

DIPLOMA IN HOSPITALITY & TOURISM

Our graduates will have a theoretical and applied knowledge of service leadership in different areas of Hospitality and Tourism. In an international context within the Hospitality and Tourism industry, the students will perform their studies with industrial professionals. The overall course structure of the program meets the requirements of all type of entry-level positions and let the graduates become immediately eligible to start their careers in Hospitality and Tourism industry.

Upon completion of Epic College Diploma Program in Hospitality and Tourism the students can apply the principles and procedures of all hospitality functions and services including front desk operations, housekeeping, food and beverage production

HOSPITALITY & TOURISM PROFESSIONAL SKILLS

- Event management and organizing conventions skills
- Providing leadership to the team
- Sales and relationship management
- Customer Service
- Marketing Techniques
- Managing transnational travel corporations
- Understanding the legal framework required
- Hospitality and Tourism industry
- Use of large database of all types, events and scenario
- Organizational and time management skills
- Multi-tasking in planning and scheduling
- Business communication skills
- Understanding Marketing and Sales
- Practical knowledge in Statistics,
- Mathematics and Accounting
- Learn to create an e-business strategy
- Conflict resolution within local organizations
- Identify procedure for new employees
- Prospect and qualify customers
- Overcome buyer objections



ADMISSION REQUIREMENTS

- Ontario Secondary School Diploma (OSSD) or equivalent or mature student status
- ESL 7 or higher (if English is not a second language)
- IELTS or equivalent (for International Students only)
- An admission interview may be required to ensure you meet the necessary entry requirements

DURATION

- Two years

DIPLOMA PROGRAM HIGHLIGHTS

- Understand the management of travel-related queries and all questions related to convention and/or tour services.
- Understand the management of front office operations.
- Concept of maintaining records of vacant rooms and reservations.
- Good command over method to assign rooms registers new guests, and answers all queries about hotel services.
- Learn the basic concept of compilation and daily record sheets management.
- Understand the record-keeping of guest accounts, receipts and vouchers using computerized or manual systems.
- Managed the statements of charges to departing guests and receive payment.
- How to help customers with information about travel destinations, transportation, accommodation options, costs of package tour & recommend suitable products
- To provide travel tips regarding tourist attractions, foreign currency, customs, languages and travel safety.
- Understand the promotion strategy and discuss conventions with trade show services amongst various trade and professional associations
- Concept of designing plan entertainment and social gatherings for participants
- Method to review final billing submitted to clients for events and prepares reports.
- How to manage and plan operations of cafeteria, restaurant, bar, or other food or beverage service.
- Housekeeping duties such as laundry, cleaning

JOB OPPORTUNITIES

- Corporate Hospitality Associate
- Corporate Travel Buyer
- Guest Service Agent
- Visitor Information Counselor
- Hospitality and Tourism Business Development Manager
- Hotel and Tourism Account Manager
- Conference Planner Assistant
- Food and Catering Services Coordinator
- Project Manager-Planning and Tourism Destination
- Hospitality or Tourism Travel Sales Coordinator
- Marketing Assistant Manager among other associations



JOB PLACEMENT ASSISTANCE

In addition to providing students with the necessary skills and knowledge to succeed in Hospitality and Tourism career, Epic College of Technology also provides training, job searching skills, resume preparation and job placement assistance.

FINANCIAL ASSISTANCE AND FUNDING OPTIONS

Domestic and International Students in the Hospitality and Tourism Diploma Program may be eligible for several different sources of funding and financial assistance programs including: WSIB, EI, Second Career, bursaries and interest free installment plans administered by the college, bank loans, RASP, RESP and employer sponsored educational programs.

Call us at 905-203-2500 or 647-482-3742 for more information about admission and program.

WhatsApp: 647-482-3742

Epic College of Technology
5670 McAdam Road. Unit #100
Mississauga ON L4Z 1T2

Phone: +1905-203-2500, +1-647-482-3742

Fax: +1-800-363-5556

Email: info@epiccollege.ca