

Kambaku

HOSPITALITY COLLEGE
KAMBAKU LODGE & SAFARIS



EXPERT
VOCATIONAL
TRAINING
OFFER

INTERNATIONAL HOSPITALITY & TOURISM SPECIALIST

DUAL VOCATIONAL TRAINING

at Kambaku Hospitality College
and Kambaku Lodge & Safaris



Dear prospective applicants

Please take the time to carefully read through the description of our three-year dual vocational training programme for International Hospitality and Tourism Specialists. This is an intensive practical and theoretical training that requires a high level of motivation and self-discipline from all participants. On the other hand, graduates are presented with excellent career prospects. The following pages outline the key aspects of the programme, as well as the responsibilities and content of both the theoretical and practical components. We welcome anyone who sees this as an opportunity for their future and has a genuine interest in our offer.

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THE TASK SCOPE

OF AN INTERNATIONAL HOSPITALITY & TOURISM SPECIALIST

The **International Hospitality and Tourism Specialist** is a self-directed professional that is able to think and act inter-divisional and provides consistent hospitality and customer services according to national and international quality expectations. He/she interprets available information and has a broad knowledge base incorporating theoretical concepts and in-depth applied knowledge and skills for hospitality operations, processes, products and equipment. He/she is able to interpret information guest and daily operations information to make informed judgement and offer a range of responses to concrete familiar and but also smaller unfamiliar problems.

The **International Hospitality and Tourism Specialist** can be assigned to any accommodation or food & beverage related department and job role and performs all related non-managerial tasks within the departments of Housekeeping, Laundry, Front Office and Food & Beverage self-directed but under broad guidance and evaluation, or under general but limited supervision depending on the task. Further, he/she performs all commis/assistant cook tasks under general but limited supervision.

He/she has complete responsibility for quantity and quality of output of every guest service performed, and responsibility for the quantity and quality of the output of interns, apprentices and trainees when assigned to.

The **International Hospitality and Tourism Specialist** is required to maintain a flexible schedule including days, nights, public holidays, holidays, weekends, and split shifts.



THE RESPONSIBILITIES OF AN INTERNATIONAL HOSPITALITY & TOURISM SPECIALIST

Responsibilities include but are not limited to:

GENERAL

- ◇ Ensure excellent guest service, service readiness and guest satisfaction at all times
- ◇ Adherence to occupational health and safety and fire safety procedures
- ◇ Application of HACCP and hygiene regulations
- ◇ Maintain general hygiene throughout the entire premises
- ◇ Take, forward, follow up and fulfil guest requests and internal requests
- ◇ Complaint handling
- ◇ Delivery of consistent, professional and personalised customer service, quality service and excellence on international standard
- ◇ Determine and react with fast solutions to unexpected situations, challenges and guest requests
- ◇ Suggestive selling in the Front Office and Food & Beverage department
- ◇ Reporting of maintenance issues and preventive maintenance measures
- ◇ Sharing of guest information and feedback
- ◇ Stock control to maintain mandatory stock levels of supplies and equipment
- ◇ Assure best quality, long duration, responsible use and maintenance of all material
- ◇ Identify and address resource needs for required equipment & supplies
- ◇ Control of correct chemical usage and maintaining optimal utilisation levels of detergents, guest supplies and material
- ◇ Daily and routine cleaning, stock up and set up of departmental storerooms/pantries
- ◇ Conduct daily, weekly, monthly, and periodic inventories
- ◇ Follow lost & found procedures
- ◇ Assist others and perform jobs outside the usual job role
- ◇ Safe usage, cleaning and storing of chemicals and equipment
- ◇ Adherence to time restrictions for assigned for tasks through an efficient self-directed work organisation
- ◇ Adherence to rules, regulations, code of conducts and policies

HOUSEKEEPING

- ◇ Work according to cleaning schedules and sequences
- ◇ Correct and safe usage of housekeeping chemicals and equipment incl. machines
- ◇ Prepare a complete mise en place for room cleaning services, public area and back of house cleaning
- ◇ Cleaning and tidying of guest rooms for stayover, arrival, departure, departure-arrival and turndown services according to fixed sequences
- ◇ Cleaning of public areas, back of house areas and staff accommodation according to sequences and procedures

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- ◇ Deep cleaning of guest rooms, public areas, back of house areas and staff accommodation
- ◇ Record and refill minibars, tea and coffee stations and guest amenities
- ◇ Deep clean a guest room according to deep cleaning sequence
- ◇ Create ambiance in all front of house areas and guest rooms
- ◇ Basic floristry

LAUNDRY

- ◇ Correct and safe usage of laundry chemicals, cleaning chemicals and equipment incl. machines
- ◇ Receiving, sorting, and checking of hotel linen, guest laundry and uniforms
- ◇ Prewashing/stain removal of hotel linen, guest laundry and uniforms
- ◇ Washing of hotel linen, guest laundry and uniforms
- ◇ Drying of hotel linen, guest laundry and uniforms
- ◇ Ironing of hotel linen, guest laundry and uniforms
- ◇ Folding/hanging of hotel linen, guest laundry and uniforms
- ◇ Issuing/returning of hotel linen, guest laundry and uniforms
- ◇ Basic fixing of hotel linen, guest laundry and uniforms including fixing of buttons, seams, lose threads, holes
- ◇ Shoe cleaning upon guest request

FOOD & BEVERAGE

- ◇ Detailed explanation and recommendation of food & beverage products and dishes to guests
- ◇ Suggestive selling of food and beverage products
- ◇ Preparation of mise en place and after service tasks for restaurant, pool, bar, in-room dining and banquet services
- ◇ Table set up for one and multi course a la carte and table d'hote service, banqueting and in-room dining service
- ◇ Greeting & seating a guest for a la carte, table d'hote, bar and banqueting service
- ◇ Taking beverage and food orders including suggestive selling, menu description, specific food & beverages description, and special dietary constraints/ allergies/ intolerances
- ◇ Serving beverage and food orders according to serving principles
- ◇ Booking beverage and food items in a EPOS system
- ◇ Cashiering
- ◇ Clearing of tables
- ◇ Collecting and reacting to feedback and farewell of guests
- ◇ Basic sommelier service and wine pairing
- ◇ Preparing and serving of alcoholic, non-alcoholic, hot and iced beverages
- ◇ Daily stock control and refill of beverages
- ◇ Buffet set up and service

KITCHEN

- ◇ Preparation of mise en place and after service tasks for food production
- ◇ Pre-preparation of fruits and vegetables
- ◇ Filleting of fish
- ◇ Preparation of fruit and cheese platters
- ◇ Assembling of basic and complex sandwiches
- ◇ Preparation of egg dishes
- ◇ Washing and storing of F&B and kitchen equipment
- ◇ Assisting the chef with any other kitchen related task according to instructions and recipes





TOP
CHANCES
FOR YOUR
FUTURE

FRONT OFFICE

- ◇ Mise en place and end of shift procedures for front office positions
- ◇ Preparation of arrivals and departures including all documentation
- ◇ Check-in including upselling and rooming
- ◇ Check-out
- ◇ Posting of charges in PMS and EPOS and cashiering
- ◇ Process entire reservation requests including documentation and suggestive selling
- ◇ Take, forward, follow up and fulfil specific guest requests and internal requests
- ◇ Maintaining reservation documents and guest profiles
- ◇ Booking of transportation and internal and external facilities including suggestive selling
- ◇ Luggage handling
- ◇ Mail, messages and guest notes delivery
- ◇ Flight check-ins
- ◇ Provide information on tourist attractions and other points of interest within the country
- ◇ Provide directions to tourist attractions and other points of interests within the country
- ◇ Provide information about the hotel, available rooms, rates and amenities
- ◇ Major contact person for all guest inquiries and complaints

GENERAL DESCRIPTION OF THE TRAINING

3 years dual vocational training as a **International Hospitality and Tourism Specialist**, based on the curricula of the German, Swiss and Austrian hospitality specialist.

The vocational training at Kambaku Hospitality College and Kambaku Safari Lodge follows the model of dual vocational training in Germany, Switzerland and Austria. It consists of a theoretical, classroom-based e-learning part and a practical on-the-job training.

The trainees must be aware, that the practical training at Kambaku Safari Lodge of **45 hours per week is supplemented by around 6 hours of theoretical training, homework and recap** per week.

In addition, the demands on both the practical and theoretical parts of the training are considerably higher than at most hospitality colleges in Namibia. It takes a lot of hard work and effort to successfully complete the training at Kambaku Hospitality College. But once you have done it, the level you achieve is comparable to training in Switzerland, Austria or Germany and the world of hospitality industry is open to you.



COVER AND CONTENTS OF E-LEARNING

INTERNATIONAL HOSPITALITY & TOURISM SPECIALIST

You are required to process a number of learning sessions per week. Therefore, the following schedule applies:

1ST TRIMESTER	Internship contract with the following modules	No. of Sessions
Month 1-4	Mainporter Campus Introduction	
	Core: Workplace Health, Safety & Hygiene	07 + 1 exam
	Core: The Hospitality Industry	06 + 1 exam
	Core: Work Organization	05 + 1 exam
	Core: Customer Care	08 + 1 exam
<i>If the intern doesn't manage the requested modules in time or if he/she failed a module three times, the internship contract will be terminated and no contract of apprenticeship will be offered.</i>		
2ND TRIMESTER	Training Agreement with the following modules	No. of Sessions
Month 5-8	Core: Resource & Waste Responsibility	06 + 1 exam
	Core: Business Communication	07 + 2 exams
	Core: Language	10 + 1 exam
	Culture	11 + 1 exam
3RD TRIMESTER	Training Agreement with the following modules	No. of Sessions
Month 9-12	Housekeeping & Laundry Operations / 1	08 + 1 exam
	Housekeeping & Laundry Operations / 2	11 + 1 exam
	Housekeeping & Laundry Operations / Language	03 + 1 exam
4TH TRIMESTER	Training Agreement with the following modules	No. of Sessions
Month 13-16	F&B & Kitchen Operations I / 1	06 + 1 exam
	F&B & Kitchen Operations I / 2	09 + 1 exam
	F&B & Kitchen Operations I / Language	14 + 1 exam
5TH TRIMESTER	Training Agreement with the following modules	No. of Sessions
Month 17-20	F&B & Kitchen Operations II / 1	06 + 1 exam
	F&B & Kitchen Operations II / 2	08 + 1 exam
	F&B & Kitchen Operations II / Language	19 + 1 exam
6TH TRIMESTER	Training Agreement with the following modules	No. of Sessions
Month 21-24	Basics in Mathematics & Computer Science / I	10 + 1 exam
	Basics in Mathematics & Computer Science / II	04 + 1 exam
	Basics in Economics & Business Administration	06 + 1 exam
7TH TRIMESTER	Training Agreement with the following modules	No. of Sessions
Month 25-28	Front Office Operations / I	05 + 1 exam
	Front Office Operations / II	09 + 1 exam
	Front Office Operations / Language	10 + 1 exam
8TH TRIMESTER	Repetition and preparation practical exam	
Month 29-32		
9TH TRIMESTER	Repetition and preparation practical exam	
Month 32-36		

COVER & CONTENTS OF “ON THE JOB TRAINING”

INTERNATIONAL HOSPITALITY & TOURISM SPECIALIST

Laundry Department	4 months +
Housekeeping Department	4 months +
Food & Beverage Department	8 months +
Kitchen Department	4 months +
Garden Department	2 months +
Reception & Administration Department	3 months +

The further disposition of the trainee succeeds according to join, interest and business need.

APPLICATION AND SELECTION

The cost of the three-year dual training at Kambaku Hospitality College and Kambaku Safari Lodge is approximately 120,000 NAD and is borne by Kambaku Safari Lodge. Apart from the fact that your training is free of charge, you will receive a training allowance and a flat in our student residence. Apart from that, the available places are very limited. For this reason, we are very careful in selecting our students and want to keep the dropout rate as low as possible.



1. Please send us your application if you meet the following

- ◇ No criminal record
- ◇ Grade 10, 11 or 12 with minimum school grade D in almost all subjects
- ◇ You are hard-working, resilient and enjoy being a service provider and working with people.

Please note, that we can only process applications that include the following documents:

- ◇ Your CV
- ◇ Your last school certificate
- ◇ Your cover letter with your motivation to learn this profession.

2. If you meet our requirements, you will be invited for a Interview and a “appitude exam”.

3. If you pass this level you will be invited for a one week practical assessment.

4. If you pass the assessment, we offer you a 4 months internship contract as described above.

5. If you pass all exams during your internship, we offer you a “Training Agreement”.



COMPENSATION

Monthly allowance 1 st year	N\$ 1.310
Monthly allowance 2 nd year (if the required exams have been passed)	N\$ 1.780
Monthly allowance 3 rd year (if the required exams have been passed)	N\$ 2.380

PLUS:

- ◇ Housing in a student residence
- ◇ Water supply and consumption
- ◇ Electricity supply and consumption
- ◇ Transfers to and from Etunda Service Station as scheduled
- ◇ Support of Health Care

APPLY
NOW!



CONTACT

Kambaku Lodge & Safaris CC | Kambaku Hospitality College
PO Box 247 | Otjiwarongo | Namibia

If you meet the requirements outlined on page 7, please apply and send your CV, your latest school certificate, and your motivation letter to

jobs@kambaku.com

You will find this offer and these details about the dual vocational training also online at www.kambaku.com/jobs

