

COURSE NAME: NATIONAL CERTIFICATE III IN GUEST HOUSE OPERATIONS

INTRODUCTION: This qualification addresses performance outcomes with details on skills and knowledge required to effectively participate in implementing various tasks related to smooth and effective operation of Guest Houses. The qualification comes at a time when Guest House industry is expanding significantly across the Maldives. The standard presented here will stimulate local youth to take up growing employment opportunities from Guest Houses located all over the Maldives. The Occupational Standard is aimed at elevating service quality across Guest Houses through developing skilled manpower.

CODE: TOUS07Q01L3V1/20

MNQF: Level 3

DURATION: 4 Months

COURSE FEE: 9,500/- MRF

Registration Fee: 500 MRF

Assessment Fee: 1,000/- MRF

MODE: Face to Face

ENTRY CRITERIA: Successful Completion of Higher Secondary Education

INTAKE: January / July

MODULES:

- Develop tourism industry knowledge
- Apply work ethics and professionalism
- Follow health, safety and security procedures
- Practice effective workplace communication
- Provide effective customer care
- Perform basic computer operations
- Provide first aid
- Respond to fire
- Clean guest house and its equipment
- Prepare Rooms for Guests
- Respond to guest inquiries and complaints
- Receive & Process Reservations
- Manage Financial Operations

- Perform arrival and departure services
- Organize excursions and site seeing trips

- Undertake basic of food and beverage services
- Perform Guesthouse office administration Procedures
- Maintain guesthouse premises
- Provide information related to History of Maldives and its culture
- 20 Provide laundry Services to guests