

# **CERTIFICATE IN** HOTEL OPERATIONS

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

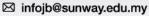
### Hospitality

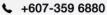
- · Basic Safety, Health and Nutrition Practices
- · Basic Housekeeping Skills
- · Banquet Operations
- · Computerised Point of Sales System
- · Front Office Administration Skills
- · Introduction to Customer Service
- · Introduction to Hospitality Industry
- · Introduction to Kitchen Operations
- ·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

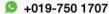
### **Practical Training**

Supervised Work Experience (SWE)









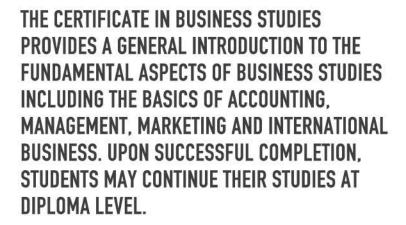






# CERTIFICATE IN BUSINESS STUDIES

JPT/BPP(N/340/3/0798/MQA/FA14526)04/26



# **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



