

Hotel and Hospitality Management

Alpha Partners

Course Specifications

Mode of Study : Offline study mode

Location : Lagos

Duration : 4 days

Intake : March

Course Summary

OBJECTIVE

This program is designed to help students to develop the strategic & analytical skills they need to succeed in today's hotel industry. Covering all hotel departments, each of the course topics examines a specific department or function and presents a variety of viewpoints on the duties, responsibilities, problems, and opportunities encountered there.

Linking theory with real- world problems and solutions, multidimensional case studies encourage critical thinking. This approach challenges students to identify the issues central to complex management problems, understand the structure of department resources, and harness those resources to solve problems in the workplace.

Develop operational expertise and management skills in front office, housekeeping, food and beverage, and kitchen operations

Acquire knowledge and skills related to the use of hospitality information systems

Apply customer service skills to identify and exceed customers' expectations

FOR WHOM:

Hotel Managers, Decision Makers, Human Resources Managers, Heads of Department, Supervisors and others who performed related functions

TRAINING METHODOLOGY

The training methodology combines lectures, discussions, group exercises and illustrations. Participants will gain both theoretical and practical knowledge of the topics. The emphasis is on the practical application of the topics and as a result participant will go back to the workplace with both the ability and the confidence to apply the techniques learned to their duties.

DATE:

1ST BATCH: 10th - 13th March, 2020

2ND BATCH: 21st –24th July, 2020

3RD BATCH: 26th – 28th October, 2020

Training Pack Contains

Customized training materials (Books and Slides)
Certificate of completion
Light Refreshment

N.B: NO REFUND (Terms and Conditions Apply)

Course Outline

Overview of Hotel Management & Hospitality Industry

Organization (Organizational Design, Hotel Organization Structure etc.)

General Managers: A View at the Top

Operations: Rooms

Operations: Housekeeping, Engineering & Security

Food & Beverage Division

Marketing & Associated Activities

Financial Control & Information Management

Human Resources Policy Management

How To Enroll

Fill in your details on the enquiry form, proceed to pay online by clicking on the Purchase button. If you wish to make an online transfer or cash deposit to the bank, please send a mail to learning@jobberman.com requesting for account details.

Contact:

Jobberman

08139859990

learning@jobberman.com