



**THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF NATURAL RESOURCES AND TOURISM**

**NATIONAL COLLEGE OF TOURISM**



[www.nct.ac.tz](http://www.nct.ac.tz)



# HOSPITALITY SHORT COURSES

S/N	Course	Objectives	Duration	COST (TSH) per Participant
1	<b>Front Operations Skills</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understand the Organization Structures of Front Operations</li> <li>▪ Identify duties in front office section</li> <li>▪ Handle reception procedures</li> <li>▪ Handle hotel reservations</li> <li>▪ Prepare front office statistics</li> <li>▪ Use OPERA System for Front Office Operations</li> </ul>	<b>4 Weeks</b>	<b>350,000/=</b>
2	<b>House-keeping and Laundry Skills</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understand operations procedures in Housekeeping and Laundry</li> <li>▪ Perform cleanliness services in Guest Room</li> <li>▪ Perform cleanliness services in Public Areas</li> <li>▪ Perform cleanliness services in Offices and Homes</li> <li>▪ Handle laundry and linen room activities</li> </ul>	<b>3 Weeks</b>	<b>300,000/=</b>
3	<b>Menu Planning</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understanding the concept of menu</li> <li>▪ Know different types of menu</li> <li>▪ Draw importance of menu</li> <li>▪ Plan menus</li> <li>▪ Identify common menu' mistakes and their remedy</li> </ul>	<b>2 Weeks</b>	<b>300,000/=</b>
4	<b>Menu Costing and Pricing</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Explain meaning of a standard recipe, portion size and portion cost.</li> <li>▪ Know different types of equipment used in portioning</li> <li>▪ Design the Kitchen Market List</li> <li>▪ Cost recipe and a dish</li> <li>▪ Cost A la Carte and Table d' hotel menus</li> <li>▪ Know the costs associated with price of the dish</li> <li>▪ Calculate kitchen percentages</li> <li>▪ Calculate the Base selling Price and Net/Actual Selling price.</li> </ul>	<b>3 Weeks</b>	<b>300,000/=</b>

S/N	Course	Objectives	Duration	COST (TSH) per Participant
5	<b>Customer Care and Team Building in Service Industry</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understand the concept of customer care</li> <li>▪ Offer quality customer care</li> <li>▪ Create lasting impression</li> <li>▪ Practise good telephone skills</li> <li>▪ Handle customer complaints</li> <li>▪ Treat guest as individual</li> </ul>	<b>2 Weeks</b>	<b>300,000/=</b>
6	<b>Hygiene and Sanitation Food and Beverage</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understand concepts of hygiene sanitation</li> <li>▪ Clean and sanitize kitchen and restaurant</li> <li>▪ Practise personal, food and premise hygiene</li> <li>▪ Contro micro organism and cross contamination</li> <li>▪ Avoid food spoilage and food poisoning</li> <li>▪ Control pests</li> <li>▪ Store and pressure foods</li> <li>▪ Make the environment safe and secure</li> </ul>	<b>4 Weeks</b>	<b>300,000/=</b>
7	<b>Food Preparation and Cooking Skills</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Make different cuts of vegetables</li> <li>▪ Prepare stocks</li> <li>▪ Prepare and serve soups and sauces</li> <li>▪ Prepare starters and salads</li> <li>▪ Cook and serve protein dishes</li> <li>▪ Cook and serve carbohydrates dishes</li> <li>▪ Cook and serve vegetables and pulses dishes</li> </ul>	<b>4 Weeks</b>	<b>400,000/=</b>
8	<b>Pastry and Bakery Skills</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Prepare pastries</li> <li>▪ Produce fried desserts</li> <li>▪ Bake pies and tarts</li> <li>▪ Produce yeast dough</li> <li>▪ Prepare custards and puddings</li> <li>▪ Make chilled desserts</li> <li>▪ Make frozen desserts</li> <li>Make desserts sauces</li> </ul>	<b>4 Weeks</b>	<b>400,000/=</b>
9	<b>Basic Food &amp; Beverage Services</b>	<ul style="list-style-type: none"> <li>▪ Food and Beverage services Skills</li> <li>▪ Preparation of food and beverage service areas</li> <li>▪ Attributes of waiters/barmen</li> <li>▪ Food and beverage sales techniques</li> <li>▪ Service procedures</li> </ul>	<b>4 Weeks</b>	<b>300,000/=</b>

S/N	Course	Objectives	Duration	COST (TSH) per Participant
10	<b>Entrepreneurship for hospitality</b>	At the end of the course, you will be able to : <ul style="list-style-type: none"> <li>▪ Identify your strength on business</li> <li>▪ Discover business opportunities</li> <li>▪ Wave out business constrains</li> <li>▪ Online capital opportunities</li> <li>▪ Plan your business</li> <li>▪ Market your business</li> </ul>	<b>3 Weeks</b>	<b>300,000/=</b>
11	<b>Purchasing of Food and Beverage Items</b>	At the end of the course, you will be able to : <ul style="list-style-type: none"> <li>▪ Know Purchasing Concepts in food and beverage operation</li> <li>▪ Practice receiving task</li> <li>▪ Perform storage task</li> <li>▪ Know security concerns in storage areas</li> <li>▪ Maintain quality during storage</li> <li>▪ Do Inventory Control Procedures</li> <li>▪ Issue Food and Beverage</li> <li>▪ Perform stock staking and valuation</li> <li>▪ Deal with meat tags</li> </ul>	<b>3 Weeks</b>	<b>300,000/=</b>
12	<b>Food and Beverage Production Control</b>	At the end of the course, you will be able to : <ul style="list-style-type: none"> <li>▪ Carry out volume forecasting</li> <li>▪ Set an attainable desired potential food cost percentage</li> <li>▪ Establish standard recipe, standard portion sizes and portion cost</li> <li>▪ Determine product selling prices</li> <li>▪ Evaluate periodically the actual result</li> </ul>	<b>3 Weeks</b>	<b>300,000/=</b>



S/N	Course	Objectives	Duration	COST (TSH) per Participant
13	<b>Basic Sales and Marketing for hospitality</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understand sales and the marketing concepts</li> <li>▪ Characterized of hospitality industry and hospitality marketing strategies</li> <li>▪ Concept of Marketing environment analysis</li> <li>▪ Apply marketing mix techniques in tourism product (7 Ps)</li> <li>▪ Apply principles of marketing segmentation, targeting and positioning</li> <li>▪ Carry out market research and information gathering</li> <li>▪ Develop of marketing plan</li> <li>▪ Formulates, Implementation and controlling of marketing</li> </ul>	<b>4 Weeks</b>	<b>300,000/=</b>
14	<b>Food and Beverage Operation Management</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understand management concepts</li> <li>▪ Draw managerial functions</li> <li>▪ Realize Operational activities in F&amp;B dept</li> <li>▪ Design a kitchen and restaurant</li> <li>▪ Design product and process</li> <li>▪ Design layout and flow of activities</li> <li>▪ Deal with capacity fluctuation</li> <li>▪ Organize the kitchen and restaurant</li> <li>▪ Manage the kitchen and restaurant</li> </ul>	<b>3 Weeks</b>	<b>300,000/=</b>



# TOURISM SHORT COURSES

S/N	Course	Objectives	Duration	COST (TSH) per Participant
1	<b>Wildlife Resources Interpretations</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understand general knowledge of wildlife and its groups i.e mammals, birds etc.</li> <li>▪ Understand Distinctive features of each group of wildlife groups</li> <li>▪ Understand general behavior of each group i.e feeding, mating and social organization etc</li> <li>▪ Identify common savanna vegetation plants</li> <li>▪ Understand general knowledge about interactions of wildlife i.e Ecology &amp; Ecosystem</li> <li>▪ Practical Interpretation</li> </ul>	<b>4 Weeks</b>	<b>350,000/=</b>
2	<b>Tour Guiding Skills &amp; Techniques</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Define/understand a broad knowledge about tour guide, ethics and skills</li> <li>▪ Understand tour guiding techniques i.e presentation, communication etc</li> <li>▪ Demonstrate management and leadership skills</li> </ul>	<b>3 Weeks</b>	<b>300,000/=</b>



S/N	Course	Objectives	Duration	COST (TSH) per Participant
3	<b>Tourism Entrepreneurship</b>	At the end of the course, you will be able to : <ul style="list-style-type: none"> <li>▪ Explain concepts of tourism entrepreneurship</li> <li>▪ Analyse business idea and Small Scale Business Start up</li> <li>▪ Conceptualize business planning and business Project Proposal in Tourism Business</li> </ul>	<b>2 Weeks</b>	<b>300,000/=</b>
4	<b>Basic Computer Applications</b>	At the end of the course, you will be able to : <ul style="list-style-type: none"> <li>▪ Introduction to Computer</li> <li>▪ Programs from MS Office 2007 package as per client's choice</li> <li>▪ Cyber security</li> <li>▪ Efficient use of Internet and Email in Marketing Tourism Business</li> <li>▪ Application of Social Media and networking in Tourism Business</li> </ul>	<b>6 Weeks</b>	<b>200,000/=</b>
5	<b>Customer Care and Team Building for Tour Guides</b>	At the end of the course, you will be able to : <ul style="list-style-type: none"> <li>▪ Explain the basic concepts of customer care and Interpersonal skills</li> <li>▪ Communicate with customers</li> <li>▪ Engage the customer</li> <li>▪ Appreciate the importance of multicultural in customer service</li> <li>▪ Handle special customers and customers with disabilities</li> </ul>	<b>2 Weeks</b>	<b>300,000/=</b>
6	<b>Sales and Marketing for Tourism</b>	At the end of the course, you will be able to : <ul style="list-style-type: none"> <li>▪ Understanding marketing and the marketing concept</li> <li>▪ Characterized of tourism and tourism marketing strategies</li> <li>▪ Do firm environment analysis and the SWOT analysis</li> <li>▪ Apply marketing mix techniques in tourism product (7 Ps)</li> <li>▪ Apply principles of market segmentation, targeting and positioning</li> <li>▪ Carry out market research and information gathering</li> <li>▪ Develop of marketing plan</li> <li>▪ Implement Electronic/Digital marketing techniques</li> </ul>	<b>4 Weeks</b>	<b>250,000/=</b>

S/N	Course	Objectives	Duration	COST (TSH) per Participant
7	<b>French Language Skills for Service Industry</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Acquire french Speaking, Listening, Writting and Reading Skills on Tourism related areas.</li> <li>▪ Use French language giving instructions and directions to tourists.</li> <li>▪ Handle tourist in first contact during tour</li> <li>▪ Apply French language during ticketing, hotel reservations etc.</li> </ul>	<b>4 Weeks</b>	<b>300,000/=</b>
8	<b>Reservation Software (AMA-DEUS) for Travel Industry</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"> <li>▪ Understand the basic concept of IATA and its traffic conference</li> <li>▪ Use City Code, Airport Code, Airline Code Country code in doing Air Ticketing</li> <li>▪ Recognize anatomy of journey</li> <li>▪ Apply World time</li> <li>▪ Understand FLIGHT Fare concept Practise</li> <li>▪ Amadeus</li> </ul>	<b>4 Weeks</b>	<b>350,000/=</b>





# EVENT MANAGEMENT SHORT COURSES

S/N	Course	Objectives	Duration	COST (TSH) per Participant
1	<b>Event Management</b>	<p>At the end of the course, you will be able to :</p> <ul style="list-style-type: none"><li>▪ Understand the general knowledge of Event Management and its types.</li><li>▪ Develop Event Themes based on the nature of Event.</li><li>▪ Develop Event design based on the nature of the Event.</li><li>▪ Venue Decoration (Flower arrangement, Table set up, staging and Sitting arrangements.</li><li>▪ Design Event Promotional Materials.</li><li>▪ Create Risk Management Plan in an Event.</li><li>▪ Develop an Event Budget based on Client requirement.</li><li>▪ Develop promotion campaign.</li></ul>	<b>2 Weeks</b>	<b>450,000/=</b>

## MODE OF PAYMENT

\* All payments must be made through Control Number provided by **NCT NATIONAL COLLEGE OF TOURISM**

To get Control Number please call 0783 070795



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## MEMBERSHIP

**AHTSA** - Association of Hospitality and Tourism Schools in Africa  
**EUHOFA** International - International Association of Hotel Schools  
**TATO** - Tanzania Association of Tourism Operators  
**HAT** - Hotel Association of Tanzania

## ACCREDITED BY :



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**National College of Tourism**

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