



Hotel and Hospitality Management Course

Overview of the Course:

This Hotel and Hospitality Management Course meets industry demand for efficient, competitive and responsible professionals in a globally competitive hospitality industry. It's an ever expanding industry with multiple job opportunities. It prepares the student for employment in Management and supervisory positions. It is a stepping stone into wide varieties of jobs in a variety of industries and locations such as lodging accommodation, food and beverage services.

Learning Outcome:

After completion of the training the trainee/student is equipped with following skills & values required in the diverse, fast-paced hotel & hospitality industry:

- Describe the roles and functions of a leader in the hospitality industry.
- Understand the importance of goal-setting and team-building.
- Understand the importance of conflict management skills.
- Understand the need for career planning.
- Apply production forecasting techniques and procedures.
- Describe physical and perpetual inventory systems.
- Evaluate food and beverage operations control processes.
- Recognize the importance of outstanding guest service quality, server-guest relationships, and ethics.
- Improve ability to exercise judgment and critically analyze problems.
- Interpret the fundamental principles of essential hotel & hospitality business functions.
- Demonstrate professional behavior and competencies in customer service.
- Develop a range of leadership skills and abilities such as motivating others, leading changes, and resolving conflict.
- Recognize the challenges and opportunities of working effectively with people in a diverse environment.

Who needs the course?

- Anyone aspiring to head start their career in Hotel & Hospitality Industry.

Requirements:

- Minimum qualification is high school completion certificate.
- Proficiency in English language to understand, read and write.

Detailed Course Content:



PART 1: PERSPECTIVES ON CAREERS IN HOSPITALITY

- The Hospitality Industry
- Forces Affecting Growth and Change in the Hospitality Industry
- Soft Skills:
 - Telephone Etiquette
 - Customer Service



PART 2: FOOD SERVICE

- Restaurant Industry Organization: Chain, Independent, or Franchise
- Competitive Forces in Food Service
 - On-Site Food Service
 - Issues Facing Food Service
 - HABC Level 3 International Award in Food Safety - Catering



PART 3: LODGING

- Lodging: Meeting Guest Needs
 - Hotel & Lodging Operations
 - Forces Shaping the Hotel Business
 - Competition in the Lodging Business



PART 4: TRAVEL & TOURISM

- Front Desk & Back Office
- Destinations: Tourism Generators
- Limousine Arrangement
 - Airport Transfers
 - Guest Relationship
 - City Tour Guidance
- Governmental Travel Requirements and Procedures
 - Technology in the travel Industry / Computer Reservations Systems Basic
 - Travel Geography



PART 5: MANAGEMENT IN THE HOSPITALITY INDUSTRY

- Management: A New Way of Thinking
 - Planning in Hospitality Management
 - Organizing in Hospitality Management
- Staffing: Human Resources Management in Hospitality Management
 - Control in Hospitality Management
- Leadership & Directing in Hospitality Management

Certification by Highfield, CPD & Inspire Management Training Center

Title: HOTEL AND HOSPITALITY MANAGEMENT COURSE



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