



# 2016 HANDBOOK HOSPITALITY & TOURISM



# **HANDBOOK FOR 2016**

## **FACULTY OF MANAGEMENT SCIENCES**

**DEPARTMENT of  
HOSPITALITY and  
TOURISM**

## DEPARTMENTAL MISSION

The Department of Hospitality and Tourism is a provider of tertiary, competency-based, multi-disciplinary education and training that is:

- line with transformation in this sector; and,
- relevant to those who aim to pursue a career in tourism, catering, event and hospitality sectors.

## What is a University of Technology?

A university of technology is characterized by being research informed rather than research driven where the focus is on strategic and applied research that can be translated into professional practice. Furthermore, research output is commercialized thus providing a source of income for the institution. Learning programmes, in which the emphasis on technological capability is as important as cognitive skills, are developed around graduate profiles as defined by industry and the professions.

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## IMPORTANT NOTICE

The departmental rules in this handbook must be read in conjunction with the University of Technology's General Rules contained in the current General Handbook for Students.

## NOTE TO ALL REGISTERED STUDENTS

Your registration is in accordance with all current rules of the Institution. If, for whatever reason, you do not register consecutively for every year/semester of your programme, your existing registration contract with the Institution will cease. Your re-registration anytime thereafter will be at the discretion of the Institution and, if permitted, will be in accordance with the rules applicable at that time.

## **I. CONTACT DETAILS**

All departmental queries to:

Secretary:	Ms B Bashe
Tel No:	031 373 5508
email:	babalwab@dut.ac.za
Location of Department:	Ritson Campus, 7 Ritson Road, Durban

Head:	Dr EM Mnguni
Email:	erasmus@dut.ac.za
Location:	Ritson Campus, Hotel School

All Faculty queries to:

Faculty officer:	Mrs R Pankhurst
Tel No:	031 373 5410
Location of Faculty Office:	M L Sultan Campus
Executive Dean:	Prof R Balkaran
Tel No:	031 373 5130
Location of Executive Dean's Office:	M L Sultan Campus

<b>2. STAFFING</b>	<b>Name and Qualification</b>
<b>Head of Department</b>	Dr E Mnguni, D Tech Tourism and Hospitality, M Tech Food and Beverage Management, B Tech: Post School Education, NHCCC, ND: Catering Management
<b>Director</b>	Dr. K.M. Naidoo, D Tech Quality, MBS, B Compt, B.Com, HED, N.Dip: Hotel Management
<b>Senior Lecturers</b>	Dr. R Sucheran, PhD (Geography and Environmental Science), MA (Geography and Environmental Science), BA (Hons), BA, UKZN
<b>Lecturers</b>	<p>Mr S Duma, B Ed (HONS) Education, HDE, ND: Catering Management</p> <p>Mrs GR Fynn-Green, B Tech: Hospitality Management, ND: Hospitality Management</p> <p>Mrs. Z T Mabaso, MSc (Tourism Development and Management)</p> <p>Miss N Mlotshwa, B Tech: Food and Beverage Management ND: Catering Management</p> <p>Mrs DS Khuluse, B Tech: Food &amp; Beverage Management, ND: Catering Management</p> <p>Mrs R Maniram, M Tech: Business Administration, NHD: Post School Education, B Tech: Business Administration, ND: Management</p> <p>Mrs S Gangiah, M Phil: Food Service Management, MSc: Food Service Management, BSc: Nutrition and Dietetics, B.Ed</p> <p>Mrs N P Mazibuko, MRT, B Paed, B. Ed</p> <p>Mr P M Naidoo, MRT, NHD: Post School Education, ND: Hotel Management</p> <p>Mr M M Shaw, MPhil (Tourism Management), MTM, B.Com</p>
<b>Technicians</b>	<p>Mr S Harilal</p> <p>Mr H Kalmanarain</p>
<b>Kitchen Lab Assistants</b>	<p>Mrs B Chiya</p> <p>Mrs BT Mzobe</p> <p>Mr J Pillay</p>

### 3. PROGRAMMES OFFERED BY THE DEPARTMENT LEARNING PROGRAMMES

The following qualifications are offered by this Department:

Qualification	SAQA NLRD Number
National Diploma: Tourism Management	72269
Bachelor of Technology: Tourism Management	72165
National Diploma: Hospitality Management	72239
National Diploma: Catering Management	72215
Bachelor of Technology Hospitality Management	72140
Master of Technology Tourism and Hospitality	72204

#### 3.1 RULES FOR QUALIFICATION: TOURISM MANAGEMENT ENTRANCE REQUIREMENTS

In addition to the minimum admission requirements, described under Rule G7 in the Durban University of Technology's handbook, the following criteria must be met by students wishing to study this diploma:

#### SUBJECT TO CHANGE

NSC REQUIREMENTS		SENIOR CERTIFICATE REQUIREMENTS		
<b>Compulsory Subjects</b> With a minimum total points of 26 excluding Life Orientation				
<b>NSC Rating</b> <b>DEPARTMENTAL NSC RATING</b> A minimum total points of 26 in terms of the NSC rating codes excluding Life Orientation		<b>A Senior Certificate or equivalent qualification</b> <b>DEPARTMENTAL SENIOR CERTIFICATE REQUIREMENTS</b> A minimum total points of 23 in Senior Certificate or equivalent qualification		
Compulsory Subjects	NSC Rating Code	Compulsory Subjects	HG	SG
English(home) <b>OR</b>	3	English (First language) <b>OR</b>	E	D
English (1st additional)	4	English (Second language)	D	C
Maths <b>OR</b>	3	Maths <b>OR</b>	E	C
Maths Literacy <b>OR</b>	4	Accounting	E	D
Accounting	4	Hotel Keeping and Catering, Business and Economics are recommended.		
And two 20 credit subjects	4			

All candidates meeting the respective national senior certificate or senior certificate requirements will also be required to pass the University placement and interview

## **CMT1 WORK DONE DURING THE YEAR**

1. The calculation of the year/semester mark for each subject for the purpose of issuing a certificate in terms of Rule G14 is indicated in the study guide of each subject.
2. In addition to the general requirements for a year mark as stipulated in Rule G14, the requirements of G14 (2) shall include:  
Compulsory attendance at all functions, organized outings and educational tours arranged by the department. (Any costs arising from such activities will be for the account of the student.)

## **CMT2 SUPPLEMENTARY EXAMINATIONS**

Refer to Rule G13 (2).

## **CMT3 RE-ADMISSION REQUIREMENTS**

1. The maximum time allowed for the completion of qualifications is:
  - i) National Diploma - 6 years (in total).
  - ii) B. Tech Degree - 1 year (full-time).Periods of incomplete study undertaken at other institutions will be included in the assessment.
2. In the first year of study full-time students who are enrolled for the National Diploma: Tourism Management must pass a minimum of THREE subjects of which at least ONE must be a major subject in order to be re-admitted for further study.  
Students may apply with a motivation in writing to the Head of Department to be reconsidered for admission. The Head of Department will make a recommendation to the Faculty Board.

## **CMT 4 UNSATISFACTORY PROGRESS**

Subject to Rules G21 and G23, students who fail subjects in any year in an instructional programme must give way to new full-time students in the subsequent academic year.

## **CMT 5 WORK INTEGRATED LEARNING (WIL)**

### **I. REQUIREMENT**

In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

**NOTE:** Students **MUST** be registered for the subject Tourism Management Practice II in the year that Work Integrated Learning is to take place.



## 2. **MINIMUM DURATION**

National Diploma: Tourism Management - 6 months (in the second or third year)

It is the responsibility of each student to ensure he/she is correctly registered for experiential learning.

## 3. **WORK INTEGRATED LEARNING (WIL)**

Students must confirm placement details with the Department of Hospitality and Tourism BEFORE the start of the Work Integrated Learning period.

Students are required to make their own arrangements for accommodation and transport.

All rules set out in the learner guides governing work integrated learning must be read in conjunction with these rules and carry the same authority.

## **CMT 6 DURATION**

The minimum duration of the:

National Diploma programme is THREE years.

B Tech programme is one year

## **CMT 7 INSTRUCTIONAL PROGRAMME: ND Tourism Management**

The instructional programme consists of the following subjects:

Register Code	Subject Code	Year	Level	Subject
TRDV 101	220307112	I	I	Tourism Development I
TTMN101	220307212	I	I	Travel & Tourism Management I
TTPR102	220307312	I	I	Travel and Tourism Practice I
MRKT101	041009512	I	I	Marketing for Tourism I
CMCA102	059900512	I	I	Communication I
EUCM111	060501312	I	I	End User Computing
<b>SECONDYEAR</b>				
TRDV201	220307422	2	2	Tourism Development II
TRMN201	220307522	2	2	Travel and Tourism Mgt II
TTPR202	220307622	2	2	Travel and Tourism Practice II
MRKT201	041009622	2	2	Marketing for Tourism II
GRMN102	1210200120	2	I	German
EVMN101	2203090120	2	I	Event Management I
<b>THIRDYEAR</b>				
TRDV301	220307703	3	3	Tourism Development III
TTMN301	220307803	3	3	Travel and Tourism Mgt III
TTPR303	220307903	3	3	Travel and Tourism Practice III
<b>EXPERIENTIAL TRAINING</b> (subject to be registered in year of placement)				
TMPR 201	2203108220	3	3	Tourism Management Practice II

## **CMT 8 MINIMUM NUMBER OF SUBJECTS REQUIRED TO BE AWARDED THE NATIONAL DIPLOMA TOURISM MANAGEMENT**

1. A minimum of 16 subjects listed above must be passed.
2. Compulsory subjects to be passed are:  
TOURISM DEVELOPMENT I, II, III  
TOURISM MANAGEMENT I, II, III  
COMMUNICATION I  
END USER COMPUTING I [Modules I & II]  
TOURISM MNGT PRACTICE II (Experiential Learning)  
TRAVEL AND TOURISM PRACTICE I, II, III  
MARKETING FOR TOURISM I, II  
GERMAN I  
EVENT MANAGEMENT I

## **CMT 9 ASSESSMENT**

Measures and methods of assessment for each subject are outlined in the study guide for that subject. These are subject to change annually.

### **3.2 RULES FOR QUALIFICATION BACHELOR OF TECHNOLOGY: TOURISM MANAGEMENT**

Applicants for this degree must have passed one of the following with a 60% aggregate:

1. National Diploma Tourism Management or equivalent OR
2. National Diploma Travel and Tourism or equivalent
3. National Diploma Eco Tourism Management or equivalent.

## **CMT 10 REGISTRATION**

In addition to the Durban University of Technology's general rules referring to registration (Rules G3 and G7), a student whose fees are to be paid by an employer shall provide a letter of authority from that employer to such effect.

See also General Rule G23

## **CMT 11 INSTRUCTIONAL PROGRAMME**

The instructional programme shall consist of the following subjects:

Register Code	Subject Code	Subject
TRDV 401	220308006	Tourism Development IV
ADSM401	040916806	Advanced Strategic Mgt IV
MRKT301	041009703	Marketing for Tourism III
RMTM101	229900012	Research Methodology
TRPR401	223081060	Tourism Project IV

## **TRANSFER OF STUDENTS FAILING FIRST YEAR MAJOR SUBJECTS TO THE NEW PROGRAMME IN 2017**

- First year students are required to pass all of the following subjects for the Tourism Management programme to stay in this program in 2017 (Tourism Development I; Marketing for Tourism I; Travel and Tourism Practice I; Tourism Management I)
- Students who fail any of the above subjects will be transferred onto the new programme (Diploma Tourism and Hospitality)

### **CMT 12 MINIMUM NUMBER OF SUBJECTS REQUIRED TO BE AWARDED**

#### **THE BACHELOR OF TECHNOLOGY TOURISM MANAGEMENT**

All subjects are compulsory.

### **CMT 13 ASSESSMENT**

Measures and methods of assessment for each subject are outlined in the study guide for that subject. These may change from year to year.

See also General Rule G29

### **CMT 14 CHOICE OF PROJECT TOPIC**

It is a requirement that the project written for the subject Tourism Project IV must be related to tourism management or to a specific topic encountered within that ambit.

The output of the project must be of practical value to the tourism industry.

### **3.3 RULES FOR QUALIFICATION MASTER OF TECHNOLOGY: TOURISM & HOSPITALITY**

The degree Master of Technology: Tourism and Hospitality is offered by this Department. The programme consists of a 100% research dissertation.

Students may specialise in various fields of tourism and hospitality determined by their own interest. However the research output must be of practical value to tourism and/or hospitality sectors.

### **CMT 16 ENTRANCE REQUIREMENTS**

A Bachelor of Technology: Tourism Management or equivalent

60% aggregate in third year

See General Rule G24

### **CMT 17 DURATION**

The minimum duration of the:

National Diploma programme is THREE years. B Tech programme is one year

See General Rule G26

## **CMT 18 FORM OF RESEARCH PROJECT**

The form of the programme for the degree shall be a comprehensive full research project culminating in a dissertation, which may be required to be supported by a specific presentation.

## **CMT 19 ASSESSMENT AND EXAMINATION OF DISSERTATION**

See General Rule G24 (4)

## **CMT 20 CHOICE OF RESEARCH TOPIC**

The research topic is required to be within either the ambit of tourism or hospitality.

The philosophical focus of the research must be of practical benefit to the tourism and hospitality industry.

## **LEARNING AREAS**

**NOTE:** The following lists are for information only. Consult the relevant study guide for SAQA formatted outcomes.

### **TOURISM DEVELOPMENT I**

1. Introduction to tourism
2. The Geography of tourism
3. Sectors of the tourism industry
4. Typologies of tourism

### **TOURISM DEVELOPMENT II**

1. The nature and scope of tourism planning
2. Tourism development in context
3. Tourism resource assessment
4. Sustainable tourism planning issues and strategies

### **TOURISM DEVELOPMENT III**

1. Tourism Policy & Planning
2. Sustainable Tourism Development
3. Tourist Health & Safety
4. Visitor Attraction Development

### **TRAVEL AND TOURISM MANAGEMENT I**

1. General management and administrative function
2. Production/service function
3. Purchasing function
4. Financial function
5. Human resource function
6. Marketing function
7. Public relations function
8. Entrepreneurship

### **TRAVEL AND TOURISM MANAGEMENT II**

1. Financial Management
2. Entrepreneurship

### **TRAVEL AND TOURISM MANAGEMENT III**

1. The metamorphosis of services
2. The nature of services
3. Quality core services
4. Typologies of tourism services
5. The service vision
6. Modern marketing service implications
7. Modern marketing implications
8. Service growth to excellence
9. The global strategies for tourism services
10. Service technology and its application

### **TRAVEL AND TOURISM PRACTICE I**

1. Destinations (Compulsory)
2. Travel agency operations and procedures or
3. Adventure based tourism or
4. Nature based tourism (Eco-tourism) or
5. Events based tourism or
6. Tourism planning

### **TRAVEL AND TOURISM PRACTICE II**

1. Travel agency operations and procedures II or
2. Adventure based tourism or
3. Nature based tourism (Eco-tourism) or
4. Events based tourism or
5. Tourism planning

### **TRAVEL AND TOURISM PRACTICE III**

1. Adventure based tourism or
2. Nature based tourism (Eco-tourism) or
3. Events based tourism or
4. Tourism planning or
5. Destinations II

### **COMMUNICATION I**

#### **SECTION A: INTERPERSONAL COMMUNICATION**

1. Communication process
2. Models
3. Barriers
4. Perception
5. Cross-cultural communication
6. Non-verbal communication
7. Self-awareness
8. Listening skills
9. Conflict resolution in interpersonal relationships

## **SECTION B: GENERAL BUSINESS WRITING SKILLS**

1. Article
2. Summarizing
3. Correspondence
4. Short forms of communication
5. Reports
6. Notices, agendas and minutes

## **SECTION C: ORAL COMMUNICATION**

1. Group discussion
2. Individual oral presentation
3. Formal meetings

## **END-USER COMPUTING I (MODULE 1 and 2)**

### **1. COMPUTER BACKGROUND THEORY**

- 1.1 Computer basics
- 1.2 Components of a computer system
- 1.3 Input / output devices
- 1.4 Concepts of data and data files
- 1.5 Managing data
- 1.6 Storage devices
- 1.7 Computer performance issues
- 1.8 Operating systems, applications and software development
- 1.9 Licences and security
- 1.10 Networks
- 1.11 Internet and the Information Superhighway
- 1.12 Case studies

### **2. PRACTICAL**

Experience of a package in each of the following fields:

- 2.1 Operating system commands and file management
- 2.2 Word-processing
- 2.3 Spreadsheets and graphics
- 2.4 Record, file and database management programs
- 2.5 Presentation software

## **GERMAN I**

1. Introduction to the German language
  - 1.1 Pronunciation
2. Basic grammar
  - 2.1 Functional grammar
  - 2.2 Comprehension
  - 2.3 Vocabulary and spelling
3. Application of language in tourism
4. German cultural background and physical feature of the country

## **EVENT MANAGEMENT I**

1. Introduction to events
2. The event planning process & procedure
3. Human resources
4. Event sponsorship
5. Risk Management
6. Event marketing and communication
7. Catering management for events

## **MARKETING FOR TOURISM I**

1. Field of Marketing
2. Analysing the tourism market
3. Product
4. Price
5. Distribution
6. Promotion
7. The additional three Ps

## **MARKETING FOR TOURISM II**

1. Tourism marketing planning
2. E marketing
3. Public Relations and sponsorship
4. Destination marketing
5. Internal and relationship marketing
6. Event marketing
7. Trends in the future of tourism marketing

## **RULES FOR QUALIFICATION**

### **NATIONAL DIPLOMA CATERING MANAGEMENT**

#### **HMS2 ENTRANCE REQUIREMENTS**

In addition to the General Rules pertaining to academic Admission Requirements Rule (G7):

- I. The number of first-year enrolments is restricted due to limited laboratory space. (Rule G5)

#### **I. NATIONAL DIPLOMA CATERING MANAGEMENT**

<b>NSC REQUIREMENTS</b>		<b>SENIOR CERTIFICATE REQUIREMENTS</b>		
<b>Compulsory Subjects</b>	<b>NSC Rating Code</b>	<b>Senior Certificate or equivalent qualification</b>		
		<b>Compulsory Subjects</b>	<b>HG</b>	<b>SG</b>
English(home) <b>OR</b>	3	English  Recommended subjects; Hotel Keeping and Catering, Business Economics and Accounting	E	D
English (1st language)	4			
Maths <b>OR</b>	3			
Maths Literacy <b>OR</b>	4			
Accounting	4			
And two other 20 credit subjects (not more than one language)	4			

If the number of applicants exceeds the number of places available, the department reserves the right to apply a points system to select students based on the NSC rating codes.

### **HMS9 STUDENT CODE OF CONDUCT**

See General Handbook Rules SR1 to SR12

## **SUBJECT CONTENT**

### **YEAR ONE**

#### **Catering Operations I**

1. Describe the role and contribution of the professional kitchen within the holistic tourism, hospitality and catering industry.
2. Identify and describe the career opportunities within the professional kitchen.

#### **Catering Cost & Control I**

1. Understand and perform basic restaurant costing calculations
2. Identify and describe the elements of cost, and their impact on costing calculations
3. Describe the concepts of yield testing and portion control.

#### **Catering Information Systems I**

1. Identify the need for and type of information, access information and organise information. Identify, describe and make use of computer hardware and software in communication within the professional kitchen and related areas.



## **Catering Communication I**

1. Identify various communication skills (including selecting the appropriate language) and techniques (verbal, written, visual) to advance communication within the environment associated with the professional kitchen.
2. Communicate effectively with other staff members using verbal and written techniques when dealing with other members of staff, taken into account cultural, ethnic, and gender considerations.

## **Commercial Cookery I**

1. Select the appropriate equipment for a range of given tasks, operate and clean such equipment safely and hygienically.
2. Identify, describe and use a wide range of basic commodities
3. Describe and perform the basic food preparation methods and the basic cookery processes. Demonstrate knowledge and application of basic occupational safety measures within the kitchen environment.
4. Identify the sources of nutrients and state their functions in the body.
5. Identify and implement standards of personal hygiene and presentation as required to meet organisational standards and legislative requirements
6. Explain basic menu planning guidelines and apply the guidelines to design a range of menus suitable for a variety of food service establishments

## **Catering Management I**

1. Describe the concept of organisational standards
2. Apply the technical knowledge/skills associated with food service outlets, within a range of realistic operating conditions ...  
Purchasing  
Receiving  
Storing Issuing
3. Demonstrate a basic understanding of broad supervisory and management principles and concepts as well as the ethics applicable to the professional kitchen.
4. Identify, analyse and evaluate economic principles as they apply to the business cycle and the catering industry.

## **Restaurant Operations I**

1. Plan, organise, lead, control and deliver plate/buffet/cafeteria service to one table to meet organisational standards.
2. Interpret menu terminology in order to respond appropriately to a range of menu related customer requests/queries
3. Perform the technical skills required to satisfy the beverage needs/requirements of customers within a range of operations
4. Compare and contrast a range of food service systems
5. Identify, analyse and evaluate the dynamics of consumer behaviour.

## **YEARTWO (1<sup>ST</sup> SEMESTER: JANUARY – JUNE)**

### **Catering Operations II**

1. Identify, analyse and evaluate the risks inherent in a catering enterprise.  
Evaluate security issues as appropriate to the Catering Industry in terms of  
Building  
Stock Staff  
Guests.

## **Catering Cost Control II**

1. Identify, discuss and use the principles and processes of bookkeeping within the context of the Catering Industry.
2. Identify, analyse and evaluate the need for financial planning and budgeting within the Catering Industry

## **Cookery Practical II**

1. Explain the concept of standardised recipes and apply to a given situation.
2. Prepare, cook and serve a range of advanced dishes using logical working methods within realistic time frames.
3. Modify existing recipes to meet a range of requirements to include ...  
Volume production
4. Customer dietary needs
5. Geographical differences
6. Ingredient availability, and Climate.

## **Catering Management II**

1. Understand the service expectations of the various markets serviced by the professional kitchen
2. Integrate interpersonal skills and the service ethic that permeates all aspects of customer care within those parts of the Hospitality and/or Catering Industry with which the professional kitchen interacts.
3. Understand the principles of marketing, emphasising promotions iro increasing food sales.
4. Demonstrate an understanding of the functions of Human Resource Management.  
Maintain effective working relationships and communication.
5. Discuss the impact of the Liquor Act, the Tobacco Controls Act and South African food legislation on catering enterprises
6. Discuss the different business structures available to entrepreneurs
7. Identify the different legal requirements (licenses, signage, Receiver of Revenue) required to manage a hospitality enterprise, as well as insurance options available to entrepreneurs.

## **Catering Facilities I**

1. Identify the appropriate equipment for a range of given tasks
2. Identify and discuss the principles of good design and layout to include  
Kitchen  
Restaurant Bar  
Public areas Grounds
3. Identify and analyse the local and national legislation governing kitchen planning

## **Restaurant Operations II**

1. Demonstrate basic theoretical knowledge of the origin, and production methods of a range of commonly available alcoholic and non-alcoholic beverages through the application to customer requests.
2. Supervise and maintain advanced food and drink service in terms of legislation, operations, control measures, as applicable to a variety of food service outlets.

## **YEAR TWO (2<sup>ND</sup> SEMESTER: JULY – DECEMBER)**

### **Work Integrated Learning I (WIL I)**

In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

## **YEAR THREE (1<sup>ST</sup> SEMESTER: JANUARY – JUNE)**

### **Work Integrated Learning II (WIL 2)**

1. In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

## **YEAR THREE (2<sup>ND</sup> SEMESTER: JULY – DECEMBER)**

### **Catering Cost Control III**

1. Demonstrate an understanding of basic accounting principles in order to provide financial information that will be useful in making economic decisions related to the management and profitability of the professional kitchen and related service outlets.
2. Identify, analyse and evaluate the impact on profitability of waste, water and energy management. Catering Information Systems III
3. Identify and use software packages appropriate to functions/conferences/other events.
4. Identify and use a modern computerised accounting package suitable for a catering enterprise. Discuss and evaluate the role of e-commerce as a marketing tool within the Catering Industry. Evaluate the requirements of a catering enterprise with regard to a computerised control system.
5. Identify and compare the different methods of financing the purchase of computer systems.

### **Commercial Cookery III**

1. Prepare and produce a wide range of advanced food items/dishes to internationally accepted standards.
2. Prepare menus for special dietary requirements to meet customer expectations. Produce a range of dishes to meet special dietary requirements.

### **Catering Facilities Management II**

1. Discuss, analyse and evaluate the impact of interior design principles on the popularity and sustainability of a catering enterprise.
2. Identify and evaluate the use of ergonomic principles in the design of catering equipment and catering enterprises
3. Analyse and evaluate the need for maintenance (preventative and remedial) of equipment, furnishings and premises within a catering enterprise.
4. Investigate and recommend policies and procedures to be used in the marketing of the facilities of a range of catering enterprises.
5. Formulate a policy and procedure manual in respect of fires and firefighting

### **Restaurant Operations III**

1. Identify and analyse operational issues affecting the success of a function/conference; room service provision; off-site catering.
2. Analyse and evaluate the financial processes involved in the function/conference; room service provision; off-site catering process.
3. Identify and appraise the administrative procedures common to functions/conferences; room service provision; off-site catering.

### **Catering Management III**

1. Select and apply strategic management tools to the various activities within the catering industry to ensure efficient, economic and effective decision making.
2. Investigate and analyse strategic issues affecting decision-making.

3. Analyse and evaluate the dynamics which promote the industrial relationship existing in a range of catering enterprises.
4. Analyse organisational culture and change.
5. Assess the relevance of agreed terms of quality to the catering industry.
6. Evaluate the need for internally and externally accredited quality systems within the catering industry.
7. Evaluate benchmarking techniques for quality improvement within a catering enterprise Justify the embedding of quality systems within component parts of the catering industry. Interpret and implement the legislation applicable to the management and development of human resources in the Catering Industry.
8. Explain the effect of the Labour Relations Act on the Catering Industry.
9. Describe the entrepreneurial skills required to open a catering operation within South Africa and develop a business plan for a small catering enterprise

## 2. NATIONAL DIPLOMA: HOSPITALITY MANAGEMENT

NSC REQUIREMENTS	NSC	SENIOR CERTIFICATE REQUIREMENTS		
Compulsory Subjects Minimum 22 points excl. LO	Rating Code	Senior Certificate or equivalent qualification		
		Compulsory Subjects	HG	SG
English (home) <b>OR</b>	3	English	D	C
English (1st additional)	4	Maths or Accounting	D	C
Preference will be given to candidates at least with the following subjects:		Economics or Business Economics	D	C
		Hotel Keeping & Catering		
Accounting <b>OR</b> Business Studies <b>OR</b> Consumer Studies <b>OR</b> Hospitality Studies <b>OR</b> Economics	4	<b>OR</b> Home Economics	D	C
		Any 2 other subjects	D	C
And two (2) other 20 credit subjects	4			

These are minimum requirements and do not guarantee entry. The Department reserves the right to accept students with the highest points/codes/symbols.

3. Preference will be given to applicants who have passed the under-mentioned listed subjects for each of the following qualifications:
  - 3.1. ND Dip: Hospitality Management/N. Dip: Catering Management  
Business related subjects and Hotel Keeping & Catering recommended.  
Preference will be given to applicants who have:
    - 3.1.1. Proven experience in the Tourism, Hospitality and Food industries
    - 3.1.2. Successfully completed a subject/qualification for the hospitality industry at a Technical College or other accredited training organisation.
    - 3.1.3. Successfully completed National Qualification units/levels as recorded by qualified assessor/s of CATHSSETA.
    - 3.1.4. Successfully complete Further Education and Training Certificate at NQF Level 4 or equivalent.

4. All persons will be required to present themselves for the department's suitability test and successful candidates may be short-listed for an interview.
5. Every learner will be required to have a Hepatitis A vaccination, which must comprise a primary and a booster dose.
6. Full uniform and toolkit is required which is for the learner's account.

## **NATIONAL DIPLOMA: HOSPITALITY MANAGEMENT (3204220) (NDHSP2) INSTRUCTIONAL PROGRAMME**

<b>SAPSE Code</b>	<b>Subject Code</b>	<b>Level</b>	<b>Subject</b>	<b>Duration</b>	<b>Thry/ Week</b>	<b>Prac/ Week</b>	<b>Assessment</b>
<b>Year One</b>							
100707512	CSNT101	1	Culinary Studies and Nutrition I	S	1	5	One 3 hr Theory paper
100310012	FDBS102	1	Food and Beverage Service I	S	1	5	Continuous evaluation
059900812	HOSC101	1	Hospitality Communication I	S	2	0	Continuous evaluation
040934612	HFMN101	1	Hospitality Financial Management I	S	3	0	One 3 hr Theory paper
090114812	HHSF101	1	Hospitality Health and Safety I	S	2	0	One 3 hr Theory paper
060504312	HISY101	1	Hospitality Information Systems I	S	0	2	Continuous evaluation
040919912	HMAN102	1	Hospitality Management I	S	3	0	One 3 hr Theory paper
040944612	ACCM101	1	Accommodation Management I	S	3	2	One 3 hr Theory paper
100707912	SVEX101	1	Service Excellence I	S	2	0	One 3 hr Theory paper
<b>Year Two</b>							
100707722	CSNT201	2	Culinary Studies and Nutrition II	S	2	5	One 3 hr Theory paper
100707822	FDBS201	2	Food and Beverage Studies II	S	1	4	Continuous evaluation
59900922	HOSC201	2	Hospitality Communication II	S	2	0	Continuous evaluation
40934722	HFMN205	2	Hospitality Financial Management II	S	5	0	One 3 hr Theory paper
60504422	HISY201	2	Hospitality Information Systems II	S	0	4	Continuous evaluation
40921022	HMAN201	2	Hospitality Management II	S	4	0	One 3 hr Theory paper
130403912	HILA101	1	Hospitality Industry Law I	S	2	0	One 2 hr Theory paper
130403912	HILA102	1	Hospitality Industry Law I	S	2	0	One 2 hr Theory paper
<b>Choose ONE of the following electives:</b>							
40944822	ACCM201	2	Accommodation Management II	S	3	0	One 3 hr Theory paper
100707822	FDBO201	2	Food and Beverage Operations II	S	3	0	One 3 hr Theory paper
<b>Year Three</b>							
		3	Hospitality Financial Management III	S	6	0	One 3 hr Theory paper
		3	Hospitality Mgt Information Sys I	S	0	4	Continuous evaluation
		3	Hospitality Management III	S	5	0	One 3 hr Theory paper
		3	Hospitality Industry Law II	S	2	0	One 3 hr Theory paper
		3	Hospitality Events Management I	S	4	3	Continuous evaluation
<b>Choose ONE of the following electives: (continue from Year Two)</b>							
		3	Accommodation Management III	S	6	0	One 3 hr Theory paper
		3	Food and Beverage Operations III	S	6	0	One 3 hr Theory paper
<b>B TECH: HOSPITALITY MANAGEMENT (3304047) (BTHSP2)</b>							
HILA301	RMGA201	1	Research Methodology	A	5	0	Continuous evaluation
	HMAN401	4	Hospitality Management 4	A	5	0	Continuous evaluation
		3	Hospitality Industry Law 3	A	4	0	One 3 hr Theory paper
	HFMN401	4	Hospitality Financial Management 4	A	6	0	Continuous evaluation

## **SUBJECT CONTENT**

### **NATIONAL DIPLOMA: HOSPITALITY MANAGEMENT (3204220) (NDHSP2)**

#### **YEAR ONE**

##### **Hospitality Communication I**

To be competent in applying various modes of industry specific information technology to access and communicate information effectively in order to promote the Hospitality Industry in a changing business environment.

##### **Hospitality Health & Safety I**

To be competent in applying the principles of occupational health, safety and security in hospitality enterprises to maintain a healthy and safe environment for both clients and staff.

##### **Hospitality Management I**

To be competent in applying a range of business skills applicable to the Hospitality Industry contributing to effective decision making and the execution of operations.

##### **Hospitality Financial Management I**

To be competent in applying basic hospitality accounting principles to contribute to effective decision making and sustainability of the hospitality enterprise.

##### **Service Excellence I**

To be competent in applying service exceeding the expectations of the target market of the Hospitality Industry.

##### **Accommodation Management I**

To be competent in applying operational practices associated with the provision of accommodation in the Hospitality Industry.

##### **Culinary Studies & Nutrition I**

To be competent in performing the basic preparation of a range of foods for conventional and convenience outlets and to demonstrate an understanding of the operations of a food production unit.

##### **Hospitality Information Systems I**

To be proficient in the basics of computer technologies in industry and equipped with the Ms Word and Spread Sheet document preparations.

##### **Food and Beverage Studies I**

To be competent in performing operational food and beverage service in the Hospitality Industry.

## **YEARTWO (1<sup>ST</sup> SEMESTER: JANUARY – JUNE)**

### **Hospitality Information Systems II**

To be competent in applying technology to communicate information effectively in order to promote the interests of the Hospitality Industry in a changing business environment.  
(Foundational and practical competence)

### **Hospitality Communication II**

Use basic sociological and psychological knowledge to advance communication within the Hospitality Industry  
(Foundational and practical competence)

### **Hospitality Management II**

To be competent in applying a range of hospitality business skills which will contribute to effective decision-making, as well as the execution and supervision of hospitality operations. (Foundational, practical and reflective competence)

### **Hospitality Financial Management II**

To be competent in applying a range of financial management tools to contribute to effective decision-making and sustainability of the hospitality enterprise.  
(Foundational, practical and reflective competence)

### **Accommodation Management II**

To be competent in supervising Front Office and Housekeeping systems to the extent that the expectations of the target market of the Hospitality Industry is exceeded.  
(Foundational, practical and reflective competence)

### **Food & Beverage Studies II**

To be competent in maintaining the operational practices and structures of food and beverage service in the Hospitality Industry.  
(Foundational, practical and reflective competence)

### **Culinary Studies and Nutrition II**

To be competent in performing the intermediate preparation of menu items for a range of food outlets found in the Hospitality Industry.  
(Foundational, practical and reflective competence)

### **Food & Beverage Operations II**

To be competent in performing the operational procedures of a variety of food service outlets in a profitable manner.  
(Foundational, practical and reflective competence)

### **Choice of electives**

Option 1: Electives leading to the National Diploma in Hospitality Management (Accommodation):  
Accommodation Management II

Option 2: Electives leading to the national Diploma in Hospitality Management (Food & Beverage):

Food & Beverage Operations II

## **YEAR TWO (2<sup>ND</sup> SEMESTER: JULY – DECEMBER)**

### **Work Integrated Learning I (WIL 1)**

In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

## **YEAR THREE (1<sup>ST</sup> SEMEMESTER: JANUARY – JUNE)**

### **Work Integrated Learning II (WIL 2)**

In accordance with Rule G28, all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

## **YEARTHREE (2<sup>ND</sup> SEMESTER: JULY – DECEMBER)**

### **Hospitality Management Info Systems I**

The capability to use various modes of accessing and communicating information, including information technology, effectively in order to promote the Hospitality Industry in a changing business environment.

### **Hospitality Management III**

The competency to use a range of business management skills to contribute to effective management of the Hospitality enterprise.

### **Hospitality Financial Management III**

The competency to apply a range of financial management principles to contribute to effective decision-making and sustainability of the hospitality enterprise.

### **Accommodation Management III**

The competency to manage the provision of accommodation in such a manner that the expectations of the target market is exceeded.

### **Hospitality Event Management I**

The competency to manage and maintain the principles related to the presentation of events so that the expectations of the target market are exceeded.

### **Food & Beverage Operations III**

To be competency to improve the operational procedures of a variety of food service outlets in a profitable manner.

### **Culinary Studies & Nutrition III**

The competency to perform advanced cooking and processing methods for a wide range of food commodities in the food and beverage industry.

### **Choice of electives**

**Option 1:** Electives leading to the National Diploma in Hospitality Management Accommodation): Accommodation Management III

**Option 2:** Electives leading to the National Diploma in Hospitality Management (Food & Beverage): Food & Beverage Operations III



### **HMS3 REGISTRATION AND EXEMPTIONS**

Refer to the General Handbook Rules G3, G8 and G9

### **HMS4 DEREGISTRATION / WITHDRAWALS.**

Refer to the General Handbook Rule G6

### **HMS5 WORK DONE DURING THE YEAR/SEMESTER**

1. In addition to the general requirements for a year/semester mark as stipulated in Rule G13, the definition of the term “satisfactory attendance” shall include:
  - 1.1 90% attendance of all practical classes in a subject. Exceptional circumstances may be reviewed by the Head of Department.
  - 1.2 Attendance is compulsory at all functions, guest speaker sessions, organized outings and educational tours arranged by the department. (Any additional cost involved will be the responsibility of the learner.)
  - 1.3 Learners will be required to arrive timeously at lectures and practical work. Learners who arrive late will only be admitted at the lecturer's discretion on presentation of a valid reason.
  - 1.4 The department reserves the right to verify any medical certificate.
2. A year mark obtained for any Instructional Offering or subject offered is only valid for the main examination session of the period in which the learner is registered, plus the supplementary examination in that subject if granted.
3. Learners will be required to participate in departmental promotions and functions outside of normal tuition times, which may take place off campus. These are also compulsory unless a learner has been explicitly or generally excluded by the lecturer concerned or HOD.
4. Laboratory rules shall apply to all learners. Refer to practical learner guide.
5. Year marks/course marks shall be determined in accordance with the requirements as indicated in the learner guides. For details of assessment refer to the learner guide pertaining to each subject. Provision is made for only one make up test (theory/practical) towards the end of the course.
6. All doctors' appointments etc, with exception of drivers' licence where a student will need to inform lecturer in advance, made for learners must not clash with assessment dates.

### **HMS6 YEAR MARKS / COURSE MARK**

Refer to General Handbook G12

1. In theoretical subjects, marks for theory tests and assignments will be weighted Theory 60%: Assignment 40%.
2. Subjects with a theory and practical component, the weightings appear in the subject learner guide.
3. The instructional programme outlined on pages 8-14 provides information on theory and practical components.
4. The year mark / course mark will form 40% and the exam mark will form 60% of the final result.

5. Course marks must be verified by students before the final examinations are written. You need a 40% course mark/DP to gain entry into the exam.
6. For 100% year mark subjects/continuous evaluation subjects: The final mark for the subject comprises a 100% year mark, obtained from work completed during the year/semester. There is no examination for the subject. This work is retained by the department for a period of three (3) years as proof of performance. Details are in each subject learner guide. If the final mark is a fail (less than 50%) the learner will be required to re-register for that subject.

## **HMS7 RE-ADMISSION FOR FURTHER STUDY AND PREREQUISITES**

Refer to General Handbook G14, I5 and I6

1. No learner may register for the next higher level in a subject before he/she has passed the lower level of that subject. (Rule G16 refers)
2. **First Year of Study**  
Full-time learners who are enrolled for the first year of study for:
  - 2.1 National Diploma: Hospitality Management must pass five subjects, of which two must be majors in order to be readmitted for further studies.
  - 2.2 National Diploma: Catering Management must pass a minimum of 3 subjects and all those subjects assessed by continuous evaluation. Refer to General Handbook G17  
All learners must pass a minimum of TWO subjects per annum in order to be re-admitted but must still meet the maximum time allowed rule.

**All 2016 registered students must pass all first year subjects. The students who fail any subject will be recommended for the new programme in 2017.**

3. **Appeals**  
Learners may immediately appeal to the Head of Department in writing, to be re-considered for re-admission. The Head of Department will make a recommendation to the Board of Faculty.

## **HMS8 WORK INTEGRATED LEARNING (WIL)**

The department undertakes to assist the learner in obtaining suitable accredited work integrated learning placement, however students can find their own placement with the approval of the WIL coordinator.

- A Learning Agreement creates a separate contract between the “employer” and the learner, start and finish dates determined by DUT and placement provider.
- The learner undergoes 12 months comprising of 2 semesters, one in the second semester of the second year and one in the first semester of the third year.

- The learner must have passed all first and second level subjects to commence Work Integrated Learning (WIL).
- The learner must successfully complete one period of WIL before commencing the next.

Refer to the programme learner guide for rules and details, governing work integrated learning and the evaluation process. The WIL coordinator in conjunction with the industry representative is responsible for the evaluation.

All prescribed compulsory and elective subjects (instructional offerings) and the prescribed experiential component must be passed in order to obtain sufficient credits to complete the qualification.

## **HMS9 STUDENT CODE OF CONDUCT**

See General Handbook Rules SR1 to SR12

## **B TECH: HOSPITALITY MANAGEMENT**

### **Management**

The competency to understand and apply the range of management skills closely associated with the formulation and implementation of strategic change.

### **Management Accounting**

The capability to analyse financial data and make decisions that will affect the internal control and profitability of a hospitality enterprise.

### **Research Methodology**

The competency to identify an appropriate and systematically gather data methodology to solve hospitality related problems and to communicate research results effectively.

## **HMS3 REGISTRATION AND EXEMPTIONS**

Refer to the General Handbook Rules G3, G8 and G9

## **HMS4 DEREGISTRATION / WITHDRAWALS.**

Refer to the General Handbook Rule G6

## **HMS5 WORK DONE DURING THE YEAR/SEMESTER**

- I. In addition to the general requirements for a year/semester mark as stipulated in Rule G13, the definition of the term “satisfactory attendance” shall include:
  - I.1 90% attendance of all practical classes in a subject. Exceptional circumstances may be reviewed by the Head of Department.
  - I.2 Attendance is compulsory at all functions, guest speaker sessions, organised outings and educational tours arranged by the department. (Any additional cost involved will be the responsibility of the learner.)
  - I.3 Learners will be required to arrive timeously at lectures and practicals. Learners who arrive late will only be admitted at the lecturer's discretion on presentation of a valid reason.
  - I.4 The department reserves the right to verify any medical certificate.

2. A year mark obtained for any Instructional Offering or subject offered is only valid for the main examination session of the period in which the learner is registered, plus the supplementary examination in that subject if granted.
3. Learners will be required to participate in departmental promotions and functions outside of normal tuition times, which may take place off campus. These are also compulsory unless a learner has been explicitly or generally excluded by the lecturer concerned or HOD.
4. Laboratory rules shall apply to all learners. Refer to practical learner guide.
5. Year marks/course marks shall be determined in accordance with the requirements as indicated in the learner guides. For details of assessment refer to the learner guide pertaining to each subject. Provision is made for only one make up test (theory/practical) towards the end of the course.
6. All doctors' appointments, drivers license etc, made for learners must not clash with assessment dates.

## **HMS6 YEAR MARKS / COURSE MARK**

Refer to General Handbook G12

1. In theoretical subjects, marks for theory tests and assignments will be weighted Theory 60%: Assignment 40%.
2. Subjects with a theory and practical component, the weightings appear in the subject learner guide.
3. The instructional programme outlined on pages 8-14 provides information on theory and practical components.
4. The year mark / course mark will form 40% and the exam mark will form 60% of the final result.
5. Course marks must be verified by students before the final examinations are written. You need a 40% course mark/DP to gain entry into the exam.
6. For 100% year mark subjects/continuous evaluation subjects: The final mark for the subject comprises a 100% year mark, obtained from work completed during the year/semester. There is no examination for the subject. This work is retained by the department for a period of three (3) years as proof of performance. Details are in each subject learner guide. If the final mark is a fail (less than 50%) the learner will be required to re-register for that subject.

## **HMS7 RE-ADMISSION FOR FURTHER STUDY AND PREREQUISITES**

Refer to General Handbook G14, 15 and 16

1. No learner may register for the next higher level in a subject before he/she has passed the lower level of that subject. (Rule G16 refers)

## 2. **First Year of Study**

Full-time learners who are enrolled for the first year of study for:

2.1 National Diploma: Hospitality Management must pass five subjects, of which two must be majors in order to be readmitted for further studies.

2.2 National Diploma: Catering Management must pass a minimum of 3 subjects and all those subjects assessed by continuous evaluation.

Refer to General Handbook G17

All learners must pass a minimum of TWO subjects per annum in order to be re-admitted but must still meet the maximum time allowed rule.

## 3. **Appeals**

Learners may immediately appeal to the Head of Department in writing, to be re-considered for re-admission. The Head of Department will make a recommendation to the Board of Faculty.

## **HMS8 EXPERIENTIAL LEARNING (WIL)**

Refer to general handbook G28

**For National Diploma: Catering Management** the learner undergoes 12 months WIL comprising of 2 semesters, one in the second semester of the second year and one in the first semester of the third year. Work Integrated Learning in the N.Dip: Catering Management can only be undertaken if learners have passed all first-year subjects and four second-year subjects including Commercial Cookery Practical II and any other second level subject assessed by continuous evaluation.

**For National Diploma: Hospitality Management** the learner undergoes 12 months WIL comprising of 2 semesters, one in the second semester of the second year and one in the first semester of the third year. To be placed in Work Integrated Learning 1, a learner must have passed all practical subjects and other subjects that are continuously assessed at first and second level, including Food and Beverage Studies 2 and Catering Studies and Nutrition 2.

To be placed in Work Integrated Learning 2, the learner must have passed all first level subjects. In addition the learner must have passed Hospitality Management II and one of Accommodation Management II, Professional Cookery II or Food & Beverage Operations II.

The learner must successfully complete one period of experiential learning before commencing the third year.

**For National Diploma: Tourism Management** all students are required to undergo Work Integrated Learning in industry as part of the course specifications. Assessments and projects constitutes an important factor in the compilation of the course mark.

**NOTE:** Students **MUST** be registered for the subject Tourism Management Practice II in the year that Work Integrated Learning is to take place.

Although the department undertakes to assist the learner in obtaining suitable experiential learning placement, the placement must be accredited by us for the purposes of Work Integrated Learning.

A Learning Agreement creates a separate contract between the “employer” and the learner, start and finish dates determined by department and placement provider.

Refer to the learner guide for rules and details, governing work integrated learning and the evaluation process. The WIL co-ordinator in conjunction with the industry representative is responsible for the evaluation.

All prescribed compulsory and elective subjects (instructional offerings) and the prescribed WIL component must be passed in order to obtain sufficient credits to complete the qualification.