

**Module Synopses**

**Specialist Diploma in Food and Beverage Operations**

Awarded by Nanyang Institute of Management

Total numbers of Modules - 6

Module & Description	Hours
<p><b>1. Interacting with guests</b></p> <p>The Interacting with Guests module equips students with essential interpersonal and communication skills crucial for delivering exceptional guest service in the Food and Beverage industry. It focuses on understanding guest needs and expectations, mastering effective verbal and non-verbal communication techniques, handling diverse guest interactions with professionalism and empathy, and resolving service-related issues effectively. Students will develop the confidence and skills to create positive and memorable experiences for every guest</p>	45
<p><b>2. Principles of Communication</b></p> <p>In the food services industry, effective communication is paramount for smooth operations and positive customer interactions. This hinges on key principles: clarity in conveying information, conciseness in delivering messages efficiently, correctness in ensuring accuracy, completeness in providing all necessary details, and courtesy in maintaining a respectful and professional demeanour. Furthermore, active listening to understand customer needs and colleague instructions, providing constructive feedback, and maintaining consistency in communication are vital for building strong relationships and ensuring clear understanding across all levels of the food service environment</p>	45
<p><b>3. Food and Beverage Knowledge</b></p> <p>Understanding Food and Beverage (F&amp;B) knowledge is crucial for anyone working in the foodservice sector. It encompasses a wide range of information, from menu details and preparation methods to beverage pairings, service standards, and even food safety regulations. This knowledge directly impacts the quality of service, customer satisfaction, and ultimately, the success of an F&amp;B establishment. Well-informed staff can enhance the dining experience by offering informed recommendations, handling customer queries effectively, and ensuring efficient and safe service</p>	45

Module & Description	Hours
<p><b>4. Food Services</b></p> <p>This module equips learners with essential skills and knowledge required for professional food and beverage service. Students will learn to apply standard operating procedures in various service settings, including effective order-taking and serving techniques. Emphasis is placed on mastering proper table setting, food plating, and presentation to enhance the dining experience. Learners will also develop a strong understanding of hygiene, food safety, and sanitation practices critical to maintaining high service standards. Additionally, the module focuses on delivering exceptional customer service by anticipating guest needs and ensuring smooth, efficient operations.</p>	45
<p><b>5. Restaurants Operations</b></p> <p>This module offers students a practical and managerial understanding of restaurant operations. It covers key aspects such as staffing, workflow coordination, and cost control methods to effectively manage food, labor, and operational expenses. Emphasis is placed on delivering high-quality customer service and enhancing the overall dining experience. Students will also develop hands-on skills in professional table setting and napkin folding techniques, which contribute to the presentation and ambiance of service. The module prepares learners for roles in restaurant supervision and front-of-house operations through both theoretical and applied learning</p>	45
<p><b>6. Bar and Beverage Services</b></p> <p>This module provides a simple introduction to working in a bar. You will learn about different types of drinks like beers, wines, and basic mixed drinks. You'll also learn how to use common bar tools, serve drinks correctly, and give good customer service. This module will help you understand how to keep the bar clean and safe, and how to serve drinks responsibly. It's a great starting point for anyone wanting to work in a bar or restaurant.</p>	45
<p><b>7. Industrial Attachment / *Integrated Project</b></p> <p>Industrial Attachment is an important aspect and component of a students' development. As a part of the 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 the arrangement and process of student's entire Industrial Attachment.</p> <p>*Only applicable where Industrial Attachment is not feasible</p>	6 months

### **Industrial Attachment (IA)**

- Student is entitled to only one Industrial Attachment posting; and
- No further IA posting will be arranged if the student withdraws or is terminated by the IA training partner.
- In the event where a student could not be placed as traineeship (IA); due to various reasons, he/she will do an integrated project with guidance from NIM IA Lecturer or an appointed member of the academic staff.