

Guide: BASIC HOTEL BUSINESS COURSE

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Objectives

The objectives of the Basic Hotel Business Course are:

- To provide participants with a general overview of the hotel business sector in Spain, allowing them to identify the scale of the sector and the possibilities within it
- To get closer to the social and cultural reality of Spain from the tourist and hospitality industry viewpoint
- To identify the tourist sector and, within it, its hospitality and hotel business aspect
- To familiarise participants with the hotel structure, its departments, the services that it offers, and the tasks that are performed
- To learn about the operation of the restaurant, the dining area, the kitchen, and the wine cellar, and the tasks that are performed daily
- To help participants to become familiar with the culinary techniques, the proper vocabulary, and the common practices of the sector
- To introduce the basic techniques of food handling and wine services
- To prepare future workers in the sector with basic knowledge about the tasks that are expected to be performed at work and at any establishment within the hospitality industry.

Content and Activities

The course is structured into seven educational units, which are outlined below:

Unit 1 – Aims to provide a general overview of Spain from the point of view of the tourist and hospitality industry. This unit is aimed specifically at those people who have never had any direct contact with Spain.

Information and General Customs of Spain

- General Information
- Languages
- Climate
- Time Zone
- Payment
- Customs
- Arts
- Bullfighting
- Sport

Unit 2 – Contextualizes the study within the tourism industry and its impact in Spain. In this unit, students will learn which establishments make up the hospitality industry and how they are classified, with particular emphasis on hotels.

Tourism and Hospitality in Spain

- Tourism in Spain
- Tourism and Hospitality
- Types of Establishments within the Hospitality Industry
- Types of Establishments within the Hotel Business Industry
- The Hotel and its Departments

Once we have studied the hotel business industry, in **Unit 3** we will get to know the departments which are in higher demand and the most suitable people to work in them if they do not have a particular specialist area.

Working in a Hotel

Reception

- Reservations
- Arrivals/Check-in
- Room Allocation
- Duration of Stay and Hotel Services
- Departures/Check-out and Billing
- Quality control Questionnaires

Floors

- Cleaning Services
- Bedding Change
- Mini-bars
- Laundry Service
- Room Service

Unit 4 – dedicated to another key type of establishment within the hospitality industry: the restaurant. We therefore dedicate an entire unit to it, introducing the organisation chart and staff tasks as well as a special section for combining meals with wines.

The Restaurant

- Kitchen
- Dining Room
- Wine List and Combinations of Wines and Meals

Unit 5 - dedicated to the main branch of the hospitality industry: the kitchen. Due to the scale of this subject, we will take a closer look at basic concepts so it is possible to cope well in the kitchen.

Kitchen

- Machinery and Equipment
- Cuts
- Culinary Techniques

Unit 6 – dedicated to the most common establishments in Spain, a place where a significant part of people's social life takes place: bars and cafés. We will see the differences that exist between them, their characteristics, and also part of the gastronomy that they offer: breakfast, snacks, different types of coffee, different types of beer, etc.

Bars and Cafés

- Introduction
- Food
- Drinks
- Breakfast and Snacks

Although it is impossible to study Spanish cuisine in depth, as it is so rich and varied, in **Unit 7** we will discover the most typical dishes and products. We will also take a closer look at a very important concept in our cuisine, the Mediterranean Diet, and another one that is getting increasing attention: organic products produced and consumed in our diet.

Gastronomy

Dishes

- Typical Dishes
- Tapas and 'Raciones' (portions)
- Sweets and Desserts

Typical Products

- Pork products. Serrano ham DO
- Cheeses
- Olive Oil DO
- Drinks DO

Mediterranean Diet**Organic Products**

We also provide 3 attachments. In the first attachment you will find information about the basic standards of food handling, which are obligatory for anyone working in contact with food. In the second, you will find a list of 'Denominaciones de Origen' (Denominations of Origin) grouped by region, enabling you to find the geographic origin of a product and allowing you to distinguish between the denominations of the brands and other indicators of the labels in the products. Finally, we offer a conversation guide for those who have some difficulties with the Spanish language.

Attachments

1. Food Handler – Basic Standards
2. Denominations of Origin
3. Conversation Guide

Library: The online course provides a library with additional material which can be easily accessed by all participants.

Potential Students and Professional Opportunities

The course is aimed specifically at those who are interested in relocating to Spain to develop their professional skills within the hospitality sector as well as to gain knowledge about the global hospitality industry and Spanish gastronomy. We therefore cover topics ranging from culinary techniques to traditions, as well as legal matters and marketing tips.

Potential Students

Anyone who is interested in working in the hospitality sector or taking on an internship at hotels or restaurants in Spain.

Professional Opportunities

The participants of this course are in an excellent position to undertake the internship programs organised by Instituto Hemingway, Europeaninternships, business associations, etc.

Format

The course includes:

- Open dates to start the course throughout the year
- Duration: 40 hours divided among seven units

- Format: online through teaching materials, self-assessment exercises, personalised tutoring, and evaluation exercises.

The content of the course is presented via Virtual Class IHEL, which provides a modern platform of communication between the professor and the students, and among the students themselves as well, through chats, forums, library, downloads etc.

The online course has an estimated duration of 40 hours, and is divided into seven units, which have been specially developed to facilitate the students' comprehension of the subjects. Each unit has examples that enrich the content and illustrate the learning dynamic in class. All of the units end with a self-assessment exercise to be completed by the students in order to show that they have understood the content.

The course ends with a final written theory activity, an exercise that is assessed by Instituto Hemingway's team of certified professors. The students have a specialist tutor whom they can count on and communicate with over the phone, through regular mail, or during the virtual class. The online course allows the student to take the course easily, setting their own pace and estimating how long they wish to take in order to complete the course, and at the end, attain the certification.

Our Professors

Our team of professors consists of highly qualified professionals who have extensive online and virtual platform teaching experience. They have developed materials in partnership with professionals in the hospitality industry in order to ensure the effectiveness and practicality of the material that is being presented. In addition, our professors are experienced creators of teaching materials as well as seminar and conference speakers.

Assessment

The theory and practical knowledge that the student has achieved in this course will be assessed according to:

- Students' participation in class and on forums
- The final exercise to be completed at the end of the course
- All completed self-assessment exercises.

The students will complete all exercises and tests in Spanish.