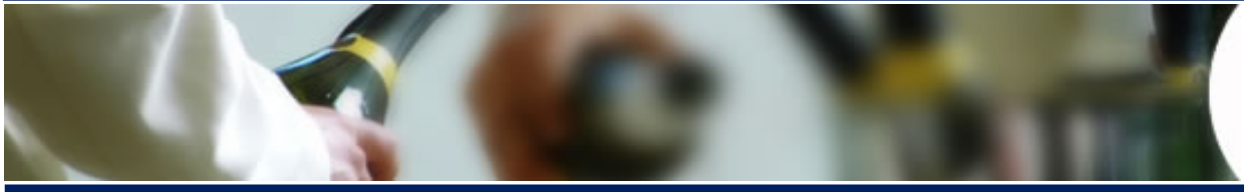


Hospitality Course



Gloucestershire College is working with Gloucester Works and local employers to improve your employability.

This course is fully funded by the European Social Fund (ESF). It has been developed to reflect the skills and attributes that the hospitality sector has indicated as desirable in their staff.

What is hospitality?

- Identify the varying career opportunities that hospitality offers
- Working in bars, cafés and restaurants
- Working in professional kitchens and fast food service
- Working in hotels

Effective customer service – Service at its best!

- Recognise the importance of good customer service
- Understand customer's needs and expectations

Conflict management:

- Identify and understand conflict and how to resolve it
- Appreciating the cost implications of conflict to the organisation

Communicating and influencing:

- Use effective methods of communication
- Distinguish between aggressive, assertive and passive approaches

Personal effectiveness and teamwork:

- Identify how to maximise your personal effectiveness
- Appreciate the importance of an effective team

Interview techniques and effective CV writing – Hints and tips

- Specifically focused on the hospitality sector

CIEH Level 2 Award in Food Safety:

- Fundamental food hygiene knowledge for all food handlers including legislation and new HACCP principles (Hazard Analysis Critical Control Point)

On completion of this course you will receive the Gloucestershire College certificate of completion and if successful, you will receive the CIEH Level 2 Award in Food Safety Certificate.



European Union
European Social Fund
Investing in jobs and skills



Leading learning and skills



delivering jobs and skills in the city