



### Want to discuss your training needs?

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#### Branch Locations

- United Kingdom - london@londontc.com
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- Kingdom of Saudi Arabia - ksa@londontc.com
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- Sri Lanka - srilanka@londontc.com

### • SUPERVISION IN THE HOSPITALITY INDUSTRY

Gives supervisors and aspiring supervisors the information they need to excel in the hospitality industry. Covers how to recruit, select, and train; increase productivity; control labor costs; effectively communicate; manage conflict and change; and use time management technique.



### • RESORT MANAGEMENT AND DEVELOPMENT

Your staff will learn how to increase your property's share of the growing leisure and convention markets with the successful resort concepts contained in this course. Shows how to take advantage of the skyrocketing demand for "mini-vacations." Includes the concierge function, computer systems, and health club/ spa facility management.



### • SPA MANAGEMENT AND DEVELOPMENT



Management and Development.

At LTC, your staff will not only learn from the great staff of instructors that LTC has, they will also experience how the spa operates, plus they will meet different nationality of spa staffs around the world for different type spa experience. And have chances to ask them all the questions that they may wish, and that's what LTC had in mind for any student comes to learn Spa

### • PURCHASING & STORES MANAGEMENT

This course teaches you how to buy major commodities and non-food supplies, ensuring the price and product quality that's right for your property. Learn the how-to's of dealing effectively with suppliers and master the managerial aspects of purchasing.

### MODE OF STUDY

All training consist of 30% theoretical including activities, assesment & 70% on job training (OJT) will be conducted at the work place.

### ASSESSMENT

All assessments will be conducted in the workplace. Assessment tasks consist of interview and questioning, practical demonstrations, observation and supervisor/ third party reports.

### LEARNING RESOURCES

- London Training Centre will provide
- A certificate of attendance for each trainee subject to 80% attendance.
  - London Training Center will provide all learning materials and handouts.

### TRAINEE PROFILE ON COURSE COMPLETION



Taking you forward



## ABOUT LONDON TRAINING CENTRE

London Training Centre was established in 2001, out of the need felt by the corporate sector for holistic training/ consulting outfit which can deliver measurable and quantifiable interventions. The core team of London Training Center responded to this feeling with a vision: "to provide training that is practical and effective and that improves business performance". London Training Center offers industry leading bespoke training/consulting interventions including Business Management, Business soft Skills, Tourism & Hospitality Management, Health & Safety and Personal Development courses.

Over many years, we have developed a portfolio of "core" business soft skill training programs in specific business areas that our business partners have identified as

presenting particular challenges to their organizations.

## HOSPITALITY TRAINING OVERVIEW

The Hospitality Training Program will provide learners and organizations a huge range of opportunities to learn and grow. In some it may awaken a passion that will lead them to a successful career. Hospitality is a large and growing sector in the world. It covers the most industrial segments including hotels, restaurants, hospitals, fast food, airlines, event management, and catering. More than ever the sector needs enthusiastic professionals who understand the demands of the industry and have the right skills and attitude to succeed. The programmes has been created to give learners an understanding of, and enthusiasm for, this fast-moving and charming sector. Our hospitality studies are Inter-nationally accredited and recognized training packages which are then further developed according to local needs. Our uniqueness is Action Learning Strategy and real world application in the everyday running of hospitality facilities.

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## LEARNING RESOURCES

London Training Centre will provide

- A certificate of attendance for each trainee subject to 80% attendance.
- London Training Center will provide all learning materials and handouts.

## TRAINEE PROFILE ON COURSE COMPLETION

After the successful completion of the training each trainee will be awarded a London Training Centre Certificate of Attendance in each specific course. LTC Certificates are internationally recognized by IAO – International Accreditation Organization ([www.iao.org](http://www.iao.org)) IAO is an international educational quality assurance agency working to enhance the standards of education around the world.

## PROGRESS REPORTS

- Progress and attendance reports, linked to the specifications for the reporting period, will be sent to the company for each trainee.
- These reports will list trainee progress and achievements with respect to the appropriate section of the syllabus, indicating the progress made towards the training objective.

## LTC HOSPITALITY INDUSTRY TRAININGS



LODGING  
INDUSTRY



RESTAURANT  
INDUSTRY



EVENT PLANNING  
INDUSTRY



HOSPITALITY  
TRANSPORTATION  
INDUSTRY



THEME PARK  
INDUSTRY



CRUISE LINE  
INDUSTRY

## LTC HOSPITALITY SIGNATURE PROGRAMMES

- MARKETING OF HOSPITALITY SERVICES

Teaches employees how to use proven marketing techniques to improve business. Clearly spells out how to develop, implement, and evaluate a marketing plan. Helps your sales staff identify and reach the customers you want by using marketing tactics specific to hospitality services.

- MANAGING FOR QUALITY IN THE HOSPITALITY INDUSTRY

This is designed to acquaint students with quality and leadership issues facing today's hospitality industry. There are chapters on the continuous improvement, quality service, power and empowerment, communication skills, goal setting, high performance teams, diversity, managing organizational change, and strategic career planning.

- QUALITY SANITATION MANAGEMENT

Shows how to minimize potential liability and better protect the health and safety of guests and staff. Clearly outlines the sanitation risk management program that helps your property provide quality products and services, comply with regulations, and improve the bottom line.

- FOOD AND BEVERAGE MANAGEMENT

Shows how to profitably manage a food and beverage service operation in order to satisfy guests. Employees learn how to give guests the highest priority as all details of a food and beverage operation are planned, implemented, and evaluated. your property.

## • HOSPITALITY SALES AND MARKETING

Build a top-flight sales team with creative, successful sales and marketing programs that really work. Features new ways to

sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners. Industry pros give tips on sales programs and advertising strategies that worked for them, as well as suggestions for playing up the unique features of your property.



## • HOSPITALITY INDUSTRY TRAINING

Training is the key to keeping pace with the industry's changing demands worldwide. Show your Hotel and Restaurant staff how to develop, conduct, and evaluate one-on-one and group training that will reduce turnover, improve job performance, and help your organization attain its goals. Contains a wealth of ideas that can be put to use right away!

## • MANAGING FRONT OFFICE OPERATIONS

Introduces you to the unique world of private club management. From crunching the numbers to Transforming Education into Professionalism providing impeccable service, this course explores the issues that today's club managers face every day. Loaded with case studies, interviews with club managers and sample contracts.

