



Newsletter October 2009



## A Few Words from The Principal

I am delighted to welcome you to the second of our newsletters from NHI. The last two months have seen a lot of activity at NHI with the start of our new Diploma Group and the completion of many vocational students who have now joined their companies as employees.

As we head into the final few months of the year there is a lot of activity starting up at NHI. We have recently started 30 young teenage chefs from The Sultans School along with a group of Cabin Crew students and IATA students. In addition to this the Food Safety Academy is booked to deliver a whole range of international training over the next few months.

If you are someone interested in training for yourself, your staff or your family we will be pleased to welcome you to our business centre to meet with Olivia or Jennie to discuss your individual requirements. If you are unable to come to us, we will be pleased to visit your office to meet with you. If you are a company in need of assistance with its local recruitment and understanding of the local ministry systems then Toufiq Al Ajimi is the person to assist you.

If you are someone who would like to come in and have a look at what we do then you are most welcome any time. Why not drop in about midday have a look around and then stay for lunch in our Classroom Restaurant. We look forward to seeing you at NHI.



Mr. Robert MacLean  
The Principal

# Our Credibility

We commit to embrace a Quality Assurance Culture and to drive and foster a "continuous improvement" credo in everything we do. Never satisfied, always innovative.

We further commit to link ourselves to the latest international standards of our business and to ensure we are at the cutting edge of innovation.



Classroom Restaurant invites you to enjoy a 3-course lunchtime meal serving international cuisine from Sat-Wed 1-3pm at nhi. We put on an unbeatable buffet every Wednesday as well. **Price: Only RO3.000**

20% of all takings are donated to the Association of Early Intervention for Children with Special Needs

## NHI Achieves the Investor in People Standard Again



The National Hospitality Institute celebrates their achievement of the Investor in People (IIP) Standard once again having maintained this since 2003. NHI successfully passes the lengthy and challenging international assessment of the IIP Standard for the third time.

"Investors in People is an excellent tool that can be used to identify ways of elevating our organisation's performance to an even higher level and as a framework for continuous development. This recognition is not obligatory in our line of business, however NHI strives to be a pioneer in the business of people development and demonstrate our commitment to delivering quality internationally accredited training in hospitality in Oman," said Robert MacLean, Principal of NHI.

All staff from NHI celebrated this achievement by taking a group excursion to Al Hoota Caves and Jabrin Castle for the day, the institute's way of thanking all employees for their hard work and dedication.



## Trainees Join Park Inn Muscat

Training for the future of hospitality in Oman, the National Hospitality Institute (NHI) works together with Park Inn Muscat to select and train future Omani hoteliers to global standards, ensuring the service success of this 'New in Muscat' international brand.

Recently 27 pre-selected male and female Omani hospitality trainees from NHI joined Park Inn in positions in the Housekeeping, Front Office, Restaurants and Kitchen departments.

"We are delighted to welcome onboard our new Park Inn employees and they are settling in well. It has been a pleasure working with NHI. The process was well organized and the training of a high standard and I would like to thank Robert MacLean, the Principal of NHI, and Toufiq Al Ajmi, the Sales Manager of NHI, for their continued support, advice and professionalism," commented Noora Al Nabri.





FOOD  
SAFETY  
ACADEMY



## ISO 22000:2005 Workshop

The Food Safety Academy held a workshop on ISO 22000:2005 in August, delivered by Mr. Yaser Mohammed, Senior Consultant at Johnson Diversey Consulting. ISO22000:2005 is a food safety management standard that specifies requirements where an organisation in the food chain needs to demonstrate its ability to control food safety hazards in order to ensure that food is safe at the time of human consumption. It is applicable to all organizations, regardless of size, which are involved in any aspect of the food chain and want to implement systems that consistently provide safe products. The means of meeting any requirements of ISO 22000:2005 can be accomplished through the use of internal and/or external resources.

“The purpose of the symposiums and workshops that we hold in Oman is to ensure industry professionals in the business of food handling keep abreast with the most recent food safety systems and procedures. The ISO 22000 Workshop provided information on the history of food safety and ISO22000:2005; the relationship between ISO22000 and other relevant food safety management systems; the general structure of ISO22000 and future trends in food safety management systems. I will be conducting a number of workshops and seminars in Muscat in association with NHI in the near future on topics such as Allergens Management in Food Facilities, Restaurant Quality Assurance, Effective Pest Management in Food Facilities and Advanced Food Hygiene Implications and Challenges,” said Mr. Yaser Mohammed of Johnson Diversey Consulting.

## CIEH Level 3 Award in Implementing HACCP

In response to the growing interest and necessity for higher level food safety training in Oman, NHI's Food Safety Academy has recently delivered the Chartered Institute of Environmental Health's (CIEH) Level 3 Award in Implementing HACCP. The content of this advanced level training course includes the policies, controls and standards that need to be put into place to protect the safety of food and the seven basic principles of the HACCP system and how these can be equated to a food safety management system for a catering enterprise.



## Courses Coming Soon!

**17<sup>th</sup> Oct** - CIEH Level 1 Award in Food Safety

**20<sup>th</sup> Oct** - CIEH Level 2 Award in Food Safety

**24<sup>th</sup> Oct** - CIEH Level 3 Award in HACCP in Catering

**4<sup>th</sup> Nov** - Allergens Management Workshop

# Hospitality Jobs!

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Programmes!

**call: 248 16313**  
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national hospitality institute SAOG  
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expert training in Oman

**Course starting 2<sup>nd</sup> Nov 2009 – Register Now!**

## Hospitality Facilities Management & Design

This course provides knowledge and training on how to keep every area of a hotel property running smoothly. A systems approach to hospitality facilities issues, while also providing a summary based on functional spaces within a property. This revised edition features the latest information on facilities management and design issues. Students will learn how technology can streamline operations procedures, how to balance environmental concerns with guest satisfaction, and how to communicate effectively with hotel engineering personnel.

## Successful Ex-NHI Trainees Join the Hotel Management Diploma

### Faris Abdullah

Safari Bar Manager, Grand Hyatt Muscat

### Mohammed Al Hajri

Site & Project Manager, Renaissance Services

## Dates for AH&LA Part Time Hotel Management

### Professional Certificate Courses

2<sup>nd</sup> Nov-22<sup>nd</sup> Dec 2009 - Hospitality Facilities Management & Design

11<sup>th</sup> Jan - 2<sup>nd</sup> Mar 2010 - Managing Front Office Operations

8<sup>th</sup> Mar - 3<sup>rd</sup> May 2010 - Managing Housekeeping Operations

4<sup>th</sup> May - 28<sup>th</sup> Jun 2010 - Hospitality Sales & Marketing

12<sup>th</sup> Jul – 31<sup>st</sup> Aug - Lodging and the Food Service Industry

6<sup>th</sup> Sept - 2<sup>nd</sup> Nov 2010 - Food & Beverage Services

15<sup>th</sup> Nov-4<sup>th</sup> Jan 2010 - Food Safety: Managing the HACCP Industry

**3 places still available on the full-time AH&LA Hotel Management Diploma. Registrations on first come first serve basis. For further information and registrations please contact Jennie or Olivia via email on [businesscentre@nhioman.com](mailto:businesscentre@nhioman.com) or call 24816313. Hurry so you don't miss out!**



HOTEL  
MANAGEMENT  
SCHOOL



Building Middle Management in Oman



## NHI Helps 'Clean Up the World'

NHI joins Clean Up the World, partners with the United Nations Environment Programme (UNEP), contributing and setting an environmentally friendly example to inspire and empower the Omani community to "clean up, fix up and conserve their local environment". NHI's initiatives will range from waste removal and tree planting to water and energy conservation projects.

An estimated 35 million volunteers from more than 120 countries currently participate in Clean Up the World annually. Activities and longer-term environmental projects are undertaken throughout the year with the campaign culminating in the Clean Up the World Weekend in 3rd weekend of September each year.

"NHI's commitment also means that all our students will attend mandatory awareness classes on environmental issues and be part of practical clean-up events organised in Oman every year. The next practical event planned is a clean-up of the Qurum and Qantab beaches by the students in October 2009. If you would like to be part of this drive as an individual or corporate please email [businesscentre@nhioman.com](mailto:businesscentre@nhioman.com) to register," said Cleon Dias, Training Manager at NHI.



## recipe of the month cheddar risotto



### Ingredients

- 2 tablespoons olive oil
- 350g (12oz) carnaroli or arborio risotto rice
- 1 onion, chopped
- 1 large leek, thinly sliced
- 1 red pepper, deseeded and chopped
- 2 vegetable stock cubes, dissolved in 900ml (1 1/2 pints) hot water
- 225g (8oz) mushrooms, wiped and sliced
- 75g (3oz) frozen petit pois or garden peas, thawed
- 100g (4oz) vegetarian mature farmhouse Cheddar cheese, finely grated
- Salt and freshly ground black pepper
- Basil or fresh herb sprigs, to garnish

### Method

1. Heat the olive oil in a very large frying pan. Add the rice and sauté it gently for about 3 - 4 minutes, until it looks glossy. Add the onion, leek and pepper and cook gently, stirring often, for a few more minutes.
2. Add the stock to the frying pan and allow it to bubble up, then cook gently until it has been absorbed, stirring frequently.
3. Ladle about one quarter of the stock into the rice, stir, then let the rice simmer gently until the liquid has been absorbed.
4. Add the mushrooms to the risotto with another ladleful of stock. Cook gently, adding more stock as needed until the rice is tender, it will take about 20 - 25 minutes to cook in total.
5. Stir in the peas and Cheddar cheese, season to taste with salt and pepper, stir well and serve, garnished with basil or fresh herb sprigs.

## THE GALLERY



NHI staff make Black Forest Gateau with Gulf Chef School's Pastry Expert



NHI at Muscat City Centre Mall



Gulf Chef School at NHI



NHI trainees of the month with Maggie Jeans



**Bank Sohar**  
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**Education Loan Financing** available in exclusive arrangement with Bank Sohar, for Omani nationals and expatriates considered.

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**BEAUTY SCHOOL**



**ITEC Diploma for Beauty Specialists**

Register Now!



### Hospitality Courses

- Certificate in Conflict Handling
- Certificate in Selling
- Certificate in Customer Service
- Hospitality Supervision
- People Development Contract
- Hospitality English
- Opera Front Office Support
- Telephone Skills
- Reception Certificate
- Waiters Certificate
- Food & Beverage Short Course
- Butler Service
- Housekeepers Certificate

**Gourmet Nights** – A delicious 3 course meal with friendly service at an unbeatable price. We will be holding our next Gourmet Nights at Marina Bandar Al Rowdha on **3<sup>rd</sup> Nov '09 & 22<sup>nd</sup> Dec '09**. Please contact us for more information.



*"A culinary delight with memorable service, a thoroughly enjoyable evening! Looking forward to the next one", a regular guest of Gourmet Nights.*



### Leisure Courses

- Etiquette Course
- Junior Chefs
- Adult Cookery Course
- Pastry Course
- Bread Making Course

### BRAINTEASER

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1. Tune
2. Tunc
3. Tunc
4. Chunc

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**Register now!**

For more information  
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sms 98246267

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

### Diary Dates:

- 26<sup>th</sup> Sept Full Time Hotel Management Diploma
- 3<sup>rd</sup> Oct IATA/UFTAA Foundation
- 3<sup>rd</sup> Oct Cabin Crew Course
- 24<sup>th</sup>-27<sup>th</sup> Oct Train the Trainer
- 2<sup>nd</sup> Nov Hospitality Facilities Management & Design
- 3<sup>rd</sup> Nov Gourmet Night
- 4<sup>th</sup> Nov Allergens Management Workshop

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