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The European Union's
EuropeAid programme for Yemen

Vocational Training Hotel & Tourism Development Programme



A project implemented by
GET - German Education and Training GmbH

Vocational Training Hotel & Tourism Development Programme for Yemen

The Background

The European Commission currently supports the Government of the Republic of Yemen in its efforts to strengthen the social and economic development of the country through the establishment of a National Hotel and Tourism Institute (NAHOTI) for vocational training in Sana'a.

The project intends to strengthen the institutional capacity of Yemen's vocational training system through the construction of a new training institute including the introduction of demand driven education for six disciplines: Front Office, Food and Beverage service, Housekeeping, Food Production, Tour Operation and Travel Guiding as well as strengthen the performance capacity by improving the trainer's qualifications, curricula and training materials as well as its sustainability.

The program is under the umbrella of the Strengthening Priority Areas of Vocational Training (SPAVT) project with the Ministry of Technical Education and Vocational Training, funded by the European Commission (EC) and managed by the European consultants, German Education and Training GmbH (GET).

Hospitality Sector

Front Office

To provide students with an understanding of the function of the Front Office department. At the end of this training programme trainees should be able to carry out the role and duties of Front Office personnel; and apply customer care skills at a professional level.

Housekeeping

To give individuals the knowledge and skills necessary to become accommodation assistants in the hotel industry. At the end of this training programme the trainees should be capable of servicing bedrooms and bathrooms. They should operate room service efficiently and should know and use all relevant cleaning equipment, agents and materials.

Food Production

To give individuals the knowledge, skills and attitudes necessary to become professional chefs in the hotel and catering industry. At the end of this training programme trainees should be able to employ the processes and principles of cookery required in producing the range of dishes required for the Yemen hotel and catering industry.

Food and Beverage

To provide trainees with the knowledge, skills and attitudes necessary to pursue careers as professional food and beverage service personnel. At the end of this training programme the trainees should be capable of serving customers. They should be capable of taking food and drink orders, calculating bills using manual and computerised systems, of serving at each sitting.

Tourism Sector

Tour Operation

To enable trainees to develop as young Tourism professionals, with a keen understanding of Tourism and with the skills needed to start a career within a range of Tourism Businesses. The programme allows trainees to study the tourism industry and to develop skills which can be applied to a range of Tourism businesses. These skills include packaging and retail skills, office techniques and customer care.

Tour Guiding

To enable trainees to develop as young Tourism professionals, with a keen understanding of Tourism and with the skills needed to start a career as a Tour Guide. The programme allows trainees to study the tourism industry and to develop skills which can be applied to a range of Tourism businesses. These skills include provision of information to visitors, office techniques, guiding skills and customer care.

