

HIGHER NITEC IN HOSPITALITY OPERATIONS

Core Modules

Hospitality Service and 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 and 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.