

HIGHER NITEC IN HOSPITALITY OPERATIONS (2 YEARS)

CERTIFICATION

Credits required for certification:

Sector Foundation Modules	: 6
Specialisation Modules	: 36
Internship Programme Module	: 8
Life Skills Modules	: 9
Cross-Disciplinary Core Modules	: 6
Elective Modules	: 6
Total	: 71

COURSE STRUCTURE

Module Title	Credits
SECTOR FOUNDATION MODULES	
Sustainability & Care Economy	3
Safety & Hygiene	3
SPECIALISATION MODULES	
Food & Beverage Operations I	3
Housekeeping Service I	3
Front Office Operations I	3
Data Analytics in Hospitality	3
Food & Beverage Operations II	3
Beverage Service	3
Barista Service	3
Restaurant Operations I	3
Mastering Connections & Communications	3
Restaurant Operations II	3
Front Office Operations II	3
Housekeeping Service II	3
INTERNSHIP PROGRAMME MODULE	
Internship Programme	8
CROSS-DISCIPLINARY CORE MODULES	
Digital Marketing & Visual Imagery	3
Design Thinking for Hospitality	3
ELECTIVES (COURSE SPECIFIC)	
Events Planning & Management	2
The Art & Science of Wine	2
ELECTIVES (INTER-DISCIPLINARY)	
Gastronomy Appreciation	2
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

Sector Foundation Modules

Sustainability & Care Economy

On completion of this module, students should be able to determine areas of work where changes can be made to support sustainability and care economy practices and develop communication collaterals for stakeholders.

Safety & Hygiene

On completion of this module, students should be able to apply knowledge and skills to follow workplace safety and food safety procedures and standards according to regulations, practice good personal hygiene, handle and store food safely and maintain cleanliness of utensils, equipment, service and storage areas and attend to accidents and emergencies.

Specialisation Modules

Food & Beverage Operations I

On completion of this module, students should be able to prepare the restaurant for service, receive guests, take and serve orders and clear finished courses, ensuring tables are reset at the end of service. Students will also undertake basic supervisory responsibilities such as on-the-job training, roll calls, and service monitoring.

Housekeeping Service I

On completion of this module, students should be able to perform housekeeping shift duties, service guestrooms and uphold the cleanliness standards of public areas.

Front Office Operations I

On completion of this module, students should be able to execute the interconnected process at Front Desk such as processing room reservations, preparing for guest arrivals and checking in guest, all of which collectively contribute to creating a positive and memorable guest experience.

Data Analytics in Hospitality

On completion of this module, students should be able to collect, analyse and leverage on data insights to enhance the overall guest experience.

Food & Beverage Operations II

On completion of this module, students should be able to handle various aspects of F&B operations such as cashiering duties, managing room service and displaying F&B merchandise for sale.

Beverage Service

On completion of this module, students should be able to prepare and serve a range of alcoholic and non-alcoholic beverages based on a list of mocktails, cocktails and wines.

Barista Service

On completion of this module, students should be able to select and grind coffee beans, prepare various types of coffee and hot beverage, and maintain hygiene and orderliness within the barista station.

Restaurant Operations I

On completion of this module, students should be able to undertake different job roles within F&B outlets and execute a range of tasks including preparing the restaurant for service, conducting roll calls, performing hosting duties, and taking and serving orders.

Mastering Connections & Communications

On completion of this module, students should be able to handle interpersonal relations at workplace. This includes the ability to cultivate rapport with both guests and colleagues, manage the needs and expectations of guests, skilfully handle negotiations, including conflict resolution and service breakdowns.

Restaurant Operations II

On completion of this module, students should be able to carry out a range of food and beverage service operations such as preparing beverages, handling payment, clearing tables at the end of service and completing shift handovers, by assuming different job roles in various F&B outlets.

Front Office Operations II

On completion of this module, students should be able to facilitate guest check-outs, handle payment processing, and execute various end-of-day activities, thereby contributing to the seamless and efficient operation of the Front Desk.

Housekeeping Service II

On completion of this module, students should be able to effectively coordinate housekeeping activities, manage guest laundry and hotel linen, and conduct thorough inspections of guestrooms and public areas, thereby enhancing their proficiency in housekeeping operations.

Internship Programme Module

Internship Programme

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

Cross-Disciplinary Core Modules

Digital Marketing & Visual Imagery

On completion of this module, students should be able to apply the fundamentals of photography to help in the organisation's digital marketing efforts through social media platforms.

Design Thinking for Hospitality

On completion of this module, students should be able to apply the principles of design thinking to enhance guest experience, improve operations and drive innovation within the hospitality industry.

Electives (Course Specific)

Event Planning & Management

On completion of this module, students should be able to conceptualise, plan and execute a wide range of events.

The Art & Science of Wine

On completion of this module, students should be able to assist guests in selecting wines, recommend suitable wine pairings for various cuisines, provide wine service, and ensure proper storage to maintain wine quality.

Electives (Inter-disciplinary)

Gastronomy Appreciation

On completion of this module, students should be able to demonstrate a deeper understanding of ingredients and how flavours are created.

Electives (General) and Life Skills Modules

For details, click [here](#).