



THE **OPEN UNIVERSITY** OF SRI LANKA

**SHORT COURSE IN
TOURISM AND HOTEL OPERATIONS**

Information about the Short Course in Tourism and Hotel Operations

Introduction to the Course

The Short Course in Tourism and Hotel Operations offered by the Department of Social Studies, Open University of Sri Lanka is designed to provide individuals with a basic understanding of the principles of tourism and hospitality industry. The course covers a wide range of topics related to the tourism and hotel industry, including tourism and leisure, hotel operations, customer service, and professional and personal development.

The theory part the short course:

- Leisure & Tourism Industry
- Customer Service
- Personal and Professional Development
- Accommodation Operations
- Food & Beverages Operations
- Basic Cookery

Target Group

- School leavers and who are interested in a career in the tourism and hospitality industry.
- Those who are already employed in the travel, tourism and hospitality industry seeking a qualification to enhance their career

Entry Requirements

- Should be over 18 years of age at the time of registration
- Ability to follow the course in English Language

Objective of the Short Course

- Train students at a basic level in the fast-developing tourism and hotel industry.
- Equip students with the essential knowledge and skills required to enter the dynamic field of tourism and hospitality management and develop career.

Duration and Medium of Instructions

This course is offered by the Social Studies Department and has a duration of 30 hours of lectures and discussion sessions (10 Weekends). During the 30-hour course, participants will be introduced to various topics related to tourism and hotel operations. The course will be conducted in English language.

Mode of Delivery

Content delivery methodologies will include soft copies of course materials available online. The teaching methodologies will include day schools, online sessions using ZOOM, guest lectures, video presentations and discussion classes online.

Program Learning Outcomes

1. Develop a comprehensive understanding of the tourism and hospitality industry, including its components, trends, and future prospects.
2. Acquire knowledge and skills in hotel operations, including effective communication and professional skills.
3. Cultivate essential skills and qualities for success in the industry.

Day school sessions

Traditionally day-schools (face to face contact sessions with the lecturers) was held at the various centers. However, since this is an online programme, the sessions will be conducted using ZOOM. Through the use of a computer or a smart phone, you can follow the sessions from anywhere. Therefore, you need not be physically present at the center to follow these sessions. The ZOOM sessions will help you to discuss academic issues with your tutor and your peers.

Eligibility for Certificate

Students should attend at least 80% of lectures. The other requirement is completing 21 days (110 hours) of practical work in an approved tourism related establishment or a training institute.



The course structure

► Leisure & Tourism Industry:

The course will introduce you to the various components of the Leisure and Tourism Industry, including its history, evolution, and current trends. You will learn about the different sectors of the industry, such as transportation, accommodation, and attractions, and how they operate together.

► Personal and Professional Development and Customer Service:

You will gain a basic understanding of the importance of customer service in the Hospitality and Tourism industry. In addition to customer service, we also focus on personal and professional development.

► Accommodation Operations:

You will learn about the basic operations and management of different types of accommodation. You will gain an understanding of front office operations, housekeeping, operations.

► Food & Beverages Operations:

You will learn about the various basic aspects of Food & Beverages Operations, including menu planning, food and beverage service. You will also gain an understanding of the different types of restaurants, such as fine dining, casual dining, and quick service.



► Basic Cookery:

You will learn the basics of cookery, including the principles of cooking, kitchen hygiene, and safety. You will learn about various food dishes, from appetizers to desserts, and gain a understanding of the different basic principles and techniques.

Benefits of following the Short Course in Tourism and Hotel Operations

- The short course provides a fundamental understanding of the key concepts and principles in the field of tourism and hospitality.
- The course is designed to be flexible and accessible, allowing participants to balance their studies with work or other commitments.
- Upon completion of the course, students will be awarded a certificate of participation.

Practical Training

Students should provide a certificate of completion of 110 hours (about 21 days) of practical training. The training could be carried out either at a recognized training institution or an approved tourism establishment such as hotel, guest house, travel agency etc. Proof of past employment in any recognized accommodation unit, restaurant or travel agency is also acceptable on submission of a certified report based on a given format, from the place of work.

Course Fee?

The total course fee will be Rs. 12,000 paid in full. The course fee has to be paid at the time of registration.

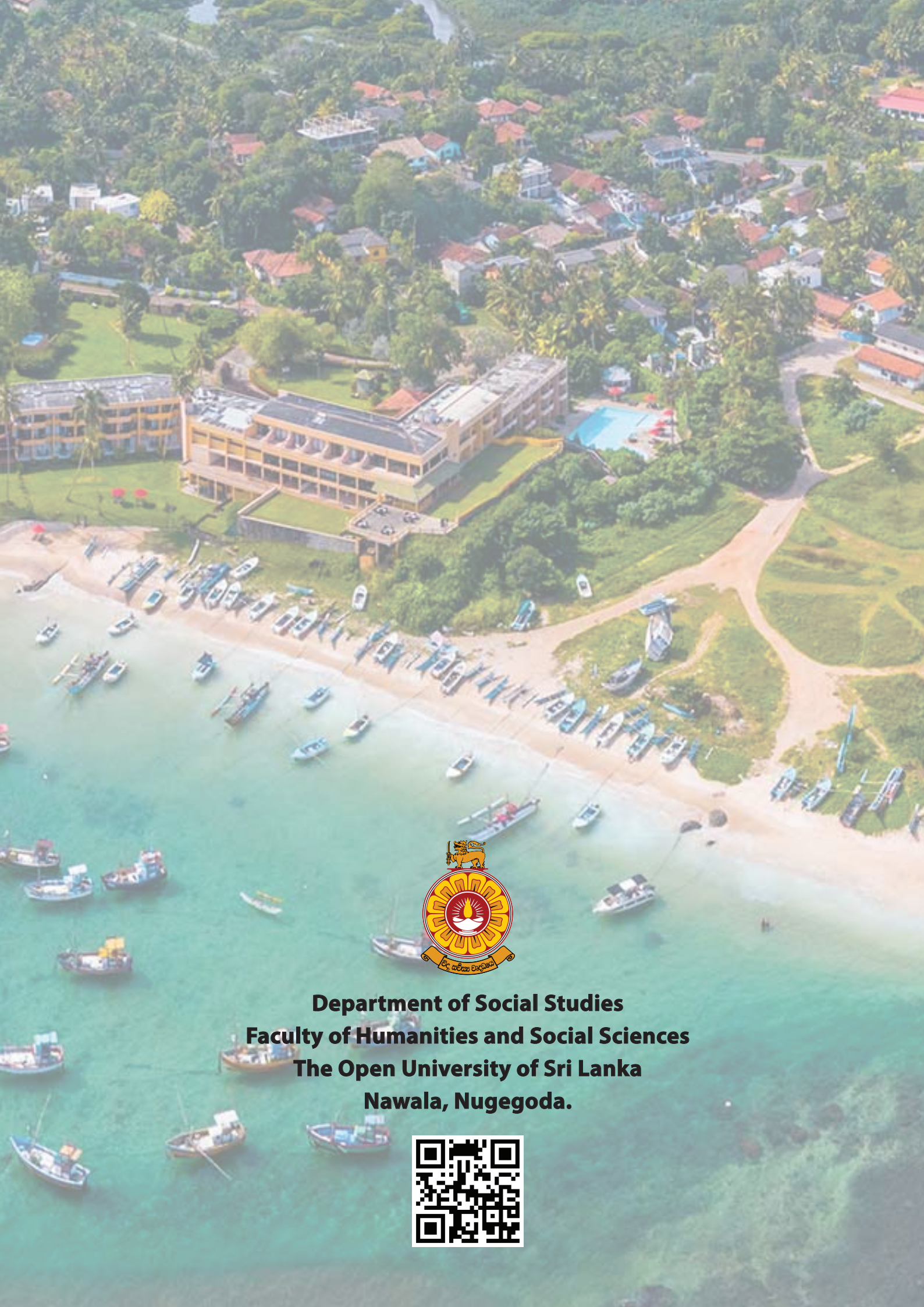
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