



# ACCOMMODATION SERVICES

NQF LEVEL 2



## Overview: Skills Program

The hospitality and accommodation industry is a very diverse and global service sector. It is an umbrella term for a broad variety of service industries including, but not limited to, hotels, casinos, food service, restaurants, or similar businesses. The course is aimed at preparing leaders in this fast growing industry and focus on the management, customer service, and relations, marketing and operational aspects. This sector is ideally suited to people who enjoy working with people, are able to work well under pressure, have a passion for the job as it entails long working hours, and will be able to communicate well with clients and colleagues. This qualification has been developed for persons aspiring to become national or international supervisors/managers in any of the three

Front of House Departments of the Hospitality Industry. It brings together hospitality management elements, which comprise of accommodation services (housekeeping), front office (reception), food preparation, food and beverage services and human resource and business management principles. The course is applicable to all sectors of the Accommodation Management Industry ranging from bed and breakfast establishments, sports facilities, tour operators, lodges to large-scale hotels. The qualification builds on all other hospitality-related management certificates and diplomas and provides articulation with Gaming, Travel and other Tourism industries.

## Program Outline

- Mathematical Literacy Skills
- Communication Skills
- Customer Service Training
- Personal Development
- Hospitality Operations Management
- Human Resource Management
- Occupational Health, Safety and Security
- Financial Management Basics

### Specification and Duration:

Credits: 140 | Duration: 1 Year

No formal experience required;

Competence in communication and mathematical literacy NQF level 1.

**EQUIP!**

**EMPOWER!**

**EXCEL!**