



FULL TIME

Diploma &
Advanced Diploma in

Hospitality Management

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.

HOSPITALITY MANAGEMENT

This course in Hospitality Management is designed to provide students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the International Hospitality Industry.

Students upon the completion of the course would be able to establish the knowledge and skills required through progressive levels from initial training in various Hospitality Services, to Supervisory and Managerial Responsibilities.



DIPLOMA IN HOSPITALITY MANAGEMENT

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 1002 FOOD NUTRITION & PRODUCTION KNOWLEDGE

This module aims to equip students with the knowledge in the Principles and Characteristics of various Cooking Methods and be able to identify different food and beverage products. Students would be proficient to outline food safety and hygiene principles.

HM 1003 BAR SERVICE & KNOWLEDGE

This module focuses on the knowledge of the various types of alcoholic and non-alcoholic beverages - Countries and Areas of origin, Methods of Production, Base ingredients, Characteristics, Alcoholic Content, Quality Ratings and Deliverance of Service.

HM 1004 FOOD & BEVERAGE OPERATIONS

This module introduces the different services and operational styles to identify and describe service and operational styles to serve different types of cuisine such as Plated Service, Gueridon Service, Buffet Service, Family Service, Counter Service, Silver Service, Carvery Service, Fast Food Service, and other services.

HM 1005 PRINCIPLES OF FRONT OFFICE OPERATIONS

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

HM 1006 HOSPITALITY INFORMATION SYSTEMS

This module is to sharpen the student's understanding in the concepts of a Property Management System (PMS). PMS - a demonstrational software product, also known as Hotel Front Office Management Simulation, provides the students an interactive learning experience on its functions.

HM 1007 CONFERENCE & EVENTS OPERATIONS

This module equips the students with the knowledge in various types of events. It outlines the uniqueness and importance of each event and focuses on the functions and responsibilities of the Banquet Department.

HM 1018 MARKETING FOR HOSPITALITY & TOURISM I

This module introduces the Hospitality and Tourism Marketing Industry. It provides the students with the understanding of Marketing Management in strategic planning within a service culture.

HM 1019 INDUSTRIAL ATTACHMENT (IA)

Students can expect to be deployed to the various functional departments of Hospitality Industry - Food & Beverage, Front Office, Customer Service, Accommodations, Travel or Tour Related Establishments, Events Management, Conventions and Conferences, Catering, Theme Parks, Entertainment and Recreation, over 6 months of Industrial Attachment.

Industrial attachment is a compulsory and integral module of the Diploma in Hospitality Management Course. In the event that a student is unable to participate in the Industrial Attachment module due to circumstances beyond the control of STEi Institute; the student will be provided as a last resort, to successfully complete the Project Work to be considered for graduation from course and be awarded the Diploma in Hospitality Management.

HOSPITALITY MANAGEMENT

This course in Hospitality Management is designed to provide students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the International Hospitality Industry.

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ADVANCED DIPLOMA IN HOSPITALITY MANAGEMENT

HM 2008 WINE SERVICE & KNOWLEDGE

This module aims to equip students to provide the knowledge of different wines with learning exposure in the provision and service of wine and promotion of wine to customers.

HM 2009 RESTAURANT SHOWMANSHIP

This module introduces the development of practices and procedures that include the art of service sequence within a restaurant environment.

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 2011 FINANCIAL ACCOUNTING

This module aims to equip with the basic knowledge of the Financial and Accounting records used in the Hospitality Industry, and its applications in decision-making.

HM 2018 MARKETING FOR HOSPITALITY & TOURISM II

This module is tailored to provide students with a continued knowledge and understanding of marketing management and its application in the Hospitality and Tourism Industry, focusing on marketing strategies.

HM 2020 HOSPITALITY MANAGEMENT

This module introduces students to the hospitality industry and its sustainability overview of operations of its sectors. It also covers characteristics and practices of leadership and management in relevance to the hospitality industry.

HM 2021 HUMAN RESOURCE MANAGEMENT

This module aims to provide the basic foundation in both the knowledge and skills of Human Resource Management, as required in a Hospitality Industry. It focuses on the operational efficiency and effectiveness of the organisation or department.

HM 2022 TOURISM MANAGEMENT

This module equips students with an understanding of the nature of tourism and tourism products from both local and international perspectives. It covers the impacts and effects of tourism on countries, destinations and economies.

HM 2019 INDUSTRIAL ATTACHMENT (IA)

Students can expect to be deployed to the various functional departments of Hospitality Industry - Food & Beverage, Front Office, Customer Service, Accommodations, Travel or Tour Related Establishments, Events Management, Conventions and Conferences, Catering, Theme Parks, Entertainment and Recreation, over 6 months of Industrial Attachment.

Industrial attachment is a compulsory and integral module of the Advanced Diploma in Hospitality Management Course. In the event that a student is unable to participate in the Industrial Attachment module due to circumstances beyond the control of STEi Institute; the student will be provided as a last resort, to successfully complete the Project Work to be considered for graduation from course and be awarded the Advanced Diploma in Hospitality Management.

COURSE FEES

Local Students

FULL PAYMENT

Diploma in Hospitality and Management

6-Months Study + 6-Months Industrial Attachment (IA)

S\$7,500.00

Advanced Diploma in Hospitality and Management

6-Months Study + 6-Months Industrial Attachment (IA)

S\$7,500.00

International Students

FULL PAYMENT

Diploma in Hospitality and Management

6-Months Study + 6-Months Industrial Attachment (IA)

S\$8,000.00

Advanced Diploma in Hospitality and Management

6-Months Study + 6-Months Industrial Attachment (IA)

S\$8,000.00

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 scheme.

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 DIPLOMA IN HOSPITALITY MANAGEMENT

- 16 years old and above; and
- GCE "O" 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.

THE PRE-REQUISITES FOR ADVANCED DIPLOMA IN HOSPITALITY MANAGEMENT

- Students must have attained Diploma in Hospitality Management or equivalent; and
- Pass on English in GCE "O" level or equivalent; or

For International Students, they must pass in English in Secondary or High School education or equivalent

- Other qualifications will be considered on case-by-case basis.

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

Diploma in Hospitality Management is conducted over a period of **6 months** via Theory and Practical Lessons with **6 months** Industrial Attachment.

Advanced Diploma in Hospitality Management is conducted over a period of **6 months** via Theory and Practical Lessons with **6 months** Industrial Attachment.

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 Diploma in Hospitality Management
- STEi Advanced Diploma in Hospitality Management
- STEi Students will be sent to WSQ Approved Training Organisations to take the WSQ Food & Beverages Safety and Hygiene Policies and Procedures course.



STeI Institute

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(65) 6226 2896



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