

Module Synopsis

Advanced Diploma in Hospitality Management

Applied Learning: Culinary Arts Operations

Applied Learning: Culinary Arts Operations provides students with the hands-on kitchen experience. Students will have to draw upon their knowledge of cutting and cooking, apply the skills and experience learned from previous modules and to work together with their peers to accomplish the task required of them.

Applied Learning: Culinary Skills

This is a practical module conducted alongside Culinary Arts. This module provides students with practical training on knife handling, vegetable cuts and various cooking methods. Demonstrations of various cooking methods will be conducted, after which students will have hands-on-training. In particular, students will be trained on egg cooking and meat cooking. This module is fundamental for more challenging cooking tasks in following modules.

Applied Learning: Food and Beverage Services

This is a practical module conducted alongside Food and Beverage Service Operations. The module allows students to put what they have learnt in their theory classes into practice. This module equips students with the knowledge of the functions of each food and beverage equipment (cutlery and crockery); as well as the correct technique in these areas: carrying plates and trays, folding napkins, and changing of table cloth. Students will be taught to set the table according to different menus, taking and processing orders, clearing plates, opening wine, and service sequence.

Applied Learning: Front Office

This is a practical module conducted alongside Room Division: Front Office. The module allows students to put what they have learnt in their theory classes into practice. Students will be introduced to the Property Management System (PMS) and practise a variety of processes such as the check-in and check-out processes. Students will be taught to make and handle guest reservations and enquiries, handle accounts and to process guest check-in and check-out.

Applied Learning: Restaurant Management

Applied Learning: Restaurant Management is a continuation of Applied Learning: Restaurant Operations. In this module, students will be trained and assessed on the management of a restaurant. Students will be trained to manage and operate the training restaurant; including the aspects of mise-en-place, service and technique, communicative skills, leadership skills, grooming, hygiene and cleanliness. This experiential learning in the training restaurant gives students a competitive edge when they enter the hospitality industry.

Applied Learning: Restaurant Operations

Applied Learning: Restaurant Operations trains and assesses students on the operation aspects of running a restaurant. The module allows students to put the skills and knowledge acquired from earlier F&B modules into practice. Students will be trained to manage and operate the training restaurant; and students will also be equipped with the necessary social, technical and communicative skills to be effective in the hospitality industry.

Business Communications

This module provides students the opportunity to put theory into practice the written and verbal forms of communication commonly used in business/hospitality industry.

Contemporary Issues in Tourism

The aim of this module is to identify and analyse some of the key contemporary issues that are pertinent to the Hospitality sector. three key issues will be explored on the module, one from each of the following themes: Country culture and Tourism, Sustainability, Human Resources.

Culinary Arts

Culinary Arts equips students with the fundamental knowledge of knife handling and basic vegetable cuts which allows students to comprehend the correct way of holding and using the knife to cut various sizes and shapes of vegetables. Students will learn fundamental cooking principles and methods, understand the effects of heat on food, the proper way of making stock and the essentials of seasoning and flavouring.

English for Hospitality

This module is designed to provide fundamental English use in the hospitality industry. Case studies and group discussions which provide students with opportunities to gain practical experiences and real-life skills are central to this module. Students will learn to write résumés, cover letters, memos, replying mails and etc. The overall purpose of this module is to maximize student's confidence when writing and communicating within the hospitality environment.

Food and Beverage Business Management

Food & Beverage Business Management provides students with the concept to food & beverage operations and business management. Through this module, students will grasp the importance of concept and product development, operated areas including equipment and staffing and food and beverage provision and service.

Food and Beverage Cost Control

This module designs to provide students with the principles and procedures involved in an effective food and beverage control system (purchasing, receiving, storing, issuing and

production control), including standards determination, the operating budget, cost-volume-profit analysis, income and cost control, menu pricing, theft prevention and labour cost control. Students will be able to understand the role and importance of the inter-relationships between food and beverage costing, labour costing, and control in the hospitality industry.

Food and Beverage Service Operations

Food and Beverage Service Operations provides students with a critical understanding of food and beverage service operations and its role in the hospitality industry. Students will learn the different types of F&B establishments and cuisines; different F&B job positions and their respective duties and responsibilities; the layout of F&B venues; the types of meals, menus, and equipment for service; grooming standards; reservation procedures; food service preparation; service sequence; taking and processing orders; handling payments; understanding the importance of end-of-service procedures, banquet and catering operations and in-function operations, and identifying the types of function room set-up.

Food Sciences

Food Sciences equips students with the knowledge of the importance of nutrition; as well as the composition and structure of meat, poultry, fish, shellfish, and vegetables. The module also covers issues such as grading, inspection, basic cuts, and appropriate cooking and storage methods.

Hospitality Services Marketing

Hospitality Services Marketing provides students with an understanding of the services industry from a marketing perspective. Focusing on concepts and applications of service marketing, yield management, and service quality, the module educates students on the role and responsibility of services marketing.

Hotel Operations Management

Students will learn about hotel departments; marketing; human resource; accounting and food services. Through planning, research and analysis, students will learn how to maximize the company's revenues and profits.

Introduction to the Hospitality Industry

Introduction to Hospitality Industry provides students with a general overview of the hospitality industry. The module discusses the industry as a whole, its growth, operations, sales, tourism, human relations, and possible future developments.

Kitchen Management

Kitchen Management provides students with an overview of how the kitchen has evolved, from past to present. The module allows students to understand why things are done the way they are; and how cooking methods have been developed and refined.

Legal Aspects of Business

This module aims to instil a keen understanding and appreciation of the legal aspects of business. Students will learn the main principles of law relating to business transactions and be inculcated with the knowledge and understanding of the legal system within global business environments; with main reference to Singapore's legal framework.

Managing Human Capital for Service Excellence

This module provides students with knowledge on human capital management and the strategic role it plays in a fast-moving business environment. It aims to impart students with the knowledge and skills to manage human capital for service excellence. Students will learn that an organisation that focuses on competitive challenges such as globalisation, technology, managing change, and cost containment will have an edge over others. The module will cover the various functions of HCM such as recruitment and selection, employee relations, training and development, managing performance and industrial relations.

Meetings, Incentives, Conventions and Exhibitions

This subject focuses on theories, concepts and strategies applied in the context of meetings, incentives, conventions and exhibitions (MICE). The subject aims to equip students with the understanding of how MICE relates to the tourism and hospitality industry. Students will examine the components and structure of the events industry and its stakeholders and be able to organize, execute and manage a diversity of events and meetings.

Principles of Management

This module introduces students the fundamentals theories of both management and organizational behaviour with application of business management system. Topics covered include planning and decision making; leadership and interpersonal relations; methods to motivate employees and etc. Students will also learn the organisation's structure and the cause of management change.

Recreational, Leisure and Tourism Economics

This module provides students with a basic understanding of the economic theories and abilities to analyse economic uses in a logical manner and their possible impacts in real life.

Research Methods

This module focuses on the theory and practice of qualitative research. Successful data collection and analysis is imperative in the advancement of any given industry. It requires the utilisation of skills from basic statistical analyses to qualitative analytical techniques.

Room Division: Front Office

Room Division: Front Office provides students with a fundamental understanding of the concept and organisational aspects of front office operations, reservations and management. The various operations and procedures in managing the front office of a hotel/lodging establishment will be described; enabling students to learn how it operates to enhance guest experience. The module aims to equip students with the knowledge to assess, organise, and re-structure front office functions of a hotel/lodging establishment. Various topics such as communication and guest services, security and lodging industry, front office accounting, check-in and check-out procedures; will be covered in the module.

Room Division: Housekeeping

This module introduces students to the role of the housekeeping which includes maintenance, inventories, hygiene and repairs. It also provides students with the opportunities to evaluate a hotel's current 'back of the house' operations and understand the management systems needed.

Tourism in the 21st Century

Tourism in the 21st Century equips students with a basic understanding of the key concepts relating to the tourism industry. The module will cover various topics related to tourism sectors and the wide-reaching impact of tourism. Students will examine the contemporary issues in international tourism such as globalization, threats of terrorism and natural disasters, climate change, cultural and heritage, corporate social responsibility (CSR), sustainable tourism, emerging consumer trends, etc. The aim of the module is to enable students to develop a critical awareness of the range of challenges facing the tourism industry and how to respond to these changes effectively.

Capstone Project

This module will be conducted in an interactive environment. The aim of the module is to develop student's knowledge in event operations which include event production, project management and management of human resources. The module helps students gain insights into essential processes of event planning, operations and challenges in putting together an event.

Industrial Attachment (6 Months)

Our hospitality internship program offers exciting opportunities to students to acquire working experience in Singapore, one of the most dynamic hospitality industries in the world. The school will assist students in finding internships in various hotels, resorts, tourist

attraction sites, restaurants, or F&B venues. Students may be assigned to different positions in the front-office, office, kitchen, restaurant, etc.