

CERTIFICATE OF COMPLETION IN RETAIL OPERATIONS

About UMCCED

UMCCed was established in 1998 as a centre under the University of Malaya Chancellery with the purview of offering training and education programmes at Diploma and Executive Diploma level, and Certificates and Short Courses in various fields. UMCCed in collaboration with DHS Hospitality Academy Sdn. Bhd has developed the following programs for individuals currently employed in hospitality Industry or individuals who are keen to pursue a Career in hospitality industry to pursue the said program.

About the Program

This certificate gives you the opportunity to gain the skills necessary to obtain an entry-level Operation level position in the Retail industry. The certificate also provides the opportunity for individuals already in the industry to upgrade skills and broaden their areas of expertise. The program is also suitable for working supervisors and managers who require recognised retail qualifications for career advancement or promotion purposes. The Certificate of Completion in Hotel Operations is an Operations level qualification requiring students to complete 7 Competency Units The programs is for 40 hours

Program Objective

Upon successful completion of this program students will be able to:

- Provide prospective business and management students with a body of knowledge which will:
- Increase their employment opportunities within the framework of retail management.
- Prepare them for supervisory and management careers in retail, commerce and industry.

Program Content

- Module 1: Introduction to Retail Operations
- Module 2 Work Safely
- Module 3: Provide Safety & Security to the Guest
- Module 4: Basic Customer Relationship
- Module 3: Suggestive Selling
- Module 4: Understanding Customers
- Module 5: Understanding the Tourism Industry
- Module 6: Understanding Retail Branding
- Module 7: Understanding Retail Marketing

Program Methodology

- Lecture, Case Studies, Demonstration and Presentation

Program Assessment

- ✓ *Individuals in Employment*
- *Quiz upon completion of all Modules*
- ✓ *Individuals who are interested to pursue a Career in the Hospitality Industry*
- *Quiz and Practical assessment*

Program Fees:

- ✓ RM1,500.00/pax
- ✓ *Company sponsored fees claimable from HRDB*
- ✓ *Individual's self-sponsored personal loans could be arranged. Loans approval is on individual eligibility. UMCCED or DHS is not responsible or would guarantee the approval of the loan*

Entry Qualification

- ✓ *Working experience of six months in the Housekeeping department or completed SPM*

Program Highlights

- ✓ *Dual certification from UMCCED and also International Management School Singapore*