



INTERNATIONAL
HOTEL SCHOOL

Further Education and Training Certificate: Hospitality Reception



ADMISSION REQUIREMENTS

NQF 3 or equivalent



DURATION

8 Months (33 Weeks in total – 16 Weeks on Campus,
16 Weeks in WIL, 1 Week FISA Examination)



INTAKES PER YEAR

March, July & August

What will I learn?

This qualification is designed to develop the skills and knowledge required for front office and supervisory roles within the accommodation sector. It integrates key aspects of front office operations, guest services and team supervision to prepare individuals for dynamic and customer-facing roles.

The qualification aims to elevate professional standards across the industry and is relevant to a wide range of establishments — from small guesthouses and bed-and-breakfasts to large-scale hotels and resorts. It supports career progression and enhances service excellence within the hospitality environment.

Programme content includes:

This qualification equips you with a comprehensive set of skills to thrive in the hospitality and front office environment. You will learn how to:

- Operate essential computer systems and manage telephonic and written communication.
- Deliver excellent customer service with cultural sensitivity and professionalism.
- Perform front office duties, including guest check-in/out, account handling and concierge services.
- Manage safety, hygiene and security standards in the workplace.
- Develop and apply workplace communication, teamwork and interpersonal skills.
- Support operational functions such as stock control, supply needs and cleaning schedules.
- Coordinate and lead basic supervisory tasks including planning, meetings, staff induction and on-the-job coaching.
- Explore job opportunities, prepare for employment or self-employment and manage personal growth and time effectively.
- Provide basic first aid and ensure a safe, secure and welcoming environment for guests.

What qualification will I gain?

- Further Education and Training Certificate: Hospitality Reception (SAQA ID No: 64469, NGQ Level 4)

www.hotelschool.co.za



Go Anywhere

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