

HOSPITALITY *plus*



AIM OF THE COURSE

To provide job opportunities for those wishing to improve their career development in the International Hospitality Industry in both India and the Gulf Region.

AREAS COVERED BY THE COURSE

- NHI Training Induction
- General HSE
- Basic Food Hygiene
- Work Ethics
- Time Keeping
- Attitude
- Grooming
- Communication Skills – Business English
- Basic Arabic
- Etiquette
- Telephone Skills
- Customer Service
- Conflict Handling
- Up selling
- Empowerment
- Middle East Orientation



ENTRY QUALIFICATIONS

Existing Hospitality workers (Minimum 2 year experience) or Holding a Catering qualification (Minimum 1 year duration), as well as good English language skills.

DURATION OF THE COURSE: 12 weeks. (2 hours/day X 5 days/week)

COURSE ASSESSMENT

The candidate has to sit and pass external exams to gain the City & Guilds Customer Service, City & Guilds Conflict Handling and CIEH Food Hygiene certificates.

CANDIDATE SELECTION PROCESS

Selection will be based on meeting entry qualifications, Morris and McDaniel Psychometric testing, English Language assessment and a formal interview with a Course Specialist.

QUALIFICATIONS AWARDED

'Hospitality *plus*' Certificate
Customer Service (City & Guilds, UK)
Conflict Handling (City & Guilds, UK)
Food Hygiene Level 2. (CIEH, UK)



OPTIONS AVAILABLE AT THE END OF THE COURSE

Successful candidates will get assistance for placement in the Hospitality Industry in both India and the Gulf Region.