

DIPLOMA IN HOSPITALITY PRACTICE & CERTIFICATE IN ENGLISH FOR HOSPITALITY PRACTICE

SKILLS-BASED PROGRAM



ABOUT THE PROGRAM

The **Diploma in Hospitality Practice** & the **Certificate in English for Hospitality Practice** is a skills-based program.

The hospitality practice qualification can be studied as a diploma level qualification whereby learners are enrolled in all 8 courses and allows learners to focus on a specific area of hospitality such as housekeeping, F&B and front office.

The program comprises eight core courses along with an internship component, resulting in a total of 32 ECTS credits.



Duration of Studies is 12 months and consists of:

- 12 weeks of guided study & on-the-job-training
- 9 months internship/work experience

Study Mode: Full-time | On-the-job training

ENTRY REQUIREMENTS

Previous experience or education:

- 5 or more GCSEs at grades C and above high school or equivalent other equivalent international qualifications
- Hold an Entry 3 Level qualification in English or other qualification equivalent to IELTS 4.0
- BHLs can provide a set of placement tests where necessary to assess a student's English level.

A minimum age of 16 at enrollment.

CORE COURSES

Introduction to Hospitality Industry (2 ECTS)

This course aims to introduce learners to the hospitality industry. Learners will understand the types and characteristics of different hotel and food service providers.

Front Desk Operations (2 ECTS)

This course offers insights into the functions of the front office operations department in a hospitality business. It will cover essential skills such as handling guest reservations, providing seamless guest arrival and departure services, and effectively working in a reception office.

Restaurant and Bar Service 1 (2 ECTS)

This course will introduce learners to a range of food and beverage service styles and standards within different types of hospitality operations. It will include topics such as; preparing a restaurant for service, serving customers in accordance with the chosen service style, and efficiently clearing dining and service areas after service.

Restaurant and Bar Service 2 (2 ECTS)

This course will help learners understand different types of beverages, including hot and cold, alcoholic and non-alcoholic options, and their basic characteristics. It covers how to set up a bar for service, serve customers according to service standards, and clean the bar and service areas after service. Additionally, it will address legal requirements related to food hygiene and health and safety in a hospitality setting.

Housekeeping 1 (2 ECTS)

This course is designed to introduce learners to the role and responsibilities of the housekeeping department, including the procedures for cleaning and servicing hotel bedrooms, toilets, and bathrooms.

Housekeeping 2 (2 ECTS)

This course aims to familiarize learners with the services provided by the housekeeping department, including methods to verify the correct servicing of hotel bedrooms, toilets, and bathrooms. Additionally, it will cover techniques for cleaning and maintaining various public areas within a hotel.



English for Working in Restaurants (4 ECTS)

This course teaches learners the essential English vocabulary and grammar to enable them to understand the work of a restaurant. It will cover topics such as; how to make restaurant reservations, how to welcome guests, take orders and deal with bills in a restaurant and food and drinks vocabulary in a restaurant.

English for Working in Hotels (4 ECTS)

This course teaches learners the essential English vocabulary and grammar to enable them to understand the work of a hotel.