Hospitality and Tourism Management - Restaurant and Service Operations

SCHOOL OF HOSPITALITY AND TOURISM

Overview

Do you have a passion for food and drinks, an eye for details and good social skills? Then reserve your spot in our Hospitality and Tourism Management program with a specialization in Restaurant and Service Operations.

This diploma program immerses you in the workings of restaurant management. You'll gain valuable experience at the celebrated Highwood restaurant and real-world event management situations.

Our class sizes are small, ensuring you receive a personalized education. This program will leave you prepared to succeed in many restaurant jobs.

In this program, you'll:

- engage in all-around training in both the front-of-house and back-of-house operations
- study the art and science of seamless restaurant management
- learn inventory management and refine menu costing techniques for optimal profit margins
- learn the essentials of space management and the art of restaurant design, focusing on creating welcoming atmospheres that resonate with guests
- understand the relationship between detailed planning and successful execution
- apply financial and accounting methods tailored to the needs of the restaurant and hospitality sector and use data for business analysis and strategy formulation, ensuring consistency in delivering superior services
- use your skills to prioritize a guest-centric approach to address guest preferences and resolve challenges quickly
- equip yourself with industry-relevant sales and marketing techniques, ensuring optimal business growth and guest outreach
- keep up with industry innovations and technology tools to stay ahead.

You'll also sharpen your interpersonal skills, develop self-awareness, and work for team success. Learn to navigate the demands of this dynamic sector while maintaining a harmonious work-life balance.

Upon graduation, you'll be well-equipped to venture into various roles within the hospitality industry. Whether you aspire to be a restaurant manager, oversee a chain of cafes, or even launch your own culinary business, this program lays the groundwork for success in restaurant and service operations.

Traits, skills and aptitudes

Those in the hospitality and tourism management industry tend to be directive, methodical, and social.

You need:

- strong interpersonal skills
- excellent communication skills
- organizational skills
- stamina and self-discipline
- the ability to remain calm under pressure
- the ability to solve unexpected problems quickly
- the ability to draw people in with new ideas.

You should enjoy coordinating activities, being organized and working with a variety of different people.

SAIT program pathways

Graduates of this program may continue their education in the SAIT Bachelor of Hospitality and Tourism Management program and earn their degree with a further two years of study.

Practicum, Co-op and Work Integrated Learning

Between your first and second year, you'll complete an internship where you'll complete 400 hours of industry work.

The choice of worksite is flexible and can include hotels, restaurants, tour operators, car rental agencies, resorts, and other approved hospitality and tourism operations.

You'll also work varying shifts in The Highwood restaurant at SAIT throughout the program.

Accreditations, designations and certifications

You'll acquire key industry certifications in Workplace Hazardous Materials Information System (WHMIS), food safety, ProServe, and hospitality and tourism awareness.

All these certifications must be completed in your first semester.

Credentials

After successfully completing this program, you'll receive a SAIT Hospitality and Tourism Management diploma with a specialization in Restaurant and Service Operations.

Admission requirements

Applicants educated in Canada

Applicants must demonstrate English language proficiency and completion of the following courses or equivalents:

- at least 50% in Math 30-1, Math 30-2
- at least 50% in English Language Arts 30-1 or 60% in English Language Arts 30-2.

SAIT accepts high school course equivalents for admission for applicants educated outside Alberta.

Applicants educated outside of Canada

All applicants who were educated outside of Canada must demonstrate English language proficiency and provide proof they meet the program admission requirements with an international document assessment. Find accepted educational documents and assessment options.

SAIT may also accept courses completed at certain international post-secondary institutions.

Costs

2026/27 tuition and fees

The following costs are effective as of July 1, 2026.

The estimated total cost of tuition and fees is based on the suggested schedule of study. Following a modified schedule will impact the fees you pay per semester and may alter final costs.

REST 250 requires a one-time fee of $152 for uniform and apron laundry services. This is reflected in the first-year additional fees.

Domestic Students

Year	Number of semesters	Tuition fees	Additional fees	Total per year
1	2	$6,666	$1,916.50	$8,582.50
2	2	$6,060	$1,764.50	$7,824.50

Year	Number of semesters	Tuition fees	Additional fees	Total per year
			Total cost:	**$16,407**

The estimated total cost of tuition and fees for domestic students is based on the recommended course load per year.

International Students

The program total is based on the estimated amount you will pay if you enter this program during the 2026/27 academic year. The program total amount listed on your letter of admission may appear higher. This amount is your maximum tuition guarantee for the program. SAIT will not exceed this maximum, regardless of changes in tuition and fees between academic years.

Year	Number of semesters	Tuition fees	Additional fees	Total per year
1	2	$20,559	$1,916.50	$22,475.50
2	2	$18,690	$1,764.50	$20,454.50
			Total cost:	**$42,930**

The estimated total cost of tuition and fees for international students is based on the recommended course load per year.

Books and Supplies

Books and supplies are approximately $1,000 - $1,500 per full-time year.

This is a bring-your-own-device program with a standard computer hardware and software requirement. See the specific requirements on our computers and laptops page.

Find your booklist on the SAIT Bookstore's website. The booklist will be available closer to the program start date. Can't find your program or course? The bookstore didn't receive a textbook list. Contact your program directly to determine if they're still refining course details or if you're in luck; no textbook purchase is required this term.

Required equipment/tools

A uniform is required and provided to you with a $150 laundry fee in your first year (included in your additional fees.)