



FULL TIME

Certificate in

Accommodation Operations

Your Life Chance
www.stei.edu.sg



Cert No. : EDU-2-2078
Validity: 18/03/2016 - 17/03/2020



VISION

To be the preferred Private Education Institution (PEI) of choice.

MISSION

STeI will offer high quality, cost-effective and relevant courses to meet the needs of our clients.

OUR VALUES - ELITE

PURSUIT OF EXCELLENCE

To be the best in all we do, continually striving for the highest professional standards achievable.

LOYALTY

Being committed to the organisation, to one another and to our customers, at all times. Striving for cohesiveness and caring for one another.

INNOVATION

Creative, being open to embrace change. Encourage, nurture ideas and initiatives to better organisational and individual performance.

TEAMWORK

Be responsible and take accountability seriously; be reliable and dependable to the Team.

ETHICS AND INTEGRITY

Be a role model in character and conduct; uphold STeI's Ethical standards.

OUR CULTURE - SEARCH

Shared sense of purpose and values that is consistent across all members of STeI.

Emphasising importance of staff learning and focusing on continuous improvement in STeI.

Accentuating sense of responsibility for student's learning.

Recognition of staff members' excellent effort and celebrating their successes.

Collegial and collaborative relationships among staff members.

Harnessing strengths through professional development, staff reflection, and sharing of best practices

WELCOME MESSAGE



A very warm welcome to STEi Institute.

As a prospective student, you may face multi-faceted challenges. A key question that typically races through one's mind is, "Where can I secure relevant, reliable and professional educational qualification?"

We are fully conscious of the immense responsibilities placed on us and we will do our utmost to build on the rich legacy and solid reputation to provide quality services.

CHRISTINE TAN
STEi Institute
Principal/Managing Director

WHO WE ARE

We are a Private Education Institution that has established itself as a credible and astute service provider with sound governance and financial standing.

Our team of dedicated lecturers are subject matter experts in both industry practices and didactic approaches to meet your learning needs. Our school also include excellent facilities in a conducive learning environment that meet the standards set by the governing authorities.

QUALITY POLICY

We, at STEi Institute are fully committed to the provision of high quality, cost-effective and relevant education and training courses for our students and the industries.

At STEi, quality is everyone's responsibility. We take pride in our work and emphasise on problem prevention rather than correction. We are committed to comply with the requirements of our clients, and to continually improve our service quality based on feedback and established benchmarks.

STEi adopts a comprehensive Quality Management System (QMS). All STEi staff must comply with the QMS and strive to continuously improve our quality processes in the most competitive and effective manner.

OUR CAMPUS

STEi Institute occupies an area of more than 10,000 sq ft and is located in the city area which is accessible by various means of transportation. All our classrooms, workshops and resource room are wireless surf-zone, students can surf the internet through computer stations, own laptops or smart phones anywhere in the institute. The Resource Room/Library is equipped with computers & resource materials for students' research and self-development purposes. STEi workshops are mock-up of restaurant setup, cocktail bar and hotel room.

ACCOMMODATION OPERATIONS

This certificate course is designed to equip students with the knowledge and necessary vocational skills required for training in accommodation service. The programme has been designed to reflect both the international nature of the Accommodation Operations Industry, and the country or culture-specific activities that are essential to meet customer needs.

The qualification provides a progression route of Certificate to Diploma in Accommodation Operations, Hotel or Hospitality Management giving recognition of the necessary knowledge and skills for employees whether they are starting their career in the industry or are already preparing for a supervisory role.

This course emphasises on both theoretical knowledge and practical skills. Hence, preparing the students for their future career in the Accommodation Operations Industry.

CERTIFICATE IN ACCOMMODATION OPERATIONS

HM 1001 ENGLISH FOR HOSPITALITY

This module is designed to enhance student's essential communication skills in the Hospitality Industry. Students would be able to understand the "lingo" of the Industry and also to adapt to the terms of reference used amongst the staff. Students would be equipped with Hospitality English language skills to speak, read and write in proper English with confidence.

HM 1005 PRINCIPLES OF FRONT OFFICE OPERATIONS

This module introduces the four phases of the Guest Cycle and the various transactions and services in each phase. It outlines the different sections of the Front Office, the job titles and duties of the staff in the respective sections at each phase.

HM 2010 HOUSEKEEPING OPERATIONS

This module provides students with an overview of the organization structure and the range of functions within the Housekeeping Department of a Hotel.

HM 1009 QUALITY SERVICE

This module allows students to provide quality customer service to their customers. It focuses on the importance of having the right service mindset and how to present positive attitude and professional appearance in front of customers.



COURSE FEES

Local Students

FULL PAYMENT

Certificate in
Accommodation Operations
4-Months Study

S\$4,847.10

International Students

FULL PAYMENT

Certificate in
Accommodation Operations
4-Months Study

S\$4,975.50

All fees stated are inclusive of 7% GST.

All fees are subject to change without prior notice.

Application Fee of S\$299.60 is payable to STEi Institute Pte Ltd. This fee is **non-refundable** under all circumstances. Students can make payment via TT, bank draft or cheque.

MEDICAL INSURANCE SCHEME

STEi hereby confirms and undertakes to students that it has in place a medical insurance scheme for all its students as required by Committee for Private Education (CPE) under EduTrust certification.

FEE PROTECTION SCHEME

STEi provides fee protection scheme for all students as required by CPE and is aligned with EduTrust requirement.

All course fees are payable to **STEi Institute STFA (ESCROW)** account with DBS Bank in Singapore (Account No. 003-909412-4), an approved Service Provider by CPE.

FOR ENQUIRIES

Please contact us at (65) 6559 2896 or admin@stei.edu.sg

ENTRY & GRADUATION REQUIREMENT FOR THE PROGRAMS

THE PRE-REQUISITES FOR CERTIFICATE IN FOOD & BEVERAGE OPERATIONS

- 16 years old and above; and
- Two GCE "N" Level with a pass in English or equivalent; or

For International Students, they must complete Secondary or High School education or equivalent with a pass in English.

- Other qualifications will be considered on a case-by-case basis.
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GRADUATION REQUIREMENT FOR ALL LEVELS

In order to be conferred the course award, the student must achieve a pass for STEi Examination, and at least 75% of class attendance. Student's Pass Holders are required to maintain a class attendance of 90% and above.

DURATION

Certificate in Accommodation Operations is conducted over a period of **4 months** via Theory and Practical Lessons.

MODE & METHODS OF DELIVERY

Face to face delivery via:

- Lecture
- Discussion
- Group Work
- Practical

TEACHER STUDENT RATIO

1:60

EXAMINATION

Examination is conducted at the end of each module.

COMMENCEMENT & END DATE

Please refer to our website at www.stei.edu.sg for latest information.

AWARDING & RECOGNITION BODY

STEi Certificate in Accommodation Operations.



STeI Institute

135 Middle Road, Bylands Building, #03-03
Singapore 188975



(65) 6559 2896



(65) 6226 2896



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