

Diploma in Cabin Crew Services & Hospitality Management

Cabin Crew/Flight Attendants students pursuing this course are taken through the core course units that cover: Safety, Customer Care, Selling & Marketing skills, Hospitality Management, First Aid Training, followed with; Understanding the Cabin Crew Profession, Events Planning, Swimming, Dangerous Goods, Hotel Booking & Reservation, Understanding the Aviation

Diploma in Hotel Operations & Management

The hotel industry as a multi-faceted and ever evolving industry that requires a broad range of skills and knowledge.

This course equips students with the practical experience and in-depth understanding needed to succeed in the interrelated business and hospitality fields.

Students of this Course cover course units that range from: Introduction to the Hospitality industry, Classification of hotels, Food Service Operations Management, Conference & Meeting Management, Special Events Management, Tourism & Travel I, Introduction to Food Production & Service Operations, Food Service Sanitation, Business Professional Communication, Hotel Organization & Structure, Food Science & Nutrition, Property Management in Hotel Operations, Restaurant Management, Human Resource Management, Food, Wine & Culture and many more.

Diploma in Tourism & Travel Journalism

This course introduces students to literatures of travel produced by various writers through time and across lands and seas. What we encounter in terms of texts differs according to who is traveling, whom the traveler seems to be speaking to, where they travel, when they travel, how they travel, and with whom they travel—to name just a few of the ways that context informs travel literature.

Certificate in Tourist Guiding & Administration

Students for this course will cover the role of the tour guide and manage the complex concepts of a well-organized tour. Manage individuals, small, medium, and big tour groups and ensure safety and customer satisfaction at all times. Comprehend complex theories related to the study of travel and tourism. Implement creative entrepreneurial skills within a tourism oriented organization.

Certificate in Housekeeping & Laundry

Introduction to Housekeeping and Laundry, Operational planning and procedures, Furniture, fixtures and fabric, Housekeeping equipment and supplies, Linen room and laundry facilities, Staffing and resources, Leisure facilities, Security and safety responsibilities, Energy and environmental management, Quality controls in housekeeping, Organization, staffing and structures, Types of Cleaning, Communication, Customer care, Linen room and laundry, First Aid Training, Understanding Guests and many more.

Certificate in Food & Beverage

Introduction to Food & Beverage, Food & Beverage Operations Core, Food Preparation, Sanitation, Safety and Hygiene, Food Science and Nutrition, Bar Operations, Food and Beverage Service, Quantity Food Production & Service, Food and Beverage Cost Controls, Food and Beverage Management, The daily Food Receiving Report, Storage and Issuing of Food Items, Events and Conference Management, Customer Care, and many more.

Certificate in Food Production

In this course, students are exposed to: Food Science and Nutrition, Culinary Fundamentals, Food Presentation, Kitchen Organization, Cookery, ICT, Menu Planning & Costing, Inventory Operations, Baking & Pastries, Food Hygiene & Sanitation, Occupational Safety, First Aid, Customer Care and many more.

TOURISM INSTITUTE OF EAST AFRICA

WELCOME

**We equip you for life
through training in
relevant and practical
skills that are applicable
in the Travel
Tourism and Hospitality
Industry - the fastest
growing Industry
and the biggest employer
in Africa and the world.**



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1. WHO WE ARE

Tourism Institute of East Africa offers professional & practical training in Travel, Tourism, and Hospitality industry. Tourism & Hospitality sectors are developing so fast in Africa and the East African Community region and the demand for skilled and professional human resource is high. There are hundreds of Jobs in the market but few institutions in place to produce skilled and professional personnel for these jobs.

Tourism Institute of East Africa is responding to this need by training students in practical skills so that they can fill-up the gap in the industry. The training approach is unique, which allows students to interact with the industry players so that they get exposure and hands-on skills.

We develop the skill in a student and support a student to nurture his or her desire, passion and talent. Our holistic learning approach addresses: Character, Skills and Academic needs of a student.

2. LECTURERS

Our team of accredited, highly-experienced and inspiring lecturers, facilitators and coaches possess a potent combination of management experience, practitioner knowledge and industry know-how in their respective fields of profession, to deliver active learning programmes to serve training needs in the industry.

3. PROGRAMS & OTHER SERVICES

Tourism Institute of East Africa (TIEA) offers: Diplomas, Certificates, Short Courses, Consultancies for organizations/corporations, Trainings and Tourism Awareness Programs.



4. CORPORATE TRAINING (e.g. Immigration & Custom Departments, Health Care/Hospitals, Police, Banks and other service oriented organizations/companies. We focus on providing clients with solutions beyond the model of conventional training. By Identifying the skills, knowledge and behaviors needed for optimum performance, we assemble our training solutions completely around desired outcomes of an organization. Our proven framework for analyzing training need allows us to get to the core of an organization's development requirements. All of our training solutions have a profound impact when implemented in practice.

5. OTHER TRAININGS

Cab Drivers & Special Hire Taxi Drivers: After leaving the airport, taxi/cab drivers are the next people that tourists/travelers meet in order to get them to the hotel and other destinations.

Taxi/Cab drivers don't merely drive tourists/travelers to the hotel; they are the **FIRST INTERACTION** people have with the host country, offer suggestions on places to see and restaurants to eat at, and so much more! Tourism Institute of East Africa has identified the gap and is offering trainings for Taxi/Cab drivers so that they gain guiding skills to be able to market and promote attractions of the host community/country and handle guests in a more professional manner.

6. TOURISM AWARENESS PROGRAM

Tourism Awareness Program is meant to create awareness in schools, tertiary and other institutions about importance of tourism and its value chain. And to bring onboard all stakeholders to be a part of the tourism business.

GENERAL ADMISSION CRITERIA

DIPLOMA PROGRAMS

For Direct entry scheme, candidates should possess:

At least one principal pass of Uganda Advanced Certificate of Education (UACE) - (Senior 6) or its equivalent.

At least 2 passes of Uganda Certificate of Education-Ordinary Level (O Level- Senior 4) or its equivalent.

CERTIFICATE PROGRAMS

At least 2 passes of Uganda Certificate of Education-Ordinary Level (O Level- Senior 4) or its equivalent.

NB. For in-service applicants and short courses please, contact TIEA Administration Office for details

Diploma in Travel, Tourism & Hospitality Management

Students pursuing this course are exposed to a wide range of course units that range from: Introduction to Tourism, Travel & Hospitality, Ecotourism, Sustainable Tourism, Itinerary Planning & Costing, First Aid Training, Tourist Guiding, Human Resource Management, Customer Care, Communication Skills, Interpersonal Skills, Personal Grooming & Hygiene, Photography, Tourism Geography & History, Tourism English, Hotel Booking & Reservation and many more, to purposely equip a student with practical skills for the fastest growing industry.