

New Directions College Course Information 2023-24

COURSE:	Hospitality
LEVEL:	L1/2
MODE OF DELIVERY:	Classroom
DURATION:	7 days
ACCREDITED/NON-ACCREDITED:	Accredited
ENTRY REQUIREMENT:	Initial assessment
PROGRESSION:	Employment or progression on to any other course which may be identified as a need during the course

COURSE DESCRIPTION:

This is a short intensive course intended to provide learners with an introduction to the hospitality and catering sector, equipping learners with underpinning knowledge and skills specific to the sector alongside a range of transferable employability skills designed to support progression to work in hospitality and catering or other related sectors.

TOPICS COVERED:	METHOD OF ASSESSMENT:	KEY DATES:
Customers service in hospitality Prepare and Serve Drinks Barista Training Food Safety L2	portfolio and exam	
SKILLS TO BE GAINED:	KNOWLEDGE TO BE GAINED:	PERSONAL DEVELOPMENT OPPORTUNITIES:
Customer Service skills Barista skills Food Safety L2 Communication skills Problem-solving skills	Learn how to interact with customers in a friendly and professional manner. Develop strong communication and interpersonal skills. Gain an understanding of the importance of customer satisfaction. Develop knowledge of different types of coffee beans, teas and other ingredients Gain an understanding of the legal requirement for food safety in the hospitality industry	communication, interpersonal, problem-solving skills skills and knowledge learned on the course will help to succeed in a career in hospitality opportunity to meet new people and make new friends

REQUIRED LEARNING MATERIALS:	SUGGESTED READING:	ADDITIONAL INFORMATION: