Tourism and Travel

Ontario College Diploma (314)
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MOHAWK TOURISM AND TRAVEL PROGRAM PROVIDES A STEPPING STONE TO FURTHERING YOUR EDUCATION AND OPENS THE GATEWAY TO A REWARDING CAREER.
A Closer Look

Students in the Tourism and Travel program will prepare for an exciting career that provides an opportunity for employment within various sectors of the tourism industry. Students will network with industry partners and benefit from guest speakers, trade shows, conferences, and career fairs.

Program Highlights
- Prepare for an exciting career that provides an opportunity for employment within various sectors of the tourism industry
- Network with industry partners and benefit from guest speakers, trade shows, conferences, and career fairs
- Acquire specialized skills in Sabre and Apollo Reservation Systems
- Develop communication, business, and industry-specific computer skills
- Students have a wide range of choices for industry specialization

After successful completion of all required courses, students complete a mandatory two week unpaid work placement. Students are responsible to source their own placement.

Students have the opportunity to earn industry certification by writing the CTC (Certified Travel Consultant) exam.

Career Opportunities for Business – Tourism and Travel Graduates

The Tourism and Travel Diploma program can lead to exciting career opportunities. Tourism and Travel careers may involve the following:

**Industries of Employment:**
- Travel Agencies
- Tour Wholesalers/Operators
- Hotel, Resorts and Cruise Lines
- Government Agencies
- Airlines/Airports
- Tourism and Travel Call Centres

**Occupational Categories:**
- Overseas Destination Representatives
- Customer Service Representatives
- Sales Representatives
- Reservation Agents
- Tourism Consultants
# Program of Studies

## Semester 1

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<td>PERS TL417</td>
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Course Descriptions

Semester 1

CRED 10000 Career Training 1
Investigate real world tourism related jobs to create a tourism based resume and cover letter.

INFO TL127 Office Software Applications
Examine Word to create documents and perform selected word processing functions, Excel to create spreadsheets, PowerPoint to create appropriately designed slide shows and Publisher to create a tourism based brochure.

TRVL TL108 Introduction To Tourism
Introduces students to the five sectors of the tourism industry and the role of governmental bodies in tourism. Examine the motivators of tourism and tourism's impact on communities both locally and globally.

TRVL TL111 Independent Tours
Introduce the student to worldwide accommodation products, ground transportation, and car rentals as they relate to the independent traveler. Use industry material to research and price products and services for clients based on case studies.

TRVL TL119 Travel Geography 1
Explore world geography with an in-depth examination of the geography and areas of tourism of Canada for the Canadian vacation and business traveller.

TRVL TL120 Airline Operations
Introduce the student to the airline industry and operations. Use real-world scenarios to find accurate flight choices using the Official Airline Guide (OAG).

Options Group (1): Select 1
COMM 11040 Communication D
Communication is an introductory college level English course. Through a variety of assignments, successful students in this course will develop the reading, writing, critical
and analytical skills essential to them as communicators in college and upon graduation. This course teaches writing through the critical reading of various fiction and non-fiction material and brings students with basic skills to college level foundational skills.

**COMM LL041 Communication**
Communication is an introductory college level English course. Students exiting this course will demonstrate competence in grammar, sentence structure, and writing skills. Successful students in this course will develop the reading, writing, critical and analytical skills essential to them as communicators in college and upon graduation. This course teaches writing through the critical reading of various fiction and non-fiction material and brings students to college level foundation skills.

**Semester 2**

**OPEL XXXXX General Education 1 Option Table**

**TRVL TL204 Worldwide Tours**
Examine package tours around the world offered through major tour organizations. Demonstrate reservation procedures including booking and costing.

**TRVL TL208 Hotel Operations**
Introduce the student for employment in the Lodging Industry. Students will develop specialized knowledge, gain industry perspective and develop practical skills to work in front office operations of a lodging establishment. Students will understand the organization of a hotel and practice procedures and communication techniques involved in the guest cycle.

**TRVL TL218 Automation Systems 1 - Apollo**
Examine the Apollo airline reservation system through the VIASINC simulated system. Use the Apollo system to create Passenger Name Records (PNRs) and basic itineraries.

**TRVL TL219 Travel Geography 2**
Explore the location and significance of major and secondary destinations in the United States, Caribbean, Mexico, Central and South America, with emphasis on those important to the Canadian vacation and business traveller.
Semester 3

**TRVL TL309  Transportation**
Examine rail travel with a focus on North American and European rail services. Analyze marine transportation around the world with particular emphasis on cruise ships and popular cruise destinations.

**TRVL TL314  Travel Agency Operations**
Introduce the student to the laws and regulations that concern the Canadian Travel Profession. Use case studies to train for travel agency office practices, and travel insurance.

**TRVL TL315  Travel Sales Techniques**
Use techniques, principles, and practical experience in personal selling, professional conduct, and communication skills for face-to-face selling, telephone sales, and customer service as they relate to the tourism and travel product. Conduct role play scenarios based on real life situations.

**TRVL TL318  Automation Systems 2 - Apollo**
Use the Apollo airline reservation system through the VIASINC simulated system to create and manage Passenger Name Records (PNRs). Add car and hotel reservations to the PNRs.

**TRVL TL319  Travel Geography 3**
Introduce Canadian travellers to major and secondary European destinations. Discuss the significance of these locations to Canadian clients.

**TRVL TL320  Airline Procedures**
Examine international fares, procedures and terminology to recommend the correct fares for North American and International destinations using Apollo fare displays and rules.

**OPEL XXXXZ  General Education 2 Option Table**

Semester 4

**CRED TL420  Career Training 2**
Students will prepare a custom ePortfolio based on their program of study. Prepare students to participate in WORK TL409 WORK EXPERIENCE Training.

**HOSP 10017  Introduction to Event Planning**
Develop the knowledge and skills to professionally carry out the day-to-day functions necessary for a successful event and meeting including: arranging corporate travel,
meeting management, client relationships, decision making, special event planning, and marketing through social media.

**MRKT TL416  Marketing The Tourism Product**
Use basic marketing techniques to complete various case studies as they relate to tourism and travel products. Prepare a marketing plan based on current industry trends to introduce new or modified tourism and travel products.

**PERS TL417  Personal Skills Development**
No Course Title or Description available at this time.

**TRVL 10001  Exceptional Corporate Service**
Use a variety of communication methods to deliver service excellence and professionalism through the application of customer relations skills. Examine the world of business travel and global business practices.

**TRVL TL418  Automation System 3 - Sabre**
Transition from the Apollo reservation system to the Sabre system through the VIASINC simulated system. Create, price and manage Passenger Name Records (PNRs) as well as add car and hotel reservations.

**TRVL TL419  Travel Geography 4**
Introduce Canadian travellers to major and secondary destinations in the Middle East, Africa, Asia and Oceania. Discuss the significance of these locations to Canadian clients.

**WORK TL409  Work Experience Training**
In a competency-based environment, students will be given the opportunity to work within their chosen field. This course will allow students to utilize the practical and theoretical training gained throughout their program of studies. Students will be required to meet academic eligibility requirements prior to participating in work experience and will also be required to complete an evaluation and written component in order to achieve a passing grade of "R" (requirements met).
Charter of Expectations

The McKeil School of Business strives to maintain standards of excellence as a community committed to personal development. Every student and employee of the College is to provide and maintain an environment conducive to learning and working, in which all individuals are treated with respect and dignity. The McKeil School of Business has set standards to promote positive student conduct which are structured around, but not necessarily limited to, the following principles:

**Professionalism:**
We expect students to:
- Adopt an attitude of professionalism that will promote a sense of pride in our community.
- Strive to maintain an environment in which proper language without profanity is used.
- Demonstrate integrity, responsibility, honesty, respect and enthusiasm.
- Maintain an environment free from harassment, discrimination and disruptive behaviour.

**Honesty and Integrity:**
We dedicate ourselves to upholding the reputation and honour of our role in education. We expect students to understand the following:
- All individual evaluations must be the result of the student’s own work and not that of others.
- Academic dishonesty is a serious offense and subject to the Academic Honesty policy.
- E-Learn, MoCoMotion and all computer accounts must be kept confidential. All inappropriate activity that comes from the student’s accounts will be associated with that student and they can be held accountable.
- Reasons for missing assignments, projects, deadlines, tests, or exams must be legitimate and formally documented to the satisfaction of individual faculty members.
- Forms of academic dishonesty include, but are not limited to the following:
  - Possession or use of unauthorized material
  - Copying from other students’ work
  - Direct use or paraphrasing of material without acknowledgement of its source
  - Falsifying data Copyright infringement, such as using unlawfully downloaded or photocopied materials
  - Submitting individual work that has been done by someone else, whether in whole or in part
  - Making material available for others to submit as their own work
  - Submitting for credit any academic work for which credit has been previously obtained or is being sought in another course.
  *All of the above are subject to the penalties outlined in the Academic Honesty policy*

**Responsibility:**
As a member of the McKeil School of Business, the student is accountable for actions both in and out of class. These actions include but are not limited to the following:
- Reviewing the course outline and learning plan for course expectations including evaluation criteria.
- Attend classes prepared with assigned readings and homework completed.
- Preparing for classes by completing assignments such as readings and homework.
- Informing professors of CAAP’s prior to class times, especially if a CAAP requires in-class support.
• Scheduling personal appointments and work schedules outside of school hours.
• Scheduling group meetings in a mutually convenient manner.
• Working in a productive manner with group members.
• Completing and submitting assignments, reports, and projects on time.
• Keep a backup copy of all individual and group assignments.

As a member of Mohawk College, the student shall not in any way abuse other students, college employees or guests of the college. Abusive communication means any unwelcome words or images received or distributed in person or by any communication medium, including social media, that intimidate, disparage or cause humiliation, offence or embarrassment to a person.

Faculty Contact:
McKeil School of Business faculty may be contacted by e-mail, or by phone. If leaving a voice mail message, please speak slowly and clearly include your full name, student number, and course code, reason for the call and how you can be contacted. If you choose to e-mail the professor, you must use your Mohawk College e-mail account and clearly include your full name, student number, course code and reason for the e-mail.

Tests and Evaluations:
All references to test(s) should be understood to mean test(s), quizzes, exam(s) or in-class assessment(s).

• It is the student’s responsibility to be available for all tests at their scheduled time – including those scheduled during exam week(s). It is the student’s responsibility to notify the course professor by telephone and/or e-mail prior to the start of the test if he/she cannot be present for any reason. If a student misses a test without contacting the professor BEFORE the test takes place, he/she will receive a grade of zero for that test.

• The student will be required to provide documentation, such as a medical note or accident report, validating the reason for missing the test. Medical notes must specifically state that you were unable to write the test on the specific date.

A student has a right to view her/his final test or exam with the professor within ten (10) working days of the grade being posted and should make these arrangements with the professor directly.

Test Protocol:
• Students must arrive 10 minutes prior to all tests.
• Students arriving less than 30 minutes late for a test will be allowed to write the test, but they have lost the time that they have missed.
• Students will not be permitted to enter a testing room if they are 30 minutes late and will receive a grade of zero unless relevant documentation is provided.
• Students will not be permitted to leave within the first thirty 30 minutes of a test.
• Students who request to leave the test at any point during the scheduled test will not be able to return unless permission has been granted by the professor.
• The use of aids, such as electronic devices, dictionaries, and translators during a test must be approved by a professor prior to the test.
• Students must place their personal belongings at the front or side of the test room.
• Students must place their Mohawk Identification Card in front of them on the desk throughout the test period for identification purposes.
• While waiting outside a test room, students should be respectful and considerate of others who are still writing the test.
• Students will not be permitted to talk or make unnecessary noise at any point during the test.
Compliance:
Individual faculty members are charged with the responsibility of dealing with infractions of the Charter of Expectations. Disciplinary measures may include, but not be limited to, any of the following:
- Verbal warning
- Written warning
- Deductions from the student’s class mark
- Ejection from the class, course, program, or College

Blended Learning:
In the blended delivery model, students commit to both face-to-face classroom instruction and active learning outside the classroom. The student is expected to be fully prepared for face-to-face classes by completing self-study activities such as:
- Required readings
- Pre-class deliverables
- Supplementary learning resources such as videos, games or simulations
- On-line discussions through Discussion Boards
- On-line activities
- Group work

Group work:
In courses involving group work, students MUST PASS the individual component of the course in order to receive a passing grade. If he/she does not pass the individual component, he/she will receive the grade for the individual component ONLY as their final grade. Students must be aware that as members of a group they are collectively and individually responsible for all work submitted.

Placements:
For programs where there are unpaid work-term placements, the student must meet the academic requirements of the program before they are allowed to participate in the work placement. All placements are at the discretion of the Associate Dean and/or Program Coordinator.

Program of Studies and Graduation
For each program, the College defines a Program of Studies which lists courses, sorted by semester, that provide a continuum of learning from basic to more complex levels. Programs of Studies are reviewed annually and changes made where necessary. Each new intake of students is associated with the most current version of the program, which is indicated by the year.

Students are responsible to apply to graduate for the next upcoming convocation ceremony during the semester he/she is completing the final courses of the program.

References:
Mohawk College has developed several policies and procedures designed to protect students and provide an enriching and rewarding learning experience in which the rights of individuals are respected.

For the most up-to-date information on the following policies and procedures, please consult the Mohawk College website.

Policies and Procedures that relate to academic issues:
- Academic Appeal Policy
- Academic Honesty Policy
• Human Rights Policy
• Information Technology - Use and Security Policy
• Student Behaviour Policy
• Program Promotion and Graduation Requirements
• Student Complaint Procedure
• Violence Prevention & Protection Policy
• Academic Accommodation for Students with Disabilities
Promotion Guidelines

Plan Ahead! Determine your Goals!

Effective Fall 2009, Mohawk College introduced changes to promotion and grading. The new passing grade for a course is 50%. For any courses taken prior to this date, the passing grade is 60%.

In addition, in order to be promoted to the next semester (and future semesters) a student must have a WGPA of 60%. Certain courses have pre-requisites for future courses so please refer to your Program of Study.

As well, in order to qualify to graduate from a program a student must have earned a WGPA of 60% overall of the combined courses in the Program of Study.

Summary of Promotion Policy

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*Weighted GPA (Grade Point Average) A representation of student achievement that is calculated using the following formula: the sum of the percentage grades multiplies by the credit value and divided by the sum of the credits for the courses taken as defined by the Program of Studies

Promotion Criteria

Students must have a minimum grade of 75% in MATH MA101, and a passing grade in MRKT CB158, ECON EB122, and ACCT CB101 with no more than 1 failure or dropped course.
**Academic Year: 2015/2016**

**Coordinators**

Reception (905) 575-2005

If calling from outside the college dial (905) 575-1212 and ask for extension.

If calling within the School of Business student phone please call the 4 digit extension.

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<tr>
<th>Program</th>
<th>Coordinator</th>
<th>Ext.</th>
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<tr>
<td>Accounting</td>
<td>Gallagher, Monica</td>
<td>3334</td>
<td><a href="mailto:monica.gallagher@mohawkcollege.ca">monica.gallagher@mohawkcollege.ca</a></td>
</tr>
<tr>
<td>Advertising &amp; Marketing Communications Management</td>
<td>Grossi, Robin</td>
<td>3050</td>
<td><a href="mailto:robin.grossi@mohawkcollege.ca">robin.grossi@mohawkcollege.ca</a></td>
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<tr>
<td>Business</td>
<td>McTear, Andrew</td>
<td>2273</td>
<td><a href="mailto:andrew.mctear@mohawkcollege.ca">andrew.mctear@mohawkcollege.ca</a></td>
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<td>Smith, Laurence</td>
<td>2410</td>
<td><a href="mailto:laurence.smith@mohawkcollege.ca">laurence.smith@mohawkcollege.ca</a></td>
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<td>Business Analysis</td>
<td>Pegg, Lisa</td>
<td>4024</td>
<td><a href="mailto:lisa.pegg@mohawkcollege.ca">lisa.pegg@mohawkcollege.ca</a></td>
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<td>Business Financial Services</td>
<td>Iannazzo, Mary</td>
<td>4732</td>
<td><a href="mailto:mary.iannazzo@mohawkcollege.ca">mary.iannazzo@mohawkcollege.ca</a></td>
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<td>Human Resources Management</td>
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<td>3625</td>
<td><a href="mailto:rocco.digiovanni@mohawkcollege.ca">rocco.digiovanni@mohawkcollege.ca</a></td>
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<td>Insurance</td>
<td>Martin, Mary</td>
<td>3139</td>
<td><a href="mailto:mary.martin@mohawkcollege.ca">mary.martin@mohawkcollege.ca</a></td>
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<tr>
<td>International Business</td>
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<td>Marketing</td>
<td>Long, Janice</td>
<td>3652</td>
<td><a href="mailto:janice.long3@mohawkcollege.ca">janice.long3@mohawkcollege.ca</a></td>
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<tr>
<td>Office Administration – Executive</td>
<td>Mannen, Janet</td>
<td>3034</td>
<td><a href="mailto:janet.mannen2@mohawkcollege.ca">janet.mannen2@mohawkcollege.ca</a></td>
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<tr>
<td>Office Administration – First Year Common</td>
<td>D'Angelo, Lori</td>
<td>3249</td>
<td><a href="mailto:lori.dangelo@mohawkcollege.ca">lori.dangelo@mohawkcollege.ca</a></td>
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<tr>
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<td>Cooper, Jane</td>
<td>2005</td>
<td><a href="mailto:jane.cooper@mohawkcollege.ca">jane.cooper@mohawkcollege.ca</a></td>
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<td>Office Administration – Legal</td>
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<td><a href="mailto:jane.clarke@mohawkcollege.ca">jane.clarke@mohawkcollege.ca</a></td>
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<tr>
<td>Office Administration – Medical</td>
<td>Fisher, Wendy</td>
<td>3066</td>
<td><a href="mailto:wendy.fisher@mohawkcollege.ca">wendy.fisher@mohawkcollege.ca</a></td>
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<tr>
<td>Public Relations</td>
<td>Tuck, Tim</td>
<td>3526</td>
<td><a href="mailto:tim.tuck@mohawkcollege.ca">tim.tuck@mohawkcollege.ca</a></td>
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<tr>
<td>Small Business &amp; Entrepreneurship</td>
<td>Sodtka, Melanie</td>
<td>4189</td>
<td><a href="mailto:melanie.sodtka@mohawkcollege.ca">melanie.sodtka@mohawkcollege.ca</a></td>
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<tr>
<td>Tourism &amp; Travel</td>
<td>Strauch, Ted</td>
<td>3854</td>
<td><a href="mailto:edward.strauch@mohawkcollege.ca">edward.strauch@mohawkcollege.ca</a></td>
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