

## TGCSA, IHS partner with Summit to upskill hospitality graded establishments

The Tourism Grading Council of South Africa (TGCSA) has partnered with the International Hotel School (IHS) and Summit to offer online hospitality training videos to upskill employees within graded establishments, in an effort to improve quality standards within South Africa's tourism industry.



Image source: [Gallo/Getty](#)

The online training intervention comes as a result of graded establishments requesting training, through feedback provided during the monthly establishment survey and other engagements. The majority of graded establishments are small, family-operated and lack formal hospitality training.

**The following four training programmes have been identified as important for accommodation establishments:**

1. Front desk operations
2. Guest room attendants
3. Housekeeping and cleaning guest room

#### 4. Restaurant service

"TGCSA has noticed that some of the smaller establishment lack basic training and in order for them to attain their grading, they need to meet basic grading requirements. Once graded, it's important to ensure that they maintain the quality standards, which is why continued training is important. This training intervention is a value add for graded establishment as well as to assist establishments to maintain their grading and achieve higher grading levels," says Darryl Erasmus, chief quality assurance officer.

The four training videos will be accompanied by a toolkit that graded establishments can utilise once they have completed the training. The link of the videos and toolkit will also form part of the Post Assessment Confirmation email sent to properties after grading approval, to ensure that all newly graded establishment will have access to videos.

"We are excited to partner with TGCSA to provide online training videos to help upskill employees within graded establishments – as part of our innovative support to upskill the industry. For our country to achieve high levels of economic growth and address our social challenges, we must work together in order to invest in education and training," says Matthew Lambert, MD of Summit.

Summit training, part of the Invictus Education Group, is one of South Africa's leading private education and training institutions. Summit focuses on staff training across the broader business industries in South Africa, providing reputable training programmes.

[View videos on TGCSA's YouTube channel.](#)

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