



NEOVITA also offers ICDL !!!

NeoVita Computer Centre is an accredited test centre in Singapore for International Computer Driving Licence (ICDL).

You can take your exams at NeoVita and be certified to gain international recognition for your computer knowledge.

ICDL is an internationally recognized qualification that enables people of all ages to demonstrate their competence in computer skills. It helps to provide proof of computer competency of potential employees.

ICDL program is administered on global basis by European Computer Driving Licence Foundation.

Note: The "International Computer Driving Licence," and the "ICDL & Globe Device" are registered trademarks of The European Computer Driving Licence Foundation Ltd.



Don't be left behind, acquire that technology knowledge. Its not too late, we will be there to guide you !!!

We also provide other services:

- Internet/Computer Rental
- Printing/Scanning Services
- Photocopying/CD Recording
- Projector Rental

THE NEOVITA ADVANTAGE

- N** - o nonsense training programmes for your work requirement backed by reputable organization for your international certification needs.
- E** - xcellent trainers who are professionals in their field of expertise supported by availability of latest computer hardware with a guaranteed 1:1 user to computer ratio.
- O** - utstanding internet presence (www.neovitagroup.com) supported by its own E-Learning site (www.neovita.com.sg) for continued student engagement even when they are already working overseas.
- V** - ery flexible training hours catered to your demanding schedule and re-admission availability for those who have suddenly met unforeseen disturbances.
- I** - ndividualized training topics and schedule is also available. Suited for working professionals and specific requirements of other students.
- T** - raining affordability anchored on "value for money" approach.
- A** - ccessibility of location. We are located at the CBD area, you don't need longer travel time to reach us. Because we value your limited time availability.



NEOVITA LEARNING CENTRE

02-17 Fook Hai Building
150 South Bridge Road
Singapore 058727

Tel: 6534-5830 / Telefax: 6532-2316
Website: www.neovitagroup.com
Email: inquiry@neovitagroup.com



NEOVITA LEARNING CENTRE

Under supervision of  CONTINENTAL EDUCATORS ACADEMY

**MANAGING HOUSEKEEPING OPERATIONS /
MANAGING FRONT OFFICE OPERATIONS**



NEOVITA LEARNING CENTRE

Tel: 6534-5830 / Telefax: 6532-2316
URL: www.neovitagroup.com
E-mail: inquiry@neovitagroup.com

MANAGING HOUSEKEEPING OPERATIONS

Nothing sends a stronger message than cleanliness in a hospitality operation. No level of service, friendliness, or glamour can equal the sensation a guest has upon entering a spotless, tidy, and conveniently arranged room.

This course aims to teach participants on the standard housekeeping management knowledge and skills. Launch your career in the hotel/lodging industry with this international certification. You will learn to work by thoroughly going through the complexities of the housekeeping profession—from planning and organizing to budgeting, to supervising and performing the work itself.

MANAGING FRONT OFFICE OPERATIONS

From reservation, arrival, stay, and departure of guests, front office personnel plays a central role in meeting the needs of each guest. Being well-trained on these tasks provides guests a pleasant experience and willingness to return. This course aims to equip participants on the industry standard on front office operation putting efforts on practices that satisfies guests while ensuring a profitable operation.

Both training will be conducted based on the internationally-accepted training procedures in the hospitality industry to be delivered by experienced professionals.

The training combines lectures, demonstrations, video with hands-on training, practices and assessment. Upon completion, participants will awarded with certificate of completion from American Hotel & Lodging Association - Educational Institute under the supervision of Continental Educators Academy.

AMERICAN HOTEL & LODGING EDUCATIONAL INSTITUTE (AHLEI)

Serving the hospitality industry for nearly a century, American Hotel and Lodging Association (AH&LA) is the USA sole national association representing all sectors and stakeholders in the lodging industry, including individual hotel property members, hotel companies, student and faculty members, and industry suppliers. Headquartered in Washington, D.C., AH&LA provides members with national advocacy on Capitol Hill, public relations and image management, education, research and information, and other value-added services to provide bottom line savings and ensure a positive business climate for the lodging industry.



The Educational Institute (EI), one of the finest nonprofit member benefits of the American Hotel & Lodging Association, is the premier source for delivering quality hospitality education, training and professional certification that serves the needs of hospitality schools and industries worldwide. Established in 1953, EI continues to meet and exceed its education and training mission by providing materials for all levels of hospitality personnel.

SESSION TOPICS

MANAGING HOUSEKEEPING OPERATIONS

SC-11.1 The Role of Housekeeping in Hospitality Operations / Planning and Organizing the Housekeeping Department

SC-11.2 Housekeeping Human Resource Issues / Managing Inventories

SC-11.3 Controlling Expenses / Safety and Security

SC-11.4 Managing an On-premises Laundry / Guestroom Cleaning

SC-11.5 Public Area and Other Types of Cleaning / Ceilings, Walls, Furniture, and Fixtures

SC-11.6 Beds, Linens, and Uniforms / Carpets and Floors

MANAGING FRONT OFFICE OPERATIONS

SC-12.1 The Lodging Industry / Hotel Organization / Front Office Operations

SC-12.2 Reservations / Registration

SC-12.3 Communication and Guest Services / Security in the Lodging Industry

SC-12.4 Front Office Accounting / Check-out and Account Settlement / The Role of Housekeeping in the Hospitality Industry

SC-12.5 The Front Office Audit / Planning and Evaluating Operations

SC-12.6 Revenue Management / Managing Human Resources

DURATION & SCHEDULE OF EACH COURSE

TRAINING DURATION - 6 Months

(12 x 3 hrs. class sessions)

Classes were normally held every:

1st and 3rd Sunday / 2nd and 4th Sunday of the Month

9:00AM - 12:00NN / 12:00NN - 3:00PM

Note: This is a general schedule, call 6534-5830 / 6532-2316 for available dates offered every term.

Exam VENUE: Continental Educators - 170, Upper Bukit Timah Road., #14-04 Bukit Timah Shopping Centre, Singapore 588179

CASH PAYMENT: S\$ 800.00 (net of \$150 discount)

INSTALLMENT: S\$ 350.00 - Upon Registration
S\$ 100.00 - Monthly (6x)

TOTAL: S\$ 950.00

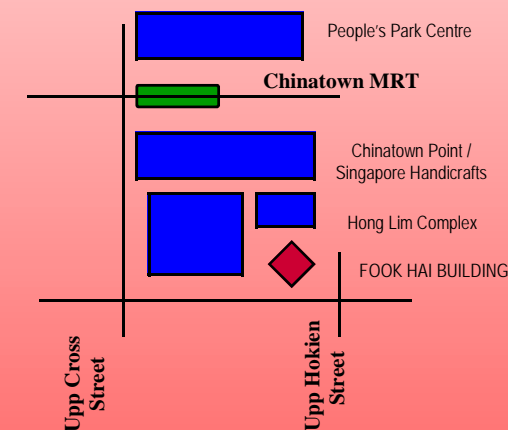
Note: *Prices include books, reading materials, T-Shirt Uniform, Suit Uniform, & ID. Prices are subject to change without prior notice.

HOW TO REACH US???

By MRT:

Alight at CHINATOWN MRT Station, then take **EXIT - E** and walk up to CHINATOWN POINT.

Walk along UPPER CROSS STREET until you reach SOUTH BRIDGE ROAD then turn left and walk up to FOOK HAI BUILDING, go up to unit no. 02-17.



By Bus:

Take Bus 54, 63, 80, 166, & 197 alight along SOUTH BRIDGE ROAD (in-front of South Bridge Court just after Nankin Row and before China Square), just cross the road through an overhead bridge to go to FOOK HAI BUILDING.



NEOVITA LEARNING CENTRE

02-17 Fook Hai Building
150 South Bridge Road
Singapore 058727

Tel: 6534-5830 / Telefax: 6532-2316
Website: www.neovitagroup.com
Email: inquiry@neovitagroup.com