The Certificate in Hotel Operations programme has been designed in collaboration with the industry to provide key operational skills and competencies in the hospitality industry. Students will be trained in the areas of front office, housekeeping, food & beverages and kitchen. Upon completion of the programme, students can further their studies at the diploma level.

**Programme structure**

**Year 1**
- Basic Cookery 1
- Basic Cookery 2
- Basic Skills in Software Application
- Dessert & Pastry
- English Skills 1
- English Skills 2
- Food & Beverage Service 1
- Food & Beverage Service 2
- Food Studies
- Front Office Operations
- Housekeeping Operations
- Introduction to Hotel Operations

**Year 2**
- Internship Workshop
- Internship Practical

**MPU subjects**
- Introduction to Malaysian Culture
- Malaysian Studies 1 (Local students) / Communicating in Malay 1B (International students)
- Study Skills for Certificate Level
- Bahasa Kebangsaan A*

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This programme prepares students for employment at a supervisory level, or progression into the degree. Professional skills are developed through a series of Craft-based Learning (CBL) activities supported by theoretical courses and an internship. In this programme, students will also learn fundamental subjects related to business, marketing, economics and operations.

**Programme structure**

**Year 1**
- Beverage Studies
- Culinary Operations
- Food & Beverage Cost Control
- Food & Beverage Management
- Food & Beverage Operations
- Food Safety & Hygiene
- Fundamentals of Marketing
- Hospitality English 1
- Hospitality English 2
- Information Systems
- Introduction to the Hospitality Industry
- Pastry & Dessert
- Theory of Food

**Year 2**
- Accommodation Management
- Business Accounting
- Entrepreneurship Skills
- Event Management
- Front Office Management
- Introduction to Business
- Supervision in the Hospitality Industry
- Workplace Communication
- Internship Workshop
- Internship Practical

**MPU subjects**
- Community Service & Co-curriculum
- Critical Thinking for Better Communication
- Bahasa Kebangsaan A*
- Malaysian Studies 2 (Local students) / Communicating in Malay 1B (International students)
- Personal Financial Planning

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*For Malaysian students who do not have a credit in SPM BM.