

**UDZUNGWA MOUNTAINS COLLEGE TRUST (UMCTO) FOR HIGHEST STANDARDS OF
EDUCATION & BETTER CUSTOMER SERVICE**

**(Proudly Tanzanian Patriotic College & Tanzania's No. 1 Training Institute for Tour Management,
Tourism Professionals, Hospitality Professionals, Foreign Languages, Tour Directors & Guides)**

COLLEGE HEADQUARTERS (Established since 2008) in Moshi – Municipality – The birthplace

Postal College Address / Mailing Address

P. O. BOX 17 MOSHI – KILIMANJARO, TANZANIA - EAST AFRICA

N. S. S. F – Former Building, First Floor, Old Moshi Road Street

Opposite – Idara ya Maji na Wakala wa Misitu Tanzania (TFS)

**PROSPECTUS FOR PROFESSIONAL HOSPITALITY MANAGEMENT (HOTEL
OPERATIONS & MANAGEMENT)**

Email: trust@udzungwamountainscollege.com

www.udzungwamountainscollege.com

www.udzungwamountainscollege.ac.tz

Websites: **COLLEGE TOURISM BUSINESS PROJECTS**

www.domestictourismsafaris.co.tz

www.domestictourismsafaris.com

www.tazamaramanitanzania.com

www.watch-theworldmap.co.tz

www.watchtanzanianmap.co.tz

www.watchtanzaniamap.co.tz

www.tazamaramanisayaridunia.co.tz

UDZUNGWA MOUNTAINS COLLEGE STUDENTS CLUB OF ENTREPRENEURSHIP

www.umcsce.co.tz

Cell Phones: + 255 784 815 517 /+ 255 762988 420 /+ 255 659 834 224

Tanzania ... a country of striking differences – geographically and culturally. Nestled between the Indian Ocean and Lake Tanganyika. Tanzania has more to offer to the world than other African countries. Incredible natural beauty. A combination of the old and the new. Like medieval towns and ultra-modern hotels. As well as endless variety of sports, beaches, national parks, wildlife reserves, archaeological sites and festivals. It is unbelievable!

**UDZUNGWA MOUNTAINS COLLEGE TRUST (UMCTO) FOR
HIGHEST STANDARDS OF EDUCATION & BETTER
CUSTOMER SERVICE**

**(Proudly Tanzanian Patriotic College & Tanzania's No.1
Training Institute for Tour Management, Tourism
Professionals, Hospitality Professionals, Foreign
Languages, Tour Directors & Guides)**

PROSPECTUS

2020 – 2025 AND BEYOND

**PROFESSIONAL HOSPITALITY MANAGEMENT (HOTEL
OPERATIONS & MANAGEMENT)**

TRAINING AT UDZUNGWA MOUNTAINS

COLLEGE TRUST (UMCTO) FOR

CERTIFICATES & DIPLOMA PROGRAMMES

ACADEMIC PROGRAMMES 2020-2025 AND BEYOND

Certificates & Diploma Programmes

(Professional Hospitality Management Training (Hotel Operations & Management) 2020- 2025 & Beyond)

2020- 2025 & Beyond (Fees for Professional Hospitality Management Training (Hotel Operations & Management)

The fees for studies in Professional Hospitality Management Training may be paid in Tanzanian shillings (Tshs) or in United States Dollars (US\$) or in Euros (€) or in British Pounds (£). In most cases fees may be paid “in full” on enrolment/registration or by installments.

CERTIFICATES IN PROFESSIONAL HOSPITALITY MANAGEMENT TRAINING (Hotel operations & management).

- Total fees (1^{1/2} year) –Tshs1,800,000

Payment system/program

1.	Half Training Fee Tshs 900,000/= (When joining)
2.	Installment Tshs 600,000/= Every three months
3.	Full Amount 1,800,000/=

- Course fees cover textbooks & testing, laptop, camera, in person training, practical training, uniforms, and many more as per the demand changes.

- **Serve up a new career for yourself with Udzungwa Mountains College Trust (UMCTO) – Hospitality Management Certificate**

⇒ From hotels, bars and restaurants to specialist catering and event management, hospitality professionals enjoy extremely varied and rewarding careers. And thanks to today’s public becoming much more perceptive to quality, the demand for high standards of service mean there are even more employment opportunities in the industry. So what better time than now to carve out a niche for yourself with UMCTO Hospitality Management Course. From business management through to the specific skills and techniques involved in the trade, you will cover all the vital topics that will allow you to enter or progress in the hospitality industry with confidence. But that is not all! The hospitality management course will also provide you with all the theoretical knowledge to complement your practical skills and lead you to that new job or promotion you deserve. This program provides training on all major operations, and also on their successful planning and implementation.

KEY TOPICS/STUDY UNITS COVERED ON YOUR CERTIFICATE IN HOSPITALITY MANAGEMENT TRAINING

- **1. Hotels as businesses;** functions, types, locations, sizes, standards, facilities, type of guests, organization and management structures.
- **2. Hotel products;** accommodation, food and beverages; marketing, methods of selling hotel products, brochures, the internet, websites.
- **3. Hotel front offices;** duties of receptionists; check-in, check out, guest relations, guest billing, cashiering. Uniform staff and their duties.
- **4. Hotel bedroom,** furniture, fixtures, decor, en suite facilities. The duties of the housekeeping department, room inspections, linen, security.
- **5. Hotel catering;** purchasing, storing and issuing foodstuffs, food preparation, menus; kitchens, hotel restaurants, type of service.
- **6. Hotel beverages,** sales in bars, restaurants, room service, mini bars. Financial accounting and statements; computers in hotel business. And many more

DIPLOMA IN PROFESSIONAL HOSPITALITY MANAGEMENT TRAINING WITH UMCTO

- Total fees (2years) – Tshs 2,700,000/=

Payment system/ program

1.	Half Training Fee Tshs 1,350,000/=(When joining)
2.	Installment Tshs 900,000/= (Every three months)
3.	Full Amount Tshs 2,700,000/=

Hotels of many different sizes, standards and types, and catering for differing demands of guests exist in Tanzania and Worldwide. Despite their differences, all hotels are businesses, with common functions and with the aim of profitability. The prosperity of any hotel requires considerable knowledge, experience and managerial skill. Every hotel comprises a number of departments performing different operations, which need skillful co-ordination to ensure satisfied guests. This program provides training on all major operations, and also on their successful planning and implementation.

KEY TOPICS/STUDY UNITS COVERED ON YOUR DIPLOMA IN HOSPITALITY MANAGEMENT TRAINING

- 1. Management principles
- 2. Personnel
- 3. General principles of hotel control
- 4. Kitchen planning and equipment.
- 5. Book-keeping & Accounting.
- 6. Health & safety.
- 7. Menu planning and design
- 8. Banquets and other functions, and many more.

WITH UZUNGWA MOUNTAINS COLLEGE TRUST (UMCTO) – STUDYING IS MADE SIMPLE

- In fact, by dividing the Hospitality Management course into bite – sized modules, you can learn at your own pace, when and where it suits you best. And as hospitality experts have specially developed all the learning materials, you are only provided with clear and relevant information.

WE ARE WITH YOU ALL THE WAY

- As our UMCTO Hospitality Management student you will have your own personal tutor helping you with your course work and with any questions you may have. Plus, our team of student advisors.

WHAT YOU NEED TO KNOW

Exam details – This course includes a number of assessments that you complete as part of your coursework and then forward/provide to your tutor for grading and comments. At the end of your study period, you complete a test, provide it to us.

- **Qualification;** UMCTO Hospitality Management Certificate & UMCTO Hospitality Management Diploma.

REFERENCES OF LEARNING BOOKS GIVEN TO COLLEGE STUDENTS & OTHER MATERIALS AS PER THEIR FEES PAID TO THE COLLEGE (CERTIFICATES& DIPLOMA)

- 1. Laptop & Ipods
- 2. Camera.
- 3. Uniforms.
- 4. Counter books & pens.
- 5. Convention Management & Service (1978, 1986 printing), Berkman, Frank W.
- **6. Hospitality for sale:** Techniques of promoting business(1980, 1st Ed), Coffman, C. DeWitt
- 7. Managing Quality Services (1988, 1st Ed), Shriver, Stephen J.
- 8. Planning and Control for Food and Beverage Operations (1991, 3rd Ed), Ninemeier, Jack D.
- 9. Principles of Food and Beverage Operations (1984, 1st Ed), Ninemeier, Jack D.
- 10. Professional Management of Housekeeping Operations, Martin, Robert J. (1998, 3rd Ed).
- 11. Resort Development and Management, Gee, Chuck Y (1981, 1st Ed).
- 12. Sanitation Management, Cichy, Ronald F (1984, 1st Ed).
- 13. Strategic Hotel/Motel Marketing, Troy, David A. (1985, 1st Ed).

- 14. Strategic Marketing Planning in the Hospitality Industry, Blomstrom, Robert L (1983, 1st Ed).
- 15. The 22 Immutable Laws of Marketing, Ries, Al & Tack Troui (1993).
- 16. The Art and Science of Hospitality Management, Vallen, Jerome J. (1987, 1st Ed).
- 17. The Lodging and Food Service Industry, Lattin, Gerald W. (1993, 3rd Ed).
- 18. Training for the Hospitality Industry, Forrest, Lewis C (1983, 1st Ed).
- 19. Understanding Hospitality Accounting II, Cote, Raymond (1988, 1st Ed).
- 20. Understanding Hospitality Accounting I, Cote, Raymond (1991, 2nd Ed).
- 21. Understanding Hotel/Motel Law (1983, 1st Ed), Jefferies, Jack P.
- 22. Uniform System of Accounts and Expense Dictionary (1987, 4th Ed), Schmidgall, Raymond
- 23. The Theory of Catering (1999, 9th Ed), Kinton, Ronald.
- 24. The Cocktail Handbook (1999), Biggs, David.
- 25. Supervision in the Hospitality Industry (2001, 3rd Ed), Kavanaugh, Raphael R.
- 26. Serving Food and Drink; Table and Function (1996, 2nd Ed), Bulleid, Ann.
- 27. Security and Loss Prevention Management (1995, 2nd Ed), Ellis, Raymond C.
- 28. Purchasing for Hospitality Operations Course Book (1996, 2nd Ed), Virts, William B.
- 29. Principles of Marketing with CD (2001, 9th Ed), Kotler, Philip.
- 30. Practical Cookery (1990, 7th Ed), Cesarani, Victor.
- 31. Marketing Management (2003, 11th Ed), Kotler, Philip.
- 32. Marketing for Hospitality and Tourism (2006, 4th Ed), Kotler Philip.
- 33. Managing Service in Food and Beverage Operations (1999, 2nd Ed), Cichy, Ronald F.
- 34. Managing House Keeping Operations (1997, 2nd, Ed), Kappa, Margaret M.
- 35. Managing Hospitality Engineering Systems, Redlin, Michael H.
- 36. Food and Beverage Service (1998, 5th Ed), Lillicrap, Dennis R
- 37. Food Preparation and Cooking; Cookery Units (1996, 2nd Ed), Foote, Rowland.
- 38. Front Office; Procedures, Social Skills and Management (1991, 1st Ed), Abbot, Peter.
- 39. Hospitality Industry Financial Accounting, Schmidgall, Raymond S.
- 40. Hospitality Industry Managerial Accounting (2002, 5th Ed), Schmidgall, Raymond S.
- 41. Make Your Own Cocktails; Over 100 Exotic Cocktails, Biggs, David.
- 42. Managerial Accounting in the Hospitality Industry (1992, 5th Ed), Harris, Peter.
- 43. Managing Computers in the Hospitality Industry (1997, 3rd Ed), Kasavana, Michael L.
- 44. Planning and Control for Food and Beverage Operations (2004, 6th Ed).
- 45. Hospitality Sales and Marketing (2003, 4th Ed).
- 46. Food and Beverage Service (1971, 1st Ed)
- 47. Sarah Brown's Vegetarian Cook book (1984, 1986 printing).

- 48. Short and Sweet (1999, 1st Ed).
- 49. Purchasing and Supply Chain Management (2005, 3rd Ed).
- 50. Marketing Management (2003, 11th Ed).
- 51. International Hotels: Development and Management (1994, 1st Ed)
- 52. International Hotel Management.

OTHER SHORT COURSES RELATED TO HOSPITALITY MANAGEMENT (THREE MONTHS);

1. Conference and Events Management
2. Contemporary Club Management
3. Hospitality Today (An Introduction)
4. Managing Front Office Operations
5. Managing HouseKeeping Operations
6. World of Resorts from Development to Management
7. Food Safety
8. Management of Food and Beverage Operations
9. Managing Service in Food and Beverage Operations
10. Planning and Control in Food and Beverage Operations
11. Purchasing for Food Service Operations
12. Convention Management and Service
13. Hospitality Sales and Marketing
14. Leadership and Management in the Hospitality Industry
15. Hospitality Revenue Management
16. Hotel and Restaurant Accounting
17. Managing Hospitality Human Resources
18. Supervision in the Hospitality Industry
19. Training and Development for the Hospitality Industry
20. Financial Management for Spas
21. Retail Management for Spas

22. Food Science and Design
23. Hospitality Facilities Management and Design
24. Managing Technology in the Hospitality Industry

SPECIALISATION PROGRAMMES (2 – 3 Years);

1. Accounting and Financial Management Specialisation
2. Spa Management Specialisation
3. Rooms Division Specialisation
4. Food and Beverage Specialisation
5. Club Management Specialisation
6. Hospitality Management
7. Food and Beverage Management

GENERAL COURSES (2 – 3 Years);

1. Diploma in Food and Beverage Operations Management
2. Higher Certificate in Food and Beverage Management
3. Higher Certificate in Hospitality Management (Spa Operations)
4. Higher Certificate in Hospitality Management

WARNING! WARNING! WARNING! – TO GENERAL PUBLIC (COLLEGE STUDENTS, GUARDIANS, PARENTS, AND SPONSORS AT LARGE)

The management and staff of the Udzungwa Mountains College Trust (UMCTO) in Moshi Municipality does not receive cash in hand at all and by any means, and instead all payments – including money for registration form, professional courses, study tours, or assistance of money to support the college projects from our friends and development stakeholders/partners should be paid through college bank facilities, and general public should be aware and understand that the college operates only two bank accounts namely KENYA COMMERCIAL BANK (KCB) & NATIONAL BANK OF COMMERCE (NBC). Please, bring us your bank slip after making your payments and you will be given the college receipt of your hard earned money. It is strictly prohibited and illegal as well as risk taking to pay your money via the personal savings account/M-Pesa. No matter the person in the management of the Udzungwa Mountains College Trust (UMCTO) is Managing Director, College Principal, College Accountant, Public Relations Manager, etc. We are all guided and ruled by the

college constitution/Trust Deed. No one is above the law of the college constitution/Trust Deed. The management and staff of the Udzungwa Mountains College Trust will not be responsible for any complaints from sponsors, guardians, parents or college students at large regarding this matter.

BANK FACILITIES

- For those who wish to use the bank to send their fees they should use the college bank accounts as shown below;

1.KENYA COMMERCIAL BANK MOSHI BRANCH (KCB)

Account No. 3300106621

Account name; UDZUNGWA MOUNTAINS COLLEGE TRUST

2. NATIONAL BANK OF COMMERCE MOSHI BRANCH (NBC)

Account name; UDZUNGWA MOUNTAINS COLLEGE TRUST

Account No. 017101008396.

TERMS AND CONDITIONS

- 1. The guardians, parents, sponsors, development stakeholders and college students should pay full amount or half of the training fee and the remaining fee should be paid after three months according to terms and conditions.
- 2. The money paid is non-refundable. The registration form is Tshs 10,000.
- 3. Hostel facilities are available for those college students who are demanding this essential service, and its costs is Tshs 1,000, 000 per year, including both food and accommodation.