

Travel & Hospitality

Course Content

BUS – 332 SOFTWARE

This program provides travel students the opportunity to gain competency in Microsoft Windows XP and Office 2007. The students become familiar with the operation of Word and PowerPoint. Students also learn to use the Internet as an effective business tool.

BUS – 357 HUMAN RELATIONS / BUSINESS COMMUNICATION

Students are provided with the opportunity to develop effective communication skills. The students learn how to prepare a resume, write business letters, and execute oral presentations. In the Human Relations component, emphasis is placed upon learning the skills required to perform effectively in organizations.

HOS – 117 CUSTOMER SERVICE

This course will provide an understanding of the customer service industry and trends as well as help the student develop the skills and attitudes necessary to become a customer service professional. The importance of communication, problem solving, motivation and customer retention in the changing marketplace is also discussed and the mastery of these skills and abilities is emphasized.

HOS – 258 HOSPITALITY MANAGEMENT

Students will learn the characteristics of the hospitality industry. They will study the proper terminology, accommodation sectors, corporate philosophy, departmental and management structures and market segments. This will familiarize the students with the daily operations and a general overview of the hospitality components. They will also develop Human Resources, training and motivational skills in order to provide a positive and professional experience for our internal and external guests.

HOS – 206 RESERVATIONS SALES AGENT

This course will provide students with the knowledge and skills to become an effective reservations sales agent. Based on National Occupational Standards developed by industry members, the course prepares students to perform to industry expectations. The elements of effective communication, client relations, telephone techniques, selling skills and handling multiple transactions are covered in depth.

HOS – 314 CATERING, CONVENTIONS AND SALES

Covered in this course are the principles involved in meeting planning as well as understanding the dynamics and requirements of groups. The responsibilities of the catering/banquet staff for selling, coordinating and delivering the service to the guest will be developed. Students will learn how to market and sell their facility, determine rates and develop packages and press kits.

TRA – 122 FLIGHT ATTENDANT – AN INTRODUCTION

The student will gain knowledge of airlines policies and regulations, aviation technology, safety and emergency procedures, as well as in-flight service techniques.

TRA – 111 WORLDWIDE GEOGRAPHY

Students will become familiar with worldwide tourist destinations. Knowledge of major tourist areas, transportation, cultures, local customs, climate and documentation are examined and supplemented through notes, maps, videos and geography textbook.

TRA – 201 AIR TARIFFS & TICKETING

This segment of the course covers domestic, transborder, and international air transportation. The focus of this course is on researching, understanding and quoting the lowest possible fare to meet the clients' needs. This course focuses on basic fare calculations including special fares, transborder and US fares, and an introduction to international fares.

TRA – 341 TRAVEL FUNDAMENTALS

This section familiarizes the student with the Travel Industry as a whole including package and independent tours, coach tours, cruises, accommodations, ground transportation and travel insurance. Other aspects include rail travel in Canada, US and Europe, laws dealing with Travel & Tourism and a review of how the industry is structured.

BUS – 665 SELF-DIRECTED STUDIES

This module is used by the student who may want to obtain one-on-one instruction with an instructor. This optional module is completed on Friday mornings during the entire duration of the program. The student does not receive a mark for this module as it is optional.

TRA – 112 AUTOMATED RESERVATIONS

This aspect of the course enables the student to obtain a level of proficiency with the Sabre computer reservation system through hands-on training. This enables the graduate to become competent for entry-level positions performing computer reservation work. The skills covered include reservation procedures for airlines, car rentals, hotels, and tour wholesalers, retrieving general information and fares & ticketing.

TRA – 401 OUT-OF-COUNTRY DESTINATION TRIP

The trip will give the student broader understanding of the travel experience. Qualifying students are provided the opportunity to participate in one out-of-country trip. Instructors will accompany the students to provide direction and insight.

TRA – 444 ON-THE-JOB TRAINING

The student that meets all the work term criteria will be placed in a work environment for a two-week period.

Tuition	\$8,657.00
1% fee	\$86.57
Books	\$995.00
Student fee	\$95.00
Mandatory fees	\$1,995
Computer access	
Total	\$11,828.57