FULL-TIME | WINNIPEG LOCATIONS

Hospitality and Tourism Management

Overview

- Two-year (24-month consecutive) diploma

- Students can choose a second year major to focus on Hotel & Restaurant Management or Tourism Management. Please note that Tourism Management is currently under review. Please contact the program area for more information.

- Entry date: August

- Paterson GlobalFoods Institute, Exchange District Campus, Winnipeg

- Paid co-op work experience

- Laptop delivery (bring your own laptop)

- Optional one-year certificate exit

- International applicants please visit Academic Program, Dates and Fees for a listing of programs for international students, current availability and online application instructions

Description
The first year of this program is designed to prepare students to work in hospitality and tourism businesses by providing courses aimed at developing a fundamental business and customer service background. Students will study through classroom based course work and lab based lunchtime fine dining service in Jane's restaurant. Students will also obtain certifications in First Aid and Smart Choices. While a one year exit-certificate is available, it is recommended that students complete a diploma to be most competitive in the marketplace after graduation.

In the second year of the program, students will select a major course of study in one of two areas:

The Hotel and Restaurant Management major focuses primarily on developing skills to work in the food and beverage and accommodation areas of the tourism industry. The courses are delivered from a management perspective and include classroom and lab based course work. Hospitality Simulation offered in the final term is the capstone course in which you work in teams to resolve a variety of case studies, drawing on your academic and work experience from previous terms.

The Tourism Management major concentrates on building skills in a variety of business models in a variety of Tourism sub-sectors including attractions, events and tourism services. In a capstone course in the final term, students will work on teams during Tourism Entrepreneurship, to develop a visitor attraction using skills learned and developed from previous academic/work terms.

Admission Requirements

Your Academic History
If your academic history includes any of the following, please visit My Education for important information: post-secondary studies at an institution other than Red River College Polytechnic; Modified (M), English as an Additional Language (E), or GED high school courses; or home schooling; international secondary (high school) studies.

The college requires transcripts verifying your complete academic history including any public or private high

school, college, university, or technical institute you have attended.

Please check the Program Overview page, to see if this program is for Manitoba residents only.

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DOCUMENT SUBMISSION
Upload Through Your Future Student Account

- Scan your document(s) and save the file. Ensure you keep your original documents as the College may request to see them at any time.
- Go to apply.rrc.ca and log in.
- Click on your application, then Supplemental Items & Documents.

If you do not have a Future Student Account or require assistance, please contact our Student Service Centre at 204-632-2327.

Internationally Educated Applicants - visit www.rrc.ca/credentials for credential assessment information.

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Submission of required documentation indicating proof of completion of admission requirements is due within 15 days of applying unless otherwise noted in the program's admission requirements.

However, if you apply within 6 weeks of the program start date, admission requirements are due within 5 days of applying.

If you have a food allergy, review our accommodation of food allergies information before applying.

Regular Admission Requirements

1. Grade 12
   - Submit proof of graduation from or enrolment in Grade 12, including one credit in each of the following:
     - Grade 12 English (40S)
     - Grade 12 Math (40S)
   - Many students have found successful completion of Grade 11 Accounting and Grade 12 Accounting to be very helpful in this program
   - If you provide proof of enrolment at time of application, your official final grades indicating successful completion must be submitted by July 15 for fall enrolment or by the deadline specified in your admission letter
   - If you are required to complete an English language assessment, do not submit your transcripts until requested to do so. See English Language Requirements (ELRs) for more information.
     and

2. English Language Requirements (ELRs)
   - Answer this question to determine if you meet this program's ELRs:
     Have I successfully completed 3 years of full-time high school (secondary) education in Canada, the United States, or an ELR exempt country where English was the language of instruction?
     - If YES, you meet English language requirements. Apply and then submit your transcripts* for review
       or
     - If NO, submit proof of meeting an ELRs option. If you choose the English language assessment option, review this program's approved assessments and required levels.
       or
     - If you completed all of your education in Canada, the United States, or an ELR exempt country in English but you did not graduate high school, submit your transcripts* for review.

- * If your transcripts are from the USA or an ELR exempt country, we will assess an International Credentials Assessment Fee to be paid before your transcripts will be reviewed.

Mature Student Admission Requirements

If you are 19 years of age or older and have been out of high school for a minimum of one year at time of application, and you do not meet the regular admission requirements, you may apply under the Mature Student admission requirements.

1. Academic Requirement
   - High school graduation is not required, but you must have successfully completed or be enrolled in one credit in each of the following:
     - Grade 12 English (40S)
     - Grade 12 Math (40S)
       or
     - RRC's Introduction to Business program (this program is no longer offered by the College)
   - If you provide proof of enrolment at time of application, your official final grades indicating successful completion must be submitted by July 15 for fall enrolment or by the deadline specified in your admission letter
   - If you are required to complete an English language assessment, do not submit your transcripts until requested to do so. See English Language Requirements (ELRs) for more information.
     and
2. Meet Regular Admission Requirement 2

English Language Assessments

⚠ The College reserves the right to modify this information without notice or prejudice.
🕘 ASSESSMENT RESULTS MUST BE DATED NO MORE THAN TWO YEARS PRIOR TO YOUR APPLICATION DATE!

Approved English Language Assessments

English Language Assessment	Minimum Scores for Certificates, Diplomas and Advanced Diplomas, and Post Graduate Certificates, Post-graduate Diplomas	Minimum Scores for Bachelor Degrees and Creative Communication
CAEL Online or In-Person	Overall band score of 60	Overall band score of 70 and Writing of 60
IELTS Academic Level	Overall 6.0 and No band below 5.5	Overall 6.5 and No band below 6.0
Password Skills	Overall 6.0 and No band below 5.5	Overall 6.5 and No band below 6.0
LINC Certificate	7	8
Duolingo Language Test	115 and above+ with a min. of 95 in each section	125 and above with a min. of 100 in each section
New English for Academic and Professional Purposes	Successful completion of the program 5 (min 70%)	Successful completion of the program 5 (min 70%)
PTE	54 overall Min 50 in each skill	60 overall Min 55 in each skill band
TOEFL-ibt Academic Level	80 (20L, 20S, 19R, 21W)	90 (22L, 22S, 22R, 24W)

English Language Assessment	Minimum Scores for Certificates, Diplomas and Advanced Diplomas, and Post Graduate Certificates, Post-graduate Diplomas	Minimum Scores for Bachelor Degrees and Creative Communication
Academic English Program for University and College Entrance Program (AEPUCE)	Successful Completion	Successful Completion
CELBAN	N/A	N/A

Who Should Enrol?

This program is designed to provide a solid foundation for those aiming to attain a high performance career in the hospitality and tourism industry. While most courses are presented from a Canadian perspective, core skills are relevant to those seeking hospitality employment globally.

The program is designed to introduce students to the industry and build core skills in year one, and to build industry-specific management skills in year two.

Customer service is an essential aspect of work in the hospitality industry. This program may be suitable if you enjoy working with people, problem-solving and thrive in a fast-paced environment. Previous hospitality experience is an asset.

For information on the Accommodation of Food Allergies for Culinary, Baking and Hospitality students, please click here.

Locations, Dates and Fees

Next Estimated Term 1 Start Date (subject to change)

Location	Start Date	
Paterson GlobalFoods Ins.	Aug 25, 2025	Apply Now

Costs (estimates only; subject to change)

Program/Student Fees	
Year 1	
	$7,320.00[1]

Books and Supplies	
Year 1	
	$1,875.00[2]

Other Fees	
Year 1	
	$70.00[3]

Program/Student Fees (International)	
Year 1	
	$17,978.00

[1] After completing Year 1, students register into Hotel and Restaurant Management or Tourism Management for Year 2. Program fees include a coop term at $1023.

[2] Includes an estimated cost of $800 for the purchase of a laptop.

[3] Fees for Emergency First Aid Course.

Students may apply for financial assistance through the Manitoba Student Aid program. For general information on applying please call 204-945-6321 or 1-800-204-1685, or visit their website at www.manitobastudentaid.ca, which also includes an online application. For detailed information, please visit one of the RRC Polytech Student Service Centres or call 204-632-2327. Applicants requiring financial assistance should complete their student loan applications well in advance of the class start date.

Courses and Descriptions

Year 1

Term 1 Credit Hours

ACCT-1051
Financial Accounting A

4

COMM-1015
Business Communication 1 - Hospitality Management

3

HOSP-1008
Customer Service

3

HOSP-1013
Introduction to Tourism

3

HOSP-1019
Restaurant Service Practical

6

HOSP-1024
Restaurant Theory

3

HOSP-1026
Hospitality Computer Applications 1

3

HOSP-1030
Professional Development 1

1

HOSP-1034
Smart Choices

0

SAFE-1028
WHMIS

0

SEMR-9080
Emergency First Aid

0

Term 2 Credit Hours

ACCT-2007
Financial Accounting B

4

COMM-2016
Business Communication 2 - Hospitality Management

3

HOSP-1011
Front Office

6

HOSP-1012
Human Behaviour-Hospitality

3

HOSP-1017
Cooperative Education Preparation

0

HOSP-1027
Meetings and Conventions

3

HOSP-1030
Professional Development 1

1

HOSP-1034
Smart Choices

0

HOSP-2005
Hospitality Computer Applications 2

3

WRKE-1020
Co-operative Education Work Placement 1

9

ACCT-1051
Financial Accounting A

This first course in accounting introduces the basic concepts and principles of financial accounting. By the end of this course, students will be able to complete an accounting cycle for a service-based business, including the preparation of an income statement and a balance sheet in proper format. Students will then add to the cycle by learning concepts related to inventory. Instructional methods will include lectures and solving questions manually and online.

ACCT-2007
Financial Accounting B

Financial Accounting B builds on the concepts learned in Financial Accounting A. There is an additional emphasis on the tools and techniques that are specific to the hospitality industry. Topics include cash control, payroll, sales taxes, capital assets, the uniform system of accounts, departmental income statements, and using appropriate accounting software. Instructional methods include lectures and solving questions manually and online. Students will use small business accounting software.

Prerequisites:
ACCT-1051 requires a minimum grade of D.

COMM-1015
Business Communication 1 - Hospitality Management

The ability to communicate effectively with people in your own organization, clients and the public, while using a variety of technologies, is highly valued in today's workforce. You will represent your organization, and your organization's success will depend on you. By the end of this course, students will apply the techniques and processes involved in writing and speaking effectively for business. They will use MLA citations, proper sentence structure, grammar and language mechanics. Students will be able to format letters, e-mails, and informational reports. Participation in group projects like meetings and oral/visual presentations will enable students to develop teamwork and collaboration skills.

COMM-2016
Business Communication 2 - Hospitality Management

Hospitality and tourism are services products serving both internal and external customers. These customers have exceptionally high expectations of service; an essential aspect of excellent customer service is the use and delivery of appropriate and professional communications with particular attention given to the composition of language. By the end of this course, students will be able to apply the techniques and processes involved in writing and speaking effectively for business in services industries. Students will build on communication skills developed in Business Communications 1 through reinforcement of the MLA style, and advanced development of the direct and indirect writing patterns. Students will apply the direct pattern to writing claim letters, responding to positive messaging, and composing analytical reports. Students will apply the indirect pattern to negative messaging. They will practice oral/visual presentation skills and will learn to prepare effectively for employment opportunities by learning resume tailoring techniques and interview preparation.

Prerequisites:
COMM-1015 requires a minimum grade of D.

HOSP-1008
Customer Service

Customer service is a vital part of developing and growing hospitality and tourism businesses. By the end of this course, students should be able to apply the fundamental principles of quality customer service. Students will practice efficient and personalized customer service to solve problems and exceed expectations through case studies and role play exercises. While completing a service audit for an existing business, students will demonstrate knowledge of quality service principles. Instructional methods for this course will include lectures, class activities, group discussions, and individual and group assignments.

HOSP-1011
Front Office

Accommodations are an essential component of any tourism destination and provide a variety of job opportunities. Hotels are very diverse in their accommodations, operations, and service offerings. This course is designed to introduce students to the scope of the hotel industry with a focus on front office operations. Through theoretical study and industry research, students will learn the classifications of accommodations and guests, hotel procedures, room rate strategies, selling skills, and hotel industry terminology. Students will apply theoretical study in the practical application of using a property management system to demonstrate their skills in guest reservations, guest reception processes, guest accounting, and cash control.

HOSP-1012
Human Behaviour-Hospitality

Being able to function within an organization as both a leader and an effective team member is directly related to career advancement in the hospitality and tourism industry. At the end of this course, students should be able to self-assess individual behaviour within an organization, while working with a team and developing leadership skills. Empowered by this information, students can reflect on finding that right-fit organization. Instructional methods for this course will include lectures, class activities, group discussions, knowledge testing and individual assignments.

HOSP-1013
Introduction to Tourism

As a global industry, tourism significantly contributes to the Gross Domestic Product of most nations while providing a broad scope of career opportunities across several sectors. Students will study the interrelation of the eight sectors that make up the tourism industry; identify Canadian target markets, and assess customer motivations in selecting tourism products. In addition, learners will apply industry terminology and concepts to current events and trends in local and global tourism. Evaluation will include written reflections of industry interactions, case study, a group project, oral presentation, and testing.

HOSP-1017
Cooperative Education Preparation

The Co-op prep class prepares students for success in the Co-op work placements in years one and two. By the end of this course students will prepare for, and participate in, a job search and interviews. Students will research and gather information on potential job positions, and will understand how to set and measure learning goals for their Co-op placement. Students will be able to identify the steps they need to achieve in order to successfully complete Cooperative Work Placement 1 and 2. Students will be able to describe how to create a portfolio.

HOSP-1019
Restaurant Service Practical

Students will apply Restaurant Service skills while serving customers lunch in an upscale restaurant using American Service techniques. Students will build on the necessary skills learned for effective communication with guests and team members, will follow safety and sanitation procedures, and will use a Point of Sale system. The application of additional practical skills will include the preparation and provision of quality food and beverage service by maintaining tables, processing checks, and closing a section. Students will be

evaluated on their customer service skills, professional conduct, food and beverage menu knowledge, technical service skills, and daily practical performance.

Prerequisites:
HOSP-1024 HOSP-1034 and SAFE-1028 are corequisites.

HOSP-1024
Restaurant Theory

Food service establishments require knowledgeable and well trained staff to ensure guest satisfaction and sustainability. By the end of this course, students will have learned about the responsibilities and functions of staff in a dining room. Theoretical studies will include food and beverage safety, sanitation procedures, and the preparation and provision of quality food and beverage service. Students will demonstrate their knowledge of food, beverage, and restaurant menu terminology through written and verbal evaluations. This course is a prerequisite to Restaurant Service Practical.

HOSP-1026
Hospitality Computer Applications 1

The use of modern technology is essential to operating in the hospitality industry. At the end of this course, students will be able to use Microsoft productivity software efficiently and effectively. Using a teacher-led, practical approach, students will work through a variety of tutorials and exercises that will enable them to develop, demonstrate, and apply introductory and intermediate competencies using Microsoft Word and PowerPoint.

HOSP-1027
Meetings and Conventions

The meetings and conventions sector is the fastest growing industry in Canada. Catering and convention management involves complex planning, organization, and attention to detail. By the end of this course, students will be able to describe the process that an event coordinator needs to follow in order to plan and execute a convention from beginning to end. Emphasis will be on the formulation of banquet event orders, room set-ups, event billings and staffing. Instructional methods for the course will include lectures, group activities, facility tours, and projects designed to apply hospitality catering and event planning strategies.

HOSP-1030
Professional Development 1

Professionalism is a key skill in career advancement. This course will help students recognize how professional development is exhibited. Students will discuss how emotional intelligence can aid them in the workplace. Students will have the opportunity to develop hospitality or tourism skills and experience volunteering within the industry, and will identify and articulate the skills they have used or developed from their participation in a community engagement activity.

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HOSP-1034
Smart Choices

Smart Choices focuses on current laws, safety requirements and responsible strategies when serving or selling liquor. Smart Choices also includes problem gambling awareness information. Responsible service training has been a requirement for restaurants, lounges and other liquor services licensees for over two decades, it is a new requirement for retailers, including beer vendors, liquor vendors, specialty wine stores, Liquor Marts and duty-

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HOSP-2005
Hospitality Computer Applications 2

The ability to use modern technology is essential to successful operation within the hospitality industry. By the end of this course, students will be able to use Microsoft productivity software efficiently and effectively. Using a teacher-led, practical approach, students will work through a variety of tutorials and exercises that will enable them to develop, demonstrate, and apply introductory and intermediate competencies using Microsoft Excel.

Prerequisites:
HOSP-1026 requires a minimum grade of D.

SAFE-1028
WHMIS

The Workplace Hazardous Materials System (WHMIS) is a system for ensuring that important information about hazardous products is communicated where products are used, stored and handled. This course provides Information necessary to understand and interpret information about hazardous products, including pictograms (symbols), labels and Safety Data Sheets.

SEMR-9080
Emergency First Aid

This course covers initial assessments, airway management, breathing, shock, poisons, how to call for emergency and medical assistance, secondary assessments, wounds, HeartSaver, CPR, and medical emergencies. Upon completion, students will receive an Emergency First Aid certificate from St. John Ambulance.

WRKE-1020
Co-operative Education Work Placement 1

This Coop placement provides experiential, workplace-based learning opportunities to build employable competencies, and allows students the opportunity to practice the principles and skills learned during classroom study. It links students to industry managers and employers, and establishes the foundations of their employment history. By the end of this course, students will develop and acquire skills for progression within at least one area of the hospitality or tourism industry. During Coop Work Placement 1, students will effectively communicate with customers, their employer and the Coop Coordinator to achieve or modify their personal learning goals. Students will self-assess their own skill development and professional behavior and will create a portfolio. The Coop Coordinator and employer will assess the students' overall skill development or skill acquisition, their professionalism at both a site visit and via employer evaluation, and also through their portfolio and self reflection.

Prerequisites:
HOSP-1019 and HOSP-1017

CO-OP/Practicum Information

Co-operative education integrates classroom theory with related on-the-job-training by alternating terms of

academic study and employment. This program includes paid co-op work experience.

Both co-operative education terms are scheduled during the summer. The first co-operative education term will allow you to obtain employment in any sector of the hospitality/tourism industry. It is expected that choice of co-op placement will be related to the selected second year major.

Choice of employment for the second co-op term will again be made from any hospitality/tourism sector. It is expected that the choice will be influenced both by the second year major and opportunities for full-time employment upon graduation.

Computer/Laptop Requirements

You will be required to purchase a laptop computer and related software for use throughout the program.

The use of laptop computers is an integral part of this program. It will enhance your learning and competitiveness in the job market. This universal-access approach to learning is a shared one between students and the College. Laptop and software specifications will be provided to you by the College after you are accepted into the program to ensure the laptop complies with the program requirements.

Do not purchase a laptop until you have been accepted and registered in the program.

Laptop Requirements

The College will also provide a detailed list of required software, network access, and help desk support if you require assistance. You will have on-campus access to e-mail, College networks, and the Internet.

Off-campus access to the Internet is the responsibility of the student.

Please refer to https://www.rrc.ca/future-students/computer-requirements/ for further information on Computer Requirements for Students.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process which documents and compares an individual's prior learning gained from prior education, work and life experiences and personal study to the learning outcomes in College courses/programs. For more information, please visit www.rrc.ca/rpl.

Employment Potential

Graduates of this program will have the educational credentials to support a fast-tracked career in hospitality management. Our graduates are often promoted quickly once working in the industry.

Graduates of this program have found positions locally, nationally and internationally at major hotels, restaurants and resorts in positions such as:

• General Manager
• Sales & Marketing Manager
• Front Office Operations Manager
• Front Desk Manager/Supervisor
• Food & Beverage Manager
• Banquet Manager/Captain
• Executive Housekeeper

View some of our graduate success stories in the following link: https://www.rrc.ca/hospitality/hospitality/

Academic Advising Service
Our academic advising service can provide information about our full-time programs, explain program admission requirements, and help you select the right program to meet your career and academic goals. We can

also connect you with helpful people, resources, and supports.

- For more information visit academic advising.

- If you are an Indigenous student, you can contact an Indigenous Admissions Advisor.

- If you are an international student, you can contact International Education.

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Red River College Polytechnic endeavours to provide the most current version of all program and course information on this website. Please be advised that classes may be scheduled between 8:00 a.m. and 10:00 p.m. The College reserves the right to modify or cancel any course, program, process, or procedure without notice or prejudice. Fees may change without notice.