



Vocational Education & Training licensed by EHL

COURSE CATALOG

About the vocational and education training programs licensed by EHL

Based on the Swiss Competency Framework—regarded as one of the most effective education models in the world—the Vocational Education and Training licensed by EHL program is a blended learning model combining hands-on practice and academic instruction. It is characterized by a strong learning outcomes approach and a competence-oriented structure for training content.

Built on Swiss standards of excellence, the program emphasizes practical skills, soft skills, and hand-on experience. Delivered through a global network of licensees, the Vocational Education and Training licensed by EHL program prepares learners to become service-minded, effective hospitality professionals equipped with critical thinking skills to thrive in a competitive industry.

Designed as a scalable, affordable, and attractive learning solution, the program caters to learners who are aspiring to join the hospitality industry, already working in the sector, or seeking a career change.

ABOUT SWISS VOCATIONAL EDUCATION & TRAINING

The VET system in Switzerland is an integral building block of the federal education system, where training is tailored to the demand for skills & qualifications needed in each industry. Beginning at the upper secondary level, students can continue to the tertiary level, ensuring permeability and allowing them to change and advance their careers at any point. The Swiss Vocational Education and Training (VET) System prepares young people to enter the workforce to ensure a steady supply of qualified labor.



The Licensed Program



PROGRAM OBJECTIVES

- Develop the vocational competencies and knowledge required in the hotel and restaurant sectors of the hospitality industry.
- Transmit and develop the skills, knowledge, and know-how that will enable successful learners to carry out a professional activity safely and competently.

PROGRAM OVERVIEW

- The Vocational Education and Training programs licensed by EHL offers 3 distinct program pathways:
 - Culinary
 - F&B Service
 - Hotel
- The licensee can choose to offer any of the program pathways independently and according to their specific needs.

PROGRAM STRUCTURE

- Each certificate level (Foundation, Intermediate, and Advanced) builds skills on top of the previous and culminates in a Professional Diploma.
- A certificate can be completed starting from 6 months, while the professional diploma can be achieved starting from 12 to 18 months on completion of the three certificate levels.
- The diploma can be achieved in a reduced timeframe if the learner passes a Recognition of Experiential Learning Exam and has prior work experience: 2 years of work experience for direct entry at the intermediate level.

ELIGIBILITY

- Entry is possible at any level of the certificate as long as the learner meets the admission's criteria of that level.
- Foundation: Direct entry for students and professionals as of 16 years with no previous experience in hospitality.
- Intermediate: Direct entry for working individuals with 2+ years of related work experience.
- Advanced: Direct entry for working individuals with 3+ years of related work experience.

Vocational Education and Training Course Delivery



The Swiss federally recognized Vocational Education and Training (VET) system is one of the most popular educational pathways for young people in Switzerland. Its strong reputation is built on well-established methods that ensure high-quality training and strong employability outcomes for graduates.

The Vocational Education and Training programs licensed by EHL are designed to be delivered in alignment with the Swiss Apprenticeship Model, enabling learners to combine practical work experience with their formal training.

This model offers an 80/20 split format with close collaboration with local industry partners where learners work as they learn.

- 80%: Daily on-the-job training at industry partner premises
- 20%: Classroom-based theory, delivered one day per week.

LEARNING RESOURCES AND SUPPORT

- Course Content: Delivered exclusively through EHL's Learning Management System (LMS), supporting both in-class and remote learning.
- Learning Material: Created by EHL faculty and delivered by EHL-recognized trainers.
- Trainer Development: EHL provides a Train-the-Trainer program, equipping facilitators with the practical skills and mindset required to become EHL-recognized trainers.

PRACTICAL EXPERIENCE

On-the-job training is integral to reinforcing knowledge, skills, and mindset, ensuring learners graduate with real-world experience and confidence.

GRADUATE PROFILES

- **Foundation Certificate**

Upon completion, successful learners can continue in the intermediate module or take up basic line staff positions.

- **Intermediate Certificate**

Upon completion, successful learners can continue in the advanced modules or re-enter industry in more advanced positions.

- **Advanced Certificate**

Upon completion, successful learners can re-enter industry with supervisor-level competencies.

Culinary Professional Diploma



DIPLOMA DESCRIPTION

Successful graduates possess the competencies and knowledge to be fully operational in different kitchens, following the standards of first-class culinary operations. Diploma holders have a deep understanding of how a professional kitchen is run and the industry tools that are used, and are well-equipped to enter the industry and reach a supervisory position in a short period of time.

CERTIFICATES

- **Foundation**

In this first certificate, students will acquire the basic skills required to be operational in a professional kitchen. The knowledge acquired will be reinforced by guided practical workshops and on-the-job application.

- **Intermediate**

After having acquired the skills to operate independently in the kitchen, students will be exposed to different types of cuisine and kitchen operations. A blend of guided practical workshops and on-the-job application in a hospitality setting allows the learners to put into practice the knowledge, competencies, and skills they have acquired.

- **Advanced**

Following 1-year of studies or combined with previous professional experience, students will focus on advanced culinary and kitchen management skills. To complete the program, the skills learned will be reinforced with applied practical skills in a professional environment.



PROGRAM AIMS

Graduates of the Culinary Professional Diploma are proficient in the following activities and are distinguished by the following behaviors:

- **Cooking Methods**

Can professionally apply the following methods for cooking food in accordance with guidelines: poaching, boiling, steaming, pressure cooking, glazing, braising, frying, roasting, grilling, and sautéing. Capable of performing combinations of cooking methods using preparation, production, and finishing criteria.

- **Presentation**

Knows the principles, methods, and aids for preparing, creating, and presenting food and dishes in an aesthetically and sensory-pleasing manner while considering the requirements and guidelines of service.

- **Menu and Dish Creation**

Can plan and organize an attractive menu offering for typical customer segments according to the demand, considering trends and needs, physiological principles, dietetics, creative principles, the harmonization of dishes, and cost control.

- **Nutrition**

Can apply the principles of healthy, carefully, and conscientiously prepared food, enabling them to meet the changing requirements and expectations of different customer segments, considering intolerances, allergies, and specific customer wishes.

- **Administration Principles**

Understands the importance of optimally structured business processes and can implement the planning resources needed for the organization of a kitchen.

- **Hygiene**

Aware of the importance and value of personal and professional hygiene and can analyze and evaluate the essential areas of action in the kitchen and apply hygiene measures.

- **Health & Safety**

Aware of the health protection regulations according to local guidelines and can recognize occupational safety and health precautions and take appropriate measures independently.

- **Sustainable Approach and Actions**

Aware of the impact of their work on the structure of society, the environment, and the economy.

Foundation Courses

Culinary Professional Certificate



HSP 1.1 – Introduction to Hospitality Operations

Running a successful hospitality business involves many functions and roles across the service industry. Each is interdependent and plays a critical role in the overall guest experience. This introductory course aims to provide an overview of the history and evolution of the hotel industry, its various stakeholders, and its key position within the tourism industry.

HSP 1.2 – Mathematics Fundamentals

Covering the essentials of mathematics will help equip the learner with relevant analytical skills needed for success in the hospitality industry.

This course focuses on the application of basic mathematical concepts to understand topics such as unit transformation, adaptation of cooking recipes, the rule of three, percentages, cost analysis, and beyond. This is to support the learner in problem-solving in everyday situations in the hospitality industry.

KIP 1.1 – Basic Culinary Techniques – Theory

This course provides students with the theoretical underpinning for the concurrent practical application course, “Basic Culinary Techniques—Practical.” Students will acquire the foundational knowledge required to be operational in a kitchen. The course entails theoretical knowledge of ingredients, cooking methods, and culinary equipment knowledge.

KIP 1.2 – Basic Culinary Techniques – Application

This course will enable students to practically apply the relevant knowledge and understanding acquired in the concurrent theoretical course, “Basic Culinary Techniques—Theory.” Students put into practice the theoretical input acquired in the other course while working in the kitchens of the center. The course includes practice of the various cooking methods and culinary equipment application.

KIP 1.3 – Introduction to Nutrition & Dietetics

Nutrition is the process of taking in nutrients from the foods we eat. This course will introduce the 6 nutrients our bodies require for energy, maintenance of tissues, and regulation of bodily processes and look closely at their composition in cooking materials. The successful learner will complete the course with a deeper understanding of the basics for a well-balanced diet and its importance for overall well-being.

KIP 1.4 – Stewarding Theory

In any F&B operation, the role of the stewarding department is of paramount importance, as stewards take care of the overall cleanliness and hygiene of the kitchen and restaurant. In this course, students will learn the various aspects of the stewarding department, including its organization, the job descriptions of stewards, and the equipment and infrastructure that are needed for successful operations.

KIP 1.5 – Hygiene & Occupational Health Practices

Occupational health is the discipline of recognizing, evaluating, and controlling health hazards in the working environment with the objective of protecting worker health and safeguarding the customers.

In this course, students will learn aspects of hygiene, from uniform discipline to the general safety standards hospitality operations require. Focus will also be given to safety aids and tools, HACCP, and specific legislation and laws that are applied around the world in the hospitality industry.

KIP 1.6 – Goods Management

An important component in goods management is ensuring materials going into production are correct and of good quality. This contributes to the production running smoothly and improves the quality of the overall finished product.

In this course, students will learn about the goods' management cycle (inventory, ordering, purchasing, and receiving processes) and how goods should be managed to preserve their quality and control costs. This course will also provide a deeper understanding of waste management and recycling.

LG 1.1 – English Essentials

Covering the fundamentals of the English language, this course has been customized to help hospitality students working in hotel operations hold basic English-speaking conversations with customers.

The course includes general English exercises in phonetics, grammar, and punctuation, with a specific focus on vocabulary used in the main departments of any hotel business.

Intermediate Courses

Culinary Professional Certificate



FBS 2.3 – F&B Department Operations

This course introduces the learner to the main functions of the F&B Operations Team, including the system tools and personnel set-up that are used to support their work. After successful completion of this course, participants will be able to evaluate the relationship between the sub-departments of the F&B department and have an understanding of how to maximize F&B service in terms of efficiency, productivity, and profitability.

HSP 2.1 – Customer Service Excellence

This course will introduce practical techniques for delivering outstanding customer service that meets and exceeds guest expectations. With the goal of enhancing the student's ability to handle guest interactions with confidence and professionalism, the course will deliver the essentials for dealing with complaints and challenging situations that can occur in the service industry.

HSP 2.3 – Introduction to Customer Service for Culinary Staff

Good customer service creates satisfaction, leading to customer loyalty and eventually profitability. This course covers key concepts related to customer service and delves into the important components F&B and kitchen staff should be focused on when delivering great customer service. Designed for non-service students, learners should finish the course with a deeper understanding of the importance and challenges of delivering a customer-oriented attitude.

KIP 2.1 – Intermediate Culinary Techniques: Theory



This course provides students with the theoretical underpinning for the concurrent practical application course, “Intermediate Culinary Techniques—Practical. Based on theory, this course focuses on fundamental knowledge needed to succeed in the kitchen. This includes knowledge of ingredients cooking methods, as well as exposure to different types of cuisine and kitchen environments.

KIP 2.2 – Intermediate Culinary Techniques: Application

This course will enable students to practically apply the relevant knowledge and understanding acquired in the concurrent theoretical course, “Intermediate Culinary Techniques—Theory. Using their previous theoretical understanding acquired, students will gain practical experience in the kitchens of the center, putting into practice their skills in various cooking methods and culinary equipment application.

KIP 2.3 – Goods Management & Purchasing

Efficient purchasing can increase the competitiveness and profitability of a business, but unprofessional purchasing can seriously damage its operations and profits. This course looks at the importance of quality, policy, supplier relationships, and planning issues throughout the F&B goods purchasing process, helping the learner develop a critical understanding of the purchasing cycle.

KIP 2.4 – Kitchen Department Operations

Looking closer at the operations side of the kitchen, this course will help the learner understand how to maximize efficiency, productivity, and profitability. The course addresses key aspects of systems and personnel that contribute to the effective running of the kitchen operations department and analyzes kitchen layouts and types and the relationship between sub-kitchens commonly known in the industry.

LG 2.1 – Applied English

After having acquired the fundamentals of the English language in the foundation course, this course aims to equip hospitality students with the skills to carry out, with ease and confidence, simple interactions with customers.

The course covers general exercises in English, with a specific focus on the terms and vocabulary used in the main departments of a hotel.

Advanced Courses

Culinary Professional Certificate



HSP 3.1 – People Training and Development

This course is an introduction to the concepts, application, and skills development aspects of training and development and how they contribute to an effective hospitality organization. Successful students will complete the course with the aptitude to assess, design, develop, implement, and evaluate a training program in a hospitality context.

KIP 3.1 – Advanced Culinary Techniques – Theory

Following the skills acquired in the intermediate lessons, this course will bring more advanced knowledge needed for students to work independently in a kitchen. The course provides the theoretical underpinning for the concurrent practical application course, Advanced Culinary Techniques—Practical.

With a theoretical approach to ingredients, cooking methods, and cuisine, this course challenges the aspiring chef to take a global point of view and gain a broader understanding of what it takes to become a culinary leader.

KIP 3.2 – Advanced Culinary Techniques – Application

This course will support students in applying in practice the relevant knowledge and understanding acquired in the concurrent theoretical course, “Advanced Culinary Techniques—Theory.

Through hands-on application in the learning center’s kitchens, students will put into practice the theoretical knowledge acquired from the theory-based course. The course includes practical application of culinary equipment and cooking methods and challenges the student to create and understand universally recognized dishes, plating techniques, organization, and tasting standards.

KIP 3.3 – Gastronomic Trends and Innovation

With an emphasis on innovation, this course aims to familiarize students with the latest trends in gastronomy and their impact on hotel and F&B organizations. Looking deeper at what influences trends in the culinary industry, students will broaden their knowledge and develop their strategic thinking by analyzing the impact these trends have on existing hotels and restaurants.

KIP 3.4 – Kitchen Science



Working in a culinary operation requires a functioning scientific knowledge of ingredients and how we consume them. This course introduces basic principles of biology and chemistry to support the learner in finding the right balance between cooking and the enjoyment of food. By the end of this course, the learner will be better prepared to meet the needs of the dinner with an understanding of how the body recognizes flavors and assimilates foods.

KIP 3.6 – Kitchen Administration Principles

Kitchen administration principles build the foundation of a successful commercial kitchen operation by placing the importance on health and well-being for both staff and guests.

This course will introduce the key kitchen administration principles required for the daily planning and safe operation of a commercial kitchen, including proper food handling techniques, food safety protocols, and daily management of kitchen staff.

KIP 3.7 – Menu Engineering and Cost Control

In this course, students will acquire the knowledge and skills to calculate the food cost of a recipe balanced against the overall food cost of an F&B operation. The course will provide for the learner an overview of the skills needed for menu planning and menu engineering and introduce key concepts for creative and successful menu creation.

LG 3.1 – Professional English

This course is designed for the hospitality professional to work effectively and confidently in English-speaking and international environments.

The course is highly nuanced, targeting learners with a global standard of conversational English. It covers aspects of the language ranging from traditional business-speak to modern-day abbreviations, conversational dos and don'ts, cultural differences in communication, and advanced grammar specific to hospitality operations.

DIPLOMA DESCRIPTION

Diploma holders can demonstrate the competencies required to be fully operational within different restaurant concepts following the standards of a first-class restaurant setting. Successful graduates have a deep understanding of how an F&B establishment is conducted, and the tools needed to be successful and are well-equipped to enter the industry and reach a supervisory position within a short period of time.

CERTIFICATES

- **Foundation**

In this first certificate, students will acquire the basic skills required to be operational in a restaurant. A blend of guided practical workshops and on-the-job application will help ensure the learner is work-ready upon completion of the certificate.

- **Intermediate**

After having acquired the skills to operate independently in a restaurant, students will acquire the competencies to work in different restaurant settings. A blend of guided practical workshops and on-the-job application in a hospitality setting allows the learners to put into practice the knowledge, competencies, and skills they have acquired.

- **Advanced**

Following 1-year of studies or combined with previous professional experience, students will focus on restaurant supervisory skills. To complete the program, the skills learned will be reinforced with applied practical skills in a professional environment.



PROGRAM AIMS

Graduates of the F&B Service Professional Diploma are proficient in the following activities and are distinguished by the following behaviors:

- **Service**

Proficient in all types of F&B Service in hotel outlets and independent restaurants from coffee shops to banquets, room-service and fine-dining and can advise customers on appropriate beverages to pair with their meals.

- **Guest Care**

Can apply guest etiquette procedures from reception to farewell. Able to practice active listening to correctly assess guest reactions and deal with complaints professionally in challenging situations that can occur in the hotel and restaurant industries.

- **Food & Beverage**

Can recognize and apply the latest trends in gastronomy and assess their impact on hotel and F&B organizations.

- **Health & Safety**

Aware of the health protection regulations according to local guidelines and is able to recognize occupational safety and health precautions and take appropriate measures independently. Can accurately complete control checklists to prevent accidents.

- **Organization**

Able to manage staff timetables and lead a small team. Can examine the relationship between a company and its competitors and recognize opportunities, threats and risks related to future market conditions.

- **Quality Assurance**

Can implement quality assurance measures in F&B and prepare and deliver simple training sessions to colleagues.

- **Maintenance**

Able to make proposals for long-term maintenance of facilities, machinery and equipment and apply the correct approach to repair damaged items as they happen.

F&B Service Professional Diploma



- **Research and Planning**

Capable of formulating and designing a basic promotional concept using research and analytical skills.

- **Contact with MICE Clients**

Understands the basic needs of MICE guests and can react to simple requests in a professional manner.

- **Restaurant Sales & Marketing**

Is familiar with marketing and promotion tools, pricing strategies and the importance of dining room atmosphere in a F&B setting.



Foundation Courses

F&B Service Professional Certificate



FBS 1.1 – F&B Service Techniques I

This course provides the fundamentals needed for a solid foundation in food and beverage service. Upon completion of this course, students will have the skills needed to work autonomously and/or in a team environment in the service industry.

Focused on operational skills, students will learn how to deliver standard meal set-ups and procedures, complete documentation used in F&B operations, and gain an understanding of the basics of menu knowledge and different types of service.

FBS 1.2 – Beverage Knowledge

A clear understanding of the selection of drinks is an essential component when offering service at a high standard. This course is an introduction to the beverage industry and its key role as a revenue generator.

In this course, the student will learn hospitality and restaurant operation standards and be introduced to an overview of products that are typically served to customers, including beer, cocktails, mocktails, soft drinks, and water.

FBS 1.3 – History & Practice of Coffee & Tea

Coffee and tea are growing in importance across the world, and restaurants, bars, and hotels are extending their beverage menus to meet the demand.

In this course, students will learn about different types of coffees and teas and how they are prepared and consumed around the world. Looking back through the history of the beverages, the learner will gain a deeper understanding of best practices, tasting preferences, and the vast selection of service ware and equipment available on the market.

FBS 1.4 – Restaurant Sales Techniques

This course provides a basic overview of standard invoicing systems and sales methodologies used in hospitality and F&B operations. The student will learn ordering techniques, upselling skills, effective sales communication, and after-sales service within the overall sales cycle, all aimed at ensuring customer satisfaction.

HSP 1.1 – Introduction to Hospitality Operations

Running a successful hospitality business involves many functions and roles across the service industry. Each is interdependent and plays a critical role in the overall guest experience. This introductory course aims to provide an overview of the history and evolution of the hotel industry, its various stakeholders, and its key position within the tourism industry.



HSP 1.2 – Mathematics Fundamentals

Covering the essentials of mathematics will help equip the learner with relevant analytical skills needed for success in the hospitality industry.

This course focuses on the application of basic mathematical concepts to understand topics such as unit transformation, adaptation of cooking recipes, the rule of three, percentages, cost analysis, and beyond. This is to support the learner in problem-solving in everyday situations in the hospitality industry.

HSP 1.4 – Intro to Verbal & Non-Verbal Communication

Verbal communication is the use of language to exchange information, while non-verbal communication is communication through non-verbal and visual cues. A warm smile, a firm handshake, and direct eye contact are all nonverbal cues that can help convey confidence and put customers at ease.

This course identifies different styles of verbal and non-verbal communication styles to help students become better communicators in the hospitality workplace.

KIP 1.5 – Hygiene & Occupational Health Practices

Occupational health is the discipline of recognizing, evaluating, and controlling health hazards in the working environment with the objective of protecting worker health and safeguarding the customers.

In this course, students will learn aspects of hygiene, from uniform discipline to the general safety standards hospitality operations require. Focus will also be given to safety aids and tools, HACCP, and specific legislation and laws that are applied around the world in the hospitality industry.

LG 1.1 – English Essentials

Covering the fundamentals of the English language, this course has been customized to help hospitality students working in hotel operations hold basic English-speaking conversations with customers.

The course includes general English exercises in phonetics, grammar, and punctuation, with a specific focus on vocabulary used in the main departments of any hotel business.

Intermediate Courses

F&B Service Professional Certificate



FBS 2.1 – F&B Service Techniques II

After having acquired the skills to operate independently as a service professional, the students will learn how to become skilled in service techniques in formal restaurant settings, including banqueting. This course focuses on formal meal set-ups and service procedures, advanced menu-knowledge and table settings. Elements of active selling, sales techniques, and banqueting chronologies will also be introduced in this course.

FBS 2.2 – Basics of Oenology

This introductory course to wine aims to develop a broad understanding of winemaking and tasting, helping the student gain confidence and ultimately provide better service in a restaurant setting. Looking at the science behind winemaking, this course will explore different grape varieties and production methods used to create wines around the world. The course will use a blended learning method where students can participate in tasting sessions to strengthen their knowledge on product selection and explore ingredients in a dish that can influence the taste of wine and other drinks.

FBS 2.3 – F&B Department Operations

This course introduces the learner to the main functions of the F&B Operations Team, including the system tools and personnel set-up that are used to support their work. After successful completion of this course, participants will be able to evaluate the relationship between the sub-departments of the F&B department and have an understanding of how to maximize F&B service in terms of efficiency, productivity, and profitability.

FBS 2.4 – Goods Management for F&B

In this course, students are introduced to the goods management cycle (inventory, ordering, purchasing, and receiving processes) focused on restaurant service operations. Prioritizing quality and cost control, students will learn best practices in inventory, preservation, and waste management.

HSP 2.1 – Customer Service Excellence

This course will introduce practical techniques for delivering outstanding customer service that meets and exceeds guest expectations.

With the goal of enhancing the student's ability to handle guest interactions with confidence and professionalism, the course will deliver the essentials for dealing with complaints and challenging situations that can occur in the service industry.

KIP 2.5 – Basics of Culinary Arts

This course is designed to give non-culinary students an understanding of cooking basics and the challenges workers typically face in the kitchen.

In this course, students will be introduced to food preparation through basic techniques and hands-on competency training, including standard mise-en-place, personal hygiene procedures, theoretical knowledge of ingredients, cooking methods, kitchen equipment knowledge, and preparation of basic dishes.

LG 2.1 – Applied English

After having acquired the fundamentals of the English language in the foundation course, this course aims to equip hospitality students with the skills to carry out, with ease and confidence, simple interactions with customers.

The course covers general exercises in English, with a specific focus on the terms and vocabulary used in the main departments of a hotel.

Advanced Courses

F&B Service Professional Certificate



FBS 3.1 – F&B Service Techniques III

After having acquired the skills to operate independently as a service professional, the students will learn the skills and competencies required to work in formal fine-dining restaurant, bar, and room-service settings. The successful participant will complete the course with key skills to prepare the learner to eventually take on a supervisory role in an F&B outlet.

FBS 3.2 – Wine and Spirit Appreciation and Pairing

Through a sophisticated approach, this course is designed to provide students with the most up-to-date knowledge essential to appreciate and evaluate wine and spirits. The course will emphasize techniques as well as the culture and ethos significant to wine and spirit appreciation.

By the end of this course, successful participants will gain the confidence to positively enhance the dining experience of the guest by offering good recommendations based on wine and food pairing and classic cocktail knowledge.

FBS 3.3 – MICE and Events Organization

Meetings, incentives, conferences, and exhibition markets (MICE) are a component of tourism where large groups are brought together with advanced planning. MICE is a diverse and dynamic sector in the events' industry that has a large impact on hotel and restaurant businesses.

The course will help the learner analyze the needs and wants of MICE and event organizers. By the end of the course, students will be able to classify the distinct types of events, understand their elements, and identify the target markets within each sector.

FBS 3.4 – F&B Administration Principles

The content of this course is intended to provide the student with an overview of the administrative skills required to successfully manage a restaurant outlet and its staff. Students will learn the standards for interdepartmental communication, F&B cost control, equipment maintenance and acquire the skills needed to build daily work planners and schedules when managing and supervising staff.

HSP 3.1 – People Training and Development

This course is an introduction to the concepts, application and skills development aspects of training and development and how they contribute to an effective hospitality organization.

Successful students will complete the course with the aptitude to assess, design, develop, implement, and evaluate a training program in a hospitality context.

HSP 3.2 – Cultural Awareness

This course is designed for the hospitality professional to develop cultural intelligence to build relationships and communicate effectively with guests from all around the world.

By the end of the course, the successful learner will be able to demonstrate an understanding of cultural diversity and expectations in the hospitality industry. They will also offer diverse approaches on how to provide the best service to customers from different cultural backgrounds.

HSP 3.9 – Principles of Restaurant Marketing

This course provides an understanding of the role and function of marketing within F&B organizations and what factors can influence consumer behavior. As well as the concepts and elements that make up the marketing mix and how this is used to satisfy customers' needs.

LG 3.1 – Professional English

This course is designed for the hospitality professional to work effectively and confidently in English-speaking and international environments.

The course is highly nuanced, targeting learners with a global standard of conversational English. It covers aspects of the language ranging from traditional business-speak to modern-day abbreviations, conversational dos and don'ts, cultural differences in communication, and advanced grammar specific to hospitality operations.

Hotel Professional Diploma



DIPLOMA DESCRIPTION

Diploma holders can demonstrate the competencies and knowledge required to be fully operational across multiple departments of a hotel with a focus on administrative duties following first-class hospitality operations standards. Successful graduates have the capacity to successfully work independently in the Front Office and Housekeeping Departments and are well-equipped to enter the industry and reach a supervisory position in a short period of time. The graduate is well-positioned for an administrative role within the management team of a hospitality operation.

CERTIFICATES

- **Foundation**

Focused on Rooms and Service, learners will acquire the fundamental hospitality-based skills necessary for working in a hotel. A blend of guided practical workshops and on-the-job application will help ensure the learner is work-ready upon completion of the certificate.

- **Intermediate**

After having acquired the skills to operate independently in a hotel's back-of-the-house, students will learn the skills needed to be successful at the front-desk to welcome guests. A blend of guided practical workshops and on-the-job application in a hospitality setting allows the learners to put into practice the knowledge, competencies, and skills they have acquired.

- **Advanced**

After a full year of experience, the advanced certificate delivers the competencies needed for the learner to take on a supervisory role within a hotel.



PROGRAM AIMS

Graduates of the Hotel Administration Diploma are proficient in the following activities and are distinguished by the following behaviors:

- **Front-Office Operations**

As hosts, they can welcome guests according to an establishment's guidelines, use a property management system, perform the daily operational tasks performed by the front-desk, the concierge, and the guest relations department and appropriately handle customer complaints while prioritizing customer service excellence.

- **Business Administration/Business Organization**

Can produce a daily, weekly and monthly schedule matching the hotel occupancy while taking into account staff holidays and days-off. Can recognize the impacts of the economic and regional environments on a hotel business while identifying trends, opportunities, and threats.

- **Housekeeping Operations**

Proficient in supervising and completing tasks related to cleanliness, maintenance and laundry work as well as logistics for all back-of-the-house activities. Trained to ensure that the value of premises, installations and appliances is preserved, and that energy and equipment are used economically.

- **Hotel Organization and Supplier Management**

Possesses fundamental knowledge of organization. Familiar with purchasing and inventory systems and the importance of supplier relationships.

- **Means of Information & Communication**

Able to use, forms and documents professionally and communicate effectively with colleagues and stakeholders within the organization.

- **Basics of Accounting**

Can evaluate basic financial statements using the Uniform System of Accounts for the Lodging Industry for: the balance sheet, the income statement, and the state of cash flow.

Hotel Professional Diploma



- **Methodological Skills**

Has the capacity to use professional working techniques, methods and tools of problem solving that allow him/her to keep order, set priorities, make processes more systematic and efficient and help ensure work safety.

- **Hospitality Sales & Marketing**

Able to evaluate creative sales and promotional activities' impact on attracting customers to a hotel.

- **Contact with MICE Clients**

Understands the basic needs of MICE guests and can react to simple requests in a professional manner.



Foundation Courses

Hotel Professional Certificate



HSP 1.1 – Introduction to Hospitality Operations

Running a successful hospitality business involves many functions and roles across the service industry. Each is interdependent and plays a critical role in the overall guest experience. This introductory course aims to provide an overview of the history and evolution of the hotel industry, its various stakeholders, and its key position within the tourism industry.

HSP 1.2 – Mathematics Fundamentals

Covering the essentials of mathematics will help equip the learner with relevant analytical skills needed for success in the hospitality industry.

This course focuses on the application of basic mathematical concepts to understand topics such as unit transformation, adaptation of cooking recipes, the rule of three, percentages, cost analysis, and beyond. This is to support the learner in problem-solving in everyday situations in the hospitality industry.

HSP 1.4 – Intro to Verbal & Non-Verbal Communication

Verbal communication is the use of language to exchange information, while non-verbal communication is communication through non-verbal and visual cues. A warm smile, a firm handshake, and direct eye contact are all nonverbal cues that can help convey confidence and put customers at ease.

This course identifies different styles of verbal and non-verbal communication styles to help students become better communicators in the hospitality workplace.

KIP 1.5 – Hygiene & Occupational Health Practices

Occupational health is the discipline of recognizing, evaluating, and controlling health hazards in the working environment with the objective of protecting worker health and safeguarding the customers.

In this course, students will learn aspects of hygiene, from uniform discipline to the general safety standards hospitality operations require. Focus will also be given to safety aids and tools, HACCP, and specific legislation and laws that are applied around the world in the hospitality industry.

ROP 1.1 – Laundry Operations

This course covers the fundamentals of laundry operating procedures, from pre-washing, washing to the final product received at the end of a laundry cycle. The successful student will leave the course with a good understanding of equipment and techniques used in global-standard laundry operations.

ROP 1.2 – Introduction to Front Office

Acting as the nerve center to the entire hotel, the front office provides valuable services to the guests during the entire guest cycle, from pre-arrival through to departure. This course is an introduction to the organization of the front office, emphasizing the soft skills needed by the employee to create an outstanding customer service experience.

ROP 1.3 – Housekeeping Operations

Housekeeping is essential to the success of any modern hospitality operation and plays a vital role in the delivery of an overall positive customer experience. This course provides an overview of housekeeping operations, from planning and scheduling to the technical details of keeping each area clean within a hotel.

LG 1.1 – English Essentials

Covering the fundamentals of the English language, this course has been customized to help hospitality students working in hotel operations hold basic English-speaking conversations with customers. The course includes general English exercises in phonetics, grammar, and punctuation, with a specific focus on vocabulary used in the main departments of any hotel business.

Intermediate Courses

Hotel Professional Certificate



HSP 2.1 – Customer Service Excellence

This course will introduce practical techniques for delivering outstanding customer service that meets and exceeds guest expectations.

With the goal of enhancing the student's ability to handle guest interactions with confidence and professionalism, the course will deliver the essentials for dealing with complaints and challenging situations that can occur in the service industry.

HAD 2.1 – Excel Fundamentals

In this course, students will acquire the competencies to navigate the Excel user interface, perform basic calculations, solve quantitative problems, and professionally design spreadsheets using an analytical approach. Upon successful completion of this course, the student will have a solid foundation to become a confident Excel user focused on bringing added value to the hospitality industry.

ROP 2.1 – Front-Office Operations I

In this course, students are introduced to the daily systems and procedures for the guest cycle within front office operations. Emphasizing high standards in customer service, the successful student will complete the course with the necessary skills to operate efficiently and independently within the front office environment and electronically using a Property Management System (PMS).

ROP 2.2 – Housekeeping Operations II



In the foundation course, students have acquired the skills and competencies to be fully operational as room attendants. In this course, students will be exposed to the role that floor supervisors have in creating a great customer experience.

This course will look closer into housekeeping operations elements, including room inspection, room amenities, room decoration, preventative maintenance, and deep cleaning.

ROP 2.3 – Goods Management & Environmental Practices

This course examines the relationship between the hotel industry and the natural environment. Focusing on resource efficiency, energy optimization, green cleaning, and waste management, successful students will complete this course with an understanding of best practices aimed at environmental protection. Students will also receive training on the goods management cycle (inventory, ordering, purchasing, and receiving processes), focused on housekeeping operations.

ROP 2.4 – Rooms Division Operations

The Rooms Division is the focal point of most activities within a hotel or any hospitality business, such as a holiday center, a cruise liner, or a casino.

During this course, students are introduced to the basic activities and duties of a rooms division manager, in charge of running the rooms division. The work of the most common departments and key positions within each is detailed.

LG 2.1 – Applied English

After having acquired the fundamentals of the English language in the foundation course, this course aims to equip hospitality students with the skills to carry out, with ease and confidence, simple interactions with customers.

The course covers general exercises in English, with a specific focus on the terms and vocabulary used in the main departments of a hotel.

Advanced Courses

Hotel Professional Certificate



HSP 3.1 – People Training and Development

This course is an introduction to the concepts, application, and skills development aspects of training and development and how they contribute to an effective hospitality organization. Successful students will complete the course with the aptitude to assess, design, develop, implement, and evaluate a training program in a hospitality context.

HSP 3.2 – Cultural Awareness

This course is designed for the hospitality professional to develop cultural intelligence to build relationships and communicate effectively with guests from all around the world. By the end of the course, the successful learner will be able to demonstrate an understanding of cultural diversity and expectations in the hospitality industry. They will also offer diverse approaches on how to provide the best service to customers from different cultural backgrounds.

HSP 3.4 – Principles of Hospitality Marketing

This course provides an understanding of the role and function of marketing within hospitality organizations and what factors can influence consumer behavior. As well as the concepts and elements that make up the marketing mix and how this is used to satisfy customers' needs.

ROP 3.1 – Front-Office Operations II

After having already acquired the essential competencies in front-office service within the guest cycle, students will be introduced to more advanced topics of the front office in this course. Successful students will complete this course with an understanding of the daily operational tasks performed by the concierge and guest relations department, and be able to confidently use technology to enhance the customer experience.

ROP 3.3 – Purchasing & Inventory Systems



In this course, students will take an in-depth look at modern approaches to controlling inventories and purchasing systems. Efficient purchasing can increase the competitiveness and profitability of a business, but unprofessional purchasing can seriously damage its operations and profits.

This course looks at quality, policy, supplier relationships, and planning issues to equip the learner to become confident to work towards finding solutions that help reduce costs yet maintain customer satisfaction in a professional environment.

ROP 3.4 – Rooms Administration Principles

This course is designed to teach the skills required at the supervisory level in the front office and rooms division departments. Focused on the importance of administrative duties, the student should complete the course with the capacity to execute the planning resources required for the smooth operation of the front office and rooms division.

HAD 3.1 – Introduction to Hotel Accounting

This course is designed to introduce to the learner the principles of financial analysis, organization, and reporting in the hospitality industry. At the end of this course, the learner will be able to design a budget, read and analyze

LG 3.1 – Professional English

This course is designed for the hospitality professional to work effectively and confidently in English-speaking and international environments.

The course is highly nuanced, targeting learners with a global standard of conversational English. It covers aspects of the language ranging from traditional business-speak to modern-day abbreviations, conversational dos and don'ts, cultural differences in communication, and advanced grammar specific to hospitality operations.

