Hotel Operations

Overview
Through a simulated learning environment, students will acquire the basic knowledge and skills in the various aspects of hotel operations, including front office, housekeeping and food and beverage operations. The diversified learning and teaching activities will also cultivate among students service culture, self-discipline, team work, problem-solving, communication and presentation skills. This course is organised into five modules:

Module 1: Introduction to the Hospitality Industry (24 hours)
- Overview of the hotel and tourism industry
- Essential knowledge for hotel personnel
- Quality service concept and dimensions
- Providing quality customer service

Module 2: Front Office Services and Operations (40 hours)
- Functions of front office department
- Safety, security and emergency
- Front office service principles and procedures
- Practices of front office services

Module 3: Housekeeping Services and Operations (40 hours)
- Functions of housekeeping department
- Safety, security and sanitation
- Housekeeping service principles and procedures
- Practices of housekeeping services

Module 4: Food and Beverage Services and Operations (40 hours)
- Functions of food and beverage department
- Food service hygiene, health and safety
- Food and beverage service principles and procedures
- Practices of food and beverage services

Module 5: Sustainable Development of the Hotel Industry (36 hours)
- Current key trends and challenges in the hotel industry
- Elective topics (choose one)
  - Developing an eco-friendly hotel
  - Implications of hotel automation
- Enhancing customer experience
- Application of hotel e-marketing

Special Features
1. Diversified learning and teaching activities: e.g. practical training, projects, role play, professional talks and sharing, industrial visits to hotels or related organisations, Hotel Operations Skills Competition
2. Simulated learning environment: Equipped with industry-standard facilities and equipment, e.g. Front Desk Area, Food and Beverage Training Restaurant, Housekeeping Training Workshop, Mock-up Guest Room etc. Students are required to wear Training Uniforms to cultivate in them professional image and attitudes.
3. Professional teaching team: Course tutors with extensive industrial experience to facilitate students’ understanding of the latest development of the related industries

Articulation Pathways
Further Studies
Courses related to leisure and tourism, hotel management, food and beverage services, spa services etc.
E.g. Hong Kong Institute of Vocational Education (IVE) or Hospitality Industry Training and Development Centre (HITDC) of the VTC.
- Higher Diploma in Hotel and Catering Management
- Higher Diploma in International Hospitality Management
- Higher Diploma in Tourism and MICE
- Diploma in Hotel Operations
- Diploma in Food and Beverage Operations

Employment
Careers in the fields of hotel services, travel and tourism, airline services, catering services, club house and theme park management, spa services etc.

Class Arrangement
Mode 1
(Remark: The final class arrangement may be subject to change with respect to the final confirmation of student enrolment)
Time: 4 hours per lesson scheduled for:
- Every Saturday 9:00 am to 1:00 pm or
- Every Saturday 2:00 pm to 6:00 pm
Venue: • HITDC (Pokfulam) – 145 Pokfulam Road, Pokfulam, H.K. or
• HITDC (Kowloon Bay) – 46 Tai Yip Street, Kowloon Bay, KLN. or
• HITDC (Tin Shui Wai) – 11 Tin Ho Road, Tin Shui Wai, Yuen Long, N.T. or
• IVE (Haking Wong) Billion Plaza Centre – 7-9/F, Billion Plaza, 8 Cheung Yue Street, Cheung Sha Wan, KLN. or
• Integrated Vocational Development Centre (Ma On Shan) – Area 92 Yiu on Estate, Shatin, N.T. or
• Youth College (Yeo Chei Man) – 11 To Lok Road, Tseung Kwan O, N.T.

Mode 2
Time and venue can be flexibly arranged subject to mutual agreement between the school and the VTC

Selection Arrangement
Students are required to attend a group interview. Selection is based on student's interest towards the industry; grooming; attitude; communication and language skills.

Course Fee
$12,500 (Course fee is fully subsidised by the EDB and secondary schools)
(Course fee reduction will be offered to schools participating in Mode 2)