



Newsletter July 2009



A Few Words from the Principal Mr. Robert MacLean

Welcome to our quarterly newsletter. We hope you find the content of this latest issue both interesting and informative as we strive to extend awareness of what we have to offer to the community at NHI in the areas of people development and business and leisure facilities.

NHI has been delivering quality training solutions for almost 15 years in Muscat and is committed to driving excellence by providing industry expertise in hospitality and travel. We continue to grow our business and embrace new projects in order to meet our customer requirements and offer a diverse service.

Passionate about our business, NHI proudly continues to deliver international standards of education in the sultanate, certifying industry professionals and individuals seeking career advancement with internationally accredited qualifications from the UK and the US.

Extending an open door policy to all, at NHI we always welcome visitors who wish to have a look around, meet our team, dine in our restaurant and stay in our guest rooms. We hope you enjoy our newsletter and look forward to hearing from you.

Our Belief

We believe passionately in our business and endeavour to promote a positive, energising, optimistic and fun environment for our staff and students.

We further commit to serve our customers and delight our consumers through the quality of our products and services.

Through all of this we aim to change lives and motivate people resulting in the creation of a long-term and sustainable local workforce.

In-Service Day at NHI



INVESTORS IN PEOPLE

On 13th June, 8 members of NHI staff attended Health & Safety training delivered by Sue Fisher, NHI's Work-Based Learning Manager and certified HSE Trainer. NHI values motivated people being a part of our team. Significant time and resources have been devoted to follow the prestigious Investors in People (IIP) scheme that reflects this. To date NHI is the first private sector business in Oman to have attained the IIP standard.



nakshatra hospitality india pvt ltd
A subsidiary of NHI, Muscat, Oman

THE
HOSPITALITY
PLUS
PROGRAMME
To increase job opportunities

NHI Opens its doors at the new training centre in South Extension One, New Dehli, India!

International Hotel Management Diploma

Summer School Courses Hotel Management School

Develop your professional skills and gain an internationally recognized certificate in the Hospitality Industry this summer at our Hotel Management School in Muscat.

Highlights:

- Internationally accredited by American Hotel & Lodging Association
- Flexible finance available

Professional Certificate Subjects:

- Managing Food Safety
- Facilities Management & Design
- Supervision
- Hotel & Restaurant Accounting
- Hospitality Human Resources
- Lodging & Food Service
- Front Office Operations
- Security & Loss Prevention
- Food & Beverage Operations
- Food & Beverage Services
- Sales & Marketing
- Housekeeping Operations



Registrations Open Now!

Classes commence in July 2009

For course information call
24816313 or sms **98246267**
or email businesscentre@nhioman.com

national hospitality
institute in
association with
the American
Hotel & Lodging
Association (AHLA)

INVESTOR IN PEOPLE
★★★★★
5-Time Oman Awards for
Excellence Nominee for
People Development

Hospitality Management
Programmes
Hospitality Courses
Gulf Travel School
Gulf Travel School
Beauty School
Food Safety Academy
www.nhioman.com

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expert training in Oman



THE
HOSPITALITY
MANAGEMENT
PROGRAMME

Hotel Management Diploma Internship

The International Hotel Management Diploma full-time programme has been running for 18 months at the National Hospitality Institute Oman (NHI), and the students are now ready to commence their 6 month industry placement. Intercontinental Hotel Group (IHG), Al Bustan Palace Hotel, Intercontinental Hotel Muscat and Crowne Plaza Muscat, have taken on these eager future hoteliers to develop them further on their on-job cross training internship programme.



Next Course starting 31st August 2009 – Register Now!

Managing Hospitality Human Resources

Hospitality is a people industry, and this course will teach the candidates how to manage the important human resources who provide services within a hospitality operation. They'll learn how to fulfill the requirements of U.S. employment and workplace laws, and discover the latest strategies for attracting employees, minimizing turnover, and maximizing productivity.

Part Time Courses Starting Soon:

- Basic Hotel & Restaurant Accounting
- Managing Hospitality Human Resources
- Managing Housekeeping Operations
- Managing Front Office Operations



Food Safety Symposium

National Hospitality Institute's (NHI) Food Safety Academy, Johnson Diversey and TempTrak held a Food Safety Symposium at the Grand Hyatt Muscat. This initiative was taken to drive awareness of food safety products, training and monitoring systems available to Oman. Representatives from Johnson Diversey, Temptrak and NHI spoke about Food Safety Management Systems, Wireless Temperature HACCP Monitoring Systems with PDA Critical Data Collection for Hotels and the Food and Beverage Industry and the Growth of Food Safety Systems and Awareness in Oman.



**CONGRATULATIONS TO
MARK McINNES EXECUTIVE CHEF AL
NADHA RESORT!!!**

Winner of 30 hours free food safety training at NHI from the Food Safety Symposium competition



specialises in food safety monitoring and data collection systems including wireless temperature HACCP monitoring systems with PDA critical data collection for hotels and the food and beverage industry. NHI is now the sole distributor in Oman for Temptrak products.

Crowne Plaza Certification in Food Safety

Following the Food Safety Symposium held at the Grand Hyatt Muscat on 14th June, our Food Safety Academy, Robert MacLean and Tracey Brooker, Team Leader of the Food Safety Academy, presented certificates to 22 employees of the Crowne Plaza Muscat with their Level One Award in Food Safety, accredited by the Chartered Institute of Environmental Health in the UK in June 2009.

Currently the Food Safety Academy is training 16 staff members from Marina Bander Al Rowdha and a number of other food and beverage companies in Levels One and Two Awards in Food Safety.



1st Scout Group in Oman Chefs Badge

National Hospitality Institute (NHI) hosted the 1st Oman Scout Troop at Gulf Chef School in the institute providing a venue, training and expertise helping them to achieve their Chef's Badge.

Executive Chefs Emanuel Paulait from Muscat Intercontinental Hotel and Jean-Luc Amman from Al Bustan Palace Hotel along with their teams participated in the event and imparted their valuable knowledge and experience from these highly reputable establishments.



Junior Chefs

Junior Chefs has been running for over 4 years at The Gulf Chef School at NHI. The classes are designed both to educate and entertain youngsters in a number of different cooking and baking techniques. These courses cater for age groups 8-12 years and 13-19 years and any nationality, making a range of sweet and savoury items. Courses run over a period of 7 weeks every Thursday from 9am-12pm at the institute. Chef's uniforms are provided for all, custom made for each individual. The 'icing on the cake' is in week 7 the parents of our aspiring young chefs are invited to NHI for lunch to taste the delights of what NHI's Junior Chefs have created. The next course runs from 2nd July through to 13th August for the age group 13-19 years old. Junior Chefs may join on a week to week basis or for the full 7 weeks.

For further information please

call **24816313**,

sms **98246267** or

email **businesscentre@nhiooman.com**



THE
GULF CHEF
SCHOOL

recipe of the month simple fish cakes



Ingredients

- 1 small onion , finely chopped
- 500g fish fillets, skinned
- 350ml fish stock
- 500g mashed potatoes
- parsley , tarragon or dill or a mix chopped to make 1-2 tbsp
- flour for dusting
- 1 egg , beaten
- fresh or dried breadcrumb , to coat
- oil for frying

Method

1. Put the onion in a large frying pan, sit the fish on top and pour the stock over. Bring to a gentle simmer, cover and cook the fish for 6-8 minutes or until cooked through. Remove and cool. Strain out the onion (keep the stock if you are making the sauce, right) and mix into the mashed potato with the herbs.
2. Flake in the fish in decent-sized chunks and season. Gently mix everything and, using floured hands shape into 8 cakes. Lightly dust with flour, dip in egg and then in breadcrumbs. Chill for at least 30 minutes (important or they will come apart in the pan).
3. Heat 1cm oil in a large frying pan. Fry the fish cakes in batches for 3-4 minutes each side or until they are golden, crisp and heated through. Drain on kitchen paper.

home alone lunches @

Classroom Restaurant invites you to enjoy a 3-course lunchtime meal with us from Saturday to Tuesday and an unbeatable value for money buffet every Wednesday. Restaurant opening times are between 1pm and 3pm. We offer a wide range of international cuisine. We look forward to seeing you here!

Classroom Restaurant donates 20% of all takings to the Early Intervention Centre



Only
OR 3.000

The Gulf Chef School offers the following City & Guilds NVQ courses:

Chef Intermediate Certificate
Chef Supervisory Certificate
Chef Advanced Patisserie
Chef Advanced Kitchen & Larder



IATA-UFTAA Foundation

Aims of the Course

To gain an internationally recognised Diploma either for people wishing to start a career in travel or for those already working the travel industry who wish to upgrade their professional competence.

Objective of the Course

The students will gain a broad understanding of travel agency and airline operations. They will be able to give advice and information to clients, make appropriate travel arrangements and reservations, calculate appropriate airfares and complete international travel documents.

Areas covered by Course

- The Business Environment of the Travel and Tourism Industry
- Geography in Travel Planning
- Travel Formalities
- Land Transport – Car, Camper Van and Rail
- Water Transport – Cruise and Ferry
- Hotels
- Tour Packages
- Air Transport
- Customer Service
- Technology in the Travel Industry
- Airfares and Ticketing
- Global Distribution Systems Training (Sabre, Galileo, Amadeus and Abacus)

Entry qualifications

Secondary/High School Certificate/Diploma as well as good math and English language skills.

Course assessment

The candidate has to sit and pass an external exam to gain the IATA-UFTAA International Travel and Tourism Foundation Diploma.

Candidate selection process

Selection will be by formal interview with a Course Specialist.

Qualifications awarded

Diploma in Travel and Tourism Foundation.

Options available at the end of the Course

Successful candidates can progress to the IATA-UFTAA Consultant Course or the IATA Airport Operations course.

Duration

- 5 months, 5 days a week, 2 hours a day.

Cost

- OMR 650.000 per candidate (includes the IATA-UFTAA Foundation Course Registration + exam fee + courier fee + CD)

call: 248 16313
sms: 982 46267
email: businesscentre@nhioman.com

International Cabin Crew Course

Areas covered

- IATA Airside Safety Certificate (Canada)
 - Airport Environment
 - Security & Safety
 - Fire and First Aid
- Cabin Crew Diploma (UK)
- Global Distribution Systems Training
- VRQ Customer Service & Conflict Handling (UK)
- HSE – First Aid & Fire Fighting
- Reservation Systems (Hotel – Fidelio)
- Food Hygiene (CIEH, UK)
- Basic Cabin Crew Training
- Hospitality Training Certificate
 - Personality enhancement
 - Effective body language
 - Personal grooming
 - Fitness & hygiene
 - Hair & skin care
 - Public Relations
 - Effective communication skills
 - Effective public speaking
 - Social skills, manners & etiquette
 - Character enhancement and moral building

Duration

- 6 months, 5 days a week (part-time – 2 hours a day)

call: 248 16313
sms 982 46267
fax : 248 17125
email: businesscentre@nhioman.com

Entry Qualifications

- Secondary, High School Certificate, Diploma
- A good level of math and English language skills
- A pleasing personality
- Min. Height: 157 (female) & 170 cms (male) with weight in proportion
- Age limit 17-26 years
- Able to swim a minimum of 30m unaided
- Selection will be by a written test and a formal interview with a course specialist.

Course Assessment

The candidate has to pass external exams to gain the IATA Certificate, Cabin Crew Diploma, VRQs & Food Hygiene.

Cost

- RO 850 (Less 10% discount if paid in advance)
- Further 5% discount for ex-nhi students.



Other Gulf Travel School Courses:

- IATA Airside Safety
- Passenger Service Agent Diploma
- Airport Customer Service

Exchange Programme and Links between Forth Valley College in Scotland and National Hospitality Institute in Oman

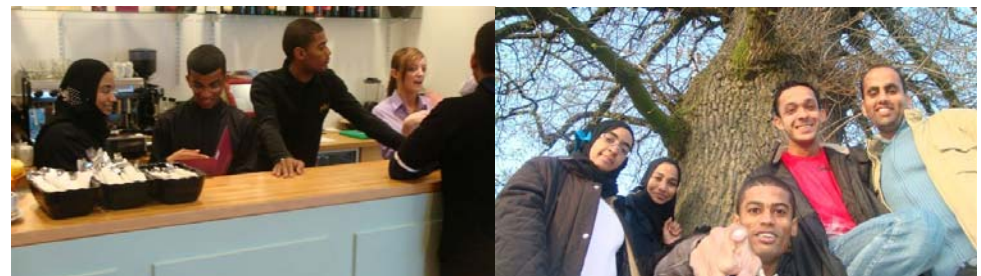
NHI has formed links with Forth Valley College in Scotland in an initiative to offer prospects for NHI students to experience an alternative learning environment in hospitality outside of Oman; alongside broadening their horizons in international and cultural awareness.

Eight Forth Valley College students and two members of staff spent a week at NHI at the beginning of April. "This is the first project of its kind and we are all extremely excited about where it could lead. Our students found it to be an extremely worthwhile experience and they picked up many useful techniques and habits when they toured Omani attractions and some of the best five and six star hotels in the world," said Diane Creed, FVC's Head of Stirling Developments.

A few weeks later eight students and three staff members from NHI toured Central Scotland hotels, restaurants and tourist attractions as well as spending quality time in the heart of the Forth Valley College learning environment, which has established a world class reputation in the field of hospitality.

The reciprocal exchange offers HND Hospitality Management and Professional Cookery students from the UK the opportunity to observe how luxury hotels in Oman work on a day to day basis and helps to develop their international and multicultural awareness.

Links with Forth Valley College could potentially lead to future longer term exchanges where students could spend one year studying in Oman and the other in Forth Valley. There could also be opportunities for Omani students to go on and study for a degree at Queen Margaret University in Edinburgh, who are another close partner in this initiative.



THE GALLERY



Chef's Table for Food & Beverage Managers at NHI



Food and Beverage Managers with Gulf Chef School chefs at NHI



Chef's Table for Training Managers at NHI



British School visit to Gulf Chef School at NHI



The Gourmet Night Service Team at Bandar Al Rowdha



NHI trainee chefs preparing the main course at the Gourmet Night



NHI at TRAINEX



Teen Chefs at NHI



Al Hassan Meeting in Jebel Room conference facilities at NHI



Bank Sohar
S.A.O.G.
Excel

Education Loan Financing available in exclusive arrangement with Bank Sohar, for Omani nationals and expatriates considered.

For information on loan financing call Amran Al Balushi on 24730318 or the Call Centre on 24730000.



THE
BEAUTY
SCHOOL

Beauty Therapy Diploma
Register Now!
Starting 25th July 2009



Hospitality Courses

- Certificate in Conflict Handling
- Certificate in Selling
- Certificate in Customer Service
- Hospitality Supervision
- People Development Contract
- Hospitality English
- Opera Front Office Support
- Telephone Skills
- Reception Certificate
- Waiters Certificate
- Food & Beverage Short Course
- Butler Service
- Housekeepers Certificate

Gourmet Nights

Every other month NHI holds their renowned Gourmet Night at Marina Bandar Al Rowdha offering a delicious 3 course meal at an unbeatable price. The next event will be held in August 2009, date to be confirmed. Please contact NHI for more information.



Launch of our new website coming soon
Watch this space!
www.nhioman.com



Leisure Courses

- Etiquette Course
- Junior Chefs
- Adult Cookery Course
- Pastry Course
- Bread Making Course

BRAINTEASER

What is represented by this BrainBat?



Send your answers to us to avail a prize
email: businesscentre@nhioman.com

sms: 98246267

call: 24816313

Register now!

For more information
call 24816313

sms 98246267

email
businesscentre@nhioman.com

Diary Dates:

- 2nd July – 20th Aug Junior Chefs (13-19yrs)
- 6th July Basic Hotel & Restaurant Accounting
- 25th July Beauty Therapy Diploma
- 13th Aug (TBC) Junior Chefs (8-12yrs)
- 31st Aug Managing Hospitality Human Resources

Al Daleh Suites

Affordable accommodation at nhi

OR 25 single occupancy
OR 40 double occupancy

10% discount on stays over 30 days



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