



PROPOSED CERTIFICATE PROGRAM

CERTIFICATE IN HOSPITALITY OPERATIONS (CHO)

(Duration - 9 months)

Preparing a Career in Hospitality Industry

Hospitality is one of the world's largest service industries and is expected to add millions of jobs over the next few years. Hotels, restaurants, coffee shops and casinos are in need of highly- skilled and talented individuals who do not only have the skills but also the personality required in the industry.

CHO is a practical program wherein students develop confidence, knowledge, and service skills in various departments in the hotel, such as: food and beverage, front office and housekeeping. The certificate course can help students gain a considerable level of practical skills that can be built on at the school simulation and on the job training at partner hotels and restaurants.

Academic Curriculum

CHO graduates will acquire the competencies necessary to work effectively within the hospitality industry. They will master basic operational knowledge and practical skills to perform a wide range of hospitality service activities in a supervised workplace. They will also gain the personality and attitude needed to lead and motivate others within their department which may result into recognition or promotion.

1. Hospitality Today: An Introduction
2. Food and Beverage Operations, with Banquet Service, Restaurant Host/Hostess and F&B Up selling Techniques
3. Barista Services
4. Housekeeping Operations, with Laundry and Valet Service
5. Front Office Operations, with Micro Opera, Concierge, Guest Service/Guest Relations and FO Up selling Techniques
6. Bartending Operations, with Flaring
7. Language Proficiency: English for Hotel, Accent Neutralization, Business and Report Writing, Resumes, Cover Letters and Interviewing Skills

Practicum Work Experience

ITCHI has developed a unique alliance with several hotel and restaurant properties. Our students work in many departments and participate in professional workshops, so that they gain a complete understanding of how a property is run while gaining valuable, meaningful work experience.

An invaluable contribution to each student's development of hospitality skills and competence is the comprehensive 5-6 months practicum program. Students will participate in a minimum of 8 hours pre-arranged practicum work experience in 5-6 days a week. The practicum work experience that students complete during the program is arranged and scheduled for the students in advance.

This is a unique hands-on opportunity to work alongside hotel managers and staff members at different levels of the property or hotel in various departments. Under close supervision, a practicum student will participate in performing day-to-day job related tasks, activities and functions. In this manner they gain a first hand understanding of the practical



aspects of hospitality operation in three- to five-star hotel properties. At the end of the course, our graduates receive reference letters from the General Managers and/or Department Heads of hotels where they work during the program.

Trainees must report back to school to brief/update their respective trainer about the OJT progress every month.

Practicum Performance Evaluation

Performance Evaluation takes place in various hotel departments throughout the practicum. To ensure that each student's practicum experience is an enriching and meaningful experience, a program advisor will meet with the student at various stages of the program to discuss the progress of their practicum. The practicum advisor will monitor each student's workplace participation levels and provide individualized performance and motivation counselling. It should be geared toward improving their personal and professional development in such areas as interpersonal, communication, and employability skills.

The practicum advisor will be available to meet with a student for any questions or concerns. Students are required to complete a report assignment and a daily journal detailing their personal experience while in that department. The student will describe any new skills learned, observations on departmental culture, activities performed, and so on. These documents not only serve as a personal journal, but also as resources in resume and job interview workshops later on.

At the conclusion of each departmental practicum, trainers and/or managers complete an evaluation report for each student. This report commentary, together with close liaison with hotel management, provides valuable feedback from the hotel operator perspective. The Program Advisor interprets these results and addresses learning or performance issues accordingly.

Partner Hotels, Restaurants and Schools

ITCHI has a unique alliance with several hotel properties in the Philippines and abroad. As a result of this relationship our students could work and study at the hotel and restaurant partners. Throughout the studies and practicum, students have industry experts and specialists as their trainers and mentors. During the course, our students will have the opportunity to work in many departments and participate in up to date and relevant workshops. They will surely gain a complete understanding of how a property or hotel is run while gaining valuable, meaningful work experience.

At the end of the program, successful students may receive reference letters or commendations from Department Heads of hotels where they work during the actual practice.

Graduates Receive

From ITCHI - Upon successful completion of the certificate program:



- **CERTIFICATE IN HOSPITALITY OPERATIONS**
- Certificate of Completion - Food and Beverage Services
- Certificate of Completion - Barista Services
- Certificate of Completion - Housekeeping Services
- Certificate of Completion - Front Office
- Certificate of Completion - Bartending Services
- Certificate of Completion - English Proficiency

From TESDA - Trainees could also apply for TESDA assessment for each qualification:

- Certificate in Front Office NC II
- Certificate in Housekeeping NC II
- Certificate in Bartending NC II
- Certificate in Food and Beverage NC II
- Certificate in Food and Beverage NC III

Job Opportunities

Potential Jobs after graduation: Concierge, Guest Service Agent, Guest Relations Officer, Front Desk Agent, Bell man, Receptionist, Restaurant Hostess, Waiter, Waitress, Busboy, Bartender, Barista, Cashier, Host/Hostess, Room Attendant, Public Area Attendant, Valet and Laundry Attendant.

Program Fee and Start Dates

Please contact ITCHI for more details.