

## Your Gateway into Hospitality

Take your first step into the vibrant and fast-growing world of hospitality with the City & Guilds Programme in Introduction to the Hospitality Industry. This comprehensive entry-level programme equips you with the essential skills, customer service standards, and practical knowledge you need to build a strong foundation for a successful career in hotels, restaurants, events, and beyond

You can personalise your learning experience by choosing one of three specialised streams: Guest Service, Food and Beverage, or Conference and Events. Each stream focuses on the key skills and knowledge required to excel in that area, whether it's delivering exceptional guest experiences, mastering food and drink service, or coordinating seamless events. This flexibility means you can tailor your education to match your interests and career goals

With hands-on training and real-world insights, you'll develop the confidence and competence employers seek. The internationally recognised City & Guilds certification adds credibility to your CV and opens doors to diverse hospitality roles

By completing this diploma, you'll be ready to enter the hospitality industry with a competitive edge and a clear pathway for further study and career growth

## CAREER PATHS

The hospitality industry offers exciting opportunities across guest services, food and beverage, and event support. Whether working in hotels, restaurants, resorts or event venues, these roles are a starting point for building valuable skills and growing a rewarding career

### Guest Service Stream

Step into front-facing roles such as Receptionist, Guest Services Assistant or Front Desk Agent. Those who prefer behind-the-scenes operations can explore positions like Housekeeping Assistant, ensuring a high standard of guest comfort

### Food and Beverage Stream

Join the energy of the dining floor or café environment as a Waiter, Waitress, Barista, Catering Assistant or Food and Beverage Attendant. These roles develop service skills and product knowledge in fast-paced settings

### Conference and Events Stream

Support event delivery as a Banqueting Assistant, Event Support Staff or Conference Setup Coordinator. These positions involve preparing venues, assisting guests and ensuring smooth event operations

## GROWTH OPPORTUNITIES

With experience, continued learning and on-the-job development, professionals in hospitality and tourism can move into more senior, specialised and leadership roles

### Supervisory and Management Roles

Progress into positions such as Front Office Supervisor, Food and Beverage Supervisor, Banqueting Coordinator, Event Supervisor or Guest Services Manager, taking on greater responsibility and leading operational teams

### Specialised Roles

Develop expertise in focused areas of the industry with roles like Concierge, Bar Manager, Conference and Events Planner or Restaurant Supervisor, where service quality and guest experience are key

### Leadership and Entrepreneurship:

Step into leadership by becoming a Hotel Duty Manager, Restaurant Owner, Events Company Founder or Hospitality Trainer using your experience to drive innovation shape teams and deliver exceptional service

## ADMISSION REQUIREMENTS

18 years of age  
Grade 9  
or equivalent

## INTAKE

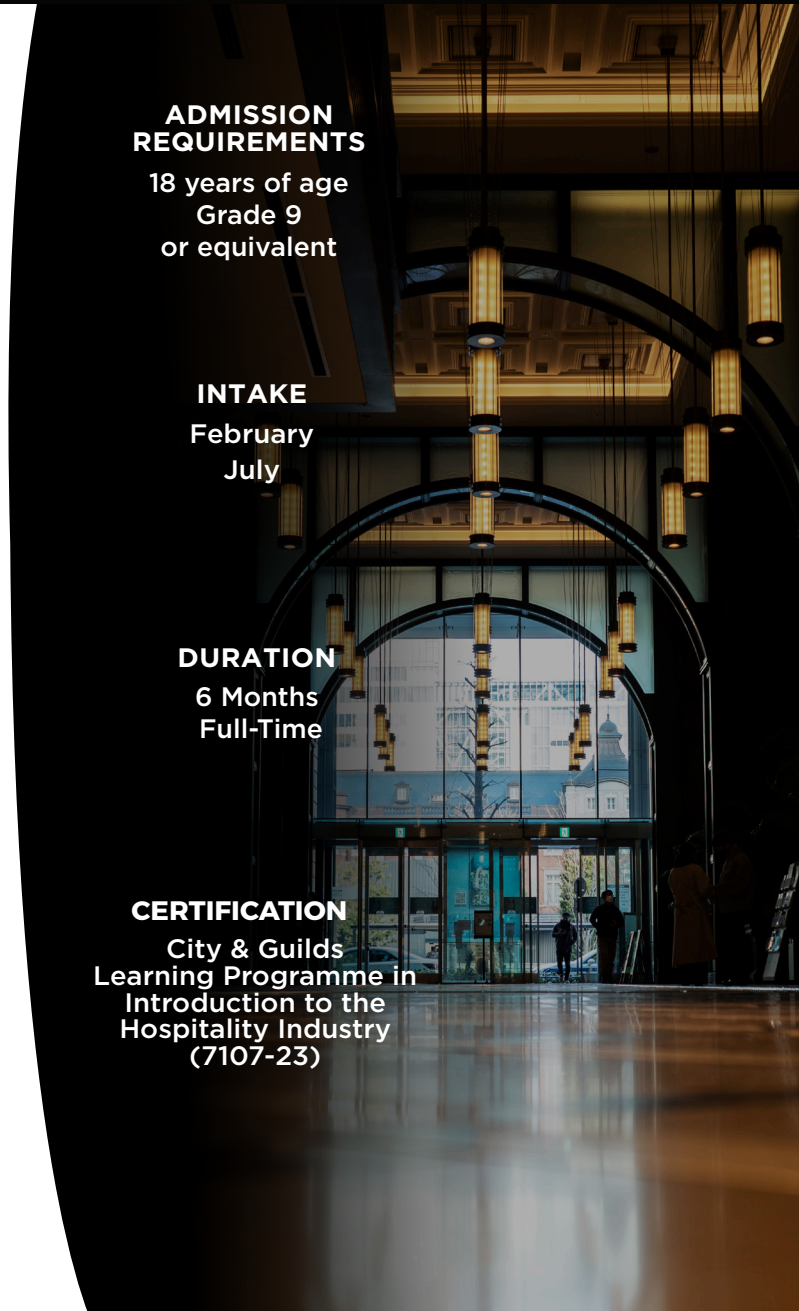
February  
July

## DURATION

6 Months  
Full-Time

## CERTIFICATION

City & Guilds  
Learning Programme in  
Introduction to the  
Hospitality Industry  
(7107-23)



# CULINARY MASTERY MEMORABLE HOSPITALITY

## COURSE OVERVIEW

### Guest Service stream

- Hospitality Industry and Customer Service
- Front Office Operations and Housekeeping Support
- Guest Services and Dining Area Preparation
- Workplace Skills
- Food Area Cleaning and Food Safety
- Event Assistance and Booking Co-ordination
- Kitchen Procedures: Production Processes
- Work Integrated Learning (WIL)

### Food & Beverage stream

- Hospitality Industry and Customer Service
- Food Preparation, Cooking, and Service Skills
- Hot and Cold Beverage Service
- Menu Knowledge and Food Commodities
- Dining Area Prep and Cleaning Procedures
- Customer Service and Guest Interaction
- Food Safety and Health Awareness

### Conference & Events stream

- Hospitality Industry and Customer Service
- Front Office and Guest Services
- Food Service and Beverage Preparation
- Event Assistance and Catering Operations
- Menu Knowledge and Knife Skills
- Dining Area Prep and Workplace Readiness
- Food Safety and Sustainability Practices

## OPTIONAL SPECIALISATIONS

- Food and Beverage Services
- Event Planning

## WHAT IS INCLUDED

- Scarf/Tie, Golf Shirt, Name Badge
- Digital Study Material
- Talent Exchange - Capsicum's Employment Programme
- Workshops: Social Media

## FURTHER STUDIES AVAILABLE AT CAPSICUM

- Professional Chef Programme
- Food and Beverage Programme
- Conferencing and Events Programme

This learning programme is not registered on the South African Qualifications Authority, and it is not credit bearing  
Capsicum is a division of The Independent Institution of Education (Pty) Ltd.

## CONTACT US

[chef@capsicumcooking.co.za](mailto:chef@capsicumcooking.co.za)

086 111 CHEF (2433)

Visit our website for more course information:

[capsicumcooking.com](http://capsicumcooking.com)

**BOKSBURG - JHB | RUIMSIG - JHB | ROSEBANK - JHB | MENLYN - PTA |  
NELSON MANDELA BAY | UMHLANGA - DBN | SALT RIVER - CPT**



## International Students

Capsicum is not permitted to register you until you have produced your VALID study visa. It could take 6 to 8 weeks for your study visa application to be processed. The study visa has to be issued to study at the institution. Please check the international student admissions requirements for the programme of study you are applying for and ensure you meet the requirements

NSFAS only provides funding for South African students who plan to study at public universities or Technical and Vocational Education and Training (TVET) institutions

Capsicum is an accredited skills development provider with the Quality Council for Trades and Occupations (QCTO) and the Culture Arts Tourism Hospitality and Sports Sector Education and Training Authority (CATHSSETA)  
Capsicum is also an accredited City & Guilds centre

Errors and omissions excepted

