

TCB Cert. Worldwide LLC, USA

Hotel and Hospitality Management system



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AS/NZS 3905.3:1994 Quality System Guidelines-guide for the Hospitality Industry is an Australian and New Zealand standard for **Excellence in Hospitality Industry** and a widely recognize standard in the world.

To keep pace with the demand in this thriving industry, TCB has developed its unique course **Assessor for Excellence in Hotel and Hospitality management system**. The **Assessor for Excellence in Hotel and Hospitality Management system** has been developed based on **AS/NZS**

3905.3:1994. This course is aimed to help develop a robust business model for sustained success and continuous growth of Hotel and Hospitality business. **TCB Assessor for Excellence in Hotel and Hospitality Management system** course is designed to help you understand the intent and principles of the standard, develop skills and expertise to assess a Business continuity management system based on **AS/NZS 3905.3:1994**, develops capable auditors to audit with focus. We endeavour to develop world-class **Assessors for Excellence in Hotel and Hospitality** based on certification scheme developed as required by **ISO 17024 and course designed as per ANSI/IACET 1.2013**. Independent examination and certification gives worldwide acceptability and credibility.



**Gift yourself 7 days to
Change your life for ever!**



*TCB Cert. Worldwide -
an organization
offering Quality, Safety,
Environmental and
Technical Training,
Certification and
Quality Verification
Services worldwide.*

Candidates joining **this course** are required to have the following prior knowledge which can be achieved by attending a TCB approved awareness **program AS/NZS 3905.3:1994** and 2 days' course (Module 1)

- Understanding and Awareness of **AS/NZS 3905.3: 1994**, Quality System Guidelines for Excellence in Hospitality Industry
- PDCA Model
- Terms and Definitions and vocabulary

Candidates joining TCB Assessors for Excellence on Hotel and Hospitality course should preferably have a degree, in any discipline, preferably with some Management studies such as MBA or Hotel & Hospitality Management. With good command in English language I

Candidates must have a pleasing personality, professionalism, aspiration to develop a career in hospitality Industry

JOB PROSPECTS

Participants can progress their career in world-class hotels and hospitality industry, tourism industry including highly lucrative jobs in aviation industries such as cabin crew and ground staffs, The candidates would develop skills to manage functions in Hotels and hospitality and lead the business

You can expect a very decent salary package and outstanding growth in your career in hospitality industry.

Develop your career as an assessor of excellence international chain of hotels and franchised organization

What will you learn?

- Fundamental understanding of QMS Model (ISO 9001:2015) .- Learn how to address/ assess stake Holders' expectations, Legal and other requirements, Organizational context- the issues those can potentially affect quality of Products and services and affect sustained success of the organization
- Business Continuity management system (ISO 22301): Learn how to address/assess stake Holders, Business Impact assessment, Organizational context- the issues those can potentially affect Business continuity and process to control those risks
- Environmental Management system (ISO 14001:2015), Learn how to address/ assess stake Holders' expectations with regards to EMS, Legal and other requirements, Organizational context- the external /internal issues,
- Environmental aspects and Impacts those can potentially affect Environmental performance of a hospitality industry.



- Energy Management system (ISO 50001), Learn how to address/ assess stake Holders' expectations with regards to EnMS , Legal and other requirements, Significant energy usage those can potentially affect Energy performance of your organization affecting bottom line
- OH&S management system (OHSAS 18001)- Learn OH&S of your people, Guests and visitors, how to control and mitigate OH&S Hazards and risk to ensure duty of care and continued business success
- Food safety Management system ISO 22000- Learn food safety aspects and Critical control points affect safety of food for your guest and people. Imagine- can you afford a mass food poisoning from the food that your hotel served to your guests?

and

- **EFQM Business Excellence Model- 2013.**

The desired results and the enablers to create an excellent hotel and hospitality industry that you work for, manage or assess

- Correct interpretation of **AS/NZS 3905.3: 1994** the standard for Excellence in Hospitality from an Auditors perspective
- Process approach Audit of **AS/NZS 3905.3-1994**
- Assess Business Impact Analysis, Business Risk Assessment and Risk management strategy
- Plan, perform audits. manage and lead certification audit team
- Report audit, recommendation, raising and evaluating corrective action
- Audit continual improvement
- Manage audit communications and interviews
- Conduct opening, closing and follow-up audit meetings

Who should attend?

- Hotel Management Graduates
- Professionals aspiring to develop an exciting career in hotels and hospitality industry as manager or assessor
- Business Managers managing Hotel and Hospitality.
- Hotel Professionals aspiring to become independent assessor or develop career in a certification body and work for leading hotel chains for assessing their branches and franchisees.
- Develop a career of a consultant to assist organization to implement and Maintain AS/NZS 3905.3

Course Details

This course is aimed to develop Hotel and Hospitality Management assessors as per TCB Certification Scheme developed and administered in compliance with the requirement of **ISO 17024**. The course designed as per **ANSI/IACET 1-2013** with **CEU 4.5**

Module 1: Understanding Principles and Content of Relevant Management standards: 1 day

- **Fundamental understanding of Applicable Management System Models and core concepts applicable for Hotel and Hospitality Industry:**

QMS Model (ISO 9001:2015), Business Continuity management system (ISO 22301), Environmental Management system (ISO 14001:2015), Energy Management system (ISO 50001), OH&S management system (OHSAS 18001), Food safety Management system ISO 22000 and EFQM Business Excellence Model 2013

Module 2: In-depth study and Interpretation of AS/NZS 3905.3:1994 standard: 1day

Module 3: Assessor for Excellence in Hotel and Hospitality Management Course: 5 days

- Workshop Conformity Assessment
- **Business Risk and risk control measures**
- **Workshop Adequacy Audit for AS/NZS 3905.3:1994** Documentation (Stage 1) as per **ISO 19011** and **ISO 17021**. Review of a sample Hotel Management System manual and Procedure- Stay&Dine®
- Audit Checklist. Workshop.
- Roles and Responsibilities of Auditors
- Introduction to Audit-**Process Approach Audit**
- Workshop- prepare Audit Plan
- Top management audit /interview role play

- **Onsite Simulated Certification Audit (Stage 2)** as per **ISO 19011** and **ISO 17021**
- Role play-leading an audit interview
- Certification and Accreditation process
- Independently administered Written Examination and Certification

Module 4: Onsite Audit of Stay & Dine-A Boutique Role Model Guest house 1 days

- Introduction and Practice of a fully functional Hotel Management software ERP integrating all functions of Hotel and Hospitality management by S&D Management Representative
- Opening Meeting
- Onsite process approach Audit

Module 4:

- Generation of Audit Observation, objective evidence of conformity (or otherwise) based on Interview, Review of documents and records
- Preparation of assessment report with identified Strength/Weakness, Opportunity and Treats including Nonconformities if any
- Presentation of observation to the top Management of the hotel in close out meeting

Note:Learner shall USE TCB Audit Protocol and Check list for audit and reporting



TCB offers training under controlled Quality Management System as an ISO 9001:2015 certified organization. This certification has been developed by TCB as per TCB's own certification scheme and administered in accordance with the requirement of ISO 17024

