

Hospitality Training Programme

One Hundred Power Point Presentations

Introduction

Introduction To The Hotel Industry

Hotel Organization

Front Office

Introduction To Front Office

Front Office Management

Front Office Reservations

Guest Registration

Front Office Responsibilities

Guest Check Out and Settlement

Front Office Accounting

Night Audit

Front Office Yield Management

Revenue Management

Front Office Up Selling Skills

Housekeeping

Introduction To Housekeeping

Housekeeping Management

Guest Room Cleaning

Public Area Cleaning

Housekeeping Inventory Control

Laundry Operations

Food and Beverage Service

Introduction To Food and Beverage Service

Styles of Service

Table Service

Basics of Good Food and Beverage Service

Food and Beverage Mise en Place

Food and Beverage Reservations

Restaurant Sequence of Service

Beverage Service

Wine Service

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Introduction to Wine
Wine Tasting
Bartending
Cocktail Making
Up Selling Skills in Food and Beverage
Up Selling Wine
Banquet Service
Banquet Sales
Costing Food
Costing Beverages
Pricing Menu Items
Menu Planning
Menu Engineering
Food and Beverage Guest Payment
Food and Beverage Guest Check Controls
Restaurant Design
Food and Beverage Management
Food Production (Kitchen)
Introduction to Kitchen
Kitchen Tools and Equipment
Knife Skills
Basic Cooking Principles
Stock and Sauces
Soups
Appetizers
Salads Vegetables and Fruits
Sandwiches
Fish and Shellfish
Poultry and Game
Meat
Meat Cuts
Pasta Making
Basic Principles of Baking
Bread Making Process
Food Presentation and Garnishing
Kitchen Hygiene Standards
Others
Attributes of Good Service
Cost Control
Budgeting

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Hotel Financial Statements
Cost Control Tools
Purchasing Control
Receiving Control
Stores Control
Pricing
Hotel Internal Control
Labour Cost Control
Hotel Cash Management
Cost Management
Developing a Hotel Marketing Plan
Purchasing and Receiving
Hotel Orientation
Hotel Human Resources
Recruiting and Selecting Applicants
Performance Appraisal
Service Challenges
Role of Supervisor
Telephone handling Skills
Teamwork
Employee Discipline
Employee Motivation
Conflict Resolution at Work
Effective Communications
Handling Guest Complaints Effectively
Quality Customer Service Management
SWOT Analysis
Time Management
Training and Development
Train the Trainer
Hotel Sales and Marketing
Hotel Engineering and Maintenance
Hotel Security
Role of Hotel General Manager

For further Information, Please Visit:

www.hospitalitytrainingprogramme.com