

CI 436 Crown Certificate in International Hospitality Hotel Services and Reception Operations

Course Summary

Get a taste of the hotel and travel industries. This excellent course gives you the best of both worlds. You can gain an in-depth knowledge of core skills needed for travel and hospitality. Learn the Fidelio computer system and gain the Cabin Crew Ticket Direct Certificate. This course includes the internationally-recognised London City and Guilds Diploma in Reception Operations and Services.

Course Content

H1	Unit	Level	Credit
Perform Calculations	64	1	2
Identify basic employment rights and responsibilities and sources of information and assistance	1978	1	2
Apply skills and qualities of a salesperson in a retail or distribution environment	11831	3	6
Provide reception services	14411	3	4
Book accommodation for customers	14412	3	3
Perform debtors control functions and reconcile balances	14416	3	6
Receive and action payments	14433	2	2
Demonstrate knowledge of housekeeping services	14453	3	3
Maintain personal presentation and greet customers	14462	2	2
Use telephone systems	14467	2	2
Provide information on an establishment	14469	2	2
Provide positive hospitality customer experiences	21853	3	8
Demonstrate knowledge of providing positive hospitality customer experiences	21854	3	4
Demonstrate knowledge of IATA world geography	25508	3	3
Provide reservation service using an electronic system	Crown		
Exchange foreign cash and travellers cheques for customers	Crown		
Fidelio reservation system	Crown		
Hotel Services	Crown		
H2	Unit	Level	Credit
Advise customers of regulatory requirements for international air travel	18282	3	4
Complete tourism and travel administration tasks and use office equipment	18221	3	3
Demonstrate knowledge of and process cruises outside New Zealand	18205	4	4
Demonstrate knowledge of and process domestic and international accommodation	18217	3	4
Demonstrate knowledge of communication and customer service theory	23758	3	4
Demonstrate knowledge of New Zealand as a tourist destination	18212	3	8
Demonstrate knowledge of sales functions	23769	3	3
Demonstrate knowledge of the tourism industry	23766	3	5
Describe and process retail payments	23763	3	2
Provide customer service experiences in a tourism workplace	23759	3	10
Provide mail communication service for customers	20665	2	3
Provide concierge services	Crown		
Cabin Crew Ticket Direct Online programme	CabinCrew Direct		

H3	Unit	Level	Credit
Work in a diverse workplace	377	2	2
Provide customer service for international visitors	378	3	3
Sell, process and advise on foreign exchange	3750	3	2
Provide an information and booking service for customers	14405	3	4
Deal with customer complaints	14464	3	2
Maintain a safe and secure environment for people	14465	3	2
Demonstrate knowledge of procedures to protect people and property	14466	2	3
Demonstrate knowledge of the hospitality industry	14468	3	6
Respond in writing to enquiries and complaints in the tourism and travel industry	18209	3	3
Demonstrate knowledge of Australia as a tourist destination	18211	3	10
Perform calculations	18237	2	3
Demonstrate knowledge of and use email and Internet in the tourism and travel industry	18280	3	3
Demonstrate knowledge of the requirements of a doorperson	22604	2	3
Identify and self-evaluate the demands of specific role	23755	3	3
Describe the legal rights and responsibilities of employees and employers	23768	3	5
Produce documents for workplace using a computer	24872	3	3

Course achievement

Crown Certificate in International Hospitality - Hotel Services & Reception Operations
 City and Guilds (London) International Diploma of Reception Operations and Services (International qualification)
 National Certificate in Hospitality Front Office Level Three
 National Certificate in Travel and Tourism Core Skills Level Three
 CabinCrew Ticket Online Certificate
 Marriott Hotel Excellence Certificate (International qualification)
 Crown Certificate in Fidelio reservation system
 Crown Certificate in Hotel Services
 Crown Certificate in Concierge Services

Course length

42 weeks (3 terms of 14 weeks, plus two holiday breaks)

Course times

9:15 am – 3:00 pm (Mon-Fri)

2012 Course dates

7 Feb - 7 Dec 2012, 21 May 2012 - 10 May 2013, 3 Sep 2012 - 23 Aug 2013

Entry requirements

Domestic Students

You should be 16 years of age or over on the date you start your course. You must have NCEA Level 2 or pass the Crown entry test and attend a personal interview. You may need to provide your school report and/or current resume. If you have already completed unit standards in hospitality and/or travel and tourism please provide us with evidence. We may be able to cross-credit these to your Crown course.

International Students

Upper Intermediate, TOEIC 650, IELTS 5.5 or Crown entry test

Further Study

If you pass this course you may wish to work towards your National Diploma in Hospitality Management, Crown Diploma in Tourism (Management) or New Zealand Diploma in Business (NZDipBus) - depending on your English language level.