

## CERTIFICATE OF COMPLETION IN HOTEL 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 supervisory position in the lodging, food and beverage, or resort industry. The certificate also provides the opportunity for individuals already in the industry to upgrade skills and broaden their areas of expertise. 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:

- Identify career paths within the Hotel Industry
- Comprehend the roles of various positions within the hotel
- Demonstrate the importance of customer relationship management, including how to identify different market segments and the processes to develop service offerings that deliver customer value and drive profitability for a hotel
- Examine the emerging trends in the lodging sector, as well as the other external factors that affect hotel development, service offerings, and a hospitality professional's duties and roles

### Program Content

- Module 1: Introduction to Hotel Operations
- Module 2 Work Safely
- Module 3: Provide Safety & Security to the Guest
- Module 4: Understanding Back of the House Operations
- Module 5: Understanding Front of the House Operations
- Module 6: Restaurant Service
- Module 7: Customer Relationship Management

### 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*