



CERTIFICATE IN HOSPITALITY OPERATIONS

FOR SUPERVISOR (CHOS)

(Duration: 12 months)

Information Package

Preparing a Career as a Supervisor

Today's successful hospitality supervisors must understand the difference between being an employee and taking on a new supervisory role. They need to manage the transition and understand their new responsibilities and how to best implement them. They need to have effective skills such as leadership, time management, cultural understanding and communication. They must keep pace with change, improve their knowledge, and grow daily through their work experiences.

CHOS provides a basic foundation for new supervisors or students wishing to get ahead of the field and learn essential supervisory skills. Their main responsibility is to maintain effective communication between the different department managers and service workers, and if done effectively will work for the common goal of generating revenue throughout the hotel. Hotel Supervisors also need to promote a helpful and courteous atmosphere to guests and co-workers.

Job Opportunities

CHOS Graduates can be qualified for a variety of positions, such as supervisors at lodging facilities, restaurants and resorts, as well as, in tourist operations locally and internationally.

Graduates with entrepreneurial goals may choose to develop their own business like service apartment, restaurant, catering, laundry and more. This diploma explores the various functions of management and encourages a customer-focused approach with service excellence.

Academic Curriculum

In the foundation part of this course, trainees will complete a balance academic course work, together with practicum work experience at our partner hotel. Students are exposed to industry-specific topics such as: Front Office, Housekeeping, Bartending and Food and Beverage as well as personality development, workplace communication proficiency and service excellence.

In the second part of the course, students will gain supervisory skills, knowledge and competence necessary to gain career advancement potential in the hospitality industry. They will also have the competencies necessary to lead and motivate others within the industry.

They will learn the various duties of a hotel supervisor including: maintaining a certain appearance required by the hotel dress code, knowing departmental procedures, policies, and equipment, as well as, leading, training and motivating co-workers in a department. As a supervisor, these qualities are essential, and this is the certificate program to help you develop them.

Part 1

ADDRESS: Unit 02, 2nd Flr. Roces Bldg. No.7 Pioneer Street Cor. SheridanSt., Mandaluyong City, Philippines Metro Manila

TELEPHONE NUMBER: +632 000 0000 WEBSITE: www.itchi-asia.com



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 Micros 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

Part 2

8. Essential Supervisory Skills
9. Leadership and Training Skills
10. Presentation Skills, Conduct Meeting and Briefing
11. Coaching, Motivation and Team Building

Practicum Work Experience

ITCHI has developed a unique alliance with several hotel and restaurant properties. 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.

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.

During the program 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. At the end of the program 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.

ADDRESS: Unit 02, 2nd Flr. Roces Bldg. No.7 Pioneer Street Cor. SheridanSt., Mandaluyong City, Philippines Metro Manila

TELEPHONE NUMBER: +632 000 0000 WEBSITE: www.itchi-asia.com



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 FOR SUPERVISOR**
- 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

Program Fee and Start Dates

Please contact ITCHI for more details.