



## Make This World More Hospitable!

PROGRAMME	* AUDIENCE	FEES		ON-DEMAND	YEAR 2020											
		LOCAL (MUR)	INTER-NATIONAL (USD)		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

### AWARD COURSES

NC1 in Adult Literacy	Student	25,000	NA			7						7				
NC2 in Food Production	Student	30,000	1,285										14			
NC2 in Pastry Production	Student	30,000	1,285										14			
NC2 in Housekeeping	Student	30,000	1,285										14			
NC2 in Restaurant & Bar Service	Student	30,000	1,285										14			
NC3 in Front Office	Student	45,000	1,500						20							
NC3 in Food Production	Student	45,000	1,500						20							
NC3 in Pastry Production	Student	45,000	1,500						20							
NC3 in Housekeeping	Student	45,000	1,500						20							
NC3 in Restaurant & Bar Service	Student	45,000	1,500						20							
NC4 in Housekeeping	Student	45,000	1,500						5							
NC4 in Front Office	Student	45,000	1,500						5							
National Diploma Level 6 in HM (Rooms)	Student	130,000	4,400			25										

### SIGNATURE PROGRAMMES

Supervisor Development Programme (8 Modules)	Corporate	40,000	1,285	OD												
Manager Development Programme (8 Modules)	Corporate	50,000	1,450	OD												
Executive Development Programme (6 Modules)	Corporate	60,000	1,715	OD												
Basic Train The Trainer	Corporate	15,000	430	OD												
Advanced Train The Trainer	Corporate	15,000	430	OD												

### MASTER CLASSES

Coaching Skills for Managers	Open	OD	OD	OD							7/8					
Becoming a Successful Coach and Mentor	Open	OD	OD	OD		13								16		
Buddy at workplace	Open	7,500	220	OD			13						16			

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Building High Performing Team	Open	15,000	430	OD				10								6	
Business Writing that Works	Open	12,000	350	OD		5/6						14, 15					
Conflict Management Skills	Open	15,000	350	OD			8								21		
Corporate Etiquette and Professional Image	Open	0D	0D	OD			27					26					
Cost Sensitivity	Open	10,000	290	OD				14/15							12, 13		
Creating a Customer Centric Service Experience	Open	0D	0D	OD													
Customer Care- the hospitality way	Open	12,000	350	OD					20/22						14/16		
Dining Etiquette and Professional Image	Open	0D	0D	OD													
Effective Negotiation Skills	Open	0D	0D	OD													
Effective Time & Stress Management at the Workplace	Open	0D	0D	OD													
Effectiveness and Etiquette on Phone	Open	12,000	350	OD			12					10					
Engage Employees with Effective Feedback	Open	0D	0D	OD													
EQ Skills for Team Leaders and Managers	Open	15,000	430	OD													
Essential Managerial Skills	Open	15,000	430	OD							24/26						
Essentials of Coaching	Open	0D	0D	OD				6								11	
Exceptional Customer Service	Open	0D	0D	OD								12, 14					
Financial Management for Hospitality Managers	Open	10,000	290	OD			5/6							15/16			
Goal Setting	Open	15,000	430	OD													
Handling Difficult Customers and Complaints	Open	12,000	350	OD								24, 28					
Human Resource Management for Non-HR Professionals	Open	0D	0D	OD						10							
Internal Communication	Open	8,000	230	OD													
Leading High Performing Teams	Open	0D	0D	OD													
Managing Difficult Employees and Colleagues	Open	0D	0D	OD						17/18							
Managing Dysfunctions in Teams	Open	0D	0D	OD										23, 25			
Performance Appraisal	Open	15,000	430	OD		28						24					
Performance Management	Open	15,000	430	OD													
Personal grooming and self-management	Open	4,500	150	OD								1					

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Personal and Work Productivity	Open	8,000	230	OD								5/7				
Pleasing Unhappy Customers in Service Recovery	Open	OD	OD	OD												
Power of Communication	Open	10,000	290	OD												
Service Excellence	Open	OD	OD	OD												
Supervisory Skills for the New Supervisors	Open	OD	OD	OD												
Team Engagement	Open	8,000	230	OD			31									
Team Empowerment	Open	8,000	230	OD							24, 26					
Team Management Skills	Open	OD	OD	OD						10, 12						
The Art of Leadership	Open	OD	OD	OD								16, 18				
Voice of Excellence	Open	12,000	350	OD							21, 22, 23					
Women in Leadership	Open	OD	OD	OD												

**LANGUAGE TRAINING**

Basic Chinese for Hospitality Professionals	Open	OD	OD	OD												
Basic German for Hospitality Professionals	Open	OD	OD	OD												
Basic Italian for Hospitality Professionals	Open	OD	OD	OD												
English for Hospitality Professionals	Open	OD	OD	OD												
French for Hospitality Professionals	Open	OD	OD	OD												

**F&B COURSES**

Basic F&B Service	Open	OD	OD	OD												
Canteen Service	Open	OD	OD	OD												
Professional Wine & Service	Open	20,000	575				✓				✓					

**IT COURSES**

Basic ICT Skills	Open	10,000	290	OD												
Excel Associate *	Open	OD	OD	OD												
Word Associate	Open	OD	OD	OD												
PowerPoint Associate	Open	OD	OD	OD												
Excel Expert	Open	OD	OD	OD												
Word Expert	Open	OD	OD	OD												

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**WORK EXPERIENCE PROGRAMME**

Management Training Programme	Open	OD	OD				✓					✓					
School Holiday Programme	Open	OD	OD	OD													

**INTERNAL CERTIFICATION**

BRIGHT Level 1	Constance Family	OD	NA		✓												
BRIGHT Level 2	Constance Family	OD	NA		✓												
BRIGHT Level 3	Constance Family	OD	NA	OD													
CITC Level 1	Constance Family	OD	NA	OD		✓				✓					✓		
CITC Level 2	Constance Family	OD	NA	OD		✓				✓					✓		

**NA:** Not Available | **OD:** Also available 'On Demand' AND 100% Customised | **Associate:** See Microsoft Office Certification

**100% CUSTOMISED PROGRAMME**

We now enjoy status as the leading provider of 100% customised hospitality training and we focus each day on ways to enhance and build on that status. Throughout the years, we have devised methods to identify your specific needs and propose solutions that best meet those needs. If you think we can partner in your learning & development journey, feel free to contact us and one of our team member will be glad to meet you!

**GENERAL NOTES:****1. AUDIENCE**

- CORPORATE** : Available for Corporate customers only  
**STUDENT** : Available for school leavers and in-service people, including Constance team members  
**CONSTANCE FAMILY** : Available for Constance team members only  
**OPEN** : Available for ALL, provided course requirements are met.

**2. Group Discount Applies** (for Company sponsorship only)

- Three or more participants for the same course and date
- Five or more participants for the same course and date

**3. Overseas Business**

Our team works closely with many organisations from a wide range of industries. We also propose our customers to blend their learning journey with our **holiday package!** Let us know if you want to live our hospitality in one of our sister hotels while engaging with our experts in a learning experience at the same time (\* conditions apply).

**4.** For updated funding availability, please visit [www.hrhc.mu](http://www.hrhc.mu) or call us at (230) 4134600**5.** Some of the training programmes listed above may require **MQA Approval** on confirmation**6.** If you need any assistance, please feel free to call us or email us on [training@constancehotels.com](mailto:training@constancehotels.com)**7.** You can also find useful information about the Constance Academy and our offers at [www.constanceacademy.com](http://www.constanceacademy.com)**8.** Constance Academy reserves the right to change the information provided at any time without prior notice.

Prepared: November 19