



WildlifeCampus

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Introduction to Hospitality

About this course

This short course is an introduction to the basic principles of the hospitality industry, with a focus on game lodges. We explain the meaning and purpose of hospitality, how it's uniquely applied in lodges, and its broader role in tourism, conservation, and sustainability.

We cover key lodge departments (accommodation, food and beverage, guest services, guiding, and operations) and how they work together to deliver exceptional experiences. We also cover essential skills in professionalism, communication, and teamwork while guiding learners through the guest journey from arrival to departure. **We offer hospitality career guidance** and information that will help you assess whether a career in hospitality aligns with your interests, strengths, and goals.

This course is the ideal foundation for further study in areas such as Game Lodge Management, Game Lodge Cooking, Game Lodge Economics, Front of House Lodge Operations, Housekeeping Supervisor, Field Guiding and more!



Course type

The WildlifeCampus courses are online courses. All course content is available online but may also be downloaded in PDF format (and easily printed), so you do not have to be online to study.

There are no formal test questions for this course.



Duration

Average 0-3 hours. There are no deadlines; you may complete courses at your own pace.



Certification

If you would like a certificate for completing a free course, it can be redeemed for a processing fee of R250. Upon graduation, we will contact you automatically to offer the option of redeeming a certificate. No need to email us to inform us you are done.



Help

If you need assistance, please feel free to email us anytime!
info@wildlifecampus.com



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How to access your free courses

- **Register** on www.wildlifecampus.com (skip this step if you are already registered).
- **Log in** and go to your "**my courses**" page.
- **Scroll to the free courses** closer to the bottom of the list.
- **Click open a course and begin!**
(Full instructions on completing courses can be found on the first pages of each course).

Which courses are free?

AFRICAN FOLKLORE BY CREDO MUTWA

GET CLEAR ON YOUR DREAM CAREER

ASTRONOMY

HAPPOLDS MAMMALS OF MALAWI

BIG 5

INTRODUCTION TO HOSPITALITY

BIG 5 JUNIOR

MOUNTAIN GUIDING

BIRDING BY HABITAT

PREDATOR MANAGEMENT ON LIVESTOCK FARMS

CULTURAL ASTRONOMY-BELIEFS AND CUSTOMS

REPTILES OF THE LOWVELD

ELEPHANT FACTS AND FABLES

TOUR GUIDE TO SOUTH AFRICA

GEOLOGY, PALAEOLOGY AND EVOLUTION

WILDERNESS NAVIGATION

