



ELS

Hospitality Training Center



DIPLOMA IN HOSPITALITY MANAGEMENT



**2 YEARS
COURSE**

ELS Hospitality Training Center
Gitanga 48 Building, Gitanga Road.
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DIPLOMA IN HOSPITALITY MANAGEMENT

The program extends the knowledge obtained at the certificate Level and concentrates on providing learners with the additional knowledge, skills, and techniques required for the efficient management of hotel & catering operations.

NO	UNIT NAME	LEARNING OUTCOMES
Term 1	<ul style="list-style-type: none"> - Understand Hospitality Industry-Fundamentals of the - Hotel & Catering Industry - Restaurant Services - Provide Guest Service - Kitchen Practical 	
Term 2	<ul style="list-style-type: none"> - Professional Workplace Standards - Understand your role in self-development 1 - Housekeeping & Accommodation Studies - Front Office Operations and Administration - Food and Beverage Management 	Certificate in Hotel & Catering Supervision – Part 1
Term 3	Internship	
Term 4	<ul style="list-style-type: none"> - Understand Business Success 1 - Awareness of Sustainability in the Hospitality Industry - Hotel & Catering Law - Human Resource in Hospitality (THE) - Accounting, Purchasing & Cost Control 	
Term 5	<ul style="list-style-type: none"> - Understand Business Success 2 - Soft Skills 2 - Understand your role in self-development 2-Job - Marketing For Hospitality & Tourism - Hospitality Management 	Diploma in Hospitality Management – Part 2
Term 6	Internship	
Term 7	<ul style="list-style-type: none"> - Customer Service - Economics & Hospitality - Organizational Behavior & Hospitality Management - Environmental Management in The Hospitality Industry - Strategic Management in Hospitality 	Advanced Diploma in Hospitality Management – Part 3

INTERNSHIP/ATTACHMENT-MANAGEMENT DEVELOPMENT PROGRAM-6 MONTHS

Success comes from working smart

2. PRACTICAL LEARNING OUTCOMES

NO	SECTIONS	LEARNING OUTCOMES
1.	Culinary Practical	<ul style="list-style-type: none">-Stock Production-Sauce Production-Soup Production-Egg Cookery-Vegetable Cookery-Potatoes Course-Pasta-gnocchi, linguini, penne arrabiata-Grain Course-Dried Legumes-Rice Course-Salads-Dressing-Fish and Shellfish-Meat and offal-Poultry & Games-Pastry and Desserts
2.	Service	<ul style="list-style-type: none">-Food and beverage service-Handling payments-Customer service in the hospitality and catering industry-Practical customer service
3.	Housekeeping	<ul style="list-style-type: none">-Using cleaning chemicals, materials, and equipment.-Cleaning internal areas, surfaces, and furnishing.-Cleaning floors and carpets.-Cleaning and servicing guest bedrooms.-Effectively work as a team.-Follow health, safety, and hygiene procedures.

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2. PRACTICAL LEARNING OUTCOMES

NO	SECTIONS	LEARNING OUTCOMES
4.	Front Office	<ul style="list-style-type: none">-Employee Responsibilities-Reservations-Your property-Employee knowledge-Safety requirements-Employee Responsibility-Pre-arrival-Arrival-Occupancy-Check out-Customer Service-Guest relationships-Night Auditing-Cashiering



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3. ASSESSMENT

SUMMARY OF ASSESSMENT METHODS

CANDIDATE MUST:

ASSESSMENT NUMBER	ASSESSMENT TITLE	UNITS COVERED
Part 1	Certificate in Hotel & Catering Supervision	<ul style="list-style-type: none"> • Fundamentals of the Hotel & Catering Industry • Restaurant Services • Housekeeping & Accommodation Studies • Front Office Operations and Administration • Food and Beverage Management
Part 2	Diploma in Hospitality Management	<ul style="list-style-type: none"> • Marketing For Hospitality & Tourism • Hospitality Management • Hotel & Catering Law • Human Resource in Hospitality (THE) • Accounting, Purchasing & Cost Control
Part 3	Advanced Diploma in Hospitality Management	<ul style="list-style-type: none"> • Customer Service • Economics & Hospitality • Organizational Behavior & Hospitality Management • Environmental Management in The Hospitality Industry • Strategic Management in Hospitality



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CAREER OPPORTUNITIES

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		<ul style="list-style-type: none">• Front Office Supervisor/Manager• Housekeeping Supervisor/Executive Manager• Food and Beverage Supervisor/Manager• Events Manager/Events Coordinator• Training Manager• Hotel Operations Manager• General Manager <p>Internship ELS Hospitality provides 2 internships for all diploma students in 4- or 5-star Hotels, fine dining restaurants, Luxury lodges and resorts.</p> <p>International Placement ELS Hospitality has partnered with the company's below to provide internships abroad under J1 Visa.</p> <ul style="list-style-type: none">• Placement International• Yummy Jobs• Animafest



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