



Course: **Hospitality 101: A Practical Guide to Hospitality Excellence**

Guided Learning Hours: **30 hours**

Pre-requisite: **None**

Abstract

This intensive short course provides participants with a foundational understanding of the key principles and practices within the hospitality industry in Trinidad and Tobago. It is designed to equip individuals with essential knowledge and practical skills to excel in entry-level positions and to provide a solid stepping stone for those interested in pursuing a career in this dynamic sector.

The course emphasizes customer service excellence, operational awareness, and the professional standards expected by leading hospitality establishments. Through interactive sessions, a real world practicum, and insights from industry professionals, participants will gain valuable skills that will make them more effective and sought-after employees.

Target Audience

- Individuals currently working in entry-level hospitality positions (e.g., guest service agents, food and beverage attendants, housekeeping staff) seeking to enhance their skills and knowledge.
- Individuals interested in exploring career opportunities within the hospitality industry in Trinidad and Tobago.
- Persons looking for a short, practical training programme to improve their employability in the tourism and hospitality sectors.
- Small business owners in the hospitality sector who wish to gain a better understanding of industry best practices for themselves or their staff.

Learning outcomes

Upon successful completion of this course, participants will be able to:

1. Understand the fundamental structure and key sectors of the hospitality industry in Trinidad and Tobago.
2. Apply principles of excellent customer service and effective communication in various guest interactions.
3. Demonstrate basic knowledge of front office operations, including guest reception and handling inquiries.
4. Recognize and apply fundamental food and beverage service standards and hygiene practices.
5. Understand the importance of maintaining a clean and welcoming environment within hospitality establishments.
6. Identify key elements of teamwork, professionalism, and ethical conduct in the workplace.
7. Gain awareness of the role of technology in the hospitality industry.
8. Develop an understanding of the expectations and insights from current hospitality providers in Trinidad and Tobago.
9. Reflect upon and present practical observations gathered from a real-world hospitality environment.

Course Content

Session 1: Introduction to the Vibrant World of Hospitality (3 Hours)

- Overview of the global and Trinidad & Tobago hospitality and tourism landscape.
- Key sectors within hospitality: Accommodation, Food & Beverage, Events, Attractions.
- Career pathways and opportunities in the local industry.
- Understanding guest expectations and the importance of a positive guest experience.
- Introduction to professionalism, ethics, and personal presentation in hospitality.
- **Introduction to the Shadowing Practicum:** Overview of the practical component, expectations, and scheduling protocols (students will select their date/time based on a schedule of availability provided by a partner hotel).

Session 2: The Art of Exceptional Customer Service (3 Hours)

- Principles of customer service excellence in a Trinidadian context.
- Effective verbal and non-verbal communication skills.
- Active listening and empathy in guest interactions.
- Handling guest inquiries, requests, and complaints effectively.
- Strategies for building rapport and creating memorable experiences.

Session 3: Front Office Fundamentals: Welcoming Guests (3 Hours)

- Introduction to the front office department and its role.
- The guest cycle: Pre-arrival, arrival, stay, departure.
- Basic reservation procedures and information gathering.
- The check-in and check-out process: Key steps and best practices.
- Handling basic guest inquiries and providing information.

Session 4: Food & Beverage Service Essentials (3 Hours)

- Introduction to different styles of food and beverage service.
- Basic table setting and presentation.
- The process of taking and processing guest orders.
- Understanding basic food safety and hygiene practices.
- Introduction to common beverages (non-alcoholic).

Session 5: Maintaining a Clean and Comfortable Environment (3 Hours)

- The importance of cleanliness and hygiene in hospitality.
- Introduction to basic housekeeping procedures and standards.
- Understanding room types and amenities.
- Maintaining public areas and ensuring a welcoming atmosphere.
- Basic waste management and environmental awareness.

Practical Segment: Shadowing Practicum (3 Hours)

- *Note: This 3-hour practical session is completed on-site at a leading hotel in Port of Spain. It must be scheduled and completed anytime after Session 5, but prior to Session 9.*
- Participants will spend 3 hours shadowing a working employee at the hotel to observe real-world operations.
- Shadowing opportunities span various departments, including the Front Office, Restaurant, and Kitchen.
- Students will take notes on industry standards, guest interactions, and operational efficiency to prepare for their final assessment.

Session 6: Teamwork, Communication, and Professionalism in Action (3 Hours)

- The importance of teamwork and collaboration in a hospitality setting.
- Effective communication with colleagues and supervisors.
- Time management and organizational skills for efficiency.
- Problem-solving and decision-making in everyday situations.
- Maintaining a positive and professional attitude.

Session 7: Introduction to Technology in Hospitality (3 Hours)

- Overview of common technologies used in the industry (e.g., basic Property Management Systems, Point of Sale systems).
- Understanding the role of online platforms and social media in hospitality.
- Importance of data privacy and security (basic awareness).
- How technology can enhance the guest experience.

Session 8: Industry Insights: Perspectives from Trinidad & Tobago Hospitality Providers (3 Hours)

- Presentation and Q&A session with representatives from local hotels, restaurants, or tourism businesses.
- Sharing of real-world experiences, expectations, and advice for success in the industry.
- Opportunity for participants to ask questions and network.

Session 9: Practicum Assessment & Career Pathways (3 Hours)

- **Assessment – Individual Practicum Presentation:** Each student will deliver a presentation reporting on the insights, lessons learned, and operational observations gathered during their 3-hour practical session at a leading hotel.
- Discussion on career development pathways within the Trinidad & Tobago hospitality industry.

Essential Learning Resources:

N/A

Textbooks and Manuals

N/A (Handouts provided by lecturer)