

Higher Nitec in Hospitality Operations

HFHPZ, HFHPZ21

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6 month IA Duration

TS5020FPE

1. Prepare Executive Lounge for service
2. Process guest orders
3. Prepare and serve alcoholic/non-alcoholic beverages
4. Prepare and serve hot beverages
5. Provide butler service
6. Handle guest arrival
7. Handle guest departure
8. Provide guest services
9. Provide travel-related services
10. Handle room reservation
11. Conduct site show-round
12. Perform start-of-shift housekeeping
13. Service guestrooms (make bed, clean room, clean bathroom)
14. Inspect guestrooms for release
15. Perform end-of-shift housekeeping
16. Handle hotel linen and guest laundry
17. Coordinate housekeeping operations
18. Coordinate event logistics/set-up