

HIGHER NITEC IN HOSPITALITY OPERATIONS

CERTIFICATION

Credits required for certification:

Core Modules	: 50
Life Skills Modules	: 9
Elective Modules	: 6
Total	: 65

COURSE STRUCTURE

Module Title	Credits
CORE MODULES	
Hospitality Service & Communication	7
Introduction to Hospitality & Tourism	5
Executive Lounge Operations	7
Hospitality Event Management	5
Front Office Operations	6
Hospitality IT Systems	6
Housekeeping Services	6
Industry Attachment	8
ELECTIVES (COURSE SPECIFIC)	
Introduction to Hospitality Law and Security	3
Data Analytics for Hospitality	3
Fundamentals of Wine	3
Fundamentals of Barista Art	3
Hospitality Event Operations	3
ELECTIVES (INTER-DISCIPLINARY)	
Fundamentals of Hawker Entrepreneurship	3
Fundamentals of Western Cuisine	3
Fundamentals of Pastry & Baking	3
ELECTIVES (GENERAL) AND LIFE SKILLS MODULES	
For details, click here	

Note: The offer of electives is subject to the training schedule of respective ITE Colleges. Students are advised to check with their Class Advisors on the availability of the elective modules they intend to pursue.

MODULE OBJECTIVES

Core Modules

Hospitality Service & Communication

On completion of the module, students should be able to handle communications required at the workplace at a functional level. They will be able to apply communicative skills (listening, speaking, reading and writing) at workplace. Students will also be able to handle guests' concerns and feedback, manage guests' needs and expectations, and respond to service challenges.

Introduction to Hospitality & Tourism

On completion of the module, students should be able to provide an overview of the travel and tourism industry including the hospitality sector, and offer travel and accommodation advice to guests. Students will learn the motivations that draw tourists into Singapore.

Executive Lounge Operations

On completion of the module, students should be able to prepare the executive lounge for service and manage inventory. They should also be able to prepare drinks, coffee and tea, serve wine, process guest orders and provide butler service.

Hospitality Event Management

On completion of the module, students should be able to prepare sales proposal, conduct site inspection, plan logistics and organise events.

Front Office Operations

On completion of the module, students should be able to handle the arrival and departure of guests, perform cashiering and provide concierge services.

Hospitality IT Systems

On completion of the module, students should be able to use a computerised property management system to process reservations, manage guest folios, handle financial transactions and manage guest records. They should also be able to use word processing and spreadsheet to develop reports, worksheets and charts.

Housekeeping Services

On completion of the module, students should be able to handle housekeeping requests, prepare rooms for guests and process laundry and linen items. They should also be able to assess and respond to housekeeping emergencies and security breaches.

Industry Attachment

Students are provided with the opportunity to work in a hospitality setting for 6 months.

Electives (Course Specific)

Introduction to Hospitality Law and Security

On completion of the module, students should be able to identify the local laws and regulations governing the hospitality industry and be cognizant of the legal impact of their actions that may affect them, the guests and the hotel when serving guests.

Data Analytics for Hospitality

On completion of the module, students should be able to identify business needs, collect, analyse and interpret data using appropriate tools and techniques, as well as generate charts and reports to make informed decisions.

Fundamentals of Wine

On completion of this module, students should be able to present and serve wine as well as recommend food and wine pairings.

Fundamentals of Barista Art

On completion of the module, students should be able to organise barista workstation, grind coffee beans, prepare common coffee beverages and close barista workstation.

Hospitality Event Operations

On completion of this module, students should be able to prepare an event proposal, organise and assist in running an event. They should also be able to work with various departments to coordinate the logistics required and follow-up on post-event activities.

Electives (Inter-disciplinary)

Fundamentals of Hawker Entrepreneurship

On completion of the module, students should be able to set up hawker stall as well as prepare ingredients, spice mix and a range of hawker dishes according to specified recipes.

Fundamentals of Western Cuisine

On completion of the module, students should be able to demonstrate basic knife skills, prepare basic stocks, basic sauces, clear soup (consommé) and a range of main dishes according to specified recipes.

Fundamentals of Pastry & Baking

On completion of the module, students should be able to prepare a range of sweet pastry, choux pastry, cookies, basic cakes as well as mousse cakes according to specified recipes.

Electives (General) and Life Skills Modules

For details, click [here](#).