



Being excellent

Many opinions of being "excellent" exist. What does it really mean? Excellent from a TPHS perspective is to be the best you can be and to serve those around you to the best of your ability. This is not always easy because we work with individuals with diverse expectations and emotions. To be excellent in hospitality, we need to overcome the emotional challenges and to remember that our industry is about caring and being hospitable. Commitment is essential and if you are "in love" with what you do, being "excellent" becomes second nature.



Kay-Lee Berry graduated from TPHS in March 2013. Kay-Lee had the privilege of spending a few months in the Human Resource Department at The Twelve Apostles Hotel and Spa. After her time spent there, she decided to take a step further and challenge herself in the corporate world. She had the opportunity of spending 13 months at Rohloff Administration trading as KFC, in their Human Resources department. Being "in love" with both Hospitality and Human Resources, Kay-Lee became part of the Human Resources Department at Taj Hotel based in Cape Town and she is loving every minute of every day working for the Taj Hotel. She believes that TPHS assisted her in becoming a "Career Woman". She says that "It built the foundation of my career. It taught me the basics of both Hospitality and Human Resources. TPHS created opportunities for me. TPHS prepared me for hard work, long hours and to accept every challenge and obstacle as an opportunity to prove myself and to be the best associate I can be". We are proud of her and wish her all the best with her future endeavors.

The Centre for Professional Development (CPD) is a training centre focusing on professional development and skills training. The CPD delivers certificate courses, short professional courses, short skills courses, workshops and on-site practical training. The courses are aimed at further professionalization of the tourism and hospitality industry as well as to alleviate unemployment. Participants to these courses and workshops gain insight to the trends of the industry and expectations of employers. The CPD has developed specific strategies to apply learning to real work-based situations and to link learning to specific tasks. Further participants are encouraged to take responsibility for their own learning and development. The CPD assists participants to transfer the learning process to their situations. The CPD has a highly skilled and motivated team of professionals with extensive experience. The courses are scheduled and structured to make it possible for participants to complete them on a full-time or part-time basis. Courses are offered on site at TPHS, Stellenbosch, however courses can also be offered on site at the employers' place of business. Courses may also be customized to meet personal, management, human resource, professional and skills development needs. The following short courses will be commencing from June until November: Health and Food Safety; Professional Cooking and Professional Baking and Patisserie.

TPHS in cooperation with Bergzicht Training Centre offered a 10 week Skills Award course in Professional Cooking and Food & Beverage service to 13 local youths during March and April, and will be repeated during July and August as well as October and November. The courses consist of both basic theory and practical modules and are developed to equip learners with the skills for a career in the hospitality industry. We are grateful to Hudson's, Asara, Fedics and D'Ouwe Werf who have partnered with TPHS on this project to possibly employ these learners at the completion of the course.

The Director of TPHS, Ms Susina Jooste and some of our third semester students visited the 2015 WTM Africa. They attended the presentation on "Why Responsible Tourism Matters". The WTM Africa is Africa's premier leisure travel trade event and this year a key focus was on sustainability within the broader tourism and hospitality industry. WTM Africa presented our students with the unique opportunity to experience the real world of tourism and hospitality. They found it very beneficial and are excited to be part of such a dynamic industry.

TPHS had the privilege to host Professor Harold Goodwin from "The International Centre for Responsible Tourism". Mrs Heidi Van Der Watt from the "International Council for Sustainable Tourism" accompanied Professor Goodwin on his visit to TPHS. Discussions were held regarding the latest trends on sustainable matters pertaining to the broader hospitality industry and how education and training needs to be aligned at global level to meet the need of sustainable transformation.

For information on short courses contact Ms Susina Jooste on +27 21 881 37 92 or Susina.jooste@privatehotelschool.co.za or Ms Erika Theron on +27 21 881 3792 or etheron@privatehotelschool.co.za

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