



BASICS IN HOSPITALITY

Course Outline

This course aims to broaden the participant's knowledge and provide the core skills that are recognised in the Hospitality industry. It will equip the participant in gaining the necessary skills to conduct themselves in a professional manner within the Hospitality Industry.

The course is given as a two day course into the introduction to the working of the industry and as such will focus on deepening participants with the knowledge and skills within the area.

Participants will have knowledge and be able to understand the following:

- The characteristics of the hospitality industry
- Understanding of the operations of the Front Desk and Food & Beverage and Housekeeping
- Understanding of Basic Food and Beverage Services

In order to gain the most effective training results in the time period allocated, in-house training will be utilised where possible. This will ensure minimal productivity interruptions and maximise on learning capabilities by using the Clients property and systems. Where this applies, Trainers will familiarise themselves with the Clients property prior to any training being conducted.

Where training cannot take place in-house, training methods will include:

- The characteristics of the hospitality industry
- Understanding of the operations of the Front Desk and Food & Beverage and Housekeeping
- Understanding of Basic Food and Beverage Services

Course Overview

The students will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Characteristics of Hospitality Industry and Introduction to the Accommodation Sector

This session gives students a general knowledge of the Characteristics and Nature of the Hospitality Industry. The areas covered include the Characteristics of Hospitality Industry, Hospitality Industry Career Prospects and knowledge of the Accommodation Sector.





Introduction to Hotel Management

This session gives the students an understanding of the nature of the hospitality industry and the relationship between the hospitality and tourism industries. The areas covered will include an Introduction to Hotel Management/Operations and Organisation & Function of Hotel Departments.

Hotel Front Office Operations

This session teaches the students various aspects of the Front Office operations and functionality. The areas covered are Front Office Department and Front Office Relationship to other departments.

Hotel Housekeeping Department

This session teaches the students an understanding of the Key roles of the housekeeping department, understanding the duties of key positions in the housekeeping department and demonstrate knowledge of the organisation of the housekeeping department. The areas covered specifically are Housekeeping Department, the Relationship between Housekeeping and other Departments and Housekeeping rules and guidelines.

Introduction to Food & Beverage Sector

This final session will teach the students how to define the food and beverage departments of a hotel and the relationships with other departments. They will also learn to describe the different functions of the food and beverage departments and be able to list and define the Key restaurant positions and their duties.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions.

