

HIGHER NITEC IN SERVICES – HOSPITALITY OPERATIONS

Course Code: HSHSO

COURSE OBJECTIVE

This course provides students with the skills and knowledge to perform a range of operational functions within an accommodation establishment by providing service at the front office and executive lounge, maintaining rooms and managing sales and events to meet the needs of guests for a comfortable and enjoyable stay.

COURSE STRUCTURE

S/N	Module Details	Module Code	Module Objectives
C1	Hospitality Service and Communication 80 hrs (T) 40 hrs (P) Credits: 7 Prerequisite: Nil	TS4020FP	On completion of this module, students should be able to handle oral and written communication at the workplace, display professional image and service etiquette, cultivate rapport with guests, handle guests from different cultures, manage guests' expectations and perform service recovery.
		Equivalent Code TS4006FP	
C2	Executive Lounge Operations 40 hrs (T) 80 hrs (P) Credits: 7 Prerequisite: Nil	TS4022FP	On completion of this module, students should be able to perform pre- and post-service F&B activities, prepare beverages, and serve food orders at the Executive Lounge, as well as provide butler service.
		Equivalent Code TS4008FP	
C3	Front Office Operations 60 hrs (T) 60 hrs (P) Credits: 6 Prerequisite: Nil	TS5015FP	On completion of this module, students should be able to handle the arrival and departure of guests, room the guests, perform cashiering functions, and provide concierge and business centre services.
		Equivalent Codes TS40020 TS50050 TS40060 TS5004FP	
C4	Hospitality IT Systems 40 hrs (T) 80 hrs (P) Credits: 6 Prerequisite: Nil	TS5016FP	On completion of this module, students should be able to create reservations, maintain customer database and check out guest using a property management system, as well as produce word documents, spreadsheets and presentation slides.
		Equivalent Code TS5005FP	
C5	Housekeeping Services 60 hrs (T) 60 hrs (P) Credits: 6 Prerequisite: Nil	TS5017FP	On completion of this module, students should be able to service and inspect guestrooms and public areas, perform night turndown service, follow up on crash/periodic programmes and handle linen and laundry operations.
		Equivalent Codes TS40050 TS50010 TS50100 TS5006FP	

Abbreviations: T - Theory, P - Practical

CREDITS FOR CERTIFICATION

Total of 32 credits from successful completion of 5 modules.

VENUE

ITE College West

Note:

- 1) The training schedule of lessons is subject to change.
- 2) Depending on the demand, not all the modules in the CET *Higher Nitec* in Services courses will be offered in each intake. Where the modules are offered and there is insufficient enrolment, the classes will be cancelled and a full refund will be given to the affected students.