

# HIGHER NITEC IN HOSPITALITY OPERATIONS (3 YEARS)

## CERTIFICATION

Credits required for certification:

Sector Foundation Modules	: 12
Specialisation Modules	: 45
Internship Programme Modules	: 12
Life Skills Modules	: 10
Cross-Disciplinary Core Modules	: 9
Electives	: 8
<b>Total</b>	<b>: 96</b>

## COURSE STRUCTURE

Module Title	Credits
<b>SECTOR FOUNDATION MODULES</b>	
Hospitality Communications	3
Safety & Hygiene	3
Introduction to Accommodation & Food Services	3
Sustainability & Care Economy	3
<b>SPECIALISATION MODULES</b>	
Global Perspectives in Hospitality	3
Hospitality in Digital Age	3
Introduction to Data Literacy	3
Beverage Service	3
Barista Service	3
Food & Beverage Operations I	3
Housekeeping Service I	3
Restaurant Operations I	3
Front Office Operations I	3
Mastering Connections & Communications	3
Food & Beverage Operations II	3
Restaurant Operations II	3
Front Office Operations II	3
Housekeeping Service II	3
Data Analytics in Hospitality	3
<b>INTERNSHIP PROGRAMME MODULES</b>	
Internship Programme 1	4
Internship Programme 2	8
<b>CROSS-DISCIPLINARY CORE MODULES</b>	
Digital Marketing & Visual Imagery	3
Design Thinking for Hospitality	3
Becoming an Entrepreneur	3
<b>ELECTIVES (COURSE SPECIFIC)</b>	
Events Planning & Management	2

Module Title	Credits
Law & Security	2
The Art & Science of Wine	2
<b>ELECTIVES (INTER-DISCIPLINARY)</b>	
Gastronomy Appreciation	2
<b>ELECTIVES (GENERAL) AND LIFE SKILLS MODULES</b>	
For details, click <a href="#">here</a>	

*Note: The offer of electives is subject to the training schedule of respective ITE Colleges. Students are advised to check with their Class Advisors on the availability of the elective modules they intend to pursue.*

## MODULE OBJECTIVES

### Sector Foundation Modules

#### Hospitality Communications

On completion of this module, students should be able to communicate efficiently at a functional level within the workplace. This includes the ability to respond effectively to enquiries, create business documents and deliver oral presentation with confidence.

#### Safety & Hygiene

On completion of this module, students should be able to apply knowledge and skills to follow workplace safety and food safety procedures and standards according to regulations, practice good personal hygiene, handle and store food safely and maintain cleanliness of utensils, equipment, service and storage areas and attend to accidents and emergencies.

#### Introduction to Accommodation & Food Services

On completing this module, students should be able to articulate a good understanding of the hospitality industry, and be aware of the career prospects and the hospitality industry's expectations of service excellence.

#### Sustainability & Care Economy

On completion of this module, students should be able to determine areas of work where changes can be made to support sustainability and care economy practices and develop communication collaterals for stakeholders.

### Specialisation Modules

#### Global Perspectives in Hospitality

On completion of this module, students should be able to evaluate the multifaceted impacts of globalisation, actively support diversity, and engage in Corporate Social Responsibility (CSR) within the dynamic and evolving global hospitality landscape.

#### Hospitality in Digital Age

On completion of this module, students should be equipped with the essential skills and perspectives necessary in the digital era, be able to contribute to an organisation's digital transformation and have hands-on experience in using a basic digital tool.

#### Introduction to Data Literacy

On completion of this module, students should be able to handle data generated from a hospitality management system, perform data filtering and organisation, and present data visually for interpretation.

#### Beverage Service

On completion of this module, students should be able to prepare and serve a range of alcoholic and non-alcoholic beverages based on a list of mocktails, cocktails and wines.

#### Barista Service

On completion of this module, students should be able to select and grind coffee beans, prepare various types of coffee and hot beverage, and maintain hygiene and orderliness within the barista station.

#### Food & Beverage Operations I

On completion of this module, students should be able to prepare the restaurant for service, receive guests, take and serve orders and clear finished courses, ensuring tables are reset at the end of service. Students will also undertake basic supervisory responsibilities such as on-the-job training, roll calls, and service monitoring.

#### Housekeeping Service I

On completion of this module, students should be able to perform housekeeping shift duties, service guestrooms and uphold the cleanliness standards of public areas.

#### Restaurant Operations I

On completion of this module, students should be able to undertake different job roles within F&B outlets and execute a range of tasks including preparing the restaurant for service, conducting roll calls, performing hosting duties, and taking and serving orders.

### Front Office Operations I

On completion of this module, students should be able to execute the interconnected process at Front Desk such as processing room reservations, preparing for guest arrivals and checking in guest, all of which collectively contribute to creating a positive and memorable guest experience.

### Mastering Connections & Communications

On completion of this module, students should be able to handle interpersonal relations at workplace. This includes the ability to cultivate rapport with both guests and colleagues, manage the needs and expectations of guests, skilfully handle negotiations, including conflict resolution and service breakdowns.

### Food & Beverage Operations II

On completion of this module, students should be able to handle various aspects of F&B operations such as cashiering duties, managing room service and displaying F&B merchandise for sale.

### Restaurant Operations II

On completion of this module, students should be able to carry out a range of food and beverage service operations such as preparing beverages, handling payment, clearing tables at the end of service and completing shift handovers, by assuming different job roles in various F&B outlets.

### Front Office Operations II

On completion of this module, students should be able to facilitate guest check-outs, handle payment processing, and execute various end-of-day activities, thereby contributing to the seamless and efficient operation of the Front Desk.

### Housekeeping Service II

On completion of this module, students should be able to effectively coordinate housekeeping activities, manage guest laundry and hotel linen, and conduct thorough inspections of guestrooms and public areas, thereby enhancing their proficiency in housekeeping operations.

### Data Analytics in Hospitality

On completion of this module, students should be able to collect, analyse and leverage on data insights to enhance the overall guest experience.

## Internship Programme Modules

### Internship Programme 1

Students are provided with the opportunity to work in a hospitality setting for 3 months.

### Internship Programme 2

Students are provided with the opportunity to work in a hospitality setting for 6 months.

## Cross-Disciplinary Core Modules

### Digital Marketing & Visual Imagery

On completion of this module, students should be able to apply the fundamentals of photography to help in the organisation's digital marketing efforts through social media platforms.

### Design Thinking for Hospitality

On completion of this module, students should be able to apply the human-centred principles of design thinking to engage with stakeholders to understand their needs, enhance the guest experience, improve operations, and drive innovation within the hospitality industry.

### Becoming an Entrepreneur

On completion of this module, students should be able to identify business opportunities within the hospitality sector, craft innovative solutions by conceptualizing and articulating their ideas, and effectively employ marketing strategies to create a business plan.

## Electives (Course Specific)

### Event Planning & Management

On completion of this module, students should be able to conceptualise, plan and execute a wide range of events.

### Law & Security

On completion of this module, students should be able to identify the local laws and regulations governing the hospitality industry and be mindful of the legal consequences of their actions, which can have an impact on themselves, guests, and the establishment while they are on duty.

### The Art & Science of Wine

On completion of this module, students should be able to assist guests in selecting wines, recommend suitable wine pairings for various cuisines, provide wine service, and ensure proper storage to maintain wine quality.

### Electives (Inter-disciplinary)

#### Gastronomy Appreciation

On completion of this module, students should be able to demonstrate a deeper understanding of ingredients and how flavours are created.

### Electives (General) and Life Skills Modules

For details, click [here](#).