

Prospectus for Part-Time Courses 2010



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

<u>Course Code</u>	<u>Course Title</u>
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/FPF24	Basic Pastry and Baking (Theory and Practical)
FPF11/FPF22	Certificate in Food Preparation and Culinary Arts – Level 1
FPI22/FPI12	Kitchen and Larder Intermediate (Theory & Practical)
FPI24/FPI13	Pastry & Baking Intermediate (Theory & Practical)
CS011*	Advanced Certificate in Food Preparation and Culinary Arts
CS020	Food and Beverage Control
FBF12	Food and Beverage Service Basic Practical
FBF11	Food and Beverage Service Basic Theory
FBI12	Food and Beverage Service Intermediate Practical
FBI11	Food and Beverage Service Intermediate Theory
FBA12	Food and Beverage Service Advanced Practical
FBA11	Food and Beverage Service Advanced Theory
CS021	Professional Bartending in Cocktail Making Practical
CS022	Professional Bartending in Cocktail Making Theory
CS023	Basic Bar Operations
CS024	Bar Operations – Intermediate
CS025	Training Techniques: For Effective Restaurant Operations
CS026	Outdoor Catering Supervision
CS027	Basic Service Techniques (Short Course)
MGA03	Food and Beverage Management
CS028	Customer Service Excellence
CS029	Customer Care for Modern Day – Food and Beverage Servers
CS030	Introduction to Reception Operations and Services
CS031	Intermediate Certificate in Reception Operations and Services
CS032	Front Office Management
CS033	OPERA Property Management System – Basic
CS034	OPERA Property Management System – Intermediate
CS035	OPERA Property Management System – Advanced
CS036*	Evening Course in Tour Guiding
CS037	Room Attendant ‘Self Checker’ Programme
CS038	Introduction to Supervisory Skills and Techniques
CS039	Supervisory Skills for Meetings and Conventions
CS040	Conference & Events Supervision – The Professional Perspective
CS041*	Quality: Principles and Practice for the Hospitality Industry
CS042	Pest Control Awareness and Integrated Pest Control Management
CS043	WSET (UK) Intermediate Certificate in Wine and Spirits
CS044	WSET (UK) Advanced Certificate in Wines and Spirits
CS045	WSET International Higher Certificate in Wines and Spirits – Level 3
CS046	Professional Certificate in Spirits Knowledge – Level 2
CS047	Degustation Series – Cabernet Sauvignon & Merlot

CS048	Degustation Series – Riesling
CS049	Degustation Series – Lovely Bubbly (Sparkling Wines of the World)
CS050	Degustation Series – Sauvignon Blanc
CS051	Degustation Series – Pinot Noir
CS052	Wine Speak – The Language of Wine
CS053	Basic Language Courses for the Hospitality Industry: English
CS054	Basic Language Courses for the Hospitality Industry: French
CS055	Basic Language Courses for the Hospitality Industry: German
CS056	Basic Language Courses for the Hospitality Industry: Italian
CS057	Basic Language Courses for the Hospitality Industry: Spanish
CS058	French
CS059	Italian
CS060	Train the Trainer Programme
CS061	International Hospitality
CS062*	Courses for Executives (Understanding Kitchen)
CS063*	Courses for Executives (Understanding Pastry)
CS064*	Basic Kitchen and Larder
CS065*	Introduction to the Realistic Work Experience of a Housekeeping Attendant
CS066*	Introduction to the Realistic Work Experience of a Housekeeping Supervisor
CS067*	Introduction to the Realistic Work Experience of a Hotel Laundry Attendant
CS068*	Introduction to the Realistic Work Experience of a Commercial Laundry Attendant
CS069*	Introduction to the Realistic Work Experience of a Contract Cleaning Operative
CS070*	Risk Assessments for the Housekeeping Department
CS071*	Introduction to Hospitality Interior Design
CS072*	Introduction to Housekeeping Project Management
CS073*	Introduction to Housekeeping Operations – Supervisory Level
CS074*	Housekeeping Operations – level two; Supervisory level
CS075*	Introduction to the Realistic work environment of a Hotel Room Attendant
CS076*	Introduction to the Housekeeping Operations – Room Attendant level
CS077*	Maintenance Module
CS078*	Cleaning Operator Proficiency Certificate (Bics Uk Certification)
CS079*	Preliminary Cleaning Operator Proficiency Certificate (Bics UK Certification)
CS080*	Introduction to Hospitality Interior Design
CS081*	Waste Control & Composting in the Hospitality Industry
CS082*	Energy Control and Management within the Hospitality Industry
CS083*	Introduction to Sustainable Tourism
CS084*	Introduction to Green Landscaping for the Hospitality Industry
CS085*	Introduction to Green Tourism
CS086*	Introduction to Eco Tourism
CS087*	Introduction to Alternative Tourism
CS088*	Introduction to Agri Tourism
CS089*	Water Control and Management within the Hospitality Industry
CS090*	The Art of Chocolate Making – Basic
CS091*	The Art of Chocolate Making - Intermediate

*Modules not on offer yet.

Course Code: CS001

Course Title: 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

Course Code: CS002

Course Title: 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

Course Code: CS003

Course Title: 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

Course Code:	CS004
Course Title:	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: <ul style="list-style-type: none">• 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

Course Code:	CS005
Course Title:	Basic Course in Maltese Cuisine
Aim:	To create an interest in the art of Maltese cooking.
Description:	<p>The topics covered are:</p> <ul style="list-style-type: none">• 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

Course Code:	CS006
Course Title:	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:	<p>The topics covered are:</p> <ul style="list-style-type: none">• 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

Course Code: CS007

Course Title: 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

Course Code:	FPF13/FPF24
Course Title:	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:	<p>The topics covered are:</p> <ul style="list-style-type: none">• 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 duration: one (1) hour theory and three (3) hours practical
Assessment Method:	Coursework and examination
Course Fee:	€250

Course Code:	FPF11/FPF22
Course Title:	Certificate in Food Preparation and Culinary Arts – Level 1 Theory and Practical
Aim:	To expose participants to a basic understanding of food preparation and production.
Description:	<p>The topics covered are:</p> <ul style="list-style-type: none">• 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

Course Code:	FPI22/FPI12
Course Title:	Kitchen and Larder Intermediate (Theory & Practical)
Aim:	To provide participants with improved knowledge of the kitchen & larder skills in theory and practical.
Description:	<p>The topics covered are:</p> <ul style="list-style-type: none">• 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/FPF22
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:	<p>A logbook of practical competencies has to be completed before the student can be awarded a pass grade.</p> <p>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.</p> <p>Assessment is continuous and students will be graded for each practical session.</p>
Course Fee:	€400

Course Code:	FPI24/FPI13
Course Title:	Pastry and Baking Intermediate (Theory & Practical)
Aim:	To provide participants with improved knowledge of the pastry and baking skills in theory and practical.
Description:	<p>The topics covered are:</p> <ul style="list-style-type: none"> • 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/FPF24 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

Course Code: CS020

Course Title: **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

Course Code: FBF12

Course Title: 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)

Course Code: FBF11

Course Title: 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)

Course Code: FBI12

Course Title: 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 FBI11)

Course Code: FBI 11

Course Title: 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 1 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)

Course Code: FBA 12

Course Title: 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 FBA11)

Course Code: FBA 11

Course Title: 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)

Course Code: CS021

Course Title: 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:

- Unit 1 : Be able to select and use equipment
- Unit 2 : Be able to display cocktail making techniques
- Unit 3 : Be able to display knowledge of cocktail specifications
- Unit 4 : Be able to display knowledge of spirits
- Unit 5 : be able to display knowledge of beers, wines and spirits service
- Unit 6 : be able to prepare bar and deliver service
- Unit 7 : 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)

Course Code:	CS022
Course Title:	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:	<p>The topics covered are:</p> <ul style="list-style-type: none"> • 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:	<p>one assignment and one short answer test covering the whole units. This will be internally marked and externally verified by City and Guilds.</p> <p>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.</p>
Course Fee:	Included in the Practical Module

Course Code: CS023

Course Title: 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

Course Code: CS024

- Course Title:** **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
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Course Code: CS025

Course Title: 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

Course Code: CS026

Course Title: 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

Course Code: CS027

Course Title: 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:

- 01 Interpersonal skills: addressing customers, taking bookings, mise-en-place duties: polishing cutlery, crockery and glassware.
- 02 Laying a table d' hôte cover; basic rules of service; napkin folds
- 03 Basic technical skills: carrying plates; using a service plate and salver; carrying glasses, cutlery and trays; clearing skills
- 04 Greeting and seating guests; taking food and beverage orders; how to perform a cutlery change at the customer's table
- 05 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: 5 sessions of two hours each

Assessment Method: Practical assessment on various aspects covered during the above sessions.

Course Fee: €85

Course Code: MGA03

Course Title: 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

Course Code: CS028

Course Title: 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

Course Code: CS029

Course Title: 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

Course Code:	CS030
Course Title:	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:	<p>The topics covered are:</p> <ul style="list-style-type: none">• 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

Course Code:	CS031
Course Title:	Intermediate Certificate in Reception Operations and Services
Aim:	To enable participants who already have a sound understanding of reception duties, gain formal instruction.
Description:	<p>The topics covered are:</p> <ul style="list-style-type: none">• 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

Course Code: CS032

Course Title: 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

Course Code:	CS033
Course Title:	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: <ul style="list-style-type: none">• 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

Course Code:	CS034
Course Title:	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: <ul style="list-style-type: none">• 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

Course Code: CS035

Course Title: 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

Course Code: CS037

Course Title: 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

Course Code: CS038

Course Title: 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

Course Code: CS039

Course Title: 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

Course Code: CS040

Course Title: 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: NIL

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

Course Code: CS042

Course Title:	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: <ul style="list-style-type: none">• 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:	Nil
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

Course Code: CS043

Course Title: 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

Course Code:	CS044
Course Title:	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:	<p>The topics covered are:</p> <ul style="list-style-type: none">• 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

Course Code:	CS045
Course Title:	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:	<p>The topics covered are:</p> <ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<p>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</p>
Duration:	fourty-five (45) hours
Assessment Method:	Participants have to sit for multiple choice exam at the end of the course.
Course Fee:	€425

Course Code: CS046

Course Title: 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

Course Code: CS047

Course Title: 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.

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.
- 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.

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

Course Code: CS048

Course Title: 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

Course Code: CS049

Course Title: 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

Course Code: CS050

Course Title: 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.

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.
- 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.

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

Course Code: CS051

Course Title: 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

Course Code: CS052

Course Title: 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

Course Code: CS053

Course Title: 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: Nil

Duration: 60 hours

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

Course Fee: €240

Course Code: CS054

Course Title: **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: Nil

Duration: 60 hours

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

Course Fee: €240

Course Code: **CS055**

Course Title: **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: Nil

Duration: 60 hours

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

Course Fee: €240

Course Code: **CS056**

Course Title: **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: Nil

Duration: 60 hours

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

Course Fee: €240

Course Code: CS057

Course Title: 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: Nil

Duration: 60 hours

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

Course Fee: €240

Course Code:	CS058
Course Title:	French
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:	<p>Topics covered in part 1 semester 1:</p> <ul style="list-style-type: none"> • Grammar: <ul style="list-style-type: none"> Tenses Adjectives and shades of colour Nouns Geographical terms Relative Pronouns/ Personal Pronouns Negatives Prepositions Time expressions • Language Functions: <ul style="list-style-type: none"> Welcome speech How to suggest areas of interest Giving advice to tourists How to take care of a group Presenting a famous landmark <p>Topics covered in part 2 semester 2:</p> <ul style="list-style-type: none"> • Language terminology related to the following specific sites of interest: <ul style="list-style-type: none"> 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 <p>Topics covered in part 3 semester 2: Practical fieldwork on part 2 topics.</p>
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 (1year) 5 practical sessions of 4.5 hours each
Assessment Method:	Oral presentation, oral test, written test, final exam
Course Fee:	€350

Course Code:	CS059
Course Title:	Italian
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:	<p>Topics covered in part 1 semester 1:</p> <ul style="list-style-type: none"> • Grammar: <ul style="list-style-type: none"> Tenses Adjectives and shades of colour Nouns Geographical terms Relative Pronouns/ Personal Pronouns Negatives Prepositions Time expressions • Language Functions: <ul style="list-style-type: none"> Welcome speech How to suggest areas of interest Giving advice to tourists How to take care of a group Presenting a famous landmark <p>Topics covered in part 2 semester 2:</p> <ul style="list-style-type: none"> • Language terminology related to the following specific sites of interest: <ul style="list-style-type: none"> 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 <p>Topics covered in part 3 semester 2: Practical fieldwork on part 2 topics.</p>
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 (1year) 5 practical sessions of 4.5 hours each
Assessment Method:	Oral presentation, oral test, written test, final exam
Course Fee:	€350

Course Code: CS060

Course Title: 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: Nil

Duration: 20 hours

Assessment Method: Presentation for assessment purposes

Course Fee: €450

Course Code: CS061

Course Title: 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
