



Hospitality is defined as the “friendly and generous reception and entertainment of guests, visitors, or strangers”. In the tourism sector, it is the relationship between a guest and a host, wherein the host receives and accommodates the guest with some amount of goodwill in exchange for payment, i.e. a guest staying at a hotel or eating out at a restaurant. We are referring to the companies, businesses or organisations, which provide food and/or drink and/or accommodation to people who are “away from home”. However, this definition of the “Hospitality Industry” only satisfies most situations.

There are different types of products and services provided by the hospitality industry. Working in the field of hospitality can be quite challenging. Different from other sectors, the hospitality industry is unique in its nature, which tends to be service-oriented and has a strong emphasis on human exchange in the service delivery processes.

This course will introduce the participants to the basics of the hospitality industry and provide a high-level understanding of the characteristics of the industry, what it involves as well as a more in-depth look at the different duties and responsibilities in Front Office, Housekeeping and Food and Beverage departments. Participants will also be exposed to the different career prospects available in the industry sector and gain knowledge on each function so as to make an informed decision on their future career selection and path.

This two-day course will teach participants:

- 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.

Course Overview

You will spend this session getting to know the course objectives and you will also have an opportunity to identify your personal learning objectives.

Characteristics of the Hospitality Industry and Introduction to the Accommodation Sector

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

Introduction to Hotel Management

This session gives participants 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 the Organisation and Function of Hotel Departments.

Hotel Front Office Operations

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

Hotel Housekeeping Department

This session gives participants an understanding of the Key roles of the housekeeping department, understanding the duties of key positions in the housekeeping department and demonstrating 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 the Food and Beverage Sector

This final session will teach participants how to define the food and beverage departments of a hotel and their 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.

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.