

DTHM Module Synopses

1. Introduction To Tourism And Hospitality (45 hrs)

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% Continual Assessment**

2. HR Recruitment and Performance (45 hrs)

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: **100% Continual Assessment**

3. Tourism Operations Management (45 hrs)

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: **100% Continual Assessment**

4. Global Distribution System (45 hrs)

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 traveller and perform other functions like allocating seats, meal or facilities request, itinerary modification, mileage and mathematical 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% Continual Assessment**

5. Hospitality Operations Management 1 (45 hrs)

This module covers the introduction of the hotel industry and the key operating department of the hotel front office; hotel classification and contemporary issues. Students will also learn about the front office organization, communication in the front office, the guest cycle, revenue management, safety and security, reservations, reception and front office accounting

Assessment: **100% Continual Assessment**

6. Property Management System (45 hrs)

In this module, students will gain an insight into the workings of a property management system (PMS) used in the hospitality industry, introduced to operational aspects of the front desk department which include positioning of the front desk, selecting a property management system (PMS) and PMS applications.

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

Assessment: **100% Continual Assessment**

7. Food and Beverage Management 1 (45 hrs)

The aim of this module is to provide students with an understanding of the operational aspect of a food and beverage establishment in the hotel industry.

Students will acquire practical skills and knowledge including table setting, napkin folding, cocktail concoction, table and in-room dining service.

Assessment: **100% Continual Assessment**

8. Service Quality Management (45 hrs)

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% Continual Assessment**

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.