

WSDip in Hotel & Restaurant

List of Competencies (wef Apr 2027)

S/N	List of Competencies (Standard)	Company to indicate 'ü' it is able to provide
A	Communicate with guests & colleagues	
1.	Handle interactions with stakeholders	
2.	Disseminate information	
3.	Prepare reports and correspondence	
B	Manage Front Office & Reservations Operations	
4.	Supervise Front Office operations	
5.	Supervise Guest Services activities	
6.	Supervise Revenue Management at Front Office	
C	Manage guests' information using Customer Relationship Management (CRM)	
7.	Maintain records of guests' data in CRM	
8.	Prepare guest data for analysis	
9.	Identify trends and support service improvements	
D	Manage Housekeeping operations	
10.	Supervise Housekeeping operations	
11.	Manage asset and inventory controls	
12.	Coordinate laundry and linen operations	
E	Manage Talent	
13.	Manage staff performance and development	
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 operations for events and functions	
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.	Develop marketing content	
24.	Execute marketing plan	
I	Conduct Financial Analyses	
25.	Interpret financial statements	
26.	Perform sectional budget variance analysis	
	Total No. of Competencies (Standard) that Company can provide	

