

NATIONAL DIPLOMA IN HOSPITALITY (MANAGEMENT) (LEVEL 5)

Gain knowledge, skills and practical experience to begin a career in the hospitality industry.

ENROL NOW!



Prepare for the
reality.

Students will be prepared for the reality of working in the hospitality industry and will learn about customer service, food management, beverage management, business concepts and communication in management.

Work experience, an internship and practical experience in our purpose built training facilities are all part of this national diploma programme.

PROGRAMME INFORMATION

- > **Customer service** students will learn to deliver excellent customer service to a range of customers including providing specialist support for guests with special needs. Learn to effectively deal with customer complaints and provide a safe and secure environment for guests.
- > **Accommodation services** students will be able to provide reception services to guests, which includes, an information booking service and a reservation booking system. Learn how to process cash and foreign exchange transactions for guests.
- > **Food safety** students will gain a thorough understanding off food safety methods and will be able to implement and supervise a food safety programme within the industry.
- > **Food and beverage services** students will learn about food and beverage services including seating and taking orders for customers in restaurants. Learn how to prepare and serve various beverages and create exciting cocktails.
- > **LCQ (License Controller Qualification)** students will gain the knowledge through practical and theory training to perform the duties of a licensed duty manager in licensed premises.
- > **Human resources** students will participate in a staff selection process.
- > **Marketing** students will learn about marketing principles and techniques on developing a marketing plan within the hospitality industry context.
- > **The tourism industry** students will learn all about the tourism industry which is one of the fastest growing New Zealand. Understand the areas that influence structure and development.
- > **Small business management** students will learn what it takes to run and operate a small business including ownership options, financial structures and marketing.



www.whitireia.ac.nz

+64 9 3794666
+64 4 237 3100
auckland@whitireia.ac.nz
international@whitireia.ac.nz



PORIRUA
KĀPITI
WELLINGTON
AUCKLAND

ADDITIONAL INFORMATION

- > **Food and beverage management** students will gain advanced knowledge and management skills in food and beverage with a special focus on the purchasing and control systems used by the industry.
- > **Communication** students will learn and practice effective business communication skills required for participating in formal meetings, managing interpersonal conflict and taking on a leadership role to a team of employees.
- > **Accommodation management** students will learn the management skills and knowledge to implement and manage the maintenance of premises within the hospitality industry.

FURTHER STUDY OPTIONS

Graduates of this programme can apply to enrol in the Bachelor of Applied Business Studies with a Hospitality major.

CAREER OPPORTUNITIES

Graduates will have the knowledge and skills to work as a duty manager, hotel reception, front of house supervisor, food and beverage manager, concierge, guest services representative and conference and event manager.

QUALIFICATION

Graduates gain the National Diploma in Hospitality (Management) (Level 5).

LOCATION

Auckland campus, 450 Queen Street, Auckland City

START DATES

10 February, 3 June, 15 September

DURATION

Two years, full-time

LEVEL

5

FEES (NZ\$)

Year 1 \$20,850

Year 2 \$18,950

ENTRY REQUIREMENTS

Successful completion of qualification equivalent to New Zealand Yr 12

IELTS 5.5 or equivalent



ENROL NOW!