

# Course Information Sheet

## Ever Dreamed of Working in Hospitality



Unlock your passion for service! This one-day workshop equips you with the essential skills to launch a rewarding career in hospitality.

### Course Description:

Do you have a natural ability to make people feel welcome and comfortable? This dynamic one-day workshop provides the foundation you need to build a fulfilling career in the exciting world of hospitality. Through interactive presentations, discussions, and role-playing exercises, you'll gain valuable insights into areas like: understanding the diverse roles within hospitality, providing exceptional customer service, effective communication and interpersonal skills, essential food and beverage service skills, and industry best practices for guest satisfaction. Whether you're a complete beginner considering a career change, a volunteer with a heart for service, or a carer looking for a dynamic work environment, this course ignites your hospitality career dreams and equips you with the tools to make them a reality.

### What will I learn?

- Exploring the diverse hospitality industry and its career opportunities
- The art of exceptional customer service - exceeding guest expectations
- Effective communication and interpersonal skills for hospitality professionals
- Essential food and beverage service skills (restaurant & bar operations)
- Upholding industry best practices for guest satisfaction and comfort
- Problem-solving and conflict resolution in a hospitality setting

### How will I be assessed?

- **Formative assessment:** Participation in discussions, group activities, role-playing exercises, and scenario analysis will allow for continuous feedback and skill development.

- **Summative assessment:** A short, scenario-based assessment will gauge your understanding of key hospitality principles and your ability to apply them in practical situations.

### **Who is this course for?**

This course is designed for anyone with a passion for service and creating positive experiences who aspires to work in hospitality, including those interested in a career change, volunteers in service-oriented roles, and carers looking for a fulfilling and dynamic work environment.

### **Progression Opportunities:**

Following this course, you can further develop your hospitality expertise by enrolling in a variety of programs, such as:

- Level 2 Certificate in Hospitality Supervision (Fast Track)
- Hospitality specific apprenticeships
- Professional qualifications offered by hospitality institutes

### **Career or Job Enhancement Pathways:**

This course can be a stepping stone towards various rewarding careers in hospitality, such as:

- Hotel Receptionist
- Restaurant Server/Bartender
- Event Staff
- Customer Service Representative (Hospitality Industry)

### **How do I enrol?**

The quickest way to enrol is online at [www.oucoursesouthwest.co.uk](http://www.oucoursesouthwest.co.uk), simply create an account and select 'Enrol now'. Alternatively, if you have any questions, please call our friendly customer service team on 01752 660713.

### **How will the course be delivered?**

This is a practical course, and the sessions will include tutor-led demonstrations, learner-led group activities, instruction and repetition. These will form part of the delivery together with one-to-one support as required.

**Will I need to practise outside the classroom?**

You will be encouraged to review your notes between lessons to ensure maximum benefit from your course. It is always useful to practise your skills between sessions. Your tutor may encourage home learning, or independent research.

**How will I know I'm making progress?**

During the first session, your tutor will discuss your goals and current level in relation to the course. Based on this assessment, you will agree individual targets which you will record in your individual learning plan (ILP). You and your tutor will review your targets regularly to ensure that you are making progress; these will be written in your individual learning plan.

**What will I need?**

Please bring a notepad, and pen to each session. You may wish to bring a file for any handouts. A laptop with internet access is required for completion of coursework and home learning outside of the classroom.

**Please note:**

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA). It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.onscoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

