



My internship at Hotel Jen Puteri Harbour taught me many invaluable real life lessons which cannot be learnt in the classroom and the experience has made me a more confident person. This has encouraged me to continue my studies at diploma level.



NATALIE TAY ZHI EN

CERTIFICATE IN HOTEL OPERATIONS

The certificate level is offered for students who require a stronger foundation in the fundamental aspects of hospitality and service skills.

Upon completion of the Certificate in Hotel Operations, students may progress to the Diploma in Hotel Management to build on their foundation and develop supervisory skills.

Students require hands-on practical training in a realistic environment to hone their operational and service skills. The Hospitality Training and Education Centre (HOSTEC) is a dedicated facility that is fully equipped with a preparatory kitchen, training restaurant, fully-stocked bar, reception lobby and mock guestrooms to complement the learning process.

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 Systems
- Front Office Administration Skills
- Introduction to Customer Service
- Introduction to Hospitality Industry
- Introduction to Kitchen Operations
- Restaurant Service

Practical Training

- Supervised Work Experience (SWE)

Entry Requirements

Pass SPM / O-Levels / UEC or equivalent with minimum one (1) credit. SPM holders must have obtained a Pass in Bahasa Melayu and Sejarah.

Additional Information

As required by the Malaysian Qualifications Agency (MQA), students must undertake and pass all compulsory modules specified according to the guidelines provided.

