



ANAKAI

TOURISM DEVELOPMENTS

TRAINING WORKSHOPS AND COURSES

With over 25 years in the international tourism and hospitality industry, AnaKai Tourism Developments specialises in offering personalised training solutions for businesses of all types and sizes throughout southern Africa.

Combining international standards of quality and professionalism with pragmatic, up-to-date and relevant training techniques, and information, AnaKai ensures that your establishment and tourism business receives the highest quality training, allowing to compete successfully in the southern African tourism environment.

From client requirements, observing industry trends and practical experience, AnaKai has developed South African Qualifications Authority (SAQA) aligned training modules to fulfil the vital training needs most establishments face in food service offerings, accommodation operations, soft skills, and marketing.

AnaKai believes that all **training should be specific and catered to the specific needs of the business and establishment requiring it**, therefore we compile specific training solutions and **courses tailor-made** to clients' particular needs, ensuring **international quality standards** are maintained and trained.

Clients can choose to have training conducted in the following ways:

Personalised On-Site Training

Training is provided on site, tailor-made and applied according to the client's specific business needs. Courses could be presented separately, or as a tailor-made package at a special discounted price.

Public Workshops

Training is provided at a central venue with several different attendees from various different establishments.

Online Training

Training is conducted via Zoom/Teams, or on the Learn-2-Succeed Digital Platform. Full offline support is given via telephone, WhatsApp, or email.

Currently, AnaKai has the following training available:

Hospitality Management and Soft Skills Development

Housekeeping

Front Office Management
Financial Management for Small Establishments
Business Development & Coaching for Tourism Businesses
Leadership in Hospitality
Customer Service and Conflict Resolution
Corporate Hospitality (Hospitality in the Corporate Office environment)
Business Writing Skills
Professional Report Writing

Marketing

Marketing 101 for Small Establishments
Marketing on a Budget
Sales for People Who Have Never Sold
Social Media for Tourism Businesses
(With specific modules for Facebook, Instagram, LinkedIn and TikTok)
Introduction to Google Business Profile and Ads
Content Marketing for Tourism & Hospitality Businesses
Email Marketing
Professional Email Etiquette
Developing a Social Media Policy
Dealing with Difficult Customers Online

Food Services:

Basic Baking
Basic Meal Preparation – Breakfast, lunch, and dinner
Beverage Preparation & Service
Table Setting, Meal and beverage Waitron Service
Silver Service
Dietary Considerations
Advanced Meal Planning and Cooking Techniques for Dietary Requirements
Food Services Health & Safety
Menu & Meal Planning
Menu & Meal Costing
Menu and Meal Redesigning and Plating
Stock Keeping
Food Beverage Portion Control & Costing
Food Wastage Management
Trending Food Presentation, Plating and Design
Utilising Local Foods and Food Sourcing
Personal Development for Hospitality Employees
Dining Services for Functions & events (Décor & Menu Planning)

Contact us today at info@anakai.co.za or
call us at 083 285 2979 for more information