



Hospitality Management



Diploma Program | Offered in Calgary

34 Weeks of in-class academic and computer lab instruction – Approximately 680 hours
2 Week practicum – Approximately 80 hours

Are you committed to providing good customer service? Do you enjoy working with people? Are you interested in sales? If your answer to these questions is yes, then our program in Hospitality Business Management is your passport into the exciting and innovative Hospitality industry! Let ABM College help you take the next step towards achieving your career goals. With the successful completion of our specialized program you will have the industry-specific knowledge and training necessary for a career in Hospitality Business Management.

Hospitality is one of the fastest growing industries in Canada, and in Alberta in particular. With a steady stream of entry-level workers, high demand will continue for trained supervisors and managers. The Hospitality Management program at

ABM College has been designed to prepare our graduates for exciting opportunities within the growing Hospitality industry.

Our program will equip you with a strong understanding of terminology and best-practices within the Hospitality industry. Through academic and hands-on training ABM College will provide you with the necessary workplace skills to succeed in your new career. We will also help you prepare for the workplace through resume building resources, interview workshops, and a mandatory two week practicum.

Job Opportunities

- Customer Service Representative
- Front Desk Supervisor & Concierge
- Motel Operations Manager
- Food And Beverage Service Manager
- Convention & Special Events Manager
- Resort And Spa Manager



Program Outline

- Special Events & Conventions
- Food and Beverage Management, Service, and Safety
- Management of Housekeeping
- Management of Facilities and Resorts
- Hospitality Marketing
- Career development through employment seminars, interview workshops and on-campus resume advisors
- Proficiency in Microsoft Office (Word, Excel, Access, Outlook, and PowerPoint)
- Industry specific instruction through courses such as First Aid and CPR, hospitality marketing, front desk management, human resources and facilities management, food and beverage service and hotel computer systems

Entry-Level Duties

- **Management:** advise housekeeping, resolve customer complaints and assign rooms and rates
- **Communications:** promote and sell guest rooms while providing information about services available at the hotel/resort and in the community, answer phones, take messages, record guest comments, handle guest mail and respond to reservation inquiries
- **Processing Payments:** receive client payment for accounts, review client accounts and balance cash accounts
- **Customer Service:** welcome and register guests, order taxis for guests, provide information about local events and attractions and respond to special requests

(403) 719-4300 Calgary
(416) 913-4700 Toronto
abmcollege.com



Standard Admission

Students must meet ONE of the following criteria:

- Alberta High School Diploma, verified by transcript, or other canadian province equivalent, OR General Equivalency Diploma (GED),
- Successful interview with college administration to validate academic interest, goals, communication skills and expectations.

Mature Admission

Students must meet ALL of the following criteria:

- At least 18 years of age prior to admission.
- Out of school for two years.
- Successful result on ABM college entrance exam (Scholastic Wonderlic) with a score of 15 or higher. This entrance exam assesses the student's aptitude and current level of English literacy, numeracy skills and logic.
- Successful interview with college administration to validate academic interest, goals, communication skills and expectations.

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