

CERTIFICATE IN HOTEL OPERATIONS

JPT/BPP(R2/811/3/0123/MQA/FA2379)03/28

THE CERTIFICATE IN HOTEL OPERATIONS WILL BUILD A FOUNDATION IN THE FUNDAMENTAL ASPECTS OF HOSPITALITY AND SERVICE. UPON COMPLETION, STUDENTS MAY PROGRESS TO DIPLOMA STUDIES TO DEVELOP SUPERVISORY AND MANAGEMENT SKILLS.

Career Prospects

Graduates seeking employment can expect to start at junior or entry level positions in service and operational roles within a facility or enterprise providing lodging, catering or food service and cleaning or sanitising supplies and services.

Duration

4 semesters including internship

Entry Requirements

Pass SPM or equivalent with minimum 1 credit. Holders of qualifications other than SPM are advised to check with an education counsellor for confirmation.

Note : SPM holders must have obtained at least a pass in Bahasa Melayu and Sejarah.

Additional Information

As required by the Malaysian Qualifications Agency (MQA), all students must undertake and pass the required general studies modules.



Modules

Business

- Entrepreneurship

Language and Personal Development

- Basic IT Skills
- English for Hospitality 1
- English for Hospitality 2

Hospitality

- Basic Safety, Health and Nutrition Practices
- Basic Housekeeping Skills
- Banquet Operations
- Computerised Point of Sales System
- Front Office Administration Skills
- Introduction to Customer Service
- Introduction to Hospitality Industry
- Introduction to Kitchen Operations
- Restaurant Service

Practical Training

- Supervised Work Experience (SWE)

CERTIFICATE IN BUSINESS STUDIES

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THE CERTIFICATE IN BUSINESS STUDIES PROVIDES A GENERAL INTRODUCTION TO THE FUNDAMENTAL ASPECTS OF BUSINESS STUDIES INCLUDING THE BASICS OF ACCOUNTING, MANAGEMENT, MARKETING AND INTERNATIONAL BUSINESS. UPON SUCCESSFUL COMPLETION, STUDENTS MAY CONTINUE THEIR STUDIES AT DIPLOMA LEVEL.

Career Prospects

Graduates seeking employment can expect to start at junior or entry level positions in administrative roles within a business organisation or enterprise.

Duration

4 semesters

Entry Requirements

Possess SPM or equivalent with minimum 1 credit in any subject. Holders of qualifications other than SPM are advised to check with an education counsellor for confirmation.

Note : SPM holders must have obtained at least a pass in Bahasa Melayu and Sejarah.

Additional Information

As required by the Malaysian Qualifications Agency (MQA), all students must undertake and pass the required general studies modules.



Modules

Financial

- Introduction to Accounting
- Introduction to Business Finance
- Introduction to Quantitative Methods

Business and Management

- Basic Entrepreneurship Skills
- Introduction to Business
- Introduction to Business Ethics
- Introduction to Business Law
- Introduction to Economics
- Introduction to Human Resource Management
- Introduction to International Business
- Introduction to Management
- Introduction to Marketing

Information Technology

- Basic IT Skills
- Introduction to Business Information System

Language and Personal Development

- Basic Business Communications
- Introduction to Business English 1
- Introduction to Business English 2
- Report Writing Skills