



## BENEFICIAL FOR

This course is designed for employees / students belonging to Hotel and Hospitality Sector

## Objective

“To give the skills and perquisites to explore career prospects in the Hospitality Industry.”

# 2020 - TRAINING

## CERTIFIED PROFESSIONAL IN HOTEL & HOSPITALITY MGMT

### Advanced training in Hotel & Hospitality Management Course

The Course covers the detailed information about Hotel and its functioning in the 4-Core departments viz., Front office (Room Sales), Food & Beverage (Service), House-keeping (Accommodation Operations), Food production (Kitchen).

The Course aims to impart knowledge and skills to handle the different departments of a Hotel. Have a clear understanding into Hotel Operations and Interdependence of each department for smooth functioning of a Hotel. To familiarize students with concepts and definitions, skills and expertise to prepare them for Hotel jobs.

## LAURELS INSTITUTE

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معهد لورلس للتدريب  
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TRAINING INSTITUTE  
go wise...

NAME OF THE COURSE	HOTEL AND HOSPITALITY MANAGEMENT
NAME OF THE CERTIFICATION	CERTIFIED HOTEL & HOSPITALITY MGMT PROFESSIONAL
Course Overview	To guide aspiring young people to prepare and take on the challenges and responsibilities of the fast growing and expansive Hotel Industry. To give them the skills and perquisites to explore career prospects in the Hospitality Industry.
Training Duration	30 - 35 Hours Training Session: 4-6 Hours per day
Training Schedules	5-6 Days (Weekends or Weekdays)
Certifications: (OPTIONAL)	1) Certificate from Laurels Training Institute, Attested by Knowledge & Human Development Authority (KHDA) government of Dubai, UAE - With Online Worldwide recognition facility
(OPTIONAL)	2) Certificate from American Institute of Professional Studies (AIPS) from USA (After 15 Days of course Completion which will couriered to the attendee's office address) - With Online Worldwide recognition facility
Tests	No
Learning Aids	Yes
Course Material	Books, Practice Session with Forms, Illustrations and Case Studies
Language of Instruction	English
Instructor Helpline	Not Available
Registration Requirements	1. Passport Copy 2. Curriculum Vitae 3. Passport size photographs 4. Course Fee
Mode of Payment:	Cash / Cheque / Credit Card / Bank Transfer.
Training Fees	2,625 AED Only & Registration Fees: 200 AED
Eligibility Criteria (Who should attend this training)	This programme targets those in the hotel and hospitality industry who are keen to upgrade their skills to take on management positions. Professionals from other disciplines seeking a mid-career switch to the hotel chain industry can also benefit from the programme.

## Course Benefits

- 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

## Course Contents / Outline

### Front office Operations

- Introduction
- Hotel Classification
- Room Rates, Plans, and Room categories
- The front Desk
- Front Office Hierarchy
- Attributes of Front Office Personnel
- Reservation
- Registration- Check In Process
- Guest Cycle
- Lost and Found Procedures
- Night Audit
- Guest Check Out

### Food and Beverage Service

- Introduction to Catering Industry
- Types of Catering & establishments
- Classification, Types, of Restaurant
- F & B Hierarchy
- Attributes of F & B Personnel
- Sanitation Standard
- Preparation for Service
- Table Setting and Napkin Folding
- Menu and its types
- French Classical Menu
- Styles of Service
- Order of Serving Meals- Breakfast, Lunch, Dinner

## Hotel Housekeeping Management

- Importance and Functions of Housekeeping
- Rules on the Guest Floor
- Types of the guestroom
- Making up the bed
- Guestroom and Bathroom Cleaning Procedures
- Turndown Service
- Staff Organization
- Hotel laundry Operation

## Food Production

- Aims & objective of cooking food
- Cuisines
- Methods of Cooking with its advantages &
- Dis-advantages
- Flavorings & Seasonings
- Kitchen Brigade
- Stocks, Soups with its classification and
- Sauces
- Vegetable Cuts

## PRACTICALS:

- F & B
- Housekeeping

