

MODULE SYNOPSIS – WSDip 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.

Modules Synopsis

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

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Hospitality Finance

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

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.

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.