

List of eHotelier endorsed courses

Certifications (12)

- Certificate in Food and Beverage Services (104 hours)
- Certificate in Front Office Services (104 hours)
- Certificate in Housekeeping Services (104 hours)
- Associate Diploma in Accommodation Operations (52 hours)
- Associate Diploma in Culinary Operations (52 hours)
- Associate Diploma in Food and Beverage Operations (56 hours)
- Diploma in Hospitality Management (52 hours)
- Diploma in Human Resources Management (52 hours)
- Diploma in Finance Management (52 hours)
- Diploma in Revenue Management (56 hours)
- Diploma in Security Management (55 hours)
- Advanced Diploma in Hotel General Management (80 hours)

Courses (111)

1. Access Information on Event Operations (4 hours)
2. Accommodation Distribution (4 hours)
3. Book Supplier Services (2 hours)
4. Business Intelligence for Accommodation Providers (3 hours)
5. Clean and Tidy Bar Areas (3 hours)
6. Clean Kitchen Premises and Equipment (4 hours)
7. Clean Premises and Equipment (2 hours)
8. Coach Others in Job Skills (4 hours)
9. Communicate in the Workplace (2 hours)
10. Competitive Value Analysis (3 hours)
11. Conduct a Product Tasting for Alcoholic Beverages (2 hours)
12. Conduct Night Audit (4 hours)
13. Control Stock (5 hours)
14. Coordinate Cooking Operations (4 hours)
15. Coordinate On-site Event Registrations (3 hours)
16. COVID-19 Risk Control: Assessment and Management (2 hours)
17. Delivering In Room Dining (2 hours)
18. Design and Cost Menus (6 hours)
19. Develop and Implement a Business Plan (4 hours)
20. Develop and Implement a Food Safety Program (4 hours)
21. Develop Conference Programs (3 hours)
22. Develop Menus for Special Dietary Requirements (4 hours)
23. Digital Marketing for Accommodation Providers (3 hours)
24. Diversity Equity Inclusion and Belonging (1 hour)
25. Enhance the Customer Service Experience (3 hours)
26. Establish and Maintain a Work Health and Safety System (2 hours)
27. Establish and Conduct Business Relationships (5 hours)
28. Forecasting for Accommodation Providers (3 hours)
29. Hotel Security Awareness (4 hours)
30. Hotel Security Operations (3 hours)
31. Identify Hazards, Assess and Control Safety Risks (3 hours)

32. Implement and Monitor Environmentally Sustainable Work Practices (4 hours)
33. Implement and Monitor Work Health and Safety Practices (2 hours)
34. Interact with Customers (3 hours)
35. Interpret Financial Information (6 hours)
36. Launder Linen and Guest Clothes (4 hours)
37. Lead and Manage People (4 hours)
38. Maintain Financial Records (3 hours)
39. Maintain the Quality of Perishable Items (4 hours)
40. Make a Presentation (5 hours)
41. Manage Conflict (5 hours)
42. Manage Diversity in the Workplace (2 hours)
43. Manage Employee Relations (4 hours)
44. Manage Event Staging Components (3 hours)
45. Manage Finances Within a Budget (5 hours)
46. Manage Meetings (3 hours)
47. Manage On-site Event Operations (3 hours)
48. Manage Operational Plan (5 hours)
49. Manage Physical Assets (5 hours)
50. Manage Projects (5 hours)
51. Manage Quality Customer Service (5 hours)
52. Manage Risk (3 hours)
53. Market Segmentation for Hoteliers (2 hours)
54. Monitor Staff Performance (3 hours)
55. Monitor Work Operations (4 hours)
56. Operate a Bar (3 hours)
57. Operate and Monitor Cellar Systems (3 hours)
58. Organize Event Infrastructure (3 hours)
59. Overview of Accommodation Revenue Management (3 hours)
60. Owned Media: Email Marketing, CRM and Loyalty (4 hours)
61. Participate in Environmentally Sustainable Work Practices (3 hours)
62. Participate in Safe Food Handling Practices (4 hours)
63. Participate in Safe Work Practices (4 hours)
64. Plan and Cost Basic Menus (3 hours)
65. Plan Catering for Events and Functions (3 hours)
66. Plan In-house Events or Functions (3 hours)
67. Prepare and Monitor Budgets (5 hours)
68. Prepare and Serve Cocktails (3 hours)
69. Prepare and Serve Espresso Coffee (3 hours)
70. Prepare and Serve Non-Alcoholic Beverages (3 hours)
71. Prepare Quotations (3 hours)
72. Prepare Rooms for Guests (3 hours)
73. Prepare Simple Dishes (3 hours)
74. Pricing Rooms for Accommodation Providers (3 hours)
75. Process and Monitor Event Registrations (2 hours)
76. Process Financial Transactions (5 hours)
77. Process Reservations (2 hours)
78. Produce Dishes Using Basic Methods of Cookery (4 hours)
79. Provide Accommodation Reception Services (3 hours)
80. Provide Advice on Australian Wines (3 hours)
81. Provide Advice on Beers, Spirits and Liqueurs (3 hours)

82. Provide Advice on Food (3 hours)
83. Provide Advice on Food and Beverage Matching (3 hours)
84. Provide Butler Service (2 hours)
85. Provide Event Staging Support (3 hours)
86. Provide Guest Information and Assistance (2 hours)
87. Provide Housekeeping Services to Guests (4 hours)
88. Provide Lost and Found Services (3 hours)
89. Provide Porter Services (2 hours)
90. Provide Responsible Service of Alcohol (3 hours)
91. Provide Service to Guests (2 hours)
92. Provide Table Service of Food and Beverage (3 hours)
93. Purchase Goods (4 hours)
94. Receive and Store Stock (4 hours)
95. Recruit, Select and Induct Staff (4 hours)
96. Research and Comply with Regulatory Requirements (4 hours)
97. Revenue Roles, Structure and Culture in the Hotel Industry (2 hours)
98. Revenue Strategy for Accommodation Suppliers (2 hours)
99. Roster Staff (2 hours)
100. Select Event Venues and Sites (3 hours)
101. Serve Food and Beverage (3 hours)
102. Show Social and Cultural Sensitivity (3 hours)
103. Source and Use Information on the Hospitality Industry (3 hours)
104. The Concierge: Providing Exceptional Guest Services (2 hours)
105. Transport and Store Food (4 hours)
106. Understanding the Accommodation Market (3 hours)
107. Understanding Your Guests Path to Booking (3 hours)
108. Use Hospitality Skills Effectively (3 hours)
109. Work Effectively in Hospitality Service (3 hours)
110. Work Effectively with Others (3 hours)
111. Workplace Ethics (30 mins)