



FULL TIME

Specialist Diploma in  
**Business  
Administration**  
(Hospitality  
Management)  
or  
(Logistics &  
Supply Chain  
Management)

Your Life Chance  
[www.stei.edu.sg](http://www.stei.edu.sg)



Cert No. : EDU-2-2078  
Validity: 18/08/2024 - 17/08/2028

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



## VISION

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

## MISSION

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

## OUR VALUES - ELITE

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### 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

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**S**hared sense of purpose and values that is consistent across all members of STeI.

**E**mphasising importance of staff learning and focusing on continuous improvement in STeI.

**A**ccentuating sense of responsibility for student's learning.

**R**ecognition of staff members' excellent effort and celebrating their successes.

**C**ollegial and collaborative relationships among staff members.

**H**arnessing 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

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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

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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.

# BUSINESS ADMINISTRATION (HOSPITALITY MANAGEMENT)

Specialist Diploma in Business Administration (Hospitality Management) is to provide students with a deeper spectrum of business administration study to enable them to understand the business administration systems, processes and procedures, with the option of learning the operational as well as supervisory aspects of the international hospitality industry and the knowledge of the hospitality management principles involved.



## SPECIALIST DIPLOMA IN BUSINESS ADMINISTRATION (HOSPITALITY MANAGEMENT)

### BA 2001 MANAGEMENT INFORMATION SYSTEM

The syllabus coverage examines how communications, knowledge and information can be improved within the business of an organization by making better use of IT systems.

### BA 2002 RESEARCH AND ACADEMIC WRITING

The syllabus coverage is to develop a student's skills and knowledge by establishing a systematic approach to the creation, reporting and review of research-based knowledge. It culminates in the development of a viable research proposal for a small-medium business enterprise. The student will acquire sufficient appreciation of research methods and strategies to prepare a viable research proposal.

### BA 2003 ORGANIZATIONAL BEHAVIOR

The syllabus coverage is to develop the student's knowledge on the influence of culture; politics and power have on the behavior of others in an organizational context. Students will be in a position to apply the principles of organizational behavior to a variety of business situations.

### BA 2004 PROJECT MANAGEMENT

The syllabus coverage enables students to investigate the demands placed on organisations striving for excellence and critically evaluate the features of processes in different sectors that help deliver excellence. It also enables students to critically examine contemporary process-related themes in management and to critically assess the principles of project management as a means to implement process change.

### BA 2005 BUSINESS ENVIRONMENT

The syllabus coverage enables students to apply a broad base of knowledge and skills on the principles of organizational decision-making process and problem solving creatively due to uncertainty and changes in business environments. Apply skills in personal selling and relationship building and carrying out effective sales management.

### BA 2006 PRINCIPLES OF MANAGEMENT

The syllabus coverage is to develop an understanding of the environment in which organizations operate and an ability to identify the strategic implications of that environment. Students will also understand the needs for organizations to align their resources, values and strategies with the environment, and the methods which can be used to do this effectively.

### BA 2007 LEADERSHIP THEORY & PRACTICE

The syllabus coverage is to understand the different varieties of theoretical approaches to explaining the complexities of leadership process. This includes viewing leadership as a behavior, or as an information-processing perspective or relational approach. Each theory includes explanation on how the theory could be used in real-life situations.

### BA 2008 BUSINESS STATISTICS

This syllabus coverage the statistical concepts and techniques to generate information for decision-making. It covers descriptive statistics, probability and sampling distributions, interval estimation, hypothesis testing and regression. The emphasis would be on acquiring analytical and interpretative skills for understanding statistical findings.

### BA 2009 CUSTOMER RELATIONSHIP MANAGEMENT

This syllabus coverage the importance of understanding customers, managing them and building long-lasting relationships with them to achieve business excellence. It covers the evolution of the relationships with customers and using technologies that includes data management, data analyses and mining to gain customer insights and improve the CRM system.

# BUSINESS ADMINISTRATION (HOSPITALITY MANAGEMENT)

## SPECIALIST DIPLOMA IN BUSINESS ADMINISTRATION (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.

### BA 3010 INDUSTRIAL ATTACHMENT (IA)

The syllabus coverage integrates classroom theory with practical workplace experiential learning. The IA is of six (6) months duration when students are attached to business/hospitality companies for on-the-job training. 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.



# BUSINESS ADMINISTRATION (LOGISTICS & SUPPLY CHAIN MANAGEMENT)

Specialist Diploma in Business Administration (Logistics & Supply Chain Management) aims to provide students with a deeper spectrum of business administration study to enable them to understand the business administration systems, processes and procedures, with the option of learning the operational aspects of logistics & supply chain industry.



## SPECIALIST DIPLOMA IN BUSINESS ADMINISTRATION (LOGISTICS & SUPPLY CHAIN MANAGEMENT)

### BA 2001 MANAGEMENT INFORMATION SYSTEM

The syllabus coverage examines how communications, knowledge and information can be improved within the business of an organization by making better use of IT systems.

### BA 2002 RESEARCH AND ACADEMIC WRITING

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# BUSINESS ADMINISTRATION (LOGISTICS & SUPPLY CHAIN MANAGEMENT)

## SPECIALIST DIPLOMA IN BUSINESS ADMINISTRATION (LOGISTICS & SUPPLY CHAIN MANAGEMENT)

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### LSC 2001 SUPPLY CHAIN MANAGEMENT

The syllabus coverage allows the student to obtain an overview of supply chain management, looking at the evolution of the supply chain from traditional models to include the use of electronic and physical integration of supply chain participants.

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### LSC 2002 TRANSPORT MANAGEMENT

The syllabus coverage allows the students to obtain adequate understanding and knowledge regarding various components that make up the transportation carrier management of the logistics operation, being the single largest cost component in the logistics pipeline

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### LSC 2003 PURCHASING AND MATERIALS MANAGEMENT

The syllabus coverage allows the students to achieve adequate understanding & knowledge of the importance of purchasing & inventory control, to explain the applications of various control systems available today and to upgrade their theoretical competence.

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### LSC 2004 WAREHOUSING AND DISTRIBUTION

The syllabus coverage allows the students to demonstrate an understanding of the relationships among warehousing, distribution and other elements in the supply chain, focusing on warehouse effectiveness, distribution and customer service commitments.

### LSC 2005 STRATEGIC MANAGEMENT

The syllabus coverage allows the students to understand the environment in which companies operate with and to identify the strategic implications. They will also understand the need for companies to align their resources, values and strategies with the environment and the methods which can be applied to effectively achieve goals set by the organisation.

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### BA 3010 INDUSTRIAL ATTACHMENT (IA)

The syllabus coverage integrates classroom theory with practical workplace experiential learning. The IA is of six (6) months duration when students are attached to business/ logistics & supply chain companies for on-the-job training. 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

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## Local & International Students

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Specialist Diploma in  
Business Administration  
(Hospitality Management)

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

**S\$ 13,000.00**

Specialist Diploma in  
Business Administration (Logistics  
& Supply Chain Management)

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

**S\$ 13,000.00**

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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 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 PROGRAM

## THE PRE-REQUISITES FOR SPECIALIST DIPLOMA IN BUSINESS ADMINISTRATION (HOSPITALTY MANAGEMENT)

- Diploma in Business Administration or 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.

## THE PRE-REQUISITES FOR SPECIALIST DIPLOMA IN BUSINESS ADMINISTRATION (LOGISTICS & SUPPLY CHAIN MANAGEMENT)

- Diploma in Business Administration or Diploma in Logistics & Supply Chain 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

Specialist Diploma in Business Administration (Hospitality Management) is conducted over a period of **17 months** via theory lessons with **6 months** Industrial Attachment.

Specialist Diploma in Business Administration (Logistics & Supply Chain Management) is conducted over a period of **17 months** via theory lessons with **6 months** Industrial Attachment.

## BLENDED MODE OF DELIVERY

Blended mode of delivery via:

- Lecture
- Discussion
- Role-Play
- Hyperlinks and interactive Media
- Group work

## 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](http://www.stei.edu.sg) for latest information.

## AWARDING BODY

STeI Institute



# STeI Institute

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