## Diploma

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| TITLE: Essential of Hospitality Operation |
| Module Code:  Module: Hotel & Restaurant Management  Year: 2017 |
| 1. Instructional Hours:   Minimum Requirement: 12 hours  Lecture: 12 hours  Project: 6 hours  Private study: 12 hours  Total:  Credit Value: 2 |
| 1. Module Synopsis:   Hotel and restaurant management is about how managers improve the profitability of their businesses by ensuring quality control and a pleasant experience for their customers. They work with employees to provide a smoothly functioning system within the hotel or restaurant. Managers must have supervisory, administrative and marketing skills, and must have a thorough understanding of finance management to operate the business effectively. |
| 1. Module Objectives   Students will learn what is Hotel & Restaurant Management  Students will learn the rule Of Hotel & Restaurant Management  Students will learn what is Hygiene and Grooming  Students will learn what is Catering & Food and Beverages Production  Students will learn about Hotel Costing and the Front Office Department  Students will learn about House Keeping |
| 1. Learning Outcomes:   Understand what is Hotel & Restaurant Management  Understand the rule Of Hotel & Restaurant Management  Understand what is Hygiene and Grooming  Understand what is Catering & Food and Beverages Production  Understand about Hotel Costing and the Front Office Department  Understand about House Keeping |
| 1. Assessment Components:   To successfully complete the module students must perform the following:   |  |  |  | | --- | --- | --- | | Components | Weightage | Due Date | | Assignment | 100% | 2 weeks after end of module |  * The nominal word count for this module is 1,200 words. The suggested range is in between 1000-1500 |
| 1. Teaching and learning strategies   Study of this module is by classroom tuition, case-study and independent study.  Teaching media includes:   * PowerPoint * Multimedia Resources * Books references |
| 1. Recommended Reading |

## Detailed Syllabus

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| Learning Objectives: |
| 1. Introduction to Hotel and Restaurant Management in Hospitality |
| 5.1 Introduction to Hotel and Restaurant Management in Hospitality and Core Role of Hotel and Restaurant Management.  5.2 Describe the Rule Of Hotel and Restaurant Management.  5.3 Explain what is Hygiene and Grooming in Hospitality  5.4 Explain on Proper Appearance in Hotel and Restaurant Management. |
| 2. Discussion on Hygiene and Grooming |
| 5.5 Describe the definition of Catering Service in Hospitality  And the Processes in Catering (Menu Consideration, Premises Catering, Quality, Complexities and etc.)  5.6 Explain and Discuss about F&B Production in Hospitality.  5.7 Explain the Process and Stages involved in F&B. |
| 3. Explain and Discuss about F&B Production in Hospitality |
| 5.8 Describe what is Hotel Costing  5.8.1. Describe what is Tariff  5.8.2. Explain the cost and charges may apply in Hotel management.  5.9 Describe the importance of Front Office.  5.10 Explain the Primary Functions of Front Office Department.  5.11 The Organization Structure |
| 4. Describe the importance of Front Office |
| 5.12 The Impact Of The Guest Cycle  5.13 Property Management Systems  5.14 Electronic System Used To Record Reservations  5.15 Manual Systems Used To Record Reservations  5.16 The Areas in the Hotel that Housekeeping Department. |