




**INTERNATIONAL  
PROGRAMME IN**  
**HOSPITALITY  
SUPERVISION**

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Terms & conditions apply | Bookings essential  
Subject to availability | All rates are inclusive of VAT | Packages and promotions non-commissionable

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The International Hospitality Supervision programme has been designed to support employees as hospitality supervisors or those wishing to pursue this role in the future.

The programme covers the knowledge, skills and behaviours required by professional hospitality supervisors. The programme further allows learners to broaden their existing knowledge and gain important supervisory and management skills, helping them to take on more responsibility.

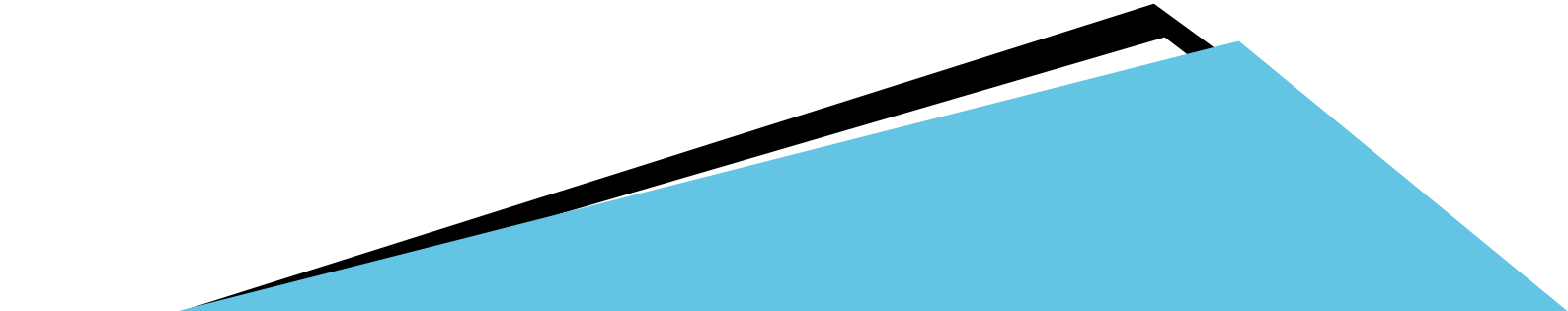
There are 7 pathways available to students for this programme (of which one must be selected):

- Food and Beverage Supervisor
- Bar Supervisor
- Housekeeping Supervisor
- Concierge Supervisor
- Front Office Supervisor
- Events Supervisor
- Hospitality Outlet Supervisor

## ABOUT GUVON ACADEMY

Guvon Academy, a proud member of the Guvon Hotels and Spas Group, and is committed to ensuring that we produce graduates who have the skills and knowledge to be successful in the world of work. Accredited as a Skills Development Provider (SDP) by the Quality Council for Trades and Occupations (QCTO); our programmes cover the knowledge, practical and work-based learning required by industry. The institution is also registered as national examinations centre with the Department of Higher Education and Training (DHET).

Our international accreditation with Highfield Qualifications and Confederation of Tourism and Hospitality (CTH) in the United Kingdom (UK) as well as the Chartered Institute of Tourism and Hospitality (ITH-SA) means our programmes are endorsed by industry leaders and are globally recognised.



## WHO IS THE COURSE AIMED AT?

This programme is suitable for those individuals wishing to develop themselves as hospitality supervisors, allowing them to specialise in a specific department. The programme is aimed at balancing work experience with the necessary knowledge components, focussing on career success in the industry.

This programme covers a variety of topics including the importance of teamwork, safe and hygienic workplaces and food safety as well as fundamental supervisory responsibilities.

## WHAT TOPICS ARE COVERED?

- Maintenance of a safe, hygienic and secure working environment.
- Working effectively as part of a hospitality team.
- Fundamental supervisory responsibilities.
- Effective communication.
- The supervisor's role as coach and trainer.
- Understand counselling and the disciplinary process.
- Motivating employees to perform better work.
- Personal development of the hospitality supervisor.

## WHY SHOULD I TAKE THIS TRAINING COURSE

This programme is ideal for those individuals who wish to prove their competence as a successful hospitality supervisor, improving their chances for career success.

## HOW IS IT ASSESSED?

Students will develop a portfolio of evidence consisting of practical tasks, assignments, tests and formal examinations.

## HOW LONG WILL IT TAKE?

6 - 12 months.

## WHAT WILL I GET AFTER COMPLETION?

The Guvon Academy Short Learning Programme (SLP) Certificate in International Hospitality Supervision as well as the Highfield International Award in Hospitality Supervision.

## HOW DO I GET STARTED?

Complete the application form and send to [info@guvonacademy.co.za](mailto:info@guvonacademy.co.za) or phone 011 5684967. Visit us at [www.guvonacademy.co.za](http://www.guvonacademy.co.za).