

Hotel Operations

QF Level: 3 QR Registration No.: 16/000098/L3 Registration Validity Period: 26/01/2016 - 31/08/2021

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. Introduction to Hotel Operations (24 hours)

- Overview of hospitality industry
- Types of hotels and service styles
- Ethical and cultural issues

2. Front Office Services (36 hours)

- Rooms sales and reservations
- Guest registrations
- Guest privacy and safety
- Crisis Management

3. Housekeeping Services (36 hours)

- Guest room make up
- Public area maintenance
- Chemicals and equipment
- Laundry operations and inventory control

4. Food and Beverage Services (36 hours)

- Service styles and sequences
- Cocktails and coffee making
- Events and catering
- Costing and supply chain

Diversified Learning and Teaching Activities

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

Professional Recognition

Students will obtain a Qualifications Framework (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. Study Tours in Hotels (16 hours)

- Hotel themes and styles
- Departmental interactions
- Quality service

6. Future Development of the Hotel Industry (32 hours)

- Key trends and challenges
- Pioneering new markets under the Belt and Road Initiative
- Green hotels
- Artificial intelligence (AI) in enhancing guest experience



Highlights of Hotel Operations Skills Competition 2019



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 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, food and beverage service, leisure and tourism management, 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 (Hons) in Hotel Operations Management
- Higher Diploma in Hotel and Catering Management / International Theme Park and Event Management / International Hospitality and Tourism Management / International Hotel Management with Smart Service / Wine and Beverage Business Management / Tourism and MICE
- Diploma in Hotel Operations / Food and Beverage Operations / Catering with Event Management / Tour Service and Travel Agency Operations
- Diploma of Foundation Studies – Hospitality
- Diploma of Vocational Education (Hotel Studies)



Employment

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

Class Arrangement

Mode 1

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

Venue:

- Hotel and Tourism Institute (Pokfulam)
145 Pokfulam Road, Pokfulam, H.K. OR
- Hotel and Tourism Institute (Kowloon Bay)
46 Tai Yip Street, Kowloon Bay, KLN. OR
- Hotel and Tourism Institute (Tin Shui Wai)
11 Tin Ho Road, Tin Shui Wai, Yuen long, N.T.

Remark: Final class venue / time may be subject to change with respect to the confirmed number of enrolment and other special circumstances.

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

\$14,750 (Course fee is fully subsidised by the EDB.)