

NITEC IN HOSPITALITY OPERATIONS

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.