



ADVANCED DIPLOMA IN ACCOMMODATION OPERATIONS & SERVICES

The Tourism sector is one of the world's fastest growing industries. AOS is a key part of the Hospitality industry. It is an appropriate hands-on course, designed to equip the student with in-depth knowledge on various aspects of the industry.

With an Advanced Diploma in Accommodation Operations & Services, the graduate will be able to:

- Understand international standards
- Have a keen understanding of the industry from all aspects
- Evolve, evaluate, reason & make rational decisions & informed choices
- With practical training & intership be marketable in the global industry

Career opportunities in this field include: Executive House-keeper, Rooms Division Manager, Lodge Manager, Trainer, Entrepreneur & Hopital Accommodation Manager, to name a few.

Certificate (Duration 1 year)

- Safety at Work
- Cleaning Accommodation Areas
- Customer Service in Hospitality and Catering Industry
- Accommodation Services
- Introduction to the Hospitality

Diploma (Duration 1 year)

- Cleaning Accommodation Areas
- Customer Service Skills in Accommodation Services
- Provide Linen Services
- Safety at Work
- Accommodation Servicers

and Catering Industry
• Accommodation Services
Principles

Advanced Diploma (Duration 1 year)

- Maintain A Healthy Safe & Secure Working Environment
- Supervise Customer Service
- Supervise Staff Training
- Supervise Accommodation Services
- Principles of Supervising and Leading Teams
- Maintain Accommodation Services Supplies
- Resource Management in Accommodation Services

Accreditation

The NEC programme on Accommodation & Operations Services (AOS) is registered by Human Resources Development Council (HRDC) Botswana & accredited by City & Guilds U.K (AOS) is also registered & accredited with Botswana Qualification Authority. City & Guilds programmes are accredited by U.K bodies such as the Qualification Curriculum Authority.

Graduates holding Advanced Diploma in Accommodation & Operation Services have the option to enter universities the U.K & other countries for further studies.

About New Era College

NEC sprawled over 79812 sq. meters has a state of the art campus with facilities to develop an all rounded graduate. Excellent academic & administrative staff members, NEC has a practical approach for the overall development of the student. NEC also has a library & sporting facilities amongst others. Please log on to www.neweracollege.ac.bw for more information.

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