

**GRILL CATERERS AND CONSULTANTS**

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***Actively participates in broadening your horizons for your life skill career in hospitality Management***

***Who knows where it might take you………………………….***

***Photo***

***Foundation of Success in Skill Development***

***Looking back over 12 years of Grill Caterers & Consultants (GCC)***

***(SINCE 2010)***

*Committed to developing skills and promoting hospitality standard!*

**About Us**

**Grill Caterers & Consultants** is a hospitality group of mentors which offers Hotel & Catering Management and Customer Care skills both theory and practical trainings at low cost and affordable for the less advantaged young people. We are committed to providing hospitality trainings and on job- trainings to personnel working in various provider institutions whether formal or informal

We also offer **strategic solutions** in promoting and maintaining hospitality standards in both small and large hospitality establishments so as to meet the required standards needed by both local and international guests. **Grill Caterers & Consultants** is a non-profit making institution that exists to provide informal hospitality skills in conjunction with both **Mzuzu Informal Training Skills Providers Association** (**MZUISTPA)** & **TEVETA** with the aim of improving the lives of young people and become self-economically independent through skill development programs.

We have the commitment, skills and strategic solutions (knowledge) to meet the requirements of our customers and have the up-to-date hospitality background profession drive that is needed to be contributed to your institutions such as **Lodges, Guest houses, Inns and others for customer care , housekeeping, Restaurant procedures, Front office operations and Staff hygiene trainings**

**Our Commitment**

We distinguish ourselves from our competitors by delivering prompt and accurate service to our customers in the most professional, efficient and reliable manner. We give our customers the assurance that we are there when they need us

**Our Mission**

As a responsible community member, we actively participate in helping the youths with affordable trainings so that they become economically independent

**Our Vision**

Our vision is to see to it that we provide standard hospitality skills with a body of knowledge that may increase employment opportunities

**Our Values**

Our values are the key beliefs that we hold to be guiding lights

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**Target group**

* School leavers wishing to embark on successful hospitality career
* Personnel in the hospitality departments wishing to obtain skills in customer care trainings
* Those wishing to obtain hospitality skills and become hospitality entrepreurers **(entrepreurship**)

**AREAS OF SPECIALIZATION**

Grill Caterers & Consultants specializes in hospitality skill developments to young people and on job trainings in customer care & hygiene to personnel working in customer care sectors

**CORE FOCAL AREAS**

* Food & beverage Management
* Food Production
* Restaurant Service
* Front Office Operations & Administration
* Housekeeping & Accommodation Studies
* Business Communication
* Customer Care & Hygiene
* Entrepreurship for small businesses Management

**Food & Beverage Management**

Grill Caterers & Consultants tries to give some insights on how to manage food & beverage by offering the following areas;

* Food & beverage outlets- commercial and subsidized sectors
* Customer meal experience
* Food menus and beverage lists
* An overview of food & beverage control
* Financial aspects
* Purchasing
* Receiving, storing and issuing
* Food & beverage production
* Food & beverage control
* Food & beverage in fast food operation
* Food & beverage management in hotels and quality restaurants
* Food & beverage in function catering
* Food controlling
* Review control

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1. **Food Production**

It is that phase of food flow mainly concerned with the purchasing of raw, semi-prepared or prepared food stuffs and serve to customers.

**KEY AREAS OF SERVICES**

* + - * + Handling kitchen utensils
        + Observing safety in the kitchen
        + Storing food
        + Preparing soups
        + Preparing savoury salads
        + Preparing fruit salads
        + Cooking eggs for breakfast
        + Cutting meat/butchery
        + Dissecting poultry and game
        + Preparing butchers meat
        + Preparing starch foods
        + Baking
        + Preparing pizzas and hamburgars

**3 RESTAURANT SERVICE**

This includes the following focal areas:

* + - * + Staff and workplace
        + Meals & menus
        + Main meal service
        + Control, functions and other services
        + Liquor and tabacco- table wine and wine list

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4 . **HOUSEKEEPING AND ACCOMMODATION STUDIES**

It is the provision of a clean ,comfortable and safe environment which includes the following:

Housekeeping: the housekeeper and the organization of department

The cleaning equipment ,agents, linen room

Room interiors: ceramic , glass ,metal and many more

Understanding some attributes of a housekeeper

Understanding aims and duties of a housekeeper

Knowing the routine methods of work in any area and in a vacated room

**5 .Customer Care and hygiene for Hospitality Employees**

* Understanding hospitality customers
* Rules of customer Service
* Common mistakes made in customer service
* Measuring customer service levels
* Personal skills and qualities of a hospitality employee
* Benefits of customer service for both employees and employers
* Roles for great customer service
* Improving productivity in customer service
* Principles of cleaning and sanitation
* Health and safety at work
* Personal hygiene practices
* Managing stress at work
* Stress prevention and management
* Individual approach to stress prevention and management
* Conflict management

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**FRONT OFFICE OPERATIONS AND ADMINISTRATION**

**Grill Caterers also offers trainings in front office which its areas includes the following:**

* + Handling advance bookings
  + Understanding check in and other related issues
  + Understanding guests accounts
  + Dealing with people
  + Social skills to be applied on job
  + Increasing occupancy
  + Increasing room revenue
  + Marketing aspects
  + Understanding duties of the following:
    - * + Front office Manager
        + Receptionist
        + Reservation clerk
        + Cashier
        + Lift attendant
        + Linkman
        + Cloakroom attendant
        + Night auditor
        + Hall porter
        + Night porter
        + Telephonist

**Some testimonies from former student members who work in hotels and lodges**

**PHOTO HERE**

Am Aaron Mkandawire working for Mayoka village in Nkhataby as a Chef.I was once a student at Grill Caterers from 2019 2020.After completing my trainings in Hotel and Catering management, I was attached to mayoka village where I took three months worked as a trainee. Upon completing my trainings, I was advantaged to continue working as full-time employee as a senior chef. I thank God for His mercies upon me for the opportunity given to me through Grill Caterers which made me to be what am today.

For those wishing to do hospitality career, I advise them to have confidence in Grill Caterers in order for them to fully make their dreams come true provided they have determination that can make them achieve their goals. For more details about my advice, you are free to come at Mayoka or call me on 088

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**PHOTO HERE**

Am Simon Banda working for Sunbird Mzuzu Hotel as a trainee Chef. I was one of the student members at Grill Caterers .Before here, I was attached to sumuka inn in Karonga where I was opportuned to work in several departments such as Kitchen, Restaurant, Front office and Housekeeping.

I thank God for the opportunity offered to me that through Grill Caterers I should be here of which it was not easy for me to be what am today and working for this prestigious hotel which is one of the best hotels in Malawi and proud of it. Thank God!

PHOTO HERE

Am Onipher Msiska working for Sunbird Mzuzu Hotel as a Waitress .It is so rewarding for me to work for this wonderful and descent place.

Am one of the former student members of Grill Caterers where I was trained and became a waitress a position I dreamt of.

I thank God for His mercies to kindly show me where I was supposed to go and get trained for hospitality career. I will also take this opportunity to give thanks to my beloved lecturer and director who enthusiastically made it easier for me to be what am today and enjoy this wonderful job. It is so rewarding and satisfactory. If it were not Grill Caterers, I do not think if I would make it. The place (Grill Caterers) looks simple and local but its services can take you far beyond your expectations if properly made use of them. The institution offers both theory and practical trainings for one to fully understand the whole career.

Photo here

Am Queen Mwakasungula working at OSIS Lodge as a House keeper just in Mzuzu City. I was once a student member at Grill Caterers where I studied Hotel and Catering Management which its emphasis lies in food production and Customer care (hospitality)

Am happy that am working because I was trained by Grill Caterers otherwise I would not be here for work because i had nothing that could qualify me for the job

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***photo here* Sandy Nzunda(Hospitality Consultant)**

Am delighted to report that it has been another record year for Grill Caterers & Consultants when student members have substantially increased for the 12th year in succession. We are also happy to see that we have graduated three hundred and fifty student members since its inception.

With the current economic situation which is forcing businesses to change the way they work, competition is mounting and professionals have to be the best to get a head by continually updating skills and knowledge which is essential for skill progression. With this in mind, we strongly believe that our member students will also need to have access to flexible continuing skill development solutions (**CSD)**

Grill Caterers & Consultants has established a powerful strategic partnership with national skills Training and development providers such as **TEVETA** and **Mzuzu Informal skills Training Providers Association** (**MZUISTPA)** that through them student members can benefit coaching and training support provided by them.

**MZUISTPA** provides members with skills and talents development which enable us to offer solutions to meet the member’s specific needs.

Finally, we actively participate in influencing life-skill career in the longer term so that someone becomes a different person in the society. Mind you, everyone has a chance to stand out to learn, improve and build his/her skills. The more they learn from courses, books and other people, the more they can offer back.

It’s important to strive and make their brand more useful and valuable to others and they are not their own, Grill Caterers will help them achieve a distinction in skill development and brand building

To find out more about GCC membership and its benefits, visit our office in Mzuzu City or call us on the given numbers below.

Yours Faithfully,

Sandy Nzunda

**Hospitality Consultant**

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