



BRENTWOOD
OPEN LEARNING COLLEGE

DIPLOMA IN

HOTEL MANAGEMENT

Web: www.bolc.co.uk

Email: admissions@bolc.co.uk

Course Introduction:

Hospitality industry is booming. It offers attractive career opportunities with a chance to work in international 5 star hotels. Management in this fast moving sector needs employees with sound knowledge and skills to boost their hospitality business.

This programme has been developed to give you an edge by increasing your employment potential. The course extensively covers all the major aspects of hospitality management. Highlights of the course include; food and beverage management, front office operations, housekeeping operations, marketing, financial and human resource management and more.

“I have completed and awarded the Diploma in Hotel Management through Brentwood Open Learning College. The organization that took place was of high standards as I was assigned a personal tutor to assist me with the progress of the course. There were no mistakes during the course and I can say employers look more seriously now my C.V. after I was awarded a qualification by ABC. I would like to express my warmest wishes to the staff at BOLC for their excellent work and especially Mr. Irfan Raja, my personal tutor for his professional approach and assistance during the course”

Timotheos Stavri - Limassol/Cyprus

Course Benefits	BOLC Diploma
Accredited Course	✓
Full Tutor Support	✓
Delivered through distance learning	✓
Self paced, no fixed schedules	✓
Available to students any where in the world	✓
Interest Free Fee Instalments	✓



Course Duration: 1 Year (Flexible)

Entry Requirement:

There is no particular entry requirement for this course.

Course Accreditation:

Diploma in Hotel Management
(Level 4)

Awarding Body: ABC

Fee Schedule:

Total Fee: **£560** (Including Admission Fee)

Admission Fee: **£104**

12 Monthly Instalments: **£38** / Month

There is **£100** discount if fee is paid in full.

Discounted fee: £460

ABC awards
Part of the emftec group

**Quality Licence
Scheme**



UNIT 1**Introduction to Hotel Management**

What is Hospitality?
Brief History of Hospitality
Management
Types of Lodging Facilities
Market Orientation
Organizational Structure of Hotels
Overview of Hotel Management

UNIT 2**Managing Front Office Operations**

Front Office Functions
Front Office: Organizational Structure
The Art of Supervising
Type of Reservation System
Accepting or Denying Reservation
Yield Management

UNIT 3**Housekeeping, Engineering & Security**

Organization of Housekeeping
Department
Functions of The Housekeeping
Department
Management of Guest Amenities
Managerial Styles

UNIT 4**Recruitment and Selection**

Flexible Employees
Describing the Job to be done
Description the ideal recruit
Attracting Candidates
Getting information from the
candidates
Short Listing the candidates

UNIT 5**Training and Development**

The Benefits of Training
Identifying Training Needs
Carry Out the Training Programme
Evaluating The Training Undertaken
Developing a Training Programme
Administering a Training Programme

UNIT 6**Quality Management**

Hospitality Retail Service Quality
Inspections and Quality Assurance
Quality standard awards in hospitality
operations ISO 9000 Series
Quality advisor's sample assessment
sheet

UNIT 7**Marketing and Advertising**

The Hotel Market
The Hotel Product
Hotel Pricing and Distribution
Extended Marketing Mix for Hotels
Marketing Consortium or
Cooperatives

UNIT 8**Managing Food and Beverage Operations**

Food and Beverage Operations
Assessment of Market and Consumer
Needs
Designing the Restaurant
Menu Planning
Beverages

UNIT 9**Managing Interdepartmental Communications**

Marketing and Sales Department
Housekeeping Department
Food and Beverage Department
Banquet Department
Maintenance or Engineering
Department

UNIT 10**Accounting in Hospitality**

Types of Accounts At The Front Desk
Basic Principles of Accounting
Type of Folios used in Hotels
Accounts Which are Included in City
Ledger
Fixed Assets Plus Current Assets
Minus Liabilities = Capital

Your Learning Experience - FAQs

How is the course delivered?

Guided learning hours for the course are 200 to 250. The course is flexible you can work according to your own schedule. The course is assignment based after each course unit you will complete an assignment which you will submit to your tutor for marking. The tutor will mark the assignment and will upload feedback on the portal within 10 working days of the assignment being submitted. On successful completion of the unit you will move on to the next unit and this you will complete your course. There is no formal exam to take at the end.

How will I study?

When you enrol on this course you are assigned a personal expert tutor, to guide and encourage you throughout your studies with the College. Your tutor will be available throughout your course to give you help with specific issues, and difficult topics. Relevant practical exercises and projects are introduced throughout the course aimed at applying the theory and skills learnt.

What is so special about this course?

This is a unique course. We start from the very basics and give you all the essential knowledge required for working in the field successfully.

What support do students get?

Learning Material

All the core learning material will be provided to you from the college. You don't have to buy any text books. However we encourage our students to conduct their own further reading.

Additional Supporting Material

Additional support material and useful links are available on the LMS (Learning Management System) for further reading.

Tutor Support

When you enroll on any of our courses you are assigned a personal tutor to support you with your studies. You complete all this work under the supervision and guidance of your tutor who provides you feedback on your assignments and course work on regular basis throughout your course.

Online Discussion Forum

Our online forums enable you to share ideas with other students and support each other throughout your studies. Tutor's regularly review the forums and reply to student's questions or concerns.

Is the course accredited?

This course has been accredited under ABC Awards QLS (Quality License Scheme) by Brentwood Open Learning College. ABC Awards is a leading national Awarding Organisation, regulated by Ofqual, and the Welsh Government for their qualifications on the national framework i.e. the Qualifications and Curriculum Framework (QCF). It has a long established reputation for developing and awarding high quality vocational qualifications across a wide range of industries. As a registered charity, ABC Awards combines 180 years of examination and assessment expertise but also implements a responsive, flexible and innovative approach to the needs of our customers.

How much does it cost?

The full course fee is **£560**

There are two Options available for you.

Option 1

When paying full fee in advance you will get **£100** fee discount and will pay **£460** for the complete course.

Option:2

When paying in instalments you will pay **£560** for the complete course. This fee will be paid according the following schedule:

At the time of admission **£104**. Then **12** instalments of **£38** each.

The fee covers complete cost of your course which includes: the cost of registration, course study material, tutor support and certification fee.

Payment Methods

We at BOLC offer you the variety of payment methods to make the payment process easily manageable. You can choose any of the following methods to pay your fee:

☞ **Credit or Debit Card**

☞ **PayPal**

☞ **Bank Transfer**

Can I pay my fees in instalments?

Yes, you can pay your fee in up to 12 interest free monthly instalments. However there is special fee discount available for those paying in full at the time of admission.

Career opportunities

There are many career opportunities in the industry some areas are outlined here; conference and events management, the entertainment and leisure sector, facilities management and food service management. There are also relevant roles throughout the public sector in universities, hospitals, transport and the armed forces. Self-employment is also an option.

How to Apply?

Online:

You can enroll online by completing the **Apply Online** form on **www.bolc.co.uk**

OR

Email:

You can contact us on **admissions@bolc.co.uk** and we will send you all the course information along with the application form which you can fill in and return to us on the same email. After processing your application form we will send you an invoice for the payment of your fee along with guidance on making payment.



Apply Now!



CONTACT US

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