

HOSPITALITY TRAINING PROGRAM

— Training Certificate —



PRESENTATION

The hospitality training program totals 1,005 hours. The first 3 weeks will be exclusively at school, and the following hours will be split between school and work.

This program leads to a training certificate from Fierbourg, a professional training center, and Mérici, a private college.

The course is tailored to create an enriching experience from the best hotels in Quebec City.

This training will allow you to acquire skills to handle several tasks in the hotel industry in the beautiful city of Québec. Many attractions draw travellers to stay in hotels and types of lodging establishments with a local flair. Such work/study training course offered with a significant mix of other studies and work provides valuable work experience in the chosen field.

5 days a week; 2 days at a workplace after 3 weeks; bi-monthly starts.

Type of certification : Training certificate

Number of competencies : 17

Total duration : 1,005 hours

HOSPITALITY COMPETENCIES DESCRIPTION

Francisation (180 h)
Québec City discovery (90 h)
Hospitality (735 h)

HOSPITALITY RECEPTION COMPONENT - 255 HRS.

- Selling hotel services (60 h)
- Reservations (30 h)
- Cashiering operations (45 h)
- Safety intervention (30 h)
- Specialized hotel software (90 hrs)



FOOD SERVICE COMPONENT - 285 HRS

- Cash register operations (30 hrs)
- Wine suggestion and service (75 hrs)
- Beverage service and introduction to Quebec alcohols (75 hrs)
- Restaurant service (105 h)

MAINTENANCE OF HOTEL ROOMS AND SPACES, COMPONENT - 195 H

- Apply preventive measures related to occupational health and safety CPR and WHMIS (30 h)
- Apply the rules of hygiene and food safety (15 h)
- Apply ethics, safety and professional rules (15 h)
- Apply emergency measures (15 h)
- Organize work according to a methodology (45 h)
- Maintain hotel rooms and common areas (75 h)

