



**FAKULTI PENGURUSAN DAN INDUSTRI HALAL**

<b>PROGRAM</b>	<b>Diploma in Tourism Management</b>
<b>COURSE NAME</b>	<b>HOSTING MUSLIM TRAVELERS</b>
<b>COURSE CODE</b>	<b>DTS 4013</b>
<b>CREDIT HOUR</b>	<b>3</b>
<b>SYNOPSIS</b>	Hosting Muslim Travelers provides students with knowledge and guidelines to specific services needed by Muslim travelers. This course covers general guidelines in the application of Muslim friendly hospitality services in accommodation, foodservice, travel services, recreation, transportation, and entertainment.
<b>COURSE STRUCTURE</b>	
<b>CHAPTER</b>	<b>TOPICS</b>
<b>1</b>	<b>Muslim Travelers Profile</b>  1.1 Demands for Muslim friendly market segment in tourism. 1.2 Growth of Muslim and halal conscious travelers worldwide. 1.3 Increase mobility of Muslims for work and leisure.
<b>2</b>	<b>The Importance of Muslim Friendly Services in Tourism Industry</b>  2.1 The importance service providers to be aware and make an effort to fulfil the basic needs of Muslim travelers. 2.1.1 Increase guests satisfaction 2.1.2 Potential for new market segments opportunities 2.1.3 Change marketing strategy
<b>3</b>	<b>Important Terminologies and Practices</b>  3.1 Syariah 3.2 Halal 3.3 Halal foodservice 3.4 Non-halal/Haram 3.5 Shubhah 3.6 Najs 3.7 Ritual cleansing 3.8 Solat 3.9 Qiblah 3.10 Wudu 3.11 Halal-friendly travel 3.12 Cleaning process in Islam



4	<p><b>Services Needed by Muslim Travelers</b></p> <p>4.1 Solat (praying) facilities / area</p> <p>4.1.1 Solat room / area</p> <p>4.1.2 Wudu' area near to prayer room,</p> <p>4.1.3 Prayer timings, rugs, kiblah direction,</p> <p>4.1.4 Information to nearest masjid</p> <p>4.2 Halal Foodservice</p> <p>4.2.1 Halal food and drinks available</p> <p>4.2.2 No non-halal food and drinks mixed with halal food.</p> <p>4.2.3 Kitchen and restaurants certified by a Halal Certifying Authority</p> <p>4.2.4 Muslim friendly bathroom/toilet facilities.</p> <p>4.2.5 Clean water facilities in bathroom/toilet</p> <p>4.2.6 Water faucet</p> <p>4.3 Family friendly services and facilities.</p>
5	<p><b>Muslim Friendly Accommodation Facilities</b></p> <p>5.1 Male and female solat/prayer rooms.</p> <p>5.2 Direction of qiblah in rooms</p> <p>5.3 Prayer timings</p> <p>5.4 Male and female solat/prayer rooms.</p> <p>5.5 Prayer timings</p> <p>5.6 Information of nearest masjid</p> <p>5.7 Translation of the Qur'an.</p> <p>5.8 Prayer rugs.</p> <p>5.9 No non-halal snacks and drinks in the room mini bar.</p> <p>5.10 Clean water facility in bathroom or toilet.</p> <p>5.11 Family friendly services and facilities.</p> <p>5.12 No adult television channels in the rooms.</p> <p>5.13 Islamic quality standard for hotel design</p>
6	<p><b>Muslim Friendly Restaurants and Food Outlets</b></p> <p>6.1 Prepare and serve halal food and drinks.</p> <p>6.2 Restaurants certified by a halal certifying authority.</p> <p>6.3 Prayer rooms and wudu area available for guest or customers.</p> <p>6.4 Bathroom or toilets have clean water facility</p> <p>6.5 Family Friendly Services And Facilities Are Available.</p>
7	<p><b>Muslim Friendly Services and Practices in Recreational, Attractions and Entertainment Facilities (theme parks, zoo, museums, etc.).</b></p> <p>7.1 Prayer room and wudu area at strategic locations in the premise or area.</p> <p>7.2 Direction of qiblah, prayer timings and the nearest masjid information</p> <p>7.3 Visitors bathroom or toilets with clean water facility</p> <p>7.4 Halal food and drinks available</p> <p>7.5 Restaurants preparing and serving halal food and drinks certified by a halal Certifying authority.</p>



	7.6 Separate males and females gyms, indoor swimming pools and spa facilities or Separate schedule for male and female if premise has only single gym and indoor swimming pool. Family friendly services and facilities are available
<b>References:</b>	1. MS2610:2015 – Muslim Friendly Hospitality Services – Requirements, Malaysia Standard )(2015)