



## Course Classification

Level 1	Level 2	Level 3	Level 4	Level 5
General Crash Course	General Short Course	Specialized Course	Professional Course	Academic Courses
1 - 5 Days	1 - 4 Weeks	1 - 3 Months	6 - 8 Months	1 - 2 Years
Food & Beverage Assisted Service	Culinary Arts	Culinary Arts	Culinary Arts	Hotel & Hospitality Management
R & B Operations	Front Office Operations	Caregiving	Caregiving	Hotel & Culinary Management
Customer Care	Food & Beverage Assisted Service	Hotel Management	Food & Beverage	Hotel & Tourism Management
Event Management	Customer Care	Front Office Operations	Front Office Operations	Food & Nutrition
	House Keeping	Front Office Operations	House Keeping	Event Planning & Management
	Event Management	Food & Beverage Assisted Service	Customer Care	
		Customer Care Housekeeping	Event Management	
		Event Management		

### LEVEL 5 COURSES - ACADEMIC COURSES

12 MONTHS - PREDEGREE PRG

18MONHS - 2YEARS - ND / HND



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# Pistuo Hospitality Training Centre



## OUR COURSES

### 1. CUSTOMER CARE- THE VERY HEART & SPIRIT OF HOSPITALITY

Your employees have only one chance to form a positive first impression in the minds of your customers. A unique guest service training program that teaches employees how to see things from the guest's point of view, understanding of their role as ambassadors of your business, and the requisite skills for achieving service excellence.

**Target: ALL**

### 2. TRAIN THE TRAINERS

Covers the key areas related to managing employees in hospitality operations- understanding the work environment, the role of a supervisor, communication skills, developing leadership skills, problem-solving, discipline & conflict resolution.

**Target: Front-line Managers and Supervisors in core hospitality operations.**

### 3. HOTEL & EVENTS MANAGEMENT

This course will offer tips on some of the most effective marketing strategies that can happen within the four walls of your hotel, using the facilities and people you already have in place. This course presents solid information and uses real-life interactive scenarios to show how hotel staff and managers can all be part of a marketing team that drives revenue and increases profit. It is also designed to equip participants with the knowledge and skills for handling dignitaries and VIPs at meetings, special events and ceremonies. It includes protocol procedures, order of precedence, social and business etiquette, refinement in dealing with others, appearance and courtesy guidelines, table etiquette and handling gifts. This course helps to showcase the factors that contribute to a positive and lasting impression when managing events.

**Target: Events planners, hotel banqueting associates.**

### 4. HOUSEKEEPING CLEANING METHODS

This course provides basic training in systematic cleaning methods that combine safety, speed and thoroughness. It also includes step-by-step instructions for making beds & bathroom cleaning.

**Target: Housekeeping Associates – supervisory and operative.**

### a OCCUPATIONAL HEALTH AND SAFETY [OHS] FOR ROOM ATTENDANTS

This training programme provides housekeepers in their role as the first line of defense against safety and security risks in the hotel. It covers topics such as: key, room and property control, handling chemicals, moving, lifting and pushing carefully, fire and emergency safety procedures.

**Target: Room attendants.**

### b. HOTEL LINEN: INVENTORY, CONTROL AND CARE

This course presents a systematic perspective of techniques for inventory management, laundry and linen selection. It includes topics such as how to select, care and manage inventories for linen and uniforms. It also includes a comparison of linen outsourcing and on-premise laundry facilities.

**Target: Housekeeping Associates – supervisory and operative.**

### c. FLOORING TYPES & DIFFERENT CARE METHODS.

This unit covers identifying and maintaining a wide range of floor surfaces. It includes cleaning procedures and treatments for different floor types, mopping techniques, spray cleaning, scrub cleaning, burnishing, floor stripping, and the correct use of detergents, polishes, seals, maintainers, machines, pads and brushes.

**Target: Housekeeping Associates – supervisory and operative.**

### 5. CARE GIVING COURSES

Caregiver Training Course

Our comprehensive caregiver training course is designed to equip caregivers with the skills and knowledge necessary to provide high-quality care and support to individuals in need.

It is tailored to meet the unique needs of caregivers, whether they are caring for a loved one or working in a professional capacity. Our expert instructors provide interactive and engaging training, with a focus on practical skills and real-world scenarios.

Our course covers a range of topics, including:

- Understanding the role of a caregiver
- Communication and interpersonal skill

### 6. FRONT OFFICE/CUSTOMER SERVICE

#### A. HANDLING THE FRONT DESK

This module focuses on understanding employee and guest interactions in order to establish great guest relations – how to prepare for guest arrivals; guest registration and rooming, handling guest inquiries, providing guest services; preparing records and reports and finalizing guest accounts.

**Target: Front desk associates – supervisory and operative.**

#### B. EFFECTIVE TELEPHONE SKILLS

This module is designed to help hospitality employees make a positive first impression when answering the telephone. It includes effective talking and listening techniques; transferring calls. Taking messages; placing callers on hold and handling dissatisfied callers.

**Target: ALL; Switchboard operators.**

#### C. FRONT OFFICE & SOFTWARE TRAINING

This course has been carefully designed to prepare participants for a career within the hospitality industry by familiarizing them with the Opera software system used by many chains of Hotels worldwide. Participants will be able to explore the software and to gain an excellent knowledge of the system thus gaining competitive advantage in recruitment and promotion opportunities. Covers – Introduction to Property Management Systems, Front Office, Reception, Cashiering, Reservations, Housekeeping, User Reports, System Reports.

**Target: Front Office Associates.**

#### D. HOTEL IT MANAGER TRAINING

This course introduces hotel technology platforms and the role of onsite IT professionals in ensuring that they work properly when needed. Level 1 covers: Introduction to Hotel Systems, Interfacing and integrating different Solutions, PC & Printers setup for Opera, Manager Procedures, IT Support Procedures and Reporting, Fault Finding. Level 2 covers: Opera & Micros Server support, Understanding Cluster, Devices setups, Advanced Fault Finding, Advance System Supervisor Procedures and Reports. Backup ups and Fine of OS.

**Target: Hotel IT supervisors and managers.**

#### E. FUNCTIONALITY OF THE NIGHT AUDIT.

This course outlines the night auditor duties, performance outcomes, skills and knowledge required to check and reconcile daily financial transactions and records, and produce reports relating to commercial accommodation establishment trading and revenue. It includes suggestions for problem-solving in carrying out this function.

**Target: Night auditors, front desk associates.**

#### F. HOTEL SECURITY

The security of lives and property has become a major concern in Nigeria today. This is even more of a concern for patrons of hospitality and tourism operations who must safeguard their guests, employees and facilities. The course provides an overview of what is required for hotel security. It covers the responsibilities and methods for providing security, awareness training for hotel staffs, planning for emergencies, how to communicate in a crisis, risk assessment and operational details. It also covers how to handle day to day issues and special events occurring in a hotel.

**Target: ALL, Security Personnel.**



# Pistuo Hospitality Training Centre

## OUR COURSES

### 6. FOOD AND BEVERAGE

#### A. PROFESSIONAL TABLE SERVICE FOR WAITRONS

A restaurant is more successful when the waiters know what to do and how to do. This course is designed to take wait staff through each step of the service cycle with the aim of pleasing the customer and making a sales hit, all at the same time! Includes a comprehensive introduction to the bar from organization and staffing to equipment and beverage knowledge; it also includes the basic techniques involved in cocktail mixing.

**Targets: Waitrons.**

#### B: HOTEL BANQUETING OPERATIONS

This training course is for will provide you with the skills needed to work with banquet event orders, food and beverage menus, audio- visual items and banquet checks. It also covers conferencing layout, preparing and clearing function rooms, planning, coordinating, management, logistics; pre and post event meetings, event budgets, negotiation and event vendors, guest s

**Target: Anyone looking to work or is already working in hotel banqueting or convention services.**

#### C. FOOD SAFETY TRAINING

These units give an overview of areas that should be managed if foodborne illnesses are to be eliminated from an operation: physical and chemical contamination, infestation and pests; foodborne pathogens, cleanliness and sanitation. There is a progression from Level 1 that highlights basic procedures to Level 4 management of food safety in operations.

**Target: Those involved in food handling – preparation and service.**

#### D. FOOD COSTING AND CONTROL [RECIPE STANDARDISATION TECHNIQUES AND MENU PRICING AND COSTING]

The importance of techniques of standardization has been acknowledged widely in the food industry. The need for completeness, accuracy and reliability in recipe development cannot be over emphasized. Too often, shortcuts are taken resulting in unreliable disappointing and costly recipes. This course provides a practical approach to a much needed skill of transforming a combination of ingredients into a standard that will minimize variation in costs and quality. This course is designed to provide participants with the skills and acknowledge to control associated menu costs to ensure a sustainable and profitable food operation service. Specifically developing profitable menus includes knowledge of common financial terms and tools used in catering control systems, marketing principles, record keeping, recipe costing and various techniques for calculating menu prices.

**Target: Those responsible for managing food and beverage costs in commercial operations or for executives who seek to understand cost management as it relates to the bottom line.**

#### E. STORES AND INVENTORY MANAGEMENT

The purpose of this course is to provide knowledge of and insight into the management of the inventory and storage functions of a business. It will cover supply and demand issues, inventory management tools, storage management, facilities and equipment, and store operations.

**Target: Those in charge of the stores function.**

#### F. CULINARY ART - Where Passion Meets Flavor

The Culinary Course is a hands-on program that ignites creativity and passion for cooking, preparing students for a successful career in the culinary industry. Through a combination of theoretical and practical training, students master various cooking tecniques, ingredient knowledge, and menu planning.



### 7. FOOD & NUTRITION

**Food and Nutrition Course: Empowering Healthy Eating**

The Food and Nutrition course is a comprehensive program that equips students with the knowledge and skills to make informed decisions about healthy eating. Through a combination of lectures, discussions, and hands-on activities, students explore the science of nutrition, meal planning, and food preparation.

#### **Career Opportunities:**

Nutritionist, Dietitian, Food Scientist, Health Educator, Food Service Manager

#### **Join the Food and Nutrition course to:**

- Gain a deeper understanding of the importance of nutrition for overall health and wellbeing
- Develop practical skills in meal planning and food preparation Explore the diverse factors that shape our food choices
- Empower yourself and others to make healthy and informed food decisions.

### 8. HOME ECONOMICS

The Home Economics course is a practical and engaging program that equips students with essential skills and knowledge for everyday life. Through a combination of theoretical and hands-on learning, students develop expertise in managing resources, maintaining a healthy lifestyle, and creating a comfortable living environment. Home Economics: Empowering Individuals for Everyday Life

#### **Key Areas of Focus:**

- Resource Management (time, money, human) Nutrition and Food Management
- Textiles and Apparel
- Housing and Interior Design
- Family and Consumer Sciences

#### **Skills and Values Developed:**

- Critical thinking and problem-solving
- Effective communication and teamwork
- Resourcefulness and adaptability
- Self-reliance and confidence
- Responsible citizenship and sustainability

#### **Target Audience & Career Opportunities:**

- Hospitality and Tourism
- Fashion and Design
- Nutrition and Dietetics
- Interior Design and Architecture
- Family and Consumer Sciences Education

#### **Join the Home Economics course to:**

- Develop practical skills for independent living
- Enhance your quality of life and well-being
- Become a responsible and informed consumer
- Build a strong foundation for future careers and personal growth.

### 9. HOSPITALITY ACADEMIC COURSES-

#### A. HOSPITALITY AND A. HOTEL MANAGEMENT

#### B. TOURISM

#### C. CULINARY MANAGEMENT

#### D. FOOD & NUTRITION

#### E. EVENT PLANNING & MANAGEMENT

#### **Hospitality Academic Course: Welcome to the World of Hospitality**

The Hospitality Academic Course is a comprehensive program that prepares students for a rewarding career in the hospitality industry. Through a blend of theoretical and practical learning, students develop the skills and knowledge to provide exceptional service, manage operations, and create unforgettable experiences for guests.

#### **Key Areas of Focus:**

Hospitality Management, Tourism Studies, Hotel Operations, Food and Beverage Management Event Planning and Management

#### **Skills and Knowledge Developed:**

- Communication and interpersonal skills
- Customer service and relations
- Leadership and team management
- Marketing and revenue management
- Industry-specific software and technologies

#### **Career Opportunities:**

Hotel Manager, Event Coordinator, Restaurant Manager, Tourism Manager, Hospitality Consultant

#### **Join the Hospitality Academic Course**

- Develop a deep understanding of the hospitality industry
- Gain practical experience in hotel, restaurant, and event management
- Build a network of industry professionals and connections
- Launch a successful and rewarding career in hospitality.





# Pistuo Hospitality Training Centre

## LEVEL 4 - 6- 8 MONTHS

### PROFESSIONAL CERTIFICATE IN HOSPITALITY

The Professional Certificate in Hospitality [PCH] is a 6 - 8 months program designed for operators in the hospitality industry and related – sectors who seek to expand their existing knowledge and skill-base, acquire new skills, and enhances their understanding of key hospitality operations in Food and Beverage, Housekeeping, and Facility Management and Front Office and A-C below and other general areas. Participants have the opportunity to apply practical learning to their operations and receive constructive feedback during the period of learning. A 2-month industry internship to acquire valuable hands- on experience is available for suitably qualified candidates. One can choose to do a single module.

**Target: Business owners and managers in the Hospitality Industry.**

#### A. FOOD AND BEVERAGE OPERATIONS -

This unit takes a look at the essentials for managing food and beverage service in hotels, restaurants, and other catering units, in an efficient and profitable manner. It includes kitchen planning and design, equipment selection, menu planning & development, hygiene, pricing, control, menu engineering, staffing and quality issues, and bar management.

**Target: Those responsible for the food & beverage function in a commercial setting.**

#### B. HOTEL MANAGEMENT -I. HOUSEKEEPING OPERATIONS

This module examines the key issues in the management of facilities used for hospitality – cleaning operations; pest management systems; maintenance of equipment and utilities; quality assurance and developing a maintenance culture. It aims to provide the needed balance between operational efficiency & customer satisfaction.

**Target: Housekeeping/Maintenance/Facility Managers responsible for the physical facility used for hospitality.**

#### II. FRONT OFFICE OPERATIONS

This unit details the policies and procedure that the rooms division is responsible for – serving the guests, coordinating employee communication and utilizing technology to benefit guests, employees and owners. It includes a look at property management systems, revenue management, occupancy forecasts, reception, rooming and check out duties.

**Target: Front Office Managers.**

#### C. CAREGIVING -

This unit takes a look at the essentials for managing food and beverage service in hotels, restaurants, and other catering units, in an efficient and profitable manner. It includes kitchen planning and design, equipment selection, menu planning & development, hygiene, pricing, control, menu engineering, staffing and quality issues, and bar management.

**Target: Those responsible for the food & beverage function in a commercial setting**

#### D. EVENT MANAGEMENT

This module examines the key issues in the management of facilities used for hospitality – cleaning operations; pest management systems; maintenance of equipment and utilities; quality assurance and developing a maintenance culture. It aims to provide the needed balance between operational efficiency & customer satisfaction.

**Target: Housekeeping/Maintenance/: Housekeeping/Maintenance/Facility Managers responsible for the physical facility used for hospitality.**

#### E. CUSTOMER CARE RELATIONS

This unit details the policies and procedure that the rooms division is responsible for – serving the guests, coordinating employee communication and utilizing technology to benefit guests, employees and owners. It includes a look at property management systems, revenue management, occupancy forecasts, reception, rooming and check out duties.

**Target: Front Office Managers**

## LEVEL 5 - ACADEMIC COURSES. - 18 MONTHS - 2 YEARS ACADEMIC CERTIFICATE IN HOSPITALITY

The Academic Certificate in Hospitality [ACH] is a 18months to 2years program designed for operators in the hospitality industry and related – sectors who seek to well grounded all round their existing knowledge and skill-base, acquire new skills, and enhances their understanding of key hospitality operations in the hospitality industry Hotel management, Culinary Management and Tourism and A-D below and other general areas. Participants have the opportunity to apply practical learning to their operations and receive constructive feedback during the period of learning. A 4-month industry internship to acquire valuable hands- on experience is available for suitably qualified candidates. One can choose to do any of the below mentioned.

**Target: Business owners, managers and those seeking for all round well grounded knowledge in the Hospitality Industry.**

### HOSPITALITY ACCOMPANY COURSES

- A. HOTEL & HOSPITALITY MANAGEMENT.
- B. HOTEL & CULINARY MANAGEMENT.
- C. HOTEL & TOURISM MANAGEMENT.
- D. FOOD & NUTRITION
- E. EVENT PLANNING & MANAGEMENT.

### COURSE FORMAT

- In-person training sessions
- Online modules and virtual training
- Flexible scheduling to accommodate your needs

### CERTIFICATION OF ALL COURSES

- Upon completion of the course, caregivers will receive a certificate of completion
- Continuing education credits may be available for professionals

## LEVEL 6- TRAIN THE TRAINER COURSES

### Train the Trainer: Empowering Educators-

The Train the Trainer course is a dynamic program designed to equip individuals with the skills and confidence to train and develop others. Through interactive sessions and practical exercises, participants learn how to design, deliver, and evaluate effective training programs.

## CERTIFICATE IN HOSPITALITY OPERATIONS PREDEGREE PROGRAMME / ONE YEAR PROGRAMME

### ENTRY REQUIREMENTS

- SSCE/ NECO/GCE/ WAEC
- 4 Credit Level Passes in not more than 2 sittings
- Two [2] Year Programme For Hospitality Career Aspirants
- NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT
- Five [5] credit passes in WAEC/ NECO/ GCE
- Compulsory Subjects Includes: Biology/Agric Science/ Health Science/ Food and Nutrition/ Catering Craft Practice
- Entry Requirements
- Physics, Chemistry, Mathematics/Statistics, Geography, Food and Nutrition, Economics/Commerce, Technical Drawing, English Language/Literature In English, Home Management/Catering Craft/Home Economics, Computer Studies/Information Technology, Marketing/Business Management, Finance/Accounting, Government/History, Civic Education
- In Addition To Four [4] Of The Following:
- Compulsory: ENGLISH LANGUAGE
- Any three [3] subjects from:
- Biology, Chemistry, Physics, Geography, Mathematics, Accounting, Economics, Agricultural Science,
- Commerce, Home Economics, French/Literature, Government/History
- UTME Requirements
- Two [2] Year Programme For ND Hospitality Related Graduates In Preparation For NYSC
- HIGHER NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT
- Candidates must have at least a credit pass in Nation





## Course Calender Level 1: Crash Courses 1 Week

Course	Duration	Fee (NGN)	Start Date	End Date
Customer Care/ Front Office	1 Week	80,000	22 July 2024 6 Jan 2025 10 Feb 2025 3 March 2025 7 April 2025 28 April 2025	26 July 2024 10 Jan 2025 14 Feb 2025 8 March 2025 12 April 2025 2 May 2025
Restaurant & Bar Management Operation	1 Week	80,000	8 July 2024 6 Jan 2025 10 Feb 2025 3 March 2025 7 April 2025 28 April 2025	12 July 2024 10 Jan 2025 14 Feb 2025 8 March 2025 12 April 2025 2 May 2025
Food & Beverage (Assisted Service)	1 Week	80,000	1 July 2024 6 Jan 2025 10 Feb 2025 3 March 2025 7 April 2025 28 April 2025	5 July 2024 10 Jan 2025 14 Feb 2025 8 March 2025 12 April 2025 2 May 2025
Event Management	1 Week	80,000	29 July 2024 6 Jan 2025 10 Feb 2025 3 March 2025 7 April 2025 28 April 2025	2 August 2024 10 Jan 2025 14 Feb 2025 8 March 2025 12 April 2025 2 May 2025
Housekeeping	1 Week	80,000	29 July 2024 6 Jan 2025 10 Feb 2025 3 March 2025 7 April 2025 28 April 2025	2 August 2024 10 Jan 2025 14 Feb 2025 8 March 2025 12 April 2025 2 May 2025





## Course Calender Level 3: General Short Courses 2 Weeks - 1 Month

Course	Duration	Fee (NGN)	Start Date	End Date
F & B Culinary	1 Month	200,000	21 Oct 2024 6 Jan 2025 3 March 2025 5 May 2025	21 Nov 2024 14 Feb 2025 28 March 2025 2 June 2025
Caregiving	1 Month	150,000	20 Oct 2024 6 Jan 2025 3 March 2025 5 May 2025	20 Nov 2024 14 Feb 2025 28 March 2025 2 June 2025
Customer Care/ Front Office	1 Month	150,000	5 Aug 2024 6 Jan 2025 3 March 2025 5 May 2025	6 Sept 2024 14 Feb 2025 28 March 2025 2 June 2025
R & B Operation	1 Month	180,000	5 Aug 2024 6 Jan 2025 3 March 2025 5 May 2025	5 Sept 2024 14 Feb 2025 28 March 2025 2 June 2025
F & B Assisted Service	1 Month	120,000	5 Aug 2024 6 Jan 2025 3 March 2025 5 May 2025	5 Sept 2024 14 Feb 2025 28 March 2025 2 June 2025
Housekeeping	1 Month	150,000	5 Sept 2024 6 Jan 2025 3 March 2025 5 May 2025	14 Oct 2024 14 Feb 2025 28 March 2025 2 June 2025
Event Management	1 Month	150,000	5 Sept 2024 6 Jan 2025 3 March 2025 5 May 2025	14 Oct 2024 14 Feb 2025 28 March 2025 2 June 2025





## Course Calender Level 3: Specialized Courses 3 Months

Course	Duration	Fee (NGN)	Start Date	End Date
F & B Culinary	3 Months	250,000	29 July 2024 6 Jan 2025 7 April 2025	11 Oct 2024 14 March 2025 2 June 2025
Hotel Management	3 Months	500,000	29 July 2024 6 Jan 2025 7 April 2025	11 Oct 2024 14 March 2025 2 June 2025
Caregiving	3 Months	250,000	29 July 2024 6 Jan 2025 7 April 2025	11 Oct 2024 14 March 2025 2 June 2025
R & B Operation	3 Months	200,000	5 Aug 2024 6 Jan 2025 7 April 2025	18 Oct 2024 14 March 2025 2 June 2025
F & B Assisted Service	3 Months	150,000	5 Aug 2024 6 Jan 2025 7 April 2025	18 Oct 2024 14 March 2025 2 June 2025
Housekeeping	3 Months	200,000	14 Oct 2024 6 Jan 2025 7 April 2025	19 Dec 2024 14 March 2025 2 June 2025
Customer Care/ Front Office	3 Months	250,000	14 Oct 2024 6 Jan 2025 7 April 2025	19 Dec 2024 14 March 2025 2 June 2025
Event Management	21 2024	150,000	14 Oct 2024 6 Jan 2025 7 April 2025	19 Dec 2024 14 March 2025 2 June 2025





## Course Calender Level 4: Professional Certification 8 Months

Course	Duration	Fee (NGN)	Start Date	End Date
Caregiving	8 Months	400,000	13 January 2025	22 August 2025
Food & Beverage Culinary Arts	8 Months	350,000	13 January 2025	22 August 2025
Hotel Msnagement	8 Months	500,000	13 January 2025	22 August 2025
Event Management	8 Months	350,000	27 January 2025	26 September 2025
Customer Care / Front Office (Full Pack)	8 Months	450,000	27 January 2025	27 June 2025

## Course Calender Level 5: Academic Program & Certification 1 Year - 2 Years

Course	Duration	Fee (NGN)	PGD Start Date	PGD End Date	ND/HND Date
Pre-Degree 1 - 3 Screening	12 Months/1 Year	400,000	5 August 2024	25 July 2025	-
Hotel & Hospitality Management ND/HND	18 Months - 2 Years	750,000	5 August 2024	25 July 2025	Sept 2025 - July 24 2026

