STEi

FULL TIME

Diploma &
Advanced Diploma in

Hospitality Management

Your Life Chance
www.stei.edu.sg

edutrust
SINGAPORE

Cert No. : EDU-2-2078
Validity: 18/03/2020 - 17/08/2024

Enhanced Registration
Framework Cert
No. :200901936C
Validity: 20/05/2022 - 19/05/2026

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 **E**XCELLENCE

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 students' 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.

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

The syllabus coverage allows the students to use English language skills to speak, listen, read and write in proper English contextualised in the hospitality setting and with confidence. The syllabus is also covering basic public speaking skills and the techniques in preparing PowerPoint Slides to make presentations effectively.

HM 1002 FOOD NUTRITION & PRODUCT KNOWLEDGE

The syllabus coverage allows the students to explain the principles and characteristics of the various cooking methods and describe the characteristics and identify different food and beverage products.

HM 1003 BAR SERVICE & KNOWLEDGE

The syllabus coverage allows the students to describe the various types of alcoholic and non-alcoholic beverages; country and areas of origin, methods of production, base ingredients, characteristics, alcoholic content, quality ratings, and the deliverance of service. It includes the practical preparation of common beverages.

HM 1004 FOOD & BEVERAGE OPERATIONS

The syllabus coverage allows the students to identify and describe the different service and operational styles to serve different types of food; plated service, platter service, gueridon service, buffet service, family service, counter service, silver service, Carvery service, fast food service, and other services. It includes the practical preparation of food & beverage set up.

HM 1005 PRINCIPLES OF FRONT OFFICE OPERATIONS

The syllabus coverage allows the students to explain the phases of the guest cycle and the various transactions and services within each phase. Different sections of the Front Office and the job titles and duties of staff in each section involved in these transactions are identified.

HM 1006 HOSPITALITY INFORMATION SYSTEMS

The syllabus coverage allows the students to understand and demonstrate the concepts of a Property Management System (PMS). A demonstration software product, known as Hotel Front Office Management Simulation will be provided for students for an interactive learning experience on the functions of PMS. It consists of five Front Office categories viz, revenue management; reservation management; guest stay information; guest departure and payment; and accounting and financial summaries.

HM 1007 CONFERENCE & EVENTS OPERATIONS

The syllabus coverage allows the students to explain the types of events, its uniqueness and importance of each event and to outline the functions and responsibilities of the Banquet department and describe the types of functions handled. It includes the practical preparation of conference and event set up.

HM 1018 MARKETING FOR HOSPITALITY & TOURISM I

The syllabus coverage allows the students to understand the introduction and service characteristics of the hospitality and tourism marketing, the role of marketing in strategic planning and to describe service culture.

HM 1019 INDUSTRIAL ATTACHMENT (IA)

The coverage of the Industrial Attachment is to equip students with an understanding of the nature of the hospitality industry in the practical and operational aspects. In the event that the students are unable to proceed to IA due to reasons beyond the control of STEi, the students may complete Project Work in lieu of IA.

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ADVANCED DIPLOMA IN HOSPITALITY MANAGEMENT

HM 2008 WINE SERVICE & KNOWLEDGE

The syllabus coverage allows the students to acquire the knowledge in different variety and characteristics of vine grapes, the Old world wines and New world wines, matching wine with food, techniques in the provision and service of wine, promotion of wine to customers and other compounded beverages.

HM 2009 RESTAURANT SHOWMANSHIP

The syllabus coverage allows the students to learn the practices and procedures that include the art of service sequence within a restaurant environment. Service sequence includes preparation for service, welcoming techniques, taking orders, suggestive selling, service and clearance of various courses, billing procedures, encourage guest feedback before departing and handling various situations associated with customers.

HM 2010 HOUSEKEEPING OPERATIONS

The syllabus coverage allows the students to describe organisation structure of the Housekeeping department of a hotel, its sub departments and functions, staffing and scheduling, inventory management, uniform and linen management, laundry layout and operations, cleaning surfaces, housekeeping products, procedures and controls.

HM 2011 FINANCIAL ACCOUNTING

The syllabus coverage allows the students to obtain an understanding of the hotel revenue management system, revenue cycle, basics of auditing, food and beverage cost and sales concepts, controlling food cost and sales, inventory management, menu engineering and pricing, labour cost considerations and budgeting process.

HM 2018 MARKETING FOR HOSPITALITY & TOURISM II

The syllabus coverage allows the students to acquire understanding of internal marketing, pricing approaches and strategies of hospitality products and services, various distribution channels, promotion mix, integrated marketing communications, direct marketing, importance of destination marketing and steps in marketing plan.

HM 2020 HOSPITALITY MANAGEMENT

The syllabus coverage allows the students to be aware of hospitality industry and its sustainability overview of operations of its sectors such as lodging, restaurants, beverages and managed services, other related sectors, sustainability and their impact on hospitality industry. It also covers characteristics and practices of leadership and management in relevance to the hospitality industry.

HM 2021 HUMAN RESOURCE MANAGEMENT

The syllabus coverage allows the students to explain the overview of human resource management in hospitality industry, legal environment of human resource management, its policies and procedures in relevance to hospitality industry, methods of securing human resources, human resource activities and human resource concerns in a hospitality environment.

HM 2022 TOURISM MANAGEMENT

The syllabus coverage allows the students to obtain an understanding of brief history of tourism, destination management, types and intermediaries of tourism industry, impact of external environment such as political, social, cultural, economic and environmental issues.

HM 2019 INDUSTRIAL ATTACHMENT (IA)

The coverage of the Industrial Attachment is to equip students with an understanding of the nature of the hospitality industry in the practical and operational aspects. In the event that the students are unable to proceed to IA due to reasons beyond the control of STEi, the students may complete Project Work in lieu of IA.

COURSE FEES

Local Students

Diploma in Hospitality Management
6-Months Study + 6-Months Industrial Attachment (IA)

S$7,500.00

Advanced Diploma in Hospitality Management
6-Months Study + 6-Months Industrial Attachment (IA)

S$7,500.00

International Students

Diploma in Hospitality Management
6-Months Study + 6-Months Industrial Attachment (IA)

S$8,000.00

Advanced Diploma in Hospitality Management
6-Months Study + 6-Months Industrial Attachment (IA)

S$8,000.00

All fees stated are inclusive of **9%** GST.

All fees are subject to change without prior notice.

Application Fee of S$305.20 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.

FEE PROTECTION SCHEME

(GROUP INSURANCE)

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

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 BODY

- STEi Institute

- STEi Students will be sent to WSQ Approved Training Organisations to take the WSQ Food Safety and Hygiene course.

STEi Institute

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Singapore 079903

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