

A PRESENTATION BY
THE DIVISION OF



HTD HOSPITALITY TRAINING DEVELOPMENT

FOR

HOSPITALITY TRAINING COURSES 2013

- BASIC F&B SERVICE SKILL COURSE
- HOTEL HOUSEKEEPING SKILLS COURSE
- BASIC HOSPITALITY ENGLISH SKILL COURSE

MANAGEMENT
TRAINING
DEVELOPMENT
CONSULTATION

2013



HOSPITALITY MANAGEMENT TRAINING DEVELOPMENT & CONSULTANCY
A LEADING PROVIDER OF HOSPITALITY TRAINING AND DEVELOPMENT COMPANY



TRAINING & DEVELOPMENT TITLE	BASIC HOSPITALITY ENGLISH SKILL COURSE
<p style="text-align: right;">PROGRAMME OVERVIEW</p> <p>Why English?</p> <p><i>Without doubt, the universal language of the hospitality industry is English. It does not matter whether you are a housekeeper in London, the maitre d'hôtel of a restaurant in Singapore, a croupier in a Dubai casino or the concierge of a hotel in Sydney, it is almost guaranteed that you will be expected to have not only a passive understanding of the English language, but confidence in actively using it.</i></p> <p><i>It comes as little surprise to most people to know that English is one of the most widely and commonly spoken languages. Even when English is not a person's first language, many choose to learn English as an additional language in order to increase their skill base and marketability as a professional. In light of this, many courses and learning programs have been specially designed for people who want to learn English for vocational purposes, broaden their skill set and professional attributes.</i></p> <p><i>It is wise to choose a simplified training program that offers a specific methodology of teaching that not only provide excellent hospitality training, but also the opportunity participant to learn or extend their English language skills.</i></p> <p>What difference can proficiency with English make?</p> <p><i>The short answer is that confident and competent use of the English language can make a world of difference. In all sorts of hospitality roles, it is fundamentally important that staff is able to communicate effectively and accurately with colleagues, guests and patrons. In particular, hospitality staff needs to know how to communicate with others in a wide variety of situations, for example: with an unsatisfied diner, a stressed business man checking into a hotel or tourists who are lost or confused.</i></p> <p><i>It is also important that hospitality staff is sufficiently confident with their use of the English language that they can quickly and effectively put others at ease and provide the information that they need. In hospitality, assisting guests and patrons to feel relaxed and comfortable is always a critical part of the role.</i></p> <p>Help to get a job or progress your career?</p> <p><i>No matter whether you are looking to secure a job or are ambitious to progress or be promoted within the hospitality industry, studying English can give you a definite professional advantage. Courses and training programs exist for people at all levels and with different needs, but it is for certain that a course exists that is pitched to your current level of proficiency and your aspiration goals.</i></p> <p><i>Importantly, many such training opportunities allow you to develop skills and practice the English language in a variety of relevant contexts. Without the opportunity to apply the content of any course in real life, active situations, the effectiveness of any training is limited and your knowledge and understanding of the English language will most likely remain passive.</i></p>	



TRAINING & DEVELOPMENT TITLE	BASIC F&B SERVICE SKILL COURSE
<p style="text-align: right;">PROGRAMME OVERVIEW</p> <p><i>Food and beverage serving and related workers perform a variety of customer service, food preparation, and cleaning duties in full-service restaurants, casual dining eateries, and other eating and drinking places. Food and beverage serving and related workers typically do the following:</i></p> <p><i>Prepare and clean assigned work areas / Replenish and stock service stations, cabinets, and tables / Serve food and drinks to customers from behind a counter / Greet customers, escort them to their seats, and hand them menus / Answer customers' questions about menu items and specials / Clean tables and dining areas / Set tables for new customers.</i></p> <p><i>Food and beverage serving and related workers are the front line of customer service in full-service restaurants, casual dining eateries, and other food service establishments. Depending on the establishment, they might take customers' food and drink orders and prepare and serve food and beverages. Most work as part of a team, helping coworkers to improve workflow and customer service.</i></p> <p>Training</p> <p><i>All new employees receive some training from their employer. They typically learn basic customer service, kitchen safety, and safe food-handling procedures and sanitation.</i></p> <p><i>Some employers, particularly those in fast-food restaurants, teach new workers using self-study programs, online programs, audiovisual presentations, or instructional booklets that explain food preparation and service skills. But most food and beverage serving and related workers pick up their skills by watching and working with more experienced workers.</i></p> <p><i>Some full-service restaurants also provide new dining room employees with classroom training that alternates with periods of on-the-job work experience. These training programs communicate the operating philosophy of the restaurant, help new employees establish a personal rapport with other staff, teach formal serving techniques, and instill a desire to work as a team.</i></p> <p>Customer-Service Skills</p> <p><i>Food service establishments rely on good food and customer service to keep customers and succeed in a competitive industry. As a result, workers should be courteous and be able to quickly attend to customers' requests.</i></p> <p>Stamina</p> <p><i>Food and beverage serving and related workers must be able to spend much of their work time standing, carrying heavy trays, cleaning work areas, and attending to customers' needs.</i></p> <p>Teamwork</p> <p><i>Food serving places can often be fast-paced and hectic during peak dining hours. Food and beverage serving and related workers must be able to work well as a team to ensure that customers feel welcomed and receive prompt service.</i></p>	



TRAINING & DEVELOPMENT TITLE	HOTEL HOUSEKEEPING SKILL COURSE
<p style="text-align: right;">PROGRAMME OVERVIEW</p> <p><i>Housekeepers in the hotel industry are responsible for keeping the facility clean, safe and comfortable for guests. Their jobs include cleaning rooms, changing bedding, cleaning all bathrooms, replacing toiletries, cleaning common areas, doing laundry and ensuring a clean overall appearance. These individuals may also be required to assist in other areas of the hotel. They include all levels of housekeeping, from assistants to supervisors and executive housekeepers. It is important to have housekeeping available 24 hours per day seven days per week for guests in the hotel industry.</i></p> <p>Housekeepers</p> <p><i>Housekeepers are specially trained individuals. They can be provided with performance-development programs to improve their work and assist them in moving up in the hospitality industry. Housekeeping in the hotel industry can be a stepping stone for future positions and promotions for housekeepers. These individuals learn key communication and teamwork skills that can be used throughout the hotel industry, not just in housekeeping. Proper selection and training is the key to maintaining a superior housekeeping department within the hotel industry.</i></p> <p>Additional Services</p> <p><i>As with most services, the more a company can offer the more the consumer is loyal. The hotel industry can offer additional housekeeping services, such as dry cleaning, laundry, shoe polishing and personalized touches for return guests that will keep the guests coming back. Encouraging innovation in the housekeeping departments of the hotel industry will continually create new services and add value for customers.</i></p> <p>Challenges</p> <p><i>Although housekeeping is vital to the hotel industry, there are several challenges. Ensuring the efficiency of the staff and cleaning chemicals is important. In addition, reducing waste and reducing the environmental impact of the hotel industry can be done through housekeeping. Training housekeeping staff to become more energy aware will aid with energy conservation and also reduce the environmental impact of the hotel industry. Housekeeping staff will also be required to anticipate guest needs. Finally, offering educational opportunities to staff members on all these areas will reduce the challenges the hotel industry faces in the housekeeping department.</i></p> <p>Trends</p> <p><i>With the world's focus on recycling and conservation, the hotel industry must change some of its habits. In addition, becoming more consumers focused, like offering a directory of lost and found items online, will set a hotel apart from the rest of the industry. Promoting a spirit of innovation within the housekeeping departments will assist the hotel industry in overcoming challenges and preparing it for smooth transitions to new trends and customer expectations. With the many people traveling for vacations, business or visiting family and friends, it is vital that hotels distinguish themselves from one another. Turning your hotel into a destination, rather than merely a place to stay, through exceptional housekeeping and hospitality can provide a competitive advantage in the hotel industry.</i></p>	