

I. Course Write-Up for Diploma in Reception Operations and Services

Name of course developer : City & Guilds (UK) _____

Country of origin : United Kingdom _____

Course Name : Diploma in Reception Operations and Services

	<p>About City & Guilds</p> <p>We provide assessment and certification services for schools and colleges, business and industry, trade associations and government agencies in more than 100 countries. We have over 120 years of experience in identifying training needs, developing assessment materials, carrying out assessments and training assessment staff. We award certificates to people who have shown they have mastered skills that are based on world-class standards set by industry. City & Guilds International provides a particular service to customers around the world who need high-quality assessments and certification.</p> <p>The Course</p> <p>Operating within the hotel, the School offers students an opportunity to gain hands on hospitality skills and knowledge in a fully operational, international standard hotel. Its aim is to ensure that learning and practical skill development takes place in a contemporary environment and context, and meets the needs of the hospitality industry.</p> <p>This program is intended for persons undergoing training for, or who are employed in, a front office or reception area of a hospitality establishment. Its purpose is to establish the knowledge</p>	

	<p>and skills required through progressive levels from training in general reception procedures to supervising the overall operation and accompanying services of reception and front office areas in an international context.</p> <p>The diploma (about 480 guided learning hours) provides more practice involving a broader range of skills appropriate to a person operating as a front line worker with some supervisory responsibilities.</p> <p>Teaching Methods The modules are taught using the Problem-Based Learning approach, an innovative teaching methodology, and the subjects are grouped in thematic clusters. This allows for a streamlined approach to learning that will enable students to view a big-picture of the real working world and appreciate how their inter-woven components function. The students obtain a firm grounding in business fundamentals, and hospitality business concepts. Supervised practical classes are conducted to allow students to be involved in a broader range of skills appropriate to a person operating as a front line staff in the hospitality industry and to be able to take on supervisory responsibilities.</p> <p>Diploma in Reception Operations and Services course is for 12 months course (Full-Time) or 18 months course (Part-Time). Upon completion of the 12 months course, students are strongly advised to undertake a 6 months Practical Competency Training. (*Practical Competency Training for all international students is subject to Singapore government law and regulations).</p>	

Diploma in Reception Operations and Services

Entry Requirements

Minimum Age : 17 yrs

Academic Level : Minimum GCE 3 'O' level

Language Proficiency : Pass in 'O' level English

Work Experience (If Applicable) : NA

Internal Exams : SBMS Entrance Test

Fees :

Course Fee	:	Diploma	S\$ 4,900.00 / Advanced Diploma : S\$ 5,900.00
Course Registration Fee	:		S\$ 280.00
Course Manuals & Materials Fee	:		S\$ 360.00

*Exam Fee & Gazette Fee for foreign student apply

Strategic Business Management School Pte Ltd

#02-03D/E Hotel Grand Central Tel : 67330079; Fax : 67332050

22 Cavenagh / Orchard Road, Singapore 229617

(Students could utilize the hotel facilities for our Hospitality program practical training.)

Schedule of Course Commencement :

4 Intakes per year;

1st Monday of January;

1st Monday of April;

1st Monday of July;

1st Monday of October;

Course End Date : 12 months from Course Start Date

Syllabus:

Customer Care & Service
Personal Presentation
Selling & Marketing Techniques
Safety & Security Practices
Fire Safety & Prevention
General Reception Procedures
General Front office Procedures
Advanced Reservation Procedures
Guest Accounting Procedures
Reservation Procedures and IT Systems

a. Assessment Methods

Continuous assessment throughout the course as well as individual assignments; individual and group presentations and assessment of practical competencies. Students are required to obtain a minimum of 50% (equivalent of a pass) for each in-module assessment.

b. City & Guilds Examination

Diploma: Multiple choice papers available in May/June and Nov/December.

Advanced Diploma: Written papers available in May/June and Nov/December.

City & Guilds Exam is conducted in May/June or Nov/Dec every year. Students are expected to achieve a minimum of a PASS for both the Theory and Practical exam in order to qualify for completion / graduation from the Diploma course.

c. Progression Pathway

We believe that Learning should not stop after graduation. Our current Hospitality graduates enjoy credit transfer (subject exemptions are based on results and subject to the individual universities' (UK, Australia) acceptance to their Bachelor degree programs.

City & Guilds was established in 1878 to encourage education and training in, and for, the workplace. City & Guilds awards over 1 million certifications globally each year, and they work with governments to develop qualifications that support and enhance their national award frameworks. Many UK & Australia Universities recognise C&G diploma/advanced diploma for entry into first/second year degree respectively.

C & G Recognition lists ([cg 7065-8.8705-8 cateringhospitality v001 Dec10 LRweb.pdf](#))

Organisations featured in the recognition lists are a selection of governments, universities, employers, industry associations and professional bodies around the world that recognise City & Guilds international qualifications for progression into higher education or employment, professional development or as a recommended benchmark for skills development.

d. Career Prospects

Singapore is a cosmopolitan city and a premier tourist destination of world-class hospitality standing.

As a C & G graduate, you can be confident that you have gained a valuable and internationally recognised qualification to start your career as a junior executive in the hotels, clubs, resorts, casinos or restaurants. With a good work attitude, many of our graduates have gone on to pursue a range of fulfilling careers, and we can count a good number of leading hoteliers, entrepreneurs and restaurateurs amongst our alumni.

II. Course Write-Up for Advanced Diploma in Reception Operations and Services

Name of course developer : City & Guilds (UK) _____

Country of origin : United Kingdom _____

Course Name : Advanced Diploma in Reception Operations and Services

	<p>About City & Guilds We provide assessment and certification services for schools and colleges, business and industry, trade associations and government agencies in more than 100 countries. We have over 120 years of experience in identifying training needs, developing assessment materials, carrying out assessments and training assessment staff. We award certificates to people who have shown they have mastered skills that are based on world-class standards set by industry. City & Guilds International provides a particular service to customers around the world who need high-quality assessments and certification.</p> <p>The Course Operating within the hotel, the School offers students an opportunity to gain hands on hospitality skills and knowledge in a fully operational, international standard hotel. Its aim is to ensure that learning and practical skill development takes place in a contemporary environment and context, and meets the high service quality standards of the competitive hospitality industry.</p> <p>The advanced diploma (about 240 guided learning hours) develops specific skills, appropriate to a person preparing for or working in first level management. C&G stress that these figures are only a guideline. C & G award certificates for gaining and showing</p>	

	<p>skills by whatever mode of study, and not for periods of time spent in study.</p> <p>Teaching Methods</p> <p>The modules are taught using the Problem-Based Learning approach, an innovative teaching methodology, and the subjects are grouped in thematic clusters. This allows for a streamlined approach to learning that will enable students to view a big-picture of the real working world and appreciate how their inter-woven components function. The students obtain a firm grounding in business fundamentals, and advanced hospitality business concepts.</p> <p>Supervised practical classes are conducted to allow students to be involved in a broad range of skills appropriate for the graduate students to develop specific departmental / work-related skills, appropriate to a person preparing for or working in first level management.</p> <p>Advanced Diploma in Reception Operations and Services course is for 12 months (Full-Time) or 18 months (Part-Time). Upon completion of the 12 months course, students are strongly advised to undertake a 6 months Practical Competency Training. (*Practical Competency Training for all international students is subject to Singapore government law and regulations).</p>	

Advanced Diploma in Reception Operations and Services

Entry Requirements

Minimum Age : 18 yrs

Academic Level : Minimum 6 GCE 'O' level subjects pass or have completed Diploma in Reception Operations and Services (C&G)

Language Proficiency : Pass in 'O' level English

Work Experience (If Applicable) : NA

Internal Exams : SBMS Entrance Test

Fees :
Course Fee : Diploma S\$ 4,900.00 / Advanced Diploma : S\$ 5,900.00
Course Registration Fee : S\$ 280.00
Course Manuals & Materials Fee S\$ 360.00
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4 Intakes per year;

1st Monday of January;

1st Monday of April;

1st Monday of July;

1st Monday of October;

Course End Date : 12 months from Course Start Date

Syllabus :

Customer Care & Service

Personal Presentation

Selling & Marketing Techniques

Safety & Security Practices

Fire Safety & Prevention

General Reception Procedures

General Front office Procedures

Advanced Reservation Procedures

Guest Accounting Procedures

Reservation Procedures and IT Systems

a. Assessment Methods

Continuous assessment throughout the course as well as individual assignments; individual and group presentations and assessment of practical competencies. Students are required to obtain a minimum of 50% (equivalent of a pass) for each in-module assessment.

b. City & Guilds Examination

Diploma: Multiple choice papers available in June and December.

Advanced Diploma: Written papers available in June / December.

City & Guilds Exam is conducted in May/June or Nov/Dec every year. Students are expected to achieve a minimum of a PASS for both the Theory and Practical exam in order to qualify for completion / graduation from the Advanced Diploma course.

c. Progression Pathway

We believe that Learning should not stop after graduation. Our current Hospitality graduates enjoy credit transfer (subject exemptions are based on results and subject to the individual universities' (UK, Australia) acceptance to their Bachelor degree programs.

City & Guilds was established in 1878 to encourage education and training in, and for, the workplace. City & Guilds awards over 1 million certifications globally each year, and they work with governments to develop qualifications that support and enhance their national award frameworks. Many UK & Australia Universities recognise C&G diploma/advanced diploma for entry into first/second year degree respectively.

C & G Recognition lists ([cg_7065-8.8705-8_cateringhospitality_v001_Dec10_LRweb.pdf](#))

Organisations featured in the recognition lists are a selection of governments, universities, employers, industry associations and professional bodies around the world that recognise City & Guilds international qualifications for progression into higher education or employment, professional development or as a recommended benchmark for skills development.

d. Career Prospects

Singapore is a cosmopolitan city and a premier tourist destination of world-class hospitality standing.

As a C & G graduate, you can be confident that you have gained a valuable and internationally recognised qualification to start your career as a junior executive in the hotels, clubs, resorts, casinos or restaurants. With a good work attitude, many of our graduates have gone on to pursue a range of fulfilling careers, and we can count a good number of leading hoteliers, entrepreneurs and restaurateurs amongst our alumni.

III. Course Write-Up for Diploma in Hospitality Management

Name of course developer : Strategic Business Management School Pte Ltd

Country of origin : Singapore

Course Name : Diploma in Hospitality Management

	<p>The Course Operating within the hotel, the School offers students an opportunity to gain hands on hospitality skills and knowledge in a fully operational, international standard hotel. Its aim is to ensure that learning and practical skill development takes place in a contemporary environment and context, and meets the needs of the hospitality industry.</p> <p>Teaching Methods The modules are taught using the Problem-Based Learning approach, an innovative teaching methodology, and the subjects are grouped in thematic clusters. This allows for a streamlined approach to learning that will enable students to view a big-picture of the real working world and appreciate how their inter-woven components function. The students obtain a firm grounding in business fundamentals, and hospitality business concepts. Supervised practical classes are conducted to involve a broader range of skills appropriate to a person operating as a front line staff in the hospitality industry and to take on supervisory responsibilities.</p> <p>Diploma in Hospitality Management (SBMS) course is for 12 months (<i>Full-Time</i>) or 18 months (<i>Part-Time</i>). Upon completion of the 12 months course, students are</p>	

	<p>strongly advised to undertake a 6 months Practical Competency Training. <i>(*Practical Competency Training for all international students is subject to Singapore government law and regulations).</i></p>	

Diploma in Hospitality Management

Entry Requirements

Minimum Age : 17 yrs

Academic Level : Minimum GCE 3 'O' level

Language Proficiency : Pass in 'O' level English

Work Experience (If Applicable) : NA

Internal Exams : SBMS Entrance Test

Fees :

Course Fee	: Diploma	S\$ 4,900.00
Course Registration Fee	:	S\$ 280.00
Course Manuals & Materials Fee		S\$ 360.00

*Exam Fee & Gazette Fee for foreign student apply

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Schedule of Course Commencement :

4 Intakes per year;

1st Monday of January;

1st Monday of April;

1st Monday of July;

1st Monday of October;

Course End Date : 12 months from Course Start Date

Syllabus:

HOTELS - PAST & PRESENT

HOTEL CLASSIFICATIONS

HOTEL ORGANIZATION

THE GUEST ROOM

FRONT OFFICE OVERVIEW

THE PROPERTY MANAGEMENT SYSTEMS.1

GUEST ACCOUNTING.1

HOUSEKEEPING.1

RESERVATIONS & FORECASTING.1

HOTEL GUEST & GUEST SERVICE.1

a. Assessment Methods

Continuous assessment throughout the course as well as individual assignments; individual and group presentations and assessment of practical competencies. Students are required to obtain a minimum of 50% (equivalent of a pass) for each in-module assessment.

b. Written Examination

SBMS sets and marks the assessment for the Diploma examination. There will be 8 questions each worth 12.5 marks. Each question will be broken down into two or three parts with a mark allocation for each part of the question. You must attempt all 8 questions. You are allowed 3 hours for the Diploma examination.

SBMS Diploma examination is held 4 times a year in January, April, July and October.

You must also complete the 6 months Practical Competency Training and submit a 1000 words Practical Competency Report about your learning/working experience with the organisation.

c. Graduation Criteria

Students will be awarded the Diploma in Hospitality Management by SBMS if they achieve :

- at least a Pass grade for all their in-modules assessment and
- a minimum of a Pass grade for the Written examination and
- a Pass grade for the Practical Competency Report.

The grade structure is Pass 50%, Credit 65% and Distinction 85%.

d. Progression Pathway

We believe that Learning should not stop after graduation. Our current Hospitality graduates enjoy credit transfer (subject exemptions are based on results and subject to the individual universities' (UK, Australia) acceptance to their Bachelor degree programs.

e. Career Prospects

Singapore is a cosmopolitan city and a premier tourist destination of world-class hospitality standing.

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