



Hospitality Operations & Management Training

Introduction

- In the last few years, the Nigerian hospitality industry has witnessed an influx of international hospitality brands and the expansion of existing hospitality centres in the country.
- The rise in the numbers and the dearth of skilled personnel has prompted the need to provide requisite training for personnel and prospective personnel. This will enable them offer exceptional service and become acquainted with international best practices which will equip them properly to serve their customers excellently.
- In the Hospitality Industry, emphasis is placed on the importance of customer service and communication skills in service delivery.
- Stern and Kay Hospitality Company is pioneering this initiative, by establishing an academy for the hospitality industry. This will provide a platform from which staff within the industry will benefit immensely from the training programmes. Ultimately, this will impact on the quality of service delivered and the bottom line of the organisation.

Introduction

- In course of the training, participants will be exposed to the importance of building lasting customer relationships, the roles and functions of a front desk personnel, customer care officers, ushers and waiter/waitress as it relates to the service industry.
- In addition, skills necessary for handling different types of customers, time management, multi-tasking and most importantly, people's skills will be taught.
- This training programme will enable participants give amazing service, become faster, more efficient, and amiable. Participants will also be exposed to new trends, integrated technology and its effects on guests in the hospitality industry.

Course Objectives

- At the end of the programme, participants will be able to:
 - ⊗ Demonstrate an understanding of the scope of hospitality.
 - ⊗ Manage customer interaction and offer superior customer satisfaction.
 - ⊗ Acquire a comprehensive understanding of the essentials and methods of communication and how to make the most of them.
 - ⊗ Get it right at the first time.
 - ⊗ Be well-rounded and have an overall success in their career.

Course Structure

- There are five (5) modules offered in the hospitality academy. A minimum class size of 25 participants. The hospitality course runs for three (3) day. Two modules are treated in a day. At the end of the sessions, a test is administered to participants to evaluate their level of understanding.

Course Code	Course Title
HAC 001	The Professional Waiter/Waitress
HAC 002	Etiquette and Manners
HAC 003	Customer Service
HAC 004	Communication Skill
HAC 005	Personal Grooming, Health, Hygiene & Safety

Description

- The faculty instructors and industry mentors will provide and coordinate course objectives, applicable experiences, and evaluation.
- Final grades will be calculated on the basis of continuous assessments, written final test, and group assignments as well as satisfactory conduct during the duration of the programme as evaluated by faculty instructors.
- Lectures will run from 9am to 4pm.

Who Should Attend

- This programme is open to individuals with any of the following qualifications S.S.C.E., OND, HND, and BSc, wishing to pursue a career in the Hospitality Industry.
- Employees already working in the Hospitality Industry
- Managers and supervisor
- Waiters and waitress

Our fees shall cover the following:

- Facilitation and Coordination
- Programme Management
- Training Materials
- Certificates
- Group Photograph



Our Methodology

- Lectures/Presentations
- Facilitator led discussions
- DVD Presentations
- Individual Assignment /Group work
- Case Studies
- Role Plays
- Test/ Evaluation

Stern & Kay Learning Centre



- Located in a very serene part of Lekki Phase 1.
- Ideal location for learning/training, meetings and retreats.
- Capacity to seat 24-50 people at a time.
- 9 person meeting room equipped with television and multimedia facilities.
- Fully functional and comfortable dining area.
- Two 37 KVA standby generators.

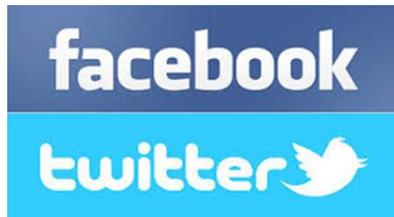
Our Contact

For further enquires, do not hesitate to contact the undersigned on the following numbers 08078191601, 08078191641-3

or

Email Address: kate@sternandkay.com.ng,
info@sternandkay.com.ng

6b Saheed Ola Adelekan street, off General Emdin street,
Lekki Phase I, Lagos.



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