



# The Hospi-Newsletter

A National Hospitality Institute news roundup

Welcome to NHI's roundup of 2015 with highlights from a year full of proud achievements, competitions and celebrations. Through our delivery of high quality training and development we showcase more success stories from NHI trainees and stories of career progression in the industry which are sure to inspire. Join us during the festive season for some delectable treats in our restaurant and at special events with friends, family and colleagues. We are committed to being the go to provider of hospitality and tourism training and recruitment solutions in Oman and look forward to working with you in 2016.



Mr Robert MacLean - The Principal

**Season's Greetings and wishing you all a very Happy New Year!**

## Issue 17

NHI News Roundup

NHI Headlines 2015

The News

Students prepare 45kg cake for National Day

Hotel Management Diploma – a popular course

NHI silver award from Investors in People

Customer Facilities

Success Stories

Ramadhan Said Al-Zadjali  
Iman Al Balushi

Festive Feasts

The Gallery

Courses | Classes | Catering

## NHI Headlines in 2015

National Hospitality Institute celebrates after IATA honour

THE GREAT CULINARY CLASH

NHI celebrates international award

National Hospitality Institute students hold talent show

Gulf Chef School holds cake decorating class

NHI enrolls students for diploma course

For more information please visit the Media Centre at [www.nhioman.com](http://www.nhioman.com)



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## Students prepare 45kg cake for National Day

NHI's Gulf Chef School students create and present an impressively decorative 45kg cake in celebration and to mark the occasion of Oman's 45th National Day. The cake mix contained over 200 eggs and 36kg of dry ingredients. The students demonstrated outstanding team work in this both ambitious and exciting culinary challenge, supervised by professional chef instructors at the school.

Students at the Gulf Chef School at NHI are engaged in practical as well as theoretical training both on-site at the institute as well as in professional operational working environments.



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## Hotel Management Diploma – a popular course

Yet more students join NHI's Hotel Management diploma awarded by the American Hotel and Lodging Association. The two year diploma in Hotel Management provides training in all facets of the hospitality industry comprising front and back office related operational skills and knowledge necessary to meet the requirements of a supervisory level employee.

The full-time programme is suitable for anyone looking to start a career in hospitality whereas the part-time programme is designed for employees already working in the industry and have obtained at least three years of work experience. The diploma is also available on a distance learning basis for those hotel staff unable to attend the classes.

The students pictured are from a range of nationalities and will be attending NHI for 18 months after which they carry out a six month internship at a five star hotel in Muscat or abroad. The internship ensures that the students have cross departmental experience and training.





## NHI silver award from Investors in People

NHI is a leading training provider for hospitality and travel industries, has been awarded the silver accreditation from Investors in People Standard. This demonstrates their commitment to realising the potential of their people for high performance. The standard sets a new benchmark for excellence in people management.

Academics, business leaders, industry experts and over a thousand leading organisations were involved in the creation of the sixth generation Investors in People Standard. NHI was amongst the 52 organisations across a range of sectors and countries to be assessed against the new standard.

The standard defines what it takes to lead, support and manage people well for sustainable results. Underpinning that standard is the Investors in People framework.

The framework reflects the latest workplace trends, essential skills and effective structures required to outperform in any industry. Revisions have also been made to the assessment process which now includes an online assessment increasing the sample of employees involved, as well as the chance to benchmark against thousands of organisations.

Paul Devoy, Head of Investors in People, said, "Meeting the sixth generation standard is something that NHI should be extremely proud of, it is the sign of a great employer, an outperforming place to work and a clear commitment to success. I would like to thank every person at NHI for their involvement in the pilot and their collaboration with Investors in People at this important time."

Robert MacLean, Principal of NHI, said, "We are very proud of our achievement and commend the NHI team for their efforts and commitment to the standard. This not only acts as a benchmark for our own staff but also enables NHI to advise its customers in the field of staff development."

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#### The Gallery

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*His Highness Tarik bin Shabib bin Taimur, Chairman of NHI, receives the Investor in People (IIP) Silver Award on behalf of NHI from H.E. Jonathon Wilkes, British Ambassador to Oman.*



**INVESTORS  
IN PEOPLE**

Silver



## NHI Customer Facilities

### Al Daleh Suites

These fully serviced rooms are offered single and double occupancy including kitchen facilities. Single occupancy **OMR 15**, double occupancy **OMR 25**



### Conference facilities

Our conference facilities offer rooms with multimedia facilities, projector and screen, broadband internet connection, whiteboard, flip charts and refreshments including tea, coffee and water. **OMR 120** per day



### Outdoor catering

We cater for all types of functions offering a wide range of international cuisine including delivery service. The cost will be subject to the number catering for, type of cuisine and type of event. Please contact us for a quote.

### Classroom Restaurant

We serve three course lunches offering a wide range of international cuisine Sunday to Thursday with an extensive & delicious buffet every Thursday, open from 1-3pm at **OMR 4** per person.

**5% of all takings are donated to Association of Early Intervention for Children with special needs.**



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Iman Al Balushi

### Festive Feasts

### The Gallery

Courses | Classes | Catering

Shukran • Thank you • Salamet • Shukria

**GOOD SERVICE BONUS CARD**

Your service with a smile has been rewarded!  
Call 9824 6267 for your reward.

nhi's nationwide campaign to raise standards of customer service.

ابن سبويه | **nhi** | **INVESTORS IN PEOPLE**

بزرگترین کاروبار بہتر بنیاد | national hospitality institute

Please contact our Business Centre to find out about our **Good Service Bonus Card**.

## Success Stories

A selection of NHI Success Stories – read more in the Success Stories section of the website at [www.nhioman.com](http://www.nhioman.com)

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**Ramadhan Said Al-Zadjali**

I graduated from NHI in 1999 and started my career as Bell Boy at the Radisson SAS Hotel Muscat. I was later promoted to Night Auditor. From there I moved on to working with Laith Howard Johnson Hotel as an Assistant Manager for the front desk. Later in my career I moved to the Coral Hotel as Front Office Manager. In 2006, I was offered the manager's position for an international container company at Port of Sohar, which is the position I hold today.

My experience, expertise and knowledge of customer service would not have been possible without the education and training I received at NHI. I would personally thank the whole team at NHI for their support during my training.



**Iman Al Balushi**

Iman Al Balushi trained at NHI in 2005 where she completed a NVQ Level 2 in Food Production. After graduation Iman joined Shangri-la Barr Al Jissa Resort & Spa as a Chef at their Al Waha property, in the main kitchen covering Samba and Surf Café Restaurants.

Developed some fantastic skills and learnt a lot that would assist her in the future, after three years Iman decided she needed a change and over the next three years saw her working at Hamburger Nation, Ubar and currently at Gourmet Burger.

Iman thoroughly enjoys her job, great team she works with and it meets all her needs, as she is able to balance her life as a working Chef, wife and mother.



## Festive Feasts – Book now!

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### The Gallery

Courses | Classes | Catering

## Christmas at the marina

Wednesday, 16th December 2015, 7:30pm

### Starter

Smoked salmon and cheese roulade served with a bouquet of salad and balsamic dressing

### Vegetarian

Trio of tabouleh, babagannoush and olives with mish cheese bruschetta

### Soup

Roasted pumpkin soup with paprika and herb croutons

### Main Course

Roast turkey with chestnut stuffing, chipolatas, braised red cabbage, broccoli, glazed carrots, roast potatoes, cranberry sauce and gravy

### Vegetarian

Spinach, mushroom and sundried tomato ravioli served with ricotta cream sauce and pesto

### Dessert

Gulf Chef School's Christmas pudding

Tea / coffee and mince pies

Champagne on arrival | Specially selected wines for each course

Dessert wine on cash bar

Price: RO 26 per person | Bookings on **24816313** direct

**nhi** المعهد الوطني للضيافة  
national hospitality institute



- Make your own mince pies and gingerbread goodies
- View a demonstration on traditional roast turkey and the Christmas fruit tree

## Get ready for Christmas

2 days a week through December 2015  
9:00am - 12:00pm

24816313

98246267

Email: [businesscentre@nhioan.com](mailto:businesscentre@nhioan.com)

# The Gallery



Congratulating NHI Chef Shabu Thambi awarded Hospitality Management Diploma from American Hotel and Lodging Association



Judges at the Middle East Hotelier Awards 2015



British School Muscat Cookery Class at NHI



Cake decorating class at NHI



NHI organises Chefs Competition

# Courses | Classes | Catering

**Leisure courses**  
Tailored to suit you

Get hands-on exposure to your favorite lessons with Gulf Chef School's unique programmes

- Pastry
- Fish Preparation
- Bread Making
- Junior Chefs
- Omani Cuisine



Information and queries on: 24816313 98246267 Email: [businesscentre@nhioman.com](mailto:businesscentre@nhioman.com)

**CABIN CREW**

**DIPLOMA**

- 6 month UK Diploma
- Includes UK certified customer service and food safety
- Employment opportunities
- Open to ALL nationalities

Registrations open



**CAKE DECORATING**

Whether it's a birthday, an anniversary, graduation or reunion, learn to decorate cakes for a variety of occasions.



**Surprise yourself**

Join this fun, interactive leisure course and learn cake decorating or improve your current decorating skills.

**nhi** national hospitality institute

**FOOD SAFETY ACADEMY**

Levels 3-4 in Food Safety  
Levels 2-4 in HACCP  
Food Safety Training for BSWI  
Muscat Municipality Food Safety Training  
Food Safety Audits and Inspection  
Food Safety Management Systems  
Allergen Risk Assessment  
Food Doms, Allergens and Inspection



**SOLUTION CENTRE**

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email: [businesscentre@nhioman.com](mailto:businesscentre@nhioman.com)

What if you could change a life for the price of two cups of coffee a day!




You could make a difference by sponsoring the education and training of a local student. For more details please call 24816313 or send an email to [businesscentre@nhioman.com](mailto:businesscentre@nhioman.com)

What is the process of improving a job by adding tasks that need different skills known as?

**2 YEAR DIPLOMA IN HOTEL MANAGEMENT**  
Enroll today. Learn more. Be amazed.

**YESTERDAY'S ANSWER**  
Lateral Communication (Chapter 5 in 'Contemporary Club Management')

Information and queries on: 24816313 98246267  
[businesscentre@nhioman.com](mailto:businesscentre@nhioman.com)



**Evening classes at NHI**

IATA | Cabin Crew | Hotel Management |  
Cookery | Food Safety

**6:00pm - 9:00pm**

Register at 24816313 or [businesscentre@nhioman.com](mailto:businesscentre@nhioman.com)

