

CERTIFICATE OF COMPLETION IN FOOD & BEVERAGE 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

The aim of the Food and Beverage Operations module is to provide students with an understanding of the operational and supervisory aspects of running a food and beverage operation for different clientele in a range of establishments, to encourage an appreciation of the origins of such systems and to understand the various factors involved in meeting customer needs. Students will gain an understanding of food and wine and its service in a variety of styles of restaurant and establishments and they will have sufficient knowledge to produce a detailed plan for specified food and beverage operations.

The Certificate of Completion in Food & Beverage operations is an Operations level qualification requiring students to complete 7 Competency Units The programs is for 40 hours

Program Objective

- Demonstrate knowledge of the key functional areas of the food & beverage operation
- Demonstrate the different methods of purchasing & food storage
- Examine the appropriateness of the different methods of food & beverage service to manage customer expectations
- Develop & plan menus according to customer requirements
- Describe the different types & requirements of banqueting functions

Program Content

- Module 1: Introduction to Food & Beverage Operations
- Module 2 Work Safely
- Module 3: Provide Safety & Security to the Guest
- Module 4: Basic Sanitation
- Module 5: Banquet Service
- Module 6: Beverage Knowledge
- Module 7: Understanding Restaurant service

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*