

CI 440 National Diploma in Hospitality Management

Course Summary

Get an excellent understanding of the skills required to work in the hospitality sector including commercial accommodation management, food and beverage management – all the specialised knowledge and skills required at management level in the hospitality industry. People awarded this qualification will be capable of leading a small team and/or managing a small business unit within a large establishment. They will be capable of applying management theory to operational situations as they arise.

Course Content

NDIHM Phase ND 1	Unit	Level	Credit
Demonstrate knowledge of NZ wines and wine products	4637	4	4
Demonstrate knowledge of imported wines	4638	4	6
Establish and maintain quality customer relations for a small business enterprise	6406	4	5
Demonstrate knowledge of basic nutrition in commercial catering	13343	3	4
Deal with customer complaints in the hospitality industry	14464	3	4
Maintain a safe and secure environment for people in the hospitality industry	14465	3	3
Demonstrate knowledge of food and beverage stock control in a commercial hospitality environment	17548	4	3
Analyse the current state of and factors impacting on the future of New Zealand tourism	20488	5	6
Investigate and present a regional cuisine topic in the hospitality industry	22034	5	10
Plan for and carry out staff selection	23394	5	4
NDIHM Phase ND 2 -	Unit	Level	Credit
NZDB Business Communication	560	5	20
NZDB Organisation & Management	530	5	20
NZDB The Fundamentals of Marketing	541	5	20
NDIHM Phase ND 3	Unit	Level	Credit
Practice food safety methods in a food business	167	2	4
Interview in a formal situation	1297	4	5
Demonstrate knowledge of the sale of liquor act 1989 and implications on licensed premise operations	4646	4	2
Demonstrate knowledge of the concepts of supply and demand in tourism	8637	5	6
Manage interpersonal conflict	9704	4	6
Develop strategies for communication in a culturally diverse workplace	11099	4	4
Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises	16705	4	3
Demonstrate knowledge of food and beverage management in a hospitality environment	16892	5	15
Provide restaurant food and beverage service in a commercial hospitality environment	26308	3	20

Advanced selling skills	Crown		
NDIHM Phase ND 4	Unit	Level	Credit
Participate in a formal meeting	9679	4	4
Demonstrate knowledge of alcoholic and non-alcoholic beverages and beverage service equipment	14420	3	3
Supervise a food business under a food safety programme	15275	4	10
Demonstrate knowledge of commercial accommodation management	16891	5	12
Demonstrate knowledge of hospitality facility utilisation	16893	5	5
Demonstrate knowledge of hospitality management control systems	16894	5	6
Demonstrate knowledge of Purchasing and stores management in a hospitality environment	16895	5	10
Demonstrate knowledge of and process reservations for cruises outside New Zealand	18205	4	4
Lead a group/team to achieve an objective(s)	21335	4	5
Provide hospitality sales and service opportunities to customers	21853	3	6
Demonstrate knowledge of maximising hospitality sales and service opportunities to customers	21854	3	4

Course achievement

National Diploma in Hospitality Management Level 5
Crown Certificate in advanced selling skills

Course length

56 weeks (4 terms of 14 weeks, plus three holiday breaks)

Course times

9:15 am – 3:00 pm (Mon-Fri)

2012 Course dates

7 Feb 2012 - 10 May 2013, 21 May 2012 - 23 Aug 2013, 3 Sep 2012 – 6 Dec 2013

Entry requirements

Domestic Students

You should be 18 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 please provide us with evidence. We may be able to cross-credit these to your Crown course.

International Students

Advanced, IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing and no less than 5.5 in any other band

Further Study

If you successfully complete this course you may wish to continue your studies and study the New Zealand Diploma in Business (NZDipBus) or study at degree level. You may be eligible for credits toward further study. Please ask for details.