Technical Diploma in Hospitality & Hotel Management

MODULE OBJECTIVES

F&B Service Professional
The Food and Beverage Service Professional module will prepare and provide students the exposure to international hospitality hotels, restaurants, bars, food trucks, catering businesses etc. The focus of the professional module will be on the philosophy, critical thinking, application of knowledge, and supervisory skills required for excellent food and beverage service. Students will allocate resources as a supervisor and ensure the successful operation of the outlets. In addition, the module will cover the principles of sound food and beverage operations management, which can be applied to ensure these service levels are attained.

Development & Emotional Competencies for Personal Branding
In this module, students will explore, self-evaluate themselves and find out how their emotional intelligence, competencies can help them obtain a clearer understanding of themselves and how well they can relate to others – both positive and difficult people. Students will construct their uniqueness, personal brand of distinction and promise of value to increase their success and happiness at work and in life.

Hospitality Communication for the 21st Century
To be successful in the hospitality industry, students will have the opportunity to learn and develop the hospitality communication skill-set necessary for the 21st century. They will learn how to communicate professionally at a supervisory/management level, learners will be introduced to advanced hospitality communication skills used in the hospitality business environment.

Foundation of Hospitality Accounting
This module provides students with the fundamental accounting competencies to build up further accounting and finance-related modules throughout the whole program. Students will learn accounting skills in the context of hospitality using practical and real examples to support business analysis.

Applied Mathematics in Hospitality
This module aims to provide students with the basic mathematical competencies required in the hospitality working environment. Students will use an applied approach to learn math skills relevant to the hospitality context. Using real-world scenarios, students will solve mathematical problems and make recommendations concerning the hospitality industry.

Hospitality Service Mindfulness & Awareness

The purpose of this module is to help students explore and understand marketing concepts and practices in a global environment. It will prepare students to comprehend the importance of service mindfulness and awareness in an international context. Students will be able to develop design the hospitality/service product marketing plan in dynamic setting.

Business Tools for Hospitality

In this module, students will develop and enhance their business tool application skills, including Excel skills, storytelling with data and data visualization. The module aims to facilitate students to equip the diverse business analysis skills to make business decision.

Law & Ethics in Hospitality

This module aims to provide students with an introduction to key law and ethics concepts in the hospitality industry. With the module, students will be able to best implement the law and ethical practice and identify the potential risks in daily operations.

Rooms Professional

In this module, students will have the opportunity to have an in-depth understanding of rooms management within the international hospitality industry. Developing dynamic insights to critical guest service functions associated with the 'rooms' inventory of an accommodation business. Students will position themselves as supervisor to operate and supervise front-office, concierge, guest relations and housekeeping departments. Students will develop supervisory practical skills required to work in an accommodation business by undertaking their operational and management knowledge to the next level.

Human Behaviour & Performance in the Workplace

In this module, students will be given an overall understanding and application to the real business workplace by investigating the impact that individuals, groups, and organisational structure have on human behaviour and performances within organisations. It is important as human behaviour and performances in an organisation is connected specifically with employment-related situations, it emphasizes behaviour as related to concerns such as jobs, work, absenteeism, employment turnover, productivity, human performance, management and leadership etc.

Hospitality Technology & Facility Management

This module provides student with the basic competencies required by the industry in the matter of technology and facilities. Students will learn skills related to the planning, operations and management of hospitality technology and facilities management using an applied approach, real examples, and cases to foresee and solve problems related to technology and facilities in the hospitality industry.

Experience Design in Hospitality
In this module, students will acquire a theoretical and practical understanding of how to design the hospitality service experience. Students will be able to identify the customer touch points and develop customer journey to enhance customer experience.

Accounting for Decision Making
As a continuity of the module Foundation of Hospitality Accounting, this module uses the previously acquired accounting competencies and build up to further explore accounting as a tool for decision making. Students will use accounting skills in the context of hospitality to recommend scenarios and take managerial decisions.

Sustainable Hospitality Development
This module provides students the sustainable development concepts and enhance students' critical thinking in evolving management paradigm, which gradually aims at switching the traditional growth and profit-maximization model to a more sustainable one. Students will be able to identify the perspective of contemporary sustainability practices and challenges in the hospitality industry.

Introduction to Data Science
Data science plays a vital role in hospitality evolution in the digitalisation era. This module provides students the foundation of data science and discuss how to apply in hospitality operation. The aim is to integrate data science methodology and mindsets into the traditional hospitality business environment and to promote profitability.

Hotel Administration
In this module of hotel administration, students will play the supervisor's role in administration sector. Developing competencies and mindsets that can be applied at the workplace from running world class front to back of the house operations. Creating opportunities to build guest relations, manage financial transactions, and cultivate business ventures. The blend of core hotel administration business learnings offers the future hospitality professionals to become critical thinkers with practical experiences and passion for the hospitality service.

Developing & Empowering Talents
The most successful business leaders today is to be committed to developing and empowering talents to allow them to grow and thrive. In this module, students will learn a combination of theoretical and practical ways focusing on the most valuable asset "people", "talent" development, and ways to empower themselves so they reach their full potential boosting job satisfaction and organisational success.

Financial Analysis
As the third module with focus on accounting, this module expose students to the accounting competencies needed to audit and analysis businesses. Students will acquire accounting analytical skills in the context of hospitality using practical approach and real cases examples.

Hospitality Revenue Optimization in a Digital World
This module enables students with the competencies to judge the consequences of pricing and distribution decisions on the financial performance of a hospitality company in digital era. Students will learn and apply revenue management skills for effective hospitality management, using real cases and applied exercises.

Business Plan & Project Management
This module provides students a solid grounding in the business plan and project management. It equips learners with a framework and the tools and techniques necessary for successful business project management, directly applicable to the hospitality business project.

Corporate Social Responsibility
Corporate social responsibility (CSR) plays crucial role in hospitality business development in digitalisation era. This module addresses theoretical and practical practice of CSR in hospitality organisation and help students to identify the challenges and solutions in relation to the corporate strategy.

Computational Thinking
Computational thinking is the process of approaching a problem in a systematic manner and creating and expressing a solution such that it can be carried out by a computer. During this module, students will develop their ability to break down and model computational problems as well as create and implement algorithmic solutions. Students will use Python – to the formalism, rigor, and power of programming languages.

Business Project in Hospitality
In the final project, students will work in teams on consulting project for established organisations or entrepreneurs. Based on the mission given by the client, students will be responsible for scoping, planning and executing the project under guidance from experts and faculty members. Typical projects may include topics such as concept development, marketing and financial planning, or event creation in hospitality. The purpose of the final project is that students are required to show their learning outcomes last 2 years in theoretical and practical learning experience.

Diversity Management & Leadership
Students will be introduced to a range of theoretical and applied approaches examining what diversity, inclusion and equality really represent and why they are so important, especially in the workplace. Develop key leadership competencies needed to maintain a diverse workforce. Continuously analysing workforce diversity in modern organisations and then design, evaluate and implement strategies to manage and provide the leadership for workforce diversity.

Hospitality Business Operations Optimisation & Digitalisation
In this module, students will be equipped with the knowledge, skills, and tools to develop into a professional who understands hospitality business operations challenges and can manage technology-dependent solutions, leading hospitality organisations to thrive in the age of digital disruption.

Entrepreneurship & Innovation Insights
This module provides entrepreneurship and innovation concepts and equips student knowledge and competencies to develop an entrepreneurship project in organisation or start-up. In this module, students assess the factors that favour the emergence of business opportunities and the abilities entrepreneurs need to demonstrate in order to capture them.

Branding for Successful Businesses
This module offers a real understanding of the branding concepts, the key rules and characteristics that define it and how to recognise and apply these in the context of the hospitality and services industry. Students will learn how to develop successful hospitality branding strategy and switch mindset from traditional marketing approaches and digitalised marketing concept. Brand story as one of the key factors impact on branding successes, students will practice storytelling skills in this module.

Managing SME's in Digital Era
In this module, students will learn and evaluate how digitalisation can create opportunities for small and medium-sized enterprises (SMEs) to improve performance, spur innovation, enhance productivity and compete, on a more even footing, with larger firms. Exploit the digital power services, resources, for firms to generate data and analyse their own operations in new ways, to drive improved performance.

Industry Attachment
On completion of the module, students should be able to integrate their skills and knowledge in a real work environment.