

**2006 - 2007**  
**Hospitality and Tourism Management**  
**Undergraduate Student Handbook**



*School of Hospitality and Tourism Management*  
*University of Guelph*  
June 20, 2006

**2006 - 2007**

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Tourism Management  
Undergraduate Student Handbook**

**W**elcome to the ***School of Hospitality and Tourism Management (HTM)*** and congratulations on your acceptance to the program! You are part of a very special program on this campus that has undoubtedly some of the strongest ties with industry. These have provided the School with an excellent learning environment (if you look at the donor board outside the HTM Main Office, you will see the major industry donors and individuals who helped make our latest addition of teaching kitchen and restaurant possible, for instance) and can be seen in the number of guest speakers, Executives-in-Residence, and panellists that come to campus every year.

Since 1969 our School has developed an excellent reputation within the hospitality industry for the quality of our graduates (over 3,000) and our programs in hospitality and tourism, and not surprisingly, our alumni are working in all sectors of the industry both in Canada and around the world. Strongly supported by a high-powered Policy Advisory Board, the University of Guelph's School of Hospitality and Tourism Management is regarded as Canada's leading hospitality program.

You are joining a vibrant student body and will have the chance to participate in the co-operative education or internship programs, one of the exchange programs, our HTM Careers Fair and Alumni Careers Night, among many other wonderful opportunities. We know you will live up to the standards set by the students who have come before you, and take full advantage of the in-class as well as extracurricular learning we all strive to provide you. On behalf of the entire faculty and staff, I am delighted to welcome you to the School. Have a great first semester!

Marion Joppe  
Director

**W**elcome one and all to the world of Hospitality and Tourism Management! First, let me congratulate you on taking the first few steps towards your career by entering the best hospitality program in Canada. One of the most important things that you will learn at Guelph, is that being in the Hospitality Industry is all about providing an experience, and in four short years, you will become the service providers of the future. The Hospitality & Tourism Management Students' Association (HTMSA) was created to offer students additional support and networking abilities throughout your learning experience.

You will leave Guelph with not only a degree, but also an education that will open countless doors. As a HTM student you will be given the chance to participate in many activities that can further your career upon graduation so make sure you get involved from the start. This is a time to experience much more than just what the classroom has to offer. Use your time here to develop friendships, experience new ways of living, create industry contacts and learn to see things in new and innovative ways.

Aside from helping you to become better accustomed to your new surroundings, getting involved helps to open a wealth of new opportunities and possibilities. This year we will be offering Smart Serve Certification, a Hospitality Job Fair, a trip to New York City, intramural teams, bus trips to conferences and trade shows in Toronto as well as other industry focussed events.

The HTM program is recognized in the University community and in the hospitality industry for providing a solid academic and non-academic platform for our students. Opportunities will be endless, however, it's up to you to take advantage of them. All of us look forward to seeing you continue the School's traditions that have become legendary in our community. Don't let these days pass you by, have a good time and come away with the best memories of your lifetime. Please contact me if you have any questions, ideas or would like to get involved.

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Co-Presidents, HTMSA (Hospitality & Tourism Students Association)



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## YOUR SCHOOL - PAST, PRESENT AND FUTURE

The first Bachelor of Commerce students to enrol in the then School of Hotel and Food Administration (HAFA) were admitted in September 1969. The twenty-six students in this class marked a milestone in the evolution of professional education for the hospitality, food service, accommodation and tourism industries in Canada. With the support of industry leaders, and research that confirmed a strong need for professionally qualified managers, the first university degree granting program of its kind in Canada was created.

To help establish the School, industry provided funds to cover part of the initial capital outlay and operating expenses. To serve this function the Hospitality Industry Founders' Fund was established. The remainder of this Fund was used to help build the most recent addition to the building completed in fall 2003. This addition includes PJ's Restaurant in the Atrium and the Compass Group Culinary Management Facility, which doubled the dining room and food preparation space, as well a new entrance to the School.

Initially, classes and offices of the School of Hospitality and Tourism Management were located in the Macdonald Institute building. In 1975, Macdonald Stewart Hall, attached to the older Macdonald Institute, was built to house the School. The new building was financed by the hospitality industry through the Founders' Fund. The Macdonald Stewart Foundation provided a naming grant for the building, continuing in the tradition of Sir William Macdonald who gave the campus Macdonald Institute and Macdonald Hall. The other donors to the original Macdonald Stewart Hall can be seen on a plaque outside the Directors office (MACS 201)

By 1976, the School had an enrolment of 300 students and six faculty. In addition to their teaching responsibilities these faculty conducted research, took an active role in professional associations and were involved in management education programs for the industry.

In the following years Professor George Bedell, the founding Director of the School, laid the groundwork for what has become one of the most respected hospitality management schools in North America. A photograph of Professor Bedell can be seen in the HTM Reading Room (across from MACS 203). Dr. Tom Powers was appointed Director in 1979. Under his leadership the faculty pursued doctoral studies, scholarly activities were strengthened and management development programs for senior executives in the hospitality industry were established.

In 1983, the first Advanced Management Program for the Hospitality Industry (AMPHI) was launched. A one week program for middle managers, known as the Hospitality Management Development Course (HMDC), was also developed. Today, over 1000 executives and managers from leading companies have completed the two programs. As you progress through the BComm program in the School you will have the opportunity to learn from the case studies developed for the AMPHI and HMDC programs. These programs have solidified our relations with the industry, and both the undergraduate and graduate programs have benefited greatly.

During the 1980s the enrolment of the School continued to grow. In 1986, the number of students reached 400 and the faculty had grown to ten full-time members.

In 1987, Professor Michael Nightingale joined the School as its third Director and led the School into the 1990s. He was instrumental in developing a co-op program which has become one of the most successful and frequently emulated of its kind. Student enrolment during this time peaked at 550 and the number of faculty increased to 17.

The School achieved another milestone with the introduction of a graduate degree program, a Master of Management Studies (MMS) in Hospitality in 1992.

In 1995, Professor Michael Haywood, a long-time faculty member of the School, was appointed Director and Professor Nightingale became the Dean of the former College of Family and Consumer Studies (FACS). Professor Haywood, along with the faculty, continued to improve the School's learning, research and management development activities. In 1997, an addition was built at the back of Macdonald Stewart Hall to provide two case teaching classrooms, seminar rooms and office space. A list of the donors to this addition can be seen on the donor wall outside MACS 129.

Dr. John Walsh was appointed Director in 1998. Under John's guidance, the Masters degree became an MBA in Hospitality and Tourism in May 2000 and a distance version of the MBA began in July 2000. In September 2000 the first students entered the new Tourism Management major of the Bachelor of Commerce program. 2002 marked another important event in the School's history. In May we became the **School of Hospitality and Tourism Management**. This name recognizes the addition of the Tourism Management major as well as a greater focus on management in all aspects of the hospitality industry.

In May of 2003, Dr. Marion Joppe became the School's sixth Director. Marion came to Guelph from Ryerson University's Hospitality and Tourism Management program where she had been a faculty member since 1995. Among her first responsibilities was overseeing the completion of the atrium addition to the building which includes expanded food preparation and dining room facilities as well as an entrance and new main office for the School. The expanded food preparation space is now known as the **Compass Group Culinary Management Facility** and the restaurant is called **PJ's Restaurant in the Atrium**. The restaurant is named for Cara's modern founder, the late Paul J. Phelan, to honour his entrepreneurial spirit, leadership and significant contributions to Canada's hospitality industry, and in acknowledgment of the generous gifts made in his memory by Cara Operations Limited, The Percy R. Gardiner Foundation and Mr. Gabriel Tsampalieros. The donor wall in the main entrance recognizes the individuals and companies who helped make the atrium addition possible.

Effective May 1, 2006, the University created the College of Management and Economics (CME). CME is an amalgamation of existing programs and includes the Department of Economics, the **School of Hospitality and Tourism Management** and the Department of Marketing and Consumer Studies as well as some contributions from the departments of Agricultural Economics and Business, Psychology and Political Science as part of a new Department of Business. CME was created to facilitate growth in the management and leadership programs at the University. The Bachelor of Commerce program increased by 88 per cent since the 1997/1998 academic year and now has an entering class of approximately 700 students into the Bachelor of Commerce program. The graduate enrolment has also increased substantially, with new executive management and leadership programs now among the largest on campus.

As an important member of this community we hope you will play an important role in shaping the future of the School. Its success depends on your success.

## THE SCHOOL as PART of the UNIVERSITY

The **School** of Hospitality and Tourism Management (HTM) is part of the College of Management and Economics (CME), which is one of the seven colleges of the University of Guelph. The School offers 2 of the 8 majors in the Bachelor of Commerce (BComm) Program - Hotel and Food Administration (HAFA) which also has a Co-op option (HAFA:C) and Tourism Management (TMGT). The acronym HAFA refers to one of the majors offered by the School and until May of 2002 was also the name of the School.

As a HTM student you:

- are a member of the **College** of Management and Economics (CME),
- are enrolled in the BComm **program**
- have a **major** - Hotel and Food Administration (HAFA) or Tourism Management (TMGT) within the BComm program.

When you graduate your degree will indicate that you received a Bachelor of Commerce degree, but it will not indicate your major or the School's name. Your official University of Guelph transcript will indicate both your degree and major (HAFA, HAFA Co-op or TMGT).

For more information about HTM visit our home page at: <http://www.htm.uoguelph.ca/>

The University of Guelph's home page can be found at: <http://www.uoguelph.ca>

## OUR MISSION, BELIEFS and VALUES

### Vision Statement

To be internationally recognized as Canada's premier teaching and research institution in the field of hospitality and tourism management.

### Mission Statement

To empower individuals and organizations with the applied research, professional skills and management education necessary for exceptional performance.

To achieve the above through fostering a School culture based on innovation, strong service, and qualified dedicated people.

### Strategic Goals

- **Teaching:** To develop excellence in teaching as a competitive differentiator.
- **Research:** To establish a research centre that is recognized by the hospitality and tourism industry as its academic partner for applied research.
- **Positioning:** To position ourselves in the market as an institution that produces future manager-leaders that are operationally qualified.
- **Our people:** To mobilize our faculty and staff with a shared sense of purpose and commitment to the vision and the mission.
- **Revenue Development:** To provide the resources required to become a premier teaching and research institution.

### Beliefs

We believe:

- that student learning is our first priority.
- in a collaborative and supportive environment.
- in a constructive diversity of individuals and ideas.
- that learning is a lifelong responsibility.
- in excellence through high standards and continuous improvement.
- in ethical and professional behaviour.
- in scholarship that generates and disseminates knowledge.
- in pro-active change.

### Values

The values of faculty and staff within the School of Hospitality and Tourism Management are:

- A student-oriented learning environment that promotes the fullest development of its students' abilities and talents by:
  - a) setting high expectations;
  - b) providing effective assessment and feedback;
  - c) fostering cooperation.
- The University's learning objectives as well as the professional competencies required for a management career in the hospitality and tourism industry.

- The generation and dissemination of relevant research as it relates to the hospitality & tourism industries and management practices.
- Close links with the hospitality industry. HTM recognizes the industry's significant contribution to the School's development and acknowledges the School's responsibility to maintain an atmosphere of free and open debate with the industry on issues of mutual concern.
- Quality in teaching, research and service activities.
- A balanced, integrative and inter-disciplinary approach toward teaching, research and service activities.
- An ethical responsibility to the University, the community, and the hospitality & tourism profession. This responsibility particularly pertains to matters concerning equality in the work and learning environment.
- A collegial environment that is conducive to cooperation and scholarly debate, re-evaluation of ideas and individual growth.
- The contributions to the life of the School made by individual students, student councils and alumni.
- The unique strengths and contributions of each faculty and staff member associated with the School and its programs; and the role of administrative systems in maximizing these strengths and the quality of these contributions.
- Cooperation with other programs and units within the University and cooperation with other universities, especially those concerned with the hospitality/tourism industry and management-oriented education and research.

# CURRICULUM MODEL for the HOTEL and FOOD ADMINISTRATION MAJOR

## INPUT

Abilities, experience, motivation and expectations of students

## OUTPUT

- Confidence in a range of required competencies
- Professional career
- Informed and capable contributors to society

### FOUNDATION COURSES

Years 1 and 2  
PRE-PROFESSIONAL CORE

Foundation, levelling, introduces disciplines

- Psychology
- Political Science
- Food Science
- Economics
- Applied Chemistry
- Purchasing
- Lodging Operations
- Marketing

### PROFESSIONAL KNOWLEDGE and SKILLS

Years 2 and 3  
SUBSTANTIVE CORE

Tactical, functional, unit-level, analytical

- Accounting
- Marketing
- Human Resources
- Business Law
- Info. Mgmt.
- Statistics
- Communication
- Org. Behaviour
- F&B Control
- Beverage Mgmt.
- Quantity Food Prod'n
- Operations Analysis

### DEVELOPMENT of CONCEPTUAL SKILLS

Years 3 and 4  
INTEGRATIVE and PROBLEM-SOLVING

Strategic, inter-disciplinary, decision-making, specialization

- Financial Management
- Operations Management
- Small Business Management
- Policy Issues
- Facilities Mgmt. and Design
- Electives

## FOCUS:

# THE UNDERGRADUATE PROGRAM

## The Underlying Philosophy

The School of Hospitality and Tourism Management is dedicated to preparing its students for management careers in the hospitality industry. Its mandate is:

“to give students a broad exposure to the basic disciplines and a sound professional management education which prepares graduates for responsible positions in the hospitality and tourism foodservice industries.”

The School of Hospitality and Tourism Management was not intended to be a training ground for young chefs or front-line hospitality staff. Instead, it aims to produce graduates who will become managers with an understanding of how to capitalize on opportunities, resolve problems and limitations of their facilities, manage service operations, market their facility and services to customers and develop excellent staff relations.

In addition to the University-wide learning objectives (Exhibit 1, p. 56) which form the basis of a liberal education, the School has identified five other major outcomes for its programs. A graduate from the School of Hospitality and Tourism Management should develop:

- An understanding of the economic, legal, technological, social and cultural milieu so as to appreciate the national as well as international environment in which the hospitality and tourism industry operates.
- The substantive professional knowledge necessary for managers to function effectively in this field.
- The necessary management skills and tools with which to apply that professional knowledge.
- A critical mind that can analyze problems, adopt a systematic approach to decision-making and apply sensitivity to inter-personal issues.
- A professional orientation that supports ethical conduct, professional upgrading and community awareness.

In order to realize these outcomes, the School for its part needs to provide:

- A culture that truly values learning, promotes independent scholarship and deters mediocrity.
- A well-designed curriculum that integrates liberal and professional studies as well as develops critical thinking.
- Effective methods of delivering course material including adequate laboratory facilities, varied teaching methods and appropriate class sizes.
- Competent faculty with appropriate academic and professional qualifications who have a manifest commitment to teaching.
- A network of contacts with individuals, businesses, associations and government agencies that can contribute to the academic and work experiences of students as they progress through the program.

## The Curriculum

The program consists of three components which inter-relate as shown in the model on page 8. Each component has a specific objective, although there is obviously some overlap.

- 1) **Foundation Courses** - These are the courses upon which professional studies will be developed. Since students study different subject areas in high school, the intention is also to introduce them to other disciplines and thereby ensure some "levelling" of exposure by the end of first year.
- 2) **Professional Knowledge and Skills** - These courses constitute the core of the program and cover hospitality & tourism as well as business subjects. For the most part, these courses adopt a functional approach and have a unit-level or tactical management orientation.
- 3) **Conceptual Skill Development** - These courses, although relatively few in number, are crucial to the overall program, because their aim is to sharpen problem-solving and decision-making skills through the use of the case teaching method. These courses also focus on strategic issues, usually in multi-unit operations and encourage a multi-disciplinary perspective.

The specific BComm program learning objectives are summarized in Exhibit 2 (p. 58).

The program is of an interdisciplinary nature and designed to give students a sound professional management education with a focus on a specific industry sector, preparing graduates for positions of responsibility in particular areas of management and business. In addition to specializing in a major area of study, the BComm core program ensures that each major also provides a comprehensive commerce education. Common core elements spanning each of the BComm majors includes:

- Accounting (1.00 credits)
- Economics (1.00 credits)
- Finance (1.00 credits)
- Information Management (0.50 credits)
- Marketing (0.50 credits)
- Statistics (0.50 credits)
- Operations Management (0.50 credits)
- Strategy / Business Policy (0.50 credits)
- Organizational Behaviour (0.50 credits)
- Law (0.50 credits)
- Liberal Education Requirement (1.50 credits) - See next page for details.

## The HAFA and Tourism Management Majors

The School offers a major in Hotel and Food Administration (HAFA) and a one in Tourism Management (TMGT) as part of the Bachelor of Commerce (BComm) program. There is also a Co-op version of the HAFA major.

In the **regular HAFA major** the academic program consists of 20.00 credits, 14.50 or 15.00 of which are core requirements, 2.50 or 3.00 are restricted electives chosen from a specified list (see Exhibit 5, p. 63) and 2.50 are free electives. The **HAFA Co-op major** also consists of 20.00 credits and 15.00 or 15.50 are specified as core requirements, 2.00 or 2.50 are restricted electives and 2.50 are free electives. The number of core courses and restricted electives in these two majors depends on whether you must take CHEM\*1100 Chemistry Today in your first semester. Students who completed Grade 12U/4U Chemistry or equivalent in high school are not required to take CHEM\*1100, but must take and 3.00 credits in restricted electives if they are in the regular HAFA major and 2.50 restricted elective credits if they are in the HAFA Co-op major.

The **Tourism Management major** also consists of 20.00 credits. For this major 15.00 credits are specified as core requirements, 2.50 as restricted electives (see Exhibit 6, p. 65 and the remaining 2.50 as free electives.

Unlike some other programs offered at Guelph, there is no limit to the number of 1000 or 2000 level introductory courses that may be taken.

The specific Schedule of Studies for the three majors is outlined in the 2006-2007 Undergraduate Calendar ([http://www.uoguelph.ca/undergrad\\_calendar/c10/c10bcomm.shtml](http://www.uoguelph.ca/undergrad_calendar/c10/c10bcomm.shtml)) and has been reproduced in Exhibits 3 and 4 (pp. 59 and 61). **You are required to follow the Schedule of Studies outlined in the calendar when you entered the program (e.g. 2006-07 Undergraduate Calendar for students who entered in Fall 2006).**

**NOTE:** Given the professional and applied nature of the B.Comm. program **there are no double majors or minors associated with the degree.**

### **Liberal Education Requirement:**

The **Liberal Education Requirement** is designed to provide students with exposure to and some understanding of a range of disciplines in the Arts, Social Sciences and Mathematical and Natural Sciences. As part of the Free Elective credits all HAFA, HAFA Co-op and Tourism students (like all B.Comm. majors) are required to complete 1.50 credits from at least two (2) different subject prefixes as listed under the B.Comm. Program Information section of the 2006-07 Undergraduate Calendar ([http://www.uoguelph.ca/undergrad\\_calendar/c10/c10bcomm-info.shtml](http://www.uoguelph.ca/undergrad_calendar/c10/c10bcomm-info.shtml)). Students can not use courses required in their schedule of studies (core courses and restricted electives) to meet the this requirement.

### **The HAFA Co-op Major**

The principal aim of the HAFA Co-op program is to facilitate the transition of students from academic studies to a professional work life by enhancing the integration of theory and practice. The Co-op program provides an opportunity for students to reinforce, evaluate and develop their knowledge and skills through:

- systematic exposure to several working environments, thereby developing interpersonal skills and realistic career expectations.
- experiencing operational practices that cannot be provided within the School.
- examination of the management processes involved in the utilization of financial, physical and human resources, and how these impact on the employee/customer relationship.
- development of critical thinking as a result of the observation, analysis and evaluation of work situation and, where possible, experience in the exercise of judgement and decision-making at a supervisory level.
- appreciation of the interdependence between different parts of a business enterprise.
- preparation of written work that demonstrates an integration of theory and practice.

In addition to the academic courses, the HAFA Co-op program consists of three consecutive 4-month work semesters. This 12 month work term begins at the end of the second year and runs from the beginning of May that year to the end of April the following year. The entire HAFA Co-op program is completed over a 5 year period.

### ***Maintaining a 70% Average in First Year:***

The University of Guelph believes Co-op students need to have a strong academic background before they go out on their first work term. Therefore, ***Co-op students must obtain a cumulative 70% or higher average by the end of first year while taking at least 2.00 credits (4 courses) each semester.*** The 70% average overall includes all your classes. This average is assessed in May after Cooperative Education Services (CES) receives first year marks from Academic Records. Students who do not maintain the 70% average are automatically withdrawn from their co-op program, but can continue in the regular major provided they meet Continuation of Study requirements (see p. 16 and Exhibits 7 and 8 on pp. 67 and 68). However, if you there is a reason that explains why your average is below 70%, you can appeal the decision. For more information about appeals, contact one of the BComm Program Counsellors (MINS 207).

### ***COOP\*1100 Introduction to Co-operative Education:***

COOP\*1100 is a ***required, non-credit course*** for all students in the co-op program. During the employment process, you are competing against your classmates, other senior students in your program, and students at other universities. This course is designed to prepare you for that level of competition. The course will help you to identify and market your strengths, enhance your resume and cover letter writing skills, increase your comfort and skill during interviews, and learn more about the co-op employment process. You'll receive feedback from the instructor and peer helpers, and hear from employers and senior co-op students in your field.

You'll also get a "trial run" of what it's like to be "looking for your work term job" through the Virtual Employment Process (VEP) - you'll learn all the steps involved, plus get an idea of the time commitment required and challenges to expect.

Hafa Co-op students must take COOP\*1100 in the Fall semester of second year.

### ***Co-op Work Semesters:***

The focus of a particular work semester depends on the background of the student, his/her career goals and the positions available at that point in time. One typical work semester might involve a student working at an operative level in at least two areas such as food service, rooms etc., whereas a student with more experience might be involved in some administrative or supervisory responsibilities. Some jobs are quite flexible and may combine both operational and supervisory components.

Employers involved in this program look to the student for:

- a commitment to the hospitality and tourism industry.
- a willingness to learn and be highly motivated.
- an excellent grounding in hospitality subject areas.
- an appreciation of the importance of customer relations.
- an ability to analyze and evaluate situations, as well as to communicate clearly.

Through their work terms, Co-op Hafa majors automatically meet the ***"Hospitality and Tourism Work Experience Graduation Requirement"*** (see p. 13).

For more information about Co-op at the University of Guelph visit the Co-operative Education Services (CES) website at: <http://www.coop.uoguelph.ca/> .

Professor Stephen Lynch is the Hafa Co-op Advisor. You can contact him in MACS 224 or at ext. 54260 or by e-mail at [slynch@uoguelph.ca](mailto:slynch@uoguelph.ca) .

## Conditions for Graduation

To qualify for a Bachelor of Commerce degree with a major in Hotel and Food Administration or Tourism Management a student must:

- successfully complete a minimum of 20.00 approved credits in accordance with the Schedule of Studies for the specified major, including the Liberal Education Requirement (see p. 11),
- be meeting Continuation of Study requirements (see Exhibits 7 and 8 , pp. 67 and 68). Students will not be eligible to graduate while on Probation or Required to Withdraw,
- have taken at least 5.00 of the credits required for graduation in their program at the University of Guelph, ①
- completed at least 60% of the 3000 and 4000 level courses required for graduation at the University of Guelph, ① and
- have completed the required number of hours of work experience in the hospitality and tourism industry (see below).

① University of Guelph courses include courses taken on exchange and study abroad programs. Letter of permission courses are not included.

## Hospitality and Tourism Work Experience Graduation Requirement

Verified work experience in the hospitality and tourism industry is a graduation requirement for all HAFA and Tourism Management majors in the BComm program. A total of **800 hours** of work experience must be verified before a student can be approved to graduate (approximately equal to 6 months of full-time employment). The amount of employment is stated in hours rather than weeks or days to allow for various types of employment, including part-time and volunteer.

### *What Type of Work Experience Counts?*

The work experience should be related to the hospitality and tourism industry, but in order to give students as much flexibility as possible the hospitality and tourism industry will be interpreted in its broadest sense. The following definition of the industry is a guideline:

The hospitality and tourism industry includes not only those establishments conventionally associated with the name such as hotels, motels, clubs, fast food, tourist agencies, attractions, resorts, foodservice suppliers and restaurants, but also any firm or establishment engaged in foodservices or housing for transients and/or permanent residents such as dormitories, in-flight foodservices kitchens, school cafeterias or any type of health care facility.

There is no requirement regarding the specific level of jobs required and entry level jobs are acceptable, but obviously we hope that students will try to progress to supervisory positions. It is the student's responsibility to ensure that any job they are considering is acceptable by consulting Valerie Allen, the School's Undergraduate Academic Advisor, who will consider their individual situation. When there are extenuating circumstances necessitating that a student work outside the hospitality and tourism industry a note will be put into their file and documentation may be required. Volunteer as well as paid employment is acceptable and of course students can work outside Canada as well as within the country.

### ***Time Frame for Acquiring Work Experience***

The 800 hours of work experience are to be obtained while enrolled in the program OR since the age of 18 years. However, many advanced standing (transfer) and mature students entering the HAFA and Tourism Management majors already have considerable work experience and it is not necessary for them to obtain extensive further experience. Therefore, the number of hours they are required to complete is pro-rated based on the number of credits they receive towards their major (e.g. if a student receives 5.00 credits they are required to complete 600 hours of work; 10.00 credits, 400 hours etc.). ***A minimum of 200 hours of work experience must be completed and verified while enrolled in the program. In other words, you cannot complete all of your work experience hours prior to entering the program.*** Advanced standing students with little or no hospitality and tourism work experience are required to complete the full 800 hours.

***If a student has not completed the required number of hours of hospitality and tourism work experience by the time they apply to graduate (usually 2 months before the end of their program and 4 months before their actual graduation ceremony) then permission to graduate will be denied until the work experience is completed and verified.***

### ***Verification of Work Experience***

It is the student's responsibility to ask each employer to complete a ***Hospitality and Tourism Work Experience Verification Form*** (Exhibit 9, p. 69). The form can also be downloaded from the HTM website (<http://www.htm.uoguelph.ca>) by going to "Links, Forms and Brochures" and then clicking on *Hospitality & Tourism Work Experience Verification Form*.

The completed forms must be returned to Valerie Allen, the School's Undergraduate Academic Advisor (MACS 206) who will place them in the student's file. Employers may be contacted to verify work experience using the phone number and address on the verification form.

***Co-op HAFA majors who successfully complete their work terms will automatically meet these guidelines without having to complete and submit Hospitality and Tourism Work Experience Verification forms.***

## ACADEMIC COUNSELLING - TO SUPPORT YOU

### The Role of Counselling:

Universities can be intimidating and impersonal institutions, especially for new students. In order to address this problem, the University provides various counselling services ranging from academic to personal counselling.

Although it is the responsibility of students to ensure they meet all the University regulations, the School places particular emphasis on supporting students through its own counselling activities. Indeed, the School has always assigned at least one faculty member to co-ordinate its advising system. The function of the academic counselling system is to act as a resource in the following ways:

- To advise students on routine academic procedures such as dropping and adding courses, the course selection period, medical notes etc.
- To provide students with information about the academic requirements of their major, including their selection of courses, various prerequisite requirements for courses and graduation requirements.
- To provide initial counselling to those students who are in academic difficulty and to refer students to other campus services such as the BComm Program Counsellor (MINS 207), as necessary. For example, assisting students on Probation in understanding their academic requirements while on Probation.
- To be aware of career and graduate study opportunities related to the hospitality and tourism industry.
- To support students with personal problems that are affecting their academic performance adversely. Quite a few students fall into this category during the four years. In such instances, it is advisable to let Valerie Allen, the School's Undergraduate Academic Advisor (MACS 206, ext. 58710 or [vallen@uoguelph.ca](mailto:vallen@uoguelph.ca)) know of the specific situation **before** rather than after it may have an impact on your studies or exam results. The University has various procedures relating to illness and compassionate situations.

Although the School tries to meet the above obligations to the best of its ability, it is the student's responsibility to initiate action and provide the necessary information.

HTM, in fact, has two levels of academic counselling:

**Year Advisors:** Students in each year (except transfer students) have a Year Advisor who handles routine procedures such as course selection, drops and adds, and other academic matters of a general nature.

**School's Undergraduate Academic Advisor:** Valerie Allen, the HTM Undergraduate Academic Advisor, advises all **TRANSFER** students. Since the programs of transfer students are generally out of sequence and their course planning is more difficult, they are **strongly advised** to consult Valerie Allen regarding course selection *each semester*. Other students with concerns that are of a non-routine or personal nature may be referred to Valerie Allen by their Year Advisor, or may approach Valerie directly. Since the issues involved in these instances can be quite time consuming, whenever possible you are asked to make an appointment by contacting Professor Allen at ext. 58710 or by e-mail at [vallen@uoguelph.ca](mailto:vallen@uoguelph.ca) .

## Planning Your Program:

Both the HAFA and TMGT majors are intentionally structured to provide you with more electives in your third and fourth years when you will have a better idea of which subject areas most interest you. The restricted electives for each major have been categorized to facilitate areas of specialization (see the second page of Exhibits 3 and 4, pp. 59 and 61). As you can see, there are several categories. If you wish to focus on one of these areas, you should start planning now, because most of these courses have prerequisites. Indeed, you may find that the prerequisites, in turn, also have prerequisites. For example, as a HAFA student you may want to take Labour Economics (ECON\*3520). The prerequisite for this particular course is Intermediate Microeconomics (ECON\*2310), which in turn has the prerequisites Introductory Microeconomics (ECON\*1050) and Introductory Macroeconomics (ECON\*1100). You will take ECON\*1050 and ECON\*1100 in your first year, but you need to plan when you can fit ECON\*2310 into your program.

Another major reason for developing a basic 'game plan' now is so that you have some idea as to your options when a prerequisite you want clashes with a core course. There are often changes in course offerings, so it is advisable to review your 'game plan' before each course selection period. As mentioned previously, those of you with advanced standing, are required to obtain program approval each semester.

In order to facilitate your program planning, program planning checklists have been provided in Exhibits 19, 20 and 21 (pp. 94 - 96) for the HAFA, the HAFA Co-op and the Tourism Management majors. It is suggested that you update the program planning checklist at the end of each semester.

Exhibits 5 and 6 (pp. 63 - 66) list the Restricted Electives for the two majors, by alphabetical prefix. These lists also included the prerequisites, co-requisites and major restrictions for each course.

## Key Academic Regulations:

### ***Continuation of Study***

The continuation of study requirements at the University of Guelph are based on the principle that students ***must maintain a minimum cumulative/overall average of 60%***. To allow for the transition to university for students entering from high school, some leniency has been built into the minimum average requirement during the first 5.00 credit attempts (See Exhibit 7, p. 67).

When deciding on whether you are eligible to continue in your program, the University reviews your cumulative average first. If your cumulative average does not meet the required minimum of 60%, then you will be either placed on probation or required to withdraw from the University for a minimum of two semesters. ***If you are placed on PROBATION, then you will be required to obtain a minimum 60% semester average (see the charts in Exhibits 7 and 8, pp. 66 and 67) during your next semester of study (including the Summer semester) whether you take one course or 5 courses in that semester.*** Therefore, students who are on Probation and taking only one Summer semester course, are cautioned that they must obtain 60% in that course. In subsequent semesters, you would be placed back on regular status, allowed to continue on probation or required to withdraw. Students are taken off probation once their cumulative average is greater than, or equal to 60%. The pertinent information on Continuation of Study in the current on-line Undergraduate Calendar has been reproduced in Exhibits 7 and 8 (pp. 67 and 68).

### ***Continuation of Study (continued)***

You should be keep in mind that even one very low mark will bring down your cumulative average, although you do well in your other courses. Consequently, each semester you should be aware of the last day to drop courses without penalty (i.e. the 40<sup>th</sup> class day).

### ***Last Day to Drop (40<sup>th</sup> Class Day)***

All course drops from a student's program for a particular semester must be completed by the dates specified in the Schedule of Dates in the current on-line Undergraduate Calendar ([http://www.uoguelph.ca/undergrad\\_calendar/c03/index.shtml](http://www.uoguelph.ca/undergrad_calendar/c03/index.shtml) ). Courses that are one semester long must be dropped by the end of the fortieth class day. Dropping of a course after the 40<sup>th</sup> class day is allowed only in exceptional circumstances and requires the approval of the BComm Program Counsellor (MINS 207) or the BComm Academic Review Sub-Committee

Before the last day to drop it is a good idea to evaluate how you are doing in each of your courses. If you know you are likely to fail a course it may be better to drop the course. This can be particularly true of distance education courses where students have a tendency to "give up on a course" and then obtain a very low grade (e.g. 21%) which obviously brings down their cumulative average considerably. Remember your faculty advisor is always there to assist you.

### ***Course Selection Period***

Course selection refers to a specific 3-week period of time each semester when you can select courses for the following semester. Students are responsible for completing their course selection by:

- 1) ***using the WebAdvisor computer system accessible through the University's website, either on-campus from various sites including residence or from off-campus OR***
- 2) ***by completing and submitting an Undergraduate Course Request form*** to Student Records, Office of Registrarial Services (University Centre, Level 3).

Whether you do your course selection using WebAdvisor or on paper it is important to do it at your earliest opportunity for several reasons:

- courses and/or sections of courses may be full after Course Selection Period and those who have not selected courses may not be able to enrol in them. Indeed, there have been several occasions when students have had to return for an extra semester just to pick up one course.
- individual course approvals are not required during Course Selection Period whereas they may be required during the Add Period.
- your fees are determined by Student Financial Services based on the number of courses you select.

Prior to the Course Selection Period each semester you will receive e-mail message telling you where to find the '*HTM Course Selection Memo*' on the HTM website (<http://www.htm.uoguelph.ca/>) . This memo will give you advice about which courses are being offered and which ones you should take in the following semester. The courses in this program are intended to be taken in a particular sequence so that prerequisites can be met, therefore it is important for you to follow the instructions in this memo. In particular, pay close attention to the charts at the end of the memo which indicates which courses you should take based on your alphabetical group. For example, first year students cannot just take second or third year courses.

Although students who are ELIGIBLE to CONTINUE do not need program approval when completing course selection if you are unsure about your choice of courses it is a good idea to consult with your Year Advisor or Valerie Allen, the HTM Undergraduate Academic Advisor.

The points below are intended to help you avoid problems during the course selection period.

- **DO NOT** select courses where the lectures/seminars/labs clash with each other, resulting in a timetable conflict. The WebAdvisor program will not alert you to course conflicts (lectures, seminars and/or labs scheduled at the same time) so **you must plan** your courses to avoid these conflicts.
- **DO NOT** select courses for which you do not have the prerequisites. This includes courses which require a certain of credits completed. In such instances, WebAdvisor is programmed to reject your selection of courses.
- **DO NOT** leave your course selection until the last moment, particularly if you need a Course Waiver in order to take a course.

An example of an **Undergraduate Course Request** form completed to select courses for a future semester is shown in Exhibit 10 (p. 70). Note that this form can also be used to make changes (drop and add) to courses or course sections you have already registered to take (see Exhibit 11, p. 71).

### ***Dropping and Adding Courses, Changing Seminar or Lab Sections***

Courses are designated as being either **REGULAR** or **PRIORITY ACCESS**. Priority Access Courses (PACs) have restriction rules placed on them in order to control registration where there is a demonstrated need to restrict access to a particular cohort of students on a priority basis (e.g. BComm, HAFA students only, or students with a minimum number of credits etc.). Many courses will also have limits on the class size. Any course that is not designated a PAC is considered to be a REGULAR course. You will need a **Course Waiver Request** form signed in order to take a PAC if you do not meet the restrictions placed on the course or if the course has reached its designated capacity. *Course Waiver Request* forms are signed by the instructor or the departmental representative in the Departmental offering the course. Valerie Allen, the HTM Undergraduate Academic Advisor (MACS 206), signs all Course Waiver Requests for HTM courses.

**NOTE: If you need a need a 'Course Waiver Request' form signed in order to take a course, this form must be processed by the Student Records, Office of Registrarial Services (UC Level 3) in order for you to register for the course.**

Dropping and adding of courses, changing seminar and lab sections can be done on-line using WebAdvisor .

- Courses (both REGULAR and PAC) may only be **ADDED** during the Add Period at the beginning of each semester (see Schedule of Dates section of the current on-line Undergraduate Calendar). The addition of a course after the end of the Add Period will be considered only in exceptional circumstances (e.g. illness or compassionate grounds during the first 3 days of classes, late resolution of appeals, failure of a deferred exam, University errors in registration procedures) and requires the approval of both the course instructor and the BComm Program Counsellor (MINS 207). If you do not have the required prerequisite or do not meet the course restrictions you will need a signature on a **'Course Waiver Request'** form in order to add a PAC.

- Courses (both REGULAR and PAC) may be **DROPPED** up until the 40<sup>th</sup> class day. Permission to drop courses after the 40<sup>th</sup> class day is only granted by the BComm Program Counsellor (MINS 207) under very extenuating circumstances

An example of an **Undergraduate Course Request** form completed to drop and add courses is shown in Exhibit 11 (p. 71). Note that this form is also used to select courses for a future semester.

### **Prerequisite Waivers**

It is sometimes possible to have the prerequisite(s) waived for a particular course. A '**Course Waiver Request**' form may be obtained from the Office of Registrarial Service (University Centre, Level 3) or downloaded from WebAdvisor for Students by going to the yellow "*Undergraduate Forms and Publications*" heading on the right side. It is the instructor or department's decision as to whether or not the prerequisite should be waived and is not automatically granted. This form must be signed by the instructor or the designated departmental representative. **Once the form is signed it must also be processed by Student Records, Office of Registrarial Services (UC Level 3) before the end of the Course Selection Period.** Valerie Allen, the HTM Undergraduate Academic Advisor (MACS 206), signs all Course Waiver Requests for HTM courses.

### **Medical or Compassionate Problems**

In order to obtain academic consideration for medical or compassionate problems, you should follow the procedure outlined in the current on-line Undergraduate Calendar, by clicking on 'VIII - Undergraduate Degree Regulations and Procedures, then 'Academic Consideration and Appeals' ([http://www.uoguelph.ca/undergrad\\_calendar/c08/c08-ac.shtml](http://www.uoguelph.ca/undergrad_calendar/c08/c08-ac.shtml)). If you have medical documentation, it **must** be handed in to the BComm Program Counselling Office (MINS 207) which will circulate copies to all your instructors. You should always inform your instructor in writing if you want to obtain academic consideration. You are strongly advised not to write midterm or final exams if you are not feeling well. Instead, you should obtain a medical slip and speak to the instructor.

### **Deferred Final Exams and Privileges**

If due to medical, psychological or compassionate circumstances you are unable to write a required final exam, complete a final assignment, or complete a work term report by the deadline, you may be eligible for a deferred privilege. A deferred privilege is the opportunity to write the final exam or complete the final course requirement after the end of the semester. The Academic Review Sub-Committee grants deferred exams and privileges. **Course instructors do NOT have the authority to grant deferred final exams or privileges.** Instructors can only grant academic consideration for work that is due during the semester and cannot grant extensions beyond their deadline for submission of final grades.

You should consult the HTM Undergraduate Academic Advisor or the BComm Program Counsellor and submit a **Request for Academic Consideration** form to the BComm Program Counselling Office (MINS 207). It is the student's responsibility to consult an advisor as soon as extenuating circumstances affect academic performance, in order to initiate action and provide any required documentation. For further information consult the current on-line Undergraduate Calendar by clicking on 'VIII -Undergraduate Degree Regulations and Procedures, then 'Deferred Privileges' ([http://www.uoguelph.ca/undergrad\\_calendar/c08/c08-defpriv.shtml](http://www.uoguelph.ca/undergrad_calendar/c08/c08-defpriv.shtml) ). Deferred privileges are completed in the semester immediately following the semester when the course was taken.

## **Letters of Permission**

If you wish to take a course at another university **and** have that course considered as a credit towards your BComm program at the University of Guelph, you must complete a **Request for Letter of Permission** form and obtain the necessary approvals/signatures from the HTM Undergraduate Academic Advisor, Valerie Allen (MACS 206) and the BComm Program Counsellor (MINS 207). The form must be completed prior to applying for admission at the other university. Letter of Permission forms can be obtained from the Office of Registrarial Services (U.C. Level 3). For further information consult the current on-line Undergraduate Calendar by clicking on 'VIII - Undergraduate Degree Regulations and Procedures, then 'Letter of Permission' ([http://www.uoguelph.ca/undergrad\\_calendar/c08/c08-lop.shtml](http://www.uoguelph.ca/undergrad_calendar/c08/c08-lop.shtml) ).

## **Other Key Regulations**

Academic regulations and other important information can be found in the current on-line Undergraduate Calendar at [http://www.uoguelph.ca/undergrad\\_calendar/index.shtml](http://www.uoguelph.ca/undergrad_calendar/index.shtml), as follows:

- **Academic Consideration and Appeals** - Section VIII
- **Academic Misconduct** - Section VIII
- **Adding Courses** (How and when you can add courses?) - Section VIII
- **BComm Program** (The program of study for each of the BComm majors) - Section X
- **Continuation of Study** (Are you eligible to continue in your program?) - Section VIII
- **Deferred Privileges** (Deferring exams due to illness etc.) - Section VIII
- **Description of University of Guelph courses** - Section XII
- **Description of Hospitality and Tourism Management (HTM) courses** - Section XII, then Hospitality and Tourism Management
- **Dropping Courses** (How and when you can drop courses?) - Section VIII
- **Examinations** (Midterm and final exam procedures and regulations) - Section VIII
- **Failed Courses** - Section VIII
- **Fees and Refunds** - Section VI
- **Grades and Grading Procedures** (What does an A or B mean?) - Section VIII
- **HAFAs Major Schedule of Studies** - Section X, then Bachelor of Commerce, then Hotel and Food Administration (HAFAs)
- **HAFAs Co-op Major Schedule of Studies** - Section X, then Bachelor of Commerce, then Hotel and Food Administration (Co-op) (HAFAs:C)
- **Grade Reassessment** (What to do if you think your grade in a course is wrong?) - Section VIII
- **Graduation** (Requirements, fees, types of degrees, standing on graduation etc.) - Section VIII
- **Letter of Permission** (Taking courses at another University) - Section VIII
- **Schedule of Dates** (including last day to drop courses, deferred exam dates, course selection period, exam period etc.) - Section III, then the appropriate semester
- **Scholarships and Awards** - Section IX
- **Student Type** (regular vs. special) - Section VIII
- **Supplemental Privileges** (What if I fail a course in my graduating semester?) - Section VIII
- **Tourism Management Schedule of Studies** - Section X, then Bachelor of Commerce, then Tourism Management (TMGT)
- **Withdrawal (Hiatus)** - Section VIII

## EXCHANGE PROGRAMS

Given the increasing globalization of business many students wish to spend a semester studying in another location or at an institution located in another country. Studying abroad can be one the most rewarding experiences a person can have. However, preparation for studying, volunteering, or working abroad requires a great deal of time and thought.

Exchange programs offer students an opportunity to take courses at a university abroad, normally for one semester, but for up to a year, and get credit toward their degree at Guelph. In return, students from the host university study at Guelph. Students participating in an exchange pay their tuition fees at their home university, take regularly scheduled courses at the host university and are subject to the policies and regulations of that institution. Guelph students attending other institutions are required to pay the University of Guelph the cost of full-time tuition and compulsory fees (less the Bus Pass fee), regardless of the number of course credits you take while on exchange. Grades are forwarded to the home institution at the end of the study period with students receiving a pass, fail or outstanding notation on their transcripts. These courses do not affect your University of Guelph cumulative average.

***Applications to participate in an exchange program are made through the Centre for International Programs (CIP) in the University Centre, Level 3. Students are only able to apply after attending a "Navigating the Exchange Application Process" session. Once they have completed the "Navigating the Exchange Application Process" session they receive an "Exchange Program Application Form". If you have questions about the application process, please contact the Education Abroad Advisor in CIP ([http://www.uoguelph.ca/cip/forms\\_and\\_applications.cfm](http://www.uoguelph.ca/cip/forms_and_applications.cfm)).***

***Exchange opportunities are awarded on a competitive basis. Your application does not guarantee that you will be successful. Normally, you must maintain a 'B' average and be a student in good academic standing prior to your departure in order to participate in any of the programs described below. Students participating in any University of Guelph exchange program are required to pay an Exchange Program Administration Fee of \$75.00.***

***All students travelling outside Canada on an exchange program in connection with their academic work must complete a pre-departure orientation. Pre-departure Orientations are offered in an on-line format using WebCT. The course is called DepartSmart. Modules cover information on topics which are particularly relevant for those pursuing academic travel.***

Descriptions of some of the exchange programs that have particular relevance to HTM students can be found on the following pages. To search for other exchange opportunities please go to the "Program Search" section of the Centre for International Programs website at: <http://www.uoguelph.ca/cip/progSearch.cfm> .

## Australian International Hotel School (AIHS) Exchange in Canberra

The Australian International Hotel School (AIHS) was founded in 1995 by the Australian Capital Territory Government with the School of Hotel Administration at Cornell University. In 1999, AIHS was affiliated with RMIT University in Melbourne, one of the largest universities in Australia. AIHS offers a Bachelor of Business (Hotel Management) degree. It is a small, focussed institution with limited enrolments that offers a balance between university education and industry experience and training.

The Australian International Hotel School is located 4 km from the centre of the city of Canberra, the capital of Australia and home to 312,000 residents. The main focus of the AIHS campus is the beautifully restored, heritage, four and a half star Hotel Kurrajong built in 1926 to accommodate parliamentarians and their staff. The graceful, pavilion-style building has undergone a complete \$11.6 million refurbishment to be transformed into a shining example of the art deco period. The hotel has 26 superbly appointed rooms. During the first year of study, AIHS students spend a term gaining work experience in a number of departments in the hotel.

This university only offers a hospitality and tourism program so you are only competing with other HAFA and Tourism Management students when applying. You can earn restricted and free electives credits and possibly credit for some core courses. Term 1 begins in January, Term 2 in May and Term 3 in September. You generally take 5 courses at AIHS. For more information, visit their website at: <http://www.aihs.edu.au/aihs.php> and contact Professor Cathy Ralston at: [cralst@uoguelph.ca](mailto:cralst@uoguelph.ca).

## Curtin University of Technology in Perth, Australia

Curtin University of Technology has earned a reputation as a dynamic and innovative Australian university, gaining recognition as a leading education provider in the international arena. The University is located in Perth, the capital city of Western Australia. Perth is a modern, cosmopolitan city with low cost housing and more hours of sunshine than any other Australian capital. Most exchange students choose to live in one of the seven on-campus residences. Accommodation is in apartments or “cottages” with separate bedrooms, shared kitchens and living areas.

Curtin offers more than 860 courses in areas such as **Business**, Engineering, Science and Computing, Health Sciences, Humanities and Resources and Environment. Curtin’s Business Faculty has six discipline-based schools: Accounting, Business Law, Economics and Finance, Information Systems, Management, and Marketing. Most courses operate on a semester mode. The first semester begins in mid-February and finishes with exams during the final 2 weeks of June and the second semester starts in mid-July and concludes with exams during the last half of November.

After attending classes for at least one week, full-time exchange students are permitted to apply for work rights to their student visas. This allows them to work for up to 20 hours per week during the semester and full-time during semester breaks.

For more information about Curtin contact CIP, University Centre, Level 3 or visit their website at: <http://www.curtin.edu.au/>.

## Griffith University Exchange, The Gold Coast, Australia

Griffith University is acknowledged as one of Australia's top universities. Positioned in Queensland's burgeoning Brisbane-Gold Coast - corridor, Griffith is a six campus university with more than 27,000 students and 3,000 staff. As well as its original Nathan location, the University has five other campuses including Mt Gravatt, Logan and the Gold Coast. Also under the auspices of Griffith is Australia's largest music school, the Queensland Conservatorium, as well as the nation's oldest art institution, the Queensland College of Art. Three thousand students from over 70 countries travel to Griffith to complete one of the 690 courses on offer to overseas students.

A wide range of degrees are offered, from biomedical science to international business, aviation to education, law to music, engineering to fine art, IT to psychology, the environment to the humanities, laser sciences to languages, and nursing to physiotherapy. Programs of interest to hospitality and tourism students include a Bachelor of Leisure Management on the Mt. Gravatt campus as well as both a Bachelor of Business Management and a Bachelor of Commerce in Financial Planning and Investments on the Logan campus.

You can earn restricted and free elective credits and possibly credit for core courses. You generally take 4 courses at Griffith. For more information, visit their website at: <http://www.gu.edu.au>.

## ITESM Exchange in Mexico

The University of Guelph has an exchange agreement with Instituto Tecnológico y de Estudios Superiores de Monterrey, more commonly referred to as "ITESM" or "Monterrey Tec". ITESM was founded in 1943 as a private university by a group of businessmen interested in providing young people in the area with a first-rate college education. Today, the Monterrey Tec System operates 26 campuses in 25 major Mexican cities and is a leader in higher education in Mexico. Their website is: <http://www.mty.itesm.mx/rectoria/pi/internationalstudents/> .

Through this program, students in HAFA and Tourism Management can study in the west coast resort town of Mazatlan, Mexico. Mazatlan, in the state of Sinaloa, has a population of just over 600,000 and is one of the principle tourist destinations on the Mexican Riviera. Housing can be arranged either with a local family or in the campus' mini-hotel that is operated by Hotel and Tourism students. Weekend cultural day trips are planned every week for summer session students and at least bi-monthly for regular semester students. Transportation is provided by Campus Mazatlan buses and arrangements are handled by Campus Mazatlan's Mexican Customs and Culture Faculty. Trips are free, but food, beverages and additional excursions are the student's financial responsibility.

Courses taught in English include *Business in Mexico*, and *Mexican Culture*. Among the courses available that require beginner's Spanish fluency are *Intensive Spanish*, and *Introduction to Hotel and Tourism in Mexico*. Spanish language courses are also available.

For more information about this exchange please contact Professor Cathy Ralston at: [cralst@uoguelph.ca](mailto:cralst@uoguelph.ca).

## La Trobe University Exchange in Australia

The University of Guelph has an exchange agreement with La Trobe University in Australia. La Trobe was established in 1964 at the same time as the University of Guelph. La Trobe University has about 22,000 students and is located in the State of Victoria in southeast Australia. It is composed of four campuses. The main campus, Bundoora, is 14 kilometres from central Melbourne. The others are Albury/Wodonga, Mt. Buller and Bendigo. Most of the university's courses are offered on the main campus at Bundoora including courses in the School of Tourism and Hospitality that is part of the Faculty of Law and Management. Specialized hospitality and tourism courses are offered at the Mt. Buller and Albury-Wodonga campuses.

The main library on the Bundoora campus is recognized as a leading university library in Australia, with sophisticated information technology connecting it to other major Australian and overseas libraries. The Bundoora campus is a complete community, providing a range services and facilities including retail outlets (food, clothing, hairdresser, travel agent, laundry and stationer), health and dental services, optometrist, banks, theatre and child care. There are two options for on-campus accommodation. First, there are three residential colleges that provide single, furnished study-bedrooms with shared kitchen, bathroom and laundry facilities located within a 5-minute walk from the centre of campus. Second, there are 85 furnished flats with two to six bedrooms located about a 10-minute walk from campus. Students may prefer to live off-campus in private apartments or houses or arrange a home stay with a family near campus.

La Trobe's academic year is divided into two semesters. First semester commences at the beginning of March and concludes at the end of June while the second semester begins in mid-July and finishes in mid-November. These dates include a one-week Study Break in the middle of each semester and the exam period at the end the semester. Courses offered in the School of Tourism and Hospitality include basic business subjects such as marketing, accounting, communications, information systems, human resources and statistics as well as more specialized courses in tourism and hospitality. For more information about La Trobe University visit their website at: <http://www.latrobe.edu.au>. The website for the School of Tourism and Hospitality is: <http://www.latrobe.edu.au/www/l&m/tour&hosp>.

Students who have completed at least one year of study at Guelph (5.00 credits) and are in good academic standing (normally a 70% cumulative average) are eligible to apply for this exchange. For information about LaTrobe University speak to Professors Don and Tanya MacLaurin who spent a year at LaTrobe in 2001-02. For more information about this exchange, please contact Professor Cathy Ralston by e-mail at: [cralst@uoguelph.ca](mailto:cralst@uoguelph.ca).

## Lahti University of Applied Sciences in Finland

Lahti University of Applied Sciences is the English name for Lahden Ammattikorkeakoulu (LAMK) as of January 1, 2006. LAMK is a large, multi-disciplinary university located 100 km north of the Finnish capital of Helsinki. Lahti is a town of about 100,000 and is located by Lake Vesijärvi and the University is located within a kilometre from the city centre, with the main campus close to Lake Vesijärvi and the Salpausselkä outdoor recreation centre.

LAMK has over 5,000 students and approximately 200 full-time teaching staff. The University offers both Bachelor's and Master's programs which, while based on theory and sciences, have a clearly pronounced applied emphasis specifically designed to respond to the demands and development needs of business and industry. LAMK has twenty-one degree programs in the following fields of study: **Business Studies**, Design, Fine Arts, Music, **Tourism and Hospitality**

**Management**, Social and Health Care, Sports, Technology and Engineering, and Visual Communications.

The academic year is divided into 2 semesters: the autumn semester, September 4 to December 22 and the spring semester, January 8 to June 1. There is a one-week break in late October and another one in late February. Students may live on-campus in flats of 3 to 4 people with a private bedroom and a communal kitchen and bathroom. There are also student residences located within walking distance or a short bus ride from the city centre, where rent is paid monthly. There are single and double rooms with shared kitchen and bathrooms.

For more information contact CIP (University Centre, Level 3) and visit the LAMK website at: <http://www.lamk.fi/engl/> .

### **Lingnan University in Hong Kong**

Although Lingnan University is the youngest university in Hong Kong, its history dates back to 1888. The University was incorporated in 1999 and moved to its present location in Tuen Mun in 1995. It has a total enrolment of 2,000 students with hostel accommodation for 1,500 students. A core characteristic of the programs is their international orientation, which embraces both global and comparative perspectives. Lingnan offers undergraduate programs leading to honours degrees in Chinese, Contemporary English Studies, Cultural Studies, History, Philosophy, **Business Administration** and Social Sciences. The Business programs include departments in Accountancy, Finance and Insurance, Computing and Decision Sciences, Management and Human Resources, and Marketing and International Business.

For more information contact CIP (University Centre, Level 3) and visit the Lingnan website at: <http://www.ln.edu.hk/> .

### **Management Center Innsbruck (MCI) Exchange in Austria**

The Management Center Innsbruck (MCI) in Austria was established in 1995 by the University of Innsbruck Business School, the City of Innsbruck and Province of Tyrol. It is recognized as one of the leading educational institutions in the Austria / southern Germany region, offering 4 full-time and 2 part-time Bachelors programs, an executive MBA, professional development and custom training programs. The full-time Bachelors program consists of 8 semesters of instruction including an 18 week professional placement in the seventh semester.

In Fall 2000 a new program in Tourism Business Studies began with a focus in entrepreneurship and entrepreneurial approaches in tourism and leisure. The program includes a sound education in business administration, the development of entrepreneurial approaches as well as the development of a high awareness regarding customer and service orientation, making it of particular interest to students interested in owning and operating their own business.

Semesters at MCI consist of 14 weeks of courses and one exam week. The Winter semester takes place from September to December, the summer semester from March to June. MCI Tourism and Leisure courses are offered in either English or German depending on instructor availability. All Semester 6 courses are taught in English and MCI strives to teach as many of the other courses as possible in English. Semester 6 course might include: *Introduction to Alpine Tourism, Entrepreneurship in Tourism and Leisure, Inter- and Intrapersonal Skills Training, Event Management, Integrative Project Management and Methodologies of Decision Making.*

Students live in dormitories and guest houses co-ordinated by the Austrian Student Government Association. The campus is located in a student district adjacent to the University of Innsbruck. MCI has a small library and MCI students also have complete access to the Library of Social Science and the University of Innsbruck Library, located a short walk from MCI's buildings.

If you would like more information about MCI you can explore their website at: <http://www.mci.edu/com/index.html> . For further information about this exchange, contact Professor Joe Barth, the MCI Exchange Coordinator by e-mail at: [jbarth@uoguelph.ca](mailto:jbarth@uoguelph.ca) .

### **Oxford-Brookes University Exchange in England**

Each year, normally in the Fall semester, 2 to 4 HAFA and Tourism Management students study in the School of Hotel and Restaurant Management at Oxford-Brookes University in Oxford, England. At the same time, an equal number of students from Oxford-Brookes University come to Guelph to take courses in the School. The exchange allows the students to develop their skills in the area of food service management, to acquire different approaches to hospitality business studies and to develop an international perspective both culturally and professionally. Students normally enrol in a maximum of four courses at the host institution. Courses are chosen in consultation with the exchange coordinator and the School's Academic Advisor.

If you would like more information about hospitality, leisure and tourism management programs offered at Oxford Brookes University you can explore their website at: <http://www.business.brookes.ac.uk/html/index.html> . For more information about the courses offered go to: [http://kmis.brookes.ac.uk/csms/wprin\\_mpd.main#modules](http://kmis.brookes.ac.uk/csms/wprin_mpd.main#modules) where you can do key word searches.

Students majoring in HAFA or Tourism Management who are Canadian citizens or permanent residents of Canada and who are in good academic standing (normally at least 70% cumulative average) are eligible for the exchange. For further information about this exchange, contact Professor Cathy Ralston ([cralst@uoguelph.ca](mailto:cralst@uoguelph.ca) ), the Oxford-Brookes Exchange Coordinator.

## AWARDS - WHY NOT APPLY?

Students in the School are eligible for an impressive number of awards made possible through the generous support of corporations, associations and other groups. Eligibility for awards varies from entrance to in-course students, from academic attainment to general contribution to the life of the School and may involve financial need. **If you have a 70% or higher cumulative average in the last two semesters, we encourage you to constantly review the terms and conditions for scholarships and apply for any for which you are eligible.** Some awards are based on need as long as you are eligible to continue to study. Apply and let the HTM Awards Committee decide if you will receive the award. In the past, most students who had financial need but were not eligible for HTM specific scholarships received general bursary money from Student Financial Services.

The awards are under the administration of the HTM Awards Committee that functions as a sub-committee of the Awards Committee of the College of Management and Economics. Professor Cathy Ralston chairs the HTM Awards Committee. At least two other faculty members and student representatives of the regular HAFA major, the HAFA Co-op major and the Tourism Management major are also members of this committee.

**In addition** to the awards listed on the following pages, HAFA and Tourism Management majors are eligible for various awards listed in the current on-line Undergraduate Calendar. Please read the Undergraduate Calendar of the University of Guelph at the following web page:

[http://www.uoguelph.ca/undergrad\\_calendar/09.shtml](http://www.uoguelph.ca/undergrad_calendar/09.shtml). Click on the “Bachelor of Commerce” section of the on-line calendar.

As well, other awards often become available to students in the School. Awards will be announced by e-mail, therefore, reading your University of Guelph e-mail regularly will keep you up to date about new awards. If you do not use your University of Guelph account regularly, forward it to your preferred account by going to the following website: <https://www.uoguelph.ca/webcentral/>.

**Application forms for both internal and external awards are available from the School’s Main Office.** Please read and follow **all** instructions when applying for awards. The School has an application form for its awards **only** (see Appendix 16) that is available from the HTM Main Office or at the following website: <http://www.htm.uoguelph.ca/awards/Application%20Form.pdf>.

The various awards offered in the fall and winter semesters and the methods of applying are outlined below. Please note, however, that the conditions of some awards may change as you progress through the program.

### For more information about Awards and Scholarships:

- **read this Undergraduate Handbook**
- **check the Undergraduate Calendar**
- **check the HTM Awards and Scholarships Intranet (<http://www.uoguelph.ca/htm/htmschol/> ) and**
- **contact the HTM Awards Committee by e-mail at: [HTM.Awards@uoguelph.ca](mailto:HTM.Awards@uoguelph.ca).**

## Awards Available in the Fall Semester

### ACCESS AWARDS

This group of awards has been created by generous donations from firms in the hospitality industry that were matched by money from the Ontario government. To be eligible for these OSOTF (Ontario Student Opportunity Trust Fund) awards, you must be considered an Ontario resident. To check your eligibility, please visit the following website:

[http://www.uoguelph.ca/undergrad\\_calendar/09.shtml](http://www.uoguelph.ca/undergrad_calendar/09.shtml) (Click on "Bachelor of Commerce", then click on "In-course Scholarships with Financial Need" and "In-Course Awards with Financial Need").

Financial Need Assessment Forms can be downloaded from the following website:

<http://www.uoguelph.ca/studfin/forms.shtml> .

**If you meet the minimum academic criteria for these awards and are on OSAP or have financial need, you should apply.**

- **Canada Bread Limited Scholarships - ACCESS Award**

Two scholarships of \$1,500 each are provided annually to students in a major offered by the School of Hospitality and Tourism Management by Canada Bread Limited with the assistance of the Ontario government's OSOTF program. To be eligible, students must have completed at least 13.0 credits but no more than 17.5 credits at the time of application, in a major offered by the School of Hospitality and Tourism Management and have at least a 70% average in the last two equivalent full-time semesters. The scholarships are awarded based on financial need. Students must be registered full-time in the semester they receive the award. ***Apply by letter with a completed Financial Need Assessment Form to Student Financial Services usually by the end of September.***

- **Cara Operations Scholarships - ACCESS Award**

Two scholarships of \$1,500 each and two scholarships of \$1,000 each are provided annually to students in a major offered by the School of Hospitality and Tourism Management by Cara Operations Limited, with the assistance of the Ontario government's OSOTF program. To be eligible, students must have completed at least 4.0 credits but no more than 7.5 credits at the time of application, in a major offered by the School of Hospitality and Tourism Management and have at least a 70% average in the last two full-time equivalent semesters. The scholarships are awarded based on financial need. Students must be registered full-time in the semester that they receive the award. ***Apply by letter with a completed Financial Need Assessment Form to Student Financial Services usually by the end of September.***

- **Delta Hotels Limited Scholarships - ACCESS Award**

Delta Hotels & Resorts Limited, with the assistance of the Ontario government's OSOTF program, provides two scholarships of \$1,500 each to students in a major offered by the School of Hospitality and Tourism Management. To be eligible, students must have completed at least 8.0 credits but no more than 12.5 credits at the time of application, in a major offered by the School of Hospitality and Tourism Management and have at least a 70% average in the last two full-time equivalent semesters. The scholarships are awarded based on financial need. ***Preference will be given to students who have transferred from a community college. Students must be registered full-time during the semester that they receive the award. Apply by letter with a completed Financial Need Assessment Form to Student Financial Services usually by the end of September.***

- **Four Seasons Scholarships - ACCESS Award**

Four Seasons Hotels and Resorts, with the assistance of the Ontario government's OSOTF program, provides three scholarships of \$500 each to students in a major offered by the School of Hospitality and Tourism Management with a minimum of 5.0 credits. The recipients will be selected based on level of financial need, a minimum 70% average in the last two full-time academic semesters as well as interest and commitment to the hotel, food and tourism industry. ***Apply to Student Financial Services usually by the end of September, with a completed Financial Need Assessment Form, one letter of reference from a previous or current employer in the hotel, food and tourism industry and a covering letter from the applicant that includes a statement of interest in the industry.***

- **Journey's End Corporation Scholarship - ACCESS Award**

Journey's End Corporation with the assistance of the Ontario government's OSOTF program, provides a scholarship of \$1,500 each. To be eligible, students must have completed at least 13.0 credits but no more than 17.5 credits at the time of application, in a major offered by the School of Hospitality and Tourism Management and have at least a 70% average in the last two full-time equivalent semesters. The scholarship is awarded based on financial need. Students must be registered full-time during the semester that they receive the scholarship. ***Apply by letter to Student Financial Services with a completed Financial Need Assessment Form usually by the end of September.***

- **Westmont Hospitality Group Scholarship - ACCESS Award**

Journey's End Corporation with the assistance of the Ontario government's OSOTF program, provides a scholarship of \$1,500 each. To be eligible, students must have completed at least 13.0 credits but no more than 17.5 credits at the time of application, in a major offered by the School of Hospitality and Tourism Management and have at least a 70% average in the last two full-time equivalent semesters. The scholarship is awarded based on financial need. Students must be registered full-time during the semester that they receive the scholarship. ***Apply by letter to Student Financial Services with a completed Financial Need Assessment Form usually by the end of September.***

## ADDITIONAL AWARDS AVAILABLE in the FALL SEMESTER

- **Archie and Isabelle (Cook) Rintoul Bursary**

Offered by Archie and Isabelle (Cook) Rintoul, of OAC '26 and MAC '27 respectively, two bursaries of \$500 each to students enrolled in the BAsC program or the Hotel and Food Administration, Housing and Real Estate Management, Marketing Management or Tourism Management majors of the BComm program and the department of Environmental Biology in the BSc, BSc (Agr) or the BSc (Env) degree programs. Students who have completed Semester 4 (10.0 credits) and who have demonstrated financial need are eligible. ***Apply to Student Financial Services with a completed Financial Need Assessment Form by the end of September.***

- **Dorothy Britton Memorial Scholarships**

Up to six scholarships of \$1,500 each will be awarded annually from funds donated from the estate of Dorothy Britton, MAC '39. The scholarships will be awarded based on high academic achievement and are available to students entering Semesters 4 or 5 of the BAsC program or the Hotel and Food Administration, Housing and Real Estate Management, Marketing Management or Tourism Management majors of the BComm program. No application is necessary.

- **Grand River Chapter (Society of Management Accountants of Ontario) Bursary**

Donated by the Grand River Chapter of the Society of Management Accountants of Ontario. One bursary of \$500 to a student enrolled full-time in the BComm program. *Preference will be given to students who attended high school in the County of Perth, Waterloo or Wellington.* ***Apply to Student Financial Services with a completed Financial Need Assessment Form by the end of September.***



## **Awards Available in the Winter Semester**

The awards listed below are of particular interest to HAFA and Tourism Management majors. In addition to these, there are several College awards available that are listed in the Undergraduate Calendar (please see the link above). As well, several EXTERNAL awards often become available during the winter semester. Information on eligibility and application procedures for these awards will be sent to you by e-mail at your University of Guelph e-mail.

- **Bill Brohman Memorial Scholarship**

The partners of Robinson Lott & Brohman LLP provide a \$1,500 scholarship in memory of Bill Brohman, a founding partner of the firm who served on the University of Guelph Board of Governors from 1986-1992. Students enrolled in any of the majors of the B.Comm. program who have completed 12.5 to 15.0 credits, including AGEC\*2220, Financial Accounting, AGEC\*3330, Intermediate Accounting, and one of AGEC\*2230, Management Accounting or HTM\*3070, Hospitality and Tourism Management Accounting, or their equivalents. Involvement in extracurricular activities, and demonstrated interest in a career in accountancy are eligible. The award winner will be chosen on the basis of academic achievement in the three accounting courses (or their equivalents), involvement in extracurricular activities, and a demonstrated interest in a career in accountancy. ***Apply to the Associate Dean, Faculty of Management by April 1, including a statement of up to two pages in length outlining your extracurricular involvement and interest in pursuing a career in accountancy.***

- **Cameron Hawkins and Associates Scholarship**

Cameron Hawkins, HAFA' 77, president of Cameron Hawkins and Associates Inc., has established an annual scholarships of \$500 to students registered in a major offered by the School of Hospitality and Tourism Management. The scholarship will be awarded to a student who has completed at least 11.0 credits but no more than 14.50 credits with at least a 70% average in the last two full-time equivalent semesters. The recipient must have participated in extracurricular activities at the University of Guelph and have a strong interest in the foodservice industry. ***Apply by January 31<sup>st</sup> to the HTM Awards Committee using the HTM Awards Application Form (Appendix 16) and include a statement of no more than 500 words that explains your interest in the foodservice industry.***

- **CSAHS Student Volunteer Scholarship**

Inspired by Theresa Firestone, FACS '78, the \$350 award is funded by the Harshman Fellowships Society and Pfizer Canada Inc. Students may apply on their own or be recommended by other students, faculty members or administrators from non-profit organizations. ***Application forms are available from the CSAHS Dean's Office. Apply to the CSAHS Dean's Office with a completed application form, a summary letter outlining the student's volunteer experience and what has been gained or learned from this experience that has enhanced his/her personal growth and/or career goals, and 2 letters of recommendation by April 1<sup>st</sup>.***

- **Dorothy Shantz Memorial Scholarship - Third Year**

The Canadian Hospitality Foundation has established an annual scholarship of \$1,000 and an engraved plaque is awarded to a student registered in a major offered by the School of Hospitality and Tourism Management, who has successfully completed at least 11.0 credits but no more than 14.5 credits (normally in their sixth semester) with a minimum 70% average in the last two equivalent full-time semesters and who shows enthusiasm for the foodservice industry. The recipient must have demonstrated leadership ability by holding an executive position on a student organization in the School of Hospitality and Tourism Management. **Apply to the HTM Awards Committee by January 31<sup>st</sup> using the HTM Awards Application Form (Appendix 16).**

- **Dorothy Shantz Memorial Scholarship - Fourth Year**

The Canadian Hospitality Foundation has established an annual scholarship of \$1,000 and an engraved plaque is awarded to a student in a major offered by the School of Hospitality and Tourism Management, who has successfully completed at least 15.0 credits (normally in their eighth semester) with a minimum cumulative average of 70% and who shows enthusiasm for the foodservice industry. The recipient must have demonstrated leadership ability by holding an executive position on a student organization in the School of Hospitality and Tourism Management. **Apply to the HTM Awards Committee by January 31<sup>st</sup> using the HTM Awards Application Form (Appendix 16).**

- **E.D. Smith Scholarship in Foodservice Administration**

E.D. Smith and Sons Ltd., a multi-faceted processor of foods, offers an annual scholarship of \$1,000 to a second year student who has demonstrated an interest in the foodservice industry, has maintained a minimum of a 'B' average, and has completed 7.0 to 10.5 credits in a major offered by the School of Hospitality and Tourism Management. The scholarship will be awarded based on interest in foodservice operations and academic standing. Interest in the foodservice industry can be demonstrated by work experience or active membership in the Canadian Association of Foodservice Professional (CAFP). **Apply by January 31<sup>st</sup> to the HTM Awards Committee using the HTM Awards Application Form (Appendix 16) and include a statement of interest in the foodservice industry.**

- **Elizabeth M. (Betty) Upton Memorial Travel Grant**

This grant was established in memory of Elizabeth M. Upton, a faculty member in the School of Hospitality and Tourism Management, who played a key role in the development of the School and was instrumental in the development of the previous Institutional Foodservice Management major. This grant is awarded to a student who demonstrates financial need for travel to:

- a University of Guelph recognized study abroad, exchange or letter of permission activity outside Canada, OR
- to attend a relevant professional conference, OR
- to collect research data for their Master's thesis or major paper.

Students must have completed two or more semesters in a graduate or undergraduate program offered by the School of Hospitality and Tourism Management and must be in good academic standing. The travel must occur within the next academic year. **Apply, by letter, to the HTM Awards Committee by April 1<sup>st</sup> describing the travel, expected benefits, any other expected sources of funding and a budget.**

- **Faculty of Management Undergraduate Leadership Award**

The Faculty of Management offers a framed certificate to a graduating BComm student who has contributed significantly to the BComm Program. The award will be made on the basis of overall contribution to the Bachelor of Commerce Program through extracurricular leadership activity, personality, character, and academic achievement. No application is necessary.

- **Frank Hughes Memorial Scholarship**

PKF Consulting Inc. provides an annual scholarship of \$1,000 to a student in the BComm program in any major offered by the School of Hospitality and Tourism Management who has completed between 11.0 and 14.5 course credits. The winner will be chosen on the basis of three criteria in the following order of emphasis: 1) industry work experience; 2) academic achievement; and 3) extracurricular involvement. ***Apply to the HTM Awards Committee by January 31<sup>st</sup> using the HTM Awards Application Form. Include a resume outlining relevant industry work experience and a detailed list of extracurricular involvement.***

- **G.H. Mann Foodservice Scholarship**

A scholarship of \$300 is awarded every other year to a student registered in a major offered by the School of Hospitality and Tourism Management who has successfully completed at least 17.5 credits with a minimum cumulative average of 70%. In addition, the recipient will have an interest in and have participated in activities conducive to a career in the foodservice industry. Preference will be given to a student who has contributed to the on-going success of the Hospitality Services Department of the University of Guelph. ***Apply to the HTM Awards Committee by January 31<sup>st</sup> using the HTM Awards Application Form (Appendix 16).***

- **George D. Bedell Prize**

In honour of George D. Bedell, the first director of the School of Hospitality and Tourism Management, the HTM Students' Administrative Council presents a plaque to a graduating student of the School. This award is given to the student who, in the minds of his or her fellow students, has demonstrated outstanding leadership, versatility of interests and involvement in community affairs, both within and outside the School and who exemplifies the sense of professionalism to which the fourth year students have dedicated themselves. ***The recipient will be selected in the Winter semester by the HTM Awards Committee who will conduct an election with the graduating class.***

- **Gerhard Scherf Memorial Scholarship**

A \$200 scholarship was established by the former College of Family and Consumer Studies Student Association Council (FACS SAC) in memory of the late Professor Scherf, a former faculty member in the Department of Consumer Studies. This scholarship is for a student who has successfully completed 10.0 credits in the BAsC program or a major offered by the School of Hospitality and Tourism Management or the Department Marketing and Consumer Studies with a cumulative average of 70% or higher in the last two semesters and have made an outstanding contribution to the College of Social and Applied Human Sciences. Students must have served for at least one year on the board of directors of CSAHS Student Alliance or participated in other College activities. ***Students may apply or be nominated by their peers. Apply to the CSAHS Awards Committee by April 1<sup>st</sup>, providing a detailed list of extracurricular activities.***

- **Greater Toronto Hotel Association Scholarship**

The Greater Toronto Hotel Association has established an annual scholarship of \$1,000 for students registered in a major offered by the School of Hospitality and Tourism Management. The scholarship will be awarded to a student who has completed HTM\*2100, Lodging Operations in the previous winter semester. Each January, the HTM Awards Committee will invite the students with the top five grades in the previous winter semester's offering of HTM\*2100 to submit a statement of up to 500 words explaining your interest in the lodging industry. The recipient will be selected based on academic performance and the statement of interest. No application is necessary.

- **Hafa-HTM Alumni Association Recognition of Involvement Award**

This award is given to a graduating student of the School of Hospitality and Tourism Management in recognition of his/her involvement in the life of the School and/or the University. To qualify, a student needs a minimum 70% average. Selection will be based on extracurricular activities.

***Apply to the HTM Awards Committee by January 31<sup>st</sup> using the HTM Awards Application Form (Appendix 16) and include a detailed list of extracurricular activities.***

- **Hafa-HTM Alumni Association Scholarships**

Two awards of \$1,000 each, established by the School's Alumni Association in recognition of student involvement in the life of the School and/or the University. To be eligible students must be registered in a major offered by the School of Hospitality and Tourism Management, have an average of at least 70% in the last two full-time equivalent semesters and have participated in extracurricular activities at the University. One scholarship is awarded to a student who has completed at least 7.0 credits (but no more than 10.5 credits) and the second scholarship will be given to a student who has completed 11.0 credits (but no more than 14.5 credits). ***Apply to the HTM Awards Committee by January 31<sup>st</sup>, using the HTM Awards Application Form (Appendix 16).***

- **Hotel Human Resource Professionals Association of Greater Metropolitan Toronto Award**

The Association offers this \$1,000 award to a student in a major offered by the School of Hospitality and Tourism Management who has at least a combined 77% (B+) average in the courses Organizational Design and Effectiveness (HTM\*2200) and Human Resources Management (HTM\*3000). The student must have either work experience in the human resources area OR have completed a human resource-related project either on the job or in the relevant course work. ***Apply by letter to the HTM Awards Committee by January 31<sup>st</sup>, using the HTM Awards Application Form (Appendix 16) including a statement of career interests, and a report on the work experience or individual field project or term paper.***

- **Janet M. Wardlaw Medal**

This medal is presented to the Winegard Medal nominee selected from candidates from the Department of Marketing and Consumer Studies, the Department of Family Relations and Applied Nutrition and the School of Hospitality and Tourism Management. The Winegard Medal is the most prestigious graduating award of the University of Guelph and is awarded based on academic performance, extracurricular activities and other attributes. No application is necessary.

- **John J. Campbell Memorial Scholarship**

An award of \$1,000 is offered annually by the Food Service Purchasing Association of Canada (FPAC) in memory of John J. Campbell, former president of the association. It is available to a student in a major offered by the School of Hospitality and Tourism Management who is registered full-time and has completed at least 7.0 credits but not more than 10.5 credits at the time of application, and has at least a 70% average in the last two full-time equivalent semesters. Preference will be given to students with an interest in foodservice management or to students with financial need. ***Apply using the HTM Awards Application Form and describing your interest in foodservice management by January 31<sup>st</sup>.***

- **Leo Lecours Memorial Award**

Lecours Wolfson offers a \$500 scholarship to a student in a major offered by the School of Hospitality and Tourism Management who has made contributions to the School and/or the hospitality industry. ***Apply using the HTM Awards Application Form (Appendix 16) by January 31<sup>st</sup>, including a 500-word statement on your career goals and objectives.*** The faculty of the School of Hospitality and Tourism Management will also be invited to nominate deserving students and to provide information on the nominees.

- **Ontario Women's Institute Scholarships**

The Federated Women's Institute of Ontario offers several awards of \$500 each to students who have completed between 4.0 and 6.0 credits in the BASc program, or a major offered by the School of Hospitality and Tourism Management or in Marketing Management or Housing and Real Estate Management majors of the BComm program. To be eligible, you must have at least a 70% cumulative average and been involved in extracurricular activities. If all other qualifications are equal, preference will be given to students who have participated in Ontario 4-H programs and to students whose mothers are Women's Institute members. A student who has previously been awarded a W.I. scholarship is ineligible for an Ontario Women's Institute Scholarship. ***Apply to the Dean's Office, College of Social and Applied Human Sciences (CSAHS) by April 1<sup>st</sup>.***

- **Parks Canada and TIAC Sustainable Tourism Scholarship**

Tourism Industry Association of Canada (TIAC) has launched the Parks Canada Sustainable Tourism Scholarship program. The scholarship is available to students in the tourism management major of the BComm degree program who have completed at least 15.0 credits with at least a 75% in the last two full-time equivalent semesters. The recipient must have demonstrated leadership qualities, and an entrepreneurial spirit. Preference will be given to an applicant with a keen interest in sustainable tourism and heritage (natural or cultural). ***Apply by January 31<sup>st</sup> to the HTM Awards Committee using the HTM Awards Application Form (Appendix 16) and include a statement of no more than 500 words that addresses the criteria of the scholarship.***

- **Purchasing Management Association of Canada (PMAC) Scholarship**

To promote the profession of purchasing and to encourage professional development in purchasing management, the Greater Wellington District of the Purchasing Management Association of Canada (PMAC) offers a \$750 scholarship to a student in a major of the BComm degree program offered by the School of Hospitality and Tourism Management who obtains at least 75% in the previous winter's offering of HTM\*2000 Hospitality and Tourism Purchasing Management. ***Apply to the HTM Awards Committee by January 31<sup>st</sup> using the HTM Awards Application Form (Appendix 16) and include a statement of up to 500 words explaining what you learned in the course and how you have applied the information in your professional or personal life.***

- **Shirley Louie Memorial Scholarship**

The Canadian College and University Food Services Association (CCUFSA) honours Shirley Louie, a long-time member of the CCUFSA who was an outstanding mentor and coach, by offering a \$250 award. Students in their final year of a major offered by the School of Hospitality and Tourism Management with a 70% average and an interest in the foodservice industry are eligible. ***Apply to the HTM Awards Committee by January 31<sup>st</sup> using the HTM Awards Application Form (Appendix 16). Also provide a 500-word statement of your reasons for interest in the foodservice industry, a copy of your résumé and any special information the HTM Awards Committee should take into consideration.***

- **Smart Serve Ontario Scholarships**

Smart Serve Ontario offers two awards of \$675 to students in the BComm program in a major offered by the School of Hospitality and Tourism Management, who have completed between 6.0 and 8.0 course credits and the Smart Serve certification program. The two award winners will be chosen on the basis of the highest cumulative averages. No application is necessary.

- **Westmont Hospitality Group Scholarship**

An award of \$900 is offered annually to a student with high academic standing who is registered in their final semester (normally Semester 8) in a major offered by the Hospitality and Tourism Management. Participation and leadership in extracurricular activities at the University and in the hospitality industry are also considered. ***Apply to HTM Awards Committee by January 31<sup>st</sup> using the HTM Awards Application Form (Appendix 16).***

## External Awards Available in the Winter and Summer Semesters

The following awards are available to HAFA students, but require a **special application form that normally must be sent directly to the association**. These application forms are available in the HTM Main Office (MACS 117F). The deadlines for these awards vary.

- **Arthur Child Scholarship Programme**

The Institute of Internal Auditors, Toronto Chapter, offers a \$2,000 scholarship to a full-time undergraduate student in second or third year in an accounting major that ideally includes internal auditing. *The **special application form for this award** can be obtained from the address below and must normally be submitted by the end of February:*

Chair, Academic Relations Committee  
Institute of Internal Auditors, Toronto Chapter  
173 Homewood Avenue  
North York, Ontario M2M 1K4  
Re: Scholarship Program  
E-mail: [IIA@homewoodave.com](mailto:IIA@homewoodave.com)

- **Canadian Association of Foodservice Professionals (CAFP) Awards**

Students who are active members of the Guelph Student Branch of the Canadian Association of Foodservice Professionals (CAFP) are eligible for several awards ranging from \$400 to \$1,000. The recipients are judged based on academic performance, financial need, work experience, student branch participation, attendance at seminars and conventions, and career plans. *Apply directly to the CAFP, using the **special application form for this award** obtained from the Guelph Student Branch. The normal deadline is mid-February.*

- **Canadian Hospitality Foundation Awards**

The Foundation offers several awards (CRFA, Lipton Monarch, Labatt Breweries Ontario, Grant Thornton, Groupex Systems Canada, Fairmont Hotels, CHF, Grant Thornton) ranging in value from \$1,000 to \$3,500 for students interested in food and beverage management or hotel management. Available to students completing first year who have not received any other Foundation awards. Applicants will be judged based on aptitude for and related work experience in the hospitality industry, indication of financial need, leadership qualities, extracurricular activities, scholastic record, references from teachers and, where applicable, from past or present employers. *Submit the on-line application form for this award along with transcripts directly to the Canadian Hospitality Foundation. Applications are normally due in mid March. **Applications and more information can be obtained on their web site** at: <http://www.chfscholarships.com>.*

- **Clark E. DeHaven Scholarship Trust**

The National Association of College and University Food Services (NACUFS) offers an award of \$1,500 US to a full-time second or third year student with a minimum 2.75 (71%) cumulative average. The selection criteria are commitment to a career in the foodservice industry, merit, and normal progress toward a degree, good character, campus citizenship and financial need. *Apply using the **special application form for this award**, along with two references, an official transcript and a letter of personal evaluation directly to the donor at the address on the application form. The normal deadline is February 15<sup>th</sup>.* Applications and more information can be obtained on the NACUFS website at: [http://www.nacufs.org/resources/clark\\_scholarship.asp](http://www.nacufs.org/resources/clark_scholarship.asp).

- **Gordon Taylor Student Tourism Research Award**

A \$1,000 award from the Travel and Tourism Research Association (TTRA) - Canada Chapter for students who have undertaken a research project in a degree program in a Canadian educational institution during the academic year just completed. This award may be suitable for projects completed in the course HTM\*4500, Special Study in Hospitality and Tourism. *Apply by submitting the **special application form for this award** directly to the donor at the address indicated on the form. The application deadline is normally the end of May.* Contact the HTM Awards Committee at [HTM.Awards@uoguelph.ca](mailto:HTM.Awards@uoguelph.ca) for more details.

- **National Tourism Foundation Association**

Several awards of \$500 US to \$2,000 US plus a trip to the National Tour Association's Annual Convention in November. Available to full-time students **entering third or fourth year**, with a 3.0 (73%) cumulative average and an interest in tourism. *In addition to the **special application form for this award**, you must also submit an essay, résumé, official transcript and two references normally by mid-March directly to the National Tourism Foundation (NTF).* Applications and more information can be obtained on their website at: <http://www.ntfonline.org>.

- **National Tourism Foundation Internship**

Any student with excellent written, oral and interpersonal skills can apply. The internship includes working as part of the staff at the National Tourism Foundation (NTF) headquarters in Lexington, KY, attending the National Tour Association's Annual Convention in November and a \$3,000 US stipend to offset travel and lodging expenses while in Lexington. The internship lasts from August to December. *Apply by submitting the **special application form for this award**, a résumé, a list of work or internship experience in travel and tourism and any extracurricular or volunteer experience. Applications must normally reach the National Tourism Foundation office by mid-March.* Applications and more information can be obtained on their website at: <http://www.ntfonline.org>.

- **Ontario Hostelry Institute Awards**

The association provides the \$3,500 Gordon Cardy Hotel Management Award and the \$1,500 Coca-Cola Food and Beverage Award to full-time hospitality students who have completed first or second year. Applicants will be judged on their academic record, work experience, extracurricular activities and letters of recommendation. Financial need will also be taken into consideration.

*Apply directly to the Ontario Hostelry Institute (OHI) by submitting the **special application form for this award**, a current transcript, one or more letters of recommendation from a current faculty member and/or school administrator, and one or more letters of recommendation from a current and/or past employer, usually by mid March. Applications and more information can be obtained on their web site at: <http://www.ohischolarships.com>.*

## CAREER OPPORTUNITIES - THINKING OF YOUR FUTURE

### Career Planning

Nearly all of you have obtained some experience in the hospitality and tourism industry. Some of you have had much more experience than others. It may surprise you to know that we have incoming students who have been district sales managers, area managers and swing managers with McDonalds, etc. We hope those students will share their experiences with others.

Over the years, we have had a number of mature students go through the program. A major reason for their return to school is that they recognize the need to broaden and develop their range of knowledge and skills. Sometimes their experience has become too narrow for their career goals. For example, they have become very competent at running one type of operation, but want to move to other sectors of the industry. They may also feel their mobility, both laterally and vertically is limited by their lack of a firm management foundation. This, incidently, is a major reason for our executive development programs.

Obviously, as part of the program, we stress principles that are common to any hospitality and tourism organization regardless of the sector. However, you should supplement the faculty's efforts by continuing to work in the industry during your summers and building up your resume. In discussing career planning with senior Human Resources Executives, the point was made that "prior experience limits future opportunities". What this means is that if your experience is limited to one sector, one employer or one job your resume will not be as attractive to most employers as someone who has a broader based background. Employers frequently ask graduating students to elaborate on their career path to date. It is easier to answer this question convincingly if you have some underlying rationale from early in your program as to what you did each summer. Remember, when you graduate employers will be as interested in your resume as in your degree. Your resume is a potent marketing tool!

Some students find it helpful to think in terms of "building blocks". Rather than work in the same job each summer, (although there may be good reasons for doing so), you could take a more systematic approach. For instance, you could get jobs in different sectors e.g. institutional as well as luxury operations or you could get different jobs e.g. cook, bartender, etc. In your third summer you could try to obtain a supervisory position. The important point is to have some underlying logic that you can convey to prospective employers. For example, if you eventually want to work for a luxury chain, then it is desirable to obtain some experience in a full service restaurant. If you are not sure of the sector or job you may eventually want, then your strategy may be to "cover your bases" e.g. some food production/service experience and some exposure to lodging operations.

There are at least 4 reasons why a systematic rather than an ad hoc approach to work experience is beneficial:

- You can determine which sectors, jobs etc. may or may not be of interest to you when you graduate.
- You can appreciate better the significance of issues raised in various courses.
- You can more easily obtain credibility with your future employees if you can say you have done this job, and they can perceive that you know what you are talking about.

- You can impress on prospective employers that you adopted a professional approach to your career from the start. The job you get upon graduation will reflect your cumulative work experience.

Another important issue you may be wondering about is whether there will be jobs when you graduate. The industry is growing rapidly and the forecasts suggest there will be many more management jobs, and we hope that the quality of working life in the industry will continue to improve.

No doubt you will soon be thinking about where you want to work next summer. In order to get an idea of the range of jobs available to both in-course and graduates from the School, I would suggest you attend both the HTM Jobs Fair and the HTM Alumni Careers Night which take place in late January or early February each year. At the Jobs Fair, hospitality and tourism employers have booths which students can visit to find out more about the various companies. Employers attending the Jobs Fair are looking to hire students for both summer employment and into permanent positions for graduating students. During Alumni Careers Night alumni from different sectors of the industry conduct round table discussions about their careers. Both events are for students in all four years and will provide you with valuable contacts for summer and permanent employment.

## **Job Searches**

Although the responsibility for finding a summer or permanent job rests with the student, assistance is available from Career Services which is situated on the 3rd floor in the University Centre. Career Services provides a range of services including resume writing; interview preparation; vocational testing and career counselling. Each September, Career Services participates in managing Canada's largest Career Fair held at Bingeman Park in Kitchener. In February, a Job Fair is also held there. During the Fall and Winter semesters, employers visit the campus to interview students for summer as well as permanent jobs. Career Services uses On Campus Recruiting (OCR) Job Search and workopolis.com for on-line posting of positions available to University of Guelph students and graduates. These dynamic data bases are searchable by discipline.

Check Career Services' web site (<http://www.careerservices.uoguelph.ca/home/>) for all your career and job related needs.

In addition, specific hospitality related job vacancies are posted on the HTM Awards, Scholarships and Jobs Intranet at: <http://www.uoguelph.ca/htm/htmschol/> as well as the Careers Board outside of the MACS 209 classroom.

## YOUR HTM STUDENT ASSOCIATION - WORKING FOR YOU

The HTM Student Administration (HTMSA) is an elected/appointed body of students who are responsible for ensuring that student-faculty-alumni-industry relations are developed and maintained. It is also the mandate of the HTMSA to instill a sense of professionalism and pride in students as well as to increase socialization among HTM students and with the rest of the University community. This is a recognized University organization.

### 2006-2007 HTM Student Administration ([htmsa@uoguelph.ca](mailto:htmsa@uoguelph.ca))

Co-Presidents	Steve Switzer (F'06) Ashley Howat (W'07)
Vice-President	Becky Campbell
Director of Charitable Events	Katie Irving
Director of Finance	Karie Kwan
Director of Marketing	Jamie Ringelstein
Director of Public Relations	Ari Sefton
Director of Records	Jenny Van Dijk

#### Year Representatives:

<u>1<sup>st</sup> Year</u> - 4 positions to be elected in September 2006	<u>2<sup>nd</sup> Year</u> - Laura Blackstone Jenna Greydanus Tanner Parcey Kathy Tausz
<u>3<sup>rd</sup> Year</u> - Adrian DeRijke Andreas Deutschmann Liz MacAuley Beth MacKinlay	<u>4<sup>th</sup> Year</u> - Elise Holloway Jamie Kerr Ryan Lipcsei Lauren Moorhouse

The following clubs and professional organizations are also represented on the HTMSA:

Canadian Assoc. of Foodservice Professionals (CAFP) ( <a href="mailto:cafp@uoguelph.ca">cafp@uoguelph.ca</a> )	Jamie Ringelstein
Professional Convention Managers Association (PCMA) ( <a href="mailto:pcma@uoguelph.ca">pcma@uoguelph.ca</a> )	Jenna Leigh Taylor
Hornblower	To be announced

There are lots of opportunities for you to get involved in the School. Don't wait until your last year at Guelph, start early to make contacts with other students and future employers. There can only be success with involvement.

## OUR ALUMNI - SUPPORTING THE SCHOOL

The objectives of the Alumni Association are:

- to maintain contact with all other HAFA/HTM graduates,
- to establish contact with in-course students, and to assist them through career oriented programs and scholarships, and
- to promote the School and its graduates, both on and off campus.

Its major activities include:

- **Alumni Fall Reception**

This event is held annually in a hotel in Toronto during the HostEx convention and is an excellent opportunity to acquaint oneself with alumni and faculty as well as with in-course and graduating students and industry representatives.

- **Life Membership Award**

Awarded to a fourth year student in recognition of leadership involvement in University activities.

- **George D. Bedell Alumni Award of Excellence**

This award was established to recognize the contributions of George Bedell, founding director of the School. It is awarded to an alumnus who best represents the School in professionalism, outstanding achievement and personal contribution to the hospitality industry and the community. Professor Iain Murray was the recipient of this award in 1995.

- **Alumni Careers Night**

This worthwhile event is normally held in January during HTM week, when alumni return to share their career experiences with in-course students.

- **Alumni Weekend**

This annual June event provides an excellent opportunity to renew campus-wide friendships as well as give the HAFA/HTM Alumni Association the opportunity to hold its general meeting and luncheon.

Some typical jobs which our alumni hold two years after graduation is shown in Exhibit 12 (p. 72).

## **MANAGEMENT DEVELOPMENT PROGRAMS MEETING INDUSTRY'S NEEDS**

In today's hospitality industry, the competitive environment puts a premium on managerial expertise. Management Development Programs (MDP) at the School of Hospitality and Tourism Management are specifically designed to meet this need.

Graduates from these programs have consistently identified management education at Guelph as an intensive and challenging learning experience which requires a high level of personal commitment and motivation from each participant. This environment, in combination with a proven educational process and a clear focus on the hospitality industry, provides both improved corporate management capability and a unique opportunity for personal growth. The following programs are offered each year.

### **Advanced Management Program for the Hospitality Industry (AMPHI)**

This residential program for senior executives in hospitality and related industries is offered in a modular format with each module lasting 4 days. Individuals can participate in one or all four of the following modules: Leadership & Managerial Skills, Finance & Accounting for Non-Financial Managers, Marketing Strategy and Strategic Management, Culture & Change. The program stresses an integrated approach to management decision-making and problem solving. Case studies of complex, actual business situations are used throughout the program. AMPHI is of most benefit to general managers and those who have substantial responsibility for implementation of corporate strategy.

### **Hospitality Manager's Development Course (HMDC)**

This is a 6-day one week residential learning program for managers who are being prepared to assume wider responsibilities within their organizations. HMDC provides an opportunity for managers with specialized backgrounds to develop a broader based management capability. The primary objective of the program is to strengthen each participant's ability to contribute towards improved operational effectiveness, management of human resources and overall financial performance.

At the end of HMDC participants have a better understanding of financial analysis, people management skills and analytical and decision making abilities.

### **Specialized In-house Managerial-related Programs**

The School also develops and delivers specialized in-house managerial-related educational programs for the hospitality industry and other related organizations. Some of the participating organizations include Fairmont Hotels and CARA Operations Limited.

For further information about any of the Executive Development Programs please contact:

Lisa Fodor, MDP Coordinator at ext. 56116 or by e-mail at [lfodor@uoguelph.ca](mailto:lfodor@uoguelph.ca) .

## GRADUATE STUDIES

The School offers a Master of Business Administration (MBA) in Hospitality and Tourism. This specialized program is designed to prepare graduates for advanced careers in the accommodation, food service and tourism industries. Students may enrol in the one-year intensive residential program or the two-year distance program. The **Residential MBA** curriculum consists of 15 graduate courses. All courses except the Major Paper course have a credit weight of 0.50. The Major Paper course has a credit weight of 1.00. Five courses are taken in the fall semester, 5 in the winter semester and 5 in the spring. Participants can choose to complete the requirements of the MBA degree by one of three options:

- 1) Pass by course - taking 15 courses
- 2) Major paper - 14 courses plus the major paper or
- 3) Thesis option - this requires a longer period of time (normally 2 years) to complete the program.

Students selecting the 'Pass by course' or 'Major paper' option are able to complete their course requirements in one calendar year. Scholarships, teaching and research assistantships are available on a competitive basis.

The **Distance MBA** program requires the same courses as the residential MBA and is a combination of electronic coursework and residential periods, with the majority of courses completed on-line. Each on-line course runs for eight weeks with a minimum of two weeks between courses. Students also take two courses in one week residential components in June of each year that they are enrolled (before they begin their first year of study and between first and second year). Participants normally complete the Distance MBA within three years. Students are expected to devote 20 to 25 hours per week to participate in the program.

Admission to the MBA program normally requires a 4 year undergraduate degree with a minimum of a 'B-' (70-72%) average in the last 2 years of study. The MBA in Hospitality and Tourism Management does not have a hospitality (or commerce) degree as an entrance requirement but, without one, certain business foundation courses may be required. Students may also be admitted under the "alternate admit" criteria which requires a general (3-year) degree and/or a diploma and/or an acceptable professional designation AND at least five years of industry related experience showing progressive increases in responsibility. For students whose first language is not English, a minimum TOEFL score of 600 (250 computer) is required.

Admission decisions are made on a continuous basis, but students in both programs enter as a cohort with only one entering class each year. The residential cohort begins in September while the distance cohort begins in June.

For further information, please contact:

Bob Harrington, Co-ordinator of the **Distance MBA-HTM** (MACS 205, ext. 53971 or [rharring@uoguelph.ca](mailto:rharring@uoguelph.ca) )

Iain Murray, Co-ordinator of the **Residential MBA-HTM** (MACS 303, ext. 54331 or [imurray@uoguelph.ca](mailto:imurray@uoguelph.ca) )

Brenda Kupferschmidt, Residential MBA Graduate Secretary (MACS 200, ext. 54256 or [bkupfers@uoguelph.ca](mailto:bkupfers@uoguelph.ca))

## OUR FACULTY

**Valerie Allen, Assistant Professor  
and Undergraduate Academic Advisor**  
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MSc, University of Manitoba

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Valerie Allen is the School's ***Undergraduate Academic Advisor*** and is responsible for the Introductory Foods (HTM\*2700) course. She is also a member of the HTM Awards Committee and the BComm Program Committee. Prior to joining the School's faculty in 1990, Valerie worked on an energy conservation project for the foodservice industry and was a Food Consultant for Agriculture Canada. Her areas of interest include foods and nutrition.

**Joe Barth, Associate Professor and Interim  
Associate Dean**  
BSc, University of Guelph  
MBA, Wilfrid Laurier University  
MPS and PhD, Cornell University

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Joe joined the School of Hospitality and Tourism Management after fifteen years of management experience in the food and beverage industry. Joe has managed one of the largest beverage revenue producing operations in Ontario and has been a senior executive with a major institutional food service company. He teaches the undergraduate Wine and Oenology (HTM\*4050) course. He also teaches in the graduate and management development programs and is the ***Faculty Advisor for the Innsbruk (MCI) Exchange in Austria***. His research focuses on product bundling and yield management.

**Knut Brundtland, Lecturer**  
Diploma, London School of Foreign Trade  
Lic Oec HSG, Handelshochschule St. Gallen

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Knut joined the School of Hospitality and Tourism Management in 2003 after a career in senior corporate management in Canada, US and Europe. Knut has also established and successfully operated his own import and promotional businesses, in addition to acting as a consultant to various national and international companies. At Guelph he teaches Policy Issues in Hospitality and Tourism (HTM\*4200) and International Marketing (MCS\*4600). He attempts to relate daily economic and business news to the relevant theories as discussed in class and believes that the approach to learning takes into account the interrelationships between various academic disciplines.

**Nita Chhinzer, Assistant Professor**  
BA, York University  
MBA and PhD, McMaster University

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Nita is one of the newest members of the faculty and joined the School in July, 2006. She has taught courses in Human Resources Management, Labour Relations / Collective Bargaining, Strategic Management and Industrial Relations at both the undergraduate and graduate level at McMaster University and Ryerson University. She describes her teaching philosophy as a "desire to facilitate a deep understanding of theory, while encouraging students to assess practical implications of the topic. To me the true experience of higher education is the ability to integrate knowledge and theory extracted from a course and apply it to the real world." In addition to her academic background Nita has worked as a Human Resources Management consultant for LifeCycle Management, a Solution Creation Manager for Nortel Networks and a Product Line Manager for Hewlett-Packard.

**Hwan-Suk (Chris) Choi, Assistant Professor**  
**BA, Chung-Ang University, Korea**  
**MTA, George Washington University**  
**PhD, Texas A & M University**

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Hwan-Suk (Chris) Choi joined the faculty in August, 2003 after completing his PhD in Recreation, Parks and Tourism Sciences at Texas A & M University where he had a minor in urban and regional planning and a concentration in sustainable tourism development and tourism marketing. The title of his PhD dissertation was *Development of Objective and Subjective Indicators for Sustainable Community Tourism*. Chris' research and teaching interests include destination marketing, tourism marketing practice, sustainable tourism, gambling research and research methodology in travel and tourism.

**Julia Christensen Hughes, Associate Professor**  
**and Director, Teaching Support Services**  
**BComm, University of Guelph**  
**MBA and PhD, York University**

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Julia graduated from HAFA in 1981 and began her management career working for Keg Restaurants, first in Ontario and then in British Columbia. Next, she returned to university, receiving an MBA and later a PhD in organizational behaviour from the Schulich School of Business at York University. In completing her dissertation, Julia spent a year at Pizza Hut Canada, where she studied the company's approach to employee empowerment. Julia's research interests are related to the human resource side of hospitality and tourism organizations including motivation, recruitment, training, empowerment, workforce diversity, and organizational change. She has published articles in the *Cornell Quarterly*, the *Hospitality Research Journal*, the *International Journal of Contemporary Hospitality Management*, and several books. Julia has taught courses in the School's undergraduate, graduate and executive development programs. She is also past director of HMDC (Hospitality Managers Development Course). Julia is currently on leave from the School while serving as **Director of Teaching Support Services**.

**Michael Cox, Associate Professor**  
**and Associate Director, Centre for**  
**Leadership Studies**  
**MA., Western Washington University**  
**M.C.Inst.M., Chartered Institute of Marketing**  
**Management**  
**PhD, Union Graduate School, Ohio**

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Michael is **Associate Director, Centre for Leadership Studies** as well as a member of the graduate and undergraduate faculty. The HTM Distance MBA enables him to work with career professionals located around the world in the hospitality and tourism industry. His expertise is in international marketing, strategic management and leadership development. While working as a naval officer, hotel manager and VP of an advertising agency he learned that people are the most important part of any successful organization. Michael worked with British Airways, CP Hotels, and Vickers & Benson Advertising this experience combined with academic research helps students develop an international perspective and the competencies and skills for building market leadership in the hospitality and tourism sector. He co-authored *The Seven Pillars of Visionary Leadership*, published by Harcourt Brace Canada to help align vision, mission and leadership strategies to build performance. He is a Fellow of The Academy of Marketing Science.

**Simon Day, General Manager, PJ's  
Restaurant in the Atrium and Executive Chef  
Chef's Training, Southern Alberta Institute  
of Technology (SAIT)**

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Simon joined the School in August, 2003 and is responsible for the Foodservice Operations Management (HTM\*3090) and Restaurant Operations (HTM\*4110) courses as well as being the **General Manager** of the School's own **PJ's Restaurant in the Atrium**. Prior to coming to HTM Simon was a Head Chef Instructor at Liaison College of Culinary Arts in Kitchener. Simon was also Executive Chef at Leoni's Italian Kitchen and Joe Badali's Restaurant both in Toronto and worked for Movenpick Restaurants and Fentons. In addition to his chef's training he has a background as a Programmer Analyst and Internet Solutions Developer.

**William (Bill) DeMarco, Assistant Professor  
and Senior Associate, Centre for  
Studies In Leadership  
BA, M.Ed., Boston State College  
M.Ed. Bridgewater State College  
Ph.D. Boston College**

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Bill DeMarco is a member of the graduate and undergraduate faculty. His research focuses on the dynamic interrelationship between vision, strategy, structure and organizational policies, practices, culture. Partly driven by his international senior executive experience and academic training, Dr. DeMarco's lifelong research specializes in identifying the cultural and behavioural characteristics of leadership high performance, and developing appropriate integrated performance management systems that lead to bottom line results. He has led Organizational Effectiveness initiatives for many of the world's largest corporations. Dr. DeMarco has taught at the University of Massachusetts, Harvard University, and McMaster University. Working with other CSL colleagues, Dr. DeMarco's current research at the Centre for Studies in Leadership includes identifying the behavioural characteristics of high performing North American hotel general managers in three, four and five star properties.

**Joan Flaherty, Assistant Professor  
BA, MA, MSc, University of Guelph**

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Joan teaches the undergraduate and graduate communications courses: Hospitality and Tourism Business Communications (HTM\*2010) and Management Communications (HAFA\*6050). In pursuing her particular interest in adult learning, she has also taught for Open Learning on campus and is an associate faculty member within the Teacher/Trainer of Adults program at Conestoga College. Joan has developed and delivered communications workshops, primarily on writing and presentation skills, for various private sector clients; edits academic and business documents; and has published articles on adult learning and teaching approaches.

**Jamie A. Gruman, Assistant Professor**  
**BA, Concordia University**  
**MA, Lakehead University**  
**PhD, University of Windsor**

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Jamie joined the School in July 2006. Previously, he was an Assistant Professor in the Department of Management at the University of Toronto and a Sessional Lecturer at the University of Windsor in the Faculty of Business Administration and Psychology Department. Jamie has taught undergraduate courses in Managerial Skills, Managing People in Organizations, Managing Groups in Organizations, Organizational Behaviour and Human Resources Management. He has published articles in *Applied Social Psychology*, the *Journal of Clinical Psychology* and the *Journal of Basic and Applied Social Psychology*. Jamie says that “fundamentally my teaching philosophy involves student to actively participate in their own education. Practically speaking, this involves gaining as much student involvement as possible, asking them to critically evaluate the material that is presented, encouraging them to reflect on their experiences with the material we discuss, and, wherever possible, engaging in action learning”. Jamie has also been a Consultant and Marketing Manager for Jackson Leadership Systems Inc. and an Event Coordinator for Color Communications.

**Robert Harrington, Associate Professor and**  
**Co-ordinator of the Distance MBA-HTM**  
**BBA, Boise State University**  
**MBA and PhD, Washington State University**

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In addition to teaching undergraduate and graduate courses Bob is **Co-ordinator of the Distance MBA-HTM**. He joined the faculty in May 2005. Previously, he was Dean of the Chef John Folse Culinary Institute at Nicholls State University in Thibodaux, Louisiana. Additionally, he has taught at Washington State University in Pullman, Washington and the University Center César Ritz in Brig, Switzerland. Bob has developed and taught courses in a variety of topics including wine and food pairing, strategic business planning, restaurant operations, and menu design. He has more than 18 years industry experience and is a Certified Executive Chef by the American Culinary Federation. His current research interests center on the strategy implementation and the wine and food pairing processes. He has published numerous articles in top hospitality and business journals including the *Journal of Hospitality & Tourism Research*, the *International Journal of Hospitality Management*, the *Journal of Foodservice Business Research* and the *Journal of Business and Management*. Bob is currently Wine and Food editor for the *Journal of Culinary Science & Technology* and an active member of the International Council on Hotel, Restaurant and Institutional Education and Canadian Association of Foodservice Professionals.

**Michael Haywood, Professor Emeritus**  
**Diploma in Hotel, Restaurant and Tourism**  
**Management, Ryerson Polytechnical University**  
**BA, University of Guelph**  
**MBA, McMaster University**

Michael was a faculty member from 1973 to 2002. Prior to joining the faculty he worked for the Ontario Ministry of Tourism, Four Seasons Hotels, VS Services and with various hotels in Nova Scotia, Ontario and the Bahamas. His areas of interest include tourism, strategic management and service operations. His research focuses on visitor satisfaction with urban tourism, developing rural tourism, sustainable island tourism and new approaches to hospitality education. In 1992 he was awarded the John Wiley & Sons award for lifetime contributions to hospitality and tourism research.

**Marion Joppe, Professor and Director of the School  
BA, University of Waterloo  
MSc and PhD, Université d'Aix-Marseille III**

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Marion became the School's sixth *Director* in May, 2003. She came to Guelph from a similar program at Ryerson University in Toronto. Previously, she worked for the Waterfront Regeneration Trust, the Ontario Ministry of Tourism and Recreation, the Organization for Economic Cooperation and Development, various banks, tour operators and consulting companies. She specializes in the areas of research methods, government intervention, strategies and policies in tourism, with particular emphasis attention to community tourism and sustainable development, cultural/heritage and wellness tourism, ethnic communities and urban tourism. She also has an interest in travel distribution and incentive travel as well as e-commerce and destination promotion particularly through the web.

**Stephen Lynch, Associate Professor and  
Co-ordinator of Experiential Learning & Innovation  
BA and BEd, University of Toronto  
MA, Duquesne University (Pennsylvania)  
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Steve teaches in the School's undergraduate, graduate and management development programs in the area of Organizational Behaviour. He is also the School's *Co-op Advisor and Co-ordinator of Experiential Learning & Innovation*. Steve is responsible for the HAFA Co-op program. As well as teaching here at Guelph he has taught at Royal Roads University in British Columbia, the International Management Centre in Budapest, Hungary and at Prince of Songkla University in Phuket, Thailand. His areas of interest include team development, problem-solving and decision-making, leadership diversity and cross-cultural training and organizational culture. His North American research includes employee motivation, effective managerial skill practices, and employee reward systems. Steve has also published papers examining East European training and human resources practices, and Southeast Asian training and human resources.

**Don MacLaurin, Associate Professor  
BSc, Florida International University  
MSc, University of Nevada, Las Vegas  
PhD, Kansas State University**

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Ext: 56295  
E-mail: [dmaclaur@uoguelph.ca](mailto:dmaclaur@uoguelph.ca)**

In January 1191 Don became a member of the faculty. His teaching and research interests include lodging, tourism and convention management. Don previously worked for Hyatt Hotels, British Airways, Tourism Canada, a restaurant corporation and several tour and travel companies. Don has served as the President of Canada CHRIE, the international association of hospitality educators. Don acquired additional global experience in 1998 while participating in a three-year leave from the University as a visiting faculty member in the Hospitality and Tourism Management program at Nanyang University, Singapore. During the 2001-02 academic year, he participated in a sabbatical research leave with the Hospitality and Tourism Management program at LaTrobe University in Australia.

**Tanya MacLaurin, Associate Professor  
BS, MS and PhD, Kansas State University**

**Office: MACS 305  
Ext: 56309  
E-mail: [tmaclaur@uoguelph.ca](mailto:tmaclaur@uoguelph.ca)**

Since becoming a member of the faculty in 1991, Tanya has taught courses in the areas of foodservice management, casino management and entrepreneurship. Tanya has worked in quick service, casual and fine dining restaurants as well as hospital and university dining facilities. She is a registered dietitian and a member of the American Dietetic Association. Tanya is actively involved in research on the impacts of food safety on tourism destination decisions, foodservice management issues and casino operations. From 1998 to 2001 Tanya was a visiting faculty member in the Hospitality and Tourism Management program at Nanyang University, Singapore. In 2001-02 she participated in a one-year faculty exchange program with the Hospitality and Tourism Management program at LaTrobe University in Australia.

**Iain Murray, Associate Professor and  
Coordinator of the Residential MBA-HTM  
BComm and MSc, University of Guelph  
PhD, Kansas State University**

**Office: MACS 303  
Ext: 54331  
E-mail: [imurray@uoguelph.ca](mailto:imurray@uoguelph.ca)**

Iain Murray has been a member of the faculty since 1985 and has taught a wide variety of courses in the School. Currently he teaches HTM\*1000 Introduction to Hotel and Restaurant Management and HTM\*4090 Hospitality and Tourism Facilities Management and Design. Iain is also the **Co-ordinator of the Residential MBA-HTM** program. Prior to his teaching career, he served for 10 years as an officer in the Canadian Armed Forces as well as three years as director of dietetics in a 700-bed hospital. In addition to having worked in most regions in Canada, his international work experience includes Syria, Israel, France and Barbados. Most recently, Iain has taught hospitality facility design, service operations, and tourism marketing and management to both undergraduate and graduate students. In addition, Iain supervises graduate students in a wide variety of topical areas.

**John Patterson, Professor Emeritus  
BA, Ohio Wesleyan University  
MBA, Cornell University**

John was a member of the faculty from 1976 to 2002 and taught at the undergraduate and graduate level in the operations planning and strategic planning areas. He teaches in the School's Management Development programs. John's research interests include adult learning and operations analysis. His major research efforts were in the development of over 40 case studies in all areas of the hospitality industry. His industry experience includes middle and senior positions in both large and small commercial and institutional food service organizations. John also owned and operated a small multi-unit restaurant company.

**Jim Pickworth, Professor Emeritus  
Diploma in Hotel and Restaurant Management,  
University of Surrey (UK)  
MBA, Michigan State University**

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Ext: 58709  
E-mail: [jpickwor@uoguelph.ca](mailto:jpickwor@uoguelph.ca)**

His research has focused primarily on productivity measurement and improvement. Besides writing case studies, Jim has published articles in various journals on topics relating to managerial responsibility, service delivery systems and human resources practices in the hospitality industry. He has been involved in management development in Great Britain and was an Area Operations Analyst for Hilton International. Although Jim retired in December 2003, he continues to teach some distance education courses for the School.

**Tom Powers, Professor Emeritus**  
**AB and MBA, Harvard University**  
**PhD, Georgia State University**

Tom Power's research interests include hospitality marketing, lodging management, international business and hospitality case research. Tom is the author of the leading text "Introduction to Management in the Hospitality Industry". He authored the second edition of "Marketing Hospitality" and is the co-author of a book on foodservice operations. In addition, Tom is consulting editor for a service management textbook series published by John Wiley & Sons. His industrial experience extends across both the hospitality and food service sectors.

**Catherine Ralston, Assistant Professor**  
**BHSc, University of Guelph**  
**MBA, University of Western Ontario**  
**PhD, University of Wisconsin**  
**RD, Ontario**

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**Ext:** 52786  
**E-mail:** [cralst@uoguelph.ca](mailto:cralst@uoguelph.ca)

Cathy Ralston is the **School's Exchange Coordinator** for the Oxford-Brookes University exchange in England, the HTM portion of the Mexico exchange with ITESM and several exchanges in Australia. She is also **Chair of the HTM Awards Committee**. Cathy teaches cost control and management accounting courses and has integrated computer applications into these courses. She reviewed the management accounting textbook for John Wiley & Sons to help update the book. Her research interests involve investigating the relationships between hotels' services and consumer satisfaction. Cathy is a member of the Dietitians of Canada and has had varied experience in hospital foodservice management.

**Margaret Shaw, Professor**  
**BS, MBA and PhD, Cornell University**

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**Ext:** 58552  
**E-mail:** [mshaw@uoguelph.ca](mailto:mshaw@uoguelph.ca)

Margaret Shaw has been on the Faculties of Cornell University and the University of Massachusetts. Her teaching and research interests include hospitality management, marketing and sales. Her work has been published in various hospitality journals, books and conference proceedings. Topics of particular interest include hospitality sales marketing plan development and she is currently working on a textbook in this field. Dr. Shaw has taught a number of courses in Europe. Her industry experience includes sales and marketing positions with the Sheraton and Hyatt Hotels Corporations.

**Geoff Smith, Assistant Professor**  
**and Chair, Department of Business**  
**Certified Human Resources Professional (CHRP)**  
**Diploma in Business Administration,**  
**Brunel University (UK)**  
**MBA, University of Guelph**

**Office:** MACS 203  
**Ext:** 53465  
**E-mail:** [gwsmith@uoguelph.ca](mailto:gwsmith@uoguelph.ca)

Geoff joined the School of Hospitality and Tourism Management in 1998 and teaches courses in Human Resources Management (HTM\*3000), Organizational Behaviour (HTM\*2200 and HTM\*4390) and Managerial Skills (HTM\*4100). Geoff's research, in the field of Prior Learning Assessment and Recognition (PLAR), seeks to recognize, evaluate, and give credit for, the prior learning experience of mature individuals that wish to return to university in order to acquire new skills. Geoff has a business background that spans over thirty years and includes senior positions in human resources at Compass Canada Ltd., Adidas Ltd. and Marks and Spencer. He is also **Chair of the new Department of Business** in the College as well as being responsible for the Executive-in-Residence program in the Fall and Winter semesters.

## RESEARCH ACTIVITIES

Faculty research is very broad-based within hospitality and tourism. Over the last several years, faculty members have worked with our MBA students to complete the following papers:

- Hospitality Skills Required for the 21st Century; will the Industry be Ready (Michael Truscott with Prof. Stephen Lynch, 2004)
- The Balanced Scorecard in Hotel Operations (Nancy He with Prof. Iain Murray, 2003)
- Operational Challenges Identified by Canadian Tim Horton's Franchisees (Kevin Generoux with Prof. Stephen Lynch, 2003)
- Self-Efficacy Development: Rearing Effective Employees (Brenda Castle with Prof. Julia Christensen Hughes, 2001)
- The Balanced Scorecard in Hotel Operations (Jinjun Xie with Prof Iain Murray, 2003)
- Diversity Readiness in the Foodservice Industry (Katerina Andrysek with Prof. Michael Cox, 2003)
- Financial and Non-Financial Strategies Used by Canadian Convention and Visitor Bureaus (Ruth Ketcheson-Haslett with Prof. Don MacLaurin)
- A Comparison of Housekeeping Operations in Hotels and Hospitals (Tirso Dapar with Prof. Joe Barth, 2004)
- The Commoditization of Hotel Rooms (Sherry Baumgardner with Professor Chris Choi, 2004)
- Diversity Readiness in the Foodservice Industry (Jacques Guilbert with Prof. Julia Christensen Hughes, 2004)
- Perceptions of Factors Affecting Labour Productivity in Canadian Forces Food Services Operations (Irene Laskowski with Prof. Joe Barth, 2002)
- A Competitive Strategy and Strategic Marketing Plan for The Guelph Symphony Orchestra (Marty Murray with Prof. Michael Cox, 2004)
- Competency-Based Marketing Strategy - A Case Study of Two Luxury Hotels in China (Qun Yang with Prof. Iain Murray, 2000)
- Social, Structural & Cultural Factors and their Impact on Heavy Drinking in Ontario's Hospitality Industry (Brenda York with Prof. Stephen Lynch, 2000)
- Development of an Holistic Tourism and Quality of Life (TQOL) Index: Capturing Residents' and Travelers' Perspectives (Novie Johan with Prof. Marion Joppe, 2004)
- A Feasibility Study for Women-exclusive Fitness Club In Guangzhou, China (Mixuan Shen with Prof. Cathy Ralston, 2003)
- Retention and Attrition in Hospitality Education (Audrey Markham-Sloat with Prof. Jim Pickworth, 2000)
- Industry Based Study: US Slot Players Impact on Play at Canadian Commercial Casinos with Changes in the U.S. Currency Exchange Rate (Frank Cricenti with Prof. Tanya MacLaurin, 2003)
- An Investigation on Diversity Training in the Greater Toronto Area Hospitality Industry (Wilda Lau with Prof. Geoff Smith, 2003)
- The Economic Impact of Legal Gay Marriage on the Hospitality & Tourism Industry (John Walker with Prof. Marion Joppe, 2004)

The School also has a significant commitment to case research and has written over 80 cases. Cases are used in both undergraduate, graduate and professional development programs. Regularly the School receives requests for cases from other Canadian institutions as well as from the U.S. and Europe. Two examples of recent case study research are:

- Guelph Super 8 Motel Telecommunications System - A Case Study (Khalil Rohani with Professor Joe Barth, 2000)
- Canadian Hospitality Industry and the Disabled Employee (Nayibe Figueroa with Professor Stefan Groschl, 2004)

## GENERAL INFORMATION

- **For more information about HTM visit our webpage at:**  
<http://www.htm.uoguelph.ca>
- Within the School, one of our major concerns is to be able to **communicate to all students**, which we try to accomplish:
  - 1) **By e-mail** - The University issued e-mail address is considered an official address and will be used for all correspondence from the University and HTM. According to the University's Statement of Students' Academic Responsibilities in the Section 1 of the Undergraduate Calendar **you are responsible for:**
    - checking your University of Guelph WEBmail account regularly for important communications. This account is the primary way that the University will notify you of events, deadlines, announcements concerning grades, student financial accounts and other official information.

**Check your University of Guelph e-mail address daily.** If you decide to continue to use your hotmail, yahoo or other e-mail address please be sure to forward your U of Guelph e-mail to this address. This can be done easily if you go to the following website: <http://www.uoguelph.ca/ccs/email/settings/forward.shtml> .
  - 2) **Bulletin Board outside MACS 209-** This board includes information on scholarships, employers visiting campus, academic notices.
- A list of **library information sources**, relevant to hospitality and tourism management students is provided in Exhibits 13 (pp. 73-75) and Exhibit 14 (pp. 76-79). The homepage for the University of Guelph's McLaughlin Library is: <http://www.lib.uoguelph.ca/> .
- A copy of the **HTM Style Guide** for writing papers is found in Exhibit 15 (pp. 80-89).
- A copy of the **HTM Food Laboratory Policy** is found in Exhibit 16 (p. 90).
- The University of Guelph's home page can be found at: <http://www.uoguelph.ca>
- Current information about awards and scholarships can be found on the HTM Awards and Scholarships Intranet at: <http://www.uoguelph.ca/htm/htmschol/> .
- A copy of the **HTM Undergraduate In-course Scholarship Application Form** is found in Exhibit 17 (p. 91) and can also be downloaded from the HTM website (<http://www.htm.uoguelph.ca/> ) by clicking on "Links, Forms and Brochures" on the left side of the homepage.
- A copy of the **Hospitality and Tourism Work Experience Verification Form** is found in Exhibit 9 (p. 69) and can also be downloaded from the HTM website (<http://www.htm.uoguelph.ca/> ) by clicking on "Links, Forms and Brochures" on the left side of the homepage.
- Other valuable sources of information are:
  - 1) **Student Life and Counselling Services** (<http://www.slcs.uoguelph.ca/home/> ),

- 2) **Career Services** (<http://www.careerservices.uoguelph.ca/home/>) and
- 3) **Undergraduate Academic Information Centre** (<http://www.uoguelph.ca/uaic/>)

which are all located on Level 3 of the University Centre.

- 4) **The Learning Commons** (<http://www.learningcommons.uoguelph.ca/>) in the library has information about study and presentation skills, time management, Supported Learning Groups (SLGs) etc.
- 5) **Department of Athletics** (<http://www.athletics.uoguelph.ca/>) located in the W.F. Mitchell Athletics Centre.

- Many students are eligible for **dual citizenship**, but do not apply for a second passport. For example, students with a parent born in the United Kingdom can usually obtain a European Community (E.C.) passport and therefore are able to work in the European Community. Given the increasing globalization of business, students need to be aware of these potential opportunities.
- You may be wondering **how to address faculty members** when talking to them. You are always "safe" using Professor. Some faculty accept first names or may prefer the title Doctor. Ask if you are unsure.
- The Top 10 Ways to Avoid Going Broke in University are listed in Exhibit 18 (p. 92). This was adapted from an article by Nicole Hanson in the Spring 1999 (Vol. 8 No. 2) Issue of Hosteur magazine.

**Exhibit 1**

**Summary  
of the  
UNIVERSITY OF GUELPH'S LEARNING OBJECTIVES**

1. **LITERACY** - A fundamental intellectual tool that enables students to think and express themselves clearly. It is a means of communication, of shaping ideas and of selecting between alternatives.  
  
**Level A** - The writing of a short expository paper, or oral presentation on a prescribed topic from a restricted list.  
  
**Level B** - The writing of a paper (or seminar presentation) critical and analytical in its intent on a student's own topic. This experience requires the student to devise a topic and to frame its boundaries.  
  
**Level C** - The writing of a paper that analyses or synthesizes; argues from hypothesis; produces insights for the reader; shows a breadth of understanding in drawing out implications and relationships.
2. **NUMERACY** - Numeracy is a mode of thinking that results in an ability to comprehend the significance of quantitative data. It enforces an accuracy and precision in procedure as well as in thought.
3. **SENSE OF HISTORICAL DEVELOPMENT** - An appreciation of the factors that have shaped the evolution of a field of study in order to provide the student with a time perspective. The sense of continuing change facilitates the acceptance of intellectual ambiguity or uncertainty. 'We know this much, but there is much we don't know.'
4. **GLOBAL UNDERSTANDING** - An understanding of how specific cultural, economic, political and geographic circumstances impact on the student's field of study.
5. **MORAL MATURITY** - Moral maturity is the ability to apply a body of knowledge to resolve specific dilemmas. An examination of the moral issues implicit in a course of study develops depth and consistency of judgement as well as an appreciation of the complexities involved.
6. **AESTHETIC MATURITY** - Aesthetic maturity may be described as a critical response to some objective and/or involvement in the work of creation itself. By exercising aesthetic maturity, students may appreciate the order, elegance and harmony associated with a field of study.
7. **UNDERSTANDING OF FORMS OF INQUIRY** - Inquiry is based upon systematic study, reflection, intuition and creativity. The inquiry process involves the collection and evaluation of relevant data as well as the observation of relationships in order to reach a conclusion. The student may be able to undertake this process independently, and thereby become familiar with the strengths and limitations of different modes of inquiry, such as by those used by scientists, by philosophers, and by historians.

8. **DEPTH & BREADTH OF UNDERSTANDING** - Breadth of understanding extends beyond knowledge to include the ability to operate across disciplinary boundaries in a coherent way. It is also characterized by an ability to recognize the implication of information and to put that information into a broader context.

**Level A** - In introductory courses, students might be shown how sets of facts are related.

**Level B** - Rather than have interrelationships demonstrated to them, students develop the ability to create their own interrelationships. Students would be expected to integrate knowledge and modes of inquiry so as to generate new understanding.

**Level C** - At the highest level, the student has the ability to deal with and generate abstractions.

9. **INDEPENDENCE OF THOUGHT** - Depth and breadth of understanding depend upon and contribute to independence of thought.

**Level A** - Students are shown the possibilities of independent thinking by instructors who challenge orthodoxies. By emulating the faculty member as a role model, students may develop critical thinking and reasoned scepticism to the authority of an expert.

**Level B** - Students through seminars etc., become actively involved in offering and defending their own challenges.

**Level C** - At this level, opportunities are provided for self-directed learning with a focus on being able to ask the right questions rather than always come up with right answers.

10. **LOVE OF LEARNING** - Love of learning may be reflected in intellectual curiosity; the ability to ask useful questions and see far reaching implications; the ability to make connections between disparate topics and a passion for the pursuit of knowledge and understanding.

**Exhibit 2****BACHELOR of COMMERCE PROGRAM  
LEARNING OBJECTIVES**

Students will have the ability to:

1. Locate information relating to the economy, industry and management in general.
2. Communicate technical and management concepts in writing and orally to diverse audiences e.g. employees, peers, clients.
3. Collect and interpret data using descriptive statistics, and to test simple hypotheses.
4. Use commonly available PC software packages.
5. Construct, interpret and appreciate the implications of financial statements.
6. Apply the technical/management skills that underlie the service-delivery process.
7. Manage time and stress.
8. Conceive, plan, implement and monitor change in many different types of systems.
9. Function within groups and realize a range of inter-personal skills in themselves and in others.
10. Take a consumer-oriented approach to marketing.
11. Appreciate the entrepreneurial dimension of small business development.
12. Adopt an interdisciplinary and holistic perspective to situations.
13. Solve conceptual problems systematically in the context of a specific situation.
14. Critically assess and/or develop an argument both orally and in writing, using appropriate concepts and pertinent researched data.
15. Assess the priorities in a given situation and provide leadership.

**Hotel and Food Administration (HAFA and HAFA:C)**

The Hotel and Food Administration major prepares graduates to assume positions of responsibility in any aspect of the hospitality field. It includes principles of administration, theories of interpersonal relations, human resources management, and communications. Distinctive courses include Hospitality Facilities Management and Design and Lodging Management. The courses in this program relate to the management of both the accommodation and food service facilities used by the public and private sector. The major is administered by the School of Hospitality and Tourism Management and students are urged to consult the School's Academic Advisor.

For the regular HAFA major 15.00 of the 20.00 credits are specified as core requirements, 2.50 as restricted electives, and 2.50 as electives (including the Liberal Education Requirement). For the Co-op HAFA major the program consists of 20.00 credits, 15.50 of which are specified as core requirements, 2.00 as restricted electives, and 2.50 as electives (including the Liberal Education Requirement).

**Verified work experience in the hospitality industry is required for students to be eligible for graduation.**

Group work is a significant part of core credit work.

**Liberal Education Requirement**

As part of the graduation requirement all BComm students are required to complete 1.50 credits from at least two different subject prefixes as listed under the BComm Program Information section of the Undergraduate Calendar.

**Major**

**Semester 1**

- ECON\*1050 Introductory Microeconomics
- HTM\*1000 Introduction to Hospitality & Tourism Management
- POLS\*1400 Issues in Canadian Politics
- PSYC\*1200 Dynamics of Behaviour

One of: ①

- CHEM\*1100 Chemistry Today
- HTM\*2700 Introductory Foods

① CHEM\*1100 must be taken by students without Grade 12/4U Chemistry or equivalent. If CHEM\*1100 is not required, then a total of 3.00 restricted electives are required for regular HAFA majors and 2.50 credits for HAFA Co-op majors.

**Semester 2**

- ECON\*1100 Introductory Macroeconomics
  - HTM\*2000 Hospitality and Tourism Purchasing Management
  - HTM\*2100 Lodging Operations
  - HTM\*2120 Hospitality and Tourism Marketing I
- 0.50 credits from List B or electives.

**Semester 3**

2.50 credits from List A or List B or electives.

**Semester 4**

STAT\*2060 Statistics for Business Decisions  
2.00 credits from List A or List B or electives.

**Semester 5**

ECON\*3460 Introduction to Finance  
HTM\*3030 Beverage Management  
1.50 credits from List A or List B or electives.

**Semester 6**

HTM\*3120 Operations Analysis in the Hospitality and Tourism Industry  
2.00 credits from List A or List B or electives.

**Semester 7**

HTM\*4300 Co-operative Education Seminar ②  
2.00 or 2.50 credits from List A or List B or electives.  
② Taken by HAFA Co-op majors only.

**Semester 8**

2.50 credits from List A or List B or electives.

**List A - Further Required Courses**

The following 8.50 credits are also required. Further details on the scheduling of courses will be provided in writing prior to each course selection period by the School's Academic Advisor.

**Semester 1 or 2**

HTM\*2700 Introductory Foods

**Semester 2 or 3**

HTM\*2010 Hospitality and Tourism Business Communications

**Semester 3 or 4**

- AGEC\*2220 Financial Accounting
- MCS\*2020 Information Management
- MCS\*3040 Business and Consumer Law
- HTM\*2030 Control Systems in the Hospitality and Tourism Industry
- HTM\*2200 Organizational Behaviour I

**Semester 4 or 5**

HTM\*3070 Hospitality and Tourism Management Accounting

**Semester 5 or 6**

- AGEC\*3320 Financial Management
- HTM\*3000 Human Resources Management
- HTM\*3080 Hospitality and Tourism Marketing II
- HTM\*3090 Foodservice Operations Management ③

③ This course has a credit weight of 1.00 rather than 0.50. The course is taken in one semester and counts as 1.00 credits for classification, continuation of study and calculation of fees.

**Semester 7 or 8**

- HTM\*4090 Hospitality and Tourism Facilities Management and Design
- HTM\*4100 Organizational Behaviour II
- HTM\*4190 Hospitality & Tourism Operations Planning
- HTM\*4200 Policy Issues in Hospitality and Tourism Management

## List B - Restricted Electives

In addition to the 15.00 or 15.50 required credits, students must take a minimum of 2.50 credits (regular HAFA) or 2.00 credits (Co-op HAFA) in **restricted electives** throughout the program. Students may choose to explore a variety of subjects or may choose to study an area allied to their major in some depth. Restricted electives are listed below and have been grouped in major topical areas which are related to or are an extension of the professional interests of the major. Students may, however, choose restricted electives from any of those listed without regard to the categories, which are intended to be suggestive.

### *Social and economic environment of business firms and other administrative entities in the hospitality industry:*

ECON\*2310 Intermediate Microeconomics  
 ECON\*2410 Intermediate Macroeconomics  
 ECON\*3510 Money, Credit and the Financial System  
 ECON\*3520 Labour Economics  
 ECON\*3560 Theory of Finance  
 PHIL\*1010 Introductory Philosophy: Social and Political Issues  
 PHIL\*2600 Business and Professional Ethics  
 SOC\*2190 Technology and Society

### *Developing hospitality-related real estate:*

MCS\*1820 Real Estate and Housing  
 MCS\*2820 Real Estate Finance  
 MCS\*3810 Real Estate Market Analysis  
 MCS\*3820 Real Estate Development  
 MCS\*3890 Property Management  
 MCS\*4820 Real Estate Appraisal  
 MCS\*4840 Housing and Real Estate Law

### *Human behaviour particularly as related to work and work groups:*

ANTH\*1150 Introduction to Anthropology  
 ECON\*2200 Industrial Relations  
 PSYC\*2310 Introduction to Social Psychology  
 SOAN\*2040 Globalization of Work and Organizations  
 SOC\*1100 Sociology

### *Market forces and consumer behaviour:*

AGEC\*4360 Marketing Research  
 MCS\*1000 Introductory Marketing  
 MCS\*2600 Fundamentals of Consumer Behaviour  
 MCS\*3600 Consumer Information Processes  
 MCS\*3620 Marketing Communications

### *Study of tourism:*

EDRD\*3500 Recreation and Tourism Planning  
 GEOG\*1220 Human Impact on the Environment  
 GEOG\*3490 Tourism and Environment  
 HTM\*2050 Dimensions of Tourism  
 HTM\*2170 Canadian Tourism, Policy, Planning and Development  
 HTM\*3250 Tourism in Canada

### *Institutional foodservice management:*

AGR\*1250 Agrifood System Trends and Issues  
 CHEM\*1040 General Chemistry I  
 CHEM\*1050 General Chemistry II  
 FOOD\*2150 Introduction to Nutritional and Food Science (Also listed as NUTR\*2150)  
 FOOD\*3700 Sensory Evaluation of Foods  
 HTM\*2740 Cultural Aspects of Food  
 NUTR\*1010 Nutrition and Society  
 NUTR\*2050 Family and Community Nutrition

### *Specialized courses in Hospitality & Tourism Management:*

HTM\*2070 Meetings and Convention Management  
 HTM\*3060 Lodging Management  
 HTM\*3150 Experiential Learning in the Hospitality Industry  
 HTM\*3180 Casino Operations Management  
 HTM\*3200 Club Management Operations  
 HTM\*3250 Tourism in Canada  
 HTM\*3780 Economics of Food Usage  
 HTM\*4050 Wine and Oenology  
 HTM\*4110 Restaurant Operations  
 HTM\*4120 Entrepreneurship in Hospitality & Tourism  
 HTM\*4130 to HTM\*4150 Current Management Topics  
 HTM\*4500 Special Study in Hospitality and Tourism

### *Study of administration:*

AGEC\*2230 Management Accounting  
 AGECE\*3310 Operations Management  
 AGECE\*3330 Intermediate Accounting  
 AGECE\*4250 Business Policy  
 AGECE\*4370 Marketing Management  
 AGECE\*4410 Sales and Sales Management  
 MCS\*2100 Personal Financial Management

### *Other restricted electives:*

CIS\*1000 Introduction to Computer Applications  
 ENGL\*1200 Reading the Contemporary World  
 ENGL\*1410 Major English Writers  
 MCS\*3010 Quality Management  
 PHIL\*2100 Critical Thinking  
 REXT\*3040 Communication Process  
 REXT\*3060 International Communication

Students may select up to 2.00 credits in any foreign language as restricted electives. **Students without a second language are strongly recommended to take language courses.**

## Electives and Liberal Education Requirement

In addition to the 15.00 (HAFA) or 15.50 (HAFA Co-op) required credits and the 2.00 or 2.50 restricted electives, the student has **2.50 free electives** throughout the program which may be fulfilled by selecting courses in any subject provided that the student is qualified to take the course and can schedule it.

**These free electives must include 1.50 credits toward the BComm Liberal Education Requirement.**

**Tourism Management (TMGT)**

As the world’s largest industry, tourism encompasses a wide range of public and private enterprises that require knowledgeable and talented management professionals. The program in Tourism Management builds on a strong base of hospitality management courses (human resources management, accounting, finance, cost controls, hotel operations). In conjunction with these courses the program provides specialized courses dealing with the economic, social, cultural and environmental aspects of the industry as well as the critical functions of tourism marketing, distribution, planning and development. In addition, there are opportunities to develop expertise in eco-tourism and international tourism operations. The study of languages is a core component of this program. **Verified work experience in the hospitality and tourism industry is required for students to be eligible to graduate.** Group work is a significant part of core credit work.

For this major, 15.00 of the 20.00 credits are specified as core requirements, 2.50 as restricted electives (List A), and the remaining 2.50 as electives (including the Liberal Education Requirement).

**Liberal Education Requirement**

As part of the graduation requirement all BComm students are required to complete 1.50 credits from at least two different subject prefixes as listed under the BComm Program Information section of the Undergraduate Calendar.

**Major**

**Semester 1**

- ECON\*1050 Introductory Microeconomics
- GEOG\*1220 Human Impact on the Environment
- HTM\*1000 Introduction to Hospitality and Tourism Management
- POLS\*1400 Issues in Canadian Politics
- PSYC\*1200 Dynamics of Behaviour

**Semester 2**

- ECON\*1100 Introductory Macroeconomics
- HTM\*2000 Hospitality and Tourism Purchasing Management
- HTM\*2010 Hospitality and Tourism Business Communications
- HTM\*2100 Lodging Operations
- HTM\*2120 Hospitality and Tourism Marketing I

**Semester 3**

- AGEC\*2220 Financial Accounting
- HTM\*2050 Dimensions of Tourism
- MCS\*2020 Information Management
- 1.00 credits from List A or elective

**Semester 4**

- HTM\*2030 Control Systems in the Hospitality and Industry
- HTM\*2170 Canadian Tourism Policy, Planning and Development
- HTM\*2200 Organizational Behaviour I
- STAT\*2060 Statistics for Business Decisions
- 0.50 credits from List A or elective

**Semester 5**

- HTM\*3070 Hospitality and Tourism Management Accounting
- HTM\*3080 Hospitality and Tourism Marketing II
- HTM\*3160 Destination Management and Marketing
- MCS\*3040 Business and Consumer Law
- 0.50 credits from List A or elective

**Semester 6**

- AGEC\*3320 Financial Management
- AGEC\*4360 Marketing Research
- HTM\*3000 Human Resources Management
- HTM\*3120 Operations Analysis in the Hospitality and Tourism Industry
- 0.50 credits from List A or elective

**Semester 7**

- ECON\*3460 Introduction to Finance
- HTM\*4100 Organizational Behaviour II
- HTM\*4190 Hospitality & Tourism Operations Planning
- 1.00 credits from List A or electives

**Semester 8**

- HTM\*4170 International Tourism Development and Management
- HTM\*4200 Policy Issues in Hospitality and Management
- 1.50 credits from List A or electives

## List A - Restricted Electives

In addition to the 15.00 required credits, students must also take a minimum of **2.50 restricted electives from the following list**, throughout the program. Students may choose to explore a variety of subjects or may choose to study an area related to their major in some depth. Restricted electives are listed below and have been grouped into major subject areas which are related to the professional interests of the Tourism Management major. Students may, however, choose restricted electives from any of those listed without regard to the categories.

**Students may also select up to 2.00 credits in language courses as restricted electives.** *Students without a second language are strongly recommended to take language courses.*

### *Eco-tourism:*

AGEC*2700	Survey of Natural Resource Economics
AGEC*4290	Land Economics
AGEC*4310	Resource Economics
ECON*2100	Economic Growth and Environmental Control
GEOG*2210	Environment and Resources
GEOG*3490	Tourism and Environment
PHIL*2070	Philosophy of the Environment
POLS*3370	Environmental Policy Formation & Administration

### *International tourism:*

ECON*2650	Introduction to the Economics of Developing Countries
ECON*3620	International Trade
ECON*4830	Economic Development
EDRD*3500	Recreation and Tourism Planning
EDRD*4010	Tourism Planning in the Less Developed World
GEOG*3490	Tourism and Environment
HTM*2740	Cultural Aspects of Food
REXT*3060	International Communication

### *Developing tourism-related real estate:*

GEOG*3490	Tourism and Environment
LARC*2820	Urban and Regional Planning
MCS*1820	Real Estate and Housing
MCS*2820	Real Estate Finance
MCS*3810	Real Estate Market Analysis
MCS*3820	Real Estate Development
MCS*3890	Property Management
MCS*4820	Real Estate Appraisal
MCS*4840	Housing and Real Estate Law

### *Social and economic environment of business:*

ECON*2310	Intermediate Microeconomics
ECON*2410	Intermediate Macroeconomics
PHIL*1010	Introductory Philosophy: Social & Political Issues
PHIL*2600	Business and Professional Ethics

### *Human behaviour as related to work and work groups:*

ANTH*1150	Introduction to Anthropology
ANTH*2160	Social Anthropology
ECON*2200	Industrial Relations
PSYC*2310	Introduction to Social Psychology
PSYC*3060	Occupational Health Psychology
SOC*1100	Sociology

### *Marketing and consumer behaviour:*

AGEC*4370	Marketing Management
MCS*1000	Introductory Marketing
MCS*2600	Fundamentals of Consumer Behaviour
MCS*3600	Consumer Information Processes
MCS*3620	Marketing Communications
MCS*4050	The Evolution of Capitalism: A Canadian Perspective

### *Specialized courses in Hospitality & Tourism Management:*

HTM*2070	Meetings and Convention Management
HTM*2700	Introductory Foods
HTM*2740	Cultural Aspects of Food
HTM*3030	Beverage Management
HTM*3060	Lodging Management
HTM*3090	Foodservice Operations Management
HTM*3180	Casino Operations Management
HTM*3200	Club Management Operations
HTM*3250	Tourism in Canada
HTM*3780	Economics of Food Usage
HTM*4050	Wine and Oenology
HTM*4090	Hospitality and Tourism Facilities Management and Design
HTM*4110	Restaurant Operations
HTM*4120	Entrepreneurship in Hospitality and Tourism
HTM*4130 to HTM*4150	Current Management Topics
HTM*4500	Special Study in Hospitality and Tourism

### *Accounting and administration:*

AGEC*2230	Management Accounting
AGEC*3310	Operations Management
AGEC*3330	Intermediate Accounting
AGEC*4250	Business Policy
AGEC*4410	Sales and Sales Management
MCS*2100	Personal Financial Management

### *Other restricted electives:*

CHEM*1100	Chemistry Today
CIS*1000	Introduction to Computer Applications
ENGL*1200	Reading the Contemporary World
ENGL*1410	Major English Writers
MCS*3010	Quality Management
PHIL*2100	Critical Thinking
REXT*3040	Communication Process

## Electives and Liberal Education Requirement

In addition to the 15.00 required credits and the 2.50 restricted electives, the student has **2.50 free electives** throughout the program which may be fulfilled by selecting courses in any subject provided that the student is qualified to take the course and can schedule it.

**These free electives must include 1.50 credits toward the BComm Liberal Education Requirement.**

AGEC*2230	Management Accounting (F,W) [0.50]	Prerequisite: AGEC*2220
AGEC*3310	Operations Management (F,W) [0.50]	Prerequisite: AGEC*2220
AGEC*3330	Intermediate Accounting (F) [0.50]	Prerequisites: 10.00 credits including AGEC*2220
AGEC*4250	Business Policy (F,W) [0.50]	Prerequisites: AGEC*3310, AGEC*3320 <b>and</b> ECON*3560 Restriction: Registration in Semester 6 or higher
AGEC*4360	Marketing Research (W) [0.50]	Prerequisite: 0.50 university credit in statistics
AGEC*4370	Marketing Management (F,W) [0.50]	Prerequisites: 10.00 credits <b>plus</b> either AGEC*2230 or MCS*2600 <i>Students with credit for this course may <u>not</u> take MCS*1000 or COST*4370</i>
AGEC*4410	Sales and Sales Management (W) [0.50]	Prerequisite: 10.00 credits
AGR*1250	Agrifood System Trends and Issues (W)	
ANTH*1150	Introduction to Anthropology (S,F,W) [0.50]	<i>In Summer, offered through distance education format <u>only</u>.</i>
CHEM*1040	General Chemistry I (F,W) [0.50]	Prerequisite: 1 of Gr. 12U/4U Chemistry or OAC Chemistry or CHEM*1060. <i>Restriction: CHEM*1100, CHEM*1300</i>
CHEM*1050	General Chemistry II (S,F,W) [0.50]	Prerequisite: CHEM*1040 or IPS*1100 Restriction: CHEM*1300, CHEM*1310
CIS*1000	Introduction to Computer Applications (S,F,W) [0.50]	<i>Cannot be taken if you already have credit for CIS*1200 or MCS*2020.</i>
ECON*2200	Industrial Relations (F) [0.50]	Prerequisite: ECON*1050
ECON*2310	Intermediate Microeconomics (S,F,W) [0.50]	Prerequisites: ECON*1050 <b>and</b> (ECON*1100 or AGR*1101/2) <i>Also offered in distance education format</i>
ECON*2410	Intermediate Macroeconomics (S,F,W) [0.50]	Prerequisites: ECON*1050 <b>and</b> ECON*1100 <i>Also offered in distance education format.</i>
ECON*3510	Money, Credit and the Financial System (U) [0.50]	Prerequisites: ECON*2310 <b>and</b> ECON*2410
ECON*3520	Labour Economics (U) [0.50]	Prerequisite: ECON*2310
ECON*3560	Theory of Finance (F) [0.50]	Prerequisites: ECON*2310 <b>and</b> 0.50 credit in Statistics <i>Also offered in distance education format.</i>
EDRD*3500	Recreation and Tourism Planning (W) [0.50]	Prerequisite: 10.00 credits or permission of instructor. <i>Offered through distance education <u>only</u>.</i>
ENGL*1200	Reading the Contemporary World (F,W) [0.50]	
ENGL*1410	Major English Writers (U) [0.50]	<i>Offered through distance education <u>only</u>.</i>
FOOD*2150	Introduction to Nutritional and Food Science (F) [0.50]	Prerequisites: BIOL*1040 <b>and</b> (CHEM*1040 or CHEM*1300) Equate: NUTR*2150
FOOD*3700	Sensory Evaluation of Foods (F) [0.50]	Prerequisites: 1 of (STAT*2040 or STAT*2060 or STAT*2080) <b>and</b> (FOOD*2150 or HTM*2700).
GEOG*1220	Human Impact on the Environment (F,W) [0.50]	
GEOG*3490	Tourism and Environment (W) [0.50]	Prerequisite: 7.50 credits
HTM*2050	Dimensions of Tourism (F) [0.50]	Prerequisite: 5.00 credits.
HTM*2070	Meetings and Convention Management (F) [0.50]	Prerequisite: HTM*1000
HTM*2170	Canadian Tourism Policy, Planning and Development (W) [0.50]	Prerequisites: GEOG*1220 <b>and</b> HTM*1000 <b>and</b> HTM*2050
HTM*2740	Cultural Aspects of Food (F) [0.50]	
HTM*3060	Lodging Management (U) [0.50]	Prerequisite: HTM*2100.
HTM*3150	Experiential Learning in the Hospitality Industry (U) [0.50]	Prerequisite: Consent of instructor. Restriction: Registration in HAFA Co-op.
HTM*3180	Casino Operations Management (W) [0.50]	Prerequisite: HTM*2200 and 1 of AGEC*2230 or HTM*3070 <i>Offered through distance education <u>only</u>.</i>
HTM*3200	Club Management Operations (U) [0.50]	Prerequisite: 10.00 credits
HTM*3250	Tourism in Canada (W) [0.50]	Prerequisite: HTM*2050
HTM*3780	Economics of Food Usage (W) [0.50]	Prerequisite: 1 of (FOOD*2010, HTM*2700 or MCS*1000).

HTM*4050	Wine and Oenology (F) [0.50]	Prerequisite: 10.00 credits. <i>Must be of legal drinking age in Ontario.</i>
HTM*4110	Restaurant Operations (U) [0.50]	Prerequisite: HTM *3090.
HTM*4120	Entrepreneurship in Hospitality and Tourism (U) [0.50]	Prerequisite: AGE C*2230 or HTM*3070.
HTM*4130 to HTM*4150	Current Management Topics (U) [0.50]	Prerequisite: Varies with topic.
HTM*4500	Special Study in Hospitality and Tourism (U) [0.50]	Prerequisites: Semester 7 or 8 and consent of the School.
MCS*1000	Introductory Marketing (S,F,W) [0.50]	<i>Cannot be taken if you have credit for AGE C*4370 or HTM*3080</i>
MCS*1820	Real Estate and Housing (F) [0.50]	
MCS*2100	Personal Financial Management (S) [0.50]	Prerequisite: 5.00 credits <i>Offered in distance education format only.</i>
MCS*2600	Fundamentals of Consumer Behaviour (F,W) [0.50]	Prerequisites: 1 of (HTM*1000 or MCS*1000) <b>and</b> 1 of (PSYC*1100, PSYC*1200 or SOC*1100)
MCS*2820	Real Estate Finance (W) [0.50]	Prerequisite: 5.00 credits
MCS*3010	Quality Management (W) [0.50]	Prerequisites: 10.00 credits, including 0.50 credits in Statistics
MCS*3600	Consumer Information Processes (F,W) [0.50]	Prerequisites: MCS*2600 <b>and</b> MCS*3030
MCS*3620	Marketing Communications (F,W) [0.50]	Prerequisites: 10.00 credits, including MCS*1000 <b>and</b> MCS*2600
MCS*3810	Real Estate Market Analysis (F) [0.50]	Prerequisites: MCS*1820 <b>and</b> STAT*2060
MCS*3820	Real Estate Development (W) [0.50]	Prerequisite: MCS*1820
MCS*3890	Property Management (W) [0.50]	Prerequisites: MCS*1820 <b>and</b> 1 of (MCS*2820, ECON*3560 or HTM*3070)
MCS*4820	Real Estate Appraisal (F) [0.50]	Prerequisites: (CIS*1000 or MCS*2020) <b>and</b> 1 of (MCS*2820, ECON*356 or HTM*3070)
MCS*4840	Housing and Real Estate Law (F) [0.50]	Prerequisites: 10.00 credits including MCS*1000, MCS*1820 <b>and</b> MCS*2820
NUTR*1010	Nutrition and Society (F,W) [0.50]	<i>Also offered in distance education format.</i>
NUTR*2050	Family and Community Nutrition (F) [0.50]	Prerequisite: NUTR*1010. <i>Also offered in distance education format.</i>
NUTR*2150	Introduction to Nutritional and Food Science (F) [0.50]	Prerequisites: BIOL*1040 <b>and</b> (CHEM*1040 or CHEM*1300) Equates: FOOD*2150
PHIL*1010	Introduction to Philosophy: Social and Political Issues (F,W) [0.50]	
PHIL*2100	Critical Thinking (F,W) [0.50]	Prerequisite: 5.00 credits or 1 of (PHIL*1000, PHIL*1010 or PHIL*1050)
PHIL*2600	Business and Professional Ethics (W) [0.50]	Prerequisite: 5.00 credits or 1 of (PHIL*1000, PHIL*1010 or PHIL*1050)
PSYC*2310	Introduction to Social Psychology (S,F,W) [0.50]	Prerequisite: PSYC*1200 Also offered in distance education format.
REXT*3040	Communication Process (S,W) [0.50]	Prerequisite: 10.00 credits. <i>Offered through distance education only.</i>
REXT*3060	International Communications (W) [0.50]	Prerequisite: 10.00 credits
SOAN*2040	Globalization of Work and Organizations (F,W) [0.50]	Prerequisite: ANTH*1150 or SOC*1100.
SOC*1100	Sociology (S,F,W) [0.50]	<i>Also offered in distance education format.</i>
SOC*2190	Technology and Society (W) [0.50]	Prerequisite: SOC*1100.

**PLUS**

***Students may select up to 2.00 credits in any foreign language as restricted electives. Students without a second language are strongly recommended to take language courses.***

AGEC*2230	Management Accounting (F,W) [0.50]	Prerequisite: AGEC*2220.
AGEC*2700	Survey of Natural Resource Economics (F) [0.50]	Prerequisite: ECON*1050 or ECON*1210
AGEC*3310	Operations Management (F,W) [0.50]	Prerequisite: AGEC*2220.
AGEC*3330	Intermediate Accounting (F) [0.50]	Prerequisites: 10.00 credits including AGEC*2220.
AGEC*4250	Business Policy (F,W) [0.50]	Prerequisites: AGEC*3310, AGEC*3320 <b>and</b> ECON*3560 Restriction: Registration in Semester 6 or higher.
AGEC*4290	Land Economics (F) [0.50]	Prerequisite: AGEC*2700 or ECON*2310. <i>Offered in even-numbered years.</i>
AGEC*4310	Resource Economics (W) [0.50]	Prerequisite: 1 of AGEC*2700, ECON*2310 or ECON*2100.
AGEC*4370	Marketing Management (F,W) [0.50]	Prerequisites: [10.00] credits <b>plus</b> either AGEC*2230 or MCS*2600. <i>Students with credit for this course may <u>not</u> take MCS*1000 or MCS*4370.</i>
AGEC*4410	Sales and Sales Management (W) [0.50]	Prerequisite: 10.00 credits.
ANTH*1150	Introduction to Anthropology (S, F,W) [0.50]	<i>In Summer, offered through Distance Education format only.</i>
ANTH*2160	Social Anthropology (W) [0.50]	Prerequisite: ANTH*1150.
CHEM*1100	Chemistry Today (F) [0.50]	Restriction: CHEM*1040, CHEM*1300
CIS*1000	Introduction to Computer Applications (S,F,W) [0.50]	<i>Cannot be taken if you have credit for MCS*2020 or CIS*1200.</i>
ECON*2100	Economic Growth and Environmental Quality (F) [0.50]	Prerequisite: ECON*1050.
ECON*2200	Industrial Relations (F) [0.50]	Prerequisite: ECON*1050
ECON*2310	Intermediate Microeconomics (S,F,W) [0.50]	Prerequisites: ECON*1050 <b>and</b> (ECON*1100 or AGR*1101/2) <i>Also offered in distance education format</i>
ECON*2410	Intermediate Macroeconomics (S,F,W) [0.50]	Prerequisites: ECON*1050 <b>and</b> ECON*1100. <i>Also offered in distance education format.</i>
ECON*2650	Introductory Development Economics (F) [0.50]	Prerequisites: ECON*1050 <b>and</b> ECON*1100.
ECON*3510	Money, Credit and the Financial System (U) [0.50]	Prerequisites: ECON*2310 <b>and</b> ECON*2410.
ECON*3620	International Trade (U) [0.50]	Prerequisite: ECON*2310.
ECON*4830	Economic Development (U) [0.50]	Prerequisite: ECON*2310.
EDRD*3500	Recreation and Tourism Planning (W) [0.50]	Prerequisite: 10.00 credits or permission of instructor. <i>Offered through distance education <u>only</u>.</i>
EDRD*4010	Tourism Planning in the Less Developed World (F) [0.50]	Prerequisite: 5.00 credits
ENGL*1200	Reading the Contemporary World (F,W) [0.50]	
ENGL*1410	Major English Writers (U) [0.50]	<i>Offered through distance education <u>only</u>.</i>
GEOG*2210	Environment and Resources (W) [0.50]	Prerequisite: GEOG*1220 is recommended.
GEOG*3490	Tourism and Environment (W) [0.50]	Prerequisite: 7.50 credits.
HTM*2070	Meetings and Convention Management (F) [0.50]	Prerequisite: HTM*1000
HTM*2700	Introductory Foods (F,W) [0.50]	Prerequisite: 1 of (OAC or Gr. 12 Chem., CHEM*1040, CHEM*1060 or CHEM*1100).
HTM*2740	Cultural Aspects of Food (F) [0.50]	
HTM*3030	Beverage Management (F) [0.50]	Prerequisite: 10.00 credits. <i>Students must be of legal drinking age in Ontario.</i>
HTM*3060	Lodging Management (U) [0.50]	Prerequisite: HTM*2100.
HTM*3090	Foodservice Operations Management (F,W) [1.00]	Prerequisites: HTM*2030 <b>and</b> HTM*2700.
HTM*3180	Casino Operations Management (W) [0.50]	Prerequisite: HTM*2200 and 1 of AGEC*2230 or HTM*3070 <i>Offered through distance education <u>only</u>.</i>
HTM*3200	Club Management Operations (U) [0.50]	Prerequisite: 10.00 credits.
HTM*3250	Tourism in Canada (W) [0.50]	Prerequisite: HTM*2050
HTM*3780	Economics of Food Usage (W) [0.50]	Prerequisite: (1 of FOOD*2010 or HTM*2700 or MCS*1000).
HTM*4050	Wine and Oenology (F) [0.50]	Prerequisite: 10.00 credits. <i>Students must be of legal drinking age in Ontario.</i>
HTM*4090	Hospitality and Tourism Facilities Management and Design	Prerequisite: HTM*3090
HTM*4110	Restaurant Operations (U) [0.50]	Prerequisite: HTM*3090.
HTM*4120	Entrepreneurship in Hospitality & Tourism (U) [0.50]	Prerequisite: AGEC*2230 or HTM*3070.
HTM*4130 to		
HTM*4150	Current Management Topics [0.50]	Prerequisite: Varies with topic.
HTM*4500	Special Study in Hospitality (U) [0.50]	Prerequisites: Semester 7 or 8 <b>and</b> consent of the School.

LARC*2820	Urban and Regional Planning (W) [0.50]	
MCS*1000	Introductory Marketing (S,F,W) [0.50]	<i>Cannot be taken if you have credit for AGEC*4370 or HTM*3080</i>
MCS*1820	Real Estate and Housing (F) [0.50]	
MCS*2100	Personal Financial Management (S) [0.50]	Prerequisite: 5.00 credits <i>Offered in distance education format only.</i>
MCS*2600	Fundamentals of Consumer Behaviour (F,W) [0.50]	Prerequisites: 1 of (HTM*1000 or MCS*1000) <b>and</b> 1 of (PSYC*1100, PSYC*1200 or SOC*1100)
MCS*2820	Real Estate Finance (W) [0.50]	Prerequisite: 5.00 credits
MCS*3010	Quality Management (W) [0.50]	Prerequisites: 10.00 credits, including 0.50 credits in Statistics
MCS*3600	Consumer Information Processes (F,W) [0.50]	Prerequisites: MCS*2600 <b>and</b> MCS*3030
MCS*3620	Marketing Communications (F,W) [0.50]	Prerequisites: 10.00 credits, including MCS*1000 <b>and</b> MCS*2600
MCS*3810	Real Estate Market Analysis (F) [0.50]	Prerequisites: MCS*1820 <b>and</b> STAT*2060
MCS*3820	Real Estate Development (W) [0.50]	Prerequisite: MCS*1820
MCS*3890	Property Management (W) [0.50]	Prerequisites: MCS*1820 <b>and</b> 1 of (MCS*2820, ECON*3560 or HTM*3070)
MCS*4050	The Evolution of Capitalism: A Canadian Perspective (F,W) [0.50]	Prerequisites: 12.50 credits including ECON*1050, ECON*1100 <b>and</b> MCS*2600
MCS*4820	Real Estate Appraisal (F) [0.50]	Prerequisites: (CIS*1000 or MCS*2020) <b>and</b> 1 of (MCS*2820, ECON*3560 or HTM*3070)
MCS*4840	Housing and Real Estate Law (F) [0.50]	Prerequisites: 10.00 credits including MCS*1000, MCS*1820 <b>and</b> MCS*2820
PHIL*1010	Introduction to Philosophy: Social and Political Issues (F,W) [0.50]	
PHIL*2070	Philosophy of the Environment (W) [0.50]	Prerequisite: 5.00 credits or 1of (PHIL*1000, PHIL*1010 or PHIL*1050) <i>Also offered in distance education format.</i>
PHIL*2100	Critical Thinking (F,W) [0.50]	Prerequisite: 5.00 credits or 1of (PHIL*1000, PHIL*1010 or PHIL*1050)
PHIL*2600	Business and Professional Ethics (W) [0.50]	Prerequisite: 5.00 credits or 1of (PHIL*1000, PHIL*1010 or PHIL*1050)
POLS*3370	Environmental Policy Formation and Administration (S,F) [0.50]	Prerequisite: 7.50 credits. <i>Also offered in distance education format.</i>
PSYC*2310	Introduction to Social Psychology (S,F,W) [0.50]	Prerequisite: PSYC*1200 <i>Also offered in distance education format.</i>
PSYC*3060	Occupational Health Psychology (S,F,W) [0.50]	Prerequisite: PSYC*2310
REXT*3040	Communication Process (S,W) [0.50]	Prerequisite: 10.00 credits. <i>Offered through distance education only.</i>
REXT*3060	International Communication (W) [0.50]	Prerequisite: 10.00 credits.

**PLUS**

***Students may select up to 2.00 credits in any foreign language as restricted electives. Students without a second language are strongly recommended to take language courses.***

**Continuation of Study - Schedule 1**

Students will follow Schedule 1 if:

1. they have registered for the first time at the University of Guelph with no previous registration in another college or university; or
2. they are registered at Guelph in the Open Learning Program and taking credit courses; or
3. they have been registered in a program at this University, are eligible to continue study in that program and subsequently transfer to another degree program; or
4. they have transferred from another university or college and have been admitted to Semester 1at Guelph; or
5. they have been required for any reason other than academic performance to withdraw from the program, and subsequently are accepted for readmission to that program; or
6. they have registered at the University of Guelph as an exchange student.

**Schedule 1 Regulations**

All degree programs, Open Learning and General Studies have established conditions which must be met for continuation of study. Continuation of study within a program is permitted provided the standards of academic performance listed below are met. In some instances, students not meeting the requirements may be allowed to proceed on probation. If these conditions are not met, the student will be required to withdraw from the program for a minimum of two (2) semesters and may apply for readmission after that period of time.

**The continuation of study regulations at the University of Guelph are based on the principle that students must maintain a minimum average of 60%.** To allow for transition issues, some leniency has been built into the minimum average requirement during the first 5.0 credit attempts. The student's cumulative average will be reviewed first. If the student's cumulative average does not meet the minimum required, the student will either be required to withdraw or placed on probation. When a student is placed on probation he/she will be required to obtain a minimum semester average. In subsequent semesters the student will either be required to withdraw, allowed to continue on probation, or be placed back on regular status. Students will be taken off probation once their cumulative average is greater than, or equal to 60%.

Conditions for continuation of study will be applied using the following tables:

**Number of Credit Attempts: between 0.25 and 2.50**

Students who have attempted between 0.25 and 2.50 credits will be allowed to continue regardless of their cumulative average. Students will be placed on probation if their cumulative average falls below 50%.

**Number of Credit Attempts: between 2.75 and 5.00**

*If Eligible to Continue:*

<u>Cumulative Average (C)</u>	<u>Status of Student</u>
C < 50%	Required to Withdraw
C ≥ 50% but C < 60%	Probationary
C ≥ 60%	Eligible to Continue

*If on Probation:*

<u>Cumulative Average (C)</u> <u>Semester Average (S)</u>	<u>Status of Student</u>
S < 50% or C < 50%	Required to Withdraw
S ≥ 50% but C < 50%	Required to Withdraw
S ≥ 50% but C < 60%	Remain on Probation
C ≥ 60%	Eligible to Continue

**Number of Credit Attempts: more than 5.00**

*If Eligible to Continue:*

<u>Cumulative Average (C)</u>	<u>Status of Student</u>
C < 50%	Required to Withdraw
C ≥ 50% but C < 60%	Probation
C ≥ 60%	Eligible to Continue

*If on Probation:*

<u>Cumulative Average (C)</u> <u>Semester Average (S)</u>	<u>Status of Student</u>
S < 60%	Required to Withdraw
S ≥ 60% but C < 60%	Probation
C ≥ 60%	Eligible to Continue

**NOTE:** *Alternative course evaluations will NOT be included in the Continuation of Study calculations [Pass (P), Outstanding Pass (O), Fail (F), Credit Standing (CRD), or Withdraw with Failure (WF)]. Courses taken on Letter of Permission will also NOT be included in the calculations.*

**Source:** 2006-07 Undergraduate Calendar, Click on 'VIII- Undergraduate Degree Regulations and Procedures', then 'Continuation of Study' ([http://www.uoguelph.ca/undergrad\\_calendar/c08/c08-contstudy.shtml](http://www.uoguelph.ca/undergrad_calendar/c08/c08-contstudy.shtml))

<p><b>Continuation of Study - Schedule 2</b></p> <p><b>Normally students who transfer from another university or college will be required to follow Schedule 2.</b> Students who are readmitted to this University, but whose prior record renders them ineligible to proceed under Schedule 1 will also be required to follow Schedule 2.</p> <p><b>Schedule 2 Regulations</b></p> <p>Continuation of study is permitted provided the student meets the conditions outlined below. In some instances, students not meeting the requirements may be allowed to proceed on probation. If these conditions are not met, the student will be required to withdraw from the program for a minimum of two semesters and may apply for readmission after that time.</p> <p><b>The continuation of study regulations are based on the principle that students must be maintaining a 60% average.</b> The details of the continuation of study model follow. The student's cumulative average will be reviewed first. If it does not meet the required level, the student will be required to withdraw or placed on probation. Students who are placed on probation will be required to obtain a given semester average in subsequent semesters. As a result of this review, the student will either be required to withdraw, remain on probation, or be placed back on regular status. Students will be taken off probation once their cumulative average rises above 60%.</p> <p>Continuation of Study is assessed each semester. Students whose cumulative average falls below 60% will be placed on probation for one semester, and then assessed based on their semester average.</p>	<table border="0"> <tr> <td colspan="2"><i>If Eligible to Continue:</i></td> </tr> <tr> <td><b><u>Cumulative Average (C)</u></b></td> <td><b><u>Status of Student</u></b></td> </tr> <tr> <td>C &lt; 50%</td> <td>Required to Withdraw</td> </tr> <tr> <td>C ≥ 50% but C &lt; 60%</td> <td>Probation</td> </tr> <tr> <td>C ≥ 60%</td> <td>Eligible to Continue</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2"><i>If on Probation:</i></td> </tr> <tr> <td><b><u>Cumulative Average (C)</u></b></td> <td><b><u>Status of Student</u></b></td> </tr> <tr> <td><b><u>Semester Average (S)</u></b></td> <td></td> </tr> <tr> <td>S &lt; 60%</td> <td>Required to Withdraw</td> </tr> <tr> <td>S ≥ 60% but C &lt; 60%</td> <td>Continue on Probation</td> </tr> <tr> <td>C ≥ 60%</td> <td>Eligible to Continue</td> </tr> </table>	<i>If Eligible to Continue:</i>		<b><u>Cumulative Average (C)</u></b>	<b><u>Status of Student</u></b>	C < 50%	Required to Withdraw	C ≥ 50% but C < 60%	Probation	C ≥ 60%	Eligible to Continue	 		<i>If on Probation:</i>		<b><u>Cumulative Average (C)</u></b>	<b><u>Status of Student</u></b>	<b><u>Semester Average (S)</u></b>		S < 60%	Required to Withdraw	S ≥ 60% but C < 60%	Continue on Probation	C ≥ 60%	Eligible to Continue
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**Source:** 2006-07 Undergraduate Calendar, Click on 'VIII- Undergraduate Degree Regulations and Procedures', then 'Continuation of Study' ([http://www.uoguelph.ca/undergrad\\_calendar/c08/c08-contstudy.shtml](http://www.uoguelph.ca/undergrad_calendar/c08/c08-contstudy.shtml) )

## HOSPITALITY and TOURISM WORK EXPERIENCE VERIFICATION FORM

The School of Hospitality and Tourism Management requires all of its students to work at least 800 hours in the hospitality and tourism industry prior to graduation. We would appreciate your co-operation in completing the information below. Thank you.

Employee/Student Name: \_\_\_\_\_ Student I.D. No: \_\_\_\_\_

Dates of Employment: \_\_\_\_\_

Number of Hours Worked: \_\_\_\_\_

Position(s) Held: \_\_\_\_\_

Basic Job Duties: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*\*\*\*\*

Supervisor's Name: \_\_\_\_\_

Supervisor's Position: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
City Province Postal Code

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**THANK YOU AGAIN FOR YOUR ASSISTANCE. If returning by FAX (519-823-5512), please send to the attention of Valerie Allen, Academic Advisor.**





## **What are HTM Graduates doing after graduation?**

### **Immediately After Graduation:**

*Assistant Controllers, Food & Beverage Assistant Managers, HR Specialists with Fairmont Hotels in Calgary, Jasper and Edmonton.*

*Service (Front-of-the-House) Manager, Canyon Creek, Square One, Toronto*

*Assistant Residence Manager, Humber College, Toronto*

*Management program with Oliver Bonacini Restaurants, Toronto*

*Elevator Management Program, Hilton International Hotels*

*Assistant Manager, Food & Beverage, Hockley Valley Resort*

*Assistant Event and Marketing Manager, Affinity Marketing, Toronto (manage Taste of the Danforth)*

### **2 to 5 Years Later:**

*General Manager, Oliver Bonacini Restaurants, Collingwood (2002 Grad)*

*Director Business Development, Hilton London Paddington Hotel, London, England (2000 Grad)*

*Regional Director, Canyon Creek Chophouse, (2001 Grad)*

*Director of Sales & Marketing, Hilton Hotels, Saint John, New Brunswick (2000 Grad)*

*Director of Business Services, Chateau Fairmont, Whistler, BC (2000 Grad)*

*Sales Manager, Peabody Resort, Orlando, Florida (2004 Grad)*















## Hospitality & Tourism Management Style Guide

### Why you need to know this ...

Your success in Hospitality and Tourism Management depends to a large extent on your ability to write effectively.

After all, no matter how brilliant your ideas, they're worth nothing if others can't understand them. Wordiness, vague generalizations, grammatical errors, and improper format or documentation all interfere with your audience's understanding and, consequently, limit your potential to be successful.

The guidelines in this Style Sheet will help you avoid these roadblocks and move you further along in the direction of academic and professional success.

### Remember, though, ...

The best communicators tailor their messages to the audience. If your audience – in this case, your professor – asks for a different format from the one given here or emphasizes a particular type of writing style not mentioned here, you would be wise to follow his or her preferences.

### Now ... what you need to know ...

**Format of Papers:**  
the straightforward stuff

#### *Margins & Spacing & Fonts*

- Leave a margin of at least one inch (2.5 cm) on both sides and top and bottom.
- Turn off the right justification (ie., the right margin should be uneven or “ragged”).
- Double space, on one side of the paper only. Exceptions: single spacing can be used for table titles, figure captions, and headings; triple and quadruple spacing, used sparingly, can improve appearance and readability after major headings and before and after tables/figures in the text.
- Indent each paragraph five spaces.
- Don't overuse fancy fonts and DON'T CAPITALIZE EVERY WORD LIKE THIS. IT MAKES THE PAPER HEADER TO READ!

- Resist the temptation to make your paper seem longer (or shorter) by using overly large or small fonts. Generally, for text within paragraphs use 12 point font. You can make your headings stand out by using a slightly larger font.

### ***Cover Page***

It's important because it

- Helps the reader get started by presenting pertinent information – most notably a “high information” title – & it also ...
- Helps the writer establish at the outset a professional image of himself or herself. See Figure 1 below.

*Figure 1: A Typical Cover Page for Written Assignments in HTM*

<p style="text-align: center;"><b>The Greek Garden: A Restaurant Critique</b></p> <p style="text-align: center;"><b>Prepared for Professor I. Murray</b></p> <p style="text-align: center;"><b>Introduction to Hospitality and Tourism Management HTM*1000</b></p> <p style="text-align: center;"><b>Prepared by (<i>your name</i>) (<i>your student number</i>)</b></p> <p style="text-align: center;"><b>Date</b></p>
---

## Tables and Figures: slightly more complicated

Any visual in your paper that isn't a table, such as a drawing, graph, or pie chart, is called a figure. Here are some rules to keep in mind about using tables and figures:

- In the text, refer to every visual that you use. However – and this is important! – don't simply repeat the information that's contained in the table or figure. Instead, point out an important feature, trend, or conclusion that it reflects.
- Place the visual as close as possible to where it's first mentioned in the text.
- Make sure the visual is independent of the text. This means that a reader quickly skimming over the material can understand the table or figure without having to read through the text itself.
- Give the visual a two-part label: eg., “Table 1: Foodservice Production Area Space Requirements”. The first part – “Table 1” – is how you refer to the visual throughout the text. The second part – “Foodservice Production Area Space Requirements” -- is what's referred to as a “high information” title; it identifies for the reader the *specific* information or topic that's addressed in the visual.

## APA Reference Style: details, details, details....

The following isn't complicated at all

– it's just detailed (*very* detailed at times). And the reasons for paying attention to all this detail are simple:

- to send out a message to the reader that your work is academically rigorous
- to establish your credibility and professionalism

And there's a third, related reason for understanding and following APA format:

- to avoid, at all costs, even the suggestion of plagiarism

With the above three points in mind, use this guide whenever you're citing or using someone else's material in your written assignments. The latter doesn't just refer to direct quotations from another document or text. It can also refer to conclusions, ideas, or data that someone else has developed. It can even refer to the particular way that someone else has presented those conclusions, ideas or data.

If you're not sure whether or not you should reference something - go ahead and reference it! It's better to err on the side of caution than jeopardize your reputation among your professors and peers.

## What is APA?

It's an acronym that stands for *American Psychological Association* and it refers to a way of referencing material that's not your own in a document. Each reference contains two parts: a *citation* within the document and a *reference listing* at the end of the document.

(Note: APA isn't the only style, but it *is* the one preferred by the business world in general and by HTM faculty in particular.)

## Guidelines for Citations within the Document

- Immediately after the information cited, place the author's last name and the year of publication in parentheses, *just as illustrated in this sentence (Maitland, 2003)*.

*Alternative:* use the author's name to introduce the information, with the publication date in parentheses after the name. For example:

*Maitland (2003) concludes that ...*

- If you're directly quoting someone, provide the same information as above, but now also include the page number. For example:

*The Peanut Advisory Board reports that "peanuts in some form are in the top four candies: Snickers, Reese's Peanut Butter Cups, Peanut M & Ms, and Butterfingers" (Meadows, 2002, p. 32).*

- If your quotation is fewer than 40 words, enclose it in quotation marks and incorporate it into the formal structure of the sentence, as illustrated in the entry above. If your quotation is longer than 40 words, it should appear without quotation marks, apart from the surrounding text in block format, with each line indented five spaces from the left margin.
- Ideally, you'll cite only those sources that you've actually read. Sometimes, though, the document you're reading cites an excellent source that you aren't able to access but that contains useful information. Use the following format for the text citation (and cite only the source you *have* read in the References list):

*Runder (as cited in Maitland, 2003) developed a model for determining employee motivation.*

## Guidelines for the Reference List at the End of the Document

Any source that's cited in your text is listed here, alphabetically. Here are some common examples:

### ***Book, two authors***

Lewis, R.C., & Chambers, R.E. (1989). *Marketing leadership in hospitality*. New York: Van Nostrand Reinhold.

### ***Edited Book***

Ritchie, J.R., & Goldner, C. (Eds.). (1993). *Handbook of travel, tourism and hospitality research*. New York: John Wiley & Sons.

### ***Magazine Article***

Berss, M. (2001, October 24). Protein man. *Forbes*.154, 64-66.

### ***Journal Article***

Smith, B.J., & Hinch, T.D. (1996). Canadian casinos as tourist attractions: Chasing the pot of gold. *Journal of Travel Research*, 34 (3), 37-45.

### ***Government Publication***

Badets, J., & Chu, T.W.L. (1994). *Canada's changing immigrant population* (Catalogue No. 96-311E). Ottawa: Minister of Supply and Services.

### ***Newspaper Article***

Vardy, J. (2001, January 17). Technology creating "IT rage" in workplace. *National Post*, p. C6.

### ***Newspaper Article, no author***

Culinary adventures in Tuscany. (2003, May 12). *Toronto Star*, pp. A1, A25.

### ***Stand-alone Web Document (no author)***

*Electronic reference formats recommended by the American Psychological Association*. (2000). Washington, D.C.: American Psychological Association. Retrieved September 2, 2003, from <http://www.apa.org/journals/webref.html>

***Stand-alone Web Document (no author, no date)***

*Server behaviour and restaurant tipping.* (n.d.). Retrieved June 28, 2003, from <http://www.restaurant/serv/tip/html>

***Journal article from electronic database***

Hien, D., & Honeyman, T. (2000). A closer look at drug-abuse-maternal aggression link. *Journal of Interpersonal Violence*, 15, 503-522. Retrieved May 23, 2003, from ProQuest database.

***On-line magazine article***

Blum, D. (1999, January/February). Attention deficit. *Mother Jones*. Retrieved August 16, 2003, from [http://www.motherjones.com/mother\\_jones/JF99/attentiondeficit.html](http://www.motherjones.com/mother_jones/JF99/attentiondeficit.html)

**... And more guidelines for the reference page ...**

- Begin the reference list on a new page – centre the word ‘References’ at the top of this page.
- Use one space after all punctuation.
- The first line of the reference is flush left. Subsequent lines in the entry are indented a few spaces. (This is referred to as a “hanging indent”.)
- Double space between citations. Single space within citations.
- Use italics for titles of books, newspapers, magazines, and journals.
- Arrange entries in alphabetical order.
- If no date is available, write n.d.

The above lists and examples (surprisingly enough!) aren’t exhaustive. If you need more information, check out the HTM\*2010 (Hospitality and Tourism Business Communications) website: [www.uoguelph.ca/~jflahert](http://www.uoguelph.ca/~jflahert). Scroll down to the index, click on “Recommended Readings” and review the appropriate sites on APA referencing.

## 2 Rules to Improve Your Writing (and your grades!)

Poor writers often use big words and long sentences in a misguided attempt to impress the reader. They usually end up, though, simply confusing – and boring – the reader. Wordy, convoluted documents are tedious to read. And more seriously, they often reflect “muddy” thinking and a weak grasp of the issue. It’s as if the reader is hiding behind big words because he or she isn’t sure of what to say.

Avoid these problems by following two rules:

### Rule #1

## Write simply and concisely

By the way, this rule doesn’t encourage you to simplify everything. It *does* encourage you, though, to express your ideas in a straightforward, direct way. You can test whether you’re achieving this by checking your work against the following guidelines:

**Avoid beginning sentences with the indeterminate “It is ...” or “There are ...”.**

- ✗ It is the purpose of this report to discuss ...
- ✓ This report discusses ...

**Eliminate chains of “which” and “that” clauses.**

- ✗ The recommendations ~~that are~~ most important ...
- ✓ The most important recommendations ....

**Reduce the number of prepositional phrases.**

- ✗ The introduction ~~of~~ an employment equity program ~~by~~ the company will ...
- ✓ The company’s new employment equity program will ...

**Don't directly address the reader as "you".**

- ✗ As soon as ~~you~~ enter the restaurant, ~~you~~ notice the décor, which is comfortable and rustic.
- ✓ The décor is rustic, yet comfortable.
- or*
- ✓ Entering the restaurant, one immediately notices the rustic, yet comfortable décor.

**Use the active rather than passive voice.**

- ✗ The following sources of information were utilized in this report: ...
- ✓ This report is based on the following sources of information: ...
- or*
- ✓ Our group (or we) used the following sources of information: ...

**Choose simple, familiar words whenever possible.**

- ✗ It is inconsequential to arrive at a feasible solution if it cannot be implemented.
- ✓ Solutions must be practical.

**Rule #2****Make sure you're actually saying something**

This rule sounds obvious, but it's easy to pad your writing with phrases and sentences that sound important at first glance, but that are empty of any real meaning.

Example:

*The subject of waste management is considered to be one of importance to the lodging industry at the present time.*

By following the guidelines from Rule #1, you can edit this sentence so that it's more straightforward and concise:

~~The subject of waste management is considered to be one of importance to the lodging industry at the present time.~~



*Waste management is an important issue for the lodging industry.*

The first editing step brings the content into sharper focus, so that it's easier to read and evaluate. The second step is to ask if you're actually saying something. If the answer is "no" or "not very much" (as is the case here – it's a fairly general statement that most people would agree with), then work on adding more depth to the statement. The latter almost always entails being more specific:

*Waste management raises important financial, legal, and ethical issues for the lodging industry.*

The result isn't just a shorter sentence (from 20 words in the original to 13 words in the final version), but also a more focused statement that guides both reader and writer.

Some guidelines to ensure that your writing actually says something ...

### **Strive for concrete and specific wording.**

Example:      A combination of nice food and great atmosphere gives East Side Mario's an edge over many other restaurants.

What does "nice" mean? "great"? What other types of restaurants does it have an "edge over" And what exactly does that mean, anyway?

### **Make sure that every general statement is followed by supporting detail.**

Example:      The décor is rustic, yet comfortable.

Prove it! Give some examples of the rustic décor; convince the reader that it's a comfortable place.

### **Pay attention to paragraph length.**

The occasional one to three sentence paragraph is acceptable in business writing, but a string of short paragraphs suggests your ideas aren't properly developed.

## And finally ....

.. one last checklist that, if followed carefully, has the potential to raise your grades, save you time, and keep your peace of mind:

- ✓ Save your written work on a floppy disk and then print out an extra hard copy -- just in case the submitted one is misplaced.
- ✓ Keep your rough notes and drafts until the final copy has been graded.
- ✓ Review the paper for formatting concerns: Are the title page, margins, spacing, & references correctly set up? Are the pages all there? In the right order? And numbered?
- ✓ Read the paper aloud – this can help draw your attention to any problems with diction, sentence structure, punctuation, and meaning.
- ✓ Run the spell check, but remember that editing is more than this – it means scrutinizing your paper in a rigorous, discriminating way.

... and last of all ...

- ✓ Ask for help from your professor or the course's teaching assistant when you need it, but first read the HTM Style Sheet!

**School of Hospitality and Tourism Management**  
**Food Laboratory Policy**

This policy:

- 1) sets professional standards for our students when involved in food preparation activities,
- 2) insures consistent food laboratory procedures for all foods courses taught within the School of Hospitality and Tourism Management and
- 3) insures the School is teaching to the highest standard of food safety.
- 4) complies with the recommendations in the Canadian Restaurant and Foodservices Association Sanitation Code and with local health regulations.

The following mandatory procedures apply to:

- a) students enrolled in Introductory Foods (HTM\*2700), Cultural Aspects of Food (HTM\*2740), Foodservice Operations Management (HTM\*3090) and Restaurant Operations (HTM\*4110) courses in the School of Hospitality and Tourism Management and
- b) those involved in student sponsored activities which use HTM food laboratory facilities.

**Food Production Uniform**

- A white lab coat OR chef jacket - clean, pressed and buttoned,
- Hair net OR chef cap - covering all hair
- Beard net where deemed necessary by the course instructor
- Closed toe, leather or non-absorbent material shoes with non-skid soles (canvas sneakers and open-toed or heeled shoes are not allowed),
- No jewelry of any type - this includes all facial jewelry (earrings, nose rings, lip rings, eyebrow rings etc.), necklaces, watches and bracelets of any kind, except Medic Alert bracelets.
- Short to moderate length unpolished fingernails and no false fingernails.

**Supervision of Students in Food Production Laboratories**

Safety in the laboratory is a priority at all times. In order to ensure the safety of all participants, the safety procedures provided by the instructor must be followed. It is the responsibility of each student to attend any safety orientation that is provided. Students who explicitly refuse to follow lab safety policy will be required to leave the lab and the School's Director will be informed of the incident.

Students in food production laboratories must be supervised by an instructor, lab technician or graduate teaching assistant at all times. There is a real concern about the safety and well being of students left in a lab unsupervised. The School is directly responsible for these students and their activities as they relate to the courses.

Students' access to food storage areas (refrigerators, freezers or dry storage) outside of class time, without supervision is prohibited, i.e. keys may not be given to students to work on weekends or in the evening. All applicable health, food safety and liquor regulations will be adhered to while in the HTM food laboratory facilities.

*University of Guelph*  
*School of Hospitality and Tourism Management*  
**Undergraduate In-course Scholarship Application Form**

Last Name \_\_\_\_\_ Given Name \_\_\_\_\_

Permanent Address \_\_\_\_\_  
(street)

\_\_\_\_\_  
(city) (province) (postal code)

Campus PO Box \_\_\_\_\_ Local Telephone # \_\_\_\_\_

Home or Summer Telephone # \_\_\_\_\_  
E-mail: \_\_\_\_\_

Semester: \_\_\_\_\_ Major \_\_\_\_\_ I.D.# \_\_\_\_\_

**GENERAL INSTRUCTIONS**

1. This form may **ONLY** be used to apply for scholarships and awards that are submitted **directly** to the Awards Committee of the School of Hospitality and Tourism Management.
2. You may apply for any number of scholarships on one form if they have the same deadline date.
3. Write or print clearly using pen.
4. Successful applicants only will be notified.

**NAME OF SCHOLARSHIP(S)**

- |          |          |
|----------|----------|
| a) _____ | e) _____ |
| b) _____ | f) _____ |
| c) _____ | g) _____ |
| d) _____ | h) _____ |

**Please attach the following information**

1. Your resumé.
2. **Detailed** list of extracurricular activities. Indicate the dates of your involvement listed in reverse chronological order, the nature of your involvement, any offices held and your responsibilities. Please divide them into the following categories:
  - a. School (HTM) activities
  - b. College (CSAHS) activities
  - c. University activities
  - d. Community activities
3. Any other material listed in the terms of the awards.

**DECLARATION BY STUDENT**

I declare that the information supplied in this application is complete and true in all respects.

\_\_\_\_\_  
(signature)

\_\_\_\_\_  
(date)

## TOP 10 WAYS TO AVOID GOING BROKE IN UNIVERSITY

### 10. ***Leave the ATM card at home.***

Budget your money on a weekly basis and figure out what you can afford to spend for fun. By leaving the ATM card at home, you can stop impulse spending. The withdrawals add up quickly and the transaction fees are the icing on the cake.

### 9. ***Grunge is in!***

There's no reason to buy the latest, and usually dry-clean only, fashions. Wash and wear is a lot more economical. Develop a flexible and multi-purpose wardrobe that can help to defray laundromat and dry-cleaning fees. And if you can manage it, do your laundry at home.

### 8. ***Resist the urge to splurge - on eating out.***

Don't order that pepperoni, sausage, half-onions and peppers thin-crust pizza. After all, if you're living on campus, you've probably already paid for a meal plan. Throw caution to the wind, keep an open mind and try something new. You can eat just about anything if you put enough cheese or ketchup on it. If all else fails try closing your eyes while you eat and just dream of those dollars you're saving.

### 7. ***If you want to play, you've got to pay.***

You're in university, you want to go out and have fun, right? However, there are less costly alternatives to bars and movies. Check out the on-campus schedule of events. There is probably something fun (and free) going on. Why not round up your friends and check it out?

### 6. ***Get a job.***

While getting industry experience is great, don't limit your options to only hospitality-related companies. Get a job at your favourite store (think of the employee discounts!). You'll still be gaining work experience, making money and developing skills.

### 5. ***Guys: don't forget the words, "Let's go Dutch".***

You don't always have to pay the whole bill for your evening out. Why not share the expenses, at least some of the time? You buy dinner, she buys the movie tickets and the popcorn. End result? You both have a great time and neither of you is broke! Just be polite and let her know ahead of time that you want to share expenses.

### 4. ***Girls: Why pay for your own beverages and food?***

If the guys read #5 and still insist on paying, don't resist, but offer to pay the next time. Always remember though that even when they pay you don't owe them anything other than a sincere "Thank you."

**3. *Take the time and apply for scholarships.***

Although you're not one of them, there are some people in this world with too much money. And guess what? They give it out in the form of scholarships. From \$100 to \$3,000, it's worth your time to apply for them. (Bonus: You will be a shining star in your parent's eyes when you get that scholarship.)

**2. *The gift of gab is fab - but phone bills can really add up.***

Writing letters, sending e-mail and chatting online are great and significantly cheaper than running up a \$300.00 phone bill. In addition, ask your long distance provider for special deals or package offers they may be running.

**1. *Chop up those credit cards!***

Student loans will do enough damage to your paycheck when you're out of school. You don't need any more debt! Although it's important to build a foundation of good credit while in university, having more than one credit card isn't necessary. Keep one for emergencies only, and stick by it. (For example your car breaks down or you need a last minute train ticket home.) Also keep your credit card limit low so you can't spend like crazy. When applying for that one credit card remember two key phrases - No Annual Fee and Low Interest Rate.

**Source: Adapted from article by Nicole Hanson in the Spring 1999 (Vol. 8 No. 2) Issue of Hosteur .**

**Regular HAFA Major Checklist 2006-2007 Undergraduate Calendar**

**NAME:** \_\_\_\_\_ **ID:** \_\_\_\_\_

<u>Semesters 1 and 2</u>	<u>Semesters 3 and 4</u>	<u>Semesters 5 and 6</u>	<u>Semesters 7 and 8</u>
--------------------------	--------------------------	--------------------------	--------------------------

CHEM*1100 ❶ _____	AGEC*2220 _____	AGEC*3320 _____	HTM*4090 _____
HTM*2700 _____	MCS*2020 _____	ECON*3460 _____	HTM*4100 _____
ECON*1050 _____	MCS*3040 _____	HTM*3000 _____	HTM*4190 _____
ECON*1100 _____	HTM*2010 _____	HTM*3030 _____	HTM*4200 _____
HTM*1000 _____	HTM*2030 _____	HTM*3070 _____	
HTM*2000 _____	HTM*2200 _____	HTM*3080 _____	
HTM*2100 _____	STAT*2060 _____	HTM*3090 ❷ _____	
HTM*2120 _____		HTM*3120 _____	

POLS\*1400 \_\_\_\_\_

PSYC\*1200 \_\_\_\_\_

❶ CHEM\*1100 must be taken by students without Grade 12U Chemistry. If CHEM\*1100 is NOT required, then a total of 3.00 credits in Restricted Electives must be completed.

❷ HTM\*3090 has a value of 1.00 credits, but is taken in 1 semester.

<u>Restricted Electives</u> (2.5 or 3.0 credits)	<u>Free Electives</u> ❸ (2.5 credits)	<u>Failed Courses</u>	<u>Sem. Cleared</u>
--	---------------------------------------	-----------------------	---------------------

1 _____	1 _____	_____	_____
2 _____	2 _____	_____	_____
3 _____	3 _____	_____	_____
4 _____	4 _____	_____	_____
5 _____	5 _____	_____	_____
6 _____			

❸ 1.50 credits in Liberal Education Requirements, from at least two different subject prefixes as listed under the BComm Program Information, must be included in the Free Electives.

**Hospitality Work Experience**

***Minimum 800 hours required***

Hours accumulated: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TOTAL \_\_\_\_\_

**Summary of Credits**

<b>Core courses</b>	<b>(14.5 or 15.0 credits)</b>	_____
<b>Restricted electives</b>	<b>(2.5 or 3.0 credits)</b>	_____
<b>Free electives</b>	<b>(2.5 credits)</b>	_____
<b>TOTAL</b>	<b>(20.0 credits)</b>	_____

**NAME:** \_\_\_\_\_ **ID:** \_\_\_\_\_

<b><u>Semesters 1 and 2</u></b>	<b><u>Semesters 3 and 4</u></b>	<b><u>Semesters 5 and 6</u></b>	<b><u>Semesters 7 and 8</u></b>
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CHEM*1100 ❶ _____	AGEC*2220 _____	AGEC*3320 _____	HTM*4090 _____
HTM*2700 _____	MCS*2020 _____	ECON*3460 _____	HTM*4100 _____
ECON*1050 _____	MCS*3040 _____	HTM*3000 _____	HTM*4190 _____
ECON*1100 _____	HTM*2010 _____	HTM*3030 _____	HTM*4200 _____
HTM*1000 _____	HTM*2030 _____	HTM*3070 _____	HTM*4300 _____
HTM*2000 _____	HTM*2200 _____	HTM*3080 _____	
HTM*2100 _____	STAT*2060 _____	HTM*3090 ❷ _____	
HTM*2120 _____		HTM*3120 _____	

❶ CHEM\*1100 must be taken by students without Grade 12U Chemistry. If CHEM\*1100 is NOT required, then a total of 3.0 credits in restricted electives must be completed.

❷ HTM\*3090 has a value of 1.00 credits, but is taken in 1 semester.

<b><u>Restricted Electives</u></b> (2.0 or 2.5 credits)	<b><u>Free Electives</u></b> ❸ (2.5 credits)	<b><u>Failed Courses</u></b>	<b><u>Sem. Cleared</u></b>
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1 _____	1 _____	_____	_____
2 _____	2 _____	_____	_____
3 _____	3 _____	_____	_____
4 _____	4 _____	_____	_____
5 _____	5 _____	_____	_____

❸ 1.50 credits in Liberal Education Requirements, from at least two different subject prefixes as listed under the BComm Program Information, must be included in the Free Electives.

**Co-op Work Terms**

Work Term 1 Complete \_\_\_\_\_

Work Term 2 Complete \_\_\_\_\_

Work Term 3 complete \_\_\_\_\_

**Summary of Credits**

**Core courses** (15.0 or 15.5 credits) \_\_\_\_\_

**Restricted electives** (2.0 or 2.5 credits) \_\_\_\_\_

**Free electives** (2.5 credits) \_\_\_\_\_

**TOTAL** (20.0 credits) \_\_\_\_\_

**Tourism Management Major Checklist 2006-2007 Undergraduate Calendar**

**NAME:** \_\_\_\_\_ **ID:** \_\_\_\_\_

<u>Semesters 1 and 2</u>	<u>Semesters 3 and 4</u>	<u>Semesters 5 and 6</u>	<u>Semesters 7 and 8</u>
ECON*1050 ____	AGEC*2220 ____	AGEC*3320 ____	ECON*3460 ____
ECON*1100 ____	MCS*2020 ____	AGEC*4360 ____	HTM*4100 ____
GEOG*1220 ____	HTM*2030 ____	MCS*3040 ____	HTM*4170 ____
HTM*1000 ____	HTM*2050 ____	HTM*3000 ____	HTM*4190 ____
HTM*2000 ____	HTM*2170 ____	HTM*3070 ____	HTM*4200 ____
HTM*2010 ____	HTM*2200 ____	HTM*3080 ____	
HTM*2100 ____	STAT*2060 ____	HTM*3120 ____	
HTM*2120 ____		HTM*3160 ____	
POLS*1400 ____			
PSYC*1200 ____			

<u>Restricted Electives</u> (2.50 credits)	<u>Free Electives</u> ❶ (2.50 credits)	<u>Failed Courses</u>	<u>Sem. Cleared</u>
1 _____	1 _____	_____	_____
2 _____	2 _____	_____	_____
3 _____	3 _____	_____	_____
4 _____	4 _____	_____	_____
5 _____	5 _____	_____	_____

❶ 1.50 credits in Liberal Education Requirements, from at least two different subject prefixes as listed under the BComm Program Information, must be included in the Free Electives.

**Tourism / Hospitality Work Experience**

**Minimum 800 hours required**

Hours accumulated: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 TOTAL \_\_\_\_\_

**Summary of Credits**

**Core courses** (15.0 credits) \_\_\_\_\_  
**Restricted electives** (2.5 credits) \_\_\_\_\_  
**Free electives** (2.5 credits) \_\_\_\_\_  
**TOTAL** (20.0 credits) \_\_\_\_\_

