

Higher Nitec in Hospitality Operations

HF3HH

Higher Nitec in Hospitality Operations

3 month IA Duration

HH43007FPE

1. Prepare restaurant for service
2. Receive guests
3. Take and serve food orders
4. Prepare beverages
5. Clear table at end of service
6. Maintain cleanliness of restaurant
7. Perform closing duties for restaurant
8. Cultivate rapport with guests & colleagues
9. Manage guest needs and expectations
10. Handle service breakdown and recovery

HF3HH, HF2HH, HFXHH

Higher Nitec in Hospitality Operations

6 month IA Duration

HH53005FPE

HH53006FPE

1. Respond to requests and enquiries
2. Manage inventory (count stock, monitor and replenish inventories, organise storage areas)

3. Perform start-of-shift duties
4. Perform end-of-shift duties
5. Handle service recovery
6. Create basic business documents (incident reports, emails)
7. Implement sustainability practices
8. Handle guest concerns and feedback
9. Set up cashiering station/payment terminals, (PMS or POS systems)
10. Process payment (cash, credit cards, mobile app, vouchers)
11. Handle reservations and receive guests
12. Prepare restaurant for service (set tables, stock up side station, fold napkins, polish cutleries)
13. Prepare and serve beverages (alcoholic, non-alcoholic)
14. Take and serve food orders (plated service, platter service, gueridon service, buffet service, family service)
15. Maintain cleanliness of service areas
16. Manage room reservations (create reservations, create guest profile)
17. Prepare for guest arrival (assign rooms, prepare registration card)
18. Handle guest arrival (loyalty programs, up and cross selling, update guest folio, room change, rate change)
19. Handle guest departure (post late charges, check out guest)
20. Provide guests services (special requests, luggage handling and storage, driveway control, concierge services, business centre services)
21. Service guestroom (make bed, clean room, clean bathroom)
22. Inspect guestrooms and public areas (hygiene, safety, security measures)
23. Perform periodic cleaning
24. Report maintenance or damage issues