

# CPD Course in Hospitality

## Open Learning Programme Information

### **PROGRAMME CONTENT: 7 Modules**

**Company and Candidate Information:** Detailing Company Profile and Organisation, personal Job Description, Curriculum Vitae, Personal Development Plan and Aims and Objectives

**Products and Services:** Understanding how to receive guests, prepare rooms and offer a food and drink service

**Customer Types and Requirements:** The importance of understanding the different types of customers, defining products and services and ensuring customer satisfaction

**Local Knowledge:** Outlining details of local and regional transport, places of interest and services

**Working within your Organisation:** Understanding the physical environment, working within a team and Company rules and policies

**Health & Hygiene:** Detailing health matters and essential hygiene knowledge

**Safety & Security:** Understanding the general safety issues in the workplace, Security implications and legal and statutory requirements