



THE INTERNATIONAL  
**HOTEL SCHOOL**  
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## **Housekeeping Management Specialisation Programme Graduates**

### **Objective:**

This programme is designed and implemented in a manner that aims to develop students as quality Housekeepers who can deliver “Five Star” service, using creativity and innovation, to the Hospitality Industry.

### **Overview:**

Housekeeping is critical to the success of today’s hospitality operations. The students enrolled in the pilot programme will have completed the academic requirements of the IHS and AH&LA EI diplomas. They will also have spent 12 months in various hotel departments, including at least 10 weeks in Housekeeping. The learning outcomes include:

- What it takes to direct day-to-day operations in this vital department, from “big picture” management down to technical details
- How the Housekeeping Department relates to other operational areas within a hotel including front office, security and maintenance
- The role of each staff member in maintaining high-quality service
- Identification of key supervisory and management skills and understanding of what makes a successful Supervisor and Manager.
- Development of the communication skills essential for effective leadership
- How to increase productivity and raise performance standards
- How to turn basic human resource functions into motivational strategies
- The impact and importance of technology within the hospitality industry
- How computer applications are used in all hospitality functional areas, with emphasis on Rooms Division.
- How to handle vital risk management issues in the hospitality workplace
- An understanding of the basics of Interior Design
- The principles of flower arranging, viz. colours, styles, etc.
- How to present themselves in a professional manner
- How to identify suitable contractors and suppliers as well as how to negotiate with contractors and suppliers

## **Implementation**

The course will comprise of an experiential learning component and academic and training components. Students will be placed in the Housekeeping Department of a hotel for experiential learning. The Durban campus of The International Hotel School will administer the academic and training components in the pilot programme.

Course work will be run on a workshop basis for two days every second week.

A 70% pass mark is the required standard for the two EI AH&LA subjects.

This programme will run as a specialist programme attached to the 12 course AH&LA EI Hospitality Management Diploma.

**Target Population:** Full-time students of The International Hotel School (I.H.S.) who have completed or are in the final six months of completing their I.H.S. and EI AH&LA Diplomas in Hospitality Management or Trainees who have completed the practical component of the three year traineeship in Hospitality Management and the EI AH&LA Diploma in Hospitality Management.

**Programme Duration:** 6 months

**Student Allowance:** R3 500 per month for 6 months

**Course Fee:** R 14 000 (will be paid by the employer)

### **Broad content with suggested training requirements:**

1. The American Hotel & Lodging Association Educational Institute's (EI AH&LA) courses:

#387 Security and Loss Prevention Management	4 days
#468 Managing Technology in the Hospitality Industry	4 days

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|--|---------------|
| 2. Basic Interior Design   | 4 days        |
| 3. Flower Arranging Principles   | 2 days        |
| 4. Personal Grooming / Etiquette / Finishing School                              | 1 day         |
| 5. Dealing with Contractors & Suppliers and Negotiating Skills and Assertiveness | 2 days        |
| 6. Supervisory Skill Builders (9 modules)  | 5 days        |
| 7. Study Leave & Exams   | <u>4 days</u> |
|  | 26 days       |

The programme will include Guest lecturers and field trips and students will be required to complete at least 2 case study projects.

**NB** Hotels with a 4/5 star grading will be used for the placement of the students.

## **Minimum Requirements**

Applicants should fulfil the following requirements:

- Have completed or be in the final six months of completing their I.H.S. and EI AH&LA Diplomas in Hospitality Management or Trainees who have completed the practical component of the three year traineeship in Hospitality Management and the EI AH&LA Diploma in Hospitality Management.
- Have a positive attitude and the ability to communicate at all levels.
- Be prepared to work reasonably long hours, varying shifts and, due to the nature of the hospitality industry, weekends and public holidays.
- The medium of tuition will be English and candidates must have an ability to study and communicate in this language.

## **Financial Implications**

The programme fee of R14 000 is made up as follows:

- Annual Tuition and Exam Fees
- Textbooks and notes
- Training Material

\*Prices will increase annually and are dependent on inflation and the exchange rate, as course material is obtained from America.

## **Additional Costs**

- Living expenses and transport.
- At the discretion of the Hotel / Group, the student may be required to agree to a 1 year employment contract with the sponsoring Hotel / Group. This year of employment will commence on completion of the six month programme. If the student decides to either leave the course or not take up the employment he / she will be liable for all costs including the course fee. Students will not be expected to refund allowances paid.

## **EI AH&LA Course Content**

### **#387 Security and Loss Prevention Management**

Security and the Lodging Industry; Security Equipment; Security Procedures Covering Guest Concerns; Department Responsibilities in Guest and Asset Protection; The Protection of Funds; Emergency Management; Risk Management and Insurance

### **# 468 Managing Technology in the Hospitality Industry**

Automation in the Hospitality Industry; Essentials of Computer Systems; Generic Application Software; Computer-Based Reservation Systems; Rooms Management and Guest Accounting Applications; Property Management System Interfaces; Food & Beverage Applications – Service; Food & Beverage Management Applications; Hotel Sales and Food Service Catering Applications; Accounting Applications; Selecting and Implementing Computer Systems; Managing Information Systems.

### **Supervisory Skill Builders Programme**

These workshops consist of 9 modules which will be completed in 5 days, comprising tuition and activities. The modules include You as a Supervisor, Leadership, Improving Communications, Time Management, Handling Problems and Conflict, Conducting Orientation and Training, Motivation and Team Building, Staffing and Scheduling and Improving Employee Performance.

### **Certificates**

On completion of the course, provided they pass the two EI AH&LA subjects, students will receive the following certificates:

- IHS and DNA Certificate of Attendance in Basic Interior Design
- Certificate in Basic Flower Arranging for Housekeepers (**S**outh **A**frican **F**lower **U**nion)
- Hospitality Management Skill Builders Certificate (AH&LA)
- Security and Loss Prevention Management Certificate (AH&LA)
- Managing Technology in the Hospitality Industry Certificate (AH&LA)
- EI AH&LA 5 Course Rooms Division Management Specialization Certificate

All AH&LA certification may jointly display two other logos, e.g. IHS and the sponsoring Hotel/Group.