the Canadian legal context.

Prerequisite(s): none
Corerequisite(s):none

MKT2235 Introduction to Hospitality & Tourism Marketing

Contemporary marketing skills are required to remain competitive in the diverse hospitality and tourism industry. Students explore the process of transforming evolving customer needs into market opportunities through planning, analysis, research, and objective setting. Focusing on various interrelated marketing strategies, students examine tools to effectively understand and engage with the current marketing landscape. Through a combination of practical applications, students develop an understanding of marketing dynamics and how they are effectively applied in both hospitality and tourism businesses.

Prerequisite(s): none
Corerequisite(s):none

MKT2245 Hospitality Marketing

Successful marketing campaigns rely on diversified approaches to reach target audiences. Students investigate traditional and emerging direct and digital marketing strategies. Through hands-on projects and case studies, students develop critical thinking skills to create engaging sales and marketing pitches and campaigns.

Prerequisite(s): MKT2235
Corerequisite(s):none