

Certificate in Hotel Operations



Employment Opportunities

The service industry requires a skilled workforce that can meet the expectations of customers. Our close ties with credible industry partners ensure that our students will be exposed to the best practices during their Supervised Work Experience.



Education Pathway

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.



Industry-relevant Curriculum

The balanced mix of theory and practical aspects challenges students in areas of creativity and nurtures their soft skills. Students are exposed to software commonly used in the hospitality industry, such as Micros Res4 Point-of-Sales (POS) and Opera Property Management System (PMS).



Dedicated Facilities

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

► Entry Requirements

1. Pass SPM / O-Levels / UEC or equivalent with minimum ONE (1) credit.
2. 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.

Academic Pathway

SPM
UEC
O-Levels
equivalent

Certificate in
Hotel Operations
(1 year 6 months)

Diploma in
Hotel Management
(2 years 5 months)




Advanced standing
into relevant
undergraduate
degrees



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Foundation



Nurturing the Seeds of Wisdom