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# HOSPITALITY AND SERVICE MANAGEMENT **DIPLOMA PROGRAM**

STUDY AT INLINGUA VICTORIA  
THE EXPERIENCE OF A LIFETIME





## This program will allow you to:

- Acquire knowledge in the hospitality and service industries and learn from top industry professionals and instructors
- Obtain internationally recognized American Hotel and Lodging Association AHLA certificate and the BASICS.fst food safety certificate
- Gain Canadian work experience in tourism and hospitality
- Receive a PTIB accredited diploma from inlingua Victoria

## CAREER DIPLOMA OCCUPATIONS

- Hotel Front Desk Clerks
- Food and Beverage Servers
- Maitres d'hôtel and hosts/hostesses
- Casino Services
- Food Service Supervisors
- Accommodation, Travel, Tourism and related Services Supervisors
- Executive Housekeepers
- Support Occupations in Accommodation, Travel and Facilities Set-Up Services
- Accommodation Service Managers, Restaurant and Food Service Managers



## ADMISSION REQUIREMENTS

### ■ For program acceptance, students must:

1. Have successfully completed secondary school graduation (or equivalent in another school system) and be a minimum of 18 years of age.
2. Demonstrate English Proficiency with one of the following:
  - **Domestic students** must provide transcripts with these minimal scores:
    - BC High School English 12 – minimum C (60-66%)
    - BC High School Communications 12 – minimum C+ (67-72%)
  - **International students** must provide one of the following documents with these minimal scores:
    - IELTS 5.5 (no band under 5.0), CAE 47, iBT 50, CLB 6.
    - OR complete inlingua Victoria General English Level 5

## PROGRAM FEES

*(all fees are in CAD)*

Registration Fee: **\$150**  
 Course Materials: **\$120**  
 Textbooks: **\$1175**

Tuition:

- *Domestic Students: \$7140*
- *International students: \$8400*

If a student cannot provide one of the following criteria, an online test is required. If successful with the on-line test, a phone interview will be arranged with inlingua Victoria to assess the spoken English level.  
 Or, a student can take an in-house exam at inlingua Victoria which includes a grammar test, writing test, and speaking interview.



## WHAT YOU NEED TO KNOW

Upon successful completion of this program students will be able to **demonstrate a knowledge of supervision and management operations in the hospitality and service industry**; including room division management, financial management, marketing and sales, human resources, food and beverage management and food safety.



## PROGRAM HOURS

SCHEDULE		M	T	W	Th	F
	9 — 12	Class				
	12 — 1	Lunch				
	1 — 3	Class				

- ▶ Instructional hours are 25 hours a week Monday to Friday from 9:00am – 3:00pm with a lunch break from 12:00pm – 1:00pm for 24 weeks.
- ▶ Intakes are every 4 weeks

## METHOD OF EVALUATION



After completing each individual course in the program students will take an exam to achieve certification for that particular completed section of the program. Overall program evaluation will consist of:

- Exams 70%
- Field trip reports 10%
- Quizzes 10%
- Participation 10%



## COMPLETION REQUIREMENTS

Students must achieve a mark of 70% or higher on each AHLEI course exam to obtain their individual certificates from AHLEI. Students must obtain a 75% or higher on the BASICS.fst and Allergen BASICS course exams to receive these individual certificates. If students fail to achieve these grades on the exams, they are permitted to retake the exams.

To graduate from the program and receive the diploma students must complete all program courses and achieve an overall mark of 80% or higher, with a no less than 70% on their AHLEI exams and 75% on their BASICS.fst and Allergen exams. They also must not miss more than 80% of the course due to absences.

## PROGRAM ORGANIZATION



COURSE COMPONENT	# of Hours
Hospitality Today: An Introduction	2 weeks/50 hours
Certified Guest Service Professional	2 weeks/50 hours
Hotel and Restaurant Accounting	2 weeks/50 hours
Hospitality Sales and Marketing	2 weeks/50 hours
Supervision in the Hospitality Industry	2 weeks/50 hours
Managing Technology in the Hospitality Industry	2 weeks/50 hours
Front Desk Representative Training Managing Front Office Operations	2 weeks/50 hours
Managing Front Office Operations	2 weeks/50 hours
Guestroom Attendant Training	2 weeks/50 hours
Managing House Keeping Operations	2 weeks/50 hours
Managing Service in Food and Beverage Operations	2 weeks/50 hours
BASICS.fst® Food Safety Training Certificate and Allergen Training For the Foodservice and Food Retail Industry	2 weeks/50 hours

**REGISTER  
NOW**

**Submit an  
application to:**

[admissions@inlinguavictoria.com](mailto:admissions@inlinguavictoria.com)

**QUESTIONS?**



**CALL US!**

**778.817.1083**





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