



INTERNATIONAL
HOTEL SCHOOL
SHORT COURSES

Training and Development for the Hospitality Industry



ADMISSION REQUIREMENTS

You must be 16 years
or older.



DURATION

5-10 hours per week,
10 weeks



CERTIFICATION

AHLEI short course
certificate

Introduction

Learn how to develop, conduct, and evaluate one-on-one and group training that will reduce turnover, improve job performance, and help the organisation attain its goals. They will discover why training is an important investment for any property, how to train various levels of employees, and how to implement effective instructional design techniques and processes.

What will I learn?

- The principles of adult learning and how they apply to training and development in the hospitality industry.
- Completing a cost-benefit analysis for a training programme.
- Identifying the training and development needs of a hospitality organisation.
- Factors affecting instructional design.
- Types of exercises and activities that can be incorporated into training sessions.
- Technology-based training.
- The criteria that training managers use to validate training activities.
- General orientation programmes, and the socialisation processes that continues after the initial orientation sessions.
- Explain the steps in the four-step training method and describe the training issues involved with each one.
- The importance of mentoring and its role in hospitality training.
- Professional continuing education resources
- Training styles and topics frequently used to train supervisors and managers.
- Outsourcing training and development

This course may carry credits towards the Higher Certificate in Hospitality Management (SAQA ID 88062, NQF Level 5) and the Higher Certificate in Food and Beverage Management (SAQA ID 88063, NQF Level 5), if certain conditions are met.