

Fanshawe College

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Documentation (Approvals etc...)

Golf and Club Management

2005

FANS 01246 - Golf & Recreational Club Management CVS Application

Fanshawe College

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ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
CREDENTIALS VALIDATION SERVICE

APPLICATION FOR PROGRAM VALIDATION

This proposal will be sent to MTCU for Approval for Funding YES NO

1. College:

Fanshawe College, 1460 Oxford St. E. P.O. Box 7005, London, Ontario Canada N5Y 5R

2. College contact person responsible for this proposal:

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Or

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3. Proposed Program Title:

Golf & Recreational Club Management Program

4. Proposed Credential: (please indicate below)

Local Board Approved Certificate

Ontario College Certificate

Ontario College Diploma X

Ontario College Advanced Diploma

Ontario College Graduate Certificate

5. Proposed Program Outcomes:

Please complete and attach the two Program Maps (Appendix A - Form 1 and Form 2)

6. Proposed Program Description:

Please complete and attach the Program Description Form (Appendix B)

7. Proposed Program Curriculum:

Please complete and attach the Program Curriculum Form (Appendix C)

8. Date of Submission: November 29, 2005

9. Date of CVS Response: November 30, 2005

10. Validation Decision:

Proposal Validated (APS Number: FANS 01246)

Proposal not Validated. Reason:

Signed on behalf of CVS:

Tim Klassen

Send the completed form and required appendices to: klassen@collegecvson.ca For detailed information on how to complete the Application for Program Validation, please refer to the Instructions for Submission document. For any additional information contact: College Credential Validation Service, 655 Bay Street, Suite 400, Toronto, ON M5G 2K4; or by telephone at (416) 596-8799



ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
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APPENDIX A - PROGRAM MAPS

(Vocational Program Outcomes & Essential Employability Skills Outcomes)

Vocational Program Learning Outcomes:

Form 1(attached) is provided to assist you in mapping your proposed program vocational learning outcomes against existing vocational outcomes found in either Provincial Program Standards or in Provincial Program Descriptions.

Where there is a relevant Provincial Program Standard, the approved Vocational Learning Outcomes must appear in the first column, followed by your proposed program vocational learning outcomes.

Where there are no Provincial Program Standards, the first column will contain program outcomes from the Provincial Program Description. Again, your proposed program vocational learning outcomes will be added in the middle column.

NOTE: *Both these types of documents can be obtained from staff at the CVS or at the Colleges Branch, MTCU.*

The last column will contain a list of the relevant curriculum proposed in your program to address the outcome in a manner that ensures the graduate will have reliably demonstrated the required skill or ability. Course numbers or course codes, corresponding to those provided in your list of courses (Appendix C), are sufficient in this column.

Essential Employability Skills Outcomes:

A mapping of the Essential Employability Skills (EES) will be done on Form 2 (attached).

The instructions / requirements for this map are the same as for the Vocational Program Map. The first three columns contain the approved skill categories, the defining skills, and the EES learning outcomes. The last column will contain the proposed curriculum (as listed in Appendix C) that will ensure the meeting of these outcomes.



**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
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**APPENDIX A - PROGRAM MAPS
Form 1 - Vocational Program Outcomes**

PROVINCIAL PROGRAM STANDARD VOCATIONAL LEARNING OUTCOMES / PROVINCIAL PROGRAM DESCRIPTION OUTCOMES	PROPOSED PROGRAM VOCATIONAL LEARNING OUTCOMES	COURSE TITLE / COURSE CODE (From Appendix C)
1. Facilitate the provision of healthy and safe recreation facility environments.	1. Facilitate the provision of healthy and safe golf and recreational club environments.	<ul style="list-style-type: none"> • Health and Safety • Cook, Sell, Serve (practicum) • LAWS3013 Law & Insurance – Hospitality Industry • People Resource Management • COMM1023 – Communications I • COMM1054 – Communications II

<p>2. Contribute to the implementation of effective programs and schedules within recreation facilities.</p>	<p>2. Deliver diverse recreational activities i.e. tournaments of any type. With strict attention to the intricacies and impact on the particular golf or recreational club environment.</p>	<ul style="list-style-type: none"> • Golf and Recreation in Canada • Playing the Game • Guest, Membership and Sales Management • Club Project Management • Cook, Sell, Serve (practicum) • Food, Beverage & Labour Cost Control • COMP5019 Software Solutions
<p>3. Apply contemporary business administration skills to the management of recreation facilities.</p>	<p>3. Apply contemporary business administration skills to the management of golf and recreational club facilities.</p>	<ul style="list-style-type: none"> • BUSI1005 Introduction to Business Processes • ACCT1004 Principles of Accounting I • ACCT1011 Principles of Accounting II • COMM1023 – Communications I • COMM1054 – Communications II • ECON6001 World Economics • HOTL3004 Food, Beverage & Labour Cost Control • Club Project Management • Golf & Club Management Capstone
<p>4. Contribute to the coordination of effective facility operations.</p>	<p>4. Contribute to the coordination of effective golf and recreational club operations.</p>	<ul style="list-style-type: none"> • Leadership and Organizational Skills • ACCT1004 • ACCT1011

		<ul style="list-style-type: none"> • COMM1023 Communication for Business • COMM1054 Communication for Business II • Club Project Management • LAWS3013 • Health & Safety • Golf & Club Management Capstone
5. Apply the principles of marketing to the promotion of recreation facilities.	5. Apply the principles of marketing, merchandising and public relations to the promotion of golf and recreational club facilities.	<ul style="list-style-type: none"> • Marketing & Public Relations for the Club Professional • Pro-Active Customer Service for the Millennium • Guest Membership and Sales Management • Retail Merchandizing for the Recreational Facility • COMM1023 • COMM1054 • Golf & Recreation in Canada
6. Contribute to the implementation of ongoing strategies for optimal customer service and relations.	6. Contribute to the implementation of ongoing strategies for optimal customer service and relations.	<ul style="list-style-type: none"> • Playing the Game • Pro-Active Customer Service for the Millennium • Guest Membership and Sales Management • COMM1023 Communication for Business • COMM1054 Communication for Business II
7. Apply the fundamental	7. Apply the fundamental principles and	<ul style="list-style-type: none"> • Health and Safety

<p>principles and techniques necessary for maintenance and sustainability of recreation facilities.</p>	<p>techniques necessary for maintenance and sustainability of golf and club facilities.</p>	<ul style="list-style-type: none"> • Golf and Club Facilities Management • Cook, Sell, Serve (practicum)
<p>8. Design and implement appropriate research and planning strategies.</p>	<p>8. Design and implement appropriate research and planning strategies for golf and club facilities.</p>	<ul style="list-style-type: none"> • ECON6001 World Economics • Golf & Recreation in Canada • Turf Management • Leadership & Organizational Skills • Club Project Management Strategies • Marketing & Public Relations for the Club Professional • COMM1023 • COMM1054 • BUS11005 • Golf & Club Management Capstone
<p>9. Generate facility revenue by applying sound business principles.</p>	<p>9. Generate golf and club facility revenue by applying sound business principles.</p>	<ul style="list-style-type: none"> • BUS11005 Introduction to Business Processes • ACCT1004 Principles of Accounting I • ACCT1011 Principles of Accounting II • HOTL3004 Food, Beverage & Labour Cost Control • Club Project Management Strategies • Golf & Club Management Capstone • Guest, Membership & Sales Management • Marketing & Public Relations for the Club Professional

<p>10. Contribute to strategies for effectively managing the performance and development of staff and volunteers.</p>	<p>10. Contribute to strategies for effectively managing the performance and development of staff and volunteers.</p>	<ul style="list-style-type: none"> • Guest, Membership and Sales Mgmt. • Leadership & Organizational Skills • People Resource Management • Playing the Game • COMM1023 Communication for Business • COMM1054 Communication for Business II
<p>11. Develop entrepreneurial strategies for the operation and management of recreation facilities.</p>	<p>11. Develop entrepreneurial strategies for the operation and management of golf and club facilities.</p>	<ul style="list-style-type: none"> • ACCT1004 • ACCT1011 • Golf and Recreation in Canada • Club Project Management Strategies • Marketing & Public Relations for the Club Professional • Leadership & Organizational Skills • COMM1023 • COMM1054
	<p>12. Apply basic food and beverage serving skills and customer service appropriate to a variety of food and beverage environments, including service and coordination of special events held at a golf or recreational club.</p>	<ul style="list-style-type: none"> • Cook, Sell, Serve (practicum) • HOTL3004 Food, Beverage & Labour Cost Control • Golf & Club Management Capstone
	<p>13. Adapt to various and changing technologies, systems and applications for the golf & club management industry. E.g.</p>	<ul style="list-style-type: none"> • Cook, Sell, Serve (practicum) • COMM1023 Communication for Business I • COMM1054 Communication for Business II

	GPS in golf carts, POS systems, and Membership Management software.	<ul style="list-style-type: none"> • COMP5019 Software Solutions • Guest, Membership and Sales Management • Golf & Club Facilities Management • Turf Management
	14. Communicate clearly in the written, and <i>in particular hand-written</i> , spoken and visual form that fulfils the purpose and meets the needs of the audience.	<ul style="list-style-type: none"> • COMM1023 Communication for Business I • COMM1054 Communication for Business II • Marketing & Public Relations for the Club Professional • Pro-Active Customer Service for the Millennium • People Resource Management • Golf & Club Management Capstone
	15. Support the maintenance/care regime needed in order to sustain the turf and garden areas of the golf and/or club facility	<ul style="list-style-type: none"> • Turf Management • Golf & Club Facilities Management • Golf & Club Management Capstone
	16. Interpret numerical information based on sound accounting principles, in order to make effective decisions.	<ul style="list-style-type: none"> • BUSI1005 Introduction to Business Processes • ACCT1004 Principles of Accounting I • ACCT1011 Principles of Accounting II • HOTL3004 Food, Beverage & Labour Cost Control • Club Project Management • Golf & Club Management Capstone

Add additional rows as required to complete the mapping exercise.



**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY
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APPENDIX A - PROGRAM MAPS

Form 2 - Essential Employability Skills Outcomes

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
COMMUNICATION	<ul style="list-style-type: none"> • Reading • Writing • Speaking • Listening • Presenting • Visual Literacy 	<ul style="list-style-type: none"> ➤ communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience 	All courses
		<ul style="list-style-type: none"> ➤ respond to written, 	

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
		spoken, or visual messages in a manner that ensures effective communication	All Courses
NUMERACY	<ul style="list-style-type: none"> • Understanding and applying mathematical concepts and reasoning • Analysing and using numerical data • Conceptualizing 	➤ execute mathematical operations accurately	BUSI1005 Introduction to Business Processes ACCT1004 Principles of Accounting I ACCT1011 Principles of Accounting II HOTL3004 Food, Beverage & Labour Cost Control Golf & Club Management Capstone ECON6001 World Economics COMP5019 Software Solutions Club Project Management Strategies
	<ul style="list-style-type: none"> • Analysing • Synthesizing 	➤ apply a systematic approach to solve	All courses

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
CRITICAL THINKING & PROBLEM SOLVING	<ul style="list-style-type: none"> • Evaluating • Decision-making • Creative and innovative thinking 	problems	
		<ul style="list-style-type: none"> ➤ use a variety of thinking skills to anticipate and solve problems 	ACCT1011 Principles of Accounting II Guest Membership and Sales Management Food, Beverage and Labour Cost Control Software Solutions Club Project Management Strategies Golf and Club Management Capstone Retail Merchandising for the Recreational Facility LAWS3013 Law & Insurance –Hospitality Industry People Resource Management
INFORMATION MANAGEMENT	<ul style="list-style-type: none"> • Gathering and managing 	<ul style="list-style-type: none"> ➤ locate, select, organize, and document information 	ACCT1004 Principles of Accounting I ACCT1011 Principles of Accounting II

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
	<ul style="list-style-type: none"> • information • Selecting and using appropriate tools and technology for a task or a project • Computer literacy • Internet skills 	<ul style="list-style-type: none"> ➤ using appropriate technology and information systems 	COMM1023 Communication for Business COMM1054 Communication for Business II Cook, Sell, Serve (practicum) Software Solutions Retail Merchandizing for the Recreational Facility Golf & Club Management Capstone Membership & Sales Management Club Project Management Strategies
		<ul style="list-style-type: none"> ➤ analyse, evaluate, and apply relevant information from a variety of sources 	ACCT1004 Principles of Accounting I ACCT1011 Principles of Accounting II COMM1023 Communication for Business COMM1054 Communication for Business II Cook, Sell, Serve (practicum) Software Solutions Retail Merchandizing for the Recreational Facility Golf & Club Management Capstone Membership & Sales Management
INTER-PERSONAL	<ul style="list-style-type: none"> • Team work • Relationship 	<ul style="list-style-type: none"> ➤ show respect for the diverse opinions, values, 	All courses

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
	<ul style="list-style-type: none"> • management • Conflict resolution • Leadership • Networking 	<ul style="list-style-type: none"> • belief systems, and contributions of others 	
		<ul style="list-style-type: none"> ➤ interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals 	All courses
PERSONAL	<ul style="list-style-type: none"> • Managing self • Managing change and being flexible and adaptable • Engaging in reflective practices • Demonstrating 	<ul style="list-style-type: none"> ➤ manage the use of time and other resources to complete projects 	All courses
		<ul style="list-style-type: none"> ➤ take responsibility for 	All courses

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
	personal responsibility	one's own actions, decisions, and consequences	

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APPENDIX B - PROGRAM DESCRIPTION

PROGRAM DESCRIPTION:

Students entering the Golf & Recreational Club Management Program will be introduced to the numerous career opportunities available in the ever growing Golf and Club Industry, not only in Ontario, but nationally and internationally, through an emphasis on study of the financial and business challenges of these properties. Including Human resources concerns and the nuances of managing their memberships. Along with the accounting functions students will gain hands on practical exposure to all the equipment and landscape concerns required to run a successful facility whether it be golf, ski, tennis, arena or any recreational facility. They will also gain a strong appreciation for retail management and for the necessities of a strong Food & Beverage Department.

Upon completion of this program graduates can expect to work in a multitude of entry level positions in the areas of Food & Beverage, Pro-Shops, Assistant superintendents, and other recreational facility positions, with the potential to accelerate into managerial responsibilities.

With the identified increased needs in the community and globally for the recreational and leisure market, this program is extremely well supported demographically.

VOCATIONAL PROGRAM LEARNING OUTCOMES: (vocational program learning outcomes must be consistent with the requirements of the Credentials Framework for the proposed credential)

The graduate has reliably demonstrated the ability to:

1. Facilitate the provision of healthy and safe golf and recreational club environments.

2. Deliver diverse recreational activities (i.e., tournaments of any type), with strict attention to the intricacies and impact on the particular golf or recreational club environment.
3. Apply contemporary business administration skills to the management of golf and recreational club facilities.
4. Contribute to the coordination of effective golf and recreational club operations.
5. Apply the principles of marketing, merchandising and public relations to the promotion of golf and recreational club facilities.
6. Contribute to the implementation of ongoing strategies for optimal customer service and relations.
7. Apply the fundamental principles and techniques necessary for maintenance and sustainability of golf and recreational club facilities.
8. Design and implement appropriate research and planning strategies for golf and recreational club facilities.
9. Generate golf and recreational club facility revenue by applying sound business principles.
10. Contribute to strategies for effectively managing the performance and development of staff and volunteers.
11. Develop entrepreneurial strategies for the operation and management of golf and club facilities.
12. Demonstrate effective Food and Beverage service delivery & management, including customer service and coordination of special events.
13. Adapt to various and changing technologies, systems and applications for the golf & club management industry (e.g., GPS in golf carts, POS systems, and Membership Management software).

14. Communicate clearly in the written, and *in particular hand-written*, spoken and visual form that fulfils the purpose and meets the needs of the audience.

15. Support the maintenance/care regime needed in order to sustain the turf and garden areas of the golf and/or recreational club facility

16. Interpret numerical information based on sound accounting principles, in order to make effective decisions.

ADMISSION REQUIREMENTS:

OSSD with courses from the College (C), Universities (U), University/College (U/C), or Open (O) stream WITH:

- Any grade 12 English (C), (U), (U/C),
- Any grade 11 or 12 Math or Academic and Career Entrance Certificate with:
- Business or Technical Mathematics Computer skills

OR

- BTSD Level 4 Certificate

OR

- Ontario High school Equivalency Certificate (GED) AND:
- Any Grade 11 or 12 Mathematics (C), (U), (U/C),

OR

- Mature Applicant with standing in required courses stated above.



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APPENDIX C - PROGRAM CURRICULUM

Semester	Course Code*	Course Title (and brief course description)
1	General Education Elective	<p>General Education Elective</p> <p>To conform with the Ministry of Education's, General Education requirements, students will choose from a multitude of course offerings.</p>
1	Golf & Recreation in Canada	<p>Golf & Recreation in Canada</p> <p>A historical perspective on games and sports in Canada. It will provide an overview of the facilities, equipment, tournament organization and the social components that surround the game. This will be achieved through the outing of recreational properties and attention to potential career opportunities. Particular attention will be placed on the professional Associations and personalities in sports and recreation and their impact on the business end of sports and recreation for the general public.</p>
1	BUSI 1005	<p>Introduction to Business Processes</p> <p>The purpose of this course is to explore the various functional areas of business in Canada. Students are introduced to many concepts, including; major business trends, the role of government in business, production and operations, employee-management issues, and financial resources management.</p>

1	ACCT1004	<p>Principles of Accounting I</p> <p>The course introduces the student to the subject of Accounting and is designed to take them through the accounting bookkeeping cycle, including knowledge of: (i) the accounting profession and how to analyze and record business transactions, (ii) worksheet adjusting and closing entries and preparation of financial statements, (iii) accounting for merchandising operations, (iv) and internal controls involving cash, including back reconciliations and petty cash.</p>
1	Cook, Sell, Serve (Practicum)	<p>Cook, Sell, Serve (Practicum)</p> <p>No successful club, golf or other can survive without detail and attention placed on its food & beverage outlets and operations. Throughout this course students will have the opportunity to learn first hand, proper serving and basic food prep skills in a practical environment, through the day-to-day operation of the Tourism & Hospitality Division Foodservice outlets. In conjunction they will gain the ability to prepare and present a food service menu while mindful of seasonal availability, ethnic menus, special function menus, dietary and religious restrictions.</p>
1	Health & Safety	<p>Health & Safety</p> <p>This course is designed to “load up” the student with necessary certificates and training to prepare them to work in all areas of a club environment, including; WHMIS training, Smart Serve, Food Handlers certification, Sanitation</p>

		certificate and ever evolving government regulations.
2	COMM1023	<p>Communication for Business</p> <p>This course is designed to establish a foundation for business connections through the development of writing, editing, reading, and basic computer skills. The student will plan, write edit and format material for production of work related documents, such as letters, memos, and short reports.</p>
2	Marketing & Public Relations for the Club Professional	<p>Marketing & Public Relations for the Club Professional</p> <p>This course is designed to apply marketing knowledge and skill as it relates to the Recreational Club environment. This course will address preparing media kits, developing marketing plans, execution of the plan, building marketing business, including media allotment, product/service branding and public relations. A dissection of the target markets will take place in order to increase the student awareness of the specific needs of the group as well as the method by which to best access this market. An understanding of demographics and its impact on potential customers will also be discussed. The students will be required to analyze economic, competitive, consumer and financial data to make target segment and marketing mix decisions.</p>
2	Turf Management	<p>Turf Management</p> <p>For a Golf Club, turf is your most valuable asset. This in depth study will increase the awareness of managing recreational turf including; grass, landscaping, and artificial ground coverings. Students will gain greater appreciation for the elements of design as it pertains to Golf and the aesthetics of landscaping.</p>
2	MGMT6010	<p>Leadership and Organizational Skills</p> <p>This course is designed to identify leadership styles and to allow the student to develop multi-tasking capabilities within a frame work of the most suitable leadership environment.</p>

2	Pro-Active Customer Service for the Millennium	Pro-Active Customer Service for the Millennium <p>The growth, changes and ever-increasing and demanding customer in the service industry, necessitates a revolutionary change in the delivery and modalities used in customer service delivery. This course is designed to increase the student's awareness of the consumer and their spending habits, dissect their needs, manage scarce resources and utilize technology to best anticipate and meet the needs of the consumer and provide the client with an unforgettable experience; cementing their loyalty for future business.</p>
2	Playing the Game	Playing the Game <p>That's right, you will play the game. Through actual play the student will become familiar with the rules and techniques of playing the following recreational actives; golf, tennis, ski, hockey, skating, curling, soccer, snowboarding, racquet ball, squash, badminton, swimming, and card games. The student will learn the rules that govern each activity and the nuances surrounding organization of formal tournaments and activities that surround these special events.</p>
2	Guest, Membership and Sales Management	Guest, Membership and Sales Management <p>This course is designed to assess customer and membership needs and build marketing plans to execute those strategies. Attention will be given to retaining and building the membership base and highlight alternative business segment opportunities. Further, the course will address the demographics differences within the market segment to better target the specific audience. This awareness will aid the student in developing cost effective strategies and effectively manage scare marketing resources. The course will provide both theoretical and practical sales skills for the purpose of improving the student's selling skills and techniques and overcome personal barriers or blocks to selling and up-selling to prepare them to sell products or services.</p>

3	ACCT1011	<p>Principles of Accounting II</p> <p>This course is a continuation of financial accounting at an introduction level. Students will cover additional material related to: (i) asset liability, owner's/shareholder's entry equity accounts, (ii) accounting for partnerships and corporations, (iii) analysis of financial statements including; balancing sheets and income statements (iv) and retained earnings and cash flow.</p>
3	FDMG1039 Mandatory Gen Ed.	<p>Dining for Professional Success (Mandatory General Education)</p> <p>This exploration of tastes, culture and customs in various national dining practices is designed to create an awareness of and develop sensitivity to different cultural behaviours and customs, especially for the students traveling outside their own country or who will be interacting with people of other countries or cultures. An appreciation and understanding of these differences will help prevent embarrassment, unhappiness and failure not only in interpersonal relationships but more importantly when interacting on the global business platform.</p>
3	HOTL3004	<p>Food, Beverage and Labour Cost Control</p> <p>This course is designed to introduce the student to techniques used in the control of food, beverage and labour costs. The student will be able to calculate all costs and be able to discuss the causes of variances between forecasted figures and actual results. They will have an appreciation for</p>

		control systems and their implementations within the hospitality industry.
3	People Resource Management	<p>People Resource Management</p> <p>The primary objective of this course is to introduce the student to the intricacies of managing the company's greatest asset – people. Topics such as; recruiting, training, compensation, future resource planning, HRSDC policies, union issues (collective agreements) and employee retention will be explored. In addition, specific HR issues as they relate to the hospitality industry will be addressed. A review of various acts and legislation governing employers and employees in the province of Ontario will be completed.</p>
3	Club Project Management.	<p>Club - Project Management Strategies</p> <p>This course will provide the student with concrete skills in project management as it applies to the Golf and Club Industry. Students will explore all the components of a successful event from conception, budgeting, coordinating, executing and evaluating the event.</p>
3	LAWS3013	<p>Law & Insurance – Hospitality Industry</p> <p>This course is designed to give the student a basic understanding of the laws which govern the hospitality industry in Ontario. Also there will be some case studies and examples of actual cases which have been tried in Canada.</p>

3	Retail Merchandizing for the Recreational Facility	<p>Retail Merchandizing for the Recreational Facility</p> <p>This course encompasses discussions and workshops on leadership skills and management techniques, within the context of presenting the challenges and opportunities of the Canadian retail environment. Special attention will be placed on the recreational facility's needs and expectations.</p>
3	ECON6001	<p>World Economics</p> <p>A survey of the principles of economics, as related to the distribution of goods and services in the tourism/hospitality industry. Major topics include the theory of consumer demand, output and price determination by firms, factor pricing, international trade, money and banking, and the determination of overall levels of employment and income.</p>
4	BEVR1004 Mandatory Gen. Ed.	<p>Wines of the World (Mandatory General Education)</p> <p>The student will learn the fundamentals of wine making, including the effects from soils, climate and geographical location in order to gain a greater appreciation for the uniqueness of each wine produced. They will study the history of the worlds wine producing regions and their impact on today's abundant market.</p>
4	COMM1054	<p>Communication for Business II</p> <p>This course is designed to improve the student's written, verbal and non-verbal communications skills. An introduction to the essential concepts and skills to build</p>

		<p>successful relationships on an individual, group and organizational basis is included. Communication, business ethics, teamwork, group dynamics, team building and customer relations will be discussed. In addition, the appropriate incorporation of technology, as appropriate, will be included.</p>
4	<p>Golf & Club Facilities Management</p>	<p>Golf & Club Facilities Management</p> <p>Through a tour of golf clubs, arenas, swimming facilities, ski clubs, marinas, racket clubs, health & fitness clubs, students will be provided a hands-on practical experience to the management of the facilities and resources located at these properties. Emphasis on care and repair will be applied to equipment and physical plant.</p>
4	<p>COMP5019</p>	<p>Software Solutions</p> <p>This course is designed to provide the student with a strong foundation in the worlds of computer software applications for business. Packages such as; MS Office, MS Word, Excel, MS Publisher, Internet, Webpage Design, email usage and Client Relationship Management (CRM) software programs.</p>
4	<p>Golf & Club Management Capstone</p>	<p>Golf & Club Management Capstone</p> <p>In the final semester of this program students will be provided an opportunity to synthesize their learning in a culmination of planning a recreational event, utilizing project management skills, marketing techniques, including branding, budgeting for expenses incurred (both forecasted and actual), using sound business practices to make effective decisions. In addition, the evaluation will also focus on the student understanding of customer service, ability to manage human resources, while addressing the specific sport and/or recreational activity and customer group</p>

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Add additional rows as required to complete the curriculum chart.

*** (be sure to identify those courses designed to deliver General Education)**