

NITEC IN HOSPITALITY OPERATIONS

MODULE OBJECTIVES

Modules

Essentials of Food and Beverage Operations

On completion of the module, trainees 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, trainees 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, trainees 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, trainees 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, trainees 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, trainees should be able to carry out the full range of food and beverage service operations from getting the service areas ready for receiving guests, to serving food and beverages to guests, and performing closing duties. They should also be able to perform tableside preparation such as carving and tableside flambé.

Hospitality Facility Maintenance

On completion of the module, trainees 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, trainees 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. Trainees will also be able to cultivate customer rapport, manage customer needs and expectations and perform service recovery.

On-The-Job Training I

On completion of the module, trainees should be able to apply and integrate Year 1 skills and knowledge acquired from classroom training, and further develop competencies at the workplace.

On-The-Job Training II

On completion of the module, trainees should be able to apply and integrate Year 2 skills and knowledge acquired from classroom training, and further develop competencies at the workplace.