

Dear Partner!

Thank you for your interest in our services.

The Constance Hospitality Training Centre (CHTC) is the learning and consulting unit of Constance Hotels & Resorts (CHR) offering customised training to inspire, build, and sustain a company culture of hospitality in organisations across industries. CHTC gained several recognition including the ‘Training Excellence Award’ at national level and at an international level it was nominated among the best training providers in the tourism sector in the ‘Worldwide Hospitality Schools Awards’ held in Paris.

Today, CHTC has a wide array of training programmes to meet the needs of all its stakeholders. Below is a list of courses available at the CHTC for the year 2016. We are also just a phone call away to address any of your queries regarding these courses!

COURSE/ PROGRAMME	DESCRIPTION	TARGET AUDIENCE	LAUNCHING DATE
SELF-DEVELOPMENT/ LEADERSHIP/ MANAGEMENT WORKSHOPS			
Coaching for Results	An In-House Coaching programme for managers and aspiring managers, designed to unlock your best potential for your Dream Job and Dream Life. Coaching is done on a Monthly basis	Executives, Head of Departments, Managers, and Supervisors	On demand
Supervisory Skills Training	Learn the necessary skills, competences and techniques to be a Star Supervisor in your department	Aspiring Supervisors Supervisors	On demand
Negotiation Skills	Learn the basic and advanced negotiation skills to improve your work and results.	Team Members working with suppliers and guests	On demand
Train the Trainer	This programme is designed to train and develop Internal Trainers at Departmental level. Internal Trainers are assessed and duly recognized within their company as a Registered Trainer. There are 2 levels of TTT – Basic and Advanced.	Team Members as from Supervisory level and upwards	On demand
Building Assertiveness	Be a more Assertive Version of Yourself at work. Learn to deal with your timidity and uncertainties and get the attention of your audience/ manager/team	All Employees	On demand
HR for non-HR Managers	A short course that provides you the necessary HR skills and techniques you need to manage your human resources effectively. Improves your understanding of HR as a function	Head of Department / Assistant Head of Department/ Head of Section/ Team Leaders	On demand
Managing People and Performance	Learn the tools, and techniques of getting the best out of team	Head of Department / Assistant Head of Department/ Head of Section/ Team Leaders	On demand

COURSE/ PROGRAMME	DESCRIPTION	TARGET AUDIENCE	LAUNCHING DATE
Personal Productivity	Learn the tools and techniques to managing yourself, your time and your resources for better results	Head of Department / Assistant Head of Department/ Head of Section/ Team Leaders/ Supervisors	On demand
Service Quality and Creativity	Learn the basic quality management techniques to create innovative solutions for departmental operations	Head of Department / Assistant Head of Department/ Head of Section/ Team Leaders/ Supervisors	On demand
Managing Conflicts	Adopt the skills and techniques of effectively handling and managing conflicts within your team or department	Head of Department/ AHOD/ HOS/ Supervisors	On demand
Performance Management and Appraisal for HODs	This workshop will help provide managers and supervisors with the basic tools to conduct effective performance appraisals.	Managers and Supervisors	On demand
Who moved my cheese?	Boost up your team to adapt to the changing environment with this inspirational and motivational address by Mr Claude Narain.	Head of Departments along with their teams	On demand
Business Etiquette & Professional Grooming	Let yourself be groomed to shine in the corporate or business world by learning business etiquette	Managers / Team Leaders/ Front Line Officers	On demand
Dining Etiquette	Learn to sophisticate your dining skills with your important guests	Executives/ Head of Departments/ Sales Team/ Managers	On demand
TECHNICAL SKILLS TRAINING			
HOUSEKEEPING			
The Executive Housekeeper Program	Designed to train, coach and groom you into the next Executive Housekeeper	Assistant Executive Housekeepers / Housekeepers	On demand
Productivity in Housekeeping	Learn the tools and techniques to improve productivity and efficiency in housekeeping operations	Coordinators/ Housekeepers/ Floor Supervisors	On demand
Basic Housekeeping Techniques	Learn the basic tools and techniques of housekeeping	New recruits/ casuals/ trainees in HSK	On demand
Butler Service	Learn the basic and advanced skills, tools and techniques of butler service	New recruits/ casuals/ trainees in Villas	On demand
Laundry Service	Learn the basic tools and techniques of laundry service	New recruits/ casuals/ trainees in Laundry	On demand

COURSE/ PROGRAMME	DESCRIPTION	TARGET AUDIENCE	LAUNCHING DATE
Public Area Service	Learn the basic tools and techniques of public area service	New recruits/ casuals/ trainees in HSK	On demand
F&B Service Skills	Learn the skills and techniques of F&B	Waiters/ Trainee Waiters	On demand
Bar product knowledge	Develop your knowledge and skills in bartending with this training	Bar Waiters	On demand
Wine Studies	Wine and Wine Service	All	On demand
OTHER SOFT SKILLS TRAINING			
Power of Communication	Learn the skills, tools and techniques of developing, and sharpening your power as an effective Communicator. This course is available at basic and advanced levels	All Team Members/ Managers/ Supervisors	On demand
Customer Care	Learn the attitude, skills, tools and techniques required to build emotional experiences for your customers	All Team Members	On demand
Handling of Difficult Guests	Adopt the right set of skills and techniques to handle difficult guest with tact and brilliance	All Team Members	On demand
Selling Techniques & Coaching	Learn the techniques to positively influence a potential buyer into closing a sale and be coached to be the best salesperson of your resort!	All Team Members	On demand
Telephone Handling	Be the best voice by learning the skills, tools and techniques of handling the telephone effectively and graciously	All Team Members	On demand
IT TRAINING			
Microsoft Excel	Learn and apply basic and advanced excel tools	All Team Members	On demand
Microsoft Word	Learn and apply basic and advanced word tools	All Team Members	On demand
Microsoft PowerPoint	Learn and apply basic and advanced PowerPoint tools	All Team Members	On demand
Lotus Notes	Learn to maximize the use of your Lotus Notes	All Team Members	On demand
ACADEMIC AND OTHER COURSES & PROGRAMMES			
National Diploma in Hotel Management (Level 6)	Own your Diploma in your hands by enrolling for this industry integrated programme. Participants who are not in service are offered with work placement in our sister hotels for those who duration of the programme.	All Team Members/ Members of Public	March 2016

COURSE/ PROGRAMME	DESCRIPTION	TARGET AUDIENCE	LAUNCHING DATE
National Certificate (NC) Level 3	Awarding course in Front Office, Restaurant & Bar Services, Housekeeping, Pastry, Food Production	All Team Members / Members of Public	April 2016
Leadership Development Programme	Upgrade your management skills and competences through this programme	Managers and Aspiring Managers	April 2016
Graduate Development Programme	Get the work experience, and practical guidance that you need to be more employable after your Degree. Participants are placed on full time work placement in respective departments and are provided with at least one soft skills workshop every months during the full training period with the CHTC. * Work placement can also be available in our properties in Seychelles. Conditions apply.	Fresh Graduates from Tertiary Institutes	April 2016

INDICATIVE PRICE LIST 2016.

Course/Programme Title	Course Fee
Leadership Development Programme	Rs 50,000/Pax
Graduate Development Programme	Rs 50,000/Pax
Other courses	Course fee are provided on demand

Award Programmes Awarding body: MITD (www.mitd.mu)	Registration fee	Course fee: Apprenticeship Mode (Locals only)	Course fee: Local student (Non-Apprenticeship)	International students
NC3 FOOD PRODUCTION	Rs 20,000	Free	Rs 45,000	Usd 2,000
NC3 PASTRY	Rs 20,000	Free	Rs 45,000	Usd 2,000
NC3 FRONT OFFICE	Rs 20,000	Free	Rs 45,000	Usd 2,000
NC3 REST. & BAR SERVICE	Rs 20,000	Free	Rs 45,000	Usd 2,000
NC3 HOUSEKEEPING	Rs 20,000	Free	Rs 45,000	Usd 2,000
NATIONAL DIPLOMA IN HOTEL MANAGEMENT (NQF LEVEL 6) (DURATION: 3 YEARS)		Local Student: Rs 70,000/Year International Student: Usd 3,000/Year		