

**List of Competencies for On-the-Job Training (OJT)
Work-Study Diploma in Hotel & Restaurant Management**

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
A	Communicate with guests & colleagues	
1	Collaborate with stakeholders	
2	Disseminate information (Briefing, Presentation, Meeting)	
3	Handle written communication (reports, minutes, email, letters)	
B	Manage Front Office & Reservations Operations	
4	Supervise Front Office operations	
5	Supervise Guests Services activities	
6	Supervise Revenue Management at Front Office	
C	Manage guests' information using Customer Relationship Management (CRM)	
7	Maintain updated records of guests' preferences in CRM	
8	Process data	
9	Identify trends and service opportunities	
D	Manage Housekeeping operations	
10	Supervise Housekeeping operations	
11	Manage asset and inventory controls	
12	Manage operational risks	
E	Manage Talent	
13	Provide guidance to staff	
14	Manage team performance	
15	Manage implementation of organisational changes	
F	Manage Food & Beverage (F&B) Operations	
16	Supervise F&B operations	
17	Implement F&B cost control activities	
18	Manage F&B Promotions	
G	Manage System & Work Process Improvement	
19	Determine gaps in service delivery	
20	Propose service enhancement solution	
21	Implement service enhancement solution	
H	Implement marketing plan	
22	Conduct market research	
23	Execute marketing plan	

S/N	List of Competencies (Standard)	Company to indicate '✓' for OJT competencies it can provide
24	Provide inputs on social media marketing materials	
I	Conduct Financial Analyses	
25	Interpret financial statements	
26	Perform sectional budget variance analysis	
	Sub-total of Competencies (Standard)	
List of Competencies (Company-specific)		
1		
2		
3		
4		
5		
6		
7		
	Sub-total of Competencies (Company-specific)	

Note:

- Company must be able to provide OJT for at least **75%** of the List of Competencies (Standard).
- If company is unable to meet the 75%, please propose alternate **course-related** competencies which are unique to company operations. Alternate competencies are capped at 25%.
[i.e. 50% of the list of competencies (standard) + 25% alternate competencies (Company-specific)].
- All alternate competencies (Company-specific) must be reviewed and endorsed by ITE.
- Trainees must receive OJT and be assessed for **All** competencies selected in this List.

Total no. of competencies selected by company for OJT

Total no. of competencies listed (*standard & company specific*)

Percentage of selected competencies

Completed By:

Name

Company

Designation

Date

For ITE's Completion			
Reviewed by CED / College <i>(For Company-specific Competencies)</i>			Verified by IBT Officer
Name:			Name & Date:
Designation:		Date:	

Version: June'23

WORK-STUDY DIPLOMA IN HOTEL & RESTAURANT MANAGEMENT

Course Objective

The course equips trainees with the skills, knowledge and professional attributes to oversee day-to-day operation of Front Office, Housekeeping and Restaurant functions, handle guests' concerns and feedback, and manage team operation for service excellence to meet the hotel's service and operation standards.

Module Synopsis

Module 1: Hospitality Business Communication

On completion of the module, trainees should be able to apply appropriate communication technique in their interaction with guests, and at staff briefings and meetings, using both oral and written forms.

Module 2: Front Office Management

On completion of the module, trainees should be able to manage Front Office and Guest Services, monitor room availability and manage room inventory to maximise profitability.

Module 3: Customer Relationship Management

On completion of the module, trainees should be able to manage guests' database and analyse the data for trends and service enhancement.

Module 4: Housekeeping Management

On completion of the module, trainees should be able to manage housekeeping operations, assets and inventory control as well as implement risk management plan.

Module 5: Talent Management & Organisational Behaviour

On completion of the module, trainees should be able to conduct induction for new staff, coach junior staff and manage team performance to meet organisation's service and operation standards as well as provide support for organisational changes.

Module 6: Food & Beverage Management

On completion of the module, trainees should be able to supervise Food and Beverage (F&B) business operations, implement F&B cost control activities and manage F&B promotions in a restaurant.

Module 7: System & Design Thinking

On completion of this module, trainees should be able to determine gaps in service delivery, propose and implement solutions to improve service delivery processes.

Module 8: Hospitality Marketing

On completion of this module, trainees should be able to market hospitality products and services on technology and social network platforms.

Module 9: Hospitality Finance

On completion of this module, trainees should be able to interpret simple financial statements, calculate financial ratios and perform simple budget variance analysis.

Module 10: Company Project

On completion of the module, trainees should be able to address any issues affecting their workplace and recommend solutions to resolve it by leveraging on skills and knowledge gained throughout the course.

Module 11: On-the-Job Training

On completion of the module, trainees should be able to demonstrate competencies and professional attributes acquired in their course of study to take on operational and supervisory responsibilities in the hotel to meet the organisation's service and operation standards, as well as review operational process/workflow and recommend value-added change to innovate and improve the workplace.

TRAINING PATTERN FOR WORK-STUDY DIPLOMA IN HOTEL & RESTAURANT MANAGEMENT

- Day Release (1 day a week at ITE College West)
- Off-JT day must be a paid working day, included in employment contract
- OJT at the company (4 or 5 days a week)