

# CROWN

INSTITUTE OF STUDIES  
AUCKLAND • NEW ZEALAND  
[www.crown.ac.nz](http://www.crown.ac.nz)



TRAVEL  
TOURISM  
AIRLINE



HOSPITALITY

MORE OPTIONS . . . MORE OPPORTUNITIES

# THE CROWN WAY

Crown is Auckland's leading travel, tourism, business and hospitality training college. Each year, hundreds of students graduate from our courses... And turn their career dreams into reality.

THE CROWN APPROACH IS  
THE WAY TO LEARN.

## We Offer

- A professional and trustworthy college for forty years
- Friendly and supportive staff
- Practical and relevant training
- Outstanding academic results
- Free career advice and job placement

## Our Aim

Our aim is to help you succeed. To do this, we offer courses that are relevant, up-to-date and will ensure you are productive from your first day in your new job.

## A Quality School

Founded in 1972, Crown is Auckland's longest established private tertiary institute, and is recognised as a quality leader by New Zealand and international employers. Our college is registered by NZQA and approved for UTTA funding by the Ministry of Education.

## Our Tutors

Our tutors have extensive industry experience, relevant qualifications and use innovative and interactive teaching methods and accelerated learning techniques. You will learn in a friendly and supportive team environment with your tutor helping you every step of the way.

## A Qualification...and a Career

You want a qualification...and a career...and we never lose sight of that. Our aim is to help you succeed in your new career.

## How We Do That

For forty years, we have developed our relationship with the business community, and our career preparation programme will keep you abreast of employment opportunities. We help you organise your CV and we train you to succeed in a job interview...our excellent job placement record is second-to-none. And because of Crown's outstanding academic results and reputation, our graduates are highly sought-after; your qualification will be recognised and respected as part of our tradition of excellence.

## Our Training Partners

To get ahead you need the best contacts, so we work closely with many of New Zealand's leading companies. And if you wish to further your studies, our links with top universities ensure that you can gain credits for relevant papers that you have passed at Crown. Our Advisory Committees (made up of leading industry people) ensure that your course is always relevant and up-to-date. In some courses you complete on-site work-based assessments with our training partners.



## Good Value

You gain your qualifications more quickly so you can start your new career in less time. Training is intensive and focused and always supported by personal attention from your tutor. As a leading private tertiary college, Crown receives Ministry of Education UTTA funding, which reduces your course fees. We can also help you with your student loan and allowance documents - we are here to help you from the day you enrol.

## Our Beautiful Building

We are on nine levels of the Crown Institute Building, near Queen Street in the heart of Auckland. The atmosphere is professional and friendly, with modern, spacious classrooms, all with natural light. During your breaks, you can relax in our spacious student lounge. And our lovely tree-lined street, with its cafés, bookshops, boutiques and art galleries is just a few minutes walk from beautiful Albert Park.

## Great Facilities

You can keep track of the latest industry news in our Study Lounge where you can surf the internet and send email free of charge. The Crown Travel Agency training facility, the Crown Aircraft training facility and the Crown Hotel training facility will help give you practical experience - all before you enter the real world of business, management, travel, tourism, airlines and hospitality.



## Your New Friends

When you study at Crown, the world gets smaller - and your circle of friends gets larger. You can meet people from around the corner...or the other side of the world. And in today's world of travel, business, management and hospitality, your classmate today is your international business contact tomorrow.

## ...And Finally

We are different. Our style is personal and friendly, and we aim to get to know you, to support you and to help you succeed. So invest in your own future... take the first step... and enrol with Crown today.

# STUDY PATH

## TRAVEL & TOURISM

**CI 135**  
Crown  
Certificate in  
International  
Travel, Tourism  
& Airline Studies  
Level 3 & 4

**Total study time**  
42 weeks

**CI 141**  
Crown Diploma  
in Tourism  
Management  
Level 5

**Total study time**  
42 weeks

## BUSINESS

**CI 214**  
Crown  
Certificate in  
Business Skills  
Level 3

**Total study time**  
14 weeks

**CI 340**  
New Zealand  
Diploma in  
Business Level 6

**Total study time**  
60 weeks

University Cross  
Credit Your  
New Zealand  
Diploma in  
Business Papers  
to University\*

\*Conditions Apply

## HOSPITALITY

**CI 436**  
Crown  
Certificate in  
International  
Hospitality -  
Hotel Services  
& Reception  
Operations  
Level 3

**Total study time**  
42 weeks

**CI 440**  
National  
Diploma in  
Hospitality  
Management  
Level 5

**Total study time**  
56 weeks

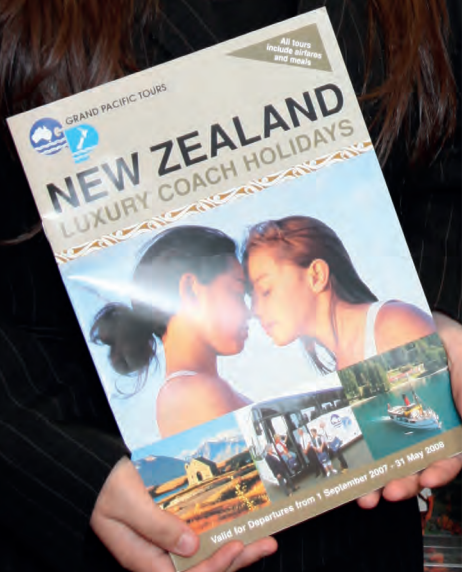
**CI 435** Crown  
Certificate in  
International  
Hospitality -  
Food & Beverage  
Service Level 3

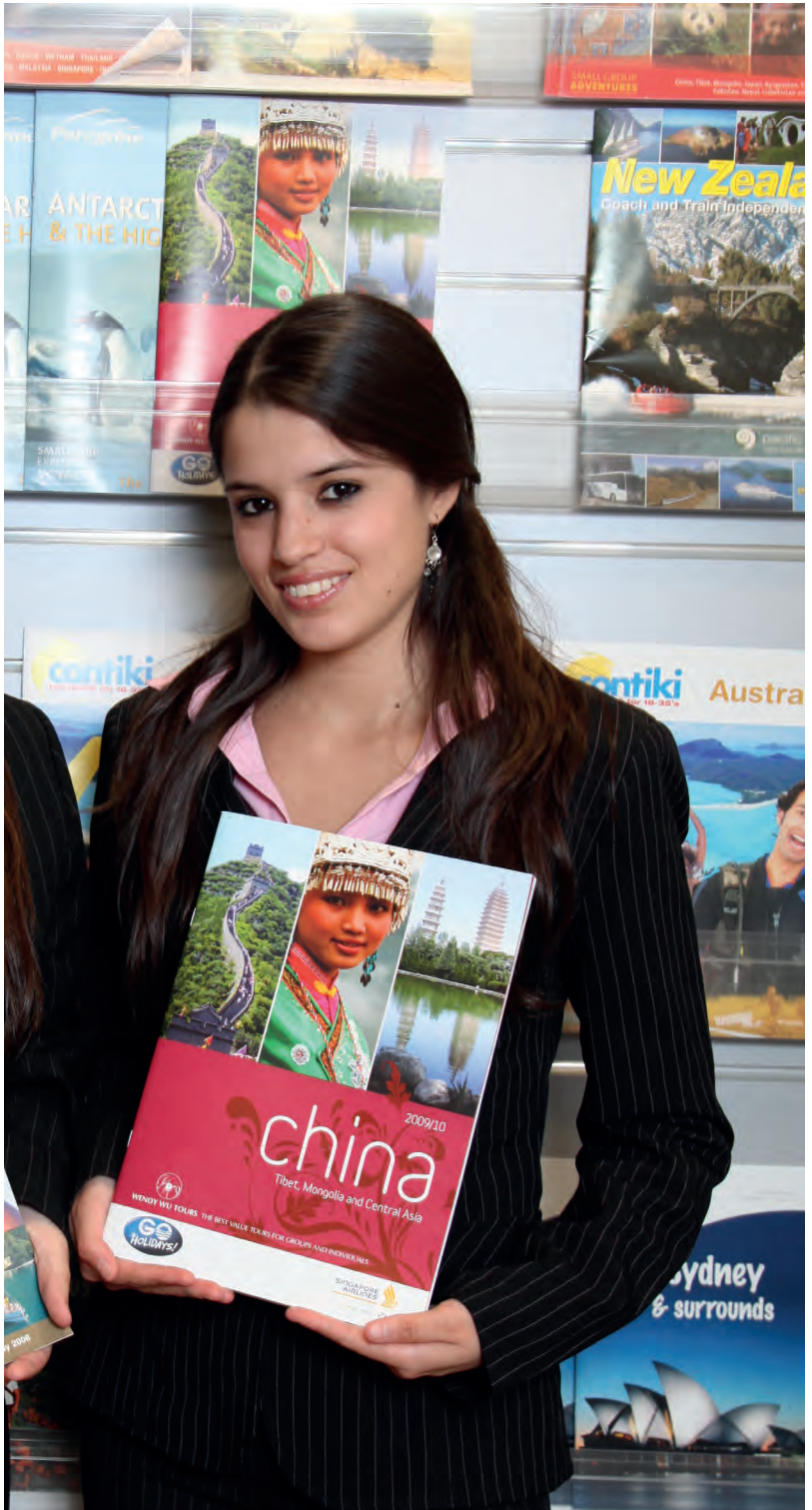
**Total study time**  
42 weeks

### Please Note

1. Other study pathways are available. Please ask the college for details.
2. Completion of one qualification does not guarantee entry to a higher level qualification.
3. Students do not necessarily need to start with a lower level course.
4. All courses are full time.

# TRAVEL, TOURISM & AIRLINE STUDIES







## CI 135 CROWN CERTIFICATE IN INTERNATIONAL TRAVEL, TOURISM & AIRLINE STUDIES

### Course Overview

Gain three national certificates and an international diploma. This course will give you the skills to work as a check-in agent, cabin crew, travel agent, on cruise ships and much more.

### Course Achievement

- Crown Certificate in International Travel, Tourism and Airline Studies
- Crown Certificate in International Air Travel
- National Certificate in Tourism Core Skills Level Three
- National Certificate in Travel - Retail Travel Level Three
- National Certificate in Travel Level Four
- IATA International Air Fares and Ticketing Certificate
- Cabin Crew Ticket Online Course
- Certificate Contiki Certificate

### Optional

- IATA/UFTAA Level One Foundation Diploma
- Blue Lagoon Cruises Programme
- Hong Kong Specialist Programme
- Hawaii Tourism Kuhina Programme
- Tiare Tahiti Specialist Programme
- Marriott Hotel Excellence Programme
- Online Travel Training (OTT) Interactive Programme
- Ireland Shamrock Agents Training Programme
- Pierre and Vacances Interactive Training Programme
- Fieldtrip to Australia or a South Pacific Island





## Course Length

42 weeks

## Entry Criteria

You should be 16 years of age or over on the date you start your course. You must have NCEA Level 2 and/or pass the Crown entry test and attend a personal interview. You may need to provide your high school report and/or current resumé.

## Career Opportunities

- Airline Reservations
- Check-in Agent
- Customer Service Representative
- Flight Attendant
- International or Domestic Travel Consultant
- Ticketing Specialist
- Tourism Information Officer
- Tour Guide
- Wholesale Operations and Reservations
- And many more...

## Further Study

If you successfully complete this course you may wish to continue your studies and enrol on the Crown Diploma in Tourism (Management) or New Zealand Diploma in Business.

For more detailed information go to [www.crown.ac.nz](http://www.crown.ac.nz)



## CI 141 CROWN DIPLOMA IN TOURISM (MANAGEMENT)

### Course Overview

Gain your diploma in just one year! You will learn the concepts of how to operate and analyse a tourism enterprise, gain knowledge of how to recruit the best team and analyse tourists. Get an academic edge and learn how to market new destinations!

This qualification is for people working in, or aspiring to, roles involving supervisory and/or business management responsibilities in the tourism industry. The qualification comprises compulsory tourism-specific unit standards that recognise the specialised knowledge and skills required at management level in the tourism industry.

### Course Achievement

- Crown Diploma in Tourism (Management)
- National Diploma in Tourism (Management) Level Five

### Course Length

42 weeks

### Entry Criteria

You should be 17 years of age or over on the date you start your course. You must have NCEA Level 2 and/or pass the Crown entry test and attend a personal interview. Previous travel and tourism work experience is preferred but is not essential. You may need to provide your high school report and/or current resumé.



### **Career Opportunities**

- Customer Service Representative
- Inbound Product Development
- Marketing Assistant Sales Representative
- Tourism Information Officer
- Wholesale Operations and Reservations
- And many more...

### **Further Study**

If you successfully complete this course you may wish to continue your studies and enrol on the New Zealand Diploma in Business or a degree level course. You may be eligible for credits toward further study. Please ask us for details

**Crown also offers the following courses in Travel and Tourism. Please contact the college for more information.**

- CI 115 Crown Certificate in Travel and Tourism (14 weeks)
- CI 117 National Certificate in Travel-Retail Travel Level 3 (14 weeks)
- CI 118 National Certificate in Travel Level 4 (14 weeks)
- CI 125 Crown Certificate in Travel, Tourism and Airline Studies (28 weeks)

For more detailed information go to [www.crown.ac.nz](http://www.crown.ac.nz)

# HOSPITALITY STUDIES







## CI 435 CROWN CERTIFICATE IN INTERNATIONAL HOSPITALITY – FOOD & BEVERAGE SERVICE

### **Course Overview**

A successful combination of event planning, wine appreciation, bar flaring and menu engineering, this course gives you practical skills and qualifications to gain a fantastic career in the hospitality industry. The programme includes the internationally-recognised London City and Guilds Diploma in Food and Beverage Service.

### **Course Achievement**

- Crown Certificate in International Hospitality (Food and Beverage Service)
- London City and Guilds International Diploma of Food and Beverage Service
- National Certificate in Hospitality - Food and Beverage Service Level Three
- Cafés Strand
- Bars and Clubs Strand
- Restaurant Service Strand and Functions Strand
- Licence Controller Qualification (LCQ)

### **Course Length**

42 weeks



### Entry Criteria

You should be 18 years of age or over on the date you start your course. You must have NCEA Level 2 and/or pass the Crown entry test and attend a personal interview. You may need to provide your high school report and/or current resumé.

### Career Opportunities

- Bar Manager
- Bar Tender
- Barista
- Maitre d'
- Senior Café Assistant
- Food and Beverage Attendant
- Events Coordinator
- And many more...



### Further Study

If you successfully complete this course you may wish to continue your studies and enrol on the New Zealand Diploma in Business or the National Diploma in Hospitality Management.

For more detailed information go to [www.crown.ac.nz](http://www.crown.ac.nz)



## CI 436 CROWN CERTIFICATE IN INTERNATIONAL HOSPITALITY – HOTEL SERVICES & RECEPTION OPERATIONS

### Course Overview

This course will teach you everything you need to know about working in a hotel. You will gain qualifications in hotel reception, restaurant and function service and travel and tourism skills.

### Course Achievement

- Crown Certificate in International Hospitality (Hotel Services and Reception Operations)
- City and Guilds International Diploma of Reception Operations and Services
- National Certificate in Hospitality Front Office Level Three
- National Certificate in Travel and Tourism Core Skills Level Three
- National Certificate in Hospitality Level Three - Restaurant and Function Service Strands
- Marriott Hotel Excellence Certificate
- Cabin Crew Ticket Online Course Certificate
- Licence Controller Qualification

### Course Length

42 weeks





### Entry Criteria

You should be 16 years of age or over on the date you start your course. You must have NCEA Level 2 and/or pass the Crown entry test and attend a personal interview. You may need to provide your high school report and/or current resumé.

### Career Opportunities

- Customer Service Representative
- Porter
- Receptionist
- Reservations Agent
- Travel Consultant
- And many more...



### Further Study

If you successfully complete this course you may wish to continue your studies and enrol on the New Zealand Diploma in Business or National Diploma in Hospitality Management.

For more detailed information go to [www.crown.ac.nz](http://www.crown.ac.nz)



## CI 440 NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT

### Course Overview

Get an excellent understanding of the skills required to work in the hospitality sector including commercial accommodation management, food and beverage management - all the specialised knowledge and skills required at management level in the hospitality industry. People awarded this qualification will be capable of leading a small team and/or managing a small business unit within a large establishment. They will be capable of applying management theory to operational situations as they arise.



### Course Achievement

National Diploma in Hospitality Management Level Five

### Course Length

56 weeks

### Entry Criteria

You should be 16 years of age or over on the date you start your course. You must have

NCEA Level 2 and/or pass the Crown entry test and attend a personal interview. Previous hospitality work experience is preferred but is not essential. You may need to provide your high school report and/or current resumé.



### Further Study

If you successfully complete this course you may wish to continue your studies at degree level. You may be eligible for credits toward further study. Please ask the college for details. Three New Zealand Diploma in Business (NZDipBus) papers are included in this course. You can complete the remaining nine papers to gain the NZDipBus at Crown in just another 50 weeks.

**Crown also offers the below courses in Hospitality. Please contact the college for more information.**

- CI 420 Crown Certificate in Hospitality - Food and Beverage Service (28 weeks)
- CI 421 Crown Certificate in Hospitality - Beverage Service (14 weeks)
- CI 422 Crown Certificate in Hospitality - Food Service (14 weeks)
- CI 423 Crown Certificate in Hospitality - Operations (14 weeks)

For more detailed information go to [www.crown.ac.nz](http://www.crown.ac.nz)

## GRADUATE PROFILES



### Jeannah Reeves

**Trainee Manager at La Porchetta**

**National Diploma in Hospitality Management**

After considering the various Hospitality schools in Auckland, Jeannah decided to study at Crown as she felt that the small classes, and the fact that she could complete the Diploma in just 56 weeks, really worked for her. Jeannah took part

in many extra-curricular activities at Crown. She was a student representative and helped organise fundraisers and activities for students. Jeannah's work experience waitressing at La Porchetta and positive attitude helped her in securing her current role.



### Zaynah Begum

**Skycity Convention Centre**

**Crown Certificate in International Hospitality - Food and Beverage Service**

Zaynah had a particular interest in the food and beverage side of the hospitality industry. After much research into hospitality schools, Zaynah decided to pursue her studies at Crown Institute. "I chose Crown for my studies because I

found its approach much more appealing. After doing heaps of research, it gave me a promising feeling."

While studying the Food and Beverage course, Zaynah also worked for Function Staff. Zaynah is currently working at the Skycity Convention Centre. "I love it here. The excitement of the events is quite exhilarating." Zaynah gets to meet famous sports stars, TV celebrities and other famous and important people at the many different events she works on. "Crown Institute is an amazing place to start off your career as it is fast-paced and great for people who want to jumpstart their career."



### **Grace Tamariki**

**Supervisor for Showcase  
Hospitality**

**Crown Certificate in International  
Hospitality - Food and Beverage  
Service**

"I chose to study a course in International Hospitality at Crown because they have great facilities, an awesome group of tutors and reception staff and really friendly students".

While studying Food and Beverage, Grace was hired as a waitperson by Function Staff, who work closely with Crown. She gained valuable work experience from this and was able to network with many people in the hospitality industry. Since graduating, Grace has worked as a bar tender at Minus 5, one of New Zealand top bars and is now a supervisor. "If it weren't for Crown, I wouldn't be where I am right now!"



### **Kharn Murphy**

**Telephone Sales Consultant at  
Harvey World (Sydney)**

**Crown Certificate in International  
Travel, Tourism and Airline  
Studies**

While Kharn was studying at Crown, he was also working at a café, gaining valuable customer service experience. Kharn was very popular among the staff and students and always

had a positive attitude to his studies and work. Kharn won the top travel student award in his year. With his Crown qualification, work experience at a café and outgoing personality, he quickly gained a position at GO Holidays as a Wholesale Travel Consultant straight after graduating. Kharn spent 3 ½ years at GO Holidays. He was awarded employee of the month not long after starting at GO. Kharn now works in Sydney at Harvey World as a Telephone Sales Consultant.

## GRADUATE PROFILES



### **Gretha Quintanar**

**Travel Consultant at STA Travel**

**Crown Diploma in Tourism**

Gretha loved her time at Crown. She found the Diploma programme challenging but she often used her free time to study which meant she achieved outstanding results. "I wanted to be the best!" As well as commitment to her study at Crown, Gretha was a very

proactive student and sought career guidance from Crown's Career Advisor, Sam Standley. All of Gretha's commitment paid off, as she is now a Travel Consultant at STA Travel in Auckland City.

"I enjoy the challenge of learning new skills and being surrounded by people who have a passion for travel. It feels like I am going on the trips with my clients!"



### **Susan Khuong**

**Flight Attendant at Qantas**

**Crown Certificate in International Travel, Tourism and Airline Studies / Crown Diploma in Travel - Management**

Susan always had an interest in the travel and tourism industry and decided to pursue a career in Flight Attending. Susan worked hard at her studies. While at Crown, Susan worked as an

office assistant and then moved into customer service at McDonald's. She understood the importance of having relevant customer service experience to get into a flight attending role.

After completing her Certificate and Diploma at Crown, Susan set out to find her dream role. Susan was so committed that when she saw that Qantas was holding an open day in Wellington, she did not hesitate in booking her flight there. Susan is now working as a short haul flight attendant for Qantas and has moved to Wellington. Her future goal is to become an International Flight Attendant.



### **Renee Need**

**Direct Sales Consultant at Air New Zealand**

**Crown Certificate in International Travel, Tourism and Airline Studies**

Renee decided to study the Crown Certificate in Travel and Tourism at Crown Institute of Studies. The location, people and course appealed to her.

While studying, Renee worked part-time at Four Square where she gained a number of years of work experience. She is now working at Air New Zealand as a Direct Sales Consultant. Her customer service work experience along with her Crown qualification really gave her an edge when applying for the job. Renee is enjoying her job very much and would like to take on different roles in the company and grow her skills portfolio.



### **Jessi Telfer**

**Telephone Sales Consultant at Sitel**

**Crown Certificate in International Travel, Tourism and Airline Studies**

Students considering Travel and Tourism courses have many institutions to choose between. However, for Jessi, Crown stood out from the pack. "People recognise the Crown name."

As well as studying full time, Jessi worked part time in customer service at the well-known store, Supré. Her work experience at Supré greatly assisted her in securing this role. Currently, Jessi is planning to gain more experience at Sitel, save up some money and go travelling. She would love to work on ski fields in Canada and then travel to the USA and Europe. Jessi's ultimate goal is to work as a tour guide for Contiki Europe.

## GRADUATE PROFILES



### **Hayden McDonald**

**Telephone Sales Consultant  
at Qantas**

**Crown Certificate in International  
Travel, Tourism and Airline  
Studies / Crown Diploma in  
Tourism- Management**

The Travel and Tourism industry is where Hayden wanted to be. He decided Crown Institute was the best place to gain his travel, tourism and airline qualification.

"I liked the central location of the campus and the friendly staff that I met when I came for my tour."

After completing the Certificate course with Crown, Hayden decided he would like to further his studies and went on to complete the Crown Diploma in Tourism (Management).

"Crown Institute was a great place to study and helped me gain the knowledge and tools to get out there in the industry."



### **Mark Reddy**

**Corporate Sales Manager for  
Shangri-La Hotel, Sydney**

**Crown Certificate in International  
Hospitality - Hotel Services and  
Reception Operations**

After gaining University Entrance, Mark had the opportunity to go to university but felt that a private institution would suit his needs better. Proving highly academically able, Mark set out

to gain some work experience in the hotel industry while studying. He secured a Concierge role at The Langham hotel. He studied full-time and worked part-time gaining invaluable skills and knowledge.

Mark is a highly motivated and hard-working individual. He is now working as the Corporate Sales Manager at Shangri-La Hotel, Sydney. Previously, Mark moved up from working as a Concierge at The Langham, Auckland to working as a Senior Concierge and then Business Development Executive at The Langham, Melbourne.





### **Paige Olliver**

**Guest Services Representative at Sky City**

**Crown Certificate in International Hospitality - Hotel Services and Reception Operations**

"The first time I saw Crown, I knew it was the best place for me to study. The staff were so friendly and they used advanced teaching methods which really helped students get into it and

understand." Paige was always a go-getter; she worked at Event Cinemas while studying, as she understood the importance of gaining work experience. Paige passed her exams with distinction and secured a job with Skycity as a Guest Services Representative. This role provides Paige with numerous career paths she could take in the future. "If it weren't for Crown, I wouldn't be as skilled and knowledgeable as I am today."



### **Paula Low**

**Barista at The Admiral, Perth, Australia**

**Crown Certificate in International Hospitality - Food and Beverage Service**

Paula Low grew up in Ruatoria, Gisborne. She attended Ngata Memorial College and was a Dux in her final year. Paula decided to make the move up to Auckland and study at Crown.

Paula was a very keen and proactive student. Like a lot of our Food and Beverage students, Paula worked for Function Staff while studying.

She worked as a Food and Beverage Attendant, doing banquets, dinners and bar work and she also worked as a suite steward at Eden Park during the Rugby World Cup.

Paula loves working as a Café Assistant and enjoys the fast-paced environment. "I enjoy it a lot. I've gotten used to the coffee machines, so I would classify myself as a barista now."

## INDUSTRY RELATIONSHIPS

For over forty years we have developed strong relationships with the business community and our career preparation programme will keep you in touch with the latest employment opportunities. Each year, Crown hosts two Industry Expo events, where industry employers come to Crown and speak to our graduates about their company, how to get into specific job roles, help the students with their interview skills and what the industry is looking for in a graduate. Some of our industry links are...



## EXPERIENCE CROWN FOR YOURSELF

### Open Days

Come along to an Open Day.

To find out when our next open day is, contact us on 0800 357 316 or visit [www.crown.ac.nz](http://www.crown.ac.nz)

### You will be given...

- An information pack
- A tour of our school and facilities
- A visit to a class in action (when available)
- Information on our courses, career centre and graduate opportunities

### Enrolment Days

We hold enrolment days throughout the year. This is a great opportunity to process your application in no time at all!

To find out when our next enrolment day is, contact us on 0800 357 316 or visit [www.crown.ac.nz](http://www.crown.ac.nz)

### Take a Tour

Crown is a great place to study! Our beautiful building is located in vibrant Lorne Street in the heart of central Auckland. Crown is close to shops, cafés, entertainment and public transport. Our facilities are modern and spacious. Come and see for yourself!

Call us on 0800 357 316 or email [info@crown.ac.nz](mailto:info@crown.ac.nz) to book an appointment.

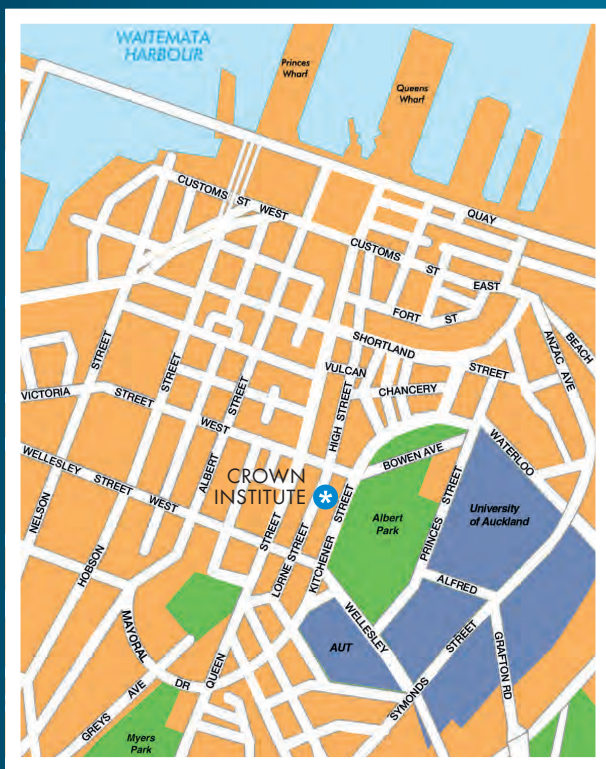
### Taster Days

If you are a secondary school student, why not come along to one of our taster days! Each taster day runs 10am-2pm and includes the following...

- A tour of our school and facilities
- Information on our courses, career centre and graduates
- Lunch
- Introduction to the travel, tourism and airline industries – be a flight attendant in our aircraft training facility and experience a passenger inflight services and emergency procedures demonstration.
- Introduction to the hospitality industry – make a latté or a non-alcoholic cocktail in our training bar!

Simply go to the secondary school services section of our website, [www.crown.ac.nz](http://www.crown.ac.nz), and fill in the application form.

# CENTRAL AUCKLAND



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## CROWN

INSTITUTE OF STUDIES

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TRANSFORMING LIVES THROUGH EDUCATION