

prospectus

FOR PART-TIME COURSES



general information

The Institute of Tourism Studies offers a number of part-time courses (for students over 16 years of age) designed to meet specific needs within the Hospitality and Tourism Industry.

Interested applicants can read through this prospectus and apply for the course/s that suit their needs.

Method of Application

Application forms may be obtained from The Office of the Registrar of the Institute of Tourism Studies, St. George's Bay, St. Julian's and/or from ITS Gozo during office hours. The application forms may also be downloaded from the ITS website www.its.edu.mt.

Applications may also be sent by post. The Registrar will acknowledge such applications in writing within three days of receipt.

Part-time courses will run upon the enrolment of a considerable number of applicants.

These conditions are subject to review without prior notice by the Board of Governors of the Institute of Tourism Studies.

Guidance will also be given to interested individuals who are not sure which course to follow.

The Reception Desk at the Registrar's Office is open from Monday to Friday between 8.00 hrs and 16.00 hrs (October – June), and between 8.00hrs and 13.00hrs (July – September).

Queries can also be forwarded to: help.its@gov.mt or by phoning 23793100.

Additional information regarding the Institute of Tourism Studies may be viewed on our web site: www.its.edu.mt

General Provisions

Applicants who come into contact with food will be required to successfully complete a Food Handlers course in accordance with current Health and Hygiene Regulations prior to the commencement of the course.

Applicants may be requested to provide a medical certificate to certify their suitability to join a course at the Institute of Tourism Studies.

Appearance

All applicants accepted for courses at ITS must wear appropriate smart clothing. The use of jeans, shorts, sandals and sports wear are not permitted. No excessive jewelry must be worn. The hair style must be compliant with ITS Rules and Regulations.

Payments

All applicants must pay for any part-time course in advance – before the commencement of the course.

Conduct

All registered part-time applicants shall be subject to the Rules and Regulations of the Institute of Tourism Studies.



part-time courses 2010

Course Code	Course Title
CS001	Food Hygiene Course Category A
CS002	Food Hygiene Course Category B
CS003	Introduction to HACCP
CS004	General Kitchen Assistants Course
CS005	Basic Course in Maltese Cuisine
CS006	Course in Maltese Pastry
CS007	Safeguarding our Culinary Traditions
FPF13/FPF14	Certificate in Food Preparation and Culinary Arts – Basic Pastry and Baking (Theory and Practical)
FPF11/FPF12	Certificate in Food Preparation and Culinary Arts – Basic Kitchen and Larder (Theory & Practical)
FPI11/FPI22	Kitchen and Larder Intermediate (Theory & Practical)
FPI24/FPI13	Pastry & Baking Intermediate (Theory & Practical)
CS008*	Advanced Certificate in Food Preparation and Culinary Arts
CS009	Food and Beverage Control
FBF12	Food and Beverage Service Basic Practical
FBF11	Food and Beverage Service Basic Theory
FBII2	Food and Beverage Service Intermediate Practical
FBII1	Food and Beverage Service Intermediate Theory
FBA12	Food and Beverage Service Advanced Practical
FBA11	Food and Beverage Service Advanced Theory
CS010	Professional Bartending in Cocktail Making Practical
CS011	Professional Bartending in Cocktail Making Theory
CS012	Basic Bar Operations
CS013	Bar Operations – Intermediate
CS014	Training Techniques: For Effective Restaurant Operations
CS015	Outdoor Catering Supervision

CS016	Basic Service Techniques (Short Course)
MGA03	Food and Beverage Management
CS017	Customer Service Excellence
CS018	Customer Care for Modern Day – Food and Beverage Servers
CS019	Introduction to Reception Operations and Services
CS020	Intermediate Certificate in Reception Operations and Services
CS021	Front Office Management
CS022	OPERA Property Management System – Basic
CS023	OPERA Property Management System – Intermediate
CS024	OPERA Property Management System – Advanced
CS025*	Evening Course in Tour Guiding
CS026	Room Attendant ‘Self Checker’ Programme
CS027	Introduction to Supervisory Skills and Techniques
CS028	Supervisory Skills for Meetings and Conventions
CS029	Conference & Events Supervision – The Professional Perspective
CS030*	Quality: Principles and Practice for the Hospitality Industry
CS031	Pest Control Awareness and Integrated Pest Control Management
CS032	WSET (UK) Intermediate Certificate in Wine and Spirits
CS033	WSET (UK) Advanced Certificate in Wines and Spirits
CS034	WSET International Higher Certificate in Wines and Spirits – Level 3
CS035	Professional Certificate in Spirits Knowledge – Level 2
CS036	Degustation Series – Cabernet Sauvignon & Merlot
CS037	Degustation Series – Riesling
CS038	Degustation Series – Lovely Bubbly (Sparkling Wines of the World)
CS039	Degustation Series – Sauvignon Blanc
CS040	Degustation Series – Pinot Noir
CS041	Wine Speak – The Language of Wine
CS042	Basic Language Courses for the Hospitality Industry: English
CS043	Basic Language Courses for the Hospitality Industry: French

CS044	Basic Language Courses for the Hospitality Industry: German
CS045	Basic Language Courses for the Hospitality Industry: Italian
CS046	Basic Language Courses for the Hospitality Industry: Spanish
CS047	French for Tour-Guiding
CS048	Italian for Tour-Guiding
CS049	Train the Trainer Programme
CS050	International Hospitality
CS051	Courses for Executives (Understanding Kitchen)
CS052	Courses for Executives (Understanding Pastry)
CS053	Introduction to the Realistic Work Environment of a Hotel Room Attendant
CS054	Introduction to the Realistic Work Environment of a Hotel Housekeeping Supervisor
CS055	Introduction to the Realistic Work Environment of a Hotel Laundry Attendant
CS056	Introduction to the Realistic Work Environment of a Commercial Laundry Attendant
CS057	Introduction to the Realistic Work Environment of a Contract Cleaning Operative
CS058*	Risk Assessments for the Housekeeping Department
CS059*	Introduction to Hospitality Interior Design
CS060*	Introduction to Housekeeping Project Management
CS061	Housekeeping Operations – level two; Supervisory level
CS062	Introduction to the Realistic work environment of a Hotel Room Attendant
CS063	Housekeeping Operations – Level 1 – Room Attendant level
CS064	Preliminary Cleaning Operator Proficiency Certificate (Bics UK Certification)
CS065	Cleaning Operator Proficiency Certificate (Bics Uk Certification)
CS066*	Waste Control & Composting in the Hospitality Industry
CS067*	Energy Control and Management within the Hospitality Industry
CS068*	Introduction to Sustainable Tourism
CS069*	Introduction to Green Landscaping for the Hospitality Industry
CS070*	Introduction to Green Tourism
CS071*	Introduction to Eco Tourism
CS072*	Introduction to Alternative Tourism

CS073*	Introduction to Agri Tourism
CS074*	Water Control and Management within the Hospitality Industry
CS075	The Art of Chocolate Making – Basic
CS076	The Art of Chocolate Making – Intermediate

*Modules not yet on offer.

CS00 I

Food Hygiene Course Category A

Aim

To provide participants with a Food Handler's Licence valid for two years. This will be issued by the Food Safety Commission on successful completion of the Food Handler's Course.

Description

The topics covered are:

- Types of contaminants
- Bacteria, its formation and development
- Personal Hygiene
- Cleaning and Disinfection
- Pest Control and waste management

Intended for

Food handlers involved in the preparation, manufacture, packing and/or handling of non-high risk food and wrapped food.

Requirements

Applicants must be literate and must have a basic knowledge of English and/or Maltese

Duration

Three (3) hours.

Assessment Method

Participants have to sit for an examination at the end of the course.

Course Fee:

€15

CS002

Food Hygiene Course Category B

Aim

To provide participants with a Food Handler's Licence valid for five years. This will be issued by the Food Safety Commission on successful completion of the Food Handler's Course.

Description

The topics covered are:

- Outline of legal aspects regarding food safety
- Types of contaminants
- Major frequent causes of food poisoning
- Bacteria, its formation and development
- Introduction to HACCP (A food management system)
- Personal Hygiene
- Control measures against food poisoning
- Cleaning and disinfection
- Pest Control and waste management

Intended for

Food handlers involved in the preparation or manufacture of high-risk food and retailers and wholesalers that handle open (unwrapped) high risk-food. High-risk foods include products such as fresh cream, custards, meat (including poultry) and meat products (including sandwiches), egg and egg products (including sandwiches), rice dishes, fish and fish products, cheese and cheese products, milk and milk products and ice-cream. Category

'B' food handlers include those persons that are directly involved in the preparation of food such as chefs, cooks, kitchen assistants, bar staff that prepare food, pot-wash staff that handle food, catering supervisors, grocery sellers that handle open food, ice cream and confectionary manufacturers and sellers, dairy products processors/manufacturers, and food handlers working in fish processing and meat products processing plants.

Requirements

Must be literate and have a basic knowledge of English and/or Maltese.

Duration

Eight hours

Assessment Method

Participants have to sit for an examination at the end of the course.

Course Fee

€25

CS003

Introduction to HACCP

Aim

Provides food handlers with the basic concepts of HACCP in accordance with EU Regulations.

Description

The topics covered are:

- Food borne illness
- Bacteria, its formation & structure
- Food poisoning sources
- The meaning of HACCP and its role in the food safety and the industry
- Barriers in HACCP implementation
- The role of quality and safety in HACCP
- The seven principles of HACCP
- Comprehending the terms, Critical limits, Monitoring & Corrective actions.

Intended for

Workers in the food industry

Requirements

Must be literate and have a good knowledge of English.

Duration

Seven sessions of three (3) hours duration.

Assessment Method

Participants have to sit for an examination at the end of the course.

Course Fee

€225

CS004

General Kitchen Assistants Course

Aim

Persons seeking employment as Kitchen Assistants or who are already in employment and seeking certification.

Description

The topics covered are:

- Safety at work and hygiene
- Knife skills
- Stocks, soups and basic sauces
- Methods of cooking
- Basic Pastry Techniques
- Food Presentation

Intended for

Individuals who would like to take up the subject as a hobby, as well as for those already working in the industry.

Requirements

Food Handlers Licence Category B

Duration

Sixteen sessions each of four hours duration (theory and practical) - 64 hours

Assessment Method

Continuous Assessment

Course Fee

€400

CS005

Basic Course in Maltese Cuisine

Aim

To create an interest in the art of Maltese cooking.

Description

The topics covered are:

- History of Maltese food and produce
- Knowledge of Maltese seasonal produce
- Production of Maltese Basic sauces
- Production of Maltese Soups
- Production of Maltese Fish dishes
- Production of Maltese Meat dishes
- Production of Maltese vegetable and potato dishes
- Preserving Maltese Procude. inc: drying, salting, brining and bottling

Intended for

Individuals who would like to take up the subject as a hobby, as well as, for those already working in the industry.

Requirements

Food Handler's Licence 'B'

Duration

Ten (10) sessions of four (4) hours duration: one (1) hour theory and three (3) hours practical

Assessment Method

Coursework and examination at the end of the course

Course Fee

€200

CS006

Course in Maltese Pastry

Aim

To allow participants gain a basic knowledge of the theoretical and practical aspect of basic pastry preparation with a particular focus on traditional Maltese pastry recipes.

Description

The topics covered are:

- Prepare basic Maltese pastry dough's
- Introduction to Maltese Gastronomy
- Prepare and bake Maltese dry pastries
- Prepare Maltese cakes
- Prepare and bake Maltese traditional bread
- Prepare Maltese festive sweets
- Knowledge of Maltese traditional desserts and produce
- History of traditional and forgotten Maltese pastries and sweets

Intended for

Individuals who would like to take up the subject as a hobby, as well as for those already working in the industry.

Requirements

Food Handler's Licence 'B'

Duration

Twenty-eight (28) sessions of four and a half (4.5) hours duration practical: one and a half (1.5) hour theory

Assessment Method

Coursework and examination

Course Fee

€450

CS007

Safe Guarding Our Culinary Traditions

Aim:

To provide a focused knowledge to Global Competition and Customer Diversity in the Industry. It is also aimed to create awareness on how important the Hospitality sector is and to create customer satisfaction and to exceed customer expectations in important issues through professional attitude towards the customer.

Description:

The topics covered are:

- Climate effecting the Maltese Island
- Local farming practice/ Agriculture methods relating to irrigated and non irrigated produce
- Shopping meats, fish, vegetables and fruits for seasonal produce
- Local produce dishes (Starters/ Main dishes/ Soups)
- Extraction of natural flavours (stocks, reduction, heat management)
- Preparing preserves during seasons
- Making proper brine
- Sealing preserves in oil
- Preserving methods related to weather condition
- Practical sessions– Making brine
- Preparing sun dried tomatoes
- Olive curing in brine prior to oil preservation
- Flavouring preserved produce

Intended for:

- Persons wishing to obtain better knowledge about the Mediterranean/ Maltese cooking
- Persons who works within the Hospitality Industry
- Ex patriots residing in Malta and need background on local dishes, leading to better shopping entertaining and daily dining preparation
- Restaurateurs and others related to dining industry
- Local producers wishing to further their knowledge in better marketing their produce
- General public in learning about seasonal preparation relating to preserving foods by natural process
- Students identifying local culture and implementing dishes through the concept of fusion and having basis to create recipes with local produce, thus moving away from traditional restaurant menu's

Requirements:

The ability to respect genuine quality and a wish to better prepare food.

Duration:

Five sessions of two hours each.

Assessment Method:

Coursework

Course Fee:

€100

FPF | 3/FPF | 4

Certificate in Food Preparation and Culinary Arts – Basic Pastry and Baking (Theory and Practical)

Aim:

To provide participants with a basic knowledge in the theoretical and practical aspect of basic pastry and baking recipes.

Description:

The topics covered are:

- Prepare pastry products using freshly prepared pastes to include sweet and savoury short paste, choux paste, puff paste and short bread
- Produce flans, slices, biscuits, petit fours and tartlets
- Prepare, bake and decorate cake and sponge items
- Produce basic cake, gateaux, Swiss-roll/roulade and sponge products
- Produce a range of desserts using baking and steaming methods of cookery
- Prepare fermented items using plain and bun dough
- Produce loaves, diner rolls and bun dough products
- Produce fermented batters for savoury and sweet use
- Prepare and cook egg custard and rice dishes
- Produce egg set puddings and desserts, and milk based bavarois

- Produce sauces, fillings, icings and glazing for a range of products
- Produce hot and cold fruit based desserts, including simple fruit mousses

Intended for:

Individuals interested in acquiring an understanding of the preparation and/or decoration of pastry dishes. May lead to a City & Guilds Qualification

Requirements:

Food Handler's Licence B

Duration:

Fourteen (14) sessions of four (4) hours practical and one and a half (1 1/2) hours theory

Assessment Method:

Coursework and examination

Course Fee:

€250

FPF | 1 / FPF | 2

Certificate in Food Preparation and Culinary Arts – Basic Kitchen and Larder (Theory & Practical)

Aim:

To expose participants to a basic understanding of food preparation and production.

Description:

The topics covered are:

- Health, Safety and Security at Work
- Food Safety at Work
- Food Preparation Methods
- Cost Control Operations
- Storage and care of materials
- Equipment and Kitchen Organisation
- Basic elements of nutrition
- Cooking methods including boiling, poaching, stewing, steaming, braising, deep frying, shallow frying, baking, roasting, grilling, microwave cooking
- Preparation and the presentation of food
- Commodities
- Preparing and Cooking Food

Intended for:

Individuals working in industry and wish to acquire a recognised qualification in basic food preparation and production. May lead to a City and Guilds Qualification.

Requirements:

Food Handler's Licence B
Good working knowledge of English Language

Duration:

Twenty Eight (28) sessions of one and a half (1½) hour theory and fourteen of three (3) hours practical (Individual Kitchen).

Assessment Method:

Coursework and examination

Course Fee:

€350

FPI I /FPI22

Kitchen and Larder Intermediate (Theory & Practical)

Aim:

To provide participants with improved knowledge of the kitchen & larder skills in theory and practical.

Description:

The topics covered are:

- Preparation, cooking and service of cold preparation dishes
- Preparation, cooking and service of stocks, sauces and soups
- Preparation, cooking and service of egg dishes and savouries
- Preparation, cooking and service of farinaceous, pasta and rice dishes
- Preparation, cooking and service of pulses and vegetable dishes
- Preparation, cooking and service of fish and shellfish dishes
- Preparation, cooking and service of meat and poultry dishes

Intended for:

Individuals in acquiring improved knowledge of the kitchen and larder skills and persons working in the Catering Industry. May lead to City & Guilds Diploma

Requirements:

Kitchen and Larder (Theory and Practice) – FPF11 / FPF12

Duration:

Twenty-eight (28) sessions of one and a half hour (1.5) hours theory and fourteen (14) sessions of three (3) hours practical.

Assessment Method:

A logbook of practical competencies has to be completed before the student can be awarded a pass grade.

In addition, students will be required to complete an activity sheet and be given an individual mark for all practical sessions, and this will form part of their portfolio of evidence.

Assessment is continuous and students will be graded for each practical session.

Course Fee:

€400

FPI24/FPI13

Pastry and Baking Intermediate (Theory & Practical)

Aim:

To provide participants with improved knowledge of the pastry and baking skills in theory and practical.

Description:

The topics covered are:

- Prepare and bake paste based products and desserts
- Prepare and bake cakes and sponges
- Prepare meringue based products and desserts
- Prepare gelatine set desserts
- Prepare egg set desserts
- Prepare and bake chemically aerated products
- Prepare and cook fruit based desserts
- Prepare simple frozen desserts
- Prepare and bake fermented products
- Prepare and use creams, fillings and glazes
- Prepare hot and cold sauces
- Prepare and use decorative mediums

Intended for:

Individuals who wish to broaden their knowledge in pastry and baking and people employed in the Catering Industry. May lead to City & Guilds Qualification

Requirements:

Pastry and Baking Basic (Theory and Practice) – FPF13/FPF14
Valid Food Handler's Licence 'B'

Duration:

Twenty-eight (28) sessions of one and a half hour (1.5) hours theory and fourteen (14) sessions of three (3) hours practical.

Assessment Method:

Coursework and examination

Course Fee:

€350

CS009

Food and Beverage Control

Aim:

To provide a focused level of product knowledge in food and beverage control and cover all product categories in the field of purchasing, storing and issuing. It also provides the knowledge required to underpin job skills and competencies in purchasing, storing, issuing and controlling costs and sales.

Description:

The topics covered are:

- Introduction to food and beverage control, definition and nature, objectives, pricing policy decisions, purchasing procedures.
- The elements of cost: basic concepts of profit, control aspects, pricing aspects.
- Cost dynamics: break even analysis, fixed and variable costs.
- Breakdown of stock categories.
- Purchasing: its nature, importance and the purchasing procedure in detail. Compiling a purchase order.
- The selection of supplier; method of purchasing and compiling a standard purchase specification.
- Receiving: procedure, quality inspection, returnable containers, blind receiving, checking of goods, delivery notes, purchase orders, invoicing, and credit notes, breakages and damages goods.
- Storing: main storage areas, stock cards, placing on shelves, labelling of shelves, LIFO and FIFO.
- Issuing: transfer notes, requisitions to outlets, issuing of food and beverages, checking of stock by ordering outlets.
- Calculating stock turnover; stock/par levels and stocktaking.
- Preparing: standard yields, standard recipes and standard portion control, aids to volume forecasting.
- Standard drink recipes.
- Selling: pricing objectives, menu pricing: a la carte, table d'hote, fixed pricing, en pension terms. Calculation of selling prices.
- Controlling: compiling a food and beverage cost/sales monthly report. Analysis of report.
- Menu engineering.
- Control of breakages, coffee sales and spot checks of outlets.
- Introduction to billing: Manual and POS.
- Revenue/ budgetary control: food and beverage sales, sales-mix, average spending power, GP margins and other factors concerning revenue.

Intended for:

Individuals who already have a basic understanding and wish to broaden and deepen their knowledge in this specific area of food and beverage. It is also ideal for individuals with little previous experience who wish to join the Hospitality Industry in purchasing, stores and food and beverage control, as storekeepers, purchasing officers and food and beverage controllers.

Requirements:

Applicants must be 18 years or above, have had previous work experience as a purchasing officer, storekeeper or food and beverage controller. Preference will be given to applicants in possession of the Food and Beverage Theory – Level 1 Certificate.

Duration:

Fourteen (13) sessions of two (2) hours duration.

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€150

FBF | 2

Food and Beverage Service Basic Practical

Aim:

To provide participants with specific skills and knowledge leading to a professional proficiency certification. This course prepares participants for entry level restaurant positions. It is also aimed to promote a positive and confident working mentality and provides a smooth transition into the hospitality industry.

Description:

The topics covered are:

- Hygiene in the Restaurant
- Safety in the Restaurant
- The most common restaurant equipment and its use
- Table and sideboard lay-up
- Table service sequence
- The most common food service styles
- Restaurant menu types
- Main food accompaniments
- Definition of the thirteen cooking methods
- Billing methods
- Payment methods
- Wine types/ styles and their service
- Basic wine and food matching
- Complaint handling – basic procedures

Intended for:

Individuals who are seeking a career in Food and Beverage Service. The course content will enable participants to perform in a satisfactory level within quality establishments. It is targeted for unemployed as well as others seeking to change their line of work.

Requirements:

Food Handlers Licence B

Duration:

Thirty (30) sessions of five (5) hours duration.

Assessment Method:

Coursework and final examination

Course Fee:

€300 – (including the Theory Module FBF11)

FBF | I

Food and Beverage Service Basic Theory

Aim:

To provide participants with specific skills and knowledge leading to a professional proficiency certification. This course prepares participants for entry level restaurant positions. It is also aimed to promote a positive and confident working mentality and provides a smooth transition into the hospitality industry.

Description:

The topics covered are:

- Hygiene in the Restaurant
- Safety in the Restaurant
- The most common restaurant equipment and its use
- Table and sideboard lay-up
- Table service sequence
- The most common food service styles
- Restaurant menu types
- Main food accompaniments
- Definition of the thirteen cooking methods
- Billing methods
- Payment methods
- Wine types/ styles and their service
- Basic wine and food matching
- Complaint handling – basic procedures

Intended for:

Individuals who are seeking a career in Food and Beverage Service. The course content will enable participants to perform in a satisfactory level within quality establishments. It is targeted for unemployed as well as others seeking to change their line of work.

Requirements:

Food Handlers Licence B

Duration:

Thirty (30) sessions of one and a half (1.5) hours duration.

Assessment Method:

4 multiple choice tests and a final examination

Course Fee:

€130 (It is possible to sit for the Theory Course on its own)

FBI | 2

Food and Beverage Service Intermediate Practical

Aim:

The aim of the module is to provide broader range of skills for development of the student's knowledge and skills pertaining to food and drink service practical procedures in hospitality and catering. Students will learn how to provide a quality food and drink service in the Food and Beverage sector of the hospitality industry.

Students will also have opportunities to learn how to use appropriate personal, social, and the more complex practical skills in combination with specialised professional equipment within a restaurant environment enabling the students to operate as a front line worker with some supervisory responsibilities in a typical service outlet.

Description:

The topics covered are:

- Safety at work
- Hygiene at work
- Security at work
- Personal Skills and Customer Care
- Product knowledge
- General billing and checking procedures
- General pre-service procedures

- Provide a table service
- Provide a silver service
- Provide a counter service
- Provide a carvery or buffet service
- Provide other styles of table service

Intended for:

Food and Beverage supervisors within the food and beverage department; also applicable to those who already are in possession of the first year level food service theory.

Requirements:

Food Handler's Licence B. Must be in possession of the level 1 food service theory and practical.

Duration:

30 sessions of 6 hours each

Assessment Method:

A logbook of practical competencies has to be completed before the student can be awarded a pass grade.

- In addition, students will be required to complete an activity sheet and be given an individual mark for all practical sessions, and this will form part of their portfolio of evidence.
- Students will be graded for each practical session.
- The exam mark will be collated after the student has undertaken an end of year practical service exam in which he is expected to show competency in all food service skills as laid out in the scheme of work.
- The students will be assessed by an external examiner during the course of this practical exam.
- In addition, students will be required to complete an activity sheet and be given an individual mark for all practical sessions, and these activity sheets will form part of their portfolio of evidence.

Course Fee:

€350 (including Theory Module FBI I I)

FBI | I

Food and Beverage Service Intermediate Theory

Aim:

This module is intended for students which want to develop the skills and understand the underpinning theory necessary for the effective service of food and beverages in the Hotel and Restaurant Industry. Students will be able to reinforce knowledge gained in the Foundation level module and prepare themselves for a higher level of food service and be able to give guidance on appropriate selection of service methods, as well as knowing the principles of quality restaurant service.

Description:

The topics covered are:

- Safety, Hygiene and Security at work
- Personal skills and Customer care
- Product Knowledge
- Billing and Checking Procedures
- General Pre-service procedures
- Restaurant Service Methods

Intended for:

Food and Beverage supervisors within the food and beverage department; also applicable to those who already are in possession of the first year level food service theory.

Requirements:

Food Handler's Licence B. Must be in possession of the level I food service theory and practical

Duration:

30 sessions of one and a half hours each

Assessment Method:

Assignments and tests during the course and the exam format for this module is 50% multiple choice questions and 50% short answer questions covering the whole module content.

Course Fee:

€130 (It is possible to sit for the Theory Course on its own)

FBA | 2

Food and Beverage Service Advanced Practical

Aim:

This module develops a range of advanced food practical, technical skills including health and safety, sales planning, staffing and food service techniques.

In this module students will be learning and practicing in a realistic working environment. They will learn how to ensure the very best in food service and presentation for all guests and how to handle customer complaints effectively. They will also learn to be able to demonstrate ways of operating a professional restaurant service.

This course is essential for all students wishing to follow a career in the food and beverage department. Students attending this course will be exposed to various skills training and practice which will take place in a realistic work environment.

Description:

The topics covered are:

- Safe and hygienic working practices
- Customer service
- Organisation of work
- Payments procedures
- Marketing
- Provision and training of personnel
- Cleaning programmes, furnishing and decorative order

- Gueridon and flambé service
- Wine service
- Cocktails

Intended for:

Food and Beverage supervisors within the food and beverage department; also applicable to those who already are in possession of the second year level food service theory.

Requirements:

Food Handler's Licence B – In possession of the Level 2 Food Service Theory and Practical.

Duration:

30 sessions of 6 hours each

Assessment Method:

A logbook of practical competencies has to be completed before the student can be awarded a pass grade.

- In addition, students will be required to complete an activity sheet and be given an individual mark for all practical sessions, and this will form part of their portfolio of evidence.
- Students will be graded for each practical session.

- The exam mark will be collated after the student has undertaken an end of year practical service exam in which he is expected to show competency in all food service skills as laid out in the scheme of work.
- The students will be assessed by an external examiner during the course of this practical exam.
- In addition, students will be required to complete an activity sheet and be given an individual mark for all practical sessions, and these activity sheets will form part of their portfolio of evidence.

Course Fee:

€375 (including Theory Module FBA I I)

FBA | |

Food Service Advanced Theory

Aim:

This module is intended for those who have previous knowledge of the broad range of Food and Beverage service styles and operations. Students will be able to reinforce and develop knowledge gained in the basic and intermediate Food and Beverage modules and prepare themselves for a higher, supervisory level of Food and Beverage environment. Furthermore students will be able to operate and perform up to the required high levels of modern competitive Food and Beverage operations. Students will by this module be getting the required theory for City and Guilds 7066-13-023 level 3.

Description:

The topics covered are:

- Safe and hygienic working practices in Food and Beverage
- Customer services
- Planning, organisation and evaluation of work practices
- Control of cash and cash equivalents
- Sales development in Food and Beverage
- Resources management in Food and Beverage
- Provision and training of Food and Beverage personnel

- Cleaning programmes, furnishing and decorative order
- Guéridon and Flambé services
- Wine service provision
- Cocktail service provision

Intended for:

Food and Beverage supervisors within the food and beverage department; also applicable to those who already are in possession of the second year level food service theory.

Requirements:

Preferably, the main requirement is the second year level food service theory.

Duration:

30 sessions of one and a half hours each

Assessment Method:

Assignments and tests during the course and the exam format for this module is 100% short answer questions covering the whole module content.

Course Fee:

€130 (It is possible to sit for the Theory Course on its own)

CS010

Professional Bartending in Cocktail Making (Practical)

Aim:

This module is intended to allow candidates to learn, develop and practice the skills required for employment and/or career progression as a bartender.

Description:

The topics covered are:

- Be able to select and use equipment
- Be able to display cocktail making techniques
- Be able to display knowledge of cocktail specifications
- Be able to display knowledge of spirits
- Be able to display knowledge of beers, wines and spirits service
- Be able to prepare bar and deliver service
- Be able to display knowledge of responsible serving of alcohol

Intended for:

Bartenders within the food and beverage department; also applicable to Food and Beverage supervisors, and for those willing to take up bartending as a career. Leading to a City and Guilds Qualification.

Requirements:

Preferably, the main requirement is the second year level food service and beverage service theory and practical modules. Moreover, at least 3 years experience as a bartender within a Food and Beverage department of a hotel or restaurant. Candidates must have the potential and opportunity to be successful in gaining the qualification and be at least 18 years of age. In possession of the Food Handler's Licence B.

Duration:

15 sessions of three hours each

Assessment Method:

the practical preparation of different cocktails in a timely manner; regular attendance and mise-en-place skills.

The exam will be a simulated drinks service; that simulates as closely as possible the delivery of a real drinks order.

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Course Fee:

€300 (including the Theory Module)

CS011

Professional Bartending in Cocktail Making (Theory)

Aim:

This module is intended to allow candidates to learn, develop and practice the skills required for employment and/or career progression as a bartender.

Description:

The topics covered are:

- The Modern Bartender: Personal skills,
- Main Bar equipment and utensils
- Cocktail making techniques
- Cocktail Specifications
- Product knowledge : Distillation process and spirits
- Product knowledge : Beers, Ciders and Perry
- Product knowledge: Basic wine knowledge
- Prepare Bar and deliver service: Customer care, Complaint handling
- Alcohol awareness: responsible serving of alcohol

Intended for:

Bartenders within the food and beverage department; also applicable to Food and Beverage supervisors, and for those willing to take up bartending as a career. Leads to a City and Guilds Qualification.

Requirements:

Preferably, the main requirement is the second year level food service and beverage service theory and practical modules. Moreover; at least 3 years experience as a bartender within a Food and Beverage department of a hotel or restaurant.

Duration:

14 sessions of one and a half hours each

Assessment Method:

one assignment and one short answer test covering the whole units. This will be internally marked and externally verified by City and Guilds.

An end of year exam will be held for which the student has to sit. The exam format for this module is 50 multiple choice questions and short answers covering the whole module content.

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Course Fee:

Included in the Practical Module

CS012

Basic Bar Operations

Aim:

- To furnish participants with basic bar operation skills.
- To define the duties of the modern bartender
- To introduce participants the effects of alcohol and alcohol awareness
- Give a brief overview of the different bar types available together with their target markets
- Provide a good hands-on capability to recognise ideal glassware and use of different bar equipment
- Describe and provide participant with knowledge on basic product costing and stocktaking procedures
- To provide a focused but basic level of professional knowledge of Bartending
- Basic coverage of main product categories in the field of beverages provided in the average bar
- Provide the knowledge required to underpin job skills and competencies in bar service and provision of basic cocktail service

Description:

The topics covered are:

- The role of the bartender
- Bar types/ glassware/ equipment
- Beer types and styles
- Major spirits – gin, vodka, rum, whisky, brandy/ cognac
- Classification of major liqueurs

- Aperitifs and Digestives
- Different types of Cocktails and garnishing
- Categories of beverages
- Basic beverage costing and stocktaking methods
- Basic wine styles
- Alcohol and the bartender

Intended for:

Individuals who wish to learn the basic skills needed to operate behind a bar as well as for those persons with little previous experience who wish to join the Hospitality Industry in the Beverage Service Department particularly Bar Service. It is also useful for personnel occupying junior positions in the sale and service of beverages, and bartenders already employed in the Hospitality Industry, who, do not possess a formal certification and need to obtain a valid qualification.

Requirements:

Applicants must be 18 years or above and have a good command of the English Language. Must be in possession of the Food Handler's Licence B.

Duration:

Fifteen (15) sessions of three (3) hours duration.

Assessment Method:

Coursework and examination.

Course Fee:

€185

CS0 | 3

Bar Operations – Intermediate

Aim:

To furnish participants with basic bar operation skills.

Description:

The topics covered are:

- Health and Safety in the Bar Area
- Customer Care
- Product Knowledge
- Billing and Checking Procedures
- General Pre-service Procedures
- Provide a Table Drinks Service

Intended for:

Individuals who wish to learn the basic skills needed to operate behind a bar as well as for those persons with little previous experience who wish to join the Hospitality Industry in the Beverage Service Department particularly Bar Service. The course is also useful for personnel occupying junior positions in the sale and service of beverages, and bartenders already employed in the Hospitality Industry, who, do not possess a formal certification and need to obtain a valid qualification.

Requirements:

Applicants must be 18 years or above and have a good command of the English Language. Must be in possession of Food Handler's Licence B.

Duration:

Fifteen (15) sessions of three (3) hours duration.

Assessment Method:

Coursework and examination

Course Fee:

€240

CS0 | 4

Training Techniques: For Effective Restaurant Operations

Aim:

To provide a focused level of product knowledge of restaurant service and covers all aspects of restaurant service for food and beverages. It provides knowledge required to underpin job skills and competencies in restaurant service and beverage service.

Description:

The topics covered are:

- Interpersonal skills: addressing, customer; taking bookings, mise-en-place duties: polishing cutlery, crockery and glassware.
- Laying the tablecloth, six types of napkin folding, setting up a sideboard.
- Laying a table d'hôte cover and an a la carte cover; basic rules of service, removal of spare covers during service.
- Basic technical skills: holding a service spoon and fork; carrying plates; using a service plate and salver; carrying glasses, cutlery and trays.
- Greeting and seating guests; taking food and beverage orders; how to perform a cutlery change at the customer's table.
- Service of bread, butter; soup, plated food and different accompaniments; clearing skills.
- Service of beverages; a spirit with a mixer; service of drinks form a salver; service of coffee and tea; opening a bottle of wine.

Intended for:

Individuals who wish to take up food and beverage service as a career as well as for those persons with little previous experience who wish to join the Hospitality Industry in the Food and Beverage Service Department. The course is also useful for personnel occupying junior positions in the sale and service of food and beverages. Persons who wish to refine their professional technical skills in the restaurants service and also for restaurant supervisors who feel the need to sharpen their train skills.

Requirements:

Preference will be given to applicants who have a good command of the English Language. In possession of the Food Handler's Licence B.

Duration:

Seven (7) sessions of three (3) hours duration.

Assessment Method:

Participants will have to undertake a practical assessment followed by an examination at the end of the course.

Course Fee:

€100

CS015

Outdoor Catering Supervision

Aim:

To provide a focused level of product knowledge on the Events Market as well as to provide knowledge required to strengthen skills and competencies at supervisory level in the Events Department of a Hospitality establishment. The course also covers main areas connected to the planning, setting up and running of Events and instil into personnel connected with this line of business the capacity to organise and run cost effective Events/ Functions. Students obtain a good understanding of the requirements to organise and run a themed event.

Description:

The topics covered are:

- Events characteristics
- Event Planning
- Event Organization
- Event Supervision
- Evaluation of Events

Intended for:

People who are already employed in the Hospitality Industry in junior or in supervisory positions and who wish to improve their ability to organise and provide for the different client needs or prospective employees in the Events Department. It can be also useful for personnel with little previous experience who wish to enter the Hospitality Industry in the Events Department.

Requirements:

Preference will be given to applicants in possession of the Food and Beverage Service Foundation Certificate with a minimum of two years working experience in the Hospitality Industry.

Duration:

Twelve (12) sessions of 2 hours duration.

Assessment Method:

Participants have to present a final project at the end of the course.

Course Fee:

€150

CS016

Basic service techniques (short course)

Aim:

To provide a focused level of product knowledge of restaurant service and to provide the knowledge required to underpin job skills and competencies in basic food and beverage service.

Description:

The topics covered are:

- Interpersonal skills: addressing customers, taking bookings, mise-en-place duties: polishing cutlery, crockery and glassware.
- Laying a table d' hôte cover; basic rules of service; napkin folds
- Basic technical skills: carrying plates; using a service plate and salver; carrying glasses, cutlery and trays; clearing skills
- Greeting and seating guests; taking food and beverage orders; how to perform a cutlery change at the customer's table
- Service of beverages: soft drinks and mineral waters, service of drinks from a salver; coffee and tea preparation; service of coffee and tea; and coffee break snacks: croissants, orange juice, pastries, etc. ...

Intended for:

All personnel providing food and beverage service

Requirements:

No specific requirement is needed.

Duration:

Five (5) sessions of two (2) hours each

Assessment Method:

Practical assessment on various aspects covered during the above sessions.

Course Fee:

€85

MGA03

Food and Beverage Management

Aim:

The purpose of the module is to provide the student with knowledge and competence in the management of Food & Beverage Operations. Various Food & Beverage topics will be tackled. Besides giving the theoretical approach, students will also experience the planning and organization of a catering unit, which they have to compile as proof of their proficiency.

Description:

The topics covered are:

- Main Sectors of F/B
- Menu planning and production
- Kitchen and restaurant design
- Menu Engineering
- Break even analysis
- Detailed budgeting for sales and costs
- Standard Recipes
- Standard Operating Procedures
- Job Descriptions
- Purchasing issues and requisitions
- Purchasing considerations for kitchen and restaurant equipment

Intended for:

Present managers and supervisors within the food and beverage department; also applicable to cost controllers and those who already are in possession of the second year level food service theory.

Requirements:

Preferably, the main requirement is the second year level food service theory or the second year level HO or HM courses. Moreover, at least 3-5 years experience as a manager or supervisor within a Food and Beverage department of a hotel or restaurant.

Duration:

30 sessions of one and a half hours each

Assessment Method:

One detailed project of "the creation of a catering restaurant unit:

Course Fee:

€150

CS017

Customer Service Excellence

Aim:

This informative course will teach you the ins and outs of dealing with both clients and colleagues, telephonically and face-to-face. You will gain confidence and enhance your people skills in order to provide the best service.

Description:

The topics covered are:

- Why excellent customer service is important
- Personal presentation
- Types of Customers
- Dealing with customers
- How to make the best use of communication skills
- Customer service situations
- Handling complaints
- Assessing the quality and effectiveness of customer service

Intended for:

Anyone who deals with the public or is involved in sales.

Requirements:

None

Duration:

Twenty-two and a half (22.5) hours

Assessment Method:

Coursework and examination

Course Fee:

€116.50

CS0 | 8

Customer Care for Modern Day – Food and Beverage Servers

Aim:

To provide a focused level of product knowledge of customer care service and a sense of customer satisfaction. It also provides the knowledge required to underpin job skills and competencies in maintaining a consistent customer care.

Description:

The topics covered are:

- Interpersonal skills, welcoming guests, delivering an accurate service, ensuring total guest satisfaction throughout the guest's whole stay.
- Complaint handling, pleasing guests, customer care for effective selling.

Intended for:

- Individuals who wish to have knowledge in the specific area of customer care in restaurants.
- Personnel with little previous experience who wish to enter the Hospitality Industry in Beverage Service Departments.
- Personnel in junior positions in sales and service of food and beverages.

Requirements:

Food and Beverage Servers working in Hotels and Restaurants.

Persons wishing to start a career in Food and Beverage service.

Duration:

Two (2) sessions of one and a half (1.5) hour

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€35

CS019

Introduction to Reception Operations and Services

Aim:

To enable participants to gain a sound understanding of the role of a hotel Front Office receptionist.

Description:

The topics covered are:

- Introduction to Front Office
- Customer Care
- Hotel Knowledge
- Communications
- Telephone Techniques
- Sources of Business & Tariffs
- Disabled and special need guests
- Guest relations manager
- Handling verbal and written complaints
- Guest feedback/questionnaire
- Sales approach skills – selling a service
- The Concierge Department
- Hotel Security – General evacuation procedures
 - Guest security

Intended for:

Persons who are already working as receptionists but who have never undergone any formal training and are not in possession of any recognised qualification, or persons interested in pursuing a career as a hotel receptionist.

Requirements:

Enthusiasm and outgoing personality

Duration:

45 hours – 14 sessions each of 3 hours duration and 1 examination session

Assessment Method:

Coursework and examination

Course Fee:

€200

CS020

Intermediate Certificate in Reception Operations and Services

Aim:

To enable participants who already have a sound understanding of reception duties, gain formal instruction.

Description:

The topics covered are:

- Introduction to Advanced Reservations
- Tour Operator Contracts – Allocation & invoicing
- Accepting Advanced Reservations- Controlling Reservations, Overbooking
- Selling Techniques in relation to reservations – increasing average room rate
- Group reservations
- Allocating rooms
- Methods of handling room status
- Registration Methods / Registration laws
- Keys / key cards
- Check in procedure
- Group arrivals
- Principles of Guest Accounting / billing/ Set up guest folios/ Advance deposits
- Cash floats – guest billing – posting to guest bills
- Payment methods, foreign exchange, petty cash & paid outs
- The Check out procedure
- End of shift procedure / banking
- Night Audit

Intended for:

Aimed at persons who are already working as receptionists but who have never undergone any formal training and are not in possession of any recognised qualification.

Requirements:

Good working knowledge of reception duties

Duration:

90 hours – 28 sessions each of 3 hours duration and 2 examination sessions

Assessment Method:

Coursework and examination

Course Fee:

€400

CS02 I

Front Office Management

Aim:

To enable participants already working in a reception environment and have a sound working knowledge of reception duties, gain formal instruction at supervisory and management level.

Description:

The topics covered are:

- Front Office Management, roles and responsibilities
- Front Office Manager Job Description
- Sources of reservations:-

Time Share

Tour Operator – Allocation Agreement

Group room sales, reservations and bookings

- Hotel Classifications
- Staffing Levels / Payroll costing
- Standard Operating Procedures
- Job Descriptions
- Occupancy reports and forecasts
- Forecasting rooms' availability
- Revenue Management
- Establishing room rates
- Rev Par
- Budgeting

Intended for:

This course is aimed at: Assistant Front Office Managers, Shift Supervisors, Reservation Manager/ Supervisor; with a sound working knowledge of reception.

Requirements:

Sound working knowledge of reception duties.

Duration:

45 hours – 15 sessions each of 3 hours duration and 1 examination session

Assessment Method:

Coursework and examination

Course Fee:

€300

CS022

OPERA Property Management System – Basic

Aim:

To provide formal training in Opera for persons who already have a basic working knowledge of Front Office.

Description:

Small classes – 1 computer per student – Course notes provided.

Topics covered:

- Overview of the system, system parameters
- Profiles, Reservations, Guest History, Availability/ Occupancy
- Rate codes, Blocks
- Reports
- Check in, Billing, Check-out, End of Shift
- Room status, In-house guests, messages, wake-up calls

Intended for:

This course is designed for receptionists and reservation clerks who have little or no experience with Opera.

Requirements:

Relevant work experience or have completed the 'Intermediate Certificate in Reception Operations and Services'

Duration:

12 hours hands on.

Assessment Method:

In-class assessments

Course Fee:

€90

CS023

OPERA Property Management System – Intermediate

Aim:

To provide formal training in Opera for persons who already have a working knowledge Opera.

Description:

Small classes – 1 computer per student – Course notes provided.

Topics covered:

- Advance profile functions
- Advance reservation functions
- Rates management
- Statistical reports
- Pro-forma invoices / Tour operator bookings / Billing
- Advanced cashier functions
- Night audit.

Intended for:

This course is aimed at: Assistant Front Office Manager; Shift Supervisors, Reservation Manager/ Supervisor, with a working knowledge of Opera or Fidelio.

Requirements:

Working knowledge of Opera.
Relevant supervisory experience or have completed the 'Intermediate Certificate in Reception Operations and Services'

Duration:

6 hours hands on.

Assessment Method:

In-class assessments

Course Fee:

€60

CS024

OPERA Property Management System – Advanced

Aim:

To provide formal advanced training in Opera for persons who already have a working knowledge Opera.

Description:

Small classes – 1 computer per student – Course notes provided.

Topics covered:

- User Configuration
- User Activity Tracking
- Daily Statistics
- Accounts Receivable (Sales Ledger)
- Rate Strategy
- Revenue Management
- Statistical reports & Report Setup

Intended for:

This course is aimed at: Assistant Front Office Managers, Shift Supervisors, Reservation Manager/ Supervisor; with a working knowledge of Opera or Fidelio.

Requirements:

Working knowledge of Opera.
Relevant supervisory experience or have completed the 'Front Office Management Course.

Duration:

6 hours hands on.

Assessment Method:

In-class assessments

Course Fee:

€75

CS026

Room Attendant 'Self Checker' Programme

Aim:

To enable existing skilled Room Attendants to learn about the 'self checking' role.

Description:

The topics covered are:

- Bedroom cleaning
- Ensuring a Pest free environment
- Determining whether an area is aesthetically clean or hygienically clean
- Standards
- Room Inspections

Intended for:

Skilled Guest Room Attendants who are already in employment

Duration:

2 group sessions of 4 hrs each
2 individual sessions of 8 hours each

Assessment Method:

on site assessments

Course Fee:

€75

CS027

Introduction to Supervisory Skills and Techniques

Aim:

To provide participants with the necessary supervisory skills required in overseeing a Food and Beverage operation. To learn how to cope more effectively with the transition to supervisory grade levels in the Catering sector of the Hospitality Industry. To develop the personal skills and knowledge necessary for an effective and efficient supervisory performance. Provide the knowledge required to underpin job skills and competences in the supervisory level. To formulate and apply Standard Operating Procedures.

Description:

The topics covered are:

- The role of the supervisor
- Health and Safety Legislation, Security at Work
- Group Dynamics
- Attributes and Skills
- Forms of Communication, Up-selling, Sales and Promotion, Telephone Techniques
- Training, SOPs
- Managing Time, Observing the Rules, Scheduling, Time-sheet, Manpower, Productivity Ratio, Daily Briefing
- Motivation
- Function Order, Check-list
- Discipline, Termination, Complaint Handling
- Induction Programme, Staff Turnover
- Reviewing and Evaluating Performance

Intended for:

Staff in junior positions or newly appointed in the Food and Beverage Sector or for those who wish to join the hospitality industry at Supervisory Level in Food and Beverage Service.

Requirements:

Food and Beverage Service Foundation Level (preferred) and/ or two years working in the industry

Duration:

Twelve (12) sessions of two (2) hours duration

Assessment Method:

Participants have to present at project at the end of the course.

Course Fee:

€250

CS028

Supervisory Skills for Meetings and Conventions

Aim:

- To provide a focused level of product knowledge on the Conference and Banqueting Market.
- To cover main areas in the planning, setting up of running of Conferences and Banquets.
- To provide knowledge required to strengthen skills and competencies in the Conference and Banqueting Departments.

Description:

The topics covered are:

- The importance of the conference and banqueting sector in the hospitality industry, statistical information on the Maltese Tourism Industry and this market.
- Different types of locations and facilities in the conference and banqueting and market.
- Types of clients associated with different types of conferences, banqueting and events. Their needs and expectations.
- Dealing with VIP's. Their needs and expectations
- Planning and different setups for different types of conferences, meetings, seminars and banquets.
- Necessary products and services required for different types of conference and banquets.
- Different types of menus for different types of conferences, banquets and events. The importance of menu knowledge.

- The food and beverage preparation and production.
- Customer service sequence.
- Planning, ordering and manning

Intended for:

- People who wish to broaden and deepen the knowledge in the specific area of the conference and banqueting market.
- Service Personnel with little experience who wish to enter the Hospitality Industry in Conference and Banqueting Departments.
- Personnel in junior or supervisory position in Conference and Banqueting Departments.

Requirements:

Preference will be given to applicants in possession of the Food and Beverage Foundation Service Course with a minimum of two years working experience in the Hospitality Industry.

Duration:

Twelve (12) sessions of two (2) hours duration.

Assessment Method:

Participants have to present a project at the end of the course.

Course Fee:

€250

CS029

Conference & Events Supervision – The Professional Perspective

Aim:

- To provide a focused level of product knowledge on the Conference, Banqueting and Events Market
- To cover main areas in the planning, setting up and running of conferences and events.
- To provide knowledge required to strengthen skills and competencies in the Conference and Events Departments.

Description:

The topics covered are:

- The importance of the conference and banqueting sector in the hospitality industry, statistical information on the Maltese Tourism Industry and this market.
- Different types of locations and facilities in the conference and banqueting and market.
- Different Characteristics of Events
- Types of clients associated with different types of conferences, banqueting and events. Their needs and expectations.
- Outside Catering
- Dealing with VIP's. Their needs and expectations
- Banquet Checklists.
- Planning and different setups for different types of conferences, meetings, seminars and banquets.

- Different categories of equipment required for various types of events.
- Necessary products and services required for different types of conference and banquets.
- Negotiations, contractors and suppliers.
- Cost controlling in the Event Sector.
- Menu planning and the importance of menu knowledge.
- The food and beverage preparation and production.
- The role of the Event Banquet Head Waiter in the catering events.
- Customer service sequence.
- Videos and Promotion items.
- Planning, ordering and manning.

Intended for:

- Personnel who wish to enrich their knowledge in the specific area of the conference, banqueting and events business/ market.
- Personnel with little previous experience in these special segment of the Catering industry, who wish to further their career in the Hospitality Industry in Conference and Events Department.
- Personnel in junior or supervisory positions in Conference and Events Departments.

- Personnel already operating in these lines who wish to obtain certification for their skills in this area of work/ employment.
- Employees operating in outside catering organisations both within and separate from hotel units within the hospitality sector of the Tourism industry.

Requirements:

None

Duration:

Twelve (12) sessions of three (3) hours duration.

Assessment Method:

Participants have to present a project at the end of the course.

Course Fee:

€250

CS03 |

Pest Control Awareness and Integrated Pest Control Management

Aim:

To provide awareness of basic pest control issues as well as to encourage within the hospitality industry a continuous proactive approach.

The course also bears international recognition such as DATAS UK and NPTA UK.

Description:

The topics covered are:

- Introduction to Pests
- Casual Invaders
- Flying Pests/ Mites/ Parasites
- Stored Product Pests
- Textile Pests and General Scavengers
- Timber Pests
- Cockroaches/ Rodents/ Pesticides/ Rodenticides
- Integrated Pest Management and Legislation

Intended for:

All members of the Hospitality Industry since this knowledge can be applied in different areas (including domestic). However this programme may be of special interest to Safety Officers, Maintenance, Housekeeping, Kitchen, Service and stores Personnel.

Requirements:

None

Duration:

Seven (7) sessions of three (3) hours each including OHP and video presentations, on-site inspection, laboratory-based practical demonstrations

Assessment method:

Participants will have to undertake a practical assessment followed by 50 Multiple choice question paper

Course Fee:

€120

CS032

WSET (UK) Intermediate Certificate in Wine and Spirits

Aim:

To furnish participants with a broad knowledge in wines for members of the public for students and for persons employed in the retail and in the food and beverage service sectors.

Description:

The topics covered are:

- Wine tasting – systematic approach to wine tasting
- Wine service and storage
- Wine labelling
- Grape varieties
- Food and Wine matching
- Social responsibility – sensible drinking
- Key wine producing regions of the world

Intended for:

Persons who wish to broaden their knowledge of wines and spirits, and for those who wish to work in wine bars, restaurants, hotels and the retail sector.

Requirements:

17 years of age (minimum)

Duration:

Eight (8) sessions of four (4) hours duration. – 32 hours

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€250

CS033

WSET (UK) Advanced Certificate in Wines and Spirits

Aim:

To provide in-depth knowledge of a wide range of wines and spirits in a professional and structured way.

Description:

The topics covered are:

- Wine tasting-using the systematic approach to tasting of wines
- Food and wine matching – a guide to the key considerations when matching food and wine successfully
- Labelling – learning how to decode and understand international wine labels
- Social responsibility – a guide to sensible drinking
- Wine production – light wines of the world – sparkling wines
- Liqueur wines
- Spirits and liqueurs

Intended for:

Persons who wish to broaden their knowledge of wines and spirits, and for those who wish to work in wine bars, restaurants, hotels and the retail sector.

Requirements:

Be in possession of the WSET (UK) Intermediate Certificate

Duration:

60 hours – 15 sessions of 4 hours each

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€475

CS034

WSET International Higher Certificate in Wines and Spirits – LEVEL 3

Aim:

To provide a focused level of product knowledge of wines, spirits and liqueurs. The course covers all product categories in the field of wines, spirits and end use of identified products. It provides the knowledge required to underpin job skills and competencies in wine and spirit service and personnel in wine and spirits retail and wholesale agencies.

Description:

The topics covered are:

- Labelling Regulations
- Viticulture and Vinification
- Bordeaux and south West France
- Burgundy, Alsace and Eastern France
- Loire, Rhone and South of France
- Italy
- Spain and Portugal
- Germany and other European Union Countries
- Other Old World Countries
- The Americans
- Australia, New Zealand and South Africa
- Champagne and other sparkling wines
- Sherry and similar liqueur (fortified) wines
- Port and similar liqueur (fortified) wines
- Spirits

Intended for:

- People who wish to broaden and deepen their knowledge in the specific area of Wines and Spirits and not wanting to further their studies to level 4 Diploma.
- Personnel with previous wine service experience in the Hospitality Industry in wine and beverage service who want certificate.
- People employed in the drinks and hospitality industries in a supervisory capacity, needing core information to advise management and customers with authority and make informed selections of wine and spirits.
- Wine connoisseurs who wish to learn about wines and spirits in a rigorous and structured manner and gain an internationally recognised qualification.
- Personnel in junior positions in sales and service of wines and spirits.
- Call centre staff and sales persons in spirit retail or wholesale companies seeking in depth knowledge on wines and spirits.

Requirements:

Be in possession of the WSET (UK) Intermediate Certificate

Minimum 4/5 year working experience in the catering and/ or wine retail industry

Applicants must be 18 years or above

Duration:

Forty-five (45) hours

Assessment Method:

Participants have to sit for multiple choice exam at the end of the course.

Course Fee:

€425

CS035

Professional Certificate in Spirits Knowledge – Level 2

Aim:

To provide a focused level of product knowledge of spirits and liqueurs. The course covers all product categories in the field of spirits and end use of identified products. It provides the knowledge required to underpin job skills and competencies in bar service, cocktail service and personnel in retail and wholesale agencies.

Description:

The topics covered are:

- Production Techniques
- Cognac and Armagnac
- Other Brandies
- Scotch Whisky
- Irish Whiskey
- North American and Other Whiskies
- Vodka
- Gin
- Rum
- Flavoured Spirits
- Liqueurs
- Sales and Service of Spirits

Intended for:

- People who wish to broaden and deepen their knowledge in the specific area of Spirits and Liqueurs
- Personnel with little previous experience who wish to enter the Hospitality Industry Beverage Service Departments.
- Personnel in junior positions in sales and service of beverages.
- Call centre staff and sales persons in spirit retail or wholesale companies.

Requirements:

Be in possession of the WSET (UK) Intermediate Certificate

Duration:

Eight (8) sessions of four (4) hours duration

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€250

CS036

Degustation Series – Cabernet Sauvignon & Merlot

Aim:

- To provide a focused level of product knowledge of the cabernet and merlot grapes and wines produced with them.
- Coverage of all major growing regions of cabernet sauvignon and merlot.
- Provide the tasting skill and knowledge required to underpin the different characteristics of wines made from different cabernet sauvignon and merlot based wines.
- Introduce the basics of label terminology used in the modern wine industry.
- Personnel working with wines in the hospitality industry who seek a short and focussed seminar to enrich their knowledge of the cabernet and merlot grapes and their wines.
- Wine enthusiasts who want to learn the skill of wine tasting and appreciation.
- Sales persons employed by supermarkets and wine retailers who want to acquire the knowledge of what wine is all about.
- Personnel in junior positions in sales and service of beverages.
- Enthusiastic consumers of red wine who wish to discover more fascinations of this international grape variety.

Description:

The topics covered are:

- The flavours of Cabernet Sauvignon and Merlot
- Premium cabernet sauvignon and merlot regions
- Bulk production cabernet sauvignon and merlot
- Cabernet and Merlot in blends
- Understanding the wine label
- Factors affecting quality and price
- The three 'S's of tasting: sight, smell and sipping

Intended for:

- Wine enthusiasts who wish to broaden their knowledge of the cabernet and merlot grapes and the wines derived from them.

Requirements:

Enthusiasm to learn about wine

Prerequisites:

Applicants must be 18 years or above

Duration:

One (1) session of three (3) hours

Assessment Method:

None

Course Fee:

€35

CS037

Degustation Series – Riesling

Aim:

- To provide a focused level of product knowledge of the Riesling grape and wines produced with it.
- Coverage of all major growing regions of Riesling.
- Provide the tasting skill and knowledge required to underpin the different characteristics of wines made from different Riesling based wines.
- Introduce the basics of label terminology used in the modern wine industry.

Description:

The topics covered are:

- The flavours of Riesling
- Premium Riesling regions
- Bulk production Riesling wines
- Understanding the wine label
- Factors affecting quality and price
- The three 'S's of tasting: sight, smell and sipping

Intended for:

- Wine enthusiasts who wish to broaden their knowledge of the Riesling grape and the wines derived from it.
- Personnel working with wines in the hospitality industry who seek a short and focussed seminar to enrich their knowledge of the Riesling grape and its wines.

- Wine enthusiasts who want to learn the skill of wine tasting and appreciation.
- Sales persons employed by supermarkets and wine retailers who want to acquire the knowledge of what wine is all about.
- Personnel in junior positions in sales and service of beverages.
- Enthusiastic consumers of white wine who wish to discover more fascinations of this international grape variety.

Requirements:

Enthusiasm to learn about wine

Prerequisites:

Applicants must be 18 years or above

Duration:

One (1) session of three (3) hours

Assessment Method:

None

Course Fee:

€35

CS038

Degustation Series – Lovely Bubbly (Sparkling Wines of the World)

Aim:

- To provide a focused level of product knowledge of the grapes used to make sparkling wine.
- Coverage of all production and major growing regions for sparkling wine.
- Provide the tasting skill and knowledge required to underpin the different characteristics of sparkling wines.
- Introduce the basics of label terminology used in the modern wine industry.

Description:

The topics covered are:

- The flavours of sparkling wine
- Premium production regions
- Production of sparkling wine
- The blends at the root of sparkling wines
- Understanding the label
- Factors affecting quality and price
- The three 'S's of tasting: sight, smell and sipping

Intended for:

- Wine enthusiasts who wish to broaden their knowledge of the sparkling wine grapes and the wines derived.
- Personnel working with wines in the hospitality industry who seek a short and focussed seminar to enrich their knowledge of sparkling wine.

- Persons seeking alternatives to Champagne for any special occasion. Come and savour a range of wines from different regions including classic Champagne. The smashing of bottles against the walls to launch this tutored tasting is strictly prohibited!
- Wine enthusiasts who want to learn the skill of wine tasting and appreciation especially sparkling wine.
- Sales persons employed by supermarkets and wine retailers who want to acquire the knowledge of what wine is all about.
- Personnel in junior positions in sales and service of beverages.
- Enthusiastic consumers of wine who wish to discover more fascinations of this particular style of wine.

Requirements:

Enthusiasm to learn about wine

Prerequisites:

Applicants must be 18 years or above

Duration:

One (1) session of three (3) hours

Assessment Method:

None

Course Fee:

€35

CS039

Degustation Series – Sauvignon Blanc

Aim:

- To provide a focused level of product knowledge of the Sauvignon Blanc grape and wines produced with it.
- Coverage of all major growing regions of Sauvignon Blanc.
- Provide the tasting skill and knowledge required to underpin the different characteristics of wines made from different Sauvignon Blanc based wines.
- Introduce the basics of label terminology used in the modern wine industry.
- Personnel working with wines in the hospitality industry who seek a short and focussed seminar to enrich their knowledge of the Sauvignon Blanc grape and its wines.
- Wine enthusiasts who want to learn the skill of wine tasting and appreciation.
- Sales persons employed by supermarkets and wine retailers who want to acquire the knowledge of what wine is all about.
- Personnel in junior positions in sales and service of beverages.
- Enthusiastic consumers of white wine who wish to discover more fascinations of this international grape variety.

Description:

The topics covered are:

- The flavours of Sauvignon Blanc
- Premium Sauvignon Blanc regions
- Bulk production Sauvignon Blanc
- Sauvignon Blanc in blends
- Understanding the wine label
- Factors affecting quality and price
- The three 'S's of tasting: sight, smell and sipping

Intended for:

- Wine enthusiasts who wish to broaden their knowledge of the Sauvignon Blanc grape and the wines derived from it.

Requirements:

Enthusiasm to learn about wine

Prerequisites:

Applicants must be 18 years or above

Duration:

One (1) session of three (3) hours

Assessment Method:

None

Course Fee:

€35

CS040

Degustation Series – Pinot Noir

Aim:

- To provide a focused level of product knowledge of the Pinot Noir grape and wines produced with it.
- Coverage of all major growing regions of Pinot Noir.
- Provide the tasting skill and knowledge required to underpin the different characteristics of wines made from different Pinot Noir based wines.
- Introduce the basics of label terminology used in the modern wine industry.

Description:

The topics covered are:

- The flavours of Pinot Noir
- Premium Pinot Noir growing regions
- Bulk production Pinot Noir
- Pinot Noir in blends
- Understanding the wine label
- Factors affecting quality and price
- The three 'S's of tasting: sight, smell and sipping

Intended for:

- Wine enthusiasts who wish to broaden their knowledge of the Pinot Noir grape and the wines derived from it.
- Personnel working with wines in the hospitality industry who seek a short and focussed seminar to enrich their knowledge of the Pinot Noir grape and its wines.

- Wine enthusiasts who want to learn the skill of wine tasting and appreciation.
- Sales persons employed by supermarkets and wine retailers who want to acquire the knowledge of what wine is all about.
- Personnel in junior positions in sales and service of beverages.
- Enthusiastic consumers of red wine who wish to discover more fascinations of this international grape variety.

Requirements:

Enthusiasm to learn about wine

Prerequisites:

Applicants must be 18 years or above

Duration:

One (1) session of three (3) hours

Assessment Method:

None

Course Fee:

€35

CS04 I

Wine Speak – The Language of Wine

Aim:

- To provide a focused level of product knowledge on wine terms and quality.
- To cover main areas in the use of specific terms describing wine through labelling.
- To provide knowledge required to strengthen skills and competencies of personnel who serve wine and are expected to give advice to customers on wine quality.

Description:

The topics covered are:

- The modern wine consumer
- Choosing wines in the restaurant
- Getting the grips with wine speak
- Wine labelling classification – Europe and New World
- Sensory evaluation of wine

Intended for:

- Members of the general public who wish to broaden and deepen their knowledge in the specific area of wine.
- Service Personnel with little previous experience who wish to increase their knowledge of wine style through a short course.
- Personnel in purchasing who wish to broaden their abilities to decipher wine labels.

Requirements:

Enthusiasm to learn about wine. Applicants must be 18 years or above

Duration:

One (1) session of three (3) hours

Assessment Method:

None – Certificate of attendance will be provided to participants

Course Fee:

€25

CS042

Basic Language Courses for the Hospitality Industry - English

Aim:

Persons who wish to gain a working knowledge/ elementary competence in the English language. This course focuses on teaching participants how to communicate simply and effectively at basic level, deal with the grammatical structures needed, pronounce words properly and utilise tourism-related vocabulary in their daily duties.

Description:

The topics covered are:

- Introducing oneself and others, greeting people, formal and informal uses of the language, giving simple information about oneself. The alphabet. Countries and nationalities, adjectives used to express this. Talking about one's country.
- Introduction to hospitality vocabulary-different areas of the hotel. A focus on the reception area.
- Giving directions, both inside the hotel and around Malta. Grammatical structures needed for this.
- The two parts of a restaurant – dining area utensils & kitchen equipment. Taking simple orders in the bar/restaurant/café/replying to room service orders.
- Culinary terms – the food groups, methods of preparing and cooking food. Looking at recipes. Talking about food – favourite dishes, typical dishes of England.

- A focus on pronunciation – listening and speaking. Communicating over the phone – taking bookings, filling in forms. Talking about one's routine- the time, tasks and responsibilities at work, running errands and chores.
- Talking about one's home town – expressing feelings, likes and dislikes. Culture – typical towns/villages in England
- Recommending places of interest to tourists in a simple manner. Asking tourists questions on arrival/bidding farewell/ making arrangements for departure.

Intended for:

Persons who wish to gain a working knowledge of the English language.

Requirements:

None

Duration:

60 hours

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€240

CS043

Basic Language Courses for the Hospitality Industry - French

Aim:

Persons who wish to gain a working knowledge/ elementary competence in the French language. This course focuses on teaching participants how to communicate simply and effectively at basic level, deal with the grammatical structures needed, pronounce words properly and utilise tourism-related vocabulary in their daily duties.

Description:

The topics covered are:

- Introducing oneself and others, greeting people, formal and informal uses of the language, giving simple information about oneself. The alphabet. Countries and nationalities, adjectives used to express this. Talking about one's country.
 - Introduction to hospitality vocabulary-different areas of the hotel. A focus on the reception area.
 - Giving directions, both inside the hotel and around Malta. Grammatical structures needed for this.
 - The two parts of a restaurant – dining area utensils & kitchen equipment. Taking simple orders in the bar/restaurant/café/replying to room service orders.
 - Culinary terms – the food groups, methods of preparing and cooking food. Looking at recipes. Talking about food – favourite dishes, typical dishes of France.
- A focus on pronunciation – listening and speaking. Communicating over the phone – taking bookings, filling in forms. Talking about one's routine- the time, tasks and responsibilities at work, running errands and chores.
 - Talking about one's home town – expressing feelings, likes and dislikes. Culture – typical towns/villages in France.
 - Recommending places of interest to tourists in a simple manner: Asking tourists questions on arrival/bidding farewell/ making arrangements for departure.

Intended for:

Persons who wish to gain a working knowledge of the French language.

Requirements:

None

Duration:

60 hours

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€240

CS044

Basic Language Courses for the Hospitality Industry - German

Aim:

Persons who wish to gain a working knowledge/ elementary competence in the German language. This course focuses on teaching participants how to communicate simply and effectively at basic level, deal with the grammatical structures needed, pronounce words properly and utilise tourism-related vocabulary in their daily duties.

Description:

The topics covered are:

- Introducing oneself and others, greeting people, formal and informal uses of the language, giving simple information about oneself. The alphabet. Countries and nationalities, adjectives used to express this. Talking about one's country.
- Introduction to hospitality vocabulary-different areas of the hotel. A focus on the reception area.
- Giving directions, both inside the hotel and around Malta. Grammatical structures needed for this.
- The two parts of a restaurant – dining area utensils & kitchen equipment. Taking simple orders in the bar/restaurant/café/replying to room service orders.
- Culinary terms – the food groups, methods of preparing and cooking food. Looking at recipes. Talking about food – favourite dishes, typical dishes of Germany.

- A focus on pronunciation – listening and speaking. Communicating over the phone – taking bookings, filling in forms. Talking about one's routine- the time, tasks and responsibilities at work, running errands and chores.
- Talking about one's home town – expressing feelings, likes and dislikes. Culture – typical towns/villages in Germany.
- Recommending places of interest to tourists in a simple manner. Asking tourists questions on arrival/bidding farewell/ making arrangements for departure.

Intended for:

Persons who wish to gain a working knowledge of the German language.

Requirements:

None

Duration:

60 hours

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€240

CS045

Basic Language Courses for the Hospitality Industry - Italian

Aim:

Persons who wish to gain a working knowledge/ elementary competence in the Italian language. This course focuses on teaching participants how to communicate simply and effectively at basic level, deal with the grammatical structures needed, pronounce words properly and utilise tourism-related vocabulary in their daily duties.

Description:

The topics covered are:

- Introducing oneself and others, greeting people, formal and informal uses of the language, giving simple information about oneself. The alphabet. Countries and nationalities, adjectives used to express this. Talking about one's country.
 - Introduction to hospitality vocabulary-different areas of the hotel. A focus on the reception area.
 - Giving directions, both inside the hotel and around Malta. Grammatical structures needed for this.
 - The two parts of a restaurant – dining area utensils & kitchen equipment. Taking simple orders in the bar/restaurant/café/replying to room service orders.
 - Culinary terms – the food groups, methods of preparing and cooking food. Looking at recipes. Talking about food – favourite dishes, typical dishes of Italy.
- A focus on pronunciation – listening and speaking. Communicating over the phone – taking bookings, filling in forms. Talking about one's routine- the time, tasks and responsibilities at work, running errands and chores.
 - Talking about one's home town – expressing feelings, likes and dislikes. Culture – typical towns/villages in Italy.
 - Recommending places of interest to tourists in a simple manner: Asking tourists questions on arrival/bidding farewell/ making arrangements for departure.

Intended for:

Persons who wish to gain a working knowledge of the Italian language.

Requirements:

None

Duration:

60 hours

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€240

CS046

Basic Language Courses for the Hospitality Industry - Spanish

Aim:

Persons who wish to gain a working knowledge/ elementary competence in the Spanish language. This course focuses on teaching participants how to communicate simply and effectively at basic level, deal with the grammatical structures needed, pronounce words properly and utilise tourism-related vocabulary in their daily duties.

Description:

The topics covered are:

- Introducing oneself and others, greeting people, formal and informal uses of the language, giving simple information about oneself. The alphabet. Countries and nationalities, adjectives used to express this. Talking about one's country.
- Introduction to hospitality vocabulary-different areas of the hotel. A focus on the reception area.
- Giving directions, both inside the hotel and around Malta. Grammatical structures needed for this.
- The two parts of a restaurant – dining area utensils & kitchen equipment. Taking simple orders in the bar/restaurant/café/replying to room service orders.
- Culinary terms – the food groups, methods of preparing and cooking food. Looking at recipes. Talking about food – favourite dishes, typical dishes of Spain.

- A focus on pronunciation – listening and speaking. Communicating over the phone – taking bookings, filling in forms. Talking about one's routine- the time, tasks and responsibilities at work, running errands and chores.
- Talking about one's home town – expressing feelings, likes and dislikes. Culture – typical towns/villages in Spain.
- Recommending places of interest to tourists in a simple manner. Asking tourists questions on arrival/bidding farewell/ making arrangements for departure.

Intended for:

Persons who wish to gain a working knowledge of the Spanish language.

Requirements:

None

Duration:

60 hours

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€240

CS047

French for Tour-Guiding

Aim:

To enable students to gain a very good knowledge of the 4 skills (written, spoken, listening and reading) in French in a tour-guiding context. To enable students to speak fluently in French about local historical sites and famous monuments.

Description:

Topics covered in part 1 semester 1:

- Grammar:
 - Tenses
 - Adjectives and shades of colour
 - Nouns
 - Geographical terms
 - Relative Pronouns/ Personal Pronouns
 - Negatives
 - Prepositions
 - Time expressions
- Language Functions:
 - Welcome speech
 - How to suggest areas of interest
 - Giving advice to tourists
 - How to take care of a group
 - Presenting a famous landmark

Topics covered in part 2 semester 2:

- Language terminology related to the following specific sites of interest:
 - Valletta walking tour
 - Palace of the Grandmasters

Cathedral of St John
Mdina walking tour
Museum of Roman Antiquities
St Paul's Catacombs
Birgu walking tour
Inquisitor's Palace
Maritime Museum
Tarxien Temples
Ghar Dalam
Gozo
Coach Tour

Topics covered in part 3 semester 2:
Practical fieldwork on part 2 topics.

Intended for:

Tourist Guides who are already in possession of a License and who would like to guide in French.

Requirements:

A good level of French

Duration:

2 semesters: 30 sessions of 3 hours each (1 year)
5 practical sessions of 4.5 hours each

Assessment Method:

Oral presentation, oral test, written test, final exam

Course Fee:

€350

CS048

Italian for Tour-Guiding

Aim:

To enable students to gain a very good knowledge of the 4 skills (written, spoken, listening and reading) in Italian in a tour-guiding context. To enable students to speak fluently in Italian about local historical sites and famous monuments.

Description:

Topics covered in part 1 semester 1:

- Grammar:
 - Tenses
 - Adjectives and shades of colour
 - Nouns
 - Geographical terms
 - Relative Pronouns/ Personal Pronouns
 - Negatives
 - Prepositions
 - Time expressions
- Language Functions:
 - Welcome speech
 - How to suggest areas of interest
 - Giving advice to tourists
 - How to take care of a group
 - Presenting a famous landmark

Topics covered in part 2 semester 2:

- Language terminology related to the following specific sites of interest:
 - Valletta walking tour
 - Palace of the Grandmasters

Cathedral of St John
Mdina walking tour
Museum of Roman Antiquities
St Paul's Catacombs
Birgu walking tour
Inquisitor's Palace
Maritime Museum
Tarxien Temples
Ghar Dalam
Gozo
Coach Tour

Topics covered in part 3 semester 2:
Practical fieldwork on part 2 topics.

Intended for:

Tourist Guides who are already in possession of a License and who would like to guide in Italian.

Requirements:

A good level of Italian

Duration:

2 semesters: 30 sessions of 3 hours each (1 year)
5 practical sessions of 4.5 hours each

Assessment Method:

Oral presentation, oral test, written test, final exam

Course Fee:

€350

CS049

Train the Trainer Programme

Aim:

The Train the Trainer programme provides participants with an overview of the systematic approach to the delivery of effective training. It will provide participants with the knowledge required to select the appropriate training method taking into account individual learning styles, design effective learning material, develop strategies for building rapport and managing group participation and to learn how to evaluate training.

Description:

The topics covered are:

- Description of the systematic approach to training and development
- Select the appropriate training method taking into account individual learning styles
- Design effective learning material
- Develop strategies for building rapport and managing group participation
- Identify your own personal style as a trainer
- Learn how to evaluate training back at the workplace and at an organizational Level
- Explore the future for training
- Consider your own continuous professional development
- The historic aspect of quality and its evolution to today's Meaning.

- The importance of Quality in the Hospitality Industry and how it can be improved.
- How to develop a Mission Statement and focus the process of how the desired output is achieved
- The tools of quality and how to use these tools

Intended for:

Employees in a supervisory position

Requirements:

None

Duration:

20 hours

Assessment Method:

Presentation for assessment purposes

Course Fee:

€450

CS050

International Hospitality

Aim:

To provide a focused knowledge to Global Competition and Customer Diversity in the Industry. To create awareness on how important the Hospitality sector is and to create customer satisfaction. To exceed customer expectations in important issues through professional attitude towards the customer.

Description:

The topics covered are:

- Exploring different cultures
- Different type of religious food restrictions
- Food Allergies/ Vegetarians
- Customer Care in Hospitality
- Type of customers worldwide
- Inclusive Hospitality
- Grading scheme in different regions
- Types and level of Services
- Hygiene Operating Practices
- HACCP and Quality Assurance
- The emerging importance of E-Tourism
- Human Resources – Changing Practices
- The importance of tradition and cultures
- Global competition
- Food supply
- Working opportunities worldwide
- Legal consumer protection

Intended for:

- People who wish to know more about International Hospitality;
- Personnel with little or some experience in the Hospitality trade;
- Hospitality Personnel who are not familiar with demands of International Hospitality; and
- Food and Beverage Personnel who wish to refine their professional skills in the Hospitality Industry.

Requirements:

- Food and Beverage personnel in the hospitality industry;
- Good command of English Language

Duration:

Eight sessions of three hours each.

Assessment Method:

Participants have to sit for an examination at the end of the course.

Course Fee:

€100

CS05 I

Courses for Executives (Understanding Kitchen)

Aim:

To ensure an understanding at basic kitchen and larder technical skills within a kitchen environment.

Description:

The topics covered are:

- Practical Light Equipment and Utensils
- Understanding stocks
- Practical Sessions – Production of chicken, beef and fish stocks
- Introduction to Sauces
- Production of Bechamel - Veloutes
- Cream of Chicken Soup (Practical)
- Production of Tomato Sauce and Espagnol Sauce (Theory)
- Spaghetti Marinara (Practical)
- Understanding Pasta (Theory)
- Preparation of fresh egg noodle paste
- Preparation of ravioli/ tortellini/ tagliatelli etc (Practical)
- Introduction to vegetables and potatoes (Theory)
- Cuts of vegetables – turning of vegetables
- Pomme Chateau – Potato Quendelles – Parsley Parisienne Potatoes (Practical)
- Introduction to poultry (Theory)
- Butchery of chicken
- Stuffing of Chicken Breast
- Chicken Ballontine (Practical)
- Understanding Fish and Shellfish (Theory)
- Filleting of Fish – Cuts of Fish
- Studdes fillet of sea bass with prawn paste and fish veloute (Practical)
- Understanding Meats (Theory)
- Preparation of Beef Olives – Gordon Bleu
- Preparation of vegetables

Intended for:

- Executives or prospective executives who require basic knowledge in pastry techniques as a pre-requisite for their career in the hospitality industry.

Requirements:

Good command of the English language and a good Handler's Licence B

Duration:

Fourteen (14) sessions – Three (3) hours practical and one and a half hour (1½) theory

Assessment Method:

Continuous assessment theory and practical. Students also have to sit for an examination at the end of the course on both components

Course Fee:

€450

CS052

Courses for Executives (Understanding Pastry)

Aim:

To ensure an understanding of basic pastry technical skills within a kitchen environment.

Description:

The topics covered are:

- Introduction to weights and measures (Practical)
- Understanding basic bun dough (Theory)
- Production of Bread – Production of Pizza (Practical)
- Introduction to sweet pastry
- Production of sweet pastry – Crème patisserie – Fruit Flan (Practical)
- Introduction to Puff Pastry (Theory)
- Production of Chicken Vol-au-vents, Sausage Rolls, Turnovers (Practical)
- Understanding production of sponges (Theory)
- Production of Genoise Sponge – Chocolate Gateau (Practical)
- Understanding cakes and possible faults
- Production of Dundee Cake (Practical)
- Introduction to choux paste (Theory)
- Production of crème patisserie – choux paste – profiterols – éclairs (Practical)
- Introduction to meringue based desserts- aeration of meringue (Theory)
- Production of Sweet pastry – Lemon Curd – Meringue – Lemon Merinue (Practical)

Intended for:

- Executives or prospective executives who require basic knowledge in culinary arts as a pre-requisite for their career in the hospitality industry.

Requirements:

Good command of the English language and a good Handler's Licence B

Duration:

Fourteen (14) sessions – Three (3) hours practical and one and a half hour (1½) theory

Assessment Method:

Continuous assessment theory and practical. Students also have to sit for an examination at the end of the course on both components

Course Fee:

€450

CS053

Introduction to the Realistic work environment of a Hotel Room Attendant

Aim:

To instil an awareness of the job opportunity and to provide an insight of what the job entails.

Description:

Participants will cover the following areas

- Different sections of housekeeping department
- The importance of grooming, flexibility and positive disposition
- Guest rooms
- Public areas
- Back of house
- Linen room/laundry room

Intended for:

People intending to join the housekeeping department for the first time. Persons currently finding themselves unemployed are encouraged to apply.

Requirements:

None

Duration:

Seventeen (17) sessions of eight (8) hours duration.

Assessment method:

On site

Course Fee:

€150

CS054

Introduction to the Realistic work environment of a Hotel housekeeping Supervisor

Aim:

To instil an awareness of the job opportunity and to provide an insight of what the job entails.

Description:

Participants may cover the following areas

- Inspecting guest rooms
- Inspecting public areas
- Inspecting back of house
- Manning the linen room when required
- Documentation used
- Stocktaking
- Ordering and recording supplies

Intended for:

Skilled room attendants aspiring to apply for promotions within their work environment

Requirements:

Experience as a room attendant. Level one housekeeping operations.

Duration:

Seventeen (17) sessions of eight (8) hours duration

Assessment method:

On site

Course Fee:

€175

CS055

Introduction to the Realistic work environment of a Hotel Laundry Attendant

Aim:

To instil an awareness of the job opportunity and to provide an insight of what the job in each environment entails.

Description:

Participants will cover the following areas

- Different sections of laundry
- Types of linen
- Sorting linen and uniforms
- Methods for pre-treating soiled items
- Laundry cycle steps and Laundry chemicals,
- Guest laundry
- Dry Cleaning
- Documents used

Intended for:

People intending to join the housekeeping department for the first time. Persons currently finding themselves unemployed are encouraged to apply.

Requirements:

None

Duration:

Seventeen (17) sessions of eight (8) hours duration

Assessment method:

On site

Course Fee:

€150

CS056

Introduction to the Realistic work environment of a Commercial Laundry Attendant

Aim:

To instil an awareness of the job opportunity and to provide an insight of what the job in each environment entails.

Description:

Participants will cover the following areas

- Different sections of a commercial laundry
- Sorting received linen
- Methods for pre-treating soiled items
- Laundry cycle steps and Laundry chemicals,
- Ironing
- Folding
- Packing
- Dispatching
- Dry Cleaning
- Documents used

Intended for:

People intending to pursue a career in the cleaning service industry. Persons currently finding themselves unemployed are encouraged to apply.

Requirements:

None

Duration:

Seventeen (17) sessions of eight (8) hours duration

Assessment method:

On site

Course Fee:

€150

CS057

Introduction to the Realistic work environment of a Contract Cleaner Operative

Aim:

To instil an awareness of the job opportunity and to provide an insight of what the job in each environment entails.

Description:

Participants will cover the following areas

- Working for a contract company
- The structure and line of communication
- The importance of standards, grooming and personal hygiene
- Different working sites
- Experiencing the various cleaning jobs

Intended for:

People intending to pursue a career in the cleaning service industry. Persons currently finding themselves unemployed are encouraged to apply.

Requirements:

None

Duration:

Seventeen (17) sessions of eight (8) hours duration

Assessment method:

On site

Course Fee:

€150

CS06 I

Housekeeping Operations – level two; Supervisory level

Aim:

To impart the knowledge and skills necessary for meeting manpower requirements of a housekeeping supervisor.

Description:

The topics covered may include:

- The element of Control
- Documentation used
- element of maintenance
- Standards
- Inspections
- Pest and Waste Control
- Staff relations
- Cost control

Intended for:

Persons who wish to obtain a theoretical insight to the challenging role of a housekeeping supervisor.

Requirements:

Participants need to have acquired a pass grade in the housekeeping operations level one

Duration:

Fifteen (15) sessions of three (3) hours duration.

Assessment Method:

In class activities and research at work. Participants also have to sit for an examination at the end of the course.

Course Fee:

€200

CS062

Introduction to the Realistic work environment of a Hotel Room Attendant

Aim:

To instil an awareness of the job opportunity and to provide an insight of what the job entails.

Description:

Participants will cover the following areas

- Different sections of housekeeping department
- The importance of grooming, flexibility and positive disposition
- Guest rooms
- Public areas
- Back of house
- Linen room/laundry room

Intended for:

People intending to join the housekeeping department for the first time. Persons currently finding themselves unemployed are encouraged to apply.

Requirements:

None

Duration:

Seventeen (17) sessions of eight (8) hours duration.

Assessment method:

On site

Course Fee:

€150

CS063

Housekeeping Operations level one; Room Attendant Level

Aim:

To provide theoretical awareness on the principles of cleaning and skills and knowledge required for a professional room attendant.

Description:

The topics covered may include:

- introduction to the housekeeping department
- introduction to cleaning
- guest room cleaning and turn down service
- bed making
- Public area and function room cleaning
- Cleaning equipment and agents – types, care, use and storage

Intended for:

Persons aspiring to join the housekeeping team for the first time.

Requirements:

None

Duration:

Fifteen (15) sessions of three (3) hours duration.

Assessment Method:

In class activities and exam at the end of the programme.

Course Fee:

€120

CS064

Preliminary Cleaning Operator Proficiency Certificate (Bics UK Certification)

Aim:

- This programme provides the highest standards of cleaning in the application of 5 specific cleaning tasks.

Description:

The topics covered include:

- Safety
- Use of equipment and materials (chemicals)
- Use and care of storage rooms
- Organisation of cleaning duties
- The five cleaning tasks

Intended for:

This programme is specifically designed for those participants intending to take up a long term professional career in the cleaning industry. This course is internationally certified by the British Institute of Cleaning Science.

Requirements:

None

Duration:

Three (3) sessions of eight (8) hours duration

Assessment Method:

Each participant requires a three hour individual assessment. Ulterior timing is required if a (or more than one) task is not accomplished in the first instance.

Course Fee:

€180

CS065

Cleaning Operator Proficiency Certificate

Aim:

- This programme provides the highest standards of cleaning in the application of 10 specific cleaning tasks.

Description:

The topics covered include:

- Safety
- Use of equipment and materials (chemicals)
- Use and care of storage rooms
- Organisation of cleaning duties
- The ten cleaning tasks

Intended for:

This programme is specifically designed for those participants intending to take up a long term professional career in the cleaning industry. This course is internationally certified by the British Institute of Cleaning Science.

Requirements:

None

Duration:

Six (6) sessions of eight (8) hours duration

Assessment Method:

Each participant requires a six hour individual assessment. Ulterior timing is required if a (or more than one) task is not accomplished in the first instance.

Course Fee:

€285

CS075

The Art of Chocolate Making – Basic

Aim:

Understanding and working with chocolate.
Student will be able to prepare present works in chocolate.

Description:

The topics covered are:

- The Origin of Cocoa
- Understanding Chocolate
- Pre-Crystallization of Chocolate
- Preparation For Pralines
- Preparing Single and Double Sided Pralines
- Butter Truffles
- Praline Cutting and Enrobed Pralines
- Hollow Figures

Intended for:

This module is intended for professionals in the Industry and for those who have a real passion for chocolate

Requirements:

None

Duration:

Eighteen (18) hours spread over two full days

Assessment Method:

Practical and Theoretical

Course Fee:

€360.00

CS076

The Art of Chocolate Making – Intermediate

Aim:

To continue to build up on basic and work towards excellence in the use of chocolate.

Description:

The topics covered are:

- Preparation of Pralines
- Working and managing different textures
- Working and managing different flavours
- Preparing cut and piped Pralines
- Theoretical knowledge of shelf-life of Pralines
- Preparing and working with plastic chocolate
- Chocolate Showpieces

Intended for:

This module is intended for professionals in the Industry and for those who have a real passion for chocolate that have already achieved a competent certificate in basic course at ITS or other professional recognized bodies in the art of chocolate

Requirements:

Basic Certificate in the Art of Chocolate.

Duration:

Eighteen (18) hours spread over two full days

Assessment Method:

Practical and Theoretical

Course Fee:

€420.00