



HOTEL ROOMS DIVISION DIPLOMA



Diploma description

Diploma holders are able to demonstrate the competencies and knowledge required to be fully operational in different functions of the Rooms Division department, following the standards of a first-class hotel operation. Successful graduates have the capacity to successfully work independently in the front-office or housekeeping operations and are well-equipped to enter the industry and reach a supervisory position in a short period of time.

Credits

60 credits US (20 credits US per term).

What you will learn

Foundation

- On-the-Job Hotel Foundation
- Introduction to Front-Office
- Housekeeping Operations I
- Laundry Operations
- Hygiene & Occupational Health Practices
- Introduction to Hospitality Operations
- Basics of F&B Service
- Mathematics Fundamentals
- English Essentials

Intermediate

- On-the-Job Hotel Foundation
- Front-Office Operations I
- Housekeeping Operations II
- Customer Service Excellence
- Goods Management & Environmental Policies
- Introduction to Office Tools
- Rooms Division Operations
- Verbal & Non-Verbal Communication
- Applied English

Advanced

- On-the-Job Hotel Rooms Division
- Front-Office Operations II
- People Training & Development
- Principles of Hospitality Marketing
- Rooms Administration Principles
- Purchasing & Inventory Systems
- The Art of Butler Service
- Business English