



HIGHER CERTIFICATE IN HOSPITALITY SERVICES MANAGEMENT (DT451)

Why you should take this course

This two-year course is suitable for those who want a qualification, or are currently working in the hospitality industry and looking to boost their management prospects. We welcome mature students returning to learning, people seeking a career change, or people looking to develop their own hospitality business. The course is suitable for those who may have completed related courses e.g. NTCB, NCVA, FETAC, VTOS or City and Guilds. The course is open to people who may have lost their job in the sector. Students currently on the course come from a wide variety of operations including hotels, restaurants, coffee shops, cafes, bistros, bars, airlines, cruise catering, corporate and industrial catering including staff, factory and prison canteens.

What you will study

The course is two-years in duration and delivered on a part-time basis, over two evenings per week. The course will enable participants to gain a strong foundation in current management practices and trends as they apply to the hospitality sector. Participants will also develop the techniques and management skills that are required to manage all aspects of the day-to-day operations and management of hospitality operations.

Why you should study at DIT

At DIT we have a very hands-on practical approach to education. Our lecturers are progressive, industry oriented and experienced, and deliver the course in a very student-centred way. We are determined to ensure you maximise your learning opportunity with us. The course offers you a firm foundation in core management principles which allow you greater flexibility in further study and career advancement. Classes are small and participation is actively encouraged. An important feature of the course is that it offers direct access to the BA (Ord) Degree in Hospitality Management on either a full or part-time basis. Students who successfully complete the Higher Certificate can progress directly into year three of the BA (Ord) Hospitality Management Degree.

How to apply

In the first instance students should complete an online application form at <http://hospitality.dit.ie/DT451>

A final list of applicants will be called for interview, with experience and interest in pursuing a career in the sector being key criteria.

The closing date for applications is 1st September for EU and Irish residents. Places are limited to 30. Applications are accepted throughout the year, with interviews taking place in June and July for early applications, and in August and September.

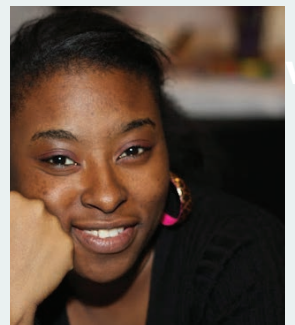
For more information contact:

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email: clare.johnson@dit.ie
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Tel: 00353 1 402 7558
email: detta.melia@dit.ie

Completed application forms should be returned to:

School of Hospitality
Management and Tourism,

College of Arts and Tourism,
DIT, Cathal Brugha Street,
Dublin 1,
Ireland.



What our students say

"After completing this course in Hospitality Management, I found that the course covered a broad range of real life skills that are required for my position as a Catering Supervisor within the HSE. The Higher Certificate in Hospitality Services Management has proven to be of great benefit in my working life, and information that was given from lectures in DIT has enabled me to become a better manager of people and tasks." **Trevor Boileau, Catering Supervisor, Claremont Residential and Day Care Services.**

"I started a new job as a Catering Manager for a secondary school, beginning in September 2011. I decided to attend DIT's Higher Certificate for Hospitality Services Management programme, which also started in September, in order to fill in a few gaps in my skillset. It was quite a challenge, going back to 'school' as a mature student, at the same time as breaking into a new job, but I found the course to be extremely helpful in getting me through my first year as 'the boss'. The course was very relevant to what I was doing, and each module brought me closer to understanding the bigger picture of managing a catering department, and the staff who report to me." **Chris McNeilly, Catering Manager, The High School, Dublin.**

"Best decision I ever made to study this higher certificate in DIT. It has opened many doors for me and now having the education I look at my career through different colour glasses. Time well spent, made many lifelong friends too:)" **Colette Warren, Aramark, Duty Manager.**

"DT451 has been a step forward in my career. I have learnt new skills and theories about the service industry. Also I have enjoyed every lecture given in class and the atmosphere created by my classmates..... lectures have been very successful, effective and easy to apply to the work place." **Manuel Viar, Cabin Crew, Aer Lingus.**



Modules*: Year 1

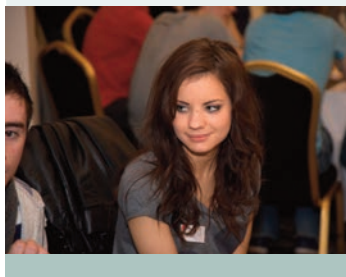
Customer Care Management, Communications, Information Technology and Data Summary, Management Principles, Introductory Accounting for Hospitality Businesses, Managing Food Safety and HACCP, Overview and Structure of the Hospitality Industry, Applied Marketing for Hospitality Operations, Industrial Experience Portfolio/Business Development.

Modules*: Year 2

Food and Beverage Management, Human Resources Management, Project Management, Introduction to Hospitality Law, Costing and Control and Decision Making, Managing Training and Development in Hospitality (Train the Trainer), Applied Business Planning.

Additional benefits to students.

As part of the course, students can undertake the exams for the National Hygiene Partnership (NHP) Management of Food Hygiene Programme. In addition, the Management Training and Development module (Train the Trainer) has been accepted by the NHP as a suitable qualification to deliver Food Safety and HACCP training in the students' own organisations.



*Modules indicated are correct at time of printing; DIT reserves the right to amend course modules in line with demand and ongoing quality assurance procedures.