

## NITEC IN HOSPITALITY OPERATIONS

### CERTIFICATION

Credits required for certification:

Core Modules	: 48
Life Skills Modules	: 9
Elective Modules	: 6
Total	: 63

### COURSE STRUCTURE

Module Title	Credits
<b>CORE MODULES</b>	
Essentials of Food and Beverage Operations	5
Beverage and Wine Service	5
Barista Skills	4
Integrated Hospitality Operations	4
Food Appreciation	4
Restaurant Operations	9
Hospitality Facility Maintenance	4
Interpersonal Skills for Hospitality Professionals	5
Industry Attachment	8
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Event Operations	3
Introduction to Hospitality Guest Services	3
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Fundamentals of Wine	3
Fundamentals of Barista Art	3
Fundamentals of Hawker Entrepreneurship	3
Fundamentals of Western Cuisine	3
Fundamentals of Pastry & Baking	3
Hospitality Event Operations	3
Introduction to Hospitality Law and Security	3
Data Analytics for Hospitality	3
<b>ELECTIVES (GENERAL) AND LIFE SKILLS MODULES</b>	
For details, click <a href="#">here</a>	

*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

#### Essentials of Food and Beverage Operations

On completion of the module, students should be able to perform F&B pre-service activities such as fold napkins, clean and polish service equipment, replenish F&B supplies, set up dining tables, check reservations, hosting, take and serve orders, change table settings and clear table at the end of the service.

#### Beverage and Wine Service

On completion of the module, students should be able to prepare and serve alcoholic and non-alcoholic beverages based on a list of mocktails, 26 international cocktails and wine.

#### Barista Skills

On completion of the module, students should be able to roast and grind coffee beans, and prepare and serve common coffee, tea and other hot beverages.

#### Integrated Hospitality Operations

On completion of the module, students should be able to process payment, conduct stock check, handle room service orders and set up F&B display showcase.

#### Food Appreciation

On completion of the module, students should be able to provide guests with information such as ingredients and cooking methods of menu items. They should also be able to recommend food items to guests with special food requirements.

#### Restaurant Operations

On completion of the module, students should be able to carry out a range of food and beverage service operations by taking on different job roles in various F&B training outlets.

#### Hospitality Facility Maintenance

On completion of the module, students should be able to carry out the correct maintenance methods on various surfaces in the restaurant. They should also be able to assist in implementing pest control measures, workplace safety measures and sustainability practices.

#### Interpersonal Skills for Hospitality Professionals

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) in the workplace, in social and cross-cultural settings. Students will also be able to cultivate customer rapport, manage customer needs and expectations and perform service recovery.

#### Industry Attachment

Students will go on a 6-month industry attachment at a Food and Beverage outlet to gain hands-on practical training in a real work environment.

### Electives (Course Specific)

#### Event Operations

On completion of the module, students should be able to 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.

#### Introduction to Hospitality Guest Services

On completion of the module, students should be able to provide various guest services in the hospitality industry, specifically concierge and bell services.

### Electives (Inter-disciplinary)

#### 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.

### **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.

### **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.

### **Introduction to Hospitality Law and Security**

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

### **Electives (General) and Life Skills Modules**

For details, click [here](#).