

# RETAIL & HOSPITALITY CAREERS (REHC)

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## **REHC 0601 Upgrading Credits: 1**

### **Student Success Total Hours: 25**

This course is part of the full time Retail and Hospitality Careers Program. This course provides students with the opportunity and support to access college resources that will aid them in a rewarding college experience. Students are provided instruction in time management, study skills and organizational skills. Ongoing feedback from the program instructors assists students to recognize and demonstrate appropriate skills for success. The importance of meeting deadlines and maintaining organization of course materials are emphasized.

## **REHC 0602 Upgrading Credits: 3**

### **Workplace Skills Total Hours: 75**

This course is part of the full time Retail and Hospitality Careers Program. Using a developmental approach, this course covers the essential skills needed in the workplace. Information is presented on recognizing and developing effective work habits, including appropriate interactions with co-workers, and taking direction from supervisors. Personal hygiene and grooming standards are identified and practiced throughout the program. Students learn about employee rights and responsibilities in unionized and non-unionized settings, and are made aware of the Employment Standards Act and the Human Rights Code. Students also learn how to identify and respond to workplace harassment.

## **REHC 0603 Upgrading Credits: 3**

### **Workplace Communication Total Hours: 75**

This course is part of the full time Retail and Hospitality Careers Program. This course covers the essential communication skills needed in the workplace and interview skills. Students practice the basics of effective communication and conversational skills such as appropriate greetings and introductions, the use of eye contact, active listening skills, handling criticism and conflict, giving and taking direction. Topics also include identifying the difference between public and private information, and workplace confidentiality. Students are introduced to effective customer relations and learn the importance of developing a positive and professional attitude towards customers. Students are coached on successful interview techniques, pre interview preparation and employment research.

## **REHC 0604 Upgrading Credits: 2**

### **Health & Safety Total Hours: 50**

This course is part of the full time Retail and Hospitality Careers Program. In this course, students learn and practice compliance with workplace safety policies and procedures. Topics include: fundamentals of basic emergency procedures; personal safety; the safe use of equipment; knife handling; proper lifting techniques; and preventing slips and falls. The basics of WHMIS, First-Aid/CRP, HACCP, and lockout are taught. Students also learn and practice safe procedures for light cleaning tasks such as mopping, vacuuming, dusting, cleaning surfaces and garbage removal, according to industry standards. Students learn industry specific expectations relative to security at the workplace.

## **REHC 0605 Upgrading Credits: 2**

### **FoodSafe Level 1 Total Hours: 50**

This course is part of the full time Retail and Hospitality Careers Program. FOODSAFE Level 1 is a food handling, sanitation and worker safety course designed for front line food service workers such as cooks, servers, bussers, dishwashers and deli workers. The course covers important food safety and worker safety information including food borne illness, receiving and storing food, preparing and serving food, cleaning and sanitizing.

## **REHC 0606 Upgrading Credits: 5**

### **Exploring the Options Total Hours: 125**

This course is part of the full time Retail and Hospitality Careers Program. Using a developmental learning approach, this course provides more specific information and instruction allowing students to identify their sector of interest. This course reviews previously learned general work skill and provides more specific information and instruction for skill set required for employment in the Retail and Hospitality sectors. An overview of each sector allows students to identify their area of interest, retail or hospitality. Modules of instruction include Introduction to Retail Industry, Tourism BC, Essential Skills for Retail and Hospitality Industry and Skills Assessment. Upon completion of this course students are streamed into either retail or hospitality specializations.

## **REHC 0607 Upgrading Credits: 10**

### **Retail Specialization Total Hours: 250**

This course is part of the full time Retail and Hospitality Careers Program. In this course, students are introduced to the industry leaders and are taught the skills required to work in the retail component of the service sector. Students practice basic methods, techniques and skills required to perform tasks in front end support, grocery, deli and bakery, stocking, and warehouse components of the retail industry. Course modules also include terminology and product knowledge specific to the retail industry.

## **REHC 0608 Upgrading Credits: 10**

### **Hospitality Specialization Total Hours: 250**

This course is part of the full time Retail and Hospitality Careers Program. In this course, students are introduced to the industry leaders and are taught specific skills required to work in the accommodations and residential sectors of the hospitality industry. Students practice techniques and procedures to perform duties in housekeeping, laundry, general cleaning, and banquet services. Students are also provided with an orientation to the specific skill set required for Guest/Client Services and an overview of the tourism industry. Instruction is delivered for certification in Serving It Right™. Course modules also include terminology and product knowledge specific to the hospitality industry.

## **REHC 0609 Upgrading Credits: 2**

### **Practicum 1 Total Hours: 50**

This course is part of the full time Retail and Hospitality Careers Program. In Practicum 1 students either spend two (2) weeks job shadowing in either the retail or hospitality sector or they may be placed in both sectors at the discretion of the program faculty. This two week industry orientation practicum gives faculty and the student the opportunity to examine the student's aptitudes and abilities, speed, stamina, work habits and interests in both the retail and hospitality sectors. Student performance during this job shadowing practicum will assist in determining which specialization the student will be directed to, either the retail or hospitality stream.

**REHC 0610 Upgrading Credits: 5**

**Practicum 2 Total Hours: 125**

This course is part of the full time Retail and Hospitality Careers Program. Practicum 2 provides students with a hands-on learning opportunity to work in the retail or hospitality sectors. Students build upon their prior development of a basic set of industry skills and essential workplace competencies. This five week practicum assists students and program faculty to assess the progression of students' aptitudes and abilities, speed and stamina, and other generic work habits and social skills. The practicum site will be chosen that best suits the abilities of the individual.

**REHC 0611 Upgrading Credits: 5**

**Practicum 3 Total Hours: 125**

This course is part of the full time Retail and Hospitality Careers Program. Practicum 3, the third and final practicum provides students with a final hands-on learning opportunity to work in the retail or hospitality industry. Students build upon their prior development of a basic set of industry skills and essential workplace competencies. This five (5) week practicum assists students and program faculty to assess the progression of the students' aptitudes and abilities, speed and stamina, and other generic work habits and social skills. With input from students, sites will be chosen that best suit the abilities and interests of each individual.