

Certificate in Food & Beverage Operations

Awarded by SHRM

Module Synopsis

HCM11050 Food and Beverage Operations I

This module aims to offer students a critical understanding of the food and beverage operations and its role in the hospitality industry. The students will learn about types of F & B positions and their duties and responsibilities, the importance of grooming standards in the hospitality industry, the layout of food and beverage outlets, types of Food and Beverage establishments and cuisines, types of equipment for service, types of meals, and menu and food & beverage terminology. In addition, students are exposed to traditional and modern services, incorporating the western and local cuisines.

Assessments:

Progress Test 1: 20%
Final Exam: 80%

HCM11051 Food and Beverage Skills I

This module trains students on the ability to recognize and explain the basic knowledge and the function of each type of food and beverage equipment (cutlery and crockery), correct techniques in carrying plates and trays, the ability to do basic and popular napkin methods and the changing of table cloths.

Assessments:

Final Exam: 100%

ENG11010 English for Hospitality I

This module covers the fundamentals of English as used in the hospitality industry. This module aims to improve students' overall English proficiency and their specific knowledge of industry-specific language giving them more confidence within their studies. Key vocabulary and presentations are central to this module providing the students with opportunities to gain practical experience and real life skills.

Assessments:

Presentation: 30%
Progress Test: 35%
Final Exam: 35%

COM12020 Computer Applications

This module enables students to learn about word processing, spreadsheet, presentation and basic image editing software i.e. Microsoft Office Word, Excel, PowerPoint and Publisher. After the module, students are able to create professional documents, spreadsheets, dynamic presentations with graphic applications, graphs and developing company's brochures, catalogues and more others.

The objective of this module is to equip students with basic computing software knowledge and apply it in their working environment.

Assessments:

Group Project: 20%
Final Examination: 80%

HCM11052 Food and Beverage Operations II

This module provides students with the understanding of the importance of food and beverage operations on types of table service, ability to handle reservations over the phone and the correct reservation procedures, food service preparation, service sequence, taking and processing orders, handling payments, understanding the importance of end-of-service procedures, understanding banquet and catering operations and in-function operations, and identifying the types of function room set-up. Furthermore, students will have the knowledge to offer appropriate condiments to various foods.

Assessments:

Progress Test: 20%
Final Exam: 80%

HCM11053 Food and Beverage Skills II

This module ensures that students are aware of the importance of performing different service styles, can identify types of menu, recognize individual dishes, have the ability to carry out proper table settings in accordance with different menus, take and process orders, have the ability to clear a minimum of 3 plates and a maximum of 4, and know the correct procedures in opening wine as well as service sequence.

Assessments:

Final Exam: 100%

HCM11010 Introduction to Hospitality Industry

Students discuss the hospitality industry as a whole, its growth, the hospitality operations in sales, tourism, human relations and the industry in future years. At the end of the module, students will be able to have a clear knowledge on the hotel and catering industry and the management in various segments of the hospitality.

Assessments:

Project Analysis 5%
Project: 30%
Progress Test: 15%
Final Exam: 40%