

Diploma in Hospitality Management

Origin of Course

Global BW College (Pte) Ltd has designed this diploma programme to provide the students the foundation and knowledge in Hospitality Operations and Management. It explains the complexity of hospitality business and imparts key related skills. The diploma is suitable for aspiring Executives seeking knowledge of the Hospitality Management theory, practice and techniques in relation to organisational operations. Students will be awarded a Diploma in Hospitality Management developed by Global BW College.

General Aim/ Objectives

This programme aims to equip aspiring Hospitality Executives with the knowledge and skills in Hospitality Operations, Management and Industry.

Module 1: Global Hospitality Industry (GHI)

This module aims to provide participants with:

- Develop knowledge and an understanding of the scope and future developments of the global hospitality industry
- Understanding the external influences on the industry and Able to develop quality approaches and management systems to improve performance and meet the needs of the organization and its customers

Learning Outcomes

At the end of the module the student will be able to:

- Examine the scope and the future developments of global hospitality industry
- Evaluate the issues and the influences affecting the hospitality industry
- Critically evaluate the role of branding within the hospitality industry
- Illustrate the distinctive features of accommodation
- Illustrate the distinctive features of food and beverage
- Develop effective quality management in the global hospitality industry.

Module 2: Business Operations Management in Hospitality (BOMH)

This module aims to provide participants with:

- Develop understand and knowledge of complexity of the hospitality and tourism business operations

- Develop the skills to undertake the activities that are expected of a supervisors and managers with a hospitality and tourism business
- Develop personal skills in management and leadership and their ability to deliver good levels of customer care

Learning Outcomes:

At the end of the module the student will be able to:

- Examine the functional area of business operations
- Evaluate the role of management with in the tourism and hospitality
- Evaluate the skills required of management within the tourism and hospitality industry
- Examine the systematic approach to recruitment selection and training
- Evaluate the role of commendation in the organisations
- Evaluate the role of customer care in achieving organisational objectives
- Evaluate the use of information technology within organisation

Module 3: Food and Beverage Operations (FBO)

This module aims to provide participants with:

- Understanding in the operational and supervisory aspects of running Food Beverage Operations.
- Appreciate the factors involved in meeting customer needs
- The ability to undertake their work in the hospitality industry adhering to hygiene, health and safety legislation and
- Able to produce an outline plan for the specific food and beverage operations.

Learning Outcomes:

At the end of the module the student will be able to:

- Evaluate the effectiveness of food and beverage operations
- Development appreciates the methods of purchasing and storage of food and beverages
- Analyse the effectiveness of different methods of food and beverage sale and service
- Develop and introduce menus and wine lists to meet customer requirements
- Illustrate their ability to arrange banqueting and functions

Module 4: Food Hygiene, Health and Safety (FHHS)

This module aims to provide participants with:

- Develop an understanding of the importance of and being able to maintain a hygienic and safe working environment

Learning Outcomes:

At the end of the module the student will be able to:

- Explain the basic concepts of hygiene, health and safety

- Evaluate the impact of legislation on food hygiene, health and safety practices
- Recommend process to ensure a safe working environment
- Illustrate how organisations apply food hygiene regulations

Develop risk assessment processes

- Examine the fire procedures and regulations required within the hospitality industry
- Evaluate the role of HACCP in controlling risk

Module 5: Front Office Operations (FOO)

This module aims to provide participants with:

- Understand of the systems and procedures required for effective Front office Operations.
- Overview of function, supervisory and management aspects of the front office department
- Develop the knowledge and skills required to manage and supervise department processes and procedures with the regulatory requirements.

Learning Outcomes:

At the end of the module the student will be able to:

- Evaluate the role and functions of the effective front office operations
- Discuss in detail the role and function of reservations, receptionists and cashier's department
- Develop procedures for check-in and check-out to ensure customer satisfaction
- Develop guest account process that meet customer requirements
- Illustrate the role that yield management and statistical reports play in maximising revenue for the front office operations
- Develop guest communication services to deliver high levels of customer service
- Illustrate the role that yield management statistical reports play in maximising revenue for front office operations.

Module 6: House Keeping and Accommodation Operations (HAO)

This module aims to provide participants with:

- Demonstrate the ability to manage and supervise the operations of housekeeping and accommodation
- Understand the range of different operational functions, systems and procedures
- Able to contribute the delivery of the effective housekeeping and accommodation facilities management
- Understanding the safety and security responsibilities

Learning Outcomes:

At the end of the module the student will be able to:

- Evaluate the operational and supervisory aspects of running an accommodation operation
- Recommend housekeeping cleaning equipment and supplies for the purchase

- Design the key features of linen and laundry department
- Design the key features of a maintenance department
- Evaluate the operational and supervisory aspects of running a leisure facility
- Evaluate the role of security and safety in the housekeeping and accommodation department
- Explore measures to improve the environmental responsibilities of hotel

Entry Requirements:

- Age : 18 years old
- Language: English Language proficiency with GCE ‘O’ Level C6 pass grade or equivalent
- Academic: At least 3 GCE ‘O’ Levels passes with C6 pass grade (including English Language proficiency with C6 pass

Course Duration:

Part-time: 12 Months

Mode of Delivery:

Students can achieve the guided learning hours in combination of face-to-face classroom interactions, self-study and group study as well as research work. They will be required to attend a certain number of lecture hours to support their studies, and will receive guidance to complete the learning hours.

Assessment & Grading:

Students will be assessed through a formal examination and atleast 75% class attendance is required. The qualification to be awarded upon course completion & passing of the required examination.

Grading will be given for each module, depending on the total score obtained by the student. The grading with corresponding scores is shown in the table below.

GRADE	Equivalent Score
A+	Score $\geq$ 75
A	75 > Score $\geq$ 70
B+	70 > Score $\geq$ 65
B	65 > Score $\geq$ 60
C+	60 > Score $\geq$ 55

C	55 > Score _> 50
Fail	Below 50

Student must achieve atleast 75% attendance and pass all modules required written assignment to be awarded the Diploma in Hospitality Management.

Assessment information:

Assessment of students' work will be carried out by a range of methods including essay examination, work assessment or assignment. Students' work will be measured against the specified learning outcomes and assessment criteria of each unit. Mark schemes are provided for each unit and grading criteria are set out below to assist assessors in allocating marks.

Expected date of release of Assessment result/Appeal

Assessment results will be available to the students within 3 months upon completion of the last assessment for that assessment cycle. Appeal (if any) on assessment results must be lodged within 7 days after the release of assessment results.

INTAKE DATES:

DATE	DAY	TIME
04 Jan 2026	Sunday	1:30pm – 4:30pm
08 Mar 2026	Sunday	1:30pm – 4:30pm
10 May 2026	Sunday	1:30pm – 4:30pm
5 July 2026	Sunday	1:30pm – 4:30pm
13 Sep 2026	Sunday	1:30pm – 4:30pm
15 Nov 2026	Sunday	1:30pm – 4:30pm

Fees:

Registration Fees (<i>One-time, non-refundable fees</i>)	S\$100.00
Course Fees	S\$3,600.00
Material Fees	S\$100.00
Total Fees (fees are before GST)	S\$3,800.00