

CERTIFICATE OF COMPLETION IN RECEPTION 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, hotel, or service 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:

- To provide students with the knowledge and skills required for positions with some supervisory responsibilities, in a Hotel Front Office role, within the accommodation industry
- To enable students to develop literacy and numeracy skills relevant to the hospitality industry, and for further study.
- Understand the knowledge and skills required for employment in a Hotel Front Office.
- Understand the knowledge and skills to pursue a career, with some responsibilities in a Hotel Front office role.

Program Content

- Module 1: Introduction to Reception Operations
- Module 2 Work Safely
- Module 3: Provide Safety & Security to the Guest
- Module 4: Handle Guest/Resident Arrival
- Module 5: Handle Guest/Resident Departure
- Module 6: Maintain Guest/Resident Account
- Module 7: Promote Tourism

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*