

## **Module Synopsis – Diploma in Tourism & Hospitality Management**

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### **Introduction to Tourism and Hospitality**

Tourism is one of the world's fastest growing industries and is a major source of income and employment for many countries. This module aims to provide students with an overview and importance of the tourism and hospitality industries through an understanding of concepts and principles.

In addition, students will gain knowledge and be able to analyze contemporary issues, problems and trends that underpin the field of tourism and hospitality, this module prepares them for advanced studies of the industry and introduces the competencies pertinent for employment in this dynamic and changing industry.

Assessment Weightage: 50 % Continual Assessment and 50% Exam

### **Service Quality Management**

Having a robust customer service team and system is essential and key to any organization success, and it often plays an important role in client satisfaction.

This module aims to introduce students to the principles, concepts and models on service quality and excellence. Students will develop a deep understanding of what specific skills and strategies are needed that lead to successful implementation of service quality in the tourism and hospitality organization.

Assessment Weightage: 50 % Continual Assessment and 50% Exam

### **HR Recruitment & Performance**

This module aims to provide students with an overview of human resource management and practice. In this module, students acquire an understanding of human resource management, the importance of job analysis, and the link between Strategic Planning and Human Resource Planning, how organizations recruit, conduct interview, appraise newly hired and employees, and some of the common interviewing problems that they encountered in the process, this in turn helps them when they are seeking employment themselves.

At the end of the module, the student will have learnt how to accomplish HR requirements within the framework of established performance management systems.

Assessment Weightage: 50 % Continual Assessment and 50% Exam

### **Tourism Operations Management (AMADEUS)**

This module aimed at providing student with a holistic view of tour and travel operations and management, this also includes understanding of the different types of tour products and services, tour packages, and the essential skills and knowledge needed to make airlines reservation through Global Distribution System (GDS), an indispensable sales tool for travel professionals to make airlines reservation.

Apart from making airlines reservation for both individual and/or group traveller, the system also enable learners to perform other essential functions such as seat allocation, meal or facilities request, itinerary modification, mileage and mathematics calculation, metric and currency conversion, check calendar, date and time difference calculation, encode or decode city, airport, country, currency, state, province and airlines.

Assessment Weightage: 50 % Continual Assessment and 50% Exam

### **Hospitality Operations (OPERA)**

This module will provide coverage on the history, development and structure of the lodging industry. Students will be exposed to the key operating departments of a hotel including front office, housekeeping, and safety & property security that are so vital to the success of a hotel. More importantly, student will be introduced to the OPERA Property Management Systems whereby they will learn and be equipped with the basic skills and knowledge to perform functions relating to hotel reservations, guest profiles, setting options and requests, assigning of rooms, checking in/out and guest accounts management.

Assessment Weightage: 50 % Continual Assessment and 50% Exam

### **Food & Beverage Management**

This module aims to provide students with a comprehensive introduction to food and beverage operations and an overview of the food and beverage industry. It seeks to develop an understanding of the structure of the industry focusing both on the foodservice operations. Students will gain knowledge of the main theories and concepts that underpin the developments in the food and beverage industry with focus on restaurant's operations ranging from product knowledge, restaurant service and beverage service.

The module also deals with the skills and knowledge required to prepare and serve both alcoholic and non-alcoholic beverages as well as cocktails. In equipping students with the core knowledge required for understanding the food and beverage industry, this module prepares them for studies of the Food and Beverage Management 2 under the Advanced Diploma in Tourism and Hospitality.

Assessment Weightage: 50 % Continual Assessment and 50% Exam

## **Integrated Project / Industrial Attachment**

Industrial Attachment is an important aspect and component of a students' development. As a part of course curriculum, Tourism and Hospitality's students are expected to undertake a 6 month industrial attachment in the dynamic tourism and hospitality industry.

The aim of the Industrial Attachment is to enhance classroom learning experience through involvement in industrial and commercial exposure, thus enabling students to relate theoretical concepts with practical situations and at the same time develop and enhance professional awareness and communication skills of the students.

NIM will facilitate in the arrangement and process of student's entire Industrial Attachment. Student may opt do an Integrated Project in place of the Industrial Attachment. The Integrated Project provides an alternative opportunity for students to integrate their knowledge through application to a practical based class-room project within the selection of the student's choice of industry. Preferably, this project focuses on an identified management issues and/or opportunities of an organization.