



FACULTY OF SERVICE MANAGEMENT

SKILLS CERTIFICATE:
HOSPITALITY SERVICES

The Waterfall School of Business Skills Certificate: Hospitality Services offers comprehensive training in the following areas:

- **Service Skills:** Master the essential skills needed to provide exceptional customer experiences in the hospitality and service industry.
- **Menu Basics:** Learn the fundamentals of menu planning and design to enhance your restaurant management skills.
- **Food and Beverage Services:** Gain expertise in food and beverage services, including serving techniques, etiquette, and customer interaction.
- **South African Wine Fundamentals:** Explore the world of South African wines and develop a solid understanding of wine selection and service.
- **Fundamental Business Skills:** Acquire essential business skills to succeed in the hospitality and service industry.

Whether you're aiming for a career in restaurant management, seeking to enhance your knowledge and skill set in tourism and hospitality, or looking to elevate customer service and experience in your current role, the Waterfall School of Business Skills Certificate: Hospitality Services is the gateway to success.

Course code:

CER4013-01

Accreditation status:

- This is a non-credit-bearing Short Learning Programme

Duration:

12 months

Entry requirements:

- None

Topics covered:

- Basic Principles of South African Wine
- Restaurant Management
- Fundamental Business Skills 101
- The Professional Waitron

Assessments:

- Students are required to complete 2 assignments per topic.
- There are no exams for this course.

Type of certificate awarded:

Upon completion of this course, students will be awarded a Waterfall School of Business Skills Certificate: **Hospitality Services** from Waterfall School of Business.



CONTACT DETAILS

Telephone:
010 070 5365

Website:
www.wsb.edu.za

Postal address:
**PO Box 12723,
Die Boord, 7613**

Physical address:
**The Vineyard,
Devon Valley Road,
Stellenbosch, 7600**

Email Address:
info@wsb.edu.za