

# Introduction to the Hospitality Industry



**Course Level: Adult Leisure**

**Campus: Stafford**

**Subject Type: Hospitality & Catering**

## Course Overview:

Learn about the essential principles of hospitality management, customer service, and operational procedures. Explore industry trends, challenges, and career opportunities in this rapidly evolving sector.

## What's Covered:

The hospitality industry offers a wide variety of different job roles. If you have stayed in a hotel or eaten at a restaurant, or some has made you feel welcome, then you have had first-hand experience of the hospitality industry.

Our 'Step into the Hospitality Industry' course is your first step to discovering all about the industry, while on the course you will learn, develop and practice the skills required for employment in the hospitality sector. You will:

- Explore and enhance your existing customer service skills
- Learn about the different aspects of the industry
- Gain valuable practice and teamwork skills
- Discover and explore the roles needed within our own working restaurant
- Learn about food service and safety in catering

Additional, the course will help you to explore the wider variety of job available locally and identify the best possible progression route to help you gain employment in the industry.

## Entry Requirements:

There are no entry requirements, just a passion for providing excellent customer service.

## Assessment Information:

There are no formal assessment, but your teacher will provide feedback on your communication, organisational and customer services skills to help you improve and progress.

## Fees and Financial Support:

A range of financial support may be available for adult students to help towards the cost of your fees, equipment, childcare and/or other expenses while studying, depending on your personal circumstances and the course you are studying. For full details please visit [www.nscg.ac.uk/finance](http://www.nscg.ac.uk/finance)

## Progression:

Once you have completed the course, we offer several options to help improve your chances of gaining employment in the catering industry. These include:

- Level 2 Food Safety in Catering qualification
- Level 1 Introduction to the Hospitality Industry qualification
- Support to help you apply and enrol on an apprenticeship with a local company

## How do I find out more?

For further details please contact Diane Hutchinson by emailing [diane.hutchinson@nscg.ac.uk](mailto:diane.hutchinson@nscg.ac.uk) or by calling 01785 275698.