

Hospitality Management Skills

3 to 4 hours workshop
Every Monday
from 25th June to 20th August



CCI FRANCE MYANMAR
FRENCH MYANMAR CHAMBER OF COMMERCE & INDUSTRY

Members
Non Members

1 Class
25 USD
35 USD

5 Classes
100 USD
140 USD

Information & Registration: trainings@ccifrance-myanmar.org

SALES & MARKETING - 25th June

1. S&M - Module 1 - Understanding a Sales Contract (FIT, GIT and Event) (4 hrs)

- Understanding room block, pickup, allotment and cut-off date
- Understanding meal plans, set up, agreed and guaranteed numbers
- Offering clarity in price and payment terms
- Managing changes and cancellation
- Customer and hotel's rights and obligations
- Liability limitation clauses

FRONT OFFICE - 2nd, 9th, 16th July

1. FO - Module 1 - Room Allocation (3 hrs)

- Room allocation / blocking process
- Upgrading and downgrading decisions
- Handling overbooking

2. FO - Module 2 - Introduction to Hotel Revenue Management (4 hrs)

- Static versus dynamic pricing
- Pricing and length-of-stay tools
- Keeping price parity across channels
- RevPar - Measuring revenue management performance

3. FO - Module 3 - Effective Reservation Handling Techniques (4 hrs)

- Identifying needs & creating value
- Up-selling/cross-selling techniques
- Confirming the reservation
- Handling changes and cancellation
- Effective filing system

HEAD OF DEPARTMENT - 23rd, 30th July

1. HOD - Module 1 - Introduction to Hotel Financial Reports (3 hrs)

- Profit & Loss report and how to prepare for the P&L monthly meeting
- How to use your department budget
- CAPEX decisions

2. HOD - Module 2 - Detecting and Preventing Frauds (3 hrs)

- Common frauds in hotels
- Prevention techniques – segregation of duties
- Prevention techniques – detecting fraudulent guests

FOOD & BEVERAGE - 6th, 13th, 20th August

1. F&B - Module 1 - Menu Engineering (3 hrs)

- Menu design and focal points
- Optimizing your menu with menu engineering techniques
- Strategies to optimize your menu profitability

2. F&B - Module 2 - Food and Beverage Costs (3 hrs)

- Determining cost of a recipe
- Deciding on selling prices
- Food and beverage costs percentages calculation and benchmarking

3. F&B - Module 3 - Introduction to Kitchen Food Safety Standards (4 hrs)

- Identify the risks and hazards in food preparation
- Define food poisoning, understand how it occurs and the main causes of food contamination
- Explain the importance of correct storage, preparation, handling and cooking of food
- List the structural requirements of a food premises
- Recognize a pest infestation and how to control it
- Explain the importance of cleaning and cleaning schedules

3-hour classes will take place from 9 AM to 12 PM

4-hour classes will take place from 1 PM to 5 PM