



# PROFESSIONAL HOSPITALITY DEVELOPMENT PROGRAMS





# About BIHC

Established in 2015, the Boma International Hospitality College (BIHC) has revolutionised Hospitality education in Kenya and the region. Our core business is to provide education, training and consultancy in the Hospitality Industry. BIHC has become a nationally and internationally recognised brand resonating with the finest Hospitality Management and Culinary Arts learning institute in East Africa. We have trained and influenced young and aspiring hoteliers leading to our graduates being sought after by the top hotels not only within East Africa, but also internationally. Together with the **Business and Hotel Management School (BHMS) in Lucerne, Switzerland**, we seek to nurture passion and empower the ambitions of students who want to start and grow their careers in the hospitality and culinary industries.

BIHC has achieved key milestones: **ISO 9001:2015 CERTIFICATION** awarded by SGS Kenya Ltd; **CENTRE OF EXCELLENCE IN HOSPITALITY AND CULINARY ARTS TRAINING** awarded by TVETA; Young Chef Olympiad 2020, 2021 and 2022; EuroCHRIE University Challenge 2021; top Culinary Institution Cookery Zone; M.I.C.E Academic Institution of the Year Award for 2019 and Kenya representative Africa Worldskills completion 2022.

## What we do

BIHC is a Research, Training and Consulting hub in the Pan African region, comprising of the most admired and sought after consultants in

specialist fields essential for sustainable Leadership & Organisational development in Africa. We collaborate with Researchers, consultants and practitioners from Public, Private and Non-profit sectors and other strategic partners & clients across the globe to address challenges facing service organisations in Africa, helping them, guide and transform their organisations through BIHC enabled management approach. The BIHC enabled management approach combines time-tested models of leadership and organisational development with our custom methods, allowing us to produce unique, tailored, and insightful solutions to clients' concerns and requirements. BIHC consultants have established a record of accomplishment of success in helping our clients lead and transform their hospitality organizations to new heights of organisational performance & development.

## BIHC Professional Hospitality Development Programs

These are pre-defined or tailor-made for hospitality professionals already working in the industry and wish to further their skills and knowledge. Offered to both individuals and brands the programs include:

1. BIHC - Skills & Competency Based Program (suitable for operational staff)
2. BIHC - Advanced Supervisory Skills Program (suitable for supervisory staff)
3. BIHC - Leadership Development Program (suitable for managerial staff)
4. BIHC - Executives Development Program (suitable for CEOs & Directors)



## Optimising Property Management Systems

1. Housekeeping Operations
2. Laundry Operations
3. Front Desk Operations
4. Guest Relations
5. Facility Management
6. Front Office Upselling
7. Energy Audit

## Finance & Control

1. Internal controls management
2. Fundamentals of Budgeting
3. Basic Revenue Management techniques
4. Introduction to Night Audit
5. Basic Food & Beverage control
6. Procurement & purchasing
7. Fundamentals of cost management
8. Risk Analysis & Management
9. Stores and Stores keeping practices

## Human Resource

1. Customer Care service skills
2. Occupation, Safety Health act
3. Personal Branding (Cover letter writing, CV Writing, social media branding)
4. HR practices in hospitality industry
5. Performance management & evaluation
6. Staff Motivation
7. Time Management
8. Effective Utilization of Human Resources
9. Employee / Labor Relations
10. Professional Development programme
11. Negotiation Skills
12. Pre- Training of Retrenches
13. Productivity Improvement
14. Training Of Trainers (TOT)

## BIHC Coffee House and Programs

1. Barista Skills & service
2. Coffee Roasting
3. Coffee Quality Control
4. Coffee house management

## (a) BIHC-Skills & Competency Based Training programs

BIHC-Skills & Competency Based Training programs are a series of professional courses designed to help specialise your skills whether you are just starting out in the professional hospitality world or you're looking for a promotion to a higher position.

## Culinary

1. International Cookery
2. Cuisine Based Cookery (African Cuisine, Middle East, European)
3. Basic and Advanced Pastry & Bakery
4. Basic cake making & decorations
5. Advanced cake making & decorations
6. Creative desserts & presentations
7. Master baker
8. Master confectioner
9. Food Safety & Hygiene
10. Menu Redesign & Re-engineering
11. Fusion Cuisine

## Food & Beverage Service

1. Wine & Food Etiquette
2. Mixology & Bar Operations
3. Food & Beverage service techniques
4. Professional Sommelier
5. Food & Beverage Upselling
6. Advanced Mixology
7. Events & Banqueting Management



## Personal Branding & Development

1. Project planning and management skills
2. Leadership Skills
3. Creativity Tools
4. Information and Study Skills
5. Time Management
6. Decision Making Techniques
7. Memory Improvement Techniques
8. Improve Your Communication Skills
9. Problem Solving Techniques
10. Report Writing Skills Development
11. Consultancy Skills Development

## ICT & Library Resources

1. Cyber Security
2. Introduction to Opera/PMS
3. Digitilisation of TVET Institutions
4. Learning Management system
5. Library management systems (KOHA)
6. Enterprise resource planning systems for TVET
7. Information Literacy
8. Record Management
9. Quality assurance in TVETs
10. Referencing

## Sales Cycle Process

1. Digital Marketing
2. Service Marketing
3. Channel Management
4. Key accounts management
5. Business communication
6. Sales Value Proposition

## Travel, Tours & Tour Guiding

### Travel & tours

1. Travel documentation
2. Destination geography
3. Air Transport essential
4. Basic airfares and electronic ticketing
5. Global Distribution systems
6. Airline Customer service
7. Tourism sales and Marketing
8. Understanding tour circuits
9. Tour planning & costing
10. Tour Administration

### Tour Guiding

1. Guiding and interpretation
2. Sustainable tourism practices
3. Tour guides customer care training
4. Cross cultural tourism management

## BIHC TVET Trainer of Trainers Courses

1. TVET TOT Hospitality Instructors Development
2. TVET TOT Culinary Arts Instructors Development
3. TVET TOT Food Service Instructors Development
4. TVET TOT Catering & Accommodation Instructors Development



## **(b) BIHC-Advanced Supervisory Skills Development Program**

BIHC-Advanced Supervisory skills Development Program exclusively provide real-life scenarios based on situations at your organisation for supervisors and managerial staff who oversee the work of others or those who intend to move to supervisory or managerial levels within the organisations.

1. Advanced Supervisory Skills Development
2. Restaurant Operations & Management
3. Advanced Front Office Management
4. Kitchen Operations & Supervision
5. Room Divisions Management
6. Advanced Food & Beverage Cost Control
7. Advanced Food & Beverage Management
8. Advanced Human Resource management
9. Lodge Operations & Management
10. Advanced Tours & Travel Operations
11. Online Tour Operations & Management
12. Advanced Facility Management
13. Advanced Hospitality Information Management
14. Advanced Airport Operations

## **(c) BIHC-Leadership Development Programs**

BIHC-Leadership Development Programs will help you to build your leadership skills and leverage your capabilities to positively impact your department, employees, and work teams.

### **Human Resource**

1. Managing Workplace Productivity
2. Stress Management Techniques & tools
3. Teamwork & Collaboration
4. Critical Thinking & Problem Solving
5. Leadership, mentorship & Coaching
6. Business Communication
7. Human Resource for Non- HR managers
8. Strategic Human Resource Management and Development
9. Disability Mainstreaming in Hospitality & Tourism
10. Gender Mainstreaming in Hospitality
11. Partnerships and Networking
12. Personal & career skills development

## **Strategic Leadership, Corporate Governance & Business Analytics**

1. Strategic Planning, Management
2. Organisational Re-engineering & development
3. Hospitality Corporate Governance
4. Hospitality Leadership Excellence
5. Project Development And Management
6. Hospitality Data Analytics, Reporting and Visualisation
7. Next Generation Technologies in hospitality
8. Hospitality Feasibility Studies & Pre-Opening
9. Hospitality Research and Data Analysis
10. Value Chain Analysis and Development
11. Environmental Impact Assessment (EIA) & Audit
12. Strategic Hospitality Energy Audit
13. Multicultural diversity in Hospitality

### **Finance**

1. Advanced Revenue Management
2. Finance for Non-Finance Managers
3. Fraud & Pilferage Management
4. Activities-Based Costing
5. Financial Monitoring and Evaluation
6. Fraud Investigation and Prevention
7. Financial Resource Management: to deliver better Hospitality services
8. Finance and Resource Management
9. Supply Chain Management and Logistics
10. Operational Risk Management

## **(d) BIHC – Executives Development Program**

BIHC Executives Development Programs offers a set of programs to board members, Independent directors, C-level, and other senior executives who are committed to addressing business issues, solving complex problem, leading growth, innovation and positive change within their organizations from multiple perspectives.

1. BIHC Next Generation Independent Hotels Leadership
2. BIHC Performance Management and Measurement
3. BIHC SMEs Corporate Governance Development
4. BIHC Strategy formulation & implementation
5. BIHC Fraud Investigation and Prevention
6. BIHC Performance-Based Budgeting
7. BIHC Social Return on Investment (SROI)
8. BIHC International Consulting & Development
9. BIHC Public Policy and Implementation in Hospitality



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