

# HOSPITALITY – HOTEL & RESTAURANT SERVICES MANAGEMENT (HTM)

## About the Program

This two-year diploma program is designed to prepare you for a career in the vibrant global hotel and hospitality industry. Not only will you work closely with your peers and professors who are industry professionals, but you will learn and practise through paid work experience key skills employers are seeking, including exceptional guest service, industry standard software applications, cultural diversity and management skills.

As you begin your studies with a common first semester, you can specialize in hotel and restaurant service or wedding and conference planning. Throughout the program, you will earn industry-recognized certifications that are built into the coursework to enhance your resumé, ensuring you graduate job-ready.

Graduates of Hospitality-Hotel & Restaurant Services Management (HTM) with a cumulative GPA of 3.0 or higher have an advanced entry pathway toward Honours Bachelor of Commerce - Business Management (BBM) (<http://www.senecapolytechnic.ca/programs/fulltime/BBM.html>).

## Credential Awarded

Ontario College Diploma

## Duration

4 Semesters (2 Years)

## Starts

January, May, September

## Program and Course Delivery

This program is offered in Seneca's hybrid delivery format with some courses available in Seneca's flexible delivery format. Some coursework is online and some must be completed in person. Students will need to come on campus to complete in-person learning requirements. For courses offered in the flexible delivery format, professors use innovative learning spaces and technology to teach students in a classroom or lab and broadcast in real time to students attending remotely. In flexible courses, students have the choice of coming on campus or learning online.

## Skills

Throughout this program you will develop the following skills:

- Service Leadership
- Business Management
- Decision-making
- Teamwork

## Your Career

When you graduate from this program, these are the types of career options you can explore:

- Hotel front office
- Food and beverage operations
- Wedding planning
- Resort operations
- Event and meeting planning
- Banquet and catering services
- Human resources
- Room management
- Marketing and sales
- Hotel and restaurant administration

## Industry Certifications

As an essential part of graduating from this program, you will obtain various industry certifications at an added cost. These certifications are:

- Smartserve
- First Aid and CPR
- Workplace Hazardous Materials Information Systems (WHMIS)
- Food Handling Certification

## Accreditation

Accreditation Council for Business Schools and Programs

## Program of Study

Course Code	Course Name	Weekly Hours
<b>Semester 1</b>		
COM101 or COM111	Communicating Across Contexts Communicating Across Contexts (Enriched)	3
HSP101	Service Leadership	3
HTM102	Math in Hospitality	3
HTM105	Hotel Front Office Operations and Management	4
HTM205	Dining Room Service Management	3
TCS200	Computer Essentials	3
TRV106	Business of Tourism	3
<b>Semester 2</b>		
HTM220	Food and Beverage Operations Management	3
HTM240	Hospitality Accounting	3
HTM299	Career Strategies for Hospitality	3
MRK233	Services Marketing	3
plus: General Education Course (1)		3
<i>Hotel and Restaurant concentration</i>		
HSP203	Food, Theory and Practice	4
HTM215	Housekeeping Management	3
<i>Wedding and Conference concentration</i>		
HPL350	Meetings and Incentives	3
HTM415	Events, Meetings and Convention Services	4
<b>Semester 3</b>		
HTM330	Human Resource Management	3
HTM440	Financial Management and Analysis	3
plus: Professional Option (1)		

plus: General Education Course (1)	3
<i>Hotel and Restaurant concentration</i>	
HTM305 Guest Security Management	3
<i>Wedding and Conference concentration</i>	
HTM409 Wedding Planner Business	3
<b>Semester 4</b>	
HTM450 Hospitality Law Management	3
MRK335 Business Development Management	3
MRK413 Digital Marketing and Social Media	3
plus: General Education Course (1)	3
<i>Hotel and Restaurant concentration</i>	
HTM430 Strategic Supervision and Management	3
HTM490 Hospitality Management Simulation	3
<i>Wedding and Conference concentration</i>	
HTM320 Food, Liquor and Wine	3
MCE470 Event, Exhibit and Design Services	3

**Externship #1**

Course Code	Course Name	Weekly Hours
HTM250	Industry Externship I	3

**Externship #2**

Course Code	Course Name	Weekly Hours
HTM251	Industry Externship II	3

**Professional Options**

Course Code	Course Name	Weekly Hours
<b>Semester 3</b>		
GCB400	Global Cruise Business	3
HLT400	Hospitality and Culture Experience	3
HTM405	Catering Management	3
HTM406	Sommelier: An Introduction	3
HTM412	Baking and Confectionary	3
HTM416	Live Event Planning and Execution	3

**Program Learning Outcomes**

This Seneca program has been validated by the Credential Validation Service as an Ontario College Credential as required by the Ministry of Colleges and Universities.

As a graduate, you will be prepared to reliably demonstrate the ability to:

- Support an industry and workplace service culture by adopting a positive attitude and professional decorum, accommodating diverse and special needs, and contributing as a team member.
- Deliver customer service and solutions that anticipate, meet and/or exceed individual expectations, as well as organizational expectations, standards and objectives.
- Use marketing concepts, market research, social networks, sales and revenue management strategies, relationship management skills and product knowledge to promote and sell hospitality services, products and guest experiences.

- Apply business and revenue models as well as basic accounting, budgeting, financial and administration skills to support the effective management and operation of a variety of organizations delivering hospitality services and products.
- Comply with relevant organization and workplace systems, processes, policies, standards, legal obligations and regulations, and apply risk management principles, to support and maintain efficient, safe, secure, accessible and healthy hospitality operations.
- Use appropriate technologies to enhance the quality and delivery of hospitality services, products and guest experiences and to measure the effectiveness of hospitality operations.
- Keep current with hospitality trends and issues, and interdependent relationships in the broader tourism industry sectors to improve work performance and guide career development.
- Use leadership, teamwork, conflict and relationship management skills and tools, as well as knowledge of organizational behaviour, labour relations, employment standards and human rights to contribute to a positive work environment.
- Respond to issues and dilemmas arising in the delivery of hospitality services, products and guest experiences by using and promoting ethical behaviour and best practices of corporate social responsibility and environmental sustainability.

**Admission Requirements**

- Ontario Secondary School Diploma (OSSD), or equivalent, or a mature applicant (<https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/mature-applicants.html>)
- English: Grade 12 C or U, or equivalent course
- Mathematics: Grade 12 C or U, or Grade 11 U or M, or equivalent course

Canadian citizens and permanent residents may satisfy the English and/or mathematics requirements for this program through successful Seneca pre-admission testing. (<https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/mature-applicants.html>)

Recommended upgrading for applicants who do not meet academic subject requirements (<https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/upgrading-options.html>).

**International Student Information**

International admissions requirements vary by program and in addition to English requirements (<https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/english-requirements.html>), programs may require credits in mathematics, biology, and chemistry at a level equivalent to Ontario's curriculum, or a postsecondary degree or diploma, equivalent to an Ontario university or college. Program-specific pre-requisite courses and credentials are listed with the admission requirements on each program page. To review the academic requirements please visit: Academic Requirements - Seneca, Toronto, Canada ([senecapolytechnic.ca](https://www.senecapolytechnic.ca)) (<https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/academic-requirements.html>).

**Pathways**

As a leader in academic pathways, we offer a range of options that will allow you to take your credential further in another Seneca program or a program at a partner institution.

To learn more about your eligibility, visit the Academic Pathways (<https://www.senecapolytechnic.ca/pathways.html>) web page.

Last updated: August 3, 2025 at 10:30 a.m.