



## **COURSE DESCRIPTION**

### **National Certification (NC) Programs accredited by TESDA**

All the courses include the following **FOUNDATION** Competencies: (except for English Proficiency)

1. Improve English communication skills in the workplace
2. Prepare for job application, interviews and participate in workplace meeting
3. Develop knowledge in hotel and restaurant Industry
4. Practice proper work ethics and career professionalism
5. Handle queries through phone, fax, email, online and other computer functions
6. Observe five-star hygiene and grooming standards and practice occupational health and safety procedures
7. Provide excellent customer service
8. Handle complaints effectively
9. Prepare to live and work overseas
10. Participate in team building activities

#### **1. COURSE TITLE: BARTENDING NC II**

**NOMINAL DURATION:** 3 months with OJT

This highly practical course is designed to enhance the knowledge, skills and attitude of a trainee in cleaning bar areas, operating bar, preparing and mixing cocktails and drinks in accordance with five star hotel and restaurant standards. The course objective is employment as a bartender in a full-service bar.

Students will learn about the daily routine in a bar and wine service operation, responsible service of alcohol, bistro, function and dining room procedures. This course offers training in bar operations such as: pouring techniques; identifying glassware; recommending mixed drinks, cocktails, and after-dinner drinks; using of written and verbal bar abbreviations and types of mixes used in drink preparation and preparation of pre-mixes.

#### **HANDS ON CORE SKILLS:**

- Clean bar, equipment and maintain public areas
- Prepare bar for service
- Take orders and serve drinks
- Identify and deals customer affected with alcohol
- Be familial with requirements of the laws in relation to responsible service of alcohol
- Use, clean and maintain bar tools and equipment
- Prepare and mix a range of cocktails
- Prepare wine, glasses and accessories for service
- Explain different types of wines to customer

- Recommend appropriate wine and food combinations to customers
- Open and serve wine to guest
- Check wine for faults

**2. COURSE TITLE: FOOD AND BEVERAGE SERVICES NC II**

NOMINAL DURATION: 3 months with OJT

This hands-on course provides a link between kitchen and restaurant service areas, practice room service, while developing and updating of food and beverage knowledge in every aspect of restaurant operations.

The course is designed to provide an introduction to the knowledge, skills and attitudes required to be employed in food and beverage industry. It focuses on the role of the food service employee and the importance of issues such as safety, and sanitation, as well as guest service procedures, and effective customer service skills and attitudes.

It deals with the skills and knowledge required to provide food and beverage service to customers in a range of hospitality industry enterprises, such as: familiarising with the facilities and specific procedures; developing your skills in setting up tables, serviette folds and plate carrying; building your product knowledge about food and wine; being aware of the general mise en place required in your work section; knowing the standard operating procedures (SOP) at your workplace; welcoming guest and the daily processes of serving, clearing and finishing off a shift.

**HANDS ON CORE SKILLS:**

- Clean and clear food service area
- Prepare dining/restaurant area for service
- Prepare and set tables
- Welcome and practice guest inquiries and reservation
- Take and process orders
- Serve and clear food and drinks
- Close down restaurant/dining area
- Take and process room service orders
- Set-up trays and trolleys, present room service meals and beverages to guest
- Handle guest complaints

**3. COURSE TITLE : FOOD AND BEVERAGE SERVICES NC III**

NOMINAL DURATION : 3 months with OJT

This course provides students with an understanding of the operational and supervisory aspects of running a food and beverage operation for an local and international establishments. It enables students to serve a range of food, coffees and beverages in a cafe style and fine dining operation and to be familiar with the proper service of alcohol and wine in restaurants.

This training that will enable students to serve a range of food, coffees and beverages in a cafe style and fine dining operation and to be familiar with the responsibilities that they will have if they are required to serve alcohol and wine. It teaches students the skills required to provide excellent customer service to customers in cafes, bars, clubs, restaurants and hotel outlets.

Students will gain an understanding of food and wine and its service in a variety of styles of restaurant and establishments and they will have sufficient knowledge to produce a detailed plan for specified food and beverage operations.

#### HANDS ON CORE SKILLS:

- Provide customer service and advise customers on espresso coffee
- Select, grind and extract coffee and texture milk
- Serve and present espresso coffee
- Clean and maintain espresso machine
- Plan coffee shop service
- Provide specialist advice on coffee and coffee service
- Monitor quality and service of coffee
- Advise customers on local and imported wines
- Advise customers on appropriate wine and food choices
- Determine wine quality

#### **4. COURSE TITLE**

#### **FRONT OFFICE SERVICE NC II**

NOMINAL DURATION

3 months with OJT

This course covers the knowledge, skills and attitudes required to perform front office functions, such as: receive and process reservations, provide accommodation reception services; provide club reception services, and provide porter services.

The aim of the Front Office Operations is to introduce the students to the systems and procedures required for Front Office Operations. The training will enable students to operate computerised hotel reservation systems and undertake accounting and cashiering duties. It emphasises the importance of high standards in personal qualities and the provision of customer service.

Students will develop knowledge and skills in reception procedures and will also learn and evaluate the relationship of different departments to Front Office. Successful completion of this course can lead to hotel positions including; Reservations Clerk, Front Office Receptionist, Cashier or Hotel Night Auditor.

**HANDS ON CORE SKILLS:**

- Process documents and other materials preparation needed in reservation
- Process, updates and amend reservation
- Practice hotel courtesy and provide accurate communication procedures to industry colleagues.
- Prepare and maintain reception area
- Use the computerized property management system in performing front office functions
- Perform the standard ways in updating guests folio, room status and reservation
- Perform the correct guest check-in procedure
- Perform the correct procedure in handling guest services including VIP guests
- Perform the correct guest check-out procedure
- Prepare front office records and reports
- Prepare of financial statements and audit.
- Provide and explain club membership, rules, services and facilities feature
- Record ,check and maintain membership procedures
- Handle guest complaints

**5. COURSE TITLE : HOUSEKEEPING NC II**

NOMINAL DURATION : 3 months with OJT

This course is designed to enhance the knowledge, skills and attitude in housekeeping, such as: provide housekeeping services to guest, prepare room for guest, provide valet service, perform laundry of linen and guest clothes and maintaining public areas. It provides the necessary skills required for employment as a room attendant in the housekeeping department of hotels and motels.

This course is especially designed to understand the detailed process of housekeeping for those aspirants who are interested in making a career in the rooms division. Students will also be equipped with skills in providing excellent customer service so that they can deliver with a winning edge. It also involves training on interacting with guests, providing safety and security for guest items, enhancing personal hygiene and appearance, mastering hotel or property knowledge, and practicing correct protocol and etiquette.

**HANDS ON CORE SKILLS:**

- Handle housekeeping requests
- Advice guests on room and housekeeping equipment
- Set-up, clean and store equipment and trolleys
- Clean and clear rooms, including make –up and turn down bed service
- Use and maintain equipment and materials properly for cleaning premises.

- Comply with occupational; health and safety requirements
- Identify and explain different cleaning operations, chemicals and treatment of common hazards in the workplace
- Clean wet and dry areas and dispose garbage and used chemicals properly
- Maintain and store cleaning equipment and chemicals
- Perform professional valet services
- Perform proper handling of guest property and coordination to ensure optimum privacy, security and confidentiality of all guests.
- Identify types of fabric and laundry equipment
- Follow correct procedure in laundering process for guest's laundry items
- Package and store laundry items
- Handle guest complaints

## 6. COURSE TITLE                      ENGLISH PROFICIENCY

NOMINAL DURATION              1 month

This course aims to develop the English speaking and writing proficiency of the students for better employment opportunity by practicing proper communicating skills through electronic media, telephone, workplace interactions and personal conversations. It is designed to guide students through practical principles of speech communication and provide them with communicative experiences to enhance their speaking, listening, reading and writing skills. Assignments and activities are geared towards applying real life situational exercises.

The purpose of the course is to build confidence among students and encourage them to write and speak proper English. It will help participants to communicate with confidence from learning basic to business rules in written and spoken English. Students will develop a positive, constructive and practical approach to effective written and oral communication. Some focus will be on grammar rules and writing style.

The English Proficiency course is conducted by well qualified and experienced trainers who utilise modern teaching techniques to provide practical and realistic training. These courses focus in developing the knowledge and skills that help students to use English in a variety of situations, raising their English oral communication skills to a level of higher competence and preparing them to use these in the workplace locally and abroad.

### HANDS ON CORE SKILLS:

- Build confidence in using English
- Review basic grammar and reading comprehension
- Practice English accent neutralization
- Improve general English conversation skills
- Practice workplace English communication skills
- Role play English for hotel and restaurant
- Prepare for job interview
- Write effective resume
- Write reports, email and other business letters

