HIGHER NITEC IN SERVICES – HOSPITALITY OPERATIONS
Course Code: HS2HH / Plan Code: HS2HH

COURSE OBJECTIVE
This course aims to provide students with the skills and knowledge to carry out various hospitality operational functions in both accommodation and F&B industries, ensuring that guests have a comfortable, enjoyable stay, and pleasant dining experience.

COURSE STRUCTURE
Core/Specialisation Modules

S/N	Module Details	Module Code	Module Objectives
MSC: *Food & Beverage Management*			
C1	**Beverage Service** 30 (T) 30 (P) Credits 3 Prerequisite: Nil	**HH33001FP** Equivalent Code Nil	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.
C2	**Barista Service** 20 (T) 40 (P) Credits 3 Prerequisite: Nil	**HH33002FP** Equivalent Code Nil	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.
C3	**Food & Beverage Operations I** 20 (T) 40 (P) Credits 3 Prerequisite: Nil	**HH33005FP** Equivalent Code Nil	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.
C4	**Food & Beverage Operations II** 40 (T) 20 (P) Credits 3 Prerequisite: Nil	**HH43002FP** Equivalent Code Nil	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.
MSC: *Hotel & Accommodation Management*			
C5	**Housekeeping Service I** 10 (T) 50 (P) Credits 3 Prerequisite: Nil	**HH43004FP** Equivalent Code Nil	On completion of this module, students should be able to perform housekeeping shift duties, service guestrooms and uphold the cleanliness standards of public areas.
C6	**Housekeeping Service II** 50 (T) 10 (P) Credits 3 Prerequisite: Nil	**HH53003FP** Equivalent Code Nil	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.
C7	**Front Office Operations I** 30 (T) 30 (P) Credits 3 Prerequisite: Nil	**HH43006FP** Equivalent Code Nil	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.

S/N	Module Details	Module Code	Module Objectives
C8	**Front Office Operations II** 30 (T) 30 (P) Credits 3 Prerequisite: Nil	**HH53002FP** Equivalent Code Nil	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.
MSC: *Data Analytics & Communications*			
C9	**Mastering Connections & Communications** 30 (T) 30 (P) Credits 3 Prerequisite: Nil	**HH43001FP** Equivalent Code Nil	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, skillfully handle negotiations, including conflict resolution and service breakdowns.
C10	**Data Analytics in Hospitality** 20 (T) 40 (P) Credits 3 Prerequisite: Nil	**HH53004FP** Equivalent Code Nil	On completion of this module, students should be able to collect, analyse and leverage on data insights to enhance the overall guest experience.

Abbreviations: T - Theory, P - Practical, MSC - Modular Skills Certificate

CREDITS FOR CERTIFICATION
Total of 30 credits from successful completion of 10 Core/Specialisation modules.

Applicants who do not meet the entry requirements for Core/Specialisation modules will need to complete 12 credits from 4 Foundation modules before taking Core/Specialisation modules.

Foundation Modules

S/N	Module Details	Module Code	Module Objectives
F1	**Hospitality Communications** 30 (T) 30 (P) Credits 3 Prerequisite: Nil	**HP33001FP** Equivalent Code30Nil	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 presentations with confidence.
F2	**Hospitality in Digital Age** 30 (T) 30 (P) Credits 3 Prerequisite: Nil	**HH33003FP** Equivalent Code Nil	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.
F3	**Introduction to Accommodation & Food Services** 40 (T) 20 (P) Credits 3 Prerequisite: Nil	**HP33003FP** Equivalent Code Nil	On completion of 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.
F4	**Sustainability & Care Economy** 40 (T) 20 (P) Credits 3 Prerequisite: Nil	**HP33004FP** Equivalent Code Nil	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.

Abbreviations: T - Theory, P - Practical

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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 Technology 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.