

# SUSTAINABLE MANAGEMENT OF HOTELS AND RESTAURANTS - LJA.20

Attestation of Collegial Studies (ACS) – Duration: 1425 hours (44 collegial units)

This program is recognized by

Ministère  
de l'Éducation  
et de l'Enseignement  
supérieur

Québec

## PROGRAM GOALS

The aim of this Attestation of Collegial Studies (ACS) program is to qualify people to oversee all hotel or restaurant operations and obtain the qualifications to eventually occupy management positions. This includes the housekeeping, dining room, kitchen and catering, events and conferences, customer service, accounting and more.

The graduate will be able to manage staff members and delegate tasks as necessary in various work environments such as hotel establishments, outfitters, restaurants, but also nursing homes, centres for young children, etc.

This program was also designed taking into account national and international best practices for the sustainable management of the hotel and restaurant sectors.



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## EXAMPLES OF SKILLS TAUGHT IN THE PROGRAM

- Manage hosting and restaurant services;
- Assess and intervene in health, occupational safety, hygiene and sanitation in the workplace;
- Create menus promoting local products and specialities;
- Ensure booking and reception activities;
- Apply the regulations pertaining to the lodging and food services industries;
- Ensure responsible sourcing of goods and services;
- Establish professional relations in hospitality;
- Acknowledge the contribution of heritage and culture in the hotel and restaurant management;
- Ensure the provision of food and various types of beverage services;
- Supervise a work team;
- Promote products and services in the hotel and restaurant industries;
- Implement management techniques specific to the hotel and restaurant industries;
- Characterize the management of sustainable practices in hotels and restaurants;
- Develop communication skills in various languages;
- Organize events;
- And much more!

List of Courses in the Program	Number of hours
Jobs functions in hotel and restaurant	45
Professional relationships	60
Business in first language	45
Health, safety, hygiene and sanitation	45
Hotel and restaurant regulations	45
Hotel and restaurant management	45
Heritage, culture and sustainable development	60
Supervision of a work team	45
Classic and traditional menus	90
Accounting and budgets in hotels and restaurants	60
Pastry and bakery	45
Management of restaurant services	60
Terroir cookery	120
Booking and reception	90
Beverage and wine service	60
Food service	60
Sustainable management in hotels and restaurants	45
Sustainable hotel and restaurant developments	45
Communication in other languages	45
Responsible sourcing of goods and services	45
Event management I	45
Marketing of products and services	45
Hosting service management	60
Event management II	45
Business in second language	75
<b>Total number of hours</b>	<b>1425</b>

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SKILLS DEVELOPMENT

## PEDAGOGICAL APPROACH

The context surrounding the pandemic (Covid-19) has forced the partners to readjust the pedagogical approach and the training format. In that context, the program has been adapted to an online learning environment, while keeping the on-the-job component :

- **Online training** gives more flexibility to employers and students;
- **On-the-job training** maximizes the learning outcomes of the training program by giving students practical knowledge readily applicable to the workplace. This approach can also help the employer because the students are also working and applying their learnings directly into the business.

## TEACHING AND LEARNING ENVIRONMENT

Since online training sessions will be given through the whole program, the **students will need to have access to a computer and a stable internet connection**. We encourage employers to provide to their employees access to such equipment. If not possible, the students will need to use their personal equipment.

Also, in order to ensure and maximize their learning experience, **students need to have access to a workplace**, either an hotel, restaurant or even other establishments that offers reception or catering services (for example, outfitters, nursing homes, community centres, etc.).

## NUMBER OF HOURS PER WEEK

As a fully recognized Attestation of collegial studies (ACS) by the Quebec's Ministry of Education, a certain number of hours of teaching and training need to be respected. These hours are split into three categories:

- Online teaching: Depending on the semester, the students may need to assist to **two online training sessions per week**. For example, each Tuesdays and Thursdays afternoons, from 1h30 to 4h30PM.
- On-the-job training: Students will be asked to perform or practice specific tasks, directly in the workplace, for about **10 hours per week**. For example, they could be asked to implement security measures, or they could be asked to plan and organize an event that is to take place.
- Individual work: Students will also be expected to do some personal work in the workplace. This could be described as "homeworks" that will need to be done while working.

## DURATION OF THE TRAINING PROGRAM

The Attestation of collegial studies (ACS) is a 1425 hours program, spread in 6 semesters that will take place from early January 2021 to late December 2022. Various breaks will punctuate the program (goose break, spring break, moose hunt break, etc.) so that the students can continue to live the land.

## ADMISSION REQUIREMENTS

The students applying for the program should have:

- Secondary School Diploma (SSD) or equivalent or training deemed sufficient by the college;
- Relevant experience (work and others);
- Good communication skills.

## FOR MORE INFORMATION

Please feel free to contact any of those two partners:



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