

# Hotel Operations



QF Level: 3 QR Registration No.: 16/000098/L3 Registration Validity Period: 26/01/2016 - 31/08/2026

## 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.

### Diversified Learning and Teaching Activities

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

### 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.

### 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 cost.



## LEARNING MODULES

### 1. Introduction to Hotel Operations (24 hours)

- Overview of hospitality industry
- Hotel organisation and services
- Ethical and cultural issues

### 2. Front Office Services (36 hours)

- Rooms reservations and forecast
- Front desk services
- Guest safety and emergency handling
- Quality service recovery

### 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

### 5. Study Tours in Hotels (16 hours)

- Departmental interactions
- Quality service practices

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

- Key trends and challenges
- Green and sustainable hotels
- Artificial Intelligence (AI) in enhancing guest experience

Highlights of Hotel Operations Skills Competition 2019



### Mr. Charles Lui, Director of Food and Beverage of Harbour Plaza Metropolis and Kowloon Harbourfront Hotel



“There has been a downturn of hotel business in the past three years caused by the pandemic. However, the negative impacts would soon be over with the control of the health concerns and the rebound of the global tourism industry. New hotels and major infrastructure projects have been continuing in the pandemic period. It definitely demands for quality and well-trained manpower to join the 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 (Honours) in Hotel Operations Management
- Higher Diploma in Hotel and Catering Management
- Higher Diploma in International Hospitality and Tourism Management
- Higher Diploma in International Hotel Management with Smart Service
- Higher Diploma in Wine and Beverage Business Management
- Higher Diploma in Tourism and MICE
- Diploma in Hotel Operations
- Diploma in Food and Beverage Operation
- Diploma in Catering with Event Management
- Diploma in 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 09:00 – 13:00 OR  
Every Saturday 14:00 – 18:00

### Venue:

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

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 or an online interview/ assessment. Selection is based on students' interests in the course and the industry, grooming standard, attitude and enthusiasm as well as communication skills. Assignment of class (including lesson time and location) is based on students' performance in the interview.

### Course Fee

\$15,800 (Course fee is fully subsidised by the EDB.)