

# OMAN TOURISM COLLEGE

in association with  
Dublin Institute of Technology **Ireland**

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Tourism and Hospitality organizations in Oman who aspire to put their foot forward should not miss the training opportunities provided by the only college in the country that is specialized in this discipline.

Oman Tourism College (OTC) offers up to date professional, vocational and customized programmes which meets local and international standards. OTC professional development programmes helps organizations to develop their staff to the level where they can help you grow the business.



## INTRODUCTION

### OTC

will help you develop your staff and get new trained young Omanis to work for your organization.

If you are individuals we are also here to help you prepare for your future should you decide you want to be in the Tourism and Hospitality sector. The vocational programmes for Omani job seekers are fully sponsored by the Ministry of Manpower and guarantees students a job in the industry after training at OTC.

We also offer short but interesting courses in areas such as etiquettes, cooking, languages etc to all residents and visitors to Oman. Furthermore, OTC provides a range of short courses in the areas of travel and tourism, hospitality, customer service, communication as well as languages.

Please refer to our detailed brochure for the full list of our professional, vocational and short courses.



Oman has a wonderful array of tourism products with tremendous opportunities for exciting tour packages that can attract more guests to tour companies. Come and learn more about different types of tourism and perhaps get inspired to combine these elements to your existing packages or even develop new ones!

## Safety for Tourists

An overview of the safety aspects for ensuring that activities proceed smoothly and securely including legislation, safety manual, safety plan, emergency procedures and risk charting in the work place.

2 days, total 12 hours

## Introduction to Sports Tourism

Sport is a major industry, and is a reason many people travel. Regional and International Sporting events provide a variety of possibilities for the tourism industry to benefit from. Learn how international sporting events are linked with tourism, how they are organized, as well as studying current examples of Oman's sport tourism products (including Oman Sail, Oman National Football Association, Golf, etc.)

1 week, total 30 hours including technical visits

## Introduction to Interpreting Cultural Heritage

Making sites and communities come alive is the focus of this course, focusing on how to tell a story of a site or community, understanding interpretive methods and how to attract and engage visitors. Examples of various forms of interpretation will be given. Participants will learn how to choose appropriate interpretive tools – such as brochures, driving tours, walking tours, museums, exhibits, and tour guides.

1 week, total 30 hours including technical visits

## Introduction to Adventure Tourism

Oman has a lot to offer in adventure tourism such as scuba diving, climbing, trekking, caving, off road driving and kite surfing. Learn more about what makes a successful adventure tourism product through a combination of lectures and technical visits to the companies currently providing adventure tourism.

1 week, total 30 hours including technical visits

## Introduction to Geotourism

Geotourism is defined as tourism that sustains or enhances the geographical character of a place—its environment, culture, aesthetics, heritage, and the well-being of its residents. It incorporates the concept of sustainable tourism—that destinations should remain unspoiled for future generations—while allowing for ways to protect a place's character. Learn what Oman has to offer in Geotourism

1 week, total 30 hours including technical visits

## Introduction to Culinary Tourism

Food has an undeniable importance for holiday makers. As such, food tourism has gained an enormous potential in recent years. Local food holds much potential to enhance sustainability in tourism: contributes to the authenticity of the destination, strengthens the local economy and provides for an environmentally friendly infrastructure. Food also holds a key place in the “think globally, act locally” debate. Learn from international best practices and ideas on how Omani culinary heritage could be developed and promoted into an exciting gastronomic experience.

1 week, total 30 hours including technical visits



OTC's series of 'How to Cook at Home' classes gives you the opportunity to enjoy the professional culinary training facilities at Oman Tourism College with the expert guidance of our international culinary team. All those involved in this course get to prepare, cook and enjoy a well earned lunch.

## Traditional Omani Cuisine

Our Omani cuisine classes will take you on a journey through the culinary history of Oman. You will learn how to prepare traditional local dishes true to the heritage of Oman. During the course you will also learn about the everyday life of the Omani people, as food is so closely linked with the famous Omani hospitality.

Total 16 hours  
Classes once a week for  
4 hours

## Lebanese Cuisine

These classes will cover a range of healthy and very tasty traditional Lebanese meals that are easy to prepare. You will learn how to prepare authentic Lebanese dishes.

Total 16 hours  
Classes once a week for  
4 hours

## Italian Pasta

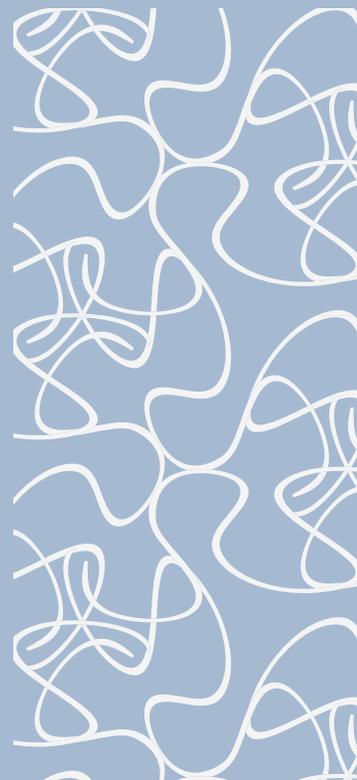
Our Italian cooking class will cover a wide selection of regional pastas and their accompanying sauces. You will practice your pasta making skills as well as learn new techniques and sauces; it is also suitable for those who have never made pasta before as everything is made from scratch.

Total 16 hours  
Classes once a week for  
4 hours

## Indian Cuisine

These cooking classes will provide a true culinary tour of India You will learn how to prepare mouth watering dishes from the regions of Punjab and Awadhi.

Total 16 hours  
Classes once a week for  
4 hours



## Barista Course for Aspiring Coffee Specialists

The Barista course explores alternative coffee preparations as well as other beverages prepared by a barista. Participants will acquire the knowledge and skills for making different coffees, extracting and serving espresso coffee, storing coffee and cleaning, care and maintenance of machinery.

2 days, total 12 hours

## OTC Food Safety Certificate

Acquire safe food practices that will enable you to prepare, store and display food that ensures customers are receiving safe food products. The course also gives you tools and methods for correct personal hygiene along with correct cleaning and sanitizing methods.

2 weeks, total 60 hours

## F&B applications Micros

Learn how to use MICROS point of sales system. The POS systems provided by MICROS are not simply a cash register, but a whole enterprise solution with options for front-of-house management, back-office applications, restaurant and enterprise operations, and providing the best possible customer experience.

3 days, total 18 hours

## Selling Hospitality and Tourism Products

Acquire a practical understanding of the principles of selling and sales communication, legal liability and implications of consumer legislation and regulations, product knowledge, format and styles of information presentation and considerations in selling.

1 week, total 30 hours

## Front Office Applications: Opera

Learn how to use OPERA Property Management System. It provides all the tools hotel staff members must have for managing their day-to-day jobs. These include handling reservations, checking guests in and out, assigning rooms and managing room inventory, accommodating the needs of in-house guests, and handling accounting and billing.

1 week, total 30 hours



These courses are designed for ambitious hospitality and tourism junior and senior executives who want to work their way up the career ladder or develop their knowledge and skills in a relatively new area. Candidates get the opportunity to network with other professionals and learn from each other.

## HR for Hospitality and Tourism Executives

Mastering the full cycle of modern human resources management truly assists with ensuring guest satisfaction as well as profitability of any hospitality and tourism company. Areas covered include job analysis and job design, planning and recruiting, selection process, orientation, socialization and culture, training and development, evaluating employee performance, human resources administration, managing productivity and controlling labor costs, health and safety, teambuilding, time management, turnover, discipline and exits, social responsibility, ethics and professional development.

2 months, 1 day per week, total 48 hours

## Menu Engineering

Understand how the menu can be used as a tool for generating revenue in different types of food service outlets. This course covers the role of the menu in influencing restaurant operations, how changes in the menu affect the operational bottom line, different menu pricing strategies and assessment of menus.

2 days, total 14 hours

## Front Office Management Skills for Supervisors

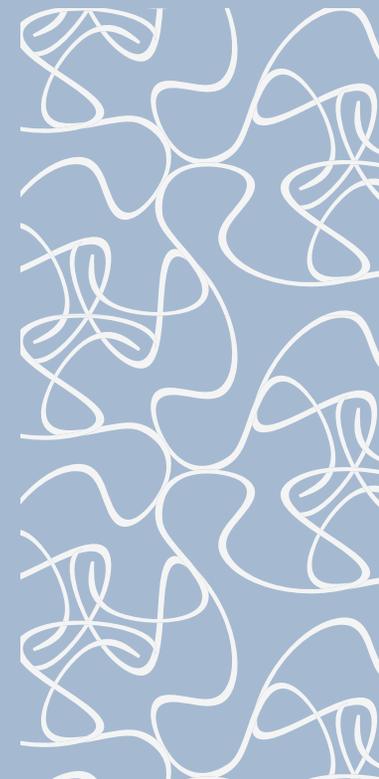
Suitable for aspiring front office supervisors. This course gives an overview of modern front office management skills and tools in order to maximize guest satisfaction and ensure smooth operations and increase revenue. Areas covered include shift leader responsibilities, international customer service, reservations, communication and coordinating with other departments, cashing and yield management.

1 month, total 120 hours

## F&B Cost Control

Mastering the control aspects of food and beverage operations is important for better profitability. This course examines the policies, procedures systems, records, reports and analytical techniques used in controlling a typical food service business. Areas covered include cost control concepts, menu pricing, forecasting, food purchasing, receiving, storage and preparation control and beverage control.

1 week, total 30 hours



Completing any of the vocational courses listed below provides participants with the knowledge and skills required for a particular role in the Tourism and Hospitality Industry. These courses have been developed at Oman Tourism College and are approved by the Ministry of Manpower.

## Hotel Guest Relations Officer

Participants will be able to work as Guest Relations Officers in charge of individualized superior customer service in hotels and resorts, duties including meet and greet service, attending to VIP guests throughout the guest cycle, suggesting and booking programs and activities for guests both within the premises as well as outside.

1 month

## Training Department Coordinator

Participants of this course will be able to work as Training Department Coordinators in charge of coordinating individual departmental specific training as well as general hotel training. The areas of focus include arranging training schedules, administration and monitoring of training activities, assisting in general training as well as promoting the training activities internally.

2 weeks

## Commis Chef

This course enables participants to work as a commis chef (trainee or assistant chef) in different types of restaurants both in the public and private sector, assisting in food preparation and cooking as well as taking care of food safety.

8 months

## Waiter

This course enables participants to work as waiters serving food and beverages in restaurants, cafes and hotels, in commercially operated dining places, clubs and canteens, assisting with different customer service situations and making guests feel welcome and comfortable.

6 months

## Receptionist

On completion of this course, participants will be able to work as receptionists in a hotel, welcoming guests, dealing with the full guest cycle from reservations and check-in procedures to assisting guests with their enquiries and problems to check-out procedures.

6 months

## Room Attendant

Once qualified, the participant will be able to work as room attendants assisting in housekeeping functions in hotels, ensuring that rooms and public areas are clean, tidy, hospitable, and ready for guests.

5 months

## Night Auditor

This course enables participants to work as a night auditor of a hotel or resort in charge of the closing down of sales and opening the new day for operations. This course is meant for either reception or accounts staff, who aspire to be promoted as a night auditor. Hence prior knowledge of hotel operations and accounts is required. Areas covered include establishing an end of day report, cross-referencing, guest credit monitoring, audit posting formula, daily and supplemental transcripts and front office automation (Opera).

1 months



Providing a great customer experience is of vital importance to a range of industries, be it health sector, financial sectors or government organizations. OTC is distinguished in customer service training .

Customer Service for Government sector	2-5 weeks, total 60 hours
Customer Service for Insurance providers ( benefit of the National Fund Scheme by the Ministry of Manpower)	7 Months
Customer Service for Healthcare providers	2-5 weeks, total 60 hours
Service Skills for Tea Boys	1 week, total 20 hours
Protocol and Etiquette for Serving VIP Guests	1 week, total 20 hours

## Further Training for Front Office Personnel in Hotels and Resorts

The guest relations officers, receptionists and concierge clerks are in the front line giving information and guiding guests in and around Muscat during their stay. These further training courses build on the knowledge that the key front of house personnel should have about places to experience in Muscat and other parts in Oman, in order to recommend them to the guests.

### Know your City – Muscat Tourism Products and Services for Hotel Front Office Personnel

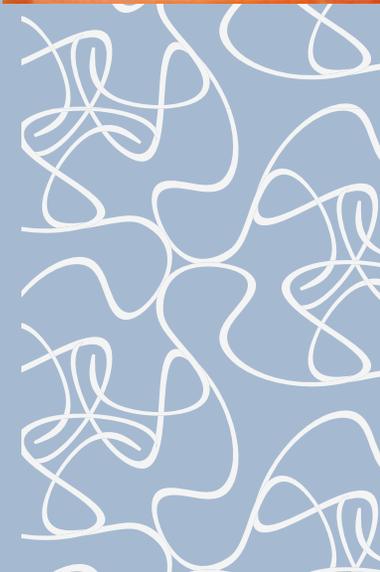
As a part of giving international level customer service, front office staff are expected to know their own city like the palm of their hands – location, opening times and characteristics of touristic and cultural sites, shopping centers, embassies etc. During the first day participants will learn what Muscat has to offer and on the second day they will get a taste of the adventure themselves during a comprehensive guided city tour.

1 day theory, 1 day site visits

### Know your Country – Oman tourism products and services for Hospitality and Tourism Personnel

What are the highlights and hidden treasures of Oman that guests could explore outside of the Muscat area? On the first day participants will be exposed to the bounty of Oman’s cultural and natural sights as well as adventures on offer. On the second day, a day trip will be organized where they will get a chance to experience some of the products and services first hand.

1 day theory, 1 day site visits



These courses offer students an opportunity to learn and practice French, German and Spanish, especially if they intend continuing their studies in countries where these languages are spoken. The materials covered in the offered levels are in accordance to the CEFR (Common European Framework of Reference for languages).

French, German, Spanish

Regular- 60 hrs:  
6 hours a week  
along ten weeks OR  
10 hours a week  
along 6 weeks.



## IELTS and TOEFL preparation courses

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The courses General and Academic IELTS and TOEFL will prepare students for the examinations, so that they can score the maximum possible grade. Each of these exams consist of tests that examine the four skills-reading, listening, speaking and writing and therefore equal attention will be given to develop each of the skills and get students familiar with the exams' format and procedures in order to achieve the highest possible result.

General IELTS course

80 hours

Academic IELTS course

80 hours

TOEFL course

80 hours



## English for Everyday Communication (Listening and Speaking)

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These courses are designed for people who would like to improve their speaking and communication skills for work and everyday use.

English for Everyday Communication 1	50 hrs
English for Everyday Communication 2	50 hrs

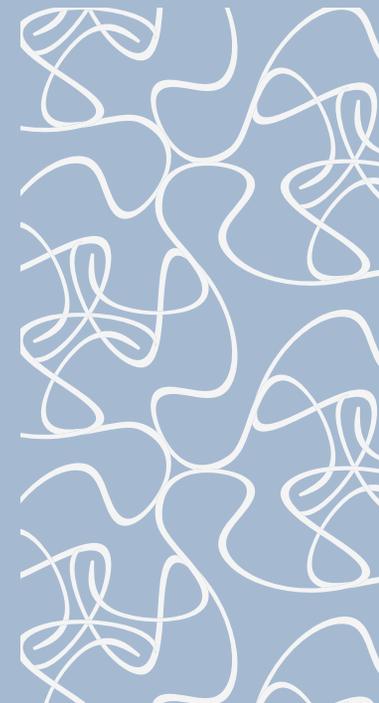


## Business English Programs

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The courses Business English and Business English –Advanced are designed for advanced ESL students who wish to improve their business communication skills. Students will practice speaking, listening, reading and writing in a variety of formal and informal situations that are modeled according to modern business models.

Business English	60 hrs
Business English- Advanced	60 hrs
Banking and Finance English	60 hrs



The International Air Transport Association (IATA) is the trade association for the world's airlines, representing approximately 240 airlines or 84% of total air traffic.

## **IATA Foundation in Travel and Tourism**

The IATA Foundation Level course will provide participants with an understanding of the travel and tourism industry, the practicalities of the travel professional's role, the importance of exceeding customer expectations, and the role of technology in the travel industry. In addition, participants will become familiar with relevant topics such as industry regulations, codes, world geography, air fares and ticketing including e-ticketing, visa and health requirements and tour programs.

6 month

## **IATA Travel and Tourism Consultant Diploma**

This course will develop participant's skills in identifying and consulting on popular international travel and tourism destinations, giving advice on travel and tourism products, modes of transportation, accommodation, cruises, and tours. They will be able to interpret IATA resolutions that apply to accredited travel agencies and follow BSP procedures to construct complex fares and manage ticket exchanges. The development of communication and persuasion skills required for effective consultants is an important part of this course.

6 weeks

## **IATA Cargo Introductory Course**

This course has been developed for the new entrants to the air cargo industry. It will provide participants with a thorough knowledge of industry terminology, world geography, cargo operations, and basic cargo rating principles.

6 months

## **Travel Agency Operation/ Travel Management**

This course provides participants with an in-depth understanding of the travel and tourism industry, the practicalities of the travel professionals' role, the importance of exceeding customers' expectations and a working knowledge of airfare calculations, ticketing and Global Distribution Systems.

3 months

## **Introduction to Airlines and Airport Operation**

Participants will be given greater insight to the history of aviation and an understanding of the role that airlines and airports play in the economy. Topics of focus include the various airport customers and partners, the multiple operational and business functions of airports as well as the skills and tools required to apply your knowledge to an airport environment.

3 months

## **OTC Certificate in Galileo GDS**

This course will assist participants in exploring and interpreting Galileo Global Distribution Systems Fares (GDS) by using mileage system pricing. Participants will be able to analyze GDS displays relevant to mileage system pricing, identify and price different journey types and read, interpret, and apply fare rules.

2 months

## **OTC Certificate in Travel and Ticketing**

This course will provide participants with an understanding of the travel and tourism industry, airline codes and terminologies, world geography, air fares and ticketing including e-ticketing, visa and health requirements, tour programs, knowledge of airfare calculations, ticketing and a working knowledge of GDS.

7 months





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