



TTHTI

Trinidad and Tobago
Hospitality and Tourism Institute



Hospitality Operations Certificate

This program is designed to provide students with the knowledge and skills to function in a wide variety of operational areas within the hospitality industry including: Food and Beverage, Rooms Division, Sales and Marketing, and general supervision. Students completing this programme will be able to operate with confidence in front-line positions within hospitality operations and can also transition seamlessly into more advanced academic programmes. Upon successful completion of this programme, students will also achieve *Certified Restaurant Server*, or *Certified Front Desk Representative*, or *Certified Guest Room Attendant* credentials from the American Hotel and Lodging Educational Institute (AHLEI) – USA.

This programme is offered full-time (weekdays) and part-time (evenings and weekends). Programme completion takes nine (9) months (full-time) and one (1) year (part-time).

Course outline:

Hospitality Today*

Food Safety: managing the HACCP System*

Managing Front Office Operations*

Managing Housekeeping Operations*

First Aid

Management of Food and Beverage Operations*

Culinary Mathematics

Fundamentals of Communication

Supervision in the Hospitality Industry*

Hotel and Restaurant Accounting*

Managing Technology in the Hospitality Industry*

Hospitality Sales and Marketing*

* Represents American Hotel and Lodging Educational Institute (AHLEI) course.

(Each completed course earns the student a certificate from AHLEI)

NB. Students are also required to complete the following certifications and internship periods to graduate:

- Certified Guest Service Professional - Making Connections during Semester 1
- Certified Guest Service Professional - Golden Opportunities during Semester 2
- Choice of Star Certification in Certified Restaurant Server, Certified Front Desk Representative, Certified Guest Room Attendant
- 160 hours of industry practice

For further information on registering for this programme, please contact us via the information below.

Trinidad and Tobago Hospitality and Tourism Institute

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