

## **School of Tourism and Hospitality**

### **Programme: Diploma in Tourism and Hospitality Management (DTHM)**

*(Awarded by Nanyang Institute of Management)*

The Diploma in Tourism and Hospitality Management awarded by NIM is designed to serve as foundations for students wishing to pursue their careers in the tourism and hospitality industry. The functional skills and knowledge that are essential will be introduced. Students will develop professional competencies in areas relating food and beverage operations, Property Management System and Global Distribution System, and essential customer service skills both in classroom and during their 6 months industrial attachment with renowned hospitality companies in Singapore.

#### **Course Objectives**

Key learning outcomes in the programme are:

- Understand the dynamic nature and importance of the hospitality industry.
- Develop sound understanding of front office operations.
- Develop sound understanding of travel agency operations.
- Gain better understanding of front office, food and beverage operations.
- Application skills and knowledge to use / operate Property Management System, a system that is designed to meet the varied requirements of the hotel industry.
- Application skills and knowledge to use / operate with a Global Distribution Systems that is used by airlines and travel agencies globally.
- Understanding of key human resource management functions.
- Develop professional skills in the provision of quality customer service

## **DTHM Module Synopsis**

### **1. 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 relevant skill set and knowledge and be able to analyse contemporary issues, problems and trends that underpin the field of tourism and hospitality; this module also prepares them for advanced studies of the industry and introduces the competencies pertinent for employment in this dynamic and changing industry.

Assessment: 100% Coursework

### **2. HR Recruitment and 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: Combination of written assignments, project or examinations

### **3. Tourism Operations Management**

This module aims to introduce students to tourism and the tourism industry, organizations within the industry and to relevant disciplinary and interdisciplinary approaches to their study. It is based on the exploration of the demand, distribution, delivery and development of tourism within a regional, national and international context.

Aimed at providing a holistic view of tourism operation and management including booking charters to air, sea and land transportation, understand the types of tour package, travel insurance and other tour related documents. Students will also learn how to create tour itinerary, design tour brochure, calculate tour fare and costing, pricing of a tour package and acquire basic knowledge of tour leading.

Assessment: Combination of written assignments, project or examinations

#### **4. Global Distribution System**

This module aims to provide students with comprehensive skills and knowledge required to use a Global Distribution System (GDS) by Amadeus. It is an essential sales tool for travel professionals.

The system allows creating airline reservation for individual and/or group traveler and perform other functions like allocating seats, 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: 100% Coursework

#### **5. Hospitality Operations Management 1**

This module will provide coverage on the history, development and structure of the lodging industry and the operational skills and knowledge necessary to effectively supervise and run the various departments in the hotel industry.

During the course, 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

Assessment: Combination of written assignments, project or examinations

#### **6. Property Management System**

In this module, students will gain an insight into the workings of a Property Management System (PMS) used in the accommodation / lodging industry, introduced to operational aspects of the front desk department which include positioning of the front desk, selecting a Property Management System (PMS) and its applications.

Students will be equipped with the essential skills and knowledge necessary for them to operate and perform various functions relating to hotel guest profiles, reservations, setting up special requests, assigning of rooms, checking in/out and guest accounts management.

Assessment: 100% Coursework

#### **7. Food and Beverage Management 1**

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.

Assessment: 100% Coursework

## **8. 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 through role playing and class discussion that lead to successful implementation of service quality in the tourism and hospitality organization.

Assessment: 100% Coursework

## **9. 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.