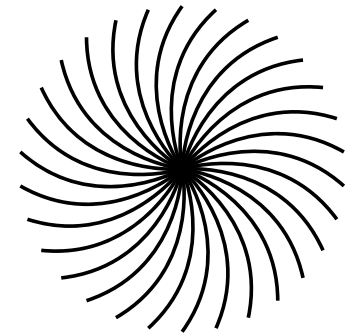




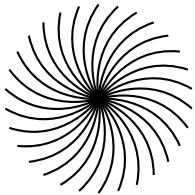
INSTITUTE FOR TOURISM PROFESSIONALS OF NIGERIA



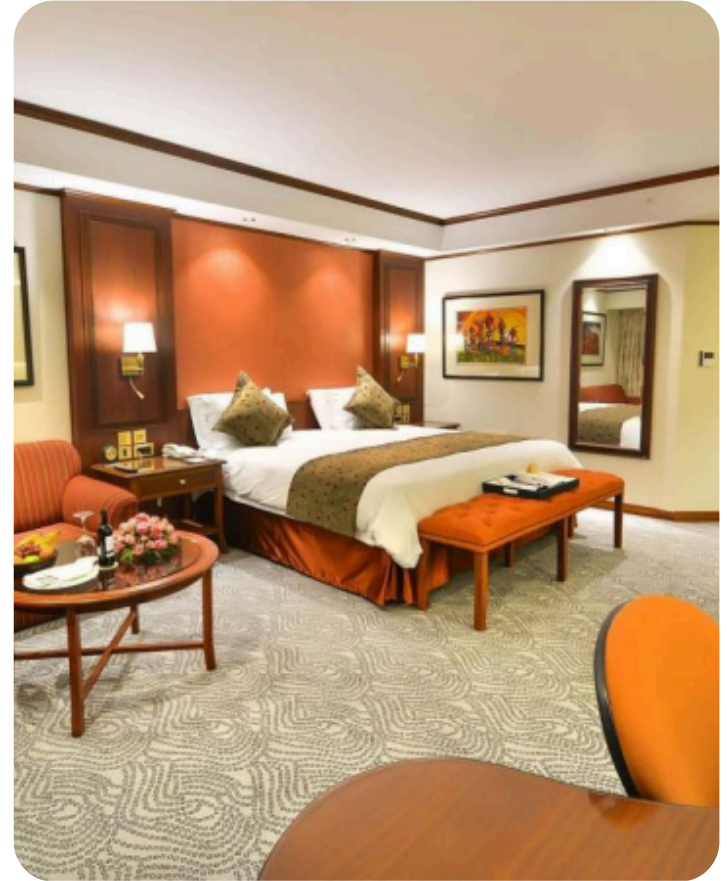
HOTEL AND ACCOMMODATION SERVICES



1.0 Introduction to Hotel and Accommodation Service



- History and evolution of the hospitality industry
- Types and classifications of hotels
- Organizational structure of a hotel
- Key departments in a hotel





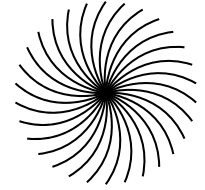
1.2 Front Office Operations

- Role of the front office
- Reservation systems and procedures
- Check-in and check-out processes
- Customer service and guest relations
- Handling guest complaints and special requests

1.3 Housekeeping and Maintenance

- Role and responsibilities of housekeeping
- Room cleaning procedures and standards
- Inventory management and linen control
- Maintenance and safety standards
- Sustainable housekeeping practices





1.4 Food and Beverage Services in Hotels

- Types of food and beverage outlets in hotels
- Restaurant and room service operations
- Bar and lounge management
- Hygiene and food safety standards



1.5 Hospitality Technology and Trends

- Property management systems (PMS)
- Online booking and reservations platforms
- Use of artificial intelligence and automation in hotels
- Emerging trends in the hotel industry



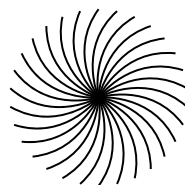
1.6 EMPLOYABILITY SKILLS

- communication
- Team Work
- Problem-Solving
- Initiative and Enterprise
- Planning and Organising
- Self-Management





Contact



14, Ubiaja Crescent, Samuel
Ladoke Akintola Boulevard,
Garki 2, Abuja

www.tourism.org.ng

08124225232, 08131333593,
07064859111





Thank You

