

COMPETENCY CERTIFICATE 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 Competency certificate gives you the opportunity to gain the skills for a Career in the Hotel Industry. The Certificate of Competency in Hotel Operations is a standalone training program which emphasis on Hotel Operations traits. The program is a competency program and is suitable for individuals who do not have sufficient O levels grades to undergo theoretical programs. The program emphasis on skills and vocational education. The program is managed by DHS Center for Hospitality Excellence

Program Objective

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

- The Various departments within the Hotel
- The Importance of each departments within the Hotel
- The role of each department

Training Info

- Duration: 3 months
- One Month: Off the Job Training
- 2 Months On the Job Training Program
Delivered: English

Program Benefits

- **Guided Practical Training**
- **Bank Loans available for working individuals**

Program Content

- Module 1 Principles of Hotel Operations
- Module 2 Front Office Operations
- Module 3: Housekeeping Operations
- Module 4: Food & Beverage Operations
- Module 5: Customer Service
- Module 7: Customer Relationship Management

Trainee Application Requirement

- Individual who is 17 – 35 years
- Completed “O” levels , High School or Graduates (Individuals with No Credits are encouraged to apply)
- Physically fit
- Able to converse basic English

Program Benefits

- **Guided Practical Training**
- **Bank Loans available for working individuals**

Program Assessment

- Quiz upon completion of each module
- Project work upon completion of the practical training

Career Path Upon Completion this Program

- Employment at Hotels, Budget Hotels, Resorts
- Progression into Professional Diploma programs

Why study Tourism & Hospitality Programs ?

- Largest revenue earner in the world
- International Job Opportunities
- Recognized training qualification that enables an individual to practice what has been learned
- Recession proof career
- Industry that never stops expanding

Program Fees: RM 2250.00

- With Accommodation RM 2950.00
- Without Accommodation RM 2250.00