

## 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	<b>Hospitality Service and Communication</b> 80 hrs (T) 40 hrs (P) Credits: 7 Prerequisite: Nil	TS4020FP	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 response to service challenges.
		Equivalent Code TS4006FP	
C2	<b>Executive Lounge Operations</b> 40 hrs (T) 80 hrs (P) Credits: 7 Prerequisite: Nil	TS4022FP	On completion of this 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.
		Equivalent Code TS4008FP	
C3	<b>Front Office Operations</b> 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, perform cashiering and provide concierge services.
		Equivalent Codes TS40020 TS50050 TS40060 TS5004FP	
C4	<b>Hospitality IT Systems</b> 40 hrs (T) 80 hrs (P) Credits: 6 Prerequisite: Nil	TS5016FP	On completion of this 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.
		Equivalent Code TS5005FP	
C5	<b>Housekeeping Services</b> 60 hrs (T) 60 hrs (P) Credits: 6 Prerequisite: Nil	TS5017FP	On completion of this 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.
		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.