

Course URL: <https://internationalopenacademy.com/hotel-catering-management-course>

Course Name: Hotel & Catering Management

Looking to open your hotel/catering company or just make a move in your career? Know every step you need to take to successfully make this move

Course Features:

- This course will open doors for you into the exciting world of hospitality with its facts and tips on every aspect of managing a hotel or catering business
- Find out all about food technology, production and service
- Know what it takes to run a front office
- See how to manage and coordinate housekeeping services
- You'll understand basic accounting, marketing, sales, communication, and customer service strategies and techniques
- Know how to use technology to your advantage
- Read up on the rules and regulations, including Health & Safety, concerning the hotel and catering trades
- Discover all the tools of the trade that you'll need
- By the time you complete the course, you'll be ready to step into a hotel or catering management position or start your own business
- Your course is accredited by the International Council for Online Educational Standards and CPD Certification Service
- Set your own pace of study because it is completely online and available on any device
- 12 months to start the course and 60 days to complete it once started
- Free PDF certificate provided upon completion

Course Breakdown:

Module 1: Hospitality Management

- Operating a hotel or catering company
- Projecting comfort and ease
- Elevating your business
- Making a profit

Module 2: Food Science

- Chemistry of cooking
- Food preservation
- Food technology
- Nutrition

Module 3: Food Production

- Basic cooking styles
- Basic cooking methods
- Food handling
- Menu planning
- Pricing

Module 4: Food & Beverage Service

- Planning the event
- Types of catering options
- Greeting and receiving guests
- Food service
- Bar service
- Coordinating in-hotel restaurants

Module 5: Hotel Roles

- Food & beverage management
- Maitre
- Chef/Cook
- Butlers
- Porters
- Housekeeping staff

Module 6: Hotel Front Office

- Coordination
- Accommodating guests
- Promoting deals and special offers
- Cashiering and handling money

Module 7: Back Office Management

- Supporting the front office
- Managing employees
- Special programs
- Managing bookings
- Attracting guests and VIPs

Module 8: Housekeeping & Laundry Operation

- Staging the room
- Hygiene and health
- Laundry services
- Accommodating guests

Module 9: Accounting

- Keeping proper records
- Balancing the book
- Cost analysis
- Calculating loss and gain
- Analyzing and maximizing profit

Module 10: Sales & Marketing

- Customer satisfaction
- Attracting and keeping customers
- Understanding the consumer
- Pricing
- Deals, promotions, coupons, etc.
- Procedures Manual

Module 11: Communication

- Helping customers
- Handling stressful situations
- Communication strategies
- Communicating between departments
- Managing complaints and concerns

Module 12: Applications Of Technology

- Basic business computers
- Information technology
- Catering management tools
- Making your business shine

Module 13: Hotel Security And Health & Safety

- Necessary security positions
- Fire and emergency safety
- In-room security and safety
- First aid and response plans
- Making guests feel safe and comfortable

Course URL: <https://internationalopenacademy.com/hr-and-payroll-management>

Course Name: HR & Payroll Management

Happy workers are more loyal and productive! Keep your staff satisfied by following the guidelines on employees pay, rights and benefits

Course Features:

- Learn the basics of being successful in the human resources and payroll management fields
- You will find out about payroll management, hiring diversity, negotiations, working with a leadership team, payroll, benefits, insurance, payroll systems, and general management techniques
- Gain an understanding of the rules and regulations for record keeping, employee benefits, and remaining in compliance with state and federal guidelines
- Understand how to work with a diverse leadership team, and how to provide guidance and answer questions to an even more diverse company-wide staff
- As a bonus this course also shares a few tricks for getting your foot in the door!
- After completing this course, you'll know everything you need to be a skilled, knowledgeable HR officer
- Your course is accredited by the International Council for Online Educational Standards and CPD Certification Service
- Set your own pace of study because it is completely online and available on any device
- 12 months to start the course and 60 days to complete it once started
- Free PDF certificate provided upon completion

Course Breakdown:

Module 1: Getting Started

- Human resources
- Payroll management
- Necessary skills
- Educational requirements and credentials
- Getting hired

Module 2: HR Trends

- Hiring diversity
- Job offer negotiations
- Training and development
- Generational differences
- Working with a leadership team

Module 3: Payroll And Benefits

- Exemption status
- Medical insurance
- Retirement plans
- Sick days, personal days, and other miscellaneous employee benefits
- Handling payroll questions

Module 4: Records

- Creating and/or maintaining a payroll system
- Documenting personnel conflicts
- Reporting earnings, taxes, and other data
- Employee file must-haves
- Confidentiality

Module 5: Management

- Keeping employees informed
- Maintaining compliance
- Understanding and adhering to organizational goals
- Using technology to connect
- Remaining available

Course URL: <https://internationalopenacademy.com/event-and-hospitality-management-course>

Course Name: Event and Hospitality Management

Put your people and organizational skills to great use by learning from A to Z how to launch an exciting career as an Event Planner

Course Features:

- The course is packed with clear, practical knowledge, video tutorials, tips and insights from within the event-planning industry
- You will be getting thorough and in-depth training in all aspects of planning and running many kinds of events
- Learn effective strategies in attracting and winning contracts
- Find out how to manage budgets, advice on contracts, booking venues and securing sponsors
- Know how to prepare and present an event proposal
- Benefit from tips for successful meetings with clients
- Know what qualities to look for when hiring service providers
- Find out how to plan your event schedule with a step-by-step guide including a detailed pre-event and event-day checklist
- You'll know about general etiquette and protocol (preparing invitations, table seating arrangements, table manners and dress codes)
- See what an event manager's job looks like up close with a real-life case study
- By the end of the course, you'll have all the knowledge you need to be a successful event planner
- Your course is accredited by the International Council for Online Educational Standards and CPD Certification Service
- Set your own pace of study because it is completely online and available on any device
- 12 months to start the course and 60 days to complete it once started
- Free PDF certificate provided upon completion

Course Breakdown:

Module 1: Working With Clients

- Introduction
- Planning and preparing for the meeting
- First impressions and presentation
- What does your client need?
- What comes next? Timeframes
- Following up
- Event proposal
- Contracts and agreements

Module 2: Steps For Planning An Event

- Target your goals and audience
- Planning the event: date and time
- Budget
- Venue
- Food and beverage
- Transportation
- Speakers
- Timeframes

Module 3: Invitations, Greetings And Dress Code

- Invitations and replies

- Greetings etiquette and handshake protocol
- Dress code

Module 4: Table Manners And Table Settings

- Table-seating arrangements
- Table settings
- Table manners

Module 5: The Event

- Last-minute preparations
- During the event
- Business cards
- Evaluating the event
- After the event: Keeping up with your clients, partners, and guests

Module 6: What Is Event Management?

- What is event management?
- Role of the event manager
- Project management
- Strength & weaknesses of the event management profession (elements of SWOT)
- Crisis management
- Planning your career

Module 7: Types Of Events

- Introduction
- Conferences
- Meetings
- Launch events
- Fashion shows
- Fundraisers
- Weddings
- Religious events
- Photo calls
- Exhibitions
- Sport events
- Concerts
- Political events
- Anniversaries