

Hotel Operations

QF Level: 3 QR Registration No.: 16/000098/L3 Registration Validity Period: 26/01/2016 - 31/12/2020

Course Features

Course Aims

Through a simulated learning environment, students will acquire basic knowledge of hotel operations and practical skills in front office, housekeeping and food and beverage departments. The diversified learning activities will develop students' interest in the hospitality industry, and cultivate among them a service culture, self-discipline and team spirit as well as problem-solving, communication and presentation skills.

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.

Learning Modules

1. Hospitality Industry Basics (24 hours)

- Overview of hotel and tourism industries
- Essential knowledge and ethical concerns for hotel personnel
- Quality service dimensions

2. Front Office and Spa Services (44 hours)

- Functions of front office department
- Front office service principles
- Front office practices
- Hotel spa basics

3. Housekeeping Services (36 hours)

- Functions of housekeeping department
- Housekeeping service principles
- Housekeeping practices

4. Food & Beverage Services (44 hours)

- Functions of food and beverage department
- Food and beverage service principles
- Food and beverage practices
- Catering event basics

Diversified Learning and Teaching Activities

There will be lectures with demonstrations, role plays, case sharing and group discussions, industrial visits, practical training, project work one-day practical training workshop in a local hotel, sharing by industrial practitioners, Skills Competition, etc.

Professional Recognition

This course has been registered in the Qualifications Register as a certificate programme at Qualifications Framework (QF) Level 3. Students will also obtain a QF Level 3 certificate in addition to HKDSE qualification upon successful completion of the course. Moreover, this course is endorsed by the Institute of Hospitality (IoH) of the U.K., graduates of this course can register as affiliate members of IoH at their own costs.

5. Sustainable Development of the Hotel Industry (32 hours)

- Trends and challenges of the hotel industry
- Project work (Choose one of the elective topics)
 - (1) Environmental awareness in hotels
 - (2) Hotel automations
 - (3) Discovering and meeting market needs in hotels



Mr. Kaivin Ng, Area General Manager of the Hong Kong and Taiwan Holiday Inn Express; and General Manager of the Holiday Inn Express Hong Kong Soho

"Hospitality and tourism has been one of the most thriving industries in Hong Kong, where people travel to Hong Kong for leisure, business and meetings. There has been a high demand for quality and well-trained manpower to join the hotel industry. This ApL course offers training in the Front Office, Housekeeping and Food & Beverage Departments as well as Spa Services of hotels in an authentic context. Service culture, self-discipline and teamwork will also be cultivated among students, so as to equip them to enter the industry."

Articulation Pathways

Further Studies

Courses related to hotel management, leisure and tourism, food and beverage services management, spa services, etc. For example, there are some related courses offered by the Technological and Higher Education Institute of Hong Kong (THEi) / the Hong Kong Institute of Vocational Education (IVE) / Hotel and Tourism Institute (HTI):

- Bachelor of Arts (Honours) in Hotel Operations Management
- Higher Diploma in Hotel and Catering Management
- Higher Diploma in International Theme Park and Event Management
- Higher Diploma in International Hospitality and Tourism Management
- Higher Diploma in Tourism and MICE
- Diploma in Hotel Operations
- Diploma in Food and Beverage Operations
- Diploma in Catering with Event Management
- Diploma in Tour Service and Travel Agency Operations

Employment

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

Class Arrangement

Mode 1

Every Saturday 9:00 - 13:00 OR
Every Saturday 14:00 - 18:00

Venue:

- HTI (Pokfulam)
145 Pokfulam Road, Pokfulam, H.K. OR
- HTI (Kowloon Bay)
46 Tai Yip Street, Kowloon Bay, KLN. OR
- HTI (Tin Shui Wai)
11 Tin Ho Road, Tin Shui Wai, Yuen Long, N.T.

(Remark: Final arrangement may be subject to change with respect to the confirmed number of enrolment.)

Mode 2

Subject to mutual agreement between the school and the VTC.



Selection Arrangement

Students are required to attend a group interview. Selection is based on students' interests in the course and the industry, grooming standard, attitude and enthusiasm, communication and language skills. Assignment of class (including lesson time and location) is based on students' performance in the interview.

Course Fee

\$13,800 (Course fee is fully subsidised by the EDB and secondary schools.)