

AMITY GLOBAL INSTITUTE

Name of course: Diploma in Hospitality Operations and Management

Module Description

[MOD04704] INTRODUCTION TO HOSPITALITY

The aim of this module is to provide students with an understanding of the dynamic nature of the hospitality industry. It will enable students to deepen their knowledge of hospitality and its inter-relationship with tourism.

[MOD04706] PRINCIPLES OF MANAGEMENT

This course will study of the basic managerial functions of planning, organizing, staffing, directing, and controlling resources to accomplish organizational goals. The systems concept of management and the role of the manager at each level of the organization are emphasized.

[MOD04806] ROOM DIVISIONS OPERATIONS AND MANAGEMENT 1

The aim of this module is to examine the role of rooms division within the management of a hospitality operation, the operational elements that the rooms division consists of and how these are deployed.

[MOD04802] FOOD SERVICE OPERATIONS AND MANAGEMENT 1

This module introduces students to the principles of food service operations management, beginning with an overview of the foodservice industry at large. We first focus on major industry segments, business practices, and trends.

[MOD04801] CUSTOMER SERVICE

This module introduces students to the principles of customer service policy within a business and service context. We first focus on major industry segments, business practices, and trends. More consideration is subsequently given to the components of the customer service system: creating useful financial statements, elements/use of a business plan, marketing, menu design/planning, facilities/production, human resource issues, purchasing/controls, explain the purpose of promoting a customer –centric culture and quality assurance.

[MOD04410] PRINCIPLES OF FINANCE

This module is also designed to introduce students to key management accounting skills necessary to support decision-making. It will emphasise the acquisition and application of skills and knowledge necessary to inform managers responsible for planning, decision-making and control and will provide the underpinning skills and knowledge required for more advanced study.

[MOD04506] INDUSTRIAL ATTACHMENT/PROJECT

The Industrial Attachment (IA) is a short-term (6 months) work experience for students to have an opportunity to put into practice their skills which they have acquired in the real-world workplace. This allows students to gain valuable real-life experience while working under the supervision of a full-time employee, thus learning a variety of skills. A variety of skills that can be applied may include teamwork, analytical skills and knowledge acquired while in school. Or

This module will introduce the students to developing a research idea and Outline and critically analyses key debates/theories/views associated with the chosen topic. The students will have to select a particular topic of their choice in consultation with the lecturer from the given choices. They are expected to develop research questions and effectively apply statistical techniques (as and when appropriate).