FUTUREWINGS
Academy for Professional Training and Placements
A Unit of FW Academy Private Limited

Kochi, Kerala

Hotel Management & Tourism Courses

Prospectus 2026–27: hospitality and travel diplomas and certificates for front office, food & beverage, travel agency and destination careers.

7 courses · 3 months to 1 year · After Plus Two · No entrance exam · EMI available · Placement assistance

Futurewings Academy for Professional Training and Placements
CA Buildings, Ramankutty Achan Road, near South Railway Over Bridge, Ernakulam South, Kochi 682016
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Monday to Friday 9:00 AM to 5:30 PM · Saturday 9:00 AM to 3:00 PM · Sunday closed

ABOUT US

Training for hotel and travel careers in Kochi

Futurewings Academy for Professional Training and Placements is a training academy in Ernakulam South, Kochi, for aviation, tourism, hospitality and logistics careers, founded by travel-trade veterans to close the gap between classroom learning and real jobs. Training mixes classroom teaching with software practice, live training, case studies and industrial visits.

These are job-focused diplomas and certificates, not a 3-year hotel management degree. They train for hotel operations (front office, food & beverage) and travel work (travel agencies, tour operators, destination management).

All hotel management and tourism courses at a glance

Course	Duration	Eligibility	Fee incl. 18% GST
Professional Diploma in Front Office & F&B Services	1 year	Plus Two (12th), any stream	₹1,06,200 to ₹3,18,600
Diploma in Front Office Management	6 months	Plus Two (12th), any stream	From ₹64,900
Diploma in Food & Beverage Services	6 months	Plus Two (12th), any stream	From ₹64,900
Diploma in Global Tourism & Destination Management	6 months	Plus Two (12th), any stream	From ₹64,900
Diploma in Tourism Management	6 months	Plus Two (12th), any stream	From ₹64,900
Certificate in Front Office Management	3 months	Plus Two (12th), any stream; working professionals welcome	₹21,240 to ₹33,040
Certificate in Destination Management	3 months	Plus Two (12th), any stream; working professionals welcome	₹21,240 to ₹33,040

Graduates can also join the PG Diploma in Aviation, Tourism & Hospitality or the Executive Diploma in Aviation & Tourism Management (see the aviation prospectus).

FEES, PACKAGES & WHAT THE FEE COVERS

All fees include 18% GST. Where you sit in a course's fee range depends on the **certification package**: RSDCA, NSDC and SDCC (Skill Development Council Canada), singly or combined. Programmes are associated with Skill India and NCVET/NSDC.

- The base package covers the full course; higher packages add certifications.
- For the 6-month diplomas and the 1-year Professional Diploma, ask our counsellor for the exact fee of your package.
- Looking for a laptop or Thailand-trip package? Those are offered on the 1-year aviation diplomas (see our aviation prospectus).
- Classroom training at the Ernakulam South campus, with industrial visits
- The certifications in your package
- Placement assistance: CV preparation, mock interviews, grooming, industry talks, industrial visits, employer referrals
- Free career counselling before you join
- **Easy EMI**, no hidden charges

1-YEAR DIPLOMA · HOSPITALITY

Professional Diploma in Front Office & F&B Services

DURATION	ELIGIBILITY	FEE INCL. 18% GST
1 year	Plus Two (12th), any stream	₹1,06,200 to ₹3,18,600

Who should join

- Plus Two students who want a hospitality career without a 3-year hotel management degree
- Students aiming for front office, guest relations or restaurant service roles
- People who enjoy guest interaction and want a clear promotion path (associate to supervisor to manager)
- Candidates considering hotel, resort, cruise-line or catering roles

What the course includes

- Industry expert sessions
- Live training and industrial visits
- Front office and F&B software
- Communication and etiquette
- Placement assistance

What you will learn

Front office operations

- Check-in, check-out and room assignment
- Front desk procedures and shifts
- Coordination with housekeeping and F&B

Guest relations & reservations

- Reservation handling and upselling
- Guest profiles and preferences
- Complaint handling and service recovery

Hotel management systems

- Reservations and billing in a property management system
- Night audit basics
- Reports and records

Restaurant & banquet service

- Table service styles and sequence of service
- Banquet and event set-up
- Order taking and billing

Beverage & menu knowledge

- Menu planning basics
- Non-alcoholic and alcoholic beverage service
- Pairing and suggestive selling

Hygiene, safety & guest handling

- Personal hygiene and food safety basics
- Handling special requests
- Emergency procedures

Communication & etiquette

- Spoken English and telephone manners
- Grooming and professional etiquette
- Cultural awareness with international guests

Roles you can apply for

Front office executive · Guest relations executive · Reservations agent · Food and beverage service associate · Banquet associate · Restaurant captain (with experience)

Full syllabus: futurewingsacademy.com/courses/professional-diploma-in-front-office-and-f-and-b-services/

6-MONTH DIPLOMA · HOSPITALITY

Diploma in Front Office Management

DURATION	ELIGIBILITY	FEE INCL. 18% GST
6 months	Plus Two (12th), any stream	From ₹64,900

Who should join

- Plus Two students or graduates who want a hotel job quickly
- People who enjoy guest interaction and want a clear promotion path to supervisor and manager
- Candidates for receptionist and guest relations roles in hotels, resorts and corporate offices
- Hotel staff from other departments who want to move to the front office

What the course includes

- Reservation and front desk tools
- Case studies and live training
- Etiquette and customer service
- Placement assistance

What you will learn

Front desk operations

- Check-in, check-out and room assignment
- Shift handover and logs
- Coordination with housekeeping and F&B

Guest relations

- Welcoming and escorting guests
- Handling special requests and VIPs
- Complaints and service recovery

Reservations

- Telephone and online reservations
- Room types, rates and availability
- Confirmations, changes and no-shows

Hotel management systems

- Property management software
- Billing and cashiering
- Reports and night audit basics

Etiquette & customer service

- Grooming and professional etiquette
- Telephone manners and spoken English
- Cultural awareness with international guests

Case studies & live training

- Front desk role-plays
- Overbooking and emergency scenarios
- Hotel visits and expert sessions

Roles you can apply for

Front office executive · Guest relations executive · Reservations agent · Receptionist (hotel or corporate) · Concierge assistant

Full syllabus: futurewingsacademy.com/courses/diploma-in-front-office-management/

Which course is right for you?

Hotels and restaurants?
Front desk: Front Office Management (diploma or certificate). Restaurant and banquet: Food & Beverage Services. Both, in one year: the Professional Diploma.

Travel and tourism?
Travel agency bookings: Tourism Management. Tours and destination marketing: Global Tourism & Destination Management, or the 3-month Destination Management certificate.

6-MONTH DIPLOMA · HOSPITALITY

Diploma in Food & Beverage Services

DURATION	ELIGIBILITY	FEE INCL. 18% GST
6 months	Plus Two (12th), any stream	From ₹64,900

Who should join

- Plus Two students or graduates who want to work in hotels, restaurants or banquets
- Candidates interested in cruise-line and catering jobs
- People who prefer an active, team-based job with quick promotion to captain and supervisor
- Hotel staff who want formal training in service and beverage management

What the course includes

- F&B management tools
- Industrial visits and expert sessions
- Case studies and live training
- Placement assistance for hotels, restaurants, cruise lines and catering

What you will learn

Restaurant service

- Sequence of service and table settings
- Service styles and order taking
- Guest interaction and upselling

Menu planning

- Menu types and structure
- Describing dishes and dietary needs
- Costing basics

F&B management tools

- Order and billing software
- Stock and inventory basics
- Reports

Banquet operations

- Banquet layouts and set-up
- Buffet and plated service for events
- Coordination with kitchen and events teams

Beverage management

- Tea, coffee and soft beverages
- Wine, beer and spirits basics
- Responsible service and bar operations

Hygiene, safety & personality development

- Personal hygiene and food safety basics
- Grooming and etiquette
- Mock interviews and CV preparation

Roles you can apply for

Food and beverage service associate · Banquet associate · Restaurant host or hostess · Cruise-line or catering service crew · Restaurant captain (with experience)

Full syllabus: futurewingsacademy.com/courses/diploma-in-food-and-beverage-services/

6-MONTH DIPLOMA · TOURISM

Diploma in Global Tourism & Destination Management

DURATION	ELIGIBILITY	FEE INCL. 18% GST
6 months	Plus Two (12th), any stream	From ₹64,900

Who should join

- Plus Two students or graduates who want a career in travel and tourism
- Students interested in destination marketing, tour operations or inbound tourism
- People who enjoy geography, culture and customer service
- Candidates planning to work with tour operators, destination management companies or tourism boards

What the course includes

- Industry talks and expert sessions
- Visits to travel agencies, hotels and tourism hubs
- Foreign language training
- Placement assistance

What you will learn

Global tourism industry & trends

- Tourism products, markets and seasons
- Inbound, outbound and domestic tourism
- Sustainable and responsible tourism

Destination marketing & promotion

- Branding a destination
- Digital promotion basics
- Working with travel trade partners

Customer service for travel

- Enquiry handling and sales conversations
- Travel documents and pre-departure briefings
- Complaints and service recovery

Destination management

- Destination planning and stakeholders
- Attractions, access and amenities
- Visitor experience and feedback

Tour packaging & itineraries

- Itinerary design and timing
- Costing and quotations
- Supplier coordination: hotels, transport, guides

Foreign language & communication

- Conversational foreign-language basics
- Spoken English and presentation
- Grooming, interviews and CV preparation

Roles you can apply for

Travel consultant · Destination or tour executive · Tourism marketing assistant · Hotel travel desk executive · Customer service executive at a travel company

Full syllabus: futurewingsacademy.com/courses/diploma-in-global-tourism-and-destination-management/

6-MONTH DIPLOMA · TOURISM

Diploma in Tourism Management

DURATION	ELIGIBILITY	FEE INCL. 18% GST
6 months	Plus Two (12th), any stream	From ₹64,900

Who should join

- Plus Two students or graduates who want to work in a travel agency or tour company
- People who want hands-on reservation and itinerary skills, not only theory
- Hotel or airline staff who want to add travel-desk skills
- Anyone planning to start or join a family travel business

What the course includes

- Hands-on booking practice
- Travel-agency software
- Industrial visits and expert sessions
- Placement assistance

What you will learn

Travel planning & itinerary creation

- Understanding customer requirements
- Route planning and timing
- Domestic and international itineraries

Reservations: hotels, cars & flights

- Hotel and car rental reservations
- Flight bookings on reservation systems
- Confirmations, changes and cancellations

Customer handling & sales

- Enquiry handling and follow-up
- Suggestive selling and add-ons
- Complaints and service recovery

Costing & quotations

- Supplier rates and mark-ups
- Taxes and inclusions
- Preparing a professional quotation

Travel-agency software

- Reservation systems and booking tools
- Customer records and documentation
- Vouchers and travel documents

Personality development & communication

- Spoken English and telephone etiquette
- Grooming and presentation
- Mock interviews and CV preparation

Roles you can apply for

Travel consultant · Reservations executive · Tour coordinator · Holiday sales executive · Hotel travel desk executive

Full syllabus: futurewingsacademy.com/courses/diploma-in-tourism-management/

3-MONTH CERTIFICATE · HOSPITALITY

Certificate in Front Office Management

DURATION	ELIGIBILITY	FEE INCL. 18% GST
3 months	Plus Two (12th), any stream; working professionals welcome	₹21,240 to ₹33,040

Who should join

- Plus Two students or graduates who want a receptionist or front office job quickly
- Working professionals who want to move into hotel or corporate front office roles
- Hotel staff from other departments preparing for a front office transfer
- Candidates who may later upgrade to the 6-month Diploma in Front Office Management

What the course includes

- Hotel reservation systems
- Customer service and crisis handling
- Practical case studies

What you will learn

Guest handling

- Welcoming, registration and escorting
- Handling requests and VIPs
- Complaint handling and service recovery

Billing

- Guest folios and payment methods
- Cashiering and receipts
- Common billing errors

Customer service & crisis handling

- Telephone etiquette and spoken English
- Overbooking and emergency scenarios
- Practical case studies

Reservations

- Telephone and online reservations
- Room types, rates and availability
- Confirmations, changes and cancellations

Concierge services

- Local information, transport and bookings
- Special arrangements
- Coordinating with other departments

Roles you can apply for

Front office executive · Receptionist (hotel or corporate) · Reservations agent · Concierge assistant · Guest relations executive

Full syllabus: futurewingsacademy.com/courses/certificate-in-front-office-management/

3-MONTH CERTIFICATE · TOURISM

Certificate in Destination Management

DURATION	ELIGIBILITY	FEE INCL. 18% GST
3 months	Plus Two (12th), any stream; working professionals welcome	₹21,240 to ₹33,040

Who should join

- Plus Two students or graduates who want a fast entry into tourism
- Travel-agency staff moving into tour operations or destination marketing
- People planning to work with destination management companies, tourism boards or resorts
- Freelancers and homestay or tour operators who want structured training

What the course includes

- Itinerary design
- Tourism marketing and branding
- Real destination case studies

What you will learn

Destination planning

- Attractions, access and amenities
- Seasons, events and demand
- Stakeholders: hotels, transport, guides, authorities

Itinerary design

- Day-by-day planning and pacing
- Costing and inclusions
- Customising for families, groups and corporate travellers

Travel coordination

- Supplier bookings and confirmations
- On-trip coordination and problem solving
- Feedback and follow-up

Tourism marketing & branding

- Positioning and messaging
- Digital promotion basics
- Working with travel trade partners

Real destination case studies

- Kerala and Indian destination cases
- International destination cases
- Presentation of a destination plan

Roles you can apply for

Destination executive · Tour coordinator · Travel consultant · Tourism marketing assistant · Operations executive at a destination management company

Full syllabus: futurewingsacademy.com/courses/certificate-in-destination-management/

PLACEMENT ASSISTANCE

How we help you reach employers

- **CV building:** a professional CV written for the roles you want
- **Mock interviews:** practice for hotel, restaurant and travel-company interviews
- **Grooming and soft skills:** communication, etiquette and personality development
- **Employer connections:** industrial visits, industry talks and referrals

Placement assistance is not a promise of a job; employers run their own selection. Typical employers for these courses are hotels and resorts, restaurants and caterers, cruise lines, travel agencies, tour operators and destination management companies.

ADMISSION

How to join: 4 steps, no entrance exam

1. **Enquire:** call or WhatsApp +91 82813 20702, or fill the form on futurewingsacademy.com.
2. **Free counselling:** we help you choose a course that fits your qualification and goals.
3. **Short interview:** a friendly chat about your communication and interests.
4. **Confirm your seat:** pay the fee and complete admission for the next batch.

Documents: 10th and 12th (Plus Two) mark sheets; a government photo ID such as Aadhaar; recent passport-size photographs.

VISIT US

One campus, in Ernakulam South

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CA Buildings, Ramankutty Achan Road, near South Railway Over Bridge, Ernakulam South, Kochi, Kerala 682016

Close to Ernakulam Junction (South) railway station and the Ernakulam South station on the Kochi Metro Blue Line. Directions: futurewingsacademy.com/campus/

Phone / WhatsApp: +91 82813 20702
Email: info@futurewingsacademy.com
Web: futurewingsacademy.com

Open: Monday to Friday 9:00 AM to 5:30 PM, Saturday 9:00 AM to 3:00 PM, Sunday closed. Campus visits and counselling are free; parents are welcome.

Free Industry Awareness Webinar every Friday, 4 PM IST, on Google Meet (English and Malayalam).

Information as published on futurewingsacademy.com in November 2026. Fees, packages and batch dates can change; please confirm with our counsellor before you join.