



Time

A Chinese proverb says that an inch of gold will not buy an inch of time. We are so focused on time during the course of the day and having deadlines completed 'on time'. Everything revolves around 'time'. Time can represent our past, our current state and the future. In whatever way we evaluate 'time', it is always limited. The focus thus should be to balance our time to achieve the most effective use of our resources within the hospitality environment. Do what can be done in a day and ensure that the 'time' of our client and customer is worth the money they spend on our services. They deserve our best and our undivided attention. It is our duty to give our clients and customers the 'time' of their life thus ensuring a memorable hospitality experience.



Alumnus in the Spotlight

Victoria Tilders completed her Advanced Certificate in Hospitality Management at The Private Hotel School (TPHS) in 2014. This certification is endorsed by the American Hospitality Academy as the equivalent of their Diploma in International Hospitality Management. She has worked for Catharina's restaurant at Steenberg Hotel & Spa, Constantia Valley as a Junior Front of House Manager. Victoria indicates that the hospitality industry has many facets but that the food and beverage department is where her passion lies. The rush of service and the satisfaction of a happy guest is what she enjoys most about the hospitality industry. TPHS is challenging, exciting and fun". Victoria has the following advice to current students and prospective students, "Be dedicated, don't give up and focus on the final goal. There is no better feeling than the reward of achieving a great result. Positivity is important and determination is paramount in reaching the qualification of being a graduate". We wish Victoria all the best with her future endeavors.

FEDHASA Youth Bursary Award

Casey Roskilly, a third semester student at TPHS was awarded a bursary by FEDHASA during 2014. As part of the award from FEDHASA a year's free membership of the youth segment was offered to Casey. This has enabled Casey to attend the FEDHASA gatherings for members. Casey indicated that she enjoys attending the FEDHASA events and the events are always well attended, professionally organized and provide valuable information to hospitality professionals. It has been a learning opportunity for Casey to better understand the dynamic nature of the hospitality industry. Casey says that "Every student should be a member of FEDHASA. It allows students and company representatives to interact and to learn more about current trends and challenges to better prepare them for the world of work. Casey advises current students and prospective students to "Always be excellent, consistent, ask questions and most importantly never stop listening and learning". We wish Casey all the best with her future endeavors.

The Relevance of Registration and Accreditation

In terms of the National Qualifications Framework, Act, 2008 (Act. No 67 of 2008 (the NQF Act)), a system into which the South African qualifications and part qualifications are organised and recorded, is divided into three sub-frameworks: The Higher Education and Training Sub-Framework (HEQSF), the General and Further Education and Training Sub-Framework (GENFETQSF) and Occupational Qualifications Sub-Framework (OQSF). Each sub-framework is the responsibility of a Quality Council. The three Quality Councils (QCs) are: Council on Higher Education (CHE) responsible for higher education qualifications (Levels 5 & 10), Umalusi responsible for general and further education and training qualifications (Levels 1 & 4) and the Quality Council for Trades and Occupations (QCTO) responsible for trades and occupations qualifications (Levels 1 & 10). To be registered and accredited with your government is essential. It ensures a stamp of approval of what you are doing and what you are offering to customers. It is also a form of "professionalization" of your services and creates a trust worthy relationship with customers and the industry on a national and global level. TPHS supports the system of registration and accreditation. TPHS is fully registered with government and provides a Higher Certificate in Hospitality Management; an Advanced Certificate in Hospitality Management and an Advanced Diploma in Hospitality Education.



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



FEDHASA Declaration

At the recent AGM of FEDHASA the notion of xenophobia and racism was discussed. Following a meeting with Executive Mayor of Cape Town, Patricia de Lille in March, FEDHASA Cape Board decided that they would support the City of Cape Town Mayor's Inclusive City Campaign that says no to racism. At the AGM, the Board invited all the members present to also sign the pledge and TPHS signed and supports this initiative.

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"There is something good in everyday"



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