

# Diploma in Hotel Management

(R2/811/4/0085) (MQA/FA1942) 05/2027

Hospitality & Tourism industry is the third-largest component of the service industry in Malaysia. In 2021, this industry has contributed 6% of Malaysia's GDP and 23% of national employment, which is about 3.5 million jobs.

## BENEFITS

- ▶ Fast growth, on the job training and career development opportunities are excellent reasons to consider a career in hotel management.
- ▶ Continually welcoming new guests to the hotel means each day is filled with different challenges and requests and this keeps your working day interesting.

- ▶ In order to thrive and grow the hospitality and tourism industries need creative people.
- ▶ To succeed as a hotel manager you will need to be able to come up with and implement new ideas on a regular basis, such as themed afternoon teas, in order to improve the service that you provide.
- ▶ Hospitality, travel and tourism opportunities, including jobs in hotel management, exist in countries all over the world. If you work as a manager for a large chain hotel, you will have the chance to travel not only locally and nationally, but also internationally.

## CAREER PROSPECTS

- Business Development Manager
- Convention / Events Planner
- Cost Control Manager
- Customer Service Manager

- Director of Operations
- Exhibition Manager
- Executive Housekeeper
- Director of Food & Beverage
- Director of Marketing
- Director of Restaurants
- Director of Sales
- Front Office Manager
- Hotel Manager
- Human Resource Manager
- Public Relations Manager
- Purchasing Manager
- Restaurant Manager
- Revenue Manager
- Rooms Division Manager
- Training Manager

## ENTRY REQUIREMENTS

SPM: Minimum 3 credits

STPM: Minimum Grade C (GP 2.00)

STAM: Minimum Maqbul grade

SKM: Level 3 & in a related field  
CERTIFICATE: (Level 3, MQF)

For International Students

IELTS: Minimum 4.0

Duration of study  
3 years

Credit Hours  
90

## SUBJECTS OFFERED

### YEAR 1

- Academic English 1
- Pengajian Malaysia 2/  
Bahasa Melayu Komunikasi 1
- Co-Curriculum
- Theory of Food
- Introduction to Hotel and Tourism
- Academic English 2
- Basic Entrepreneurship
- French Language
- Food and Beverage Service
- Fundamentals of Food Preparation (P)
- Professional Communication
- Bahasa Kebangsaan A
- Understanding Hotel Regulations
- Hotel Safety and Security

### YEAR 2

- Food and Beverage Cost Control
- Hotel Operations
- Basic Hotel Cookery
- Economics for the Hospitality Industry
- Housekeeping Operations (P)
- Academic English 3
- Front Office Accounting Systems
- Food and Beverage Management (P)
- Hotel Maintenance
- Food Safety and Sanitation
- Small Hotel Performance Analysis
- Front Office Operations
- Supervision in Hotel and Restaurant
- Customer Service Excellence
- Hotel and Restaurant Sales and Promotions

### YEAR 3

Industrial training

