



**CERTIFICATE COURSE IN BASIC SOFT SKILLS REQUIRED
FOR HOSPITALITY**

Duration: 30 hrs.(3months, 3 days/week)

Fee: Rs 10,000/-

Eligibility: 10th Pass

Module	Topics	No of Hours
Module 1	Goal Setting	06 hrs.
	Teamwork skills	
	Leadership Skills	
Module 2	Conflict Management	06 hrs.
Negotiation skills		
Customer Service		
Module 3	Creating First Impression	06 hrs.
	Enhancing Self Confidence	
	Time and Stress Management	
Module 4	Interpersonal Skills	06 hrs.
	Decision making skills	
	Problem solving skills	
Module 5	Value and Ethics	06 hrs.
	Relationship Management	
	Emotional Intelligence	