

Diploma in Hospitality Management

CAREER PATHWAYS

Service Delivery Manager

Room Service Manager

Marketing & Sales

Public Relations Manager

Events Manager

Front Office Supervisor

Night Auditor

Guest Service Representative

UPSKILL FOR HIGH LEVEL MANAGEMENT OPPORTUNITIES

Explore the service sector & benefit from integrated work placements & internships with our specialised & industry focused **Diploma in Hospitality Management Level 7**. Develop your skill set & complete your **Barista & LCQ certificates**.

Part-time study options available for domestic students.

Course Description

HOSP6001: Professional and Information Skills for Enterprises (15 credits)

- Key terms and concepts in hospitality; fundamental principles of hospitality; historical and contemporary approaches and practices.
- Structure of the hospitality industry: industry sectors, interrelationships of participants, New Zealand and Global contexts.
- Influencers of hospitality growth and demand, growth trends and projections.
- Impacts of hospitality, economic, social, cultural, environmental, cost versus benefits.
- Applied literacy and numeracy, communication, problem-solving skills, sourcing, gathering, interpreting and utilising industry-relevant information, specifications, calculations and costings, computer literacy.

HOSP6002: Sales and Marketing (15 Credits)

- Distribution channels
- Sales cycle and processes
- Marketing methodologies
- Promotion within the hospitality industry
- Hospitality marketing processes.

HOSP7001: The Destination Experience for Customers (15 Credits)

- Factors that affect the customer experience, authenticity, organisational culture and leadership
- Staffing resources, capability and training, industry competition, economic and financial factors
- Customer service strategies, organisational approaches, industry guidelines, legislative considerations, developing and implementing service strategies for specific businesses and events within hospitality, incorporating Manaakitanga/Whanaungatanga values
- Capturing and responding to the customer voice, surveys, mystery shoppers, handling complaints.

HOSP7002: Work Placement (15 Credits)

- Reflective practice: identification of commercial objectives and expectations, workplace dynamics, operational processes, own performance and others within a commercial environment, application of theory to commercial practice, best practice and improvements within a commercial operation

HOSP7003: Hospitality Management (15 Credits)

- The nature of the hospitality industry, issues in hospitality
- Strategic management
- New technology and automation
- Human Resource strategies
- Influences, trends, constraints and the future
- Professionalism and diversity

HOSP7004: Supervision and Leadership (15 Credits)

- Hospitality careers: roles and responsibilities, level of delegation, professional capabilities, code of conduct, pathways and progression, dynamics, diversity and multi-cultural nature of staffing
- Staffing strategies, competencies and strengths, work prioritisation, training requirements and induction, rosters, service delivery performance requirements,
- Employment relations and related legislation, recruitment and selection, ethical and cultural considerations, staff development

HOSP7005: Internship (30 Credits)

- Hospitality careers, all of the above in practice. Self-reflection on practice.

Course Overview



The aim of this programme of study is to stimulate and energise students to progressively build competence in applied hospitality management work practices including, operating procedures and compliance, business planning and marketing, enhancing the customer experience, communication and teamwork skills.

On completion of this programme, students will be able to establish comprehensive knowledge, skills and standards of professional practice relevant to hospitality operations that support and enhance customer confidence and service delivery, as well as understanding the wider business environment including the integration, interdependencies and synergies that occur with the wider hospitality industries.

Duration

1 academic year

Tuition Fees

Domestic: \$8,350 NZD
International: \$16,500 NZD

Campus

Auckland CBD

Entry Requirements

Academic Criteria: A hospitality diploma in Level 5 or above in hospitality or associated field and one year's work experience; or a degree of any discipline.

English Criteria: IELTS Academic score of 6.0 or equivalent with no band less than 5.5 for students whose first language is not English.

Academic Pathways

After successful completion of the Diploma, students can choose to pathway into a range of hospitality Graduate Diplomas or Degrees.

Employment pathways

Graduates will be able to seek employment in a range of work places as below:

- Front Office Manager
- Guest Relations Officer
- Banquet/Events Coordinator
- Sales & Marketing
- Accounts
- Activities Officer
- Health & Safety
- Catering
- Housekeeping

VALUE-ADD CERTIFICATIONS

- **Barista Operations**
- **Liquor Licensinag Qualification** (subject to City Council's registration process completion)



Opportunities in Hospitality

The tourism and hospitality sector is big business in New Zealand. In 2015, it was NZ's second largest export earner, providing nearly 13% of total export revenues. Visitors spent \$8.7 billion for the year ending June 2015, up 28 per cent on the previous year.

Where and When?

The biggest concentrations of jobs in tourism and hospitality are, naturally, in the top tourist destinations of Auckland, Queenstown, Canterbury/Christchurch, Rotorua/Bay of Plenty and Wellington. However tourism and hospitality jobs are found almost everywhere.

Demand for tourism workers is highest in summer, which is when a third of international visitors choose to visit. About one-fifth of overseas visitors arrive in winter. Some tourism jobs are specific to different seasons, so job opportunities may be available for part of the year only. For example, kayaking guides are needed only in summer, while workers in snow sports, such as ski instructors, are needed in winter.

2018 OCCUPATIONAL OUTLOOK

Cafe Manager



Hospitality Workers



Hospitality Employment Pathways

The table below is indicative of potential employment opportunities for Hospitality level 7 graduates and is based upon the entry requirements and GPO's set for the qualification. However, selection requirements for each employer may vary considering the size of the business, market situation, candidates previous experience in NZ or overseas and academic performance

F&B

- F&B Manager*
- Restaurant Manager*
- Bar Manager*
- Rooms Service Manager*
- Restaurant and Bar Supervisor**



Sales & Marketing

- Sales Manager/Marketing Manager*
- Corporate Sales Manager*
- Sales and Marketing Coordinator**



General

- Shift Manager**
- Duty Manager**
- Night Auditor**
- Team Leader**



Reservation Dept

- Reservation Manager*
- Reservation Co-ordinator**



Catering

- Catering & Events Manager*
- Executive Conference Manager**
- Executive Meeting Manager**
- Banqueting Co-ordinator**
- Events Planner**



Front Office Dept

- Front Office Manager*
- Guest Service Manager*
- Guest Service Supervisor**
- Accommodation/Rooms division manager*
- Guest Services Agent**



Housekeeping

- Housekeeping Manager*
- Executive Housekeeper
- Housekeeping Supervisor**



Accounts

- Accounts Manager*
- Assistant Accounts Manager**
- Accounts Coordinator**
- Health & Safety Manager*
- Health & Safety Manager



* Candidates with Hospitality level 7 qualification and a minimum of 3 or 4 years NZ experience in the relevant department. In some cases, overseas experience can also be recognized.

**Candidates with Hospitality level 7 qualification and minimum of 2 years of relevant experience in NZ or overseas.

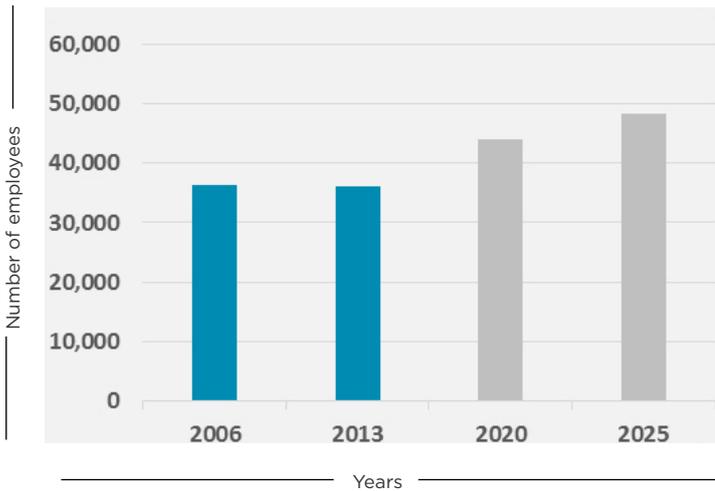
INDUSTRY INSIGHTS

Job opportunities for hospitality workers are good and are expected to increase as the global economy strengthens and tourism increase. Employment growth of about 2.8% per year is projected until 2020, and 1.9% from 2020 to 2025.

Starting out in the hospitality industry will see you working in roles like bar attendant, café worker and luggage worker.

Demand is high for café and restaurant managers (including bar managers). If you get experience and show your ability, you can rise into these more senior roles, which have greater job security and higher incomes.

Industry Growth Forecast



CAREER SERVICES & EMPLOYMENT

Your success is our success. At NZSE we know being ready for employment in your chosen field is a crucial part of that success.

Our mission is to maximize your career potential by providing you with opportunities to explore your interests and gain valuable professional experience while also connecting you to our powerful network of employers and community partners.

Site visits to companies, guest speakers, and internships are some of the ways we help you understand the demands of your industry.

As part of your journey with NZSE, we offer:

- **Part-time/Full-time workshops**
- **Large suite of online tools and resources**
- **Personalized career coaching**
- **CV workshops**
- **Interview techniques and practice interviews**
- **Internships**
- **Site visits to various leading NZ companies**

ABOUT NZSE

Exciting Educational Experiences

NZSE is proud to be a **Category One** tertiary education provider, registered and accredited by the New Zealand Qualifications Authority (NZQA) under the provisions of the Education Act 1989 and is funded by Tertiary Education Commission (TEC).

Producing successful and employable graduates is at the core of NZSE's educational practice tertiary qualifications in Creative Technologies, Business, Hospitality, Early Childhood Education, Foundation Studies, Language & Design.

With campuses in **New Lynn, Avondale, Manukau, CBD & Hamilton**, we cater to both domestic & International students.

Whatever career path you choose at NZSE you will get the benefits of practical experience, industry connections and internationally recognised qualifications.

"At NZSE, we provide our students with the skills to excel in the New Zealand workforce. Our employment workshops and strong links with industry leading companies ensures a successful pathway for students looking for a career in New Zealand."

Rhodes Pillimon
Career Services Manager



MEMBERSHIPS

As a valued student at NZSE, you will have access to the following memberships throughout the duration of your studies:

