

Hotel, Restaurant and Casino Management Diploma Program

Length of course: 6 months



The Ontario Ministry of Tourism and Recreation has forecasted tourism increases of up to 10 percent in each of the next four years.* Along with these increases will be a corresponding number of employment opportunities in the hospitality service industry. Graduates of this program will be well prepared for employment in hotels, restaurants and casinos with numerous certifications and the important understanding that this is a “service” industry and customer satisfaction is paramount.

* Global Insight, Ontario Ministry of Tourism and Recreation



ONTARIO
RESTAURANT
ASSOCIATION



“I graduated from Westervelt in 1999. Now I’m the Director of Human Resources at the Hilton Hotel in Grand Rapids and would like to advertise employment opportunities in your job placement centre.”

– Michael L.

What you’ll learn:

- Front Office Operations
- Casino Operations Management
- Computers in the Hospitality Industry
- Planning & Control of Food & Beverage Operations
- Beverage Controls
- Culinary Fundamentals
- Principles & Practices of Management in the Hospitality Industry
- Principles of Sanitation
- Career Strategies

Certifications:

- WHMIS
- Smart Serve
- LCBO - Level I
- Quality Sanitation
- Ontario Wine Council
- Technology in Hospitality
- Food & Beverage Operations
- Front Office Procedures

Career Opportunities in Hotel, Restaurant and Casino Management

PLACES: HOTEL • RESTAURANT • CASINO • CATERING OPERATION • BED AND BREAKFAST • SPECIALTY SUPPLY COMPANY

POSITIONS: MANAGER • CONCIERGE • SALES REPRESENTATIVE (FOOD, EQUIPMENT, LCBO) • CONSULTANT • CORPORATE FUNCTION PLANNING • HUMAN RESOURCES DIRECTOR