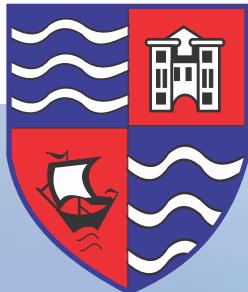


# HOSPITALITY TRAINING PROGRAMMES



## WAVECREST COLLEGE OF HOSPITALITY

[www.wavecrest.edu.ng](http://www.wavecrest.edu.ng)



National Skills Qualifications (NSQs)



Wavecrest College is an approved International Centre for the delivery and assessment of the Professional management Qualifications of the Institute of Hospitality, UK  
[www.instituteofhospitality.org/qualifications](http://www.instituteofhospitality.org/qualifications)



CONFEDERATION OF TOURISM & HOSPITALITY



3-timePlatinum Winner for Best Educational Institute  
West African Tourism & Hospitality Awards (WATHA)  
[www.wathawards.com](http://www.wathawards.com)



## TRAINING COURSES

### GENERAL

#### CUSTOMER CARE - THE SPIRIT OF HOSPITALITY

Your employees have only one chance to form a positive first impression in the minds of your customers. A unique guest service training program that teaches employees how to see things from the guest's point of view, understanding of their role as ambassadors of your business, and the requisite skills for achieving service excellence

**Target:** All

#### SUPERVISION IN HOSPITALITY

Covers the key areas related to managing employees in hospitality operations – understanding the work environment, the role of a supervisor, communication skills, developing leadership skills, problem-solving, discipline & conflict resolution.

**Target:** Frontline Managers and Supervisors in core hospitality operations

#### TEAM BUILDING AND COMMUNICATION SKILLS IN THE WORK PLACE

This course is designed to improve leadership skills that will empower participants to be able to lead successful and high performing teams. The course includes teamwork training exercises, tips and techniques for becoming better managers, motivators, delegators and leaders. It is an opportunity to understand how communication works and how to communicate with confidence and flair. The course will look at the way you communicate, becoming an effective communicator and then tools and techniques to help you be more adept and self-assured.

**Target:** Supervisors and managers

#### THE FOUR WALLS OF MARKETING

This course will offer tips on some of the most effective marketing strategies that can happen within the four walls of your hotel, using the resources and people you already have in place. This course presents solid information and uses real-life interactive scenarios to show how hotel staff and managers can all be part of a marketing team that drives revenue and increases profit.

**Target:** All

#### PROTOCOL AND ETIQUETTE TRAINING

This course is designed to equip participants with the knowledge and skills for handling dignitaries and VIPs at meetings, special events and ceremonies. It includes protocol procedures, order of precedence, social and business etiquette, refinement in dealing with others, appearance and courtesy guidelines, table etiquette and handling gifts. This course helps to showcase the factors that contribute to a positive and lasting impression when managing events.

**Target:** Events planners, hotel banqueting associates



### FRONT OFFICE

#### HANDLING THE FRONT DESK

This module focuses on understanding employee and guest interactions in order to establish great guest relations – how to prepare for guest arrivals; guest registration and rooming, handling guest enquiries; providing guest services; preparing records and reports and finalizing guest accounts

**Target:** front desk associates – supervisory and operative.

#### EFFECTIVE TELEPHONE SKILLS

This module is designed to help hospitality employees make a positive first impression when answering the telephone. It includes effective talking and listening techniques; transferring calls. Taking messages; placing callers on hold and handling dissatisfied callers.

**Target:** All; switchboard operators

#### FRONT OFFICE OPERA USER TRAINING

This course has been carefully designed to prepare participants for a career within the hospitality industry by familiarizing them with the Opera software system used by many chains of Hotels worldwide. Participants will be able to explore the software and to gain an excellent knowledge of the system thus gaining competitive advantage in recruitment and promotion opportunities. Covers – Introduction to Property Management Systems, Front Office, Reception, Cashiering, Reservations, Housekeeping, User Reports, System Reports

**Target:** Front Office Associates

#### HOTEL IT MANAGER TRAINING

This course introduces hotel technology platforms and the role of onsite IT professionals in ensuring that they work properly when needed. Level 1 covers: Introduction to Hotel Systems, Interfacing and integrating different Solutions, PC & Printers setup for Opera, Manager Procedures, IT Support Procedures and Reporting, Fault Finding. Level 2 covers: Opera & Micros Server support, Understanding Cluster, Devices setups, Advanced Fault Finding, Advance System Supervisor Procedures and Reports. Backup ups and Fine of OS

**Target:** Hotel IT supervisors and managers

#### THE NIGHT AUDIT FUNCTION

This course outlines the night auditor duties, performance outcomes, skills and knowledge required to check and reconcile daily financial transactions and records, and produce reports relating to commercial accommodation establishment trading and revenue. It includes suggestions for problem-solving in carrying out this function.

**Target:** Night auditors, front desk associates

#### HOTEL SECURITY

The security of lives and property has become a major concern in Nigeria today. This is even more of a concern for patrons of hospitality and tourism operations who must safeguard their guests, employees and facilities. The course provides an overview of what is required for hotel security. It covers the responsibilities and methods for providing security, awareness training for hotel staff, planning for emergencies, how to communicate in a crisis, risk assessment and operational details. It also covers how to handle day to day issues and special events occurring in a hotel.

**Target:** All, security personnel



## TRAINING COURSES

### HOUSEKEEPING

#### CLEANING TECHNIQUES FOR HOUSEKEEPERS

This course provides basic training in systematic cleaning methods that combine safety, speed and thoroughness. It also includes step-by-step instructions for making beds & bathroom cleaning

**Target:** Housekeeping Associates – supervisory and operative.

#### OCCUPATIONAL HEALTH AND SAFETY (OHS) FOR ROOM ATTENDANTS

This training programme provides housekeepers in their role as the first line of defense against safety and security risks in the hotel. It covers topics such as: key, room and property control, handling chemicals, moving, lifting and pushing carefully, fire and emergency safety procedures.

**Target:** Room attendants.

#### HOTEL LINEN: INVENTORY, CONTROL AND CARE

This course presents a systematic perspective of techniques for inventory management, laundry and linen selection. It includes topics such as how to select, care and manage inventories for linen and uniforms. It also includes a comparison of linen outsourcing and on-premise laundry facilities.

**Target:** Housekeeping Associates – supervisory and operative.

#### TECHNIQUES IN FLOOR CARE

This unit covers identifying and maintaining a wide range of floor surfaces. It includes cleaning procedures and treatments for different floor types, mopping techniques, spray cleaning, scrub cleaning, burnishing, floor stripping, and the correct use of detergents, polishes, seals, maintainers, machines, pads and brushes.

**Target:** Housekeeping Associates – supervisory and operative.

### FOOD AND BEVERAGE

#### PROFESSIONAL TABLE SERVICE FOR WAITRONS

A restaurant is more successful when the waiters know what to do and how to do it. This course is designed to take wait staff through each step of the service cycle with the aim of pleasing the customer and making a sales hit, all at the same time! Includes a comprehensive introduction to the bar from organization and staffing to equipment and beverage knowledge; it also includes the basic techniques involved in cocktail mixing.

**Target:** Waitrons

#### HOTEL BANQUETING OPERATIONS

This training course is for will provide you with the skills needed to work with banquet event orders, food and beverage menus, audio-visual items and banquet checks. It also covers conferencing layout, preparing and clearing function rooms, planning, coordinating, management, logistics; pre and post event meetings, event budgets, negotiation and event vendors, guest safety and security, technology in events, and crisis management.

**Target:** Anyone looking to work or is already working in hotel banqueting or convention services.

#### FOOD SAFETY TRAINING

These units give an overview of areas that should be managed if foodborne illnesses are to be eliminated from an operation: physical and chemical contamination, infestation and pests; foodborne pathogens, cleanliness and sanitation. There is a progression from Level 1 that highlights basic procedures to Level 4 management of food safety in operations.

**Target:** Those involved in food handling – preparation and service

#### FOOD COSTING AND CONTROL (RECIPE STANDARDISATION TECHNIQUES AND MENU PRICING AND COSTING)

The importance of techniques of standardisation has been acknowledged widely in the food industry. The need for of completeness, accuracy and reliability in recipe development cannot be over emphasized. Too often, shortcuts are taken resulting in unreliable disappointing and costly recipes. This course provides a practical approach to a much needed skill of transforming a combination of ingredients into a standard that will minimise variation in costs and quality.

This course is designed to provide participants with the skills and knowledge to control associated menu costs to ensure a sustainable and profitable food operation service. Specifically **developing profitable menus** includes knowledge of common financial terms and tools used in catering control systems, marketing principles, record keeping, recipe costing and various techniques for calculating menu prices.

**Target:** Those responsible for managing food and beverage costs in commercial operations or for executives who seek to understand cost management as it relates to the bottom line

#### STORES AND INVENTORY MANAGEMENT

The purpose of this course is to provide knowledge of and insight into the management of the inventory and storage functions of a business. It will cover supply and demand issues, inventory management tools, storage management, facilities and equipment, and store operations.

**Target:** Those in charge of the stores function



## CERTIFICATION COURSES



**WAVECREST**  
COLLEGE OF HOSPITALITY  
[www.wavecrest.edu.ng](http://www.wavecrest.edu.ng)

### PROFESSIONAL CERTIFICATE IN HOSPITALITY

The Professional Certificate in Hospitality (PCH) is a 10 week programme designed for operators in the hospitality industry and related-sectors who seek to expand their existing knowledge and skill-base, acquire new skills, and enhance their understanding of key hospitality operations in Food and Beverage, Housekeeping and Facility Management and Front Office and A-C below and other general areas. Participants have the opportunity to apply practical learning to their operations and receive constructive feedback during the period of learning. A 2-month industry internship to acquire valuable hands-on experience is available for suitably qualified candidates. One can choose to do a single module.

**Target:** Business owners and managers in the Hospitality Industry

#### A FOOD AND BEVERAGE OPERATIONS

This unit takes a look at the essentials for managing food and beverage service in hotels, restaurants, and other catering units, in an efficient and profitable manner. It includes kitchen planning and design, equipment selection, menu planning & development, hygiene, pricing, control, menu engineering, staffing and quality issues, and bar management.

**Target:** Those responsible for the food & beverage function in a commercial setting

#### B HOUSEKEEPING OPERATIONS

This module examines the key issues in the management of facilities used for hospitality - cleaning operations; pest management systems; maintenance of equipment and utilities; quality assurance and developing a maintenance culture. It aims to provide the needed balance between operational efficiency & customer satisfaction

**Target:** Housekeeping/Maintenance/ Facility Managers responsible for the physical facility used for hospitality

#### C FRONT OFFICE OPERATIONS

This unit details the policies and procedures that the rooms division is responsible for – serving the guests, coordinating employee communication and utilizing technology to benefit guests, employees and owners. It includes a look at property management systems, revenue management, occupancy forecasts, reception, rooming and check out duties.

**Target:** Front Office Managers

  
**Institute of Hospitality**

APPROVED CENTRE

[www.instituteofhospitality.org/qualifications](http://www.instituteofhospitality.org/qualifications)

**CTH**   
CONFEDERATION OF TOURISM & HOSPITALITY

Wavecrest College offers the following Institute of Hospitality, UK International Management Qualifications:

#### ADVANCED DIPLOMA IN MANAGEMENT FOR INTERNATIONAL HOSPITALITY AND TOURISM

Designed to meet the needs of managers and senior managers in the industry, this qualification provides a sound insight into strategic business management and focuses on the knowledge and skills required for successful leadership.

#### DIPLOMA IN MANAGEMENT FOR INTERNATIONAL HOSPITALITY AND TOURISM

Designed to support first line managers or consolidate previous learning, this qualification builds on and updates the manager's knowledge and strengthens operational management skills.



FOR MORE INFORMATION CONTACT:

## WAVECREST COLLEGE OF HOSPITALITY

75, Adisua Bashua Street, Off Adelabu Street,  
P.O Box 602, Surulere Post Office  
Surulere, Lagos-Nigeria

 +234 (0) 808 835 6081, 0803 332 2414, 0909 685 6606, 0808 396 4840

 [www.wavecrest.edu.ng](http://www.wavecrest.edu.ng)  @wavecoll  @wavecrestcollege

 Wavecrest College of Hospitality  [info@wavecrest.edu.ng](mailto:info@wavecrest.edu.ng)

 [www.youtube/wavecrestcollegeofhospitality](http://www.youtube/wavecrestcollegeofhospitality)

## 2023 HOSPITALITY TRAINING CALENDAR

<b>CERTIFICATION COURSES</b>														
								Fee						
								Duration	Fee #	Date 2022				
<b>Professional Certificate in Hospitality</b> A-D below (see inside brochure for details) <i>(includes assessments &amp; optional 2-month industry internship for suitably qualified candidates)</i> <i>(Front Office Opera Training - additional discounted fee N55,000)</i>								10 Weeks	410,000	Aug 30 - Nov 1				
A. Food and Beverage Operations								2 Weeks	110,000	Sept 5 - 16				
B. Front Office Operations <i>(Front Office Opera Training - additional discounted fee N55,000)</i>								2 Weeks	110,000	Sept 19 - 30				
C. Housekeeping Operations and Facility Management								2 Weeks	110,000	Oct 3 - 13				
D. General Support Courses: <i>(incl Finance, HR, Sales &amp; Marketing, Hotel Law, &amp; Ethics)</i>								2 Weeks	110,000	Oct 17 - 28				
Confederation of Tourism & Hospitality Institute of Hospitality, UK Management Qualifications <i>[Online delivery - Each module has an end of module online assessment - Complete course has a Synoptic assessment].</i>								Duration	Fee #	Date				
Level 3 Diploma in Management for International Hospitality and Tourism								16 weeks	Reg. Fee *£ 15 Assessment Fee*£ 335	Registration: Jan. 2023				
Advanced Diploma in Management for International Hospitality and Tourism								16 weeks	Reg. Fee *£ 15 Assessment Fee*£ 335	Registration: Jan. 2023				
<i>Online classes: See Calendar</i> <i>An individual online test for each of the 7 units. Plus, a single overall synoptic assignment following successful completion of all 7 units, and covering learning outcomes and assessment criteria across all units.</i>														
<b>TRAINING COURSES</b>														
<b>GENERAL</b>		Duration	Fee	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Customer Care - The Spirit of Hospitality		1 Day	30,000							30	26	26		
Leadership & Supervision in Hospitality		2 days	55,000		7-8					16-17		12-13		
Team Building and Communication Skills in the Work Place		2 days	45,000						^On request					
The Four Walls of Marketing		1 day	30,000						^On request		16			
Hospitality Marketing Operations		2 days	40,000						^On request		16-17			
Protocol and Etiquette Training		2 days	40,000						^On request					
Hotel Law		1 day	35,000								23			
<b>FRONT OFFICE</b>		Duration	Fee	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Handling the Front Desk/Effective Telephone Skills		1 day	40,000	7-8		18-19		1-2		1-2	14-15	25-26		
Front Office Opera User Training		4 days	110,000								25-28			
Hotel IT Manager Training		2 days	50,000						^On request					
The Night Audit Function		2 days	45,000						^On request					
Hotel Security		1 day	35,000						^On request					
<b>HOUSEKEEPING</b>		Duration	Fee	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Cleaning Techniques for Housekeepers		2 days	40,000	26-27			19-20	30-31			15-16		18-19	Oct 31-Nov 1
Occupational Health and Safety (OHS) for Room Attendants		1 day	30,000						^On request					
Hotel Linen: Inventory, Control and Care		2 days	40,000						^On request					
Techniques in Floor Care		2 days	40,000						^On request					
<b>FOOD AND BEVERAGE</b>		Duration	Fee	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Professional Table Service for Waitrons		2 days	40,000	8-9		25-26		6-7		2-3	13-14	24-25		
Hotel Banqueting Operations and Events		2 days	40,000						^On request					
Food Safety Training <i>(Level one - 1 day: N20,000)</i>		2 days	40,000		^On request					23-24		4-5		
Food Costing and Control		2 days	55,000		^On request	15-16			7-8		11-12	8-9		
Stores and Inventory Management		2 days	45,000		^On request					18-19		27-28		
<b>CULINARY PROGRAMMES</b>		Duration	Fee											
Culinary Course - Level 1 / Level 2		M/T/W	215,000	Feb 6 - Mar 8	Apr 10-May 10	Jul 17- Aug 16	Sep 11 - Oct 11	Oct 30-Nov 29						
Culinary Course - Level 1 / Level 2		Saturdays	215,000		Feb 11- May 20			Sep 2 - Dec 9						
Advanced Culinary Course - Level 2 / Level 3		M/Th/F	225,000				May 8-Jun 9							
Advanced Culinary Course - Level 2 / Level 3		Saturdays	225,000					Jun 3 - Sept 9						
FLEXI Culinary courses - On request - terms apply				3 - 4 days	85,000									
Culinary course - Any 3 modules from: Bread or Yeast Products, Pastry, Basic Cakes & Cake Icing, Continental Dishes, Nigerian Dishes														
Cake Decoration - any of Basic, Intermediate or Advanced Levels														
Culinary Course for Pre-University Students		Mon-Thu	55,000		A: July 1-11	B: July 8-18	C: July 15-25	D: July 22- August 1						
Training can be made available in-house and/or on different dates. Group rates apply.														
*Fees include Assessment/Tuition ^Training is planned for groups as per client request														

info@wavecrest.edu.ng

Training: +234 803 332 2414; +234 808 835 6081, +234 808 396 4840; +234 909 685 6606; +234 708 820 9121