

Diploma In Hotel Management (WBL)

STUDENT'S HANDBOOK

Joint Certificate with Taylor's University



CONTENTS

Director's Foreword

About LTA@KKLK

Vission

Mission

Organization Chart

Academic Organization Chart

Facilities

Work Based Learning in LTA

Programmes Synopsis

Job Prospect

Programme Educational Objectives

Programme Learning Outcome

Programme Structure

Course Information

Acknowledgment

Editorial

DIRECTOR'S FOREWORD



ENCIK MOHAMMAD AZWAN BIN JA'AFAR, AMP
MENANGGUNG KERJA JAWATAN PENGARAH
LANGKAWI TOURISM ACADEMY

Thanks goodness of Allah, for His blessing and gift of the student's handbook in collaboration with the academic and non-academic units that provided information on the programs and serviced offered.

This student's handbook is a guide book related to all activities and programs involved in Langkawi Tourism Academy @ Kolej Komuniti Langkawi.

The purpose of this student's handbook is to provide all of the information in one e-book that can be shared without referring to various parties separately. Therefore, I personally would like to thank all those who contribute their energy and ideas in order to make this e-book becomes reality.

Hopefully, this student's handbook will not only be a student reference material to those who are curious about the Langkawi Tourism Academy @ Kolej Komuniti Langkawi programs

Hence, it is hoped that it will be a significant guide to those in need.

Thank you.

ABOUT LTA@KKLK

The LTA@KKLK is guided by the principle that academic programmes are the building blocks that support the larger vision and mission of the institution and the country. Academic staffs are mindful of and committed to these larger institutional goals when designing programmes and strive to ensure that these tenets complement each other. The programmes design is strongly influenced by the government teaching & learning philosophy which clearly describes the approaches in developing the complete set of graduate competencies in all students, capabilities that encompass the knowledge, cognitive capabilities and soft skills of our graduates and that are believed to be essential for sustained individual success in life and work.

The LTA@KKLK contends that the quality of the institution and the integrity of its programmes is ultimately assessed by the successful ability of its graduates to carry out their expected roles and responsibilities in society. This requires a clear statement of the competencies, i.e., the practical, intellectual and soft skills that are expected to be achieved by the student at the completion of the programmes of study. The main domains of learning outcomes cover knowledge, practical and social skills, critical and analytical thinking, values, ethics and professionalism following the levels of competency as defined in the Malaysian Qualifications Framework (MQF).

VISSION

To be a Centre of educational development with the commitment to build a community that is knowledgeable and skilled in line with the national education philosophy.

MISSION

Expanding access to education, socio-economic enhancement and welfare of the community through training, skills and lifelong learning.

ORGANIZATION CHART



PROGRAMME ORGANIZATION CHART



DHT SEMESTER 1

Food Hygiene & Sanitation / HOS 4033



ZAIHASRA BINTI NORDIN

- Ijazah Sarjana Mudo Sains dan Teknologi Makanan
- Sarjana Pendidikar (Teknikal)

Principles Of Food And Beverage Service / HOS 4024



SHAHIDA BINTI ABDUL RAHIM

- Diploma Pengurusai Hotel, UiTM
- Ijazah Sarjana Mud Sains(Kepujian) Pengurusan Hotel, UiTM

Principles Of Food Production / HOS 4103



NORHISHAMUDIN BIN MD ZAIN

 Ijazah Sarjana Muda (Kepujian)Pengurusar Perhotelan, UMS Business Of Hospitality & Tourism / HOS 4012



MAHERAN BT REFIN

Ijazah Sarjana
 Muda
 Pengurusan
 Pelancongan

Study Skill / HOS 4012



HANIMAH MASBOT@MASBOR

- Ijazah Sarjana
 Muda Kejuruteraa
 Awam
- Sarjana Pendidikan Teknik & Vokasional

English / ELS 4014



NOOR ZAMILLA BINTI ZAMRI

 Ijazah Pendidikar (Kepujian) - TESL



DHT SEMESTER 3

Hospitality Operation / MGM 4013



Management / MGM

/ MGM 4033

Resources Management, HOS 4052

Pengajian Malaysia 2 / MPU 4163

Life Skills For Personal Development / MPU 4222



NOOR FARAHAH BINTI HARUN



4023

NOR ZAIRINA BINTI ZAINAL ABIDIN

- Master In Hospitality Management, UiTM



ROSALINDA BINTI ARIFFIN

- Sarjana Pendidikan Vokasional UTHM



NOR MAIZURA BINTI IBRAHIM

- Sarjana Pengurusan Hospitaliti, UiTM



NUR ADHWA FARAHIN BINTI SAPARUDIN



ZAKARIA BIN NOH

- Universiti Islam Syarif Kassim (UIN SUSKA), Indonesia



FACILITIES

AREA	QUANTITY	CAPACITY
1. Glass Hall	1	50
2. Seminar Room	1	50
Culinary Demo Room	1	16
4. Front Office Suite	1	16
5. Housekeeping Suite	1	16
6. Training Room	1	16
7. Innovation Laboratory	1	16
8. E-Learning Laboratory	1	16
9. I-Conference Laboratory	1	16
10. Student Study Room	1	16
11. Language Laboratory	1	30
12. Modular Kitchen	1	30
13. Commercial Restaurant	1	40

WORK BASED LEARNING IN LTA

Description		How it achieves programme learning outcomes	
Work Based Learning	Provides students with real-life work experiences where they can apply academic and technical skills, develop their employability and acquire new competencies	At diploma level, PLO focused on technical competencies remain essential for students to reach supervisory position. Work-Based learning is an established strategy to provide graduate with high level of technical competencies and increase their employability in the market place.	
Work Based Learning module	Modules delivered through Work Based model require students during their attachment to record their learning of new methods, techniques and processes with the support of their tutor.	This method enable student to excel in the PLO focus on technical competencies and supervisory competencies. Students have the possibility to learn from the industry itself and be guided by their tutor on acquiring effective practices of supervisory skills.	

PROGRAMME SYNOPSIS

No.	Module	Synopsis	
1	Business of Hospitality and Tourism - HOS4012	This Module/Subject provides students with a general introduction to hospitality and tourism reviewing the overall organization and contribution of various industries (travelling, accommodation, food service and MICE) to the overall sector. The module is also designed to introduce the different business model used with the accommodation and food service industry with a focus on the recent models initiated by the development of digital technologies.	
2	Principles of Food and Beverage Service – HOS4024	This module is designed to equip students with the fundamental knowledge and skills required for dining room <i>Mise-en-Place</i> . Performed in a simulated environment, it allows students to understand the main work organization required in F&B as well as practice the basic techniques related to service. Students also acquire fundamental knowledge in equipment used in premises and basic F&B space layout.	
3	Principles of Food Production - HOS4103	This module is designed to equip students with the fundamentals knowledge and skills required for the basic food preparation. Performed in a simulated environment, it allows students to understand the main work organization required in kitchen as well as practice the basic cutting and cooking techniques involved for various type of food product. Students also acquire fundamental knowledge on basic food product used in culinary.	
4	Food Hygiene and Sanitation - HOS4033	This subject is devoted to food hygiene monitoring as well as the basic principle of sanitation. Students also learn basic microbiology principles, condition for growth of bacteria and are engaged in	

Principles of Housekeeping - HOS4114 Throughout this module, students will be taught on the various techniques required for handling housekeeping operation. Moreover, they will acquire fundamental knowledge related to guest typology, material and equipment used in hotel industry. Taught in a simulated environment, students are given the opportunity to progressively acquire the methods and techniques practiced in housekeeping. Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and property management system. The module also explores the relation
Principles of Housekeeping - HOS4114 Throughout this module, students will be taught on the various techniques required for handling housekeeping operation. Moreover, they will acquire fundamental knowledge related to guest typology, material and equipment used in hotel industry. Taught in a simulated environment, students are given the opportunity to progressively acquire the methods and techniques practiced in housekeeping. Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
techniques required for handling housekeeping operation. Moreover, they will acquire fundamental knowledge related to guest typology, material and equipment used in hotel industry. Taught in a simulated environment, students are given the opportunity to progressively acquire the methods and techniques practiced in housekeeping. Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
techniques required for handling housekeeping operation. Moreover, they will acquire fundamental knowledge related to guest typology, material and equipment used in hotel industry. Taught in a simulated environment, students are given the opportunity to progressively acquire the methods and techniques practiced in housekeeping. Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
they will acquire fundamental knowledge related to guest typology, material and equipment used in hotel industry. Taught in a simulated environment, students are given the opportunity to progressively acquire the methods and techniques practiced in housekeeping. Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to maintain and monitor customers and enhance their performance while dealing with customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques. Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
material and equipment used in hotel industry. Taught in a simulated environment, students are given the opportunity to progressively acquire the methods and techniques practiced in housekeeping. Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
environment, students are given the opportunity to progressively acquire the methods and techniques practiced in housekeeping. Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques. Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
Customer Service and Sales - HOS4072 Throughout this module, students will be taught on the tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
tangible/intangible dimensions of customer's experience and will discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
discover how to recommend products and services for various cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
cultures. Moreover, they will be exposed to the different tools and methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
methods used to maintain and monitor customer experience quality but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
but also the methods used to measure service quality. This module is designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
designed to enrich students' knowledge on customers and enhance their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
their performance while dealing with customers during practical class and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
and placement. Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
Beverage Studies - HOS4063 Throughout this module student will be taught on the various types of hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
hot and cold beverages commonly served in hospitality and the preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
preparation/service method required. Moreover, they will discover the main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
main principles of mixology and bartending, allowing the preparation of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
of mocktail using shaken, direct and stir method. Finally, students will be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
be exposed to wine knowledge and discover the various wine opening techniques. Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
Principles of Front Office - HOS4054 Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
Principles of Front Office - HOS4054 Throughout this module, students will be taught on the various techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
techniques required for handling front office operation and completing guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
guest cycle. Delivered in a simulated environment, students will practice the various techniques using the traditional manual forms and
practice the various techniques using the traditional manual forms and
į, į į į į į į į į į į į į į į į į į į
LULVOELIV HIGHGREHEN AVAIEUL HIE HIGHGIEN AUDIEN HETEIGHOU
between front office and various internal and external stakeholders,
with a special emphasis on Online Travel Agents
Restaurant Service - HOS4044 This module focuses on the practice of service sequence as well as
complete operation for pre-service setup, pre-opening briefing and
post service review. Emphasis is given on the student's ability to

		CTUDENTICU
		comply to procedures for operating the restaurant as well as perform
, p		complete service sequence including upselling.
	'	This module also cover the preparation and organization by students
		of a themed dinner using banquet service.
10	Supervision of Hospitality Operation - MGM4013	The module focuses on the core competencies required for the
	'	supervision of hospitality operation and support the achievement and
	'	maintenance of standards. Topics equip students with the required
	'	methodology to effectively monitor compliance to standards, provide
	'	constructive feedbacks to collaborators for continuous improvement,
	'	perform demonstration to support explanation of S.O.P and conduct
		an operation briefing.
11	Introduction to Human Resource Management -	The module is designed to introduce students the various functions
	MGM4052	and duties carried by the Human Resource department and how it
	'	supports operations in the planning and management of manpower.
	'	Students are also trained on the preparation of Job Description and
	'	how it is aligned to the operational needs, standards and the overall
		contractual terms practiced in the company.
12	Principles of Marketing - MGM4033	This subject is designed to provide the candidate a comprehensive,
	'	innovative, managerial and practical introduction to marketing. The
	'	study of marketing concerns itself with the fundamental
	'	functions/activities related to the movement of goods and services
	'	from the producer to the consumers. It deals, for example, with
	'	marketing mix applied to hospitality, communication strategies, pricing
		policies, distribution channels and consumer behavior.
13	Hotel Operation Management - MGM4023	The module is designed to train students on completing and preparing
	'	the main documentations used to support daily operation in
	'	hospitality. While gaining the fundamental knowledge required to
	'	complete documents such as inventory, cashiering report or duty
	'	roster. Students are also exposed to the basic principles to produce
	'	effective display for hygiene, safety etc enabling to effectively
		communicate on operating system.
14	Food Safety & Halal Practices - HOS4082	The module offers students a complete overview of the HACCP and
	'	Halal norm and standards hotels are expected to comply with, in the
		international and Malaysian context. The module is conducted in

		CTUDENT'S HAND	
		semester 3 with the integration of project component exposing T'S HAND	BOO
1		students to the key rules and best practices.	
15	Fundamental of Hotel Data Analysis - MGM4073	The module expose students to the basic financial data and core	
		performance indicators used by the industry to set departmental goal	
		and outlet targets. Topics include fundamental accounting principles	
		focusing on the production and understanding of Balance Sheet, Profit	
		& Loss and the calculation of costing and selling price. Students are	
		also trained to the calculation and reading of key performance	
		indicator such as occupancy rate, turnover etc.	
16	Hotel Business Case Studies - MGM4043	The module provides students the opportunity to apply the theoretical	
		& technical knowledge acquired in hotel operations and supervision	
		techniques. Designed to develop problem solving and critical thinking	
		competencies, students are engaged in a series of case studies	
		focusing on the current guest, workforce and service issues faced	
		commonly in the industry as well as the development of	
		entrepreneurial skills. To recommend effective solutions, students are	
		required to combine all the knowledge and competencies acquired in	
		previous modules and clearly visualize problemitisation and solutions.	
16	Law for Hospitality - MGM4102	The module is designed to provide students an understanding of the	
		legal framework hotel must comply to regarding their guest and	
		employee as well as an overall understanding of the court and	
		jurisdiction in charge of employer and employee conflict. Students are	
		also exposed to the license requirement for hotels as well as all the	
		mandatory display required with the premises.	
17	Principles of Purchasing and Supply Chain -	This module covers principles of purchasing and supply chain focusing	
	MGM4063	on hospitality needs (foods, beverage etc. Students acquire the	
		necessary knowledge and competencies for the development of	
		product and purchase specifications, determination of order	
		quantities, proper receiving procedures, storage management, and	
		security procedures. Emphasis on product on purchasing cycle and	
		stock calculation develop students capability in achieving performance	
		target and budgets.	
18	Hotel Green Practices - HOS4092	The module offers students a complete overview of the green	
		practices implemented by international hotel chains. The module is	

		CTUDENT'S HANDROOK
		conducted through semester 4 with the integration of project NT'S HANDBOOK
1		component exposing students to the key rules and best practices.
19	Restaurant Management - MGM4085	This module is designed to enhance students' technical competencies
		in the field of F&B in a real working environment and expose them to
		the supervisory techniques practiced in the host company within F&B
		operations. Conducted fully on work based learning model, students
		learning and exposure is ensured by the coach trained and assigned to
		the students. Through mentoring sessions, students get constructive
		inputs on their work performance, are exposed to supervisory skills
		practices in the host company, and learn to excel in achieving hotel
		standards.
20	Room Division Management - MGM4095	This module is designed to strengthen students' technical
		competencies in the field of room Division in a real working
		environment and expose them to the supervisory techniques practiced
		in the hosting company within Room Division operations. Conducted
		fully on work based learning model, students learning and exposure is
		ensured by the mentor allocated to the students. Through mentoring
		sessions, students get constructive inputs on their work performance,
		are exposed to supervisory skills practices in the hosting company, and
		learn to excel in achieving hotel standards.
21	Industrial Training - IND40110	The Industrial Training enable students to practice all the supervisory
		skills and competencies acquired throughout the course by assisting
		the supervisor to carry its daily tasks. Students have the option to
		focus between F&B or Room division in order to facilitate their job
		placement area of their technical specialization. The industrial training
		provide an effective platform for students to be hands-on with the
		application of supervisory skills while operating in an environment that
		they are familiar with through prior work based learning modules.

JOB PROSPECT

- 1. Food and Beverage Supervisor
- 2. Front Office Supervisor
- 3. Housekeeping Supervisor
- 4. Entrepreneur for food and beverage business
- 5. Entrepreneur for accommodation business
- 6. Hotel Sales coordinator
- 7. Hotel Supervisor

PROGRAMME EDUCATIONAL OBJECTIVE

Programme Educational Objectives		
Broad statements that describe the career and professional accomplishments that the programme is preparing graduates to achieve after they have graduated.		
PEO 1 Develop employability skills at supervisory level through specific knowledge and skills focusing on hotel operations		
PEO 2 Demonstrate employee and organization operational and commercial performance through creativity		
PEO 3	Enhance employee social and professional well-being, thriving for excellence and continuous improvement	

PROGRAMME LEARNING OUTCOME

Programme Learning Outcomes

The statements below describe the specific and general knowledge, skills, attitude and abilities that the programme graduates should demonstrate upon graduation. Programme graduates are expected to have acquired the outcome by the time they finish all the coursework in their programme.

PLO 1	Acquire general knowledge on the industry and core factors affecting its development
PLO 2	Perform technical skills independently and in team complying to hotel standards
PLO 3	Suggest action plan to solve issues related to guest, operation or workforce
PLO 4	Integrate financial, legal, cultural and environmental consideration in operation practices
PLO 5	Perform demonstration on Standard Operating Procedure, monitor compliance and provide corrective action for achievement of standards
PLO 6	Demonstrate digital proficiency for implementation and monitoring of operational documentations
PLO 7	Suggest ideas of product/services in line with market and business consideration
PLO 8	Communicate effectively with stakeholders and international guest portraying corporate values & professionalism
PLO 9	Demonstrate self-improvement initiative and identify suitable development needs
PLO 10	Engage with the community and demonstrate ethic and sense of national belonging

PROGRAMME STRUCTURE

DIPLOMA IN HOTEL MANAGEMENT				
SEMESTER	COURSE NAME	CODE	CLASIFICATION	CREDIT VALUE
	BUSINESS OF HOSPITALITY AND TOURISM	HOS4012	CORE	2
	PRINCIPLES OF FOOD AND BEVERAGE SERVICE	HOS4024	CORE	4
	PRINCIPLES OF FOOD PRODUCTION	HOS 4103	CORE	3
SEMESTER	FOOD HYGIENE & SANITATION	HOS4033	CORE	3
1	STUDY SKILL	EDL4012	COMPULSORY	2
	ENGLISH	ELS4014	COMPULSORY	4
	TOTAL CRED	IT VALUE		18
	RESTAURANT SERVICE	HOS4044	CORE	4
	PRINCIPLES OF HOUSEKEEPING	HOS 4114	CORE	4
	PRINCIPLES OF FRONT OFFICE	HOS 4054	CORE	4
SEMESTER	BEVERAGE STUDIES	HOS4063	CORE	3
2	CUSTOMER SERVICE AND SALES	HOS4072	CORE	2
	BAHASA KEBANGSAAN 'A'	MPU4512	COMPULSORY	2
	TOTAL CRED			17
	SUPERVISION OF HOSPITALITY OPERATION	MGM 4013	CORE	3
	HOTEL OPERATION MANAGEMENT	MGM 4013	CORE	3
	PRINCIPLES OF MARKETING	MGM 4023	CORE	3
	INTRODUCTION TO HUMAN RESOURCES	MIGINI 4033	COME	
	INTRODUCTION TO HUMAN RESOURCES MANAGEMENT		CORE	l .
SEMESTER		MGM 4052	CODE	2
3	FOOD SAFETY AND HALAL PRACTICES LIFE SKILLS FOR PERSONAL DEVELOPMENT	HOS 4082	CORE	2
		MPU 4222	COMPULSORY	2
	PENGAJIAN MALAYSIA 2	MPU 4163	COMPULSORY	3
	FOTAL CRED	T VALUE		12
	HOTEL BUSINESS CASE STUDIES	MGM 4043	CORE	3
	LAW FOR HOSPITALITY	MGM 4102	CORE	2
	FUNDAMENTAL OF HOTEL DATA ANALYSIS	MGM 4073	CORE	3
	PRINCIPLE OF PURCHASING & SUPPLY CHAIN	MGM 4063	CORE	3
SEMESTER	HOTEL GREEN PRACTICES	HOS 4032	CORE	2
4	MILLENNIALS IN MALAYSIA: CULTIVATING	MPU 4312	COMPULSORY	2
	INTERPERSONAL RELATIONSHIPS	WIFO 4312		_
	COMMUNITY SERVICE	MPU 4412	COMPULSORY	2
	TOTAL CREDIT YALUE			
	RESTAURANT MANAGEMENT (WBL)	MGM 4085	CORE	5
SEMESTER 5	TOTAL CREDIT VALUE			5
				5
SEMESTER 6	ROOM DIVISION MANAGEMENT (WBL) MGM 4095 CORE TOTAL CREDIT VALUE			5
	INDUSTRIAL TRAINING	IND 40110	CORE	10
SEMESTER 7	TOTAL CRED			10
ACCUMULATE TOTAL CREDIT VALUE			-	
				90
14 weeks of study 14 weeks of study 14		Semester 3 Semester 4 14 weeks of study 14 weeks of stu		
l week of revisi				
week of exam		1 week of examination Total : 16 weeks	n 1 week of exami Total : 16 weeks	
"Work-Based Learning: 10 weeks "Work-Based Learning: 10 weeks "Industrial Attachment: 16 week			nt: 16 weeks	
emester 5 Semester 6			Semester 7	
emester 5	Semester o		WEITING OVER 1	

COURSE INFORMATION

DIPLOMA IN HOTEL MANAGEMENT

Programme Reference Number

MQA/PA 11938

Delivery Medium

English / Bahasa Malaysia

Mode of Study

Course Work and Industry / Full time

Admission Requirements

- 1. Possesses Sijil Pelajaran Malaysia (SPM) with minimum of three credits in any subject or its equivalent; OR
- 2. A pass in Sijil Tinggi Persekolahan Malaysia (STPM) with a minimum of Grade C (GP 2.00) in any subject or its equivalent; OR
- 3. A pass in Sijil Tinggi Agama Malaysia (STAM) with a minimum grade of Maqbul in any subject or its equivalent; OR
- 4. A pass in Sijil Kemahiran Malaysia (SKM) Level 3 MQF in related field AND possesses APM with one credit; OR
- 5. A Certificate (Level 3 MQF) in related field or its equivalent; OR
- **6.** Any other equivalent qualification that is recognized by the Government of Malaysia

Duration of Study

	Full time		
	Long Short Semester Semester (WBL)		
21 1 C14 1 V	(1122)		
Number of Weeks*	16 9		
Number of	5 2		
Semester			
Number of year	3 Years		

^{*}Including Revision and Examination Week

Teaching and Learning Method

Lecture, tutorial, practical, Work-Based Learning (WBL) and Internship

Internship

1 semester (16 Weeks)

Total Credit to Graduate

90 credit

EDITORIAL

- 1. ROSALINDA BINTI ARIFFIN (CONTENTS)
- 2. NURULAINI IDAYA BINTI MUHAMMAD (GRAPHIC DESIGNER)