



HOTEL, CATERING AND TOURISM TRAINING INSTITUTE (HOTCATT)

MINISTRY OF TOURISM,
ARTS AND CULTURE

PLEASE AFFIX TWO
PASSPORT SIZE
PICTURE HERE

(WHITE BACKGROUND)

1. PERSONAL DATA

NAME		
Surname	First Name	Middle Name
GENDER <input type="checkbox"/> Male <input type="checkbox"/> Female		
DATE OF BIRTH	PLACE OF BIRTH	SOCIAL SECURITY NUMBER
POSTAL ADDRESS		
RESIDENTIAL ADDRESS		
CITY	STATE	COUNTRY
HOME PHONE	CELL PHONE	FAX
EMAIL		
CITIZENSHIP: <input type="checkbox"/> Ghanaian <input type="checkbox"/> Non-Ghanaian (Specify)..... <input type="checkbox"/> Dual (Specify).....		
MARITAL STATUS: <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced		
EMERGENCY CONTACT		
Name	Relationship	Telephone
Email	Fax	
Residential Address		

PROGRAMME PREFERENCE:

(Please, kindly select the programme of your choice by checking the box against the programme)

ASHORT CERTIFICATE COURSES

SELECT BY TICKING

<i>Food Safety and Hygiene</i>	
<i>Customer Service and Communication</i>	
<i>Hospitality Marketing and Sales</i>	
<i>Event Management and Catering</i>	
<i>Hospitality Technology and Software</i>	
<i>Food and Nutrition</i>	
<i>Tourism</i>	
<i>Culture and Creative Arts</i>	

BON DEMAND PROGRAMMES

<i>Front Office Skills</i>	
<i>Conference, Banqueting, and Event Management (Principles and Skills)</i>	
<i>Food and Beverage Services</i>	
<i>Housekeeping Skills</i>	
<i>Kitchen Skills</i>	
<i>Restaurant Management</i>	
<i>Tour Guiding (Principles and Skills)</i>	

Entry Requirements

BECE

WASSCE

DIPLOMA

DEGREE

Sessions

Morning

Afternoon

Online

2. FAMILY INFORMATION

MOTHER'S NAME	<input type="text"/>	FATHER'S NAME	<input type="text"/>
Living?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Living?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Guardian's Name	<input type="text"/>	Relationship	<input type="text"/>
HOME ADDRESS IF DIFFERENT FROM YOURS			
<input type="text"/>		<input type="text"/>	
HOME PHONE	<input type="text"/>	HOME PHONE	<input type="text"/>
EMAIL	<input type="text"/>	E-MAIL	<input type="text"/>
OCCUPATION	<input type="text"/>	OCCUPATION	<input type="text"/>

3. EMPLOYMENT RECORD

NAME OF EMPLOYER (1)	<input type="text"/>	NAME OF EMPLOYER (2)	<input type="text"/>
ADDRESS	<input type="text"/>	ADDRESS	<input type="text"/>
POSITION	<input type="text"/>	POSITION	<input type="text"/>
YEAR (From - To)	<input type="text"/>	YEAR (From - To)	<input type="text"/>

4. ACADEMIC INFORMATION

List all Secondary Schools, Colleges, etc. you have attended beginning with the latest institution in the box provided below:

NAME OF INSTITUTION	LOCATION	DATES ATTENDED FROM - TO	AREA OF STUDY	CERTIFICATE AWARDED

EXAMINATION RESULTS SUBJECT	DATES TAKEN			BEST GRADE
	MM		YY	
CORE MATHEMATICS				
ENGLISH LANGUAGE				
SCIENCE (SPECIFY)				
SOCIAL STUDIES				
ELECTIVE				
ELECTIVE				
ELECTIVE				
ELECTIVE				

Attach a certified copy of results slips of examinations you have taken. For students awaiting results, attach a copy of registration slips of examinations

FINANCIAL COMMITMENT

I understand that the cost of admission and tuition are not all-inclusive, and that other costs related to the purchase of ingredients for practical cooking lessons, equipment, uniforms, examination and graduation fees, and other miscellaneous expenses will be incurred during the course of the programme. I thereby declare that I accept responsibility to pay fees and all other required expenses.

Signed: _____ Name: _____ Date: _____

Relationship, if applicable (parent or guardian): _____

DECLARATION BY APPLICANT

I hereby declare that all the information contained herein, provided by me is true and correct. I acknowledge that I could be denied admission or be withdrawn from the programme, if any of the information provided proves to be false.

Signed: _____ Name: _____ Date: _____

HOW DID YOU HEAR ABOUT FLAIR? _____

FOR OFFICIAL USE ONLY

Interview Date

Date of Admission

Assigned Programme

Signed By:

Admission Fee Paid

Tuition Paid

Signed By:

Date:

BRIEF OVERVIEW COURSE CATEGORIES

SHORT CERTIFICATE COURSES

Food Safety and Hygiene

This course is fundamental for anyone working with food in the hospitality sector, focusing on the principles of safe food handling, storage, and preparation. Students learn about key areas like microbial hazards, cross-contamination, temperature control, and personal hygiene practices. Through both theoretical learning and practical exercises, participants become familiar with local and international food safety regulations, including HACCP (Hazard Analysis and Critical Control Points). By the end of the course, students are equipped to maintain high hygiene standards, prevent foodborne illnesses, and ensure compliance with regulatory health guidelines.

Customer Service and Communication

Excellent customer service is the backbone of hospitality. This course delves into the essentials of guest relations, covering communication strategies, empathy in service, and techniques for managing difficult situations. Students learn how to anticipate guest needs, provide personalized service, and handle complaints professionally. The course also explores non-verbal communication, active listening, and service etiquette to help students develop a service-oriented mindset. By the end, students understand how to foster positive customer experiences and create memorable interactions that contribute to guest loyalty.

Hospitality Marketing and Sales

Marketing and sales are crucial for attracting guests and generating revenue in the hospitality and tourism industry. This course covers the basics of branding, market segmentation, and positioning, along with advanced techniques in digital marketing and social media engagement tailored to hospitality businesses. Students gain insights into crafting effective promotional campaigns, understanding customer behaviour, and using analytics to measure success. Sales techniques for hospitality, such as upselling and cross-selling, are also covered, along with strategies for building lasting customer relationships. By the end of this course, students are prepared to contribute to the growth of a hospitality business through innovative marketing and sales approaches.

Event Management and Catering

Designed for aspiring event planners and caterers, this course provides a comprehensive understanding of managing diverse events in the hospitality sector, from conferences and banquets to weddings and parties. Students learn event planning fundamentals, including budgeting, scheduling, and logistics coordination, as well as managing vendor relationships and client expectations. The catering component covers menu planning, dietary considerations, and the logistics of food preparation and service for large groups. This practical, hands-on course prepares students to oversee every detail, ensuring successful events that meet the client's vision and standards.

Hospitality Technology and Software

Technology plays a vital role in modern hospitality operations. This course introduces students to the industry-specific software and digital tools that streamline hotel, restaurant, and event management. Topics include property management systems (PMS), which automate room bookings and billing, and point-of-sale (POS) systems for efficient transaction handling. Additionally, students learn about customer relationship management (CRM) systems and other software that help personalize guest interactions. By the end of this course, participants are comfortable using technology to improve service delivery, increase operational efficiency, and enhance the overall guest experience.

ON-DEMAND TRAINING

Food and Nutrition:

In this course, students delve into the science of nutrition and its critical role in food service operations. They study the nutritional content of various foods, understanding how different cooking methods can affect nutrient retention. The course covers dietary guidelines, food labeling, and the nutritional needs of different populations, including special diets (e.g., vegetarian, gluten-free, diabetic). Students learn how to create balanced, nutritious menus that meet both health standards and customer preferences. The course also emphasizes the role of nutrition in public health and wellness within the hospitality industry, preparing students to promote healthy eating habits through their work.

Tourism:

This course provides an in-depth exploration of the global tourism industry. Students study the historical development of tourism, its economic impact on local and global economies, and its role in cultural exchange. The course covers different types of tourism, including ecotourism, cultural tourism, adventure tourism, and business tourism, with a focus on sustainable practices. Students learn about destination management, marketing strategies, and the importance of cultural sensitivity in tourism. The course also addresses current challenges in the industry, such as over tourism, environmental degradation, and the impact of global events like pandemics on tourism trends.

Culture and Creative Arts:

This course examines the role of culture and the creative arts in enhancing the tourism experience. Students explore the significance of cultural heritage, including traditions, festivals, music, dance, and crafts, in attracting tourists. The course emphasizes the preservation and promotion of cultural assets and how they can be incorporated into tourism products and services. Students learn how to design cultural experiences that are authentic, respectful of local traditions, and appealing to tourists. The course encourages creativity and innovation, teaching students how to develop unique cultural tourism offerings that differentiate destinations and enrich the visitor experience.

Front Office Skills:

The Front Office Skills course focuses on the critical functions of the front office in a hospitality setting. Students are trained in the art of guest service, learning how to manage guest interactions from the moment of arrival to departure. The course covers key areas such as reservations management, check-in and check-out procedures, billing and cashiering, and handling guest inquiries and complaints. Students also learn about the use of front office software systems (e.g., Property Management Systems) that streamline operations. The course emphasizes the importance of professionalism, communication skills, and maintaining a welcoming atmosphere, as the front office often shapes the guest's first and last impressions of a property.

Conference, Banqueting, and Event Management (Principles and Skills):

This course provides students with the expertise needed to plan, coordinate, and manage a wide range of events, including conferences, banquets, and special events. Students learn the principles of event management, including needs assessment, event design, budgeting, and logistical planning. The course covers vendor management, contract negotiation, and the coordination of services such as catering, audiovisual equipment, and entertainment. Students also study marketing and promotional strategies to attract attendees and sponsors. Practical skills in event execution are developed through hands-on projects, where students plan and manage mock events, learning how to handle unexpected challenges and ensure client satisfaction.

Food and Beverage Services:

In this course, students are trained in the professional service of food and beverages, a crucial aspect of hospitality operations. The curriculum covers various service styles, including à la carte, buffet, and fine dining. Students learn about the different types of beverages, including wines, spirits, and non-alcoholic drinks, and how to serve them properly. The course also includes training on customer service techniques, upselling strategies, and handling guest complaints with tact and professionalism. Emphasis is placed on maintaining high standards of hygiene and safety during service. Practical sessions allow students to practice their skills in a simulated restaurant environment, preparing them for real-world service roles.

Housekeeping Skills:

The Housekeeping Skills course is designed to teach students the standards and practices required to maintain cleanliness and order in hospitality establishments. The course covers cleaning techniques for various areas, including guest rooms, public spaces, and back-of-house areas. Students learn about the use of cleaning agents, equipment, and linen management, as well as waste disposal and recycling practices. The course also emphasizes the importance of attention to detail, time management, and the ability to work efficiently. Training includes safety protocols for handling chemicals and equipment, and understanding guest privacy and confidentiality. Students gain hands-on experience through practical sessions in housekeeping operations.

Kitchen Skills:

This course provides comprehensive training in culinary arts, focusing on the skills needed to work in a professional kitchen. Students learn essential cooking techniques, such as sautéing, grilling, baking, and poaching, as well as knife skills and food presentation. The course covers

kitchen safety, sanitation, and the proper use of kitchen equipment. Students also study menu planning, portion control, and the importance of sourcing quality ingredients. Emphasis is placed on developing speed and efficiency in the kitchen while maintaining high standards of food quality. Practical sessions in a kitchen setting allow students to apply their skills, preparing them for roles as chefs, cooks, or kitchen assistants.

Restaurant Management:

The Restaurant Management course focuses on the operational and managerial aspects of running a restaurant. Students learn about restaurant design, menu development, food and beverage cost control, and inventory management. The course also covers staff recruitment, training, and supervision, with an emphasis on creating a positive work environment. Students study marketing strategies for attracting and retaining customers, including the use of social media and loyalty programs. Financial management topics include budgeting, pricing strategies, and profitability analysis. The course prepares students to take on leadership roles in restaurant operations, ensuring the delivery of excellent customer service and efficient management of resources.

Tour Guiding (Principles and Skills):

This course trains students in the art of tour guiding, providing them with the skills needed to lead informative and engaging tours. The curriculum covers the principles of effective communication, storytelling, and group management. Students learn how to research and interpret historical, cultural, and natural sites, creating narratives that captivate and educate their audience. The course also addresses practical aspects of tour guiding, such as route planning, time management, and safety considerations. Students practice their skills through guided tours, learning how to handle diverse groups and respond to questions and challenges. The course emphasizes the importance of cultural sensitivity and the role of tour guides as ambassadors for their destinations.