Skills for Life and Work

Introduction to Hospitality & Catering

Campus: Rotherham College
Code: R28AC16
Type: Part Time

The course provides a foundational overview of the dynamic world of hospitality, food service, and catering.

Designed for beginners, career changers, or those seeking basic foundational knowledge, this course explores the diverse sectors of the industry, daily operations and customer service excellence.

Participants will gain a realistic understanding of industry expectations, career pathways, and the core skills required to thrive in a fast-paced hospitality environment.

About This Course

Identify Industry Sectors & Roles: Distinguish between key sectors within hospitality, food service, and catering and map out potential career pathways and industry entry points.

Understand Core Operational Principles: Explain the day-to-day operations and workflow dynamics common across front-of-house and back-of-house service environments.

Apply Customer Service Standards: Apply fundamental customer service principles to resolve common service challenges, manage guest expectations, and maintain high satisfaction levels.

Demonstrate Professional Workplace Skills: Demonstrate essential soft skills—including active communication, teamwork, time management, and adaptability—tailored for fast-paced hospitality settings.

Evaluate Industry Expectations: Assess standard workplace requirements regarding professionalism, health and safety awareness, and ethical operational practices.

Tuition Fees

Those aged 19 or over may not need to pay fees depending on their circumstances. Find out if you qualify for help with your fees [https://www.rotherham.ac.uk/course-fees/] .

If you need further advice or guidance please contact the Enquiries Team on **01709 362111.**

Additional Information

This course will be available at various venues across the borough.

PLEASE NOTE

We make every effort to ensure information within our online course directory is accurate and a true representation of the courses we are offering in 2026-27. However, we do reserve the right to make changes if necessary.

Last updated: 25th November 2026